



Annual Performance Report
Commission for the
Transportation Disadvantaged

January 1, 2005

Prepared by:

The Florida Commission for the
Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, FL 32399-0450
(850) 410-5700
(800) 983-2435
www.dot.state.fl.us/ctd

Standing Committees

Conference Awards Selection Committee
Finance, Audit and Program Performance Committee
Medicaid Committee
Nominating Committee
Ombudsman Committee
Personnel Committee
Rate Review Committee
TD Oversight Committee

Peter Gianino, Chairperson
Anthony Tizzio, Vice-Chairperson
Lisa M. Bacot, Executive Director

Commission for the Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, FL 32399-0450

(850) 410-5700
(800) 983-2435 toll free
(850) 410-5751 fax
(800) 955-8770 Florida Relay Service - voice
(800) 955-8771 Florida Relay Service - TDD

www.dot.state.fl.us/ctd

letter to the governor



Jeb Bush
Governor

Peter Gianino
Chairperson

Tony Tizzio
Vice Chairperson

Lisa M. Bacot
Executive Director

January 1, 2005

Honorable Jeb Bush
Governor, State of Florida
The Capitol
Tallahassee, FL 32399-0001

Honorable Tom Lee
President of the Florida Senate
Suite 409, Capitol
Tallahassee, FL 32399-1100

Honorable Allan Bense
Speaker, Florida House of Representatives
Suite 420, Capitol
Tallahassee, FL 32399-1300

Dear Governor, Mr. President and Mr. Speaker:

The Florida Commission for the Transportation Disadvantaged is pleased to submit the 2004 Annual Performance Report, pursuant to Section 427.013(13), Florida Statutes.

This year is another landmark year for the coordinated system. Nearly 57 million trips were provided statewide. Considering the financial strains upon our Community Transportation Coordinators (CTCs) related to gasoline prices, skyrocketing insurance, and other factors, the CTCs have gone above and beyond to increase service while reducing costs.

Here are a few highlights of the 2004 Annual Performance Report:

- 56,836,202 million trips were provided statewide to Floridians through the coordinated transportation network, representing a 8% increase over the year prior and a new record high;
- Fixed Route trips increased 8%;
- All performance measures relating to cost decreased;
- The number of miles traveled between roadcalls increased 1%; and
- The average trips taken per passenger increased 6%.

605 Suwannee Street, MS-49 • Tallahassee, Florida 32399-0450
(850) 410-5700 • FAX (850) 410-5752 • Toll Free (800) 983-2435
www.dot.state.fl.us/ctd

Page Two
January 1, 2005

The Commission for the Transportation Disadvantaged will continue to partner with the community transportation coordinators and other local entities to identify and implement innovative approaches to meet the growing unmet needs.

We look forward to working with each of you to continue providing transportation for Florida citizens who count on us to assist them with their daily mobility needs. Without transportation, their quality of life suffers due to the lack of access to medical care, employment, nutrition or other needed services.

Sincerely,

Peter Gianino
Chairperson

Table of Contents

7	Executive Summary	182	Appendices
11	Introduction	184	2004 Summary of Revenues
21	Major Accomplishments	185	2004 Summary of Expenses
33	System Performance	186	2004 Performance Measures
40	Planned Activities	187	Statewide Medians
43	County Summaries	188	2004 CTC System Information
		189	2004 Passenger Trips by Trip Purpose 2004 Passenger Trips by Type of Passenger
		190	2004 Passenger Trips by Funding Source
		191	2004 Passenger Trips by Type of Trip
		192	2004 Summary of Vehicle Information
		193	2004 Operators by County
		194	2004 Employee Information
		195	2004 Other Reported Data
		197	Glossary of Terms
		207	Primary Contacts



Executive Summary

The Commission for the Transportation Disadvantaged had a landmark year in 2004. The coordinated system reported over 57 million trips, the highest number ever recorded. In addition, the Community Transportation Coordinators provided more trips, with less funding. An amazing accomplishment, especially given the financial strains that have been put on our transportation providers.

The utilization of the bus pass program continues to play an important role in increasing services while keeping costs down. Over 45% of all trips reported in the 2004 Annual Performance Report were provided on fixed route services. All operating expense performance measures decreased this year. An incredible accomplishment given the high price of fuel and insurance.

The number of unmet trip requests has decreased two years in a row; however, clearly unmet needs still exist given that 682,037 trips were denied due to lack of funding, lack of vehicle availability or for some other reason. According to the Center for Urban Transportation Research, by the year 2015, 8.25 million Floridians may

potentially fall under the Transportation Disadvantaged definition.

The results of this 2003/2004 Annual Performance Report reveal:

- 56,836,202 million trips were provided statewide to Floridians through the coordinated transportation network, representing a 7% increase over the year prior and a new record high;
- Fixed Route trips increased 8%;
- All performance measures relating to cost decreased;
- The number of miles traveled between roadcalls increased 1%; and
- The average trips taken per passenger increased 6%.

The success of the coordinated transportation system is a direct result of the ingenuity of our local partners, the community transportation operators and transportation operators. We are very proud of their efforts.





Introduction

introduction

Introduction

The 2004 Annual Performance Report for the Florida Commission for the Transportation Disadvantaged meets the statutory requirements outlined in Section 427.013(12), Florida Statutes.

This report provides an overview of the program and a brief and concise account of significant program accomplishments during the reporting period. The report also provides a summary of performance trends statewide. This information is compiled from each system's Annual Operating Report, thereby providing the Governor, Legislature, Commission, Community Transportation Coordinators, local Coordinating Boards and other interested parties statewide statistical, operational and financial information on all coordinated transportation services.

Mission

The mission statement of the Commission for the Transportation Disadvantaged is to: "Ensure the availability of efficient, cost-effective, and quality transportation services for transportation disadvantaged persons."

Purpose of the Commission

The Florida Legislature created the Commission for the Transportation Disadvantaged in 1989 to coordinate the transportation services provided to the transportation disadvantaged. The goal of this coordination shall be to assure the cost-effective provision of transportation by qualified community transportation coordinators (CTCs) or transportation operators for the transportation disadvantaged. The Commission sets

policies and provides direction to its staff in the areas of quality assurance, program administration, contract management, and financial accountability.

The authority of the Commission for the Transportation Disadvantaged derives from Chapter 427.011-017, Florida Statutes, and Rule 41-2, Florida Administrative Code. The Commission also administers the Transportation Disadvantaged Trust Fund (TDTF), which provides for carrying out the statutory responsibilities of the Commission.

The Commission was created as an independent agency located within the Department of Transportation for administrative and fiscal purposes. In all respects, the Commission operates independently, with rule making and budget authority. The Commission employs twelve (12) full-time staff in Tallahassee to administer and monitor the statutory requirements for the program.

Floridians Being Served

Florida's transportation disadvantaged are defined in Chapter 427.011(1) as 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 as defined in s. 411.202, F.S.

The Center for Urban Transportation Research at the University of South Florida

prepared the State of Florida 5 & 20 Year Transportation Disadvantaged Plan and reports that the potential transportation disadvantaged population in Florida is estimated to grow to 8.25 million by the Year 2015. This estimate is based on the State's population estimates for persons who are elderly, disabled, and children at-risk or low-income. The report also estimates that by the Year 2015 the unmet needs for this population will be 15.7 million trips annually. The denial of transportation continues to be reported, reflecting an unmet need for this population.

Commission Membership

According to 427.012(1), the Commission shall consist of twenty-seven (27) members; however, the 2002 Legislature abolished the Department of Labor, bringing the membership of the Commission to twenty-six (26) active members. Six (6) commission members are appointed by the Governor, three (3) members are appointed by the President of the Senate, and three (3) members are appointed by the Speaker of the House of Representatives. The Commissioner of Agriculture appoints six (6) members. A representative of the Florida Association for Community Action and a representative of the Florida Transit Association are members. The other six (6) members are Secretaries or designees of state agencies or departments involved in or fund transportation disadvantaged services.

Program Organization

The Commission for the Transportation Disadvantaged is the state-level policy

The Commission for the Transportation Disadvantaged Membership List

Name	Representing	Term	Appointed By
Peter Gianino, Chairperson	Non-transportation Business Community	Pleasure of the Speaker	Speaker of the House
Tony Tizzio, Vice-Chairperson	Disabled Citizens	4	Governor
James Barr	Transportation Operators	4	Comm.of Agriculture
Gary Bryant	CTCs	4	Governor
Ed Coven	Department of Transportation	Pleasure of the Agency	Agency Head
Pam Dorwarth	Non-transportation Business Community	Pleasure of the President	Senate President
Michael Georgini	Low Income Citizens	Pleasure of the Assoc.	Assoc. for Community Action
Steve Grigas	Agency for Healthcare Administration	Pleasure of the Agency	Agency Head
Richard Gunnels	Transportation Operators	4	Comm. of Agriculture
JR Harding	Department of Education	Pleasure of the Agency	Agency Head
Albert Linden	Department of Veterans Affairs	Pleasure of the Agency	Agency Head
Tiffany Lynn	Department of Children and Families	Pleasure of the Agency	Agency Head
William Moon	Transportation Operators	4	Comm. of Agriculture
Marybeth Nayfield	Children at Risk	4	Governor
Anthony Nigro	Non-transportation Business Community	Pleasure of the President	Senate President
Walter Schoenig	Elderly	4	Governor
Robert Searcy	Transportation Operators	4	Comm. of Agriculture
Robert Siedlecki	Non-transportation Business Community	Pleasure of the President	Senate President
Cheryl Stone	Urban Citizens	4	Governor
Jimmy Swisher	Public Transit Systems	Pleasure of the Assoc.	Florida Transit Association
Nancy Thompson	Non-transportation Business Community	Pleasure of the Speaker	Speaker of the House
Wei Ueberschaer	Rural Citizens	4	Governor
Bhailal Vyas	Non-transportation Business Community	Pleasure of the Speaker	Speaker of the House
Floyd Webb	Transportation Operators	4	Comm. of Agriculture
Joyce Williams	Department of Elder Affairs	Pleasure of the Agency	Agency Head
Sandra Winegar	Transportation Operators	4	Comm. of Agriculture
Vacancy1	Department of Labor and Employment Security		Agency Abolished in 2002

board responsible for the oversight of the implementation of coordinated transportation disadvantaged services.

To assist with program implementation, the Commission contracts with a community transportation coordinator and planning agency in each county.

The local CTC is responsible for the actual arrangement or delivery of transportation services for transportation disadvantaged persons. The CTC, through a competitive procurement process, may contract with local transportation operators to provide transportation of transportation disadvantaged persons. During 2004, 471 qualified transportation operators carried out the provision of services.

The Local Coordinating Board (LCB), appointed and staffed by the planning agency, oversees and annually evaluates the CTC, which is approved by the Commission.

Local Coordinating Boards also provide local assistance to the CTCs. They identify local service needs and provide information, advice and direction to CTCs on the coordination of services. Each LCB is recognized as an advisory body to the CTC in its service area. Their membership is similar to the Commission.

Membership of each Local Coordinating Board includes the Chairperson of the board, who is an elected official; representatives from the Departments of Transportation, Children and Families, Education, Agency for Health Care Administration, Elder Affairs; a person over sixty representing the elderly; a person with a disability

representing persons with disabilities; two (2) citizen advocate representatives (one who must be a user of the system); a representative of the local public education system; a person who is recognized by the Florida Department of Veteran's Affairs, (representing the veterans of the county); a person who is recognized by the Florida Association for Community Action representing the economically disadvantaged; a local representative recommended by the Coordinating Council for Early Childhood Services; and a representative of the local private for profit transportation industry and, where available, the local public transit system.

Commission Staff

The Commission has twelve (12) full-time staff, which consists of ten (10) professional team members and two (2) administrative staff, who provide support and administer the statewide Transportation Disadvantaged Program. The Executive Director provides oversight for all staff and is directly accountable to the Commission.

Oversight and Compliance

This unit is responsible for three teams which include Quality Assurance and Program Evaluation, Public Relations and; Project Administration. The unit is lead by the Assistant Director of Oversight and Compliance who reports directly to the Executive Director, and provides guidance and direction to ensure program consistency and compliance.

Quality Assurance and Program Evaluation Team

During the 2004 fiscal year, the Commission had two (2) full time staff providing triennial independent reviews of the Transportation Disadvantaged Program's contractors.

The Quality Assurance activities address public safety and health issues of Floridians that receive transportation services under the Transportation Disadvantaged Program. The Program Evaluation activities include the collection and evaluation of the contractors' operating data, as well as other finance related activities.

Community Transportation Coordinator Reviews

The overall objective of the Community Transportation Coordinator (CTC) review is to ensure that the operations of each coordinator are in compliance with Chapter 427, F.S.; Rule 41-2 F.A.C.; the Commission's standards; local standards; and the Americans With Disabilities Act. Additionally, the data gathered in the CTC review is useful in providing information about the services to the Commission and the Legislature.

As part of each triennial review, the Quality Assurance and Program Evaluation (QAPE) team provides a review report that contains recommendations to the coordinator. The coordinator responds with their plans to implement the review's recommendations in a status report to the QAPE team. At the next triennial review of the CTC, the QAPE team follows-up with the CTC on the recommendations from the previous review. Additionally, the QAPE staff coordinates with the local Coordinating

Boards and other purchasing/funding agencies to conduct joint reviews in an effort to reduce duplicative monitoring.

During fiscal year 2003/2004, the Quality Assurance and Program Evaluation team completed seven (7) triennial CTC reviews. These on-site evaluations included: the review of locally established service delivery standards and Commission established standards; a review of the coordinators' compliance with the Americans with Disabilities Act; a survey of the system's riders, a survey of the agencies who purchase service, a survey of the contractors, a review of the CTC's monitoring efforts for its contracted operators and coordination contractors. The staff also reviews the annual evaluation conducted by the local Coordinating Board and the System Safety Program Plan by the Florida Department of Transportation to eliminate any duplication and review areas of concern.

Special Reviews

Another aspect of the Quality Assurance and Program Evaluation team's activities is the monitoring of Community Transportation Coordinators and their subcontractors (transportation operators and coordination contractors) to ensure quality and cost-effective transportation is provided. This team is also responsible for detecting potential abuse of riders by coordinators and their subcontractors. Investigations relating to these activities may be initiated as a result of information from the Commission and its staff, the Legislature, consumers, the Ombudsman Program, or other federal, state, or local agencies. During this fiscal year, the QAPE

did not conduct any special reviews.

Planning Agency Reviews

The Commission contracts with planning agencies to provide local technical assistance and administrative support to the local Coordinating Boards. These contractors receive financial support from the Commission's Trust Fund for the assigned task. The Quality Assurance and Program Evaluation team evaluates the designated planning agencies to ensure satisfactory completion of the contracted activities.

Three (3) planning agency reviews were conducted during the 2003/2004 fiscal year. The planning agency review consists of an internal evaluation of deliverables received, the quality and availability of services provided, the inventory of local transportation services, the level of competition, and the performance of planning tasks. The QAPE team also attends a local Coordinating Board meeting unannounced to observe the planning and organization of the meeting. In addition, the CTC, board members and local grievants are surveyed on the performance of the planning agency.

Annual Self-Certification

In order to supplement monitoring efforts, the Commission implemented annual self-certifications for CTCs. CTCs certify drug and alcohol compliance, operator monitoring, and driver training have been completed.

Public Relations Team

In a concerted effort towards public awareness of the Transportation

Disadvantaged Program, the Public Relations Team was established during this reporting period. This team has been responsible for the operation of the Ombudsman Program and TD Helpline as well as representing the Commission at conferences, public meetings and forums. In addition, Team members have continued to assist the Department of Transportation with the implementation of the Toll Permit Program for qualified disabled drivers.

Ombudsman Program

The Public Relations Team is responsible for the operation of the Ombudsman Program. The Ombudsman Program began in 1994 to ensure quality customer service is being provided to transportation disadvantaged consumers. The primary goal of this program is to give consumers a forum to express concerns relating to services, as well as to provide the Commission with a tool to improve policies and program implementation. Ombudsman staff intake calls, listen and document concerns of the consumer, provide callers with information, refer callers to appropriate local area services; and maintain a database of information from all callers. An existing full-time staff is assigned the responsibility to serve as a liaison between the caller and the CTC.

During fiscal year 2003/2004, the Ombudsman Committee continued its efforts towards ensuring consumers awareness of the program and riders rights and responsibilities. The Committee has been developing a statewide standard for complaints, including definitions of problems and uniform methods for

processing complaints.

TD Helpline

During this reporting period, 285 calls were received from consumers regarding questions, general information and concerns. The majority of quality of service calls are referred to the local area for intervention. This is accomplished by contacting the appropriate local Community Transportation Coordinator or planning agency to resolve the problem. Within fourteen (14) days, consumers are contacted to ensure their concerns were handled. Additionally, the TD Helpline received over 5,000 calls requesting information on the Toll Permit/Sun Pass Program. Currently, the toll free number, 800-983-2435, is operated from 8 a.m. to 5 p.m. Voice mail capability is available during the evenings and weekends.

Public Relations Efforts

The team attended and participated in meetings with different groups throughout the state, such as the Grass Roots Forum on Disabilities and the Florida Council for the Blind. The staff attended and presented at related conferences throughout the state and nation as well. These included the CTAA Conference in Seattle, Washington, FTA Awards Banquet in Washington, D.C., Family CAFÉ, Florida Council On Aging Conference, and the Florida Association of Rehabilitation Facilities Meeting. Staff volunteered to assist with other related programs functions in a public relations effort. These included the Abletrust's Youth Leadership Forum, Florida Sportsability, Disability Mentoring Day, and the Florida Paratransit Rodeo.

In addition, press releases and several published articles were also accomplished. A new display board was developed, complete with current photos of customers.

Toll Permit/SunPass

The 1988 Florida Legislature created the Beverly Chapman Act that allowed qualified disabled drivers to obtain a toll permit providing them non-revenue access to toll roads throughout Florida. Commission staff has provided assistance to the Department of Transportation with the implementation of this program and the development and implementation of the non-revenue SunPass transponder procedures. Since its inception over 6,000 permits have been issued. During this reporting period these permits were re-certified, ensuring recipients remained qualified. As of April 2004, approximately 1,500 toll permit renewals have been processed.

Project Administration Team

The Project Administration Team provided training and technical assistance to all contracted Community Transportation Coordinators, Designated Official Planning Agencies and others across the State. In addition, team members reviewed Quality Assurance and Program Evaluations of Community Transportation Coordinators and Planning Agencies and provided technical assistance as needed. The team continued to work on the review of all policies and procedures and also revised the Memoranda of Agreement, Trip/Equipment and Planning Grants formats. The team reviewed fifty-six (56) Transportation Disadvantaged Service Plans, as well as contract deliverables. Research, fact-

finding and information were also provided on various topics that effect the provision of transportation.

Annual Transportation Training and Technology Conference

The conference is a significant opportunity for CTCs, planning agencies, purchasing agencies, and local Coordinating Board members to learn about the TD Program and to share challenges and success stories. Team members assisted in developing topics for this year's conference and worked with the Commission's Conference Planning and Awards Committee.

Contract Management and Monitoring

Contract management was provided for over 190 contracts, which included 64 Memoranda of Agreement and Transportation Disadvantaged Service Plans, 64 Trip and Equipment Grants, 37 Planning Grants, 27 Capital Equipment Grants, and outside contracts for the ADA and legal services.

Another contract management project undertaken was the third year of the Rural Capital Equipment Support Grants Program. The Florida Department of Transportation transferred \$1.4 million dollars to the Transportation Disadvantaged Trust Fund to assist rural areas with the purchase of capital equipment. This funding transfer will occur each year for another two (2) years. Thirty-seven (37) counties were selected through a competitive procurement process and received project funding. Team members worked closely with a subcommittee of the Finance, Audit and Program Performance Committee to develop eligibility requirements, an

application process, criteria, and guidelines for reporting and invoicing.

Annual Performance Report

Commission staff gathers annual operating information from local coordinators, state purchasing agencies and designated planning agencies to compile the Annual Performance Report (APR). Staff utilizes desk audit procedures to verify the data contained in each Community Transportation Coordinator's Annual Operating Report, which is submitted at the end of each state fiscal year. This report provides cumulative operational statistics and trends on each coordinated transportation system and provides performance measures for all the coordinated systems.

Finance and Administration

The Finance and Administration Team continued to develop and review policies and procedures used to detect and prevent financial shortfalls, fraud, and abuse. This team consists of an auditor, and a financial manager. The auditor reports directly to the Executive Director, while providing accounting and auditing technical assistance to the Commission and grantees working within the system. This position supervises the Financial Services Manager who handles the reimbursement processes for funds disbursed from the Transportation Disadvantaged Trust Fund. This team also is responsible for securing and maintaining office space and equipment as necessary for Commission staff.

Financial Status of the Transportation Disadvantaged Trust Fund

All 67 of Florida's counties expended trust fund dollars for the provision

of transportation services for local transportation disadvantaged citizens whose transportation was not being subsidized by other funding programs. Planning agencies across the state also utilized trust fund dollars to assist in the development and evaluation of adequate and cost effective plans in order to meet the present and future needs of local transportation disadvantaged citizens.

All counties have been very successful in utilizing these funds, but still face daily trip denials due to lack of funding to meet the needs. During FY 2003/2004, over 56 million trips were provided throughout the transportation disadvantaged coordinated systems, with a reported 6.5 million non-sponsored trips provided by the TD Trust Fund.

Revenue Estimates

The chart (top, right) reflects projected revenue estimates for the period from FY 2003/2004 through the next four years.

Grant Program Status

The status of the grant program for fiscal year 2003/2004 are reflected in the center chart. This chart reveals that the appropriations authorized were committed for expenditures, with minimal funding anticipated for roll forward. In accordance with Commission policy, a reserve is maintained for management purposes. This is critical should the expected revenue collections or cash flow fall below the amount initially programmed for expenditures.

Operating Budget Status

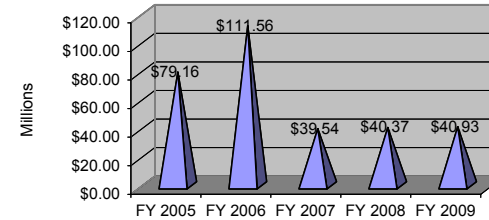
This chart (bottom, right) reflects the

status of the operating expenses for the Commission during fiscal year 2003/2004.

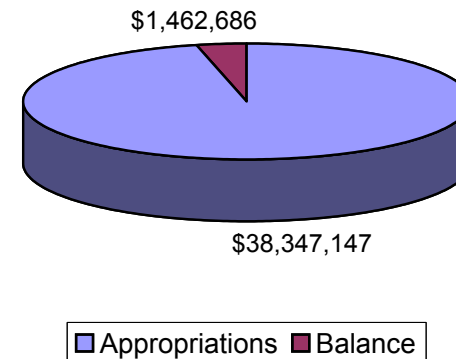
Budget Request for Fiscal Year 2006

A total budget initiative of \$111.56 million has been requested for FY 2005/2006. Of the total requested, approximately 31% will fund the grant program that allows non-sponsored customers to receive transportation for daily living, and local expansion and improvement of the transportation service delivery system. Approximately 1.32% of the total budget continues to be used for the operational costs of the Commission. The remaining funds will be utilized to implement the Medicaid Non-Emergency Transportation Program.

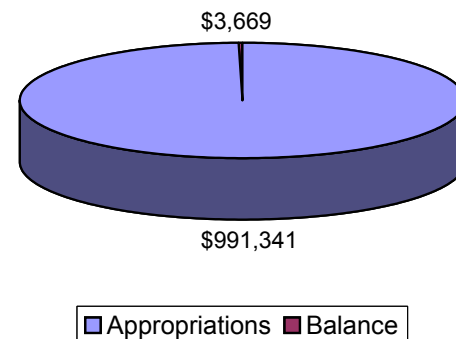
TDTF Revenue Estimates
FY 2005-2008



Grant Program FY 2003-04



Operating Expense Budget FY 2003-04





Major Accomplishments

Major Accomplishments

The major accomplishments made in each of the Commission's statutory requirements directed by the Florida Legislature are provided below:

1. Compile all available information on the transportation operations for and needs of the transportation disadvantaged in the state. [s.427.013(1), F.S.]

Collected, analyzed and verified operational statistics for all 50 Community Transportation Coordinators statewide representing 67 counties. The data indicated that over 56.8 million one-way passenger trips were provided statewide through the coordinated transportation network. In addition, 682,037 unmet trip requests were documented.

Assisted 285 consumers who contacted the TD Helpline in need of information about services or assistance addressing their services in the areas of quality, cost or timeliness.

2. Establish statewide objectives for providing transportation services for the transportation disadvantaged. [s.427.013(2), F.S.]

Continued to implement statewide coordinated transportation and administered funds deposited into the Transportation Disadvantaged Trust Fund.

Continued to work with the Department of Transportation to provide input into the next Florida Transportation Plan update, including updated performance measures to identify program results.

Conducted a 5-20 Year Commission Workshop to review statewide goals and objectives.

3. Develop policies and procedures for the coordination of local government, federal and state funding for the transportation disadvantaged. [s.427.013(3), F.S.]

Approved the Procedure for the Use of a Transportation Alternative for agencies to document and justify in instances where a Community Transportation Coordinator is unavailable to provide services or when a purchasing agency proposes to utilize an alternative provider that is outside of the coordinated system.

All Florida counties continued implementation of the required competitive procurement process for the selection of Community Transportation Coordinators and Transportation Operators.

The Finance, Audit and Program Performance Committee continued to evaluate the cash and revenue management plans for the Transportation Disadvantaged Trust Fund. The Commission contracted with Government Services Group to study the rate structures across the State and to recommend possible methodologies for streamlining this process.

Continued to coordinate with and provide requested technical assistance and training to other state agencies, local Coordinating Boards, planning agencies and Community Transportation Coordinators to implement the provisions

of Chapter 427, F.S. and Rule 41-2, F.A.C. Continued to work toward eliminating any existing conflicting policies that inhibit coordinated transportation efforts.

Continued efforts to perform joint monitoring between local purchasing and planning agencies and the Commission's Quality Assurance and Program Evaluation (QAPE) Section to eliminate possible duplication and reduce review times and cost for grantees.

Continued to review Commission policies, procedures and processes.

4. Identify barriers prohibiting the coordination and accessibility of transportation services to the transportation disadvantaged and aggressively pursue the elimination of these barriers. [s. 427.013(4), F.S.]

Began working with the Medicaid Committee in cooperation with the Agency for Health Care Administration (AHCA) on the implementation of Medicaid non-emergency transportation.

Certified and issued 565 toll permits for the Department of Transportation, making Florida's tollgates, roads, and bridges accessible for those drivers who have upper limb impairments, as provided for in s. 338.155, F.S.

Assisted the Department of Transportation with the development and implementation of the non-revenue Sun Pass transponder procedures for qualified disabled drivers.

Continued to contract with

Multisystems, Inc. to provide general technical assistance to eliminate reported barriers in regard to requirements of the Americans with Disabilities Act, provide training in the areas of service equivalency and wheelchair securement and to develop a report on the status of ADA in Florida.

Conducted on-site training and technical assistance activities to partners within the program.

5. Serve as a clearinghouse for information about transportation disadvantaged services, training, funding sources, innovations and coordination efforts [s. 427.013(5), F.S.]

Continued to provide information about the Florida program to other states, regional and national organizations, Florida citizens, legislators and others.

Assisted 285 consumers who contacted the Transportation Disadvantaged toll-free Helpline in need of information about services or assistance in addressing their services in the areas of quality, cost or timeliness.

Partnered with or served as a member on numerous national, state and local organizations.

Monitored, tracked, and advocated for legislation at the State level, impacting the Commission for the Transportation Disadvantaged Program.

Maintained, expanded, and distributed statewide training materials and publications relating to specialized and coordinated transportation.

□ Enhanced and improved the Commission's Internet website to provide additional information and resources to interested parties.

□ Developed and distributed the newsletter, *TD Connector*, to enhance public awareness about the program. Continued marketing efforts to increase public awareness about the voluntary dollar donation program as another way to increase funds deposited into the Transportation Disadvantaged Trust Fund.

□ Held the Commission's sixth TD Legislative Day on March 17, 2004, where over 500 participants including consumers, vendors and legislators visited displays of vehicles, computers and other state-of-the-art technology. Participants had an opportunity to visit the Governor's Office, their legislators and other State officials to educate them about the importance of transportation.

□ Made presentations at training conferences, committees, state agencies and other organizations to provide information about the program and how to access transportation services.

6. Assist communities in developing transportation systems designed to serve the transportation disadvantaged. [s. 427.013(6), F.S.]

□ Provided technical assistance to Community Transportation Coordinators, local Coordinating Boards, planning agencies and state agencies through implementation of regional or special meetings.

□ Continued to educate the Legislature and others about the program and services being provided as a result of funds deposited in the Transportation Disadvantaged Trust Fund.

□ Awarded \$34.3 million dollars in grants to local Community Transportation Coordinators to provide non-sponsored trips, and to designated planning agencies to provide assistance to local Coordinating Boards to ensure local implementation is accomplished.

□ Distributed \$1.4 million for the Rural Capital Assistance Grant Program with funds provided by the Department of Transportation. These funds have allowed for the purchase of vehicles and other capital equipment, which results in improved safety and reduced maintenance costs. Additionally, some of the purchases will allow for expanded services in those counties where funds are available.

□ Held seven (7) business meetings of the Commission with two (2) in Orlando, one (1) in Tallahassee, one (1) in Miami and one (1) in Tampa. Two (2) meetings were held by conference call to maximize limited budget.

□ Held the Eleventh Annual Transportation Training and Technology Conference in Orlando on August 4-7, 2003, where over 275 people attended and received training and accessed the latest in technology. An excellent awards ceremony was a major highlight of this conference honoring those who excelled in the program.

□ Completed a study with the Center

for Urban Transportation Research on Best Practices in Voluntary Driving Cessation Programs for Seniors

Continued participation in the Florida Aging Drivers' Council.

Initiated a study with the University of South Florida to address the needs of elderly drivers and identify alternatives.

Continued the efforts of the Rate Review Committee to evaluate rate increase requests for trips funded by the Transportation Disadvantaged Trust fund based on approved Commission evaluation criteria.

7. Assure that all procedures, guidelines, and directives issued by member departments are conducive to the coordination of transportation services. [s.427.013(7), F.S.]

Continued efforts to review, update and streamline the Commission's policies, procedures and processes.

Provided on-going training and orientation to state and local agencies as well as local Coordinating Boards.

Continued working with the Medicaid Committee in cooperation with the Agency for Health Care Administration (AHCA) on the implementation of Medicaid non-emergency transportation.

8. a. Assure that member departments purchase all trips within the coordinated system, unless they use a more cost-effective alternative provider. [s.427.013(8)(a), F.S.]

b. Provide, by rule, criteria and procedures for member departments to use if they wish to use an alternative provider. Departments must demonstrate either that the proposed alternative provider can provide a trip of acceptable quality for the clients at a lower cost than that provided within the coordinated system, or that the coordinated system cannot accommodate the department's clients. [s.427.013(8)(b), F.S.]

Consolidated actual expenditures by agencies that expended transportation funds which resulted in transportation disadvantaged expenditures totaling \$107.8 million and 41.3 million trips reported in FY 2003/2004.

Implemented a statewide procedure for use by purchasing agencies and Community Transportation Coordinators to evaluate if a service can be provided in a more cost effective manner by a alternative transportation provider.

9. Develop, by rule standards for community transportation coordinators and any transportation operator or coordination contractor from whom service is purchased or arranged by the community transportation coordinator covering coordination, operation, safety, insurance, eligibility for service, costs and utilization of transportation disadvantaged services. These standards and rules must include, but are not limited to: [s.427.013(9), F.S.]

a. Inclusion, by rule, of acceptable ranges of trip costs for the various modes and types of transportation services provided. [s.427.013(9)(a), F.S.]

b. Minimum performance standards for the delivery of services. These standards must be included in coordinator contracts and transportation operator contracts, with clear penalties for repeated or continuing violations. [s.427.013(9)(b), F.S.]

c. Minimum liability insurance requirements for all transportation services purchased, provided, or coordinated for the transportation disadvantaged through the community transportation coordinator. [s.427.013(9)(c), F.S.]

Standards for community transportation coordinators and all transportation operators or coordination contractors have been developed and are included in rule. The Quality Assurance team and the local coordinating board evaluate the community transportation coordinator and all operators to ensure compliance.

Established the TD Oversight Committee to review and monitor the performance of Community Transportation Coordinators.

Contracted with the Government Services Group, Inc. to develop an acceptable rate structure.

Contracted with Thomas Howell Ferguson to analyze and recommend ways to detect and address nonpayment issues of transportation systems and agencies. Study recommendations were approved by the Commission and several of the recommendations were implemented.

Developed the 2002-03 Annual

Performance Report, which reflects program results and operational statistics relating to the actual services performed.

Continued to contract with Thomas Howell Ferguson to conduct a financial review of the Commission and to provide audit and accounting assistance to the Commission, as needed.

Revised Rule 41-2, F.A.C., regarding the minimum liability insurance requirements for community transportation coordinators.

10. Adopt rules pursuant to ss. 120.536(1) and 120.54 to implement the provisions of Section 427.011-427.017. [s. 427.013(10), F.S.]

Continued to review policies and procedures and updated rule chapter 41-2, F.A.C., as needed.

The Commission adopted or amended the following policies or procedures during this performance year:

- Grievance Procedures – Created and approved a procedure for persons to air grievances to the Commission.

- Procedure for the Use of a Transportation Alternative – developed and approved a procedure for agencies to document and justify instances where a Community Transportation Coordinator is unavailable to provide services or when a purchasing agency proposes to utilize an alternative provider that is outside of the coordinated system.

- Invoice Procedure - updated the

procedure to include recommendations received from the Auditor General's office and updated forms.

11. Approve the appointment of all community transportation coordinators [s. 427.013(11), F.S.]

Appointed twenty-three (23) Community Transportation Coordinators during this reporting period. All sixty-seven (67) Florida counties continue to have a Community Transportation Coordinator implementing coordinated transportation.

Provided continued technical assistance on the competitive procurement process for the selection of Community Transportation Coordinators and Transportation Operators.

12. Have the authority to apply for and accept funds, grants, gifts and services from the federal government, state government, local governments or private funding sources. Applications by the Commission for local government funds shall be coordinated through the appropriate coordinating board. Funds acquired or accepted under this subsection shall be administered by the Commission and shall be used to carry out the Commission's responsibilities. [s.427.013(12), F.S.]

The Commission continued to review all funding possibilities to enhance the program.

The Commission was presented a United We Ride State Leadership Award by the Federal Transportation Administration for its excellence in improving transportation.

This award was part of a new multi-agency federal initiative called "United We Ride".

The Agency for Health Care Administration issued a Request for Proposals for the management of Non-Emergency Transportation Services. The Commission submitted a proposal for consideration, however, the Agency withdrew the Request and negotiated directly with the Commission to provide such services.

The Commission continued to be actively involved in the Florida Department of Transportation (FDOT) Statewide Intelligent Transportation Systems (ITS) Workgroup. This group of multimodal transportation professionals has been charged with the responsibility of ensuring that Florida's ITS Architecture is coordinated and complementary to the National ITS Architecture.

13. Make an annual report to the Governor, the President of the Senate, and the Speaker of the House of Representatives by January 1 of each year. [s. 427.013(13), F.S.]

Compiled data for inclusion in the 2004 Annual Performance Report herein submitted.

Distributed 2003 Annual Performance Report to the Governor, the Legislature and other requesting entities.

Presented results of the 2003 Annual Performance Report to committees of the Florida Legislature during the 2004 legislative session.

major accomplishments

14. Consolidate, for each state agency, the annual budget estimates for transportation disadvantaged services and the amounts of each agencies actual expenditures, together with the annual budget estimates of each official planning agency, local government, and directly federally funded agency and issue a report. [s. 427.013(14), F.S.]

Developed the FY 03-04 budget estimate reflecting anticipated expenditures of \$219.6 million, which includes state, federal and local government transportation disadvantaged funds. Over 39.03 million estimated trips associated with the estimated expenditures were reported by local and state funding agencies.

15. Prepare a statewide 5-year transportation disadvantaged plan which addresses the transportation problems and needs of the transportation disadvantaged, which is fully coordinated with local transit plans, compatible with local government comprehensive plans, and which ensures that the most cost effective and efficient method of providing transportation to the disadvantaged is programmed for development. [s. 427.013(15), F.S.]

Continued contract with the University of South Florida, Center for Urban Transportation Research to update the 5-Year Statewide Transportation Disadvantaged Plan.

16. Review and approve memorandums of agreement for the provisions of coordinated transportation services. (s. 427.013[16], F.S.)

Reviewed and approved sixty-

four (64) Memoranda of Agreements and Transportation Disadvantaged Service Plans for approved Community Transportation Coordinators which contain rates, priorities for trips sponsored by the Transportation Disadvantaged Trust Fund and information on locally determined services provided to transportation disadvantaged persons.

17. Review, monitor, and coordinate all transportation disadvantaged local government, state, and federal fund requests and plans for conformance with Commission policy, without delaying the application process. Such funds shall be available only to those entities participating in an approved coordinated transportation system or entities which have received a Commission approved waiver to obtain all or part of their transportation through another means. This process shall identify procedures for coordinating with the state's intergovernmental coordination and review procedures and s. 216.212(1) and any other appropriate grant review process. [s.427.013(18), F.S.]

Reviewed Transportation Improvement Programs and amendments thereto, and responded to other federal funding grant applications, when requested.

Continued to participate in the intergovernmental coordination review process.

18. Develop an interagency uniform contracting and billing and accounting system that shall be used by all Community Transportation Coordinators and their

transportation operators. [s. 427.013(18), F.S.]

Continued required bimonthly billing for grantees regarding transportation services.

Continued implementation of an internal invoice reimbursement process under the direction of a Financial Auditor in order to improve monitoring and accountability for funds reimbursed from the Transportation Disadvantaged Trust Fund.

The Financial Auditor, along with the accounting firm, Thomas Howell Ferguson, reviewed billing and accounting systems used by the CTC to ensure the program accountability.

Assisted Office of Comptroller, Inspector General's Office in the review of the two grant programs administered by the Commission.

19. Develop and maintain a transportation disadvantaged manual [s. 427.013(19), F.S.]

Maintained and distributed a transportation disadvantaged program manual. This manual is available on the Commission's web page.

20. Design and develop transportation disadvantaged training programs. [s. 427.013(20), F.S.]

Provided training to local program partners involved in the program's implementation, when requested.

Provided technical assistance, as needed.

Continued coordinated training efforts with the Department of Transportation's Rural Transportation Assistance Program to assist rural Community Transportation Coordinators' training needs.

Worked toward enhanced statewide training programs including specific on-site training for program partners.

Developed and held the 11th Annual Transportation Training and Technology Conference with over 275 in attendance. Numerous workshops were held and vendors displayed the latest technology and vehicles used for the coordinated systems. Additionally, the Commission recognized those who have gone beyond the call of duty.

21. Coordinate all transportation disadvantaged programs with appropriate state, local, and federal agencies and public transit agencies to ensure compatibility with existing transportation systems. [s. 427.013(21), F.S.]

Continued to work with local Community Transportation Coordinators and local Coordinating Boards and others to improve coordination of all programs.

Continued contract with Multisystems, Inc. to provide technical assistance and training regarding Americans with Disabilities Act issues associated with the delivery of services, public transit compliance, and overall system accessibility. Developed scope of

services to compile a report on the status of ADA in Florida.

Continued representation and participation in the Florida Public Transit Association's Board.

22. Designate the official planning agency in areas outside of the purview of a Metropolitan Planning Organization. [s. 427.013(22), F.S.]

Awarded and monitored thirty-eight (38) grants to approved planning agencies serving all 67 counties to assist the local Coordinating Boards with implementation of the program at the local level.

Continued review of designated planning agencies ensuring compliance with contracts, laws and rules of the program.

23. Develop needs-based criteria that must be used by all community transportation coordinators to prioritize the delivery of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund monies. [s.427.013(23), F.S.]

Awarded and monitored sixty-four (64) trip and equipment grants to Community Transportation Coordinators to provide non-sponsored services to transportation disadvantaged persons.

The Financial Auditor continued development of a financial review process for trips purchased with Transportation Disadvantaged Trust Funds. This process will strengthen financial accountability

for the Transportation Disadvantaged Program.

24. Establish a review procedure to compare the rates proposed by alternate transportation operators with the rates charged by a community transportation coordinator to determine which rate is more cost-effective. [s. 427.013(24), F.S.]

Developed and implemented a statewide procedure for use by purchasing agencies and Community Transportation Coordinators to document and justify conditions for utilizing an alternative provider outside of the coordinated system. Continued to review other policies and procedures to improve program implementation.

25. Conduct a cost-comparison study of single-coordinator, multi-coordinator, and brokered community transportation coordinator networks to ensure that the most cost-effective and efficient method of providing transportation to the transportation disadvantaged is programmed for development. [s. 427.013(25), F.S.]

This statutory requirement was completed in 1993.

26. Develop a quality assurance and management review program to monitor, based upon approved Commission standards, services contracted for by an agency, and those provided by a community transportation operator pursuant to s. 427.0155. Staff of the quality assurance and management review program shall

function independently and be directly responsible to the executive director. [s. 427.013(26), F.S.]

Completed seven (7) Community Transportation Coordinator reviews.

Conducted three (3) planning agency reviews to evaluate compliance with state law and local Coordinating Board satisfaction.

Administered the Ombudsman Program, which included staffing the Transportation Disadvantaged Helpline and the Ombudsman Committee. Worked closely with the Ombudsman Committee to review incoming complaints, develop grievance procedures, distribute informational materials to educate consumers about the TD Helpline, and improve customer satisfaction.

Ombudsman staff attended other agency conferences to better educate consumers and agency professionals about the TD Program and the TD Helpline.

Conducted training on riders' rights and responsibilities.

27. Ensure that local community transportation coordinators work cooperatively with regional workforce boards established in chapter 445 to provide assistance in the development of innovative transportation services for participants in the welfare transition program. (s.427.013[27], F.S.)

Continued statewide training and technical assistance to local program

partners.

Assisted local coordinating boards' staff fill agency vacancies as needed.



System Performance

system performance

Operating Statistics

Operating Statistic	2003	2004	Percent Change
CTCs	49	49	0.00%
Counties Served	67	67	0.00%
Transportation Operators	467	472	1.07%
Passengers Served	671,322	888,241	32.31%
Passenger Trips	53,117,080	56,836,202	7.00%
Vehicle Miles	140,112,138	138,506,188	-1.15%
Operating Revenue	\$ 304,562,945	\$ 307,007,225	0.80%
Operating Expense	\$323,678,839	\$303,952,674	-6.09%
Vehicles	5,530	5,551	0.38%
Roadcalls	3,543	3,451	-2.60%
Accidents	1,106	1,189	7.50%
Employees	8,249	8,652	4.89%

System Performance

This section of the Annual Performance Report summarizes the statewide operating information and the performance measures of Florida’s coordinated transportation system.

In order to examine the statewide performance of the coordinated system, operating information is reviewed and verified for accuracy. This information includes revenue, expenses, total operators, passenger trips, vehicle miles, total vehicles, roadcalls, accidents, population, and employees. From this operating information, several performance measures are generated to assess system performance and is then compared to previous years. These performance measures include service availability, service effectiveness, cost efficiency, system safety, service quality, and local financial support.

The purpose of the statewide analyses is to assess the effectiveness and efficiency of the coordinated transportation system. The performance analyses in this report are useful tools for monitoring and improving the coordinated transportation system’s performance, both at the state and local levels. The issues identified from the analyses provide the basis for enhanced understanding of the performance of the coordinated transportation systems’ in the State of Florida, both individually and collectively.

Data Reliability

The data used in this report is gathered from each local Community Transportation Coordinator’s Annual Operating Report.

The Commission conducts a desk audit of the data to identify errors, omissions, and inconsistencies.

The collection of Annual Performance Report data has increased in accuracy each year as local Community Transportation Coordinators, contracted operators, and coordination contractors have improved their methods of data collection. Additionally, as part of the Commission’s training program, on-going data collection training is offered to all involved parties to improve the quality of information submitted for this report.

Operating Statistics

In the Annual Operating Report submitted by the local Community Transportation Coordinator, information related to the operations of the coordinated system is reported. This information includes revenues, expenses, passenger information, vehicle data, and employee information. These elements are collected by the local Community Transportation Coordinator from all transportation operators in the coordinated system and compiled into one (1) report for submission. The operating statistics for the statewide analyses include data from all sixty-seven (67) counties in the State of Florida.

Annual Operating Statistics

Operating Revenues

Operating revenue for the local coordinators includes funding from many different federal, state, and local entities. These entities either purchase and/or provide

transportation services for disadvantaged persons across the state. In 2004, there was a total of \$307 million in operating revenue in the coordinated system. This is a 1% increase over last year's reported revenues of \$304.6 million.

The Agency for Health Care Administration (Medicaid) accounted for 27.5% of the total operating revenue for the system. Funding from local entities, both government and non-government, totaled \$121.2 million or 39.49% of the total operating revenue. The Commission for the Transportation Disadvantaged Trust Fund accounted for 10.67% of the revenue for the coordinated system, while the Department of Transportation contributed \$12.6 million or 4.11%. The Department of Children and Families accounted for 6.8% of the total operating revenue or \$20.8 million. The Department of Elder Affairs spent \$9.9 million on transportation services, which accounted for 3.23% of the total system revenues. Work and Gain Economic Self-Sufficiency (WAGES) represented .14% of total revenues. Other programs, including Department of Community Affairs, Department of Education, Department of Health, Department of Juvenile Justice, and other Federal or State programs accounted for 3.20% of the total revenue in the coordinated transportation system.

Operating Expenses

The total operating expenses reported by all local coordinators for Fiscal Year 2003/2004 was approximately \$304 million. Operating expenses include any expense related to the operation of the local coordinators and transportation operators.

Operating expenses represent the fully allocated costs for all transportation services within the coordinated system. In paratransit performance measures, where fixed route trips are excluded, the associated expenses are also excluded.

Operating expenses are categorized by purchased transportation, labor, fringe benefits, supplies, insurance, services, and other expenses. The other category includes: interest, leases and rentals, depreciation, utilities, taxes, and contributed services.

One-Way Passenger Trips

One-way passenger trips reported for the local coordinators in 2004 totaled 56,836,202. This represents an 7% increase over the trips reported for 2003. One-way passenger trips are reported in the Annual Operating Report by: service, service area, passenger type, and trip purpose.

Passenger Trips by Service

The total one-way passenger trips by service include: fixed-route, school bus, and paratransit trips. This year fixed-route trips increased by 8% from last year. Paratransit trips include the trips provided for deviated fixed route, ambulatory, wheelchair, and stretcher customers. A breakdown of trips by deviated fixed route, ambulatory, non-ambulatory, and stretcher is provided. Stretcher trips are provided for customers who need non-emergency stretcher service.

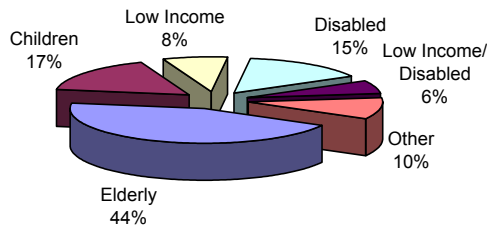
Trips by Passenger Type

Each local coordinator reports paratransit one-way passenger trips by passenger type. The pie chart to the left shows the

Passenger Trips by Type of Service

Trip Types	2004	Percent of Total
Fixed Route	35,813,797	63%
Deviated Fixed Route	1,951,617	3%
Paratransit		
Ambulatory	15,652,697	28%
Paratransit Non-Ambulatory	3,002,116	5%
Stretcher	91,709	0.16%
School Board	324,266	1%
Total Trips by Type	56,836,202	100%

2004 Trips by Passenger Type



2004 Trips by Trip Purpose

Trip Purpose	2003	2004	Percent Increase
Medical	20,390,258	21,254,527	4%
Employment	4,668,434	5,340,556	14%
Education/Training	10,859,684	11,127,807	2%
Nutritional	7,779,638	8,012,081	3%
Other	9,419,066	11,101,231	18%
Total	53,117,080	56,836,202	7%

passenger type breakdown, which includes: elderly, children, disabled, and low-income. Passengers in the elderly category include anyone sixty (60) years of age and older. Children, for the purpose of this report, are those under, but not including sixteen (16) years of age. The disabled passenger type includes anyone with a physical or mental impairment that substantially limits at least one of the major life-sustaining activities.

Anyone with an income at or below the published National Poverty Level is categorized as low-income. This report combines the passenger trips into the aforementioned categories; however, passengers may fit into several categories.

Passenger Trips by Trip Purpose

This category includes paratransit trips by the purpose, which could be medical, employment, education/training/daycare, nutritional, shopping, and other. Medical trips are for persons transported to medical facilities, dentist, dialysis, hospital, or to purchase prescriptions. Employment trips are for persons transported to or from a current job, a job-related duty, or a job interview. Education/training/day care trips are for transporting customers to school, college, Vo-tech, or any other facility whose purpose it is to train, teach, or educate people. Nutritional trips are for the purpose of receiving a meal, nutritional benefits, or grocery shopping. Life sustaining/other trips include trips that are for the purpose of purchasing life sustaining goods and trips that do not fall under the preceding categories.

Unduplicated Passenger Head Count

In order to show the actual number of persons transported in the coordinated system, local coordinators collect information on passenger head count. This number includes the actual number of persons transported in the coordinated system. In 2003, the total number of passengers transported was 671,322 compared to 888,241 in 2004. This represents a 32% increase from last year.

Vehicle and Revenue Miles

Each local coordinator compiles vehicle and revenue miles. Vehicle miles are the actual number of miles traveled within the coordinated system. Revenue miles are the miles associated with actual passenger transport. There were 138.5 million vehicle miles reported for 2004. This was a 1% decrease over the previous year. A total of 117.3 million revenue miles were reported for this year, which was a 3% increase over last year's information.

Transportation Operators

This number includes private non-profit, private for-profit, school board, government, and other providers. In 2003, there were 467 transportation operators reported within the coordinated system. In 2004, this number increased to 472. Also included in this figure are coordination contractors, who generally provide transportation for their own customers.

Vehicle Fleet

There were 5,530 vehicles in the paratransit service fleet for 2003. In

2004, there were 5,551 vehicles reported by the local coordinators. This vehicle inventory includes the local coordinators' and transportation operators' vehicles used for transportation disadvantaged services. Neither fixed route vehicles nor school buses are included in this inventory.

Roadcalls

Any in-service interruption of paratransit service is captured in this data and reported in the Annual Operating Report as a roadcall. This data does not include accidents, mass transit, or school bus vehicles. There were 3,543 roadcalls reported by the local coordinators in 2003 and 3,451 roadcalls were reported in 2004, a 3% decrease.

Accidents

The total number of paratransit service accidents for 2004 was 1,189. This number represents person, vehicle, and person/vehicle accidents. This was a 8% increase from the information reported last year.

Population

According to the U.S. Census Bureau, the population for the State of Florida in 2004 was estimated at 17 million persons.

Persons who are disabled, elderly, and low-income, including children who are high-risk or at-risk are eligible for trips which are subsidized by social service or other governmental agencies. The Center for Urban Transportation Research estimated that in 2004 there were 6.4 million persons considered transportation disadvantaged and potential users of the Transportation Disadvantaged system. By the year 2010, an estimated 7.3 million persons

will be considered potential users of the coordinated system.

Employees

The local coordinators utilize drivers, schedulers, dispatchers, and other operations employees for the services provided. The information reported in this section includes only the employees associated with paratransit services. There were a total of 8,652 persons employed by the coordinated system during the fiscal year 2003/2004. This was an increase of 5% over last year's 8,249 employees.

Performance Indicators

Analyses of several statewide performance indicators are presented in this section for the coordinated system. These performance indicators help evaluate the progress of the local coordinator's in the coordinated system. The measures used show the local coordinators performance in service availability, service effectiveness, cost efficiency, system safety, service quality, and local financial support.

Operating Expense Per Vehicle Mile

Operating expense per vehicle mile is a measure of the coordinated system's cost efficiency. This measure depicts the fully allocated cost per total vehicle mile traveled for the coordinated system. This measure is based on the operating expense and vehicle miles of the services provided. In 2003, the operating expense per vehicle mile was \$2.25, and in 2004 the measure decreased 6% to \$2.11.

Operating Expense Per Passenger Trip

This is another measure of the cost efficiency of the coordinated system. The operating expense per **total** passenger trip was \$6.09 in 2003, and \$5.35 in 2004, while the operating expense per **paratransit** passenger trip for 2003 was \$15.93, compared to \$13.92 in 2004. The total operating expense per total passenger trip decreased by 12%, and operating expense per paratransit trip decreased 13%.

Several factors can cause a variance in the expense per trip in any system. A major factor that can influence the average operating expense per passenger trip is the type of paratransit service provided within the system. Certain types of paratransit trips (e.g., wheelchair or stretcher service) will cost more than others (e.g., ambulatory and subscription group trips). Local system standards will also impact the expense per trip performance indicator. All systems have a set of core standards. However, some counties have set more stringent standards for their local system (e.g., on time performance, provision of escorts, and provision of child safety seats). A system with higher standards for transporting customers would, in most instances, have higher costs than systems with less stringent standards. In addition, cost of gas prices, insurance, driver turnover, Medicaid co-pay issue, and other local factors all have an effect on the rising costs.

Operating Expense Per Driver Hour

Operating expense per driver hour is a

measure of the coordinated system's cost efficiency. This measure depicts the fully allocated cost per driver hour for the coordinated system. This measure is based on the operating expense and driver hours of the paratransit services provided. In 2003, the operating expense per driver hour was \$35.62, and in 2004 the measure decreased 10% to \$32.16.

Accidents per 100,000 Vehicle Miles

The number of accidents per 100,000 vehicle miles is an indicator of system safety and service quality. A change in this measure may generate a change in the safety and quality of the service provided in the coordinated system. The average number of accidents per 100,000 vehicle miles was .79 in 2003, this measure increased by 9% to .86 in 2004.

Vehicle Miles Between Roadcalls

The number of vehicle miles between roadcalls shows an average of vehicle miles before a roadcall occurs. In 2003, there were 39,546 vehicle miles between roadcalls, while in 2004, there were 40,135 vehicle miles reported between roadcalls. This represents an 1% increase.

Total Passengers Served as a Percent of Potential TD Population

This measure indicates the percentage of persons considered to be transportation disadvantaged who were transported. This measure uses the unduplicated passenger figure as a percent of the population considered to be transportation disadvantaged. In 2003, 10.9% of the potential transportation disadvantaged

population was served by the coordinated transportation system. While in 2004, the coordinated system served 14.1% of the potential TD population.

Average Trips Taken Per Paratransit Passenger

This is an indicator of service availability. Using the paratransit trips and the unduplicated passenger head count, the average number of trips taken per passenger can be estimated. In 2003, approximately 34.7 trips per passenger per year were provided. In 2004, this number increased by 6% to 36.89 trips per passenger per year.

Average Trips Per Driver Hour

This is an indicator of service availability. Using the total paratransit trips provided and the total driver hours reported, the average number of trips provided per driver hour is estimated. In 2003, approximately 2.24 trips per driver hour were provided. In 2004, this number increased by 3% to 2.31 trips per driver hour.

Individual County Analysis

The following section of this report gives operating statistics, performance indicators, and system information by county. Each Community Transportation Coordinator (CTC) is required to submit an Annual Operating Report (AOR) to the Commission. This data is for the local coordinated system. The individual county analysis reviews the current fiscal year data to last year's information to determine the cost effectiveness and efficiency of each coordinator. This information is utilized by the Commission to determine areas where

technical assistance is necessary and to ensure quality services are being provided by the local CTCs. It is also used by the CTCs and LCBs to perform an analysis of their coordinated system and to develop a plan of action to improve performance, when needed.

planned activities

2005 Planned Activities

Many changes lie before the Commission in the upcoming fiscal year. The Commission appointed a new Executive Director, Ms. Lisa Bacot, in March 2004 and she is hitting the ground running.

One of her first tasks was to negotiate with the Agency for Health Care Administration for the Commission to implement the Medicaid Non-Emergency Transportation Program, a transfer of \$72 million annually. In order to effectively implement this program, staff of the Commission was re-organized to create a full-time Medicaid specialist position. In addition, five (5) more staff members will be added through an employment contract with a local firm. Even with these new staff members, the Commission's Medicaid transportation program will be operating at an administrative rate of 1.32%.

Many changes lie before the Commission in the upcoming fiscal year. Other items that will be of importance in the next fiscal year are:

- Closely monitor the 2005 Florida Legislature to ensure program integrity;
- Fully implement the Medicaid Non-Emergency Transportation Program;
- Conduct competitive processes in the counties where the CTC does not choose to participate in the Medicaid Non-Emergency Transportation Program;
- Survey program partners to ensure the efficiency and effectiveness of the Medicaid Non-Emergency Transportation Program;
- Monitor all 67 counties to ensure contract compliance between AHCA and the Commission;

- Advocate to the 2005 Florida Legislature the need for an increase in the Medicaid Non-Emergency Transportation Allocation, consistent with an increase in Medicaid eligibles;
- Contract with an independent entity to provide recommendations on the Medicaid allocation process;
- Deliver the recommendations on the allocation process to AHCA by March 1, 2005;
- Finalize the 5/20 Year Plan through the Center for Urban Transportation Research (CUTR);
- Pursue Federal grants and funding to further the coordinated efforts in Florida;
- Increase monitoring of Federal legislation to ensure Florida's transportation disadvantaged program continues to remain one of the best in the nation;
- Continue implementation of statutory and rule responsibilities;
- Continue to ensure accountability for funds deposited into the Transportation Disadvantaged Trust Fund, with particular emphasis on financial auditing;
- Work with state and local agencies to address the increasing cost and availability of vehicle liability insurance, as well as rising gasoline prices, driver turnover, and budget reductions which may occur in State agencies;
- Continue to review, update, and create policies and procedures to improve program implementation;
- Continue to develop and expand technology to provide information in an accurate and timely manner through the utilization of the worldwide web;
- Implement agreed upon recommendations from the Rate Structure

study to review rates and determine a statewide methodology which that can be used to enhance reviews of cost effectiveness and improved billing processes;

- Continue to work with all state agencies to develop ways to improve the delivery and costs associated with non-emergency transportation services;

- Distribute the Alternative Provider Procedure to all state agencies. Provide training, as needed;

- Expand statewide technical assistance and training to improve program implementation and communications, including re-establishing the regional meeting concept;

- Continue to improve data collection through training and analysis of data to enhance system performance;

- Continue to monitor and evaluate statewide and local standards for operations of coordinated systems through the Quality Assurance and Program Evaluation (QAPE) process;

- Refine the TD Standards through the TD Oversight Committee;

- Conduct the Thirteenth Annual Transportation and Technology Conference in Orlando, Florida on July 25-28;

- Continue to enhance efforts begun in 2002 to educate the public about the donation of funds to the trust fund when purchasing and renewing auto tags. These donations are deposited into the Transportation Disadvantaged Trust Fund in order to increase local revenues for expanded services;

- Continue efforts to educate agencies and the general public about the program;

- Continue joint monitoring with

other purchasing agencies to reduce fragmentation and duplication;

- Host the Seventh Annual TD Legislative Day on March 31, 2005 in order to continue educational efforts with the Florida Legislature;

- Conduct special reviews in areas where customersatisfactionisdeteriorating, financial stability is questioned, or other areas to curtail continued customer dissatisfaction and to maintain a stable transportation network;

- Conduct Quality Assurance reviews to enhance program accountability;

- Continue the financial audits for trips billed from the TD Trust Fund when a community transportation coordinator leaves this role or when situations arise that negatively impact the delivery and coordination for transportation disadvantaged services;

- Begin the trip auditing process, whereby trips billed to the Commission are reconciled against documentation provided by the community transportation coordinators to ensure trips are being reimbursed in a fiscally responsible manner;

- Document procedures for performance measures for the Long Range Program Plan, as required by the Florida Department of Transportation; and

- Fully implement the recommendations given to the Commission from the Department of Financial Services.



County Summaries

Demographics

	Number	Percent
Total County Population/ Percent of State Total	223,578	1.31%
Potential TD Population/ Percent of County Total	83,707	37.44%
UDPHC/Percent of TD Passengers Served	10,371	12.39%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	33,379
Low Income	9,055
Disabled & LI	7,410
Other	-
Children	
Disabled	32,972
Low Income	-
Disabled & LI	7,319
Other	-
Other	
Disabled	16,246
Low Income	20,882
Disabled & LI	56,937
Other	-
TOTAL TRIPS	184,200

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	24,700	68,320	177%
Deviated FR	-	-	NA
Ambulatory	131,240	84,930	-35%
Non-Ambulatory	37,228	29,140	-22%
Stretcher	2,565	1,810	-29%
School Board	-	-	NA
TOTAL TRIPS	195,733	184,200	-6%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	93,115	71,314	-23%
Employment	34,206	53,009	55%
Education/Training/ Daycare	11,912	11,298	-5%
Nutritional	3,420	48,579	1320%
Life-Sustaining/Other	53,080	-	-100%
TOTAL TRIPS	195,733	184,200	-6%

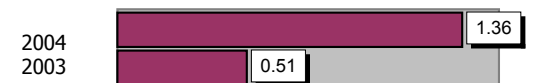
Passenger Trips By Funding Source

	2003	2004	% Change
CTD	15,956	42,909	169%
AHCA	86,704	55,591	-36%
DCF	42,618	28,327	-34%
DOEA	2,346	8,164	248%
DOE	251	-	-100%
Other	47,858	49,209	3%
TOTAL TRIPS	195,733	184,200	-6%

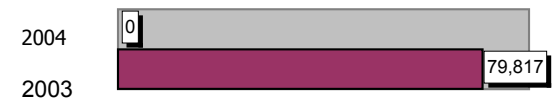
Vehicle Data

	2003	2004	% Change
Vehicle Miles	2,554,128	1,770,009	-31%
Revenue Miles	2,349,778	1,573,366	-33%
Roadcalls	32	-	-100%
Accidents	13	24	85%
Vehicles	68	45	-34%
Driver Hours	99,297	115,920	17%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls

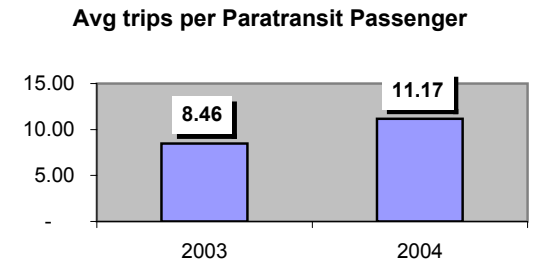
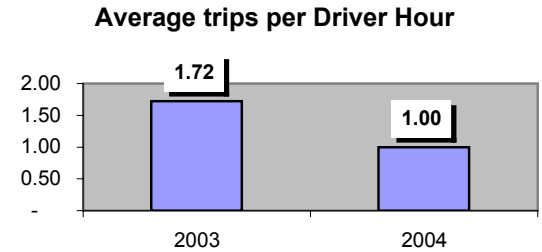


General Data

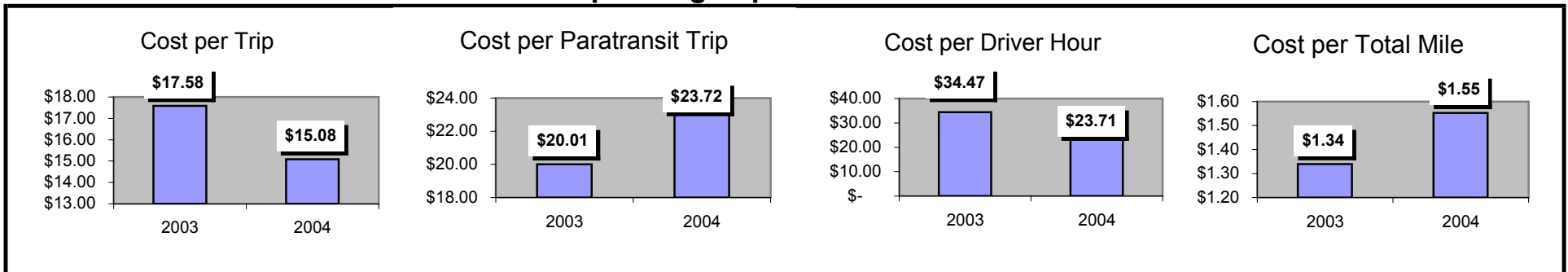
	2003	2004	% Change
Commendations	297	54	-82%
Complaints	196	170	-13%
Passenger No-Shows	11,118	13,748	24%
Unmet Trip Request	93	-	-100%

Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	280,292	411,129	47%	Labor	241,050	1,284,392	433%
USDOT & FDOT	27,791	50,054	80%	Fringe Benefits	61,399	102,866	68%
DCF	481,486	400,494	-17%	Services	22,182	209,480	844%
AHCA (Medicaid)	1,422,799	1,182,441	-17%	Mat. & Supplies	6,282	298,916	4658%
DOH	-	-	NA	Utilities	20,809	39,572	90%
DOE	5,407	-	-100%	Insurance	-	90,139	NA
DOEA	82,630	40,713	-51%	Taxes	283	135,583	47809%
DCA	570	-	-100%	Pur. Transp.	3,042,262	209,921	-93%
WAGES	-	-	NA	Leases/Rentals	28,577	97,304	240%
DJJ	-	-	NA	Annual Dep	2,472	122,785	4867%
Other Fed. Prog.	-	46,941	NA	Contributed	-	-	NA
Local Gov't	824,451	384,733	-53%	Other Exp	16,433	187,355	1040%
Local Non-Gov't	-	-	NA				
Farebox	132,784	94,756	-29%				
Total Revenue	\$ 3,258,210	\$ 2,611,261	-20%	Total Expenses	\$ 3,441,749	\$ 2,778,313	-19%



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	23,424	0.14%
Potential TD Population/ Percent of County Total	7,195	30.72%
UDPHC/Percent of TD Passengers Served	597	8.30%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	7,875
Low Income	11,778
Disabled & LI	-
Other	-
Children	
Disabled	-
Low Income	-
Disabled & LI	-
Other	3,612
Other	
Disabled	425
Low Income	11,892
Disabled & LI	-
Other	-
TOTAL TRIPS	35,582

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	15,329	11,271	-26%
Ambulatory	22,766	21,168	-7%
Non-Ambulatory	1,671	1,338	-20%
Stretcher	-	276	NA
School Board	-	1,529	NA
TOTAL TRIPS	39,766	35,582	-11%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	11,930	14,952	25%
Employment	-	276	NA
Education/Training/ Daycare	1,591	1,529	-4%
Nutritional	6,760	10,146	50%
Life-Sustaining/Other	19,485	8,679	-55%
TOTAL TRIPS	39,766	35,582	-11%

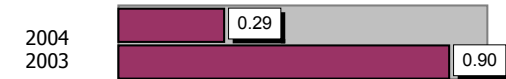
Passenger Trips By Funding Source

	2003	2004	% Change
CTD	6,804	4,687	-31%
AHCA	4,855	4,603	-5%
DCF	-	-	NA
DOEA	8,019	10,146	27%
DOE	1,723	1,529	-11%
Other	18,365	14,617	-20%
TOTAL TRIPS	39,766	35,582	-11%

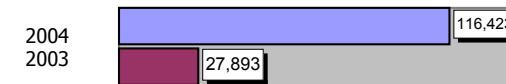
Vehicle Data

	2003	2004	% Change
Vehicle Miles	446,282	349,268	-22%
Revenue Miles	423,968	295,220	-30%
Roadcalls	16	3	-81%
Accidents	4	1	-75%
Vehicles	17	18	6%
Driver Hours	28,860	28,657	-1%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



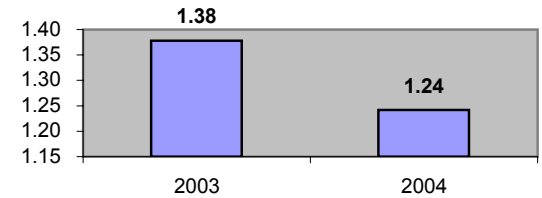
General Data

	2003	2004	% Change
Commendations	-	-	NA
Complaints	2	-	-100%
Passenger No-Shows	134	123	-8%
Unmet Trip Request	-	-	NA

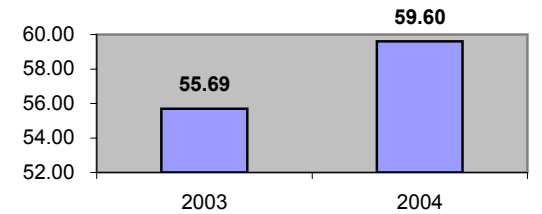
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	167,822	160,033	-5%	Labor	287,339	313,339	9%
USDOT & FDOT	192,715	240,236	25%	Fringe Benefits	67,915	35,295	-48%
DCF	-	-	NA	Services	27,422	7,002	-74%
AHCA (Medicaid)	147,901	110,004	-26%	Mat. & Supplies	88,013	98,116	11%
DOH	-	-	NA	Utilities	15,820	17,203	9%
DOE	-	11,646	NA	Insurance	47,303	79,504	68%
DOEA	27,118	54,572	101%	Taxes	419	23,495	5507%
DCA	-	-	NA	Pur. Transp.	-	-	NA
WAGES	27,711	-	-100%	Leases/Rentals	5,700	41,456	627%
DJJ	-	-	NA	Annual Dep	50,744	32,552	-36%
Other Fed. Prog.	-	-	NA	Contributed	-	-	NA
Local Gov't	112,030	117,567	5%	Other Exp	15,184	7,491	-51%
Local Non-Gov't	10,674	13,288	24%				
Farebox	16,507	16,814	2%				
Total Revenue	\$ 702,478	\$ 724,160	3%	Total Expenses	\$ 605,859	\$ 655,453	8%

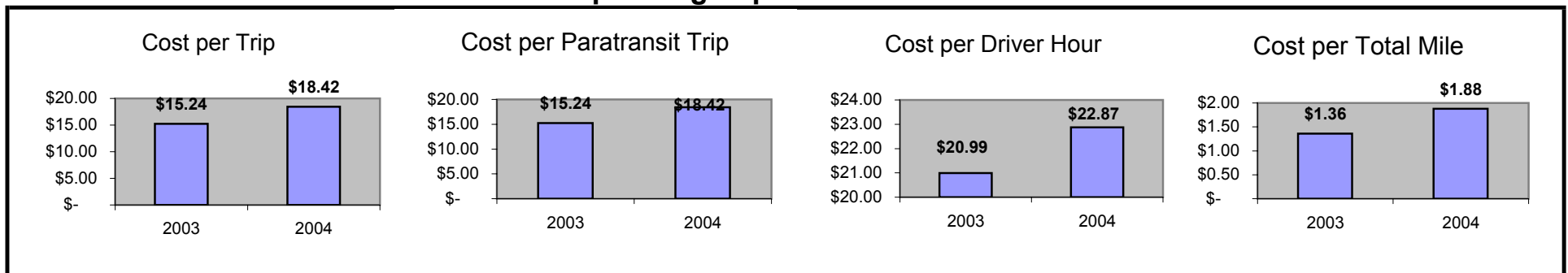
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	155,193	0.91%
Potential TD Population/ Percent of County Total	55,552	35.80%
UDPHC/Percent of TD Passengers Served	1,621	2.92%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	13,369
Low Income	14,230
Disabled & LI	9,688
Other	23,809
Children	
Disabled	-
Low Income	11,586
Disabled & LI	4,887
Other	-
Other	
Disabled	3,100
Low Income	30,671
Disabled & LI	20,543
Other	11,077
TOTAL TRIPS	142,960

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	127,236	117,611	-8%
Non-Ambulatory	28,772	25,042	-13%
Stretcher	567	307	-46%
School Board	-	-	NA
TOTAL TRIPS	156,575	142,960	-9%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	93,945	84,573	-10%
Employment	3,132	2,258	-28%
Education/Training/ Daycare	10,145	11,379	12%
Nutritional	32,130	27,738	-14%
Life-Sustaining/Other	17,223	17,012	-1%
TOTAL TRIPS	156,575	142,960	-9%

Passenger Trips By Funding Source

	2003	2004	% Change
CTD	24,968	22,586	-10%
AHCA	94,038	63,356	-33%
DCF	157	28,859	18282%
DOEA	24,885	24,261	-3%
DOE	230	-	-100%
Other	12,297	3,898	-68%
TOTAL TRIPS	156,575	142,960	-9%

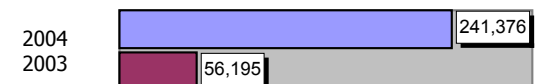
Vehicle Data

	2003	2004	% Change
Vehicle Miles	1,011,506	965,502	-5%
Revenue Miles	848,307	870,184	3%
Roadcalls	18	4	-78%
Accidents	8	7	-13%
Vehicles	58	51	-12%
Driver Hours	75,800	58,198	-23%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



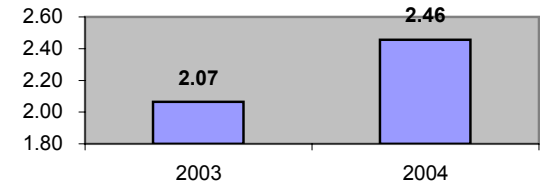
General Data

	2003	2004	% Change
Commendations	8	3	-63%
Complaints	109	25	-77%
Passenger No-Shows	3,864	526	-86%
Unmet Trip Request	81	539	565%

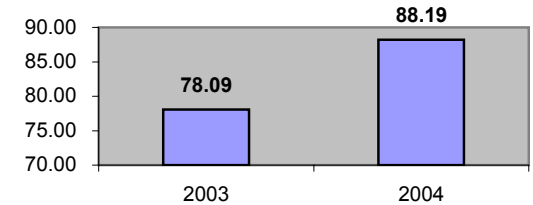
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	214,349	241,496	13%	Labor	751,720	690,166	-8%
USDOT & FDOT	257,204	257,583	0%	Fringe Benefits	249,844	210,419	-16%
DCF	413	211,352	51075%	Services	17,879	16,590	-7%
AHCA (Medicaid)	813,768	660,219	-19%	Mat. & Supplies	243,780	238,099	-2%
DOH	453	-	-100%	Utilities	22,791	19,005	-17%
DOE	699	-	-100%	Insurance	46,622	135,456	191%
DOEA	67,533	21,135	-69%	Taxes	658	534	-19%
DCA	27,224	9,859	-64%	Pur. Transp.	154,389	124,374	-19%
WAGES	-	-	NA	Leases/Rentals	1,207	7,550	526%
DJJ	-	-	NA	Annual Dep	-	-	NA
Other Fed. Prog.	-	-	NA	Contributed	96,657	-	-100%
Local Gov't	102,638	51,623	-50%	Other Exp	32,888	16,241	-51%
Local Non-Gov't	55,556	42,449	-24%				
Farebox	26,477	26,706	1%				
Total Revenue	\$ 1,566,314	\$ 1,522,422	-3%	Total Expenses	\$ 1,618,435	\$ 1,458,434	-10%

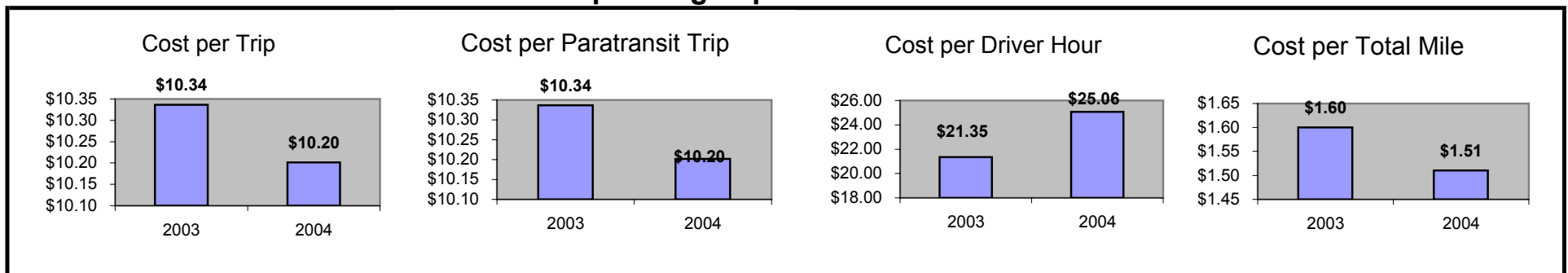
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	26,928	0.16%
Potential TD Population/ Percent of County Total	9,283	34.47%
UDPHC/Percent of TD Passengers Served	702	7.56%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	734
Low Income	9,917
Disabled & LI	1,101
Other	-
Children	
Disabled	404
Low Income	177
Disabled & LI	-
Other	-
Other	
Disabled	16,174
Low Income	6,103
Disabled & LI	2,120
Other	-
TOTAL TRIPS	36,730

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	36,615	33,790	-8%
Non-Ambulatory	3,120	2,837	-9%
Stretcher	110	103	-6%
School Board	-	-	NA
TOTAL TRIPS	39,845	36,730	-8%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	11,720	13,312	14%
Employment	-	-	NA
Education/Training/ Daycare	20,994	19,404	-8%
Nutritional	7,131	4,014	-44%
Life-Sustaining/Other	-	-	NA
TOTAL TRIPS	39,845	36,730	-8%

Passenger Trips By Funding Source

	2003	2004	% Change
CTD	5,451	5,892	8%
AHCA	6,580	7,420	13%
DCF	20,994	19,404	-8%
DOEA	3,294	3,456	5%
DOE	-	-	NA
Other	3,526	558	-84%
TOTAL TRIPS	39,845	36,730	-8%

Vehicle Data

	2003	2004	% Change
Vehicle Miles	253,210	267,518	6%
Revenue Miles	210,650	214,424	2%
Roadcalls	-	-	NA
Accidents	-	-	NA
Vehicles	14	14	0%
Driver Hours	19,340	17,837	-8%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



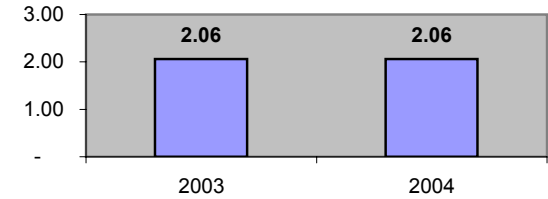
General Data

	2003	2004	% Change
Commendations	-	-	NA
Complaints	4	6	50%
Passenger No-Shows	46	68	48%
Unmet Trip Request	21	24	14%

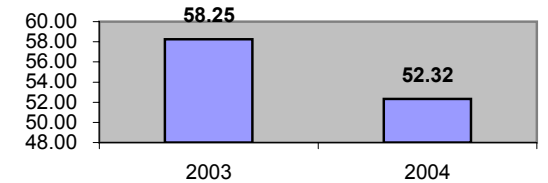
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	122,727	85,025	-31%	Labor	105,919	82,218	-22%
USDOT & FDOT	84,589	137,880	63%	Fringe Benefits	32,805	32,950	0%
DCF	90,311	91,080	1%	Services	13,754	13,594	-1%
AHCA (Medicaid)	128,568	133,859	4%	Mat. & Supplies	20,719	18,221	-12%
DOH	-	-	NA	Utilities	6,948	6,796	-2%
DOE	-	-	NA	Insurance	14,989	17,429	16%
DOEA	16,978	18,149	7%	Taxes	69	136	97%
DCA	-	4,301	NA	Pur. Transp.	179,409	196,734	10%
WAGES	-	-	NA	Leases/Rentals	3,131	3,227	3%
DJJ	-	-	NA	Annual Dep	26,395	31,866	21%
Other Fed. Prog.	-	-	NA	Contributed	13,637	9,450	-31%
Local Gov't	6,285	-	-100%	Other Exp	23,411	23,580	1%
Local Non-Gov't	14,356	9,450	-34%				
Farebox	-	-	NA				
Total Revenue	\$ 463,814	\$ 479,744	3%	Total Expenses	\$ 441,186	\$ 436,201	-1%

Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	505,711	2.97%
Potential TD Population/ Percent of County Total	186,093	36.80%
UDPHC/Percent of TD Passengers Served	5,953	3.20%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	128,804
Low Income	138,712
Disabled & LI	123,850
Other	104,034
Children	
Disabled	39,545
Low Income	44,065
Disabled & LI	28,247
Other	1,129
Other	
Disabled	73,006
Low Income	135,583
Disabled & LI	33,895
Other	18,253
TOTAL TRIPS	869,123

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	115,367	94,281	-18%
Deviated FR	-	-	NA
Ambulatory	528,143	685,076	30%
Non-Ambulatory	87,884	84,880	-3%
Stretcher	4,028	4,886	21%
School Board	46,281	-	-100%
TOTAL TRIPS	781,703	869,123	11%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	211,054	234,663	11%
Employment	211,064	173,824	-18%
Education/Training/ Daycare	46,902	165,133	252%
Nutritional	23,451	26,075	11%
Life-Sustaining/Other	289,232	269,428	-7%
TOTAL TRIPS	781,703	869,123	11%

Passenger Trips By Funding Source

	2003	2004	% Change
CTD	171,509	325,690	90%
AHCA	148,625	48,267	-68%
DCF	-	60,298	NA
DOEA	8,319	8,335	0%
DOE	-	3,130	NA
Other	453,250	423,403	-7%
TOTAL TRIPS	781,703	869,123	11%

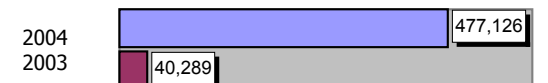
Vehicle Data

	2003	2004	% Change
Vehicle Miles	3,908,062	3,817,010	-2%
Revenue Miles	3,635,190	3,638,508	0%
Roadcalls	97	8	-92%
Accidents	7	13	86%
Vehicles	147	174	18%
Driver Hours	215,857	194,021	-10%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



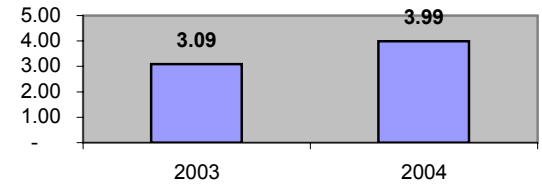
General Data

	2003	2004	% Change
Commendations	169	25	-85%
Complaints	19	12	-37%
Passenger No-Shows	15,185	14,246	-6%
Unmet Trip Request	172	49	-72%

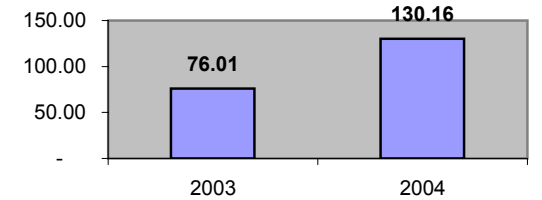
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	941,436	1,038,496	10%	Labor	1,289,704	1,107,808	-14%
USDOT & FDOT	1,188,961	1,059,709	-11%	Fringe Benefits	480,158	437,086	-9%
DCF	123,414	133,698	8%	Services	995,000	843,635	-15%
AHCA (Medicaid)	1,734,968	1,707,317	-2%	Mat. & Supplies	310,415	251,624	-19%
DOH	-	-	NA	Utilities	56,788	48,256	-15%
DOE	768	800	4%	Insurance	145,304	125,351	-14%
DOEA	77,480	54,374	-30%	Taxes	338	616	82%
DCA	-	-	NA	Pur. Transp.	1,773,186	1,823,084	3%
WAGES	-	-	NA	Leases/Rentals	2,461	3,180	29%
DJJ	-	-	NA	Annual Dep	2,922	8,522	192%
Other Fed. Prog.	-	-	NA	Contributed	-	-	NA
Local Gov't	471,359	413,958	-12%	Other Exp	5,451	5,250	-4%
Local Non-Gov't	14,579	10,733	-26%				
Farebox	112,405	108,744	-3%				
Total Revenue	\$ 4,665,370	\$ 4,527,829	-3%	Total Expenses	\$ 5,061,727	\$ 4,654,412	-8%

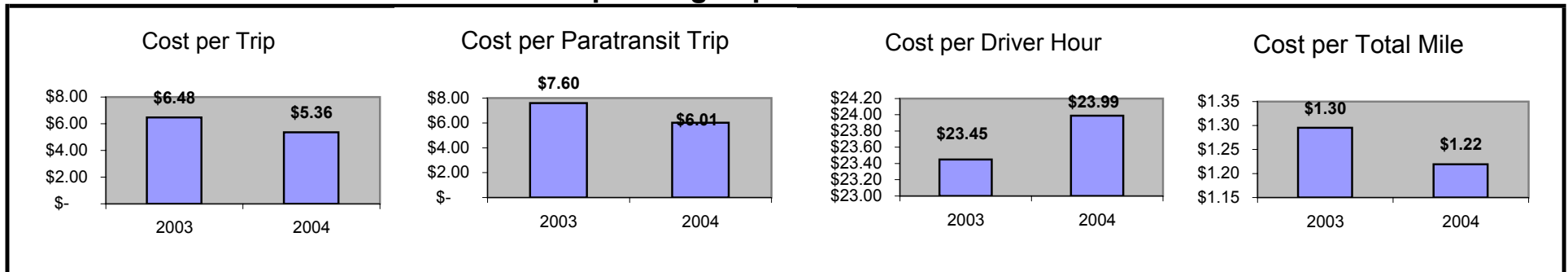
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	1,731,347	10.17%
Potential TD Population/ Percent of County Total	574,846	33.20%
UDPHC/Percent of TD Passengers Served	59,817	10.41%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	704,132
Low Income	66,271
Disabled & LI	204,513
Other	123,537
Children	
Disabled	17,631
Low Income	293,857
Disabled & LI	67,948
Other	-
Other	
Disabled	259,731
Low Income	298,328
Disabled & LI	100,063
Other	1,394,169
TOTAL TRIPS	3,530,180

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	1,394,221	1,394,223	0%
Deviated FR	93,225	79,393	-15%
Ambulatory	1,820,566	1,671,255	-8%
Non-Ambulatory	361,723	385,309	7%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	3,669,735	3,530,180	-4%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	1,211,013	1,040,757	-14%
Employment	183,487	453,499	147%
Education/Training/ Daycare	1,284,407	943,670	-27%
Nutritional	660,552	551,709	-16%
Life-Sustaining/Other	330,276	540,545	64%
TOTAL TRIPS	3,669,735	3,530,180	-4%

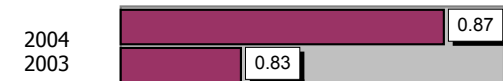
Passenger Trips By Funding Source

	2003	2004	% Change
CTD	333,037	415,297	25%
AHCA	594,596	550,297	-7%
DCF	365,656	164,309	-55%
DOEA	70,675	102,635	45%
DOE	41,951	41,329	-1%
Other	2,263,820	2,256,313	0%
TOTAL TRIPS	3,669,735	3,530,180	-4%

Vehicle Data

	2003	2004	% Change
Vehicle Miles	16,968,047	16,484,665	-3%
Revenue Miles	14,636,140	14,562,512	-1%
Roadcalls	627	919	47%
Accidents	140	143	2%
Vehicles	661	626	-5%
Driver Hours	1,212,705	1,267,571	5%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls

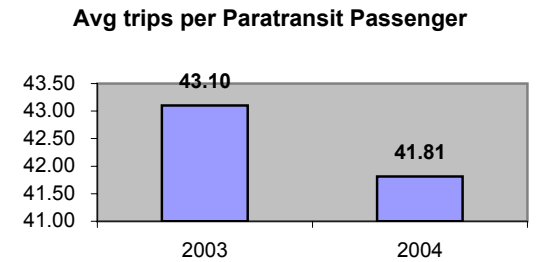
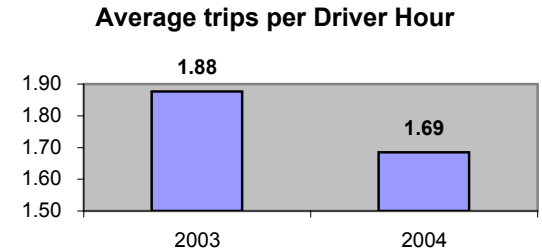


General Data

	2003	2004	% Change
Commendations	429	272	-37%
Complaints	1,056	857	-19%
Passenger No-Shows	88,920	94,732	7%
Unmet Trip Request	34,820	36,058	4%

Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	2,387,900	2,750,471	15%	Labor	13,738,328	15,741,492	15%
USDOT & FDOT	24,254	-	-100%	Fringe Benefits	1,156,158	2,136,426	85%
DCF	2,700,569	1,544,197	-43%	Services	766,523	675,686	-12%
AHCA (Medicaid)	6,534,520	6,706,049	3%	Mat. & Supplies	4,154,173	4,463,568	7%
DOH	-	5,000	NA	Utilities	724,569	815,509	13%
DOE	370,933	371,969	0%	Insurance	2,326,906	2,337,567	0%
DOEA	585,445	765,245	31%	Taxes	38,095	90,004	136%
DCA	-	-	NA	Pur. Transp.	1,760,772	20,081	-99%
WAGES	37,174	37,636	1%	Leases/Rentals	1,059,651	1,484,094	40%
DJJ	-	43,675	NA	Annual Dep	1,655,780	1,427,431	-14%
Other Fed. Prog.	1,525,000	1,550,000	2%	Contributed	6,981	61,417	780%
Local Gov't	12,771,865	15,343,388	20%	Other Exp	861,124	790,863	-8%
Local Non-Gov't	1,358,957	1,608,525	18%				
Farebox	1,515,800	1,153,745	-24%				
Total Revenue	\$ 29,812,417	\$ 31,879,900	7%	Total Expenses	\$ 28,249,060	\$ 30,044,138	6%



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	12,921	0.08%
Potential TD Population/ Percent of County Total	5,016	38.82%
UDPHC/Percent of TD Passengers Served	824	16.43%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	1,561
Low Income	6,497
Disabled & LI	4,143
Other	5,755
Children	
Disabled	-
Low Income	1,830
Disabled & LI	-
Other	402
Other	
Disabled	726
Low Income	2,572
Disabled & LI	9,671
Other	2,506
TOTAL TRIPS	35,663

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	30,977	31,846	3%
Non-Ambulatory	3,120	3,291	5%
Stretcher	450	526	17%
School Board	-	-	NA
TOTAL TRIPS	34,547	35,663	3%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	11,763	12,615	7%
Employment	6,206	7,139	15%
Education/Training/ Daycare	4,404	3,998	-9%
Nutritional	4,673	5,388	15%
Life-Sustaining/Other	7,501	6,523	-13%
TOTAL TRIPS	34,547	35,663	3%

Passenger Trips By Funding Source

	2003	2004	% Change
CTD	6,478	11,244	74%
AHCA	14,192	10,605	-25%
DCF	10,167	7,530	-26%
DOEA	687	5,852	752%
DOE	-	-	NA
Other	3,023	432	-86%
TOTAL TRIPS	34,547	35,663	3%

Vehicle Data

	2003	2004	% Change
Vehicle Miles	470,730	444,127	-6%
Revenue Miles	433,300	439,758	1%
Roadcalls	2	2	0%
Accidents	2	2	0%
Vehicles	21	21	0%
Driver Hours	26,300	24,128	-8%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls

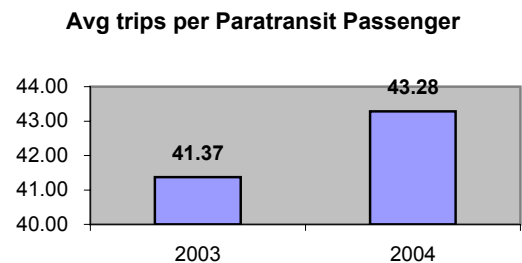
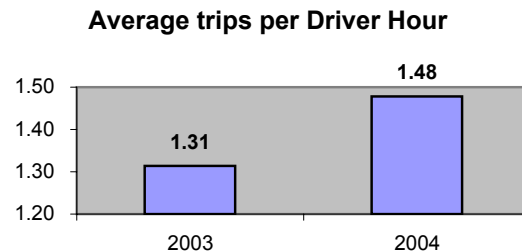


General Data

	2003	2004	% Change
Commendations	-	-	NA
Complaints	-	1	NA
Passenger No- Shows	210	134	-36%
Unmet Trip Request	12	8	-33%

Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	113,643	148,877	31%	Labor	318,386	376,925	18%
USDOT & FDOT	45,785	37,114	-19%	Fringe Benefits	103,147	114,967	11%
DCF	178,326	135,394	-24%	Services	20,247	23,964	18%
AHCA (Medicaid)	248,928	275,812	11%	Mat. & Supplies	59,591	62,533	5%
DOH	658	1,078	64%	Utilities	4,017	5,168	29%
DOE	-	-	NA	Insurance	24,127	35,675	48%
DOEA	12,073	4,814	-60%	Taxes	-	-	NA
DCA	-	-	NA	Pur. Transp.	14,996	20,300	35%
WAGES	6,447	5,224	-19%	Leases/Rentals	-	-	NA
DJJ	-	-	NA	Annual Dep	30,000	-	-100%
Other Fed. Prog.	-	-	NA	Contributed	-	-	NA
Local Gov't	7,318	26,074	256%	Other Exp	4,260	4,675	10%
Local Non-Gov't	500	4,807	861%				
Farebox	13,160	15,209	16%				
Total Revenue	\$ 626,838	\$ 654,403	4%	Total Expenses	\$ 578,771	\$ 644,207	11%



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	153,392	0.90%
Potential TD Population/ Percent of CountyTotal	87,982	57.36%
UDPHC/Percent of TD Passengers Served	7,170	8.15%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	8,983
Low Income	51,031
Disabled & LI	3,593
Other	26,581
Children	
Disabled	1,490
Low Income	8,992
Disabled & LI	1,490
Other	27,068
Other	
Disabled	7,648
Low Income	39,833
Disabled & LI	1,490
Other	1,490
TOTAL TRIPS	179,689

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	11,085	14,480	31%
Ambulatory	133,793	151,033	13%
Non-Ambulatory	10,066	11,397	13%
Stretcher	328	121	-63%
School Board	3,438	2,658	-23%
TOTAL TRIPS	158,710	179,689	13%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	47,613	53,898	13%
Employment	1,587	667	-58%
Education/Training/ Daycare	41,265	47,711	16%
Nutritional	61,897	70,067	13%
Life-Sustaining/Other	6,348	7,346	16%
TOTAL TRIPS	158,710	179,689	13%

Passenger Trips By Funding Source

	2003	2004	% Change
CTD	55,192	70,493	28%
AHCA	19,982	15,619	-22%
DCF	207	107	-48%
DOEA	25,718	23,868	-7%
DOE	-	-	NA
Other	57,611	69,602	21%
TOTAL TRIPS	158,710	179,689	13%

Vehicle Data

	2003	2004	% Change
Vehicle Miles	542,519	631,987	16%
Revenue Miles	501,898	510,302	2%
Roadcalls	17	16	-6%
Accidents	11	10	-9%
Vehicles	46	46	0%
Driver Hours	67,186	67,198	0%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls

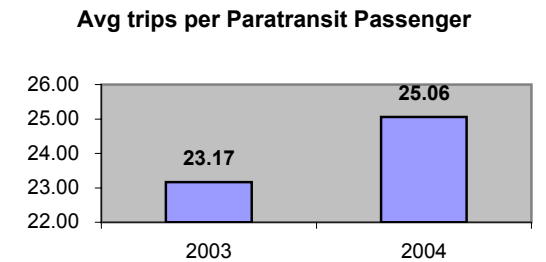
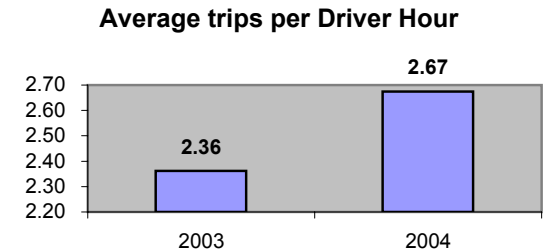


General Data

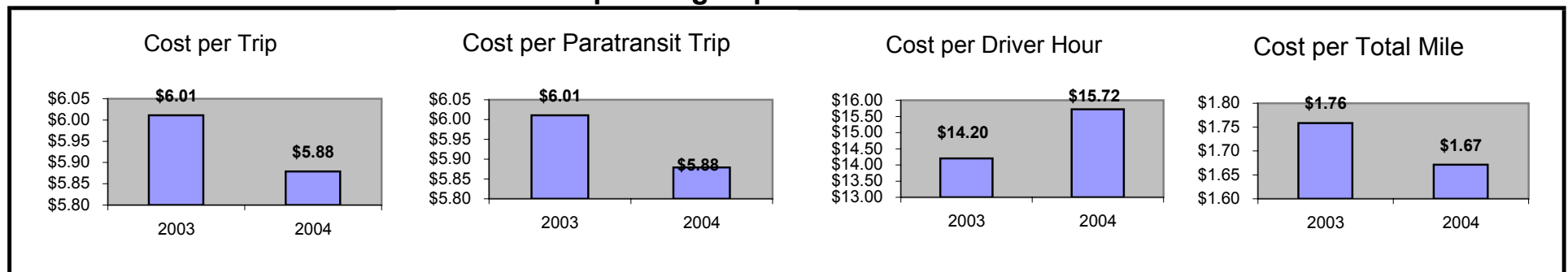
	2003	2004	% Change
Commendations	10	20	100%
Complaints	68	84	24%
Passenger No- Shows	1,386	1,366	-1%
Unmet Trip Request	4,920	5,035	2%

Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	195,687	258,921	32%	Labor	349,719	371,681	6%
USDOT & FDOT	126,784	157,637	24%	Fringe Benefits	132,781	161,428	22%
DCF	2,121	1,101	-48%	Services	181,826	210,527	16%
AHCA (Medicaid)	408,337	435,495	7%	Mat. & Supplies	45,591	62,311	37%
DOH	-	-	NA	Utilities	13,691	10,216	-25%
DOE	-	-	NA	Insurance	7,678	13,867	81%
DOEA	108,393	101,019	-7%	Taxes	89	345	288%
DCA	-	-	NA	Pur. Transp.	-	-	NA
WAGES	-	-	NA	Leases/Rentals	2,733	2,315	-15%
DJJ	-	-	NA	Annual Dep	120,111	95,552	-20%
Other Fed. Prog.	-	-	NA	Contributed	98,498	124,823	27%
Local Gov't	100,999	91,495	-9%	Other Exp	1,256	3,352	167%
Local Non-Gov't	7,679	6,657	-13%				
Farebox	3,973	4,092	3%				
Total Revenue	\$ 953,973	\$ 1,056,417	11%	Total Expenses	\$ 953,973	\$ 1,056,417	11%



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	126,458	0.74%
Potential TD Population/ Percent of County Total	70,442	55.70%
UDPHC/Percent of TD Passengers Served	1,405	1.99%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	2,508
Low Income	13,065
Disabled & LI	10,683
Other	20,557
Children	
Disabled	204
Low Income	1,202
Disabled & LI	162
Other	6,780
Other	
Disabled	2,587
Low Income	13,860
Disabled & LI	48,293
Other	15,227
TOTAL TRIPS	135,128

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	132,446	118,628	-10%
Non-Ambulatory	14,297	15,067	5%
Stretcher	1,446	1,433	-1%
School Board	-	-	NA
TOTAL TRIPS	148,189	135,128	-9%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	35,086	33,108	-6%
Employment	9,552	14,216	49%
Education/Training/ Daycare	57,096	37,506	-34%
Nutritional	34,396	16,570	-52%
Life-Sustaining/Other	12,059	33,728	180%
TOTAL TRIPS	148,189	135,128	-9%

Passenger Trips By Funding Source

	2003	2004	% Change
CTD	25,710	24,919	-3%
AHCA	16,010	16,545	3%
DCF	73,666	47,804	-35%
DOEA	14,573	25,194	73%
DOE	-	-	NA
Other	18,230	20,666	13%
TOTAL TRIPS	148,189	135,128	-9%

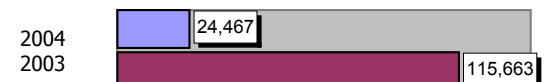
Vehicle Data

	2003	2004	% Change
Vehicle Miles	809,644	856,355	6%
Revenue Miles	504,669	353,934	-30%
Roadcalls	7	35	400%
Accidents	4	3	-25%
Vehicles	52	54	4%
Driver Hours	70,720	71,760	1%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



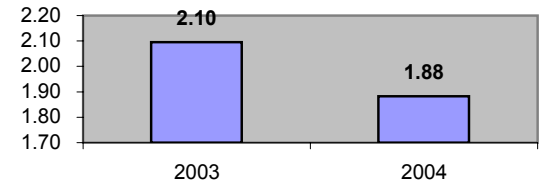
General Data

	2003	2004	% Change
Commendations	6	5	-17%
Complaints	22	56	155%
Passenger No- Shows	666	698	5%
Unmet Trip Request	136	124	-9%

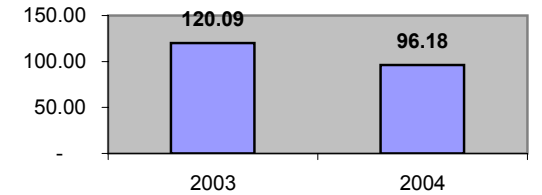
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	192,822	186,895	-3%	Labor	586,523	735,551	25%
USDOT & FDOT	160,531	103,341	-36%	Fringe Benefits	199,913	283,259	42%
DCF	337,502	330,000	-2%	Services	106,487	185,857	75%
AHCA (Medicaid)	336,778	273,328	-19%	Mat. & Supplies	108,091	150,016	39%
DOH	-	-	NA	Utilities	9,587	12,089	26%
DOE	-	-	NA	Insurance	85,575	65,000	-24%
DOEA	109,299	188,952	73%	Taxes	1,200	1,200	0%
DCA	-	-	NA	Pur. Transp.	414,720	263,982	-36%
WAGES	-	-	NA	Leases/Rentals	-	-	NA
DJJ	-	-	NA	Annual Dep	131,662	119,210	-9%
Other Fed. Prog.	-	-	NA	Contributed	-	-	NA
Local Gov't	202,359	320,702	58%	Other Exp	18,905	21,036	11%
Local Non-Gov't	16,151	13,565	-16%				
Farebox	54,901	110,527	101%				
Total Revenue	\$ 1,410,343	\$ 1,527,310	8%	Total Expenses	\$ 1,662,663	\$ 1,837,200	10%

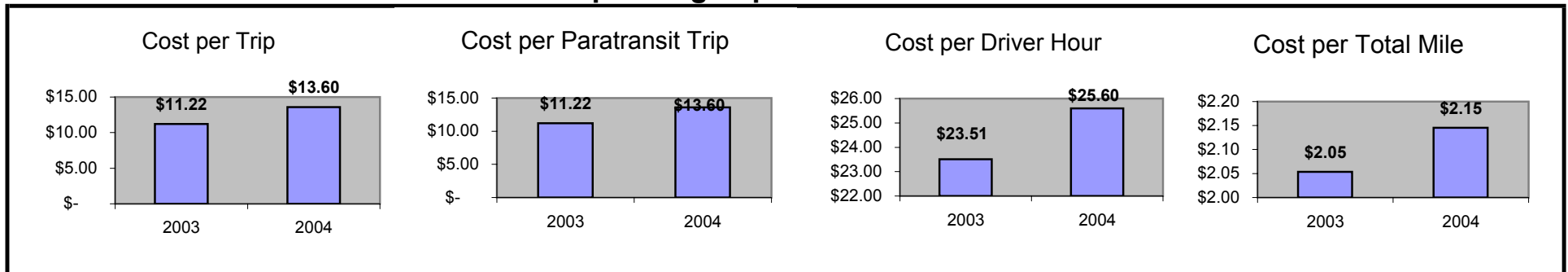
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	157,502	0.93%
Potential TD Population/ Percent of County Total	38,805	24.64%
UDPHC/Percent of TD Passengers Served	2,655	6.84%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	16,963
Low Income	-
Disabled & LI	-
Other	23,884
Children	
Disabled	618
Low Income	-
Disabled & LI	-
Other	20,806
Other	
Disabled	14,310
Low Income	-
Disabled & LI	-
Other	18,969
TOTAL TRIPS	95,550

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	19,549	-	-100%
Deviated FR	5,299	5,687	7%
Ambulatory	71,444	74,575	4%
Non-Ambulatory	12,059	15,288	27%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	108,351	95,550	-12%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	24,329	27,855	14%
Employment	6,300	11,669	85%
Education/Training/ Daycare	59,927	34,351	-43%
Nutritional	11,404	14,250	25%
Life-Sustaining/Other	6,391	7,425	16%
TOTAL TRIPS	108,351	95,550	-12%

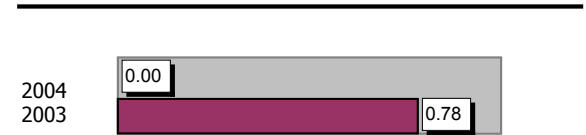
Passenger Trips By Funding Source

	2003	2004	% Change
CTD	13,709	25,912	89%
AHCA	19,684	17,365	-12%
DCF	8,063	13,565	68%
DOEA	11,634	9,044	-22%
DOE	44	119	170%
Other	55,217	29,545	-46%
TOTAL TRIPS	108,351	95,550	-12%

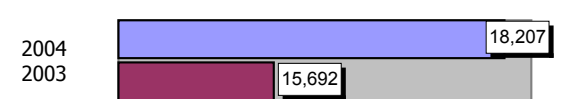
Vehicle Data

	2003	2004	% Change
Vehicle Miles	894,423	873,945	-2%
Revenue Miles	806,749	837,478	4%
Roadcalls	57	48	-16%
Accidents	7	-	-100%
Vehicles	39	32	-18%
Driver Hours	51,846	55,613	7%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



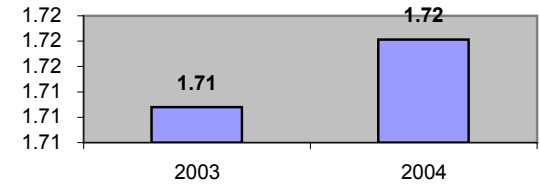
General Data

	2003	2004	% Change
Commendations	35	20	-43%
Complaints	14	-	-100%
Passenger No-Shows	5,226	8,538	63%
Unmet Trip Request	84	39	-54%

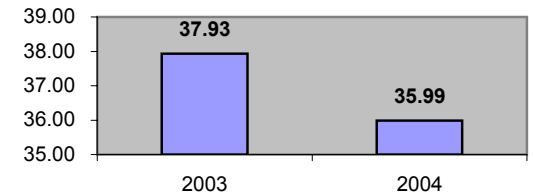
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	167,291	277,892	66%	Labor	561,554	599,623	7%
USDOT & FDOT	78,500	87,688	12%	Fringe Benefits	170,758	162,945	-5%
DCF	194,887	153,423	-21%	Services	31,964	35,098	10%
AHCA (Medicaid)	240,881	203,137	-16%	Mat. & Supplies	140,285	156,725	12%
DOH	1,003	734	-27%	Utilities	36,275	32,361	-11%
DOE	569	2,735	381%	Insurance	113,506	107,795	-5%
DOEA	84,565	65,310	-23%	Taxes	575	519	-10%
DCA	-	-	NA	Pur. Transp.	-	-	NA
WAGES	-	-	NA	Leases/Rentals	1,620	1,200	-26%
DJJ	-	-	NA	Annual Dep	13,956	63,802	357%
Other Fed. Prog.	143,946	131,854	-8%	Contributed	45,937	-	-100%
Local Gov't	157,027	198,206	26%	Other Exp	30,657	33,750	10%
Local Non-Gov't	73,313	79,740	9%				
Farebox	10,853	11,349	5%				
Total Revenue	\$ 1,152,835	\$ 1,212,068	5%	Total Expenses	\$ 1,147,087	\$ 1,193,818	4%

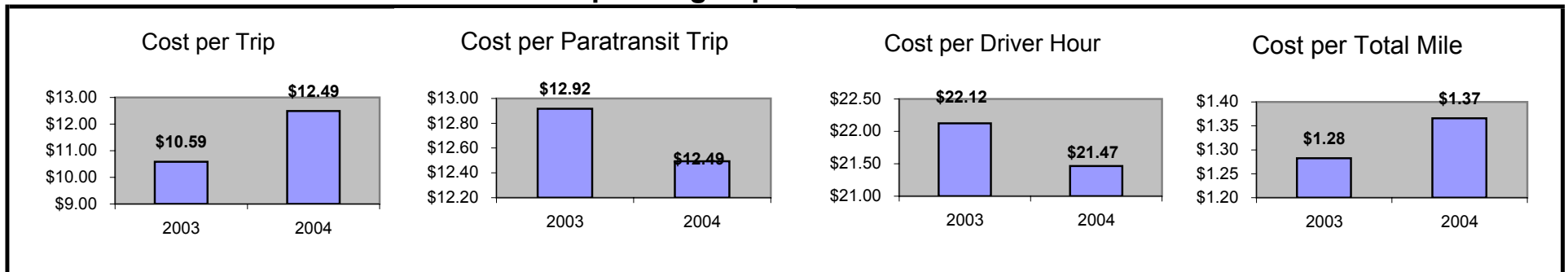
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	286,634	1.68%
Potential TD Population/ Percent of County Total	103,718	36.18%
UDPHC/Percent of TD Passengers Served	1,868	1.80%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	1,600
Low Income	23,899
Disabled & LI	5,614
Other	13,044
Children	
Disabled	-
Low Income	9,498
Disabled & LI	7,196
Other	-
Other	
Disabled	4,450
Low Income	21,077
Disabled & LI	26,585
Other	29,388
TOTAL TRIPS	142,351

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	713	2,016	183%
Deviated FR	-	-	NA
Ambulatory	105,868	124,451	18%
Non-Ambulatory	15,284	15,573	2%
Stretcher	163	311	91%
School Board	-	-	NA
TOTAL TRIPS	122,028	142,351	17%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	56,022	61,429	10%
Employment	32,855	26,117	-21%
Education/Training/ Daycare	3,586	4,932	38%
Nutritional	18,262	18,992	4%
Life-Sustaining/Other	11,303	30,881	173%
TOTAL TRIPS	122,028	142,351	17%

Passenger Trips By Funding Source

	2003	2004	% Change
CTD	67,855	69,156	2%
AHCA	26,685	23,885	-10%
DCF	8,712	9,498	9%
DOEA	11,497	10,171	-12%
DOE	29	-	-100%
Other	7,250	29,641	309%
TOTAL TRIPS	122,028	142,351	17%

Vehicle Data

	2003	2004	% Change
Vehicle Miles	1,327,845	1,324,316	0%
Revenue Miles	1,172,986	1,169,290	0%
Roadcalls	36	44	22%
Accidents	7	12	71%
Vehicles	25	29	16%
Driver Hours	71,984	74,756	4%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls

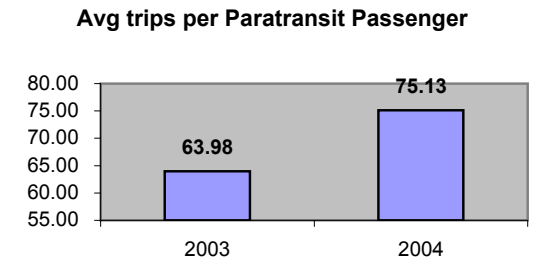
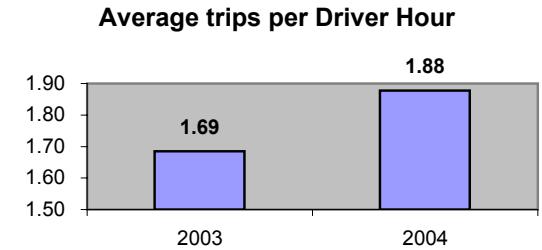


General Data

	2003	2004	% Change
Commendations	4	15	275%
Complaints	166	177	7%
Passenger No-Shows	2,371	2,571	8%
Unmet Trip Request	19	23	21%

Financial Summary

Revenues	2003			2004			% Change	Expenses	2003			2004			% Change
	2003	2004	% Change	2003	2004	% Change			2003	2004	% Change				
CTD	591,406	534,876	-10%	Labor	1,493,670	147,235	-90%								
USDOT & FDOT	192,753	118,088	-39%	Fringe Benefits	62,364	42,568	-32%								
DCF	107,764	117,649	9%	Services	117,582	20,715	-82%								
AHCA (Medicaid)	517,180	459,520	-11%	Mat. & Supplies	142,772	5,758	-96%								
DOH	2,101	2,913	39%	Utilities	20,933	9,693	-54%								
DOE	503	-	-100%	Insurance	141,556	-	-100%								
DOEA	123,239	109,337	-11%	Taxes	31,465	-	-100%								
DCA	-	-	NA	Pur. Transp.	5,885	1,562,689	26454%								
WAGES	-	-	NA	Leases/Rentals	41,925	18,926	-55%								
DJJ	-	-	NA	Annual Dep	48,929	1,548	-97%								
Other Fed. Prog.	-	-	NA	Contributed	-	-	NA								
Local Gov't	529,183	485,824	-8%	Other Exp	10,003	3,786	-62%								
Local Non-Gov't	1,170	45	-96%												
Farebox	144,976	172,875	19%												
Total Revenue	\$ 2,210,275	\$ 2,001,127	-9%	Total Expenses	\$ 2,117,084	\$ 1,812,918	-14%								



Operating Expense Breakdown



Demographics		
	Number	Percent
Total County Population/ Percent of State Total	60,244	0.35%
Potential TD Population/ Percent of County Total	21,224	35.23%
UDPHC/Percent of TD Passengers Served	40,054	188.72%

Passenger Trips by Passenger Type		
	Number	
Elderly		
Disabled	-	
Low Income	20,174	
Disabled & LI	7,249	
Other	-	
Children		
Disabled	498	
Low Income	24,117	
Disabled & LI	-	
Other	28,310	
Other		
Disabled	-	
Low Income	24,800	
Disabled & LI	-	
Other	26,215	
TOTAL TRIPS	131,363	

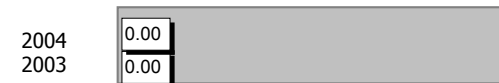
Passenger Trips By Type of Service				
	2003	2004	% Change	
Fixed Route (FR)	49,751	51,044	3%	
Deviated FR	-	-	NA	
Ambulatory	51,162	75,115	47%	
Non-Ambulatory	2,273	2,850	25%	
Stretcher	1,667	2,354	41%	
School Board	-	-	NA	
TOTAL TRIPS	104,853	131,363	25%	

Passenger Trips By Trip Purpose				
	2003	2004	% Change	
Medical	95,416	95,416	0%	
Employment	2,097	1,822	-13%	
Education/Training/ Daycare	7,340	34,125	365%	
Nutritional	-	-	NA	
Life-Sustaining/Other	-	-	NA	
TOTAL TRIPS	104,853	131,363	25%	

Passenger Trips By Funding Source				
	2003	2004	% Change	
CTD	7,546	7,821	4%	
AHCA	29,478	55,122	87%	
DCF	18,456	15,264	-17%	
DOEA	-	13,417	NA	
DOE	-	-	NA	
Other	49,373	39,739	-20%	
TOTAL TRIPS	104,853	131,363	25%	

Vehicle Data			
	2003	2004	% Change
Vehicle Miles	637,789	638,073	0%
Revenue Miles	560,511	561,930	0%
Roadcalls	5	7	40%
Accidents	-	-	NA
Vehicles	22	27	23%
Driver Hours	39,242	39,745	1%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls

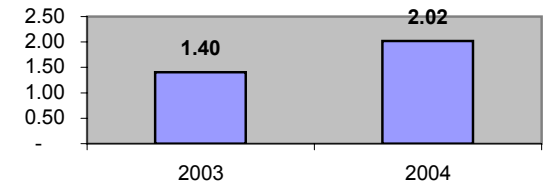


General Data			
	2003	2004	% Change
Commendations	-	1	NA
Complaints	7	6	-14%
Passenger No-Shows	63	-	-100%
Unmet Trip Request	45	36	-20%

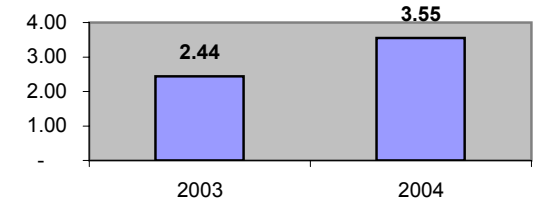
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	250,621	250,621	0%	Labor	223,492	229,748	3%
USDOT & FDOT	106,421	106,421	0%	Fringe Benefits	135,253	141,258	4%
DCF	-	12,458	NA	Services	3,125	3,236	4%
AHCA (Medicaid)	105,748	892,195	744%	Mat. & Supplies	25,123	22,561	-10%
DOH	243	243	0%	Utilities	19,428	18,967	-2%
DOE	-	1,208	NA	Insurance	43,217	49,786	15%
DOEA	-	15,000	NA	Taxes	-	-	NA
DCA	-	-	NA	Pur. Transp.	63,472	-	-100%
WAGES	-	-	NA	Leases/Rentals	3,245	3,245	0%
DJJ	-	-	NA	Annual Dep	-	-	NA
Other Fed. Prog.	-	-	NA	Contributed	12,275	12,275	0%
Local Gov't	28,323	28,323	0%	Other Exp	-	-	NA
Local Non-Gov't	12,275	12,275	0%				
Farebox	45,116	45,622	1%				
Total Revenue	\$ 548,747	\$ 1,364,366	149%	Total Expenses	\$ 528,630	\$ 481,076	-9%

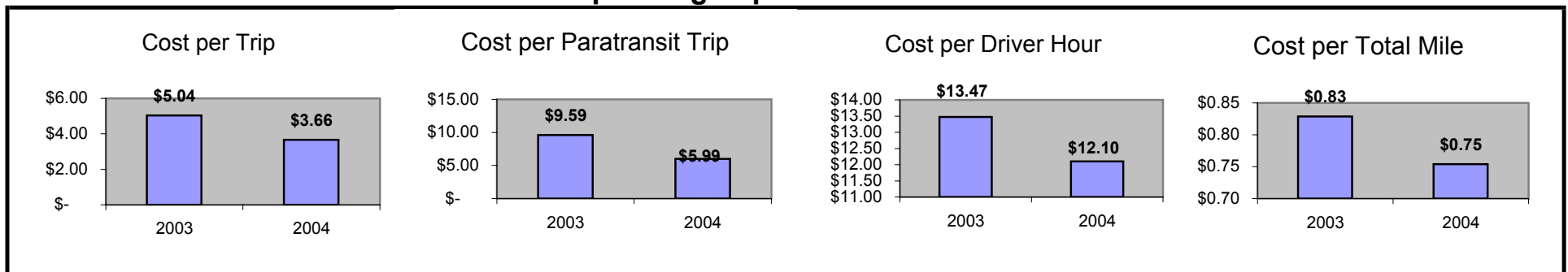
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	33,879	0.20%
Potential TD Population/ Percent of County Total	14,198	41.91%
UDPHC/Percent of TD Passengers Served	742	5.23%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	1,050
Low Income	3,851
Disabled & LI	103
Other	3,374
Children	
Disabled	4,551
Low Income	4
Disabled & LI	20
Other	1,509
Other	
Disabled	3,992
Low Income	1,156
Disabled & LI	5,352
Other	8,783
TOTAL TRIPS	33,745

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	21,862	24,047	10%
Non-Ambulatory	3,504	4,248	21%
Stretcher	141	168	19%
School Board	5,217	5,282	1%
TOTAL TRIPS	30,724	33,745	10%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	14,958	16,758	12%
Employment	3,651	3,655	0%
Education/Training/ Daycare	6,005	5,274	-12%
Nutritional	3,842	3,659	-5%
Life-Sustaining/Other	2,268	4,399	94%
TOTAL TRIPS	30,724	33,745	10%

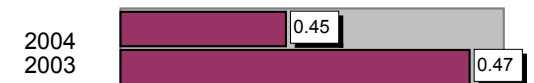
Passenger Trips By Funding Source

	2003	2004	% Change
CTD	4,501	5,608	25%
AHCA	11,568	14,329	24%
DCF	9,465	8,845	-7%
DOEA	4,629	4,185	-10%
DOE	-	-	NA
Other	561	778	39%
TOTAL TRIPS	30,724	33,745	10%

Vehicle Data

	2003	2004	% Change
Vehicle Miles	421,374	448,556	6%
Revenue Miles	306,419	359,481	17%
Roadcalls	3	6	100%
Accidents	2	2	0%
Vehicles	30	23	-23%
Driver Hours	27,710	27,935	1%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



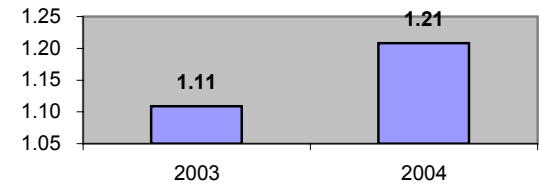
General Data

	2003	2004	% Change
Commendations	6	10	67%
Complaints	12	19	58%
Passenger No-Shows	145	396	173%
Unmet Trip Request	-	32	NA

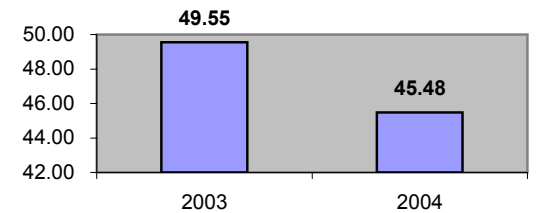
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	123,143	152,330	24%	Labor	428,804	454,013	6%
USDOT & FDOT	12,500	19,688	58%	Fringe Benefits	11,580	9,429	-19%
DCF	84,593	79,106	-6%	Services	12,531	10,854	-13%
AHCA (Medicaid)	415,113	523,912	26%	Mat. & Supplies	74,326	72,907	-2%
DOH	2,953	1,670	-43%	Utilities	43,370	47,018	8%
DOE	-	-	NA	Insurance	71,715	70,350	-2%
DOEA	42,280	35,672	-16%	Taxes	10,228	10,293	1%
DCA	-	-	NA	Pur. Transp.	-	-	NA
WAGES	-	-	NA	Leases/Rentals	39,725	39,507	-1%
DJJ	-	-	NA	Annual Dep	-	48,812	NA
Other Fed. Prog.	-	-	NA	Contributed	-	-	NA
Local Gov't	-	-	NA	Other Exp	6,785	12,210	80%
Local Non-Gov't	-	-	NA				
Farebox	15,298	18,113	18%				
Total Revenue	\$ 695,880	\$ 830,491	19%	Total Expenses	\$ 699,064	\$ 775,393	11%

Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	13,982	0.08%
Potential TD Population/ Percent of County Total	7,331	52.43%
UDPHC/Percent of TD Passengers Served	728	9.93%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	526
Low Income	4,520
Disabled & LI	1,447
Other	-
Children	
Disabled	-
Low Income	993
Disabled & LI	170
Other	-
Other	
Disabled	412
Low Income	4,374
Disabled & LI	820
Other	-
TOTAL TRIPS	13,262

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	11,321	11,038	-2%
Non-Ambulatory	1,505	1,920	28%
Stretcher	160	304	90%
School Board	-	-	NA
TOTAL TRIPS	12,986	13,262	2%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	8,725	8,561	-2%
Employment	-	-	NA
Education/Training/ Daycare	3,361	3,585	7%
Nutritional	797	893	12%
Life-Sustaining/Other	103	223	117%
TOTAL TRIPS	12,986	13,262	2%

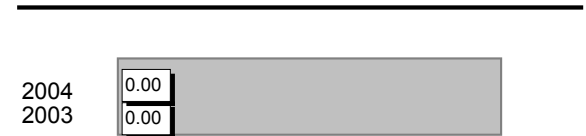
Passenger Trips By Funding Source

	2003	2004	% Change
CTD	3,504	3,155	-10%
AHCA	5,226	5,405	3%
DCF	3,361	3,585	7%
DOEA	895	1,117	25%
DOE	-	-	NA
Other	-	-	NA
TOTAL TRIPS	12,986	13,262	2%

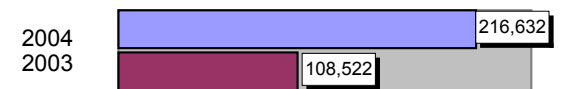
Vehicle Data

	2003	2004	% Change
Vehicle Miles	217,044	216,632	0%
Revenue Miles	169,212	168,323	-1%
Roadcalls	2	1	-50%
Accidents	-	-	NA
Vehicles	11	10	-9%
Driver Hours	15,600	9,741	-38%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



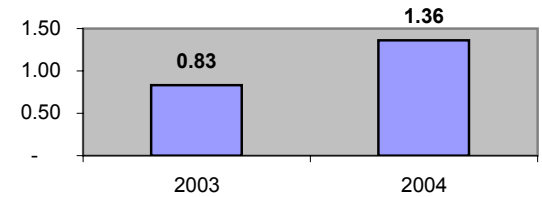
General Data

	2003	2004	% Change
Commendations	-	-	NA
Complaints	5	3	-40%
Passenger No-Shows	60	78	30%
Unmet Trip Request	25	30	20%

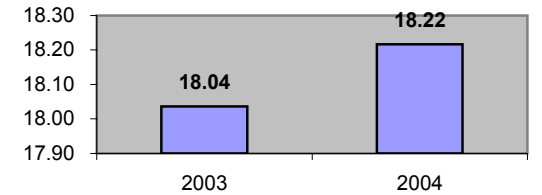
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	153,194	133,728	-13%	Labor	147,416	132,683	-10%
USDOT & FDOT	40,784	58,301	43%	Fringe Benefits	53,445	59,383	11%
DCF	38,678	41,548	7%	Services	12,199	10,460	-14%
AHCA (Medicaid)	130,025	134,999	4%	Mat. & Supplies	108,421	99,692	-8%
DOH	-	-	NA	Utilities	10,439	10,043	-4%
DOE	-	-	NA	Insurance	15,243	20,278	33%
DOEA	11,048	13,847	25%	Taxes	199	264	33%
DCA	-	-	NA	Pur. Transp.	15,860	24,100	52%
WAGES	-	-	NA	Leases/Rentals	5,920	5,494	-7%
DJJ	-	-	NA	Annual Dep	-	-	NA
Other Fed. Prog.	-	-	NA	Contributed	20,834	19,222	-8%
Local Gov't	-	-	NA	Other Exp	2,400	1,515	-37%
Local Non-Gov't	21,484	19,222	-11%				
Farebox	1,942	1,524	-22%				
Total Revenue	\$ 397,155	\$ 403,169	2%	Total Expenses	\$ 392,376	\$ 383,134	-2%

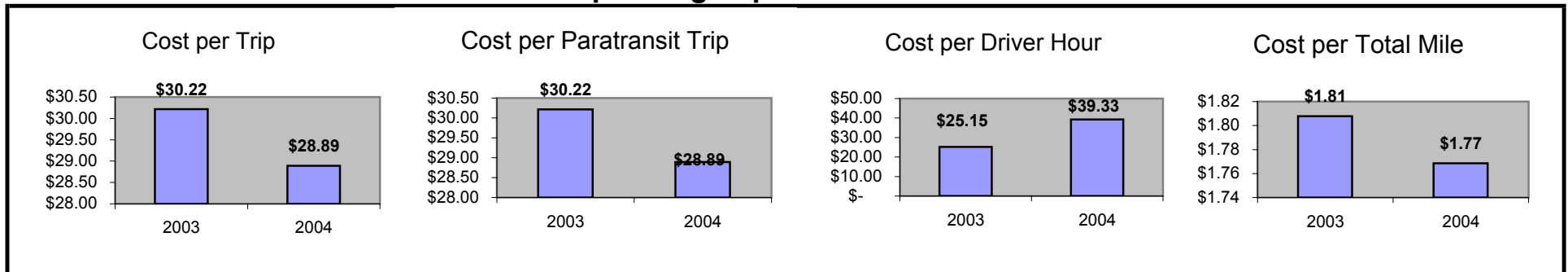
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	817,480	4.80%
Potential TD Population/ Percent of County Total	254,793	31.17%
UDPHC/Percent of TD Passengers Served	11,559	4.54%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	60,835
Low Income	55,990
Disabled & LI	29,610
Other	19,381
Children	
Disabled	538
Low Income	16,151
Disabled & LI	538
Other	2,153
Other	
Disabled	136,744
Low Income	128,668
Disabled & LI	47,914
Other	2,891,411
TOTAL TRIPS	3,389,933

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	1,672,357	2,712,905	62%
Deviated FR	-	138,667	NA
Ambulatory	396,996	399,726	1%
Non-Ambulatory	111,322	131,653	18%
Stretcher	6,890	6,982	1%
School Board	-	-	NA
TOTAL TRIPS	2,187,565	3,389,933	55%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	355,494	368,181	4%
Employment	66,977	68,622	2%
Education/Training/ Daycare	25,760	24,635	-4%
Nutritional	-	-	NA
Life-Sustaining/Other	1,739,334	2,928,495	68%
TOTAL TRIPS	2,187,565	3,389,933	55%

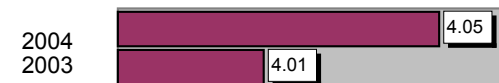
Passenger Trips By Funding Source

	2003	2004	% Change
CTD	37,192	56,713	52%
AHCA	269,209	271,640	1%
DCF	-	-	NA
DOEA	325	123	-62%
DOE	-	-	NA
Other	1,880,839	3,061,457	63%
TOTAL TRIPS	2,187,565	3,389,933	55%

Vehicle Data

	2003	2004	% Change
Vehicle Miles	6,208,792	6,449,141	4%
Revenue Miles	5,335,631	5,740,304	8%
Roadcalls	657	372	-43%
Accidents	249	261	5%
Vehicles	135	140	4%
Driver Hours	359,013	383,247	7%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



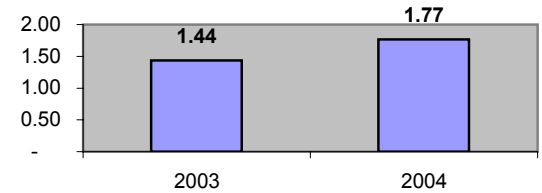
General Data

	2003	2004	% Change
Commendations	52	109	110%
Complaints	908	1,454	60%
Passenger No-Shows	-	58,258	NA
Unmet Trip Request	54	1,636	2930%

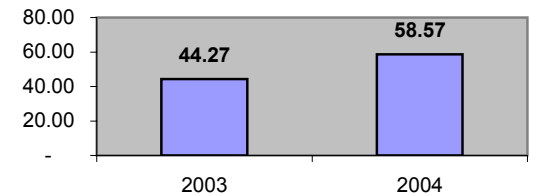
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	1,047,709	1,293,959	24%	Labor	273,518	362,108	32%
USDOT & FDOT	-	-	NA	Fringe Benefits	70,776	109,943	55%
DCF	-	-	NA	Services	11,622,751	2,263,730	-81%
AHCA (Medicaid)	5,837,628	5,710,797	-2%	Mat. & Supplies	13,922	10,398	-25%
DOH	-	-	NA	Utilities	5,716	10,528	84%
DOE	-	-	NA	Insurance	400,351	254,322	-36%
DOEA	10,962	8,442	-23%	Taxes	1,432	-	-100%
DCA	-	-	NA	Pur. Transp.	-	9,224,068	NA
WAGES	-	-	NA	Leases/Rentals	270,598	250,679	-7%
DJJ	-	-	NA	Annual Dep	174,800	-	-100%
Other Fed. Prog.	-	-	NA	Contributed	-	-	NA
Local Gov't	5,512,545	5,855,378	6%	Other Exp	-	969,282	NA
Local Non-Gov't	-	-	NA				
Farebox	425,020	454,904	7%				
Total Revenue	\$ 12,833,864	\$ 13,323,480	4%	Total Expenses	\$ 12,833,864	\$ 13,455,058	5%

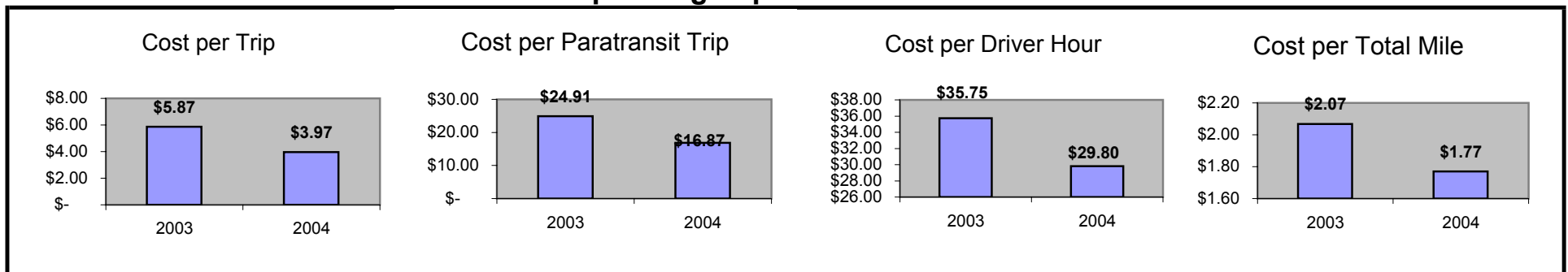
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	295,886	1.74%
Potential TD Population/ Percent of County Total	110,692	37.41%
UDPHC/Percent of TD Passengers Served	7,141	6.45%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	28,283
Low Income	9,964
Disabled & LI	47,907
Other	12,603
Children	
Disabled	20,930
Low Income	160,254
Disabled & LI	5,676
Other	5,536
Other	
Disabled	34,876
Low Income	57,259
Disabled & LI	97,825
Other	31,832
TOTAL TRIPS	512,945

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	72,542	69,972	-4%
Deviated FR	-	-	NA
Ambulatory	370,015	377,568	2%
Non-Ambulatory	41,211	50,073	22%
Stretcher	-	-	NA
School Board	-	15,332	NA
TOTAL TRIPS	483,768	512,945	6%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	141,469	141,020	0%
Employment	73,894	65,204	-12%
Education/Training/ Daycare	233,547	265,482	14%
Nutritional	7,676	10,285	34%
Life-Sustaining/Other	27,182	30,954	14%
TOTAL TRIPS	483,768	512,945	6%

Passenger Trips By Funding Source

	2003	2004	% Change
CTD	20,108	23,978	19%
AHCA	92,455	108,318	17%
DCF	66,586	75,595	14%
DOEA	16,888	18,188	8%
DOE	780	19,461	2395%
Other	286,951	267,405	-7%
TOTAL TRIPS	483,768	512,945	6%

Vehicle Data

	2003	2004	% Change
Vehicle Miles	2,126,756	1,730,862	-19%
Revenue Miles	1,624,994	1,325,900	-18%
Roadcalls	73	81	11%
Accidents	17	18	6%
Vehicles	113	106	-6%
Driver Hours	186,974	175,193	-6%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls

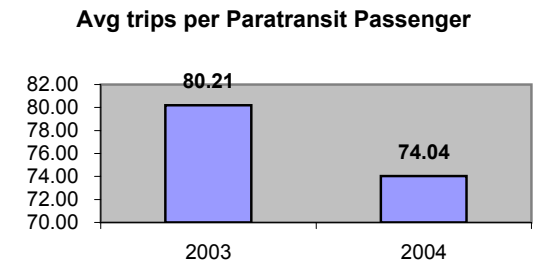
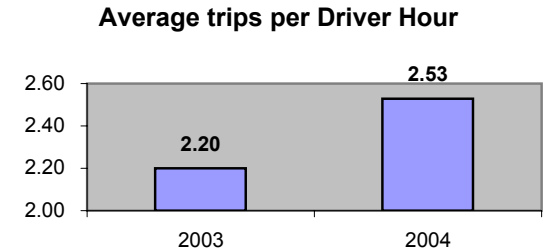


General Data

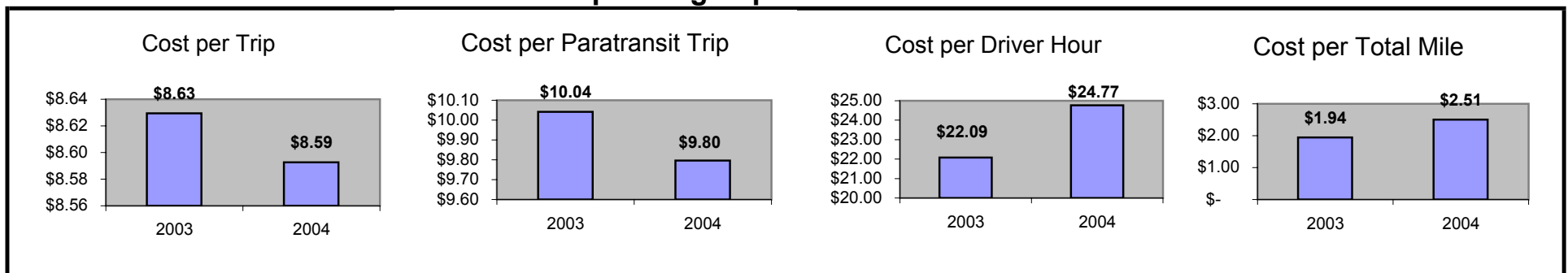
	2003	2004	% Change
Commendations	70	94	34%
Complaints	156	174	12%
Passenger No-Shows	18,823	18,537	-2%
Unmet Trip Request	3,876	3,481	-10%

Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	517,364	446,896	-14%	Labor	1,844,624	1,911,916	4%
USDOT & FDOT	69,130	37,892	-45%	Fringe Benefits	325,224	356,289	10%
DCF	731,155	936,349	28%	Services	249,488	339,722	36%
AHCA (Medicaid)	895,321	968,031	8%	Mat. & Supplies	567,869	554,559	-2%
DOH	-	-	NA	Utilities	82,627	46,723	-43%
DOE	15,520	46,681	201%	Insurance	245,053	502,593	105%
DOEA	140,448	159,206	13%	Taxes	29,081	22,015	-24%
DCA	1,548	1,548	0%	Pur. Transp.	84,003	119,797	43%
WAGES	42,975	32,910	-23%	Leases/Rentals	238,429	221,328	-7%
DJJ	2,960	2,960	0%	Annual Dep	292,090	225,505	-23%
Other Fed. Prog.	1,170,726	741,185	-37%	Contributed	-	200	NA
Local Gov't	1,032,772	826,840	-20%	Other Exp	216,176	106,893	-51%
Local Non-Gov't	6,278	20,396	225%				
Farebox	193,612	196,386	1%				
Total Revenue	\$ 4,819,809	\$ 4,417,280	-8%	Total Expenses	\$ 4,174,664	\$ 4,407,540	6%



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	62,206	0.37%
Potential TD Population/ Percent of County Total	21,481	34.53%
UDPHC/Percent of TD Passengers Served	27,024	125.80%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	190
Low Income	3,037
Disabled & LI	126
Other	4,557
Children	
Disabled	250
Low Income	863
Disabled & LI	256
Other	1,295
Other	
Disabled	1,184
Low Income	5,790
Disabled & LI	790
Other	8,686
TOTAL TRIPS	27,024

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	84,699	23,967	-72%
Non-Ambulatory	5,636	3,057	-46%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	90,335	27,024	-70%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	16,288	5,945	-64%
Employment	31,234	9,458	-70%
Education/Training/ Daycare	12,391	2,972	-76%
Nutritional	17,185	5,677	-67%
Life-Sustaining/Other	13,237	2,972	-78%
TOTAL TRIPS	90,335	27,024	-70%

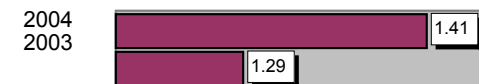
Passenger Trips By Funding Source

	2003	2004	% Change
CTD	21,368	5,026	-76%
AHCA	7,588	1,762	-77%
DCF	7,321	2,664	-64%
DOEA	11,736	7,910	-33%
DOE	-	-	NA
Other	42,322	9,662	-77%
TOTAL TRIPS	90,335	27,024	-70%

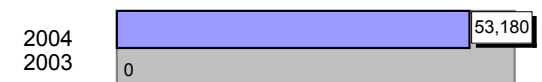
Vehicle Data

	2003	2004	% Change
Vehicle Miles	622,023	212,721	-66%
Revenue Miles	559,820	208,550	-63%
Roadcalls	-	4	NA
Accidents	8	3	-63%
Vehicles	17	17	0%
Driver Hours	23,758	11,560	-51%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



General Data

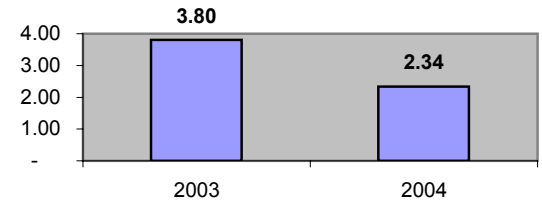
	2003	2004	% Change
Commendations	2	5	150%
Complaints	5	12	140%
Passenger No-Shows	91	172	89%
Unmet Trip Request	-	-	NA

* These totals contain only 4 months worth of data provided by the new Coordinator

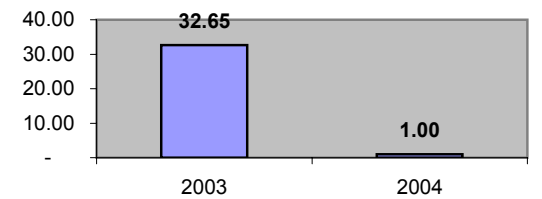
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	154,308	35,058	-77%	Labor	362,980	144,854	-60%
USDOT & FDOT	88,695	49,687	-44%	Fringe Benefits	95,156	63,543	-33%
DCF	72,444	1,192	-98%	Services	16,952	5,273	-69%
AHCA (Medicaid)	51,865	-	-100%	Mat. & Supplies	112,883	33,607	-70%
DOH	-	-	NA	Utilities	10,575	1,037	-90%
DOE	-	-	NA	Insurance	58,108	6,961	-88%
DOEA	88,289	81,868	-7%	Taxes	50	-	-100%
DCA	-	-	NA	Pur. Transp.	-	-	NA
WAGES	-	-	NA	Leases/Rentals	-	45	NA
DJJ	-	-	NA	Annual Dep	-	37,083	NA
Other Fed. Prog.	-	-	NA	Contributed	8,000	-	-100%
Local Gov't	147,407	113,989	-23%	Other Exp	24,814	2,180	-91%
Local Non-Gov't	28,861	1,210	-96%				
Farebox	57,649	24,514	-57%				
Total Revenue	\$ 689,518	\$ 307,518	-55%	Total Expenses	\$ 689,518	\$ 294,583	-57%

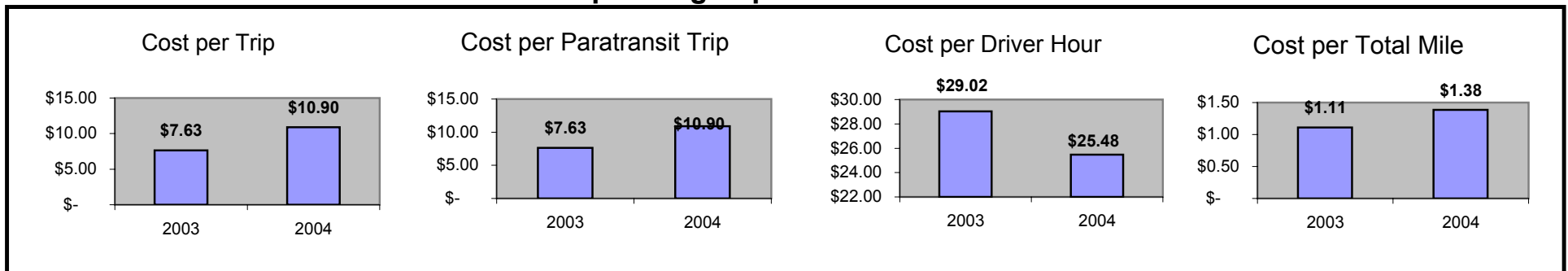
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



* These totals contain only 4 months worth of data provided by the new Coordinator

Demographics

	Number	Percent
Total County Population/ Percent of State Total	10,003	0.06%
Potential TD Population/ Percent of County Total	5,375	53.73%
UDPHC/Percent of TD Passengers Served	2,890	53.77%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	-
Low Income	15,846
Disabled & LI	8,012
Other	-
Children	
Disabled	-
Low Income	5,834
Disabled & LI	2,988
Other	-
Other	
Disabled	-
Low Income	4,805
Disabled & LI	-
Other	-
TOTAL TRIPS	37,485

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	19,697	33,585	71%
Non-Ambulatory	3,586	3,383	-6%
Stretcher	848	517	-39%
School Board	-	-	NA
TOTAL TRIPS	24,131	37,485	55%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	19,624	19,805	1%
Employment	-	-	NA
Education/Training/ Daycare	2,580	4,411	71%
Nutritional	1,396	10,606	660%
Life-Sustaining/Other	531	2,663	402%
TOTAL TRIPS	24,131	37,485	55%

Passenger Trips By Funding Source

	2003	2004	% Change
CTD	3,430	4,579	33%
AHCA	15,644	15,226	-3%
DCF	130	-	-100%
DOEA	-	11,846	NA
DOE	2,580	2,988	16%
Other	2,347	2,846	21%
TOTAL TRIPS	24,131	37,485	55%

Vehicle Data

	2003	2004	% Change
Vehicle Miles	358,792	415,328	16%
Revenue Miles	348,435	402,227	15%
Roadcalls	8	7	-13%
Accidents	1	2	100%
Vehicles	20	19	-5%
Driver Hours	21,940	25,180	15%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



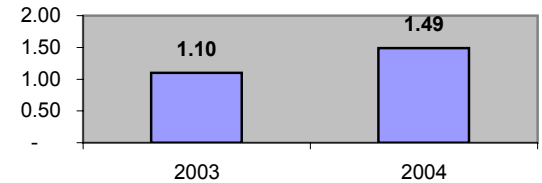
General Data

	2003	2004	% Change
Commendations	-	2	NA
Complaints	-	-	NA
Passenger No-Shows	52	85	63%
Unmet Trip Request	14	-	-100%

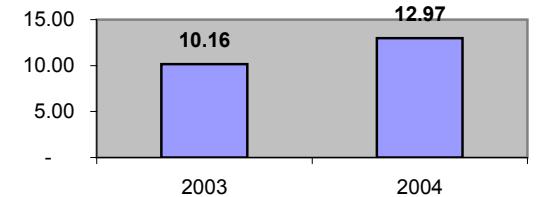
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	104,130	123,733	19%	Labor	149,931	174,708	17%
USDOT & FDOT	59,008	27,475	-53%	Fringe Benefits	24,531	35,330	44%
DCF	794	-	-100%	Services	11,743	15,200	29%
AHCA (Medicaid)	329,745	324,610	-2%	Mat. & Supplies	20,361	27,874	37%
DOH	874	411	-53%	Utilities	10,015	5,237	-48%
DOE	-	-	NA	Insurance	17,500	52,012	197%
DOEA	-	-	NA	Taxes	124	152	23%
DCA	-	-	NA	Pur. Transp.	242,542	222,140	-8%
WAGES	-	767	NA	Leases/Rentals	12,486	14,348	15%
DJJ	-	-	NA	Annual Dep	423	1,518	259%
Other Fed. Prog.	-	-	NA	Contributed	-	-	NA
Local Gov't	47,750	51,239	7%	Other Exp	5,546	280	-95%
Local Non-Gov't	4,114	1,350	-67%				
Farebox	7,203	9,769	36%				
Total Revenue	\$ 553,618	\$ 539,354	-3%	Total Expenses	\$ 495,202	\$ 548,799	11%

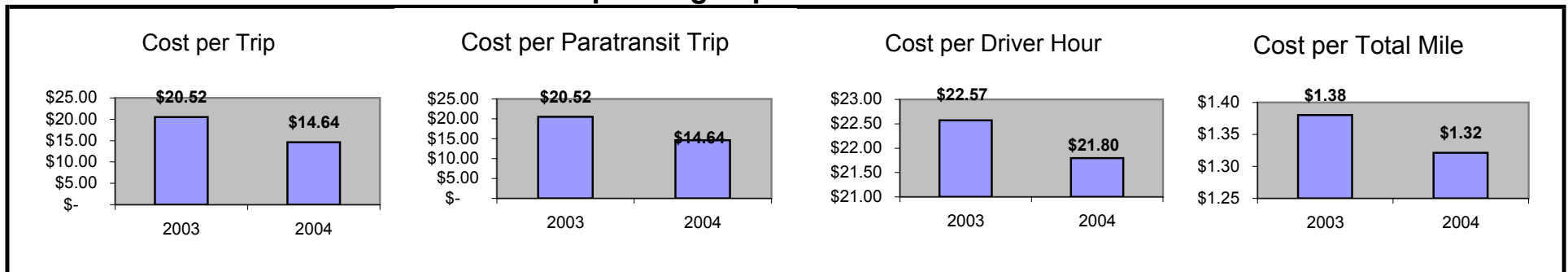
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	45,134	0.27%
Potential TD Population/ Percent of County Total	21,310	47.21%
UDPHC/Percent of TD Passengers Served	2,251	10.56%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	-
Low Income	19,259
Disabled & LI	19,944
Other	188
Children	
Disabled	-
Low Income	16,831
Disabled & LI	418
Other	-
Other	
Disabled	423
Low Income	26,194
Disabled & LI	33,085
Other	25,095
TOTAL TRIPS	141,437

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	6,198	5,854	-6%
Deviated FR	-	-	NA
Ambulatory	131,054	126,814	-3%
Non-Ambulatory	7,996	8,769	10%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	145,248	141,437	-3%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	33,366	37,622	13%
Employment	39,595	40,859	3%
Education/Training/ Daycare	68,767	59,281	-14%
Nutritional	-	-	NA
Life-Sustaining/Other	3,520	3,675	4%
TOTAL TRIPS	145,248	141,437	-3%

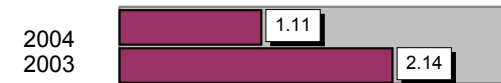
Passenger Trips By Funding Source

	2003	2004	% Change
CTD	31,208	31,340	0%
AHCA	54,666	52,717	-4%
DCF	26,587	26,087	-2%
DOEA	-	-	NA
DOE	-	2	NA
Other	32,787	31,291	-5%
TOTAL TRIPS	145,248	141,437	-3%

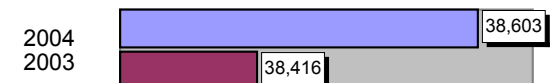
Vehicle Data

	2003	2004	% Change
Vehicle Miles	1,075,653	1,080,893	0%
Revenue Miles	904,770	916,720	1%
Roadcalls	28	28	0%
Accidents	23	12	-48%
Vehicles	28	28	0%
Driver Hours	51,762	52,987	2%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls

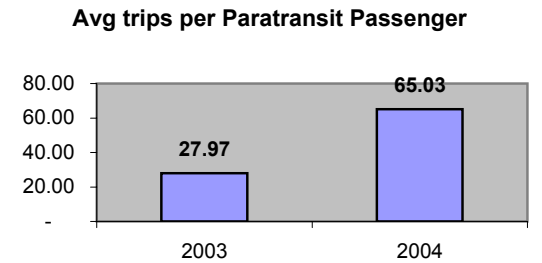
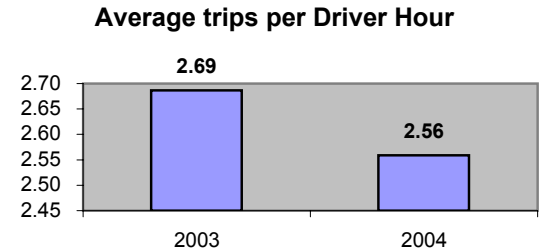


General Data

	2003	2004	% Change
Commendations	-	-	NA
Complaints	16	42	163%
Passenger No-Shows	1,540	1,359	-12%
Unmet Trip Request	-	-	NA

Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	243,337	233,820	-4%	Labor	784,712	804,526	3%
USDOT & FDOT	242,780	296,558	22%	Fringe Benefits	320,751	294,975	-8%
DCF	228,016	208,686	-8%	Services	24,752	38,432	55%
AHCA (Medicaid)	664,695	609,192	-8%	Mat. & Supplies	190,060	198,405	4%
DOH	8,049	7,797	-3%	Utilities	14,847	19,505	31%
DOE	-	26	NA	Insurance	84,643	64,811	-23%
DOEA	-	-	NA	Taxes	1,230	779	-37%
DCA	-	-	NA	Pur. Transp.	-	-	NA
WAGES	14,231	5,696	-60%	Leases/Rentals	39,070	29,639	-24%
DJJ	-	-	NA	Annual Dep	109,631	136,731	25%
Other Fed. Prog.	9,178	5,859	-36%	Contributed	-	-	NA
Local Gov't	4,833	-	-100%	Other Exp	16,855	26,203	55%
Local Non-Gov't	77,916	50,593	-35%				
Farebox	93,515	64,664	-31%				
Total Revenue	\$ 1,586,550	\$ 1,482,891	-7%	Total Expenses	\$ 1,586,551	\$ 1,614,006	2%



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	15,633	0.09%
Potential TD Population/ Percent of County Total	5,487	35.10%
UDPHC/Percent of TD Passengers Served	434	7.91%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	390
Low Income	2,903
Disabled & LI	378
Other	-
Children	
Disabled	77
Low Income	260
Disabled & LI	-
Other	-
Other	
Disabled	297
Low Income	2,053
Disabled & LI	292
Other	-
TOTAL TRIPS	6,650

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	4,841	5,253	9%
Non-Ambulatory	1,030	1,073	4%
Stretcher	241	324	34%
School Board	-	-	NA
TOTAL TRIPS	6,112	6,650	9%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	4,243	5,140	21%
Employment	425	-	-100%
Education/Training/ Daycare	209	320	53%
Nutritional	995	952	-4%
Life-Sustaining/Other	240	238	-1%
TOTAL TRIPS	6,112	6,650	9%

Passenger Trips By Funding Source

	2003	2004	% Change
CTD	1,704	2,412	42%
AHCA	2,539	2,728	7%
DCF	634	320	-50%
DOEA	1,235	1,190	-4%
DOE	-	-	NA
Other	-	-	NA
TOTAL TRIPS	6,112	6,650	9%

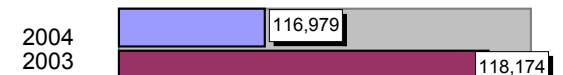
Vehicle Data

	2003	2004	% Change
Vehicle Miles	118,174	116,979	-1%
Revenue Miles	91,000	97,263	7%
Roadcalls	1	1	0%
Accidents	-	-	NA
Vehicles	11	8	-27%
Driver Hours	13,520	5,344	-60%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



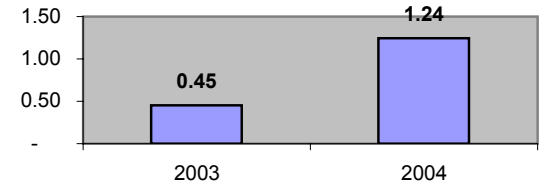
General Data

	2003	2004	% Change
Commendations	-	-	NA
Complaints	3	2	-33%
Passenger No-Shows	64	70	9%
Unmet Trip Request	31	28	-10%

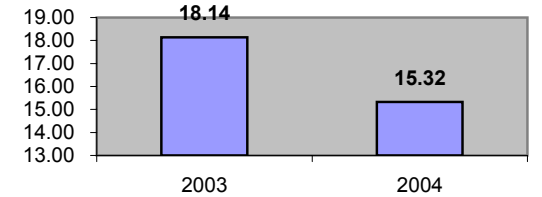
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	64,381	82,485	28%	Labor	71,076	73,302	3%
USDOT & FDOT	22,067	69,308	214%	Fringe Benefits	25,362	35,145	39%
DCF	13,361	9,991	-25%	Services	6,771	6,475	-4%
AHCA (Medicaid)	72,043	72,477	1%	Mat. & Supplies	18,886	23,059	22%
DOH	-	-	NA	Utilities	4,603	5,704	24%
DOE	-	-	NA	Insurance	6,046	7,720	28%
DOEA	15,426	14,756	-4%	Taxes	23	32	39%
DCA	-	-	NA	Pur. Transp.	31,754	50,178	58%
WAGES	-	-	NA	Leases/Rentals	1,014	1,153	14%
DJJ	-	-	NA	Annual Dep	-	-	NA
Other Fed. Prog.	-	-	NA	Contributed	7,153	9,166	28%
Local Gov't	-	-	NA	Other Exp	612	682	11%
Local Non-Gov't	7,153	9,166	28%				
Farebox	2,008	1,742	-13%				
Total Revenue	\$ 196,439	\$ 259,925	32%	Total Expenses	\$ 173,300	\$ 212,616	23%

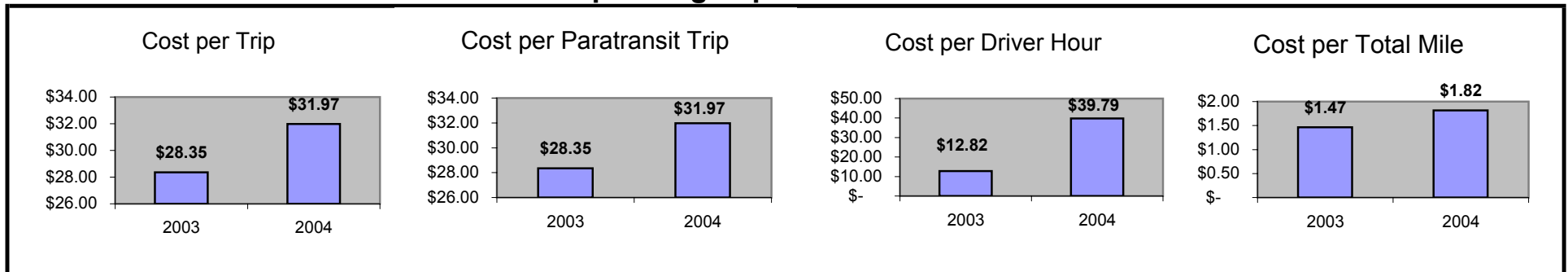
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	11,165	0.07%
Potential TD Population/ Percent of County Total	4,421	39.60%
UDPHC/Percent of TD Passengers Served	53	1.20%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	1,512
Low Income	2,360
Disabled & LI	1,981
Other	64
Children	
Disabled	66
Low Income	130
Disabled & LI	311
Other	-
Other	
Disabled	-
Low Income	-
Disabled & LI	-
Other	130
TOTAL TRIPS	6,554

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	6,874	6,216	-10%
Non-Ambulatory	36	144	300%
Stretcher	-	194	NA
School Board	-	-	NA
TOTAL TRIPS	6,910	6,554	-5%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	3,248	3,575	10%
Employment	207	111	-46%
Education/Training/ Daycare	1,728	1,728	0%
Nutritional	1,658	1,095	-34%
Life-Sustaining/Other	69	45	-35%
TOTAL TRIPS	6,910	6,554	-5%

Passenger Trips By Funding Source

	2003	2004	% Change
CTD	1,100	1,155	5%
AHCA	1,866	2,525	35%
DCF	1,678	1,728	3%
DOEA	1,958	1,095	-44%
DOE	-	-	NA
Other	308	51	-83%
TOTAL TRIPS	6,910	6,554	-5%

Vehicle Data

	2003	2004	% Change
Vehicle Miles	144,353	159,373	10%
Revenue Miles	129,446	144,086	11%
Roadcalls	11	8	-27%
Accidents	-	-	NA
Vehicles	4	4	0%
Driver Hours	7,437	8,229	11%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



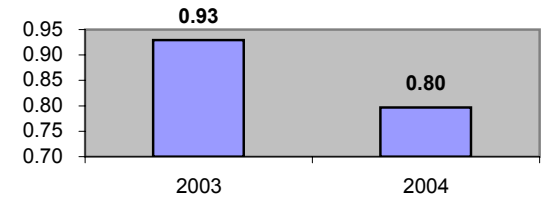
General Data

	2003	2004	% Change
Commendations	5	-	-100%
Complaints	5	3	-40%
Passenger No-Shows	480	328	-32%
Unmet Trip Request	-	-	NA

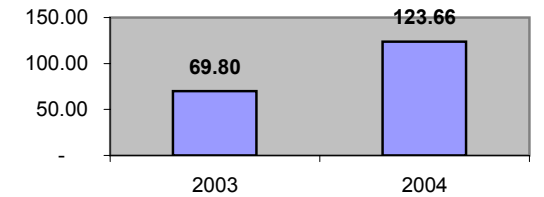
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	67,018	51,434	-23%	Labor	116,977	99,198	-15%
USDOT & FDOT	11,355	744	-93%	Fringe Benefits	22,539	24,575	9%
DCF	-	40,187	NA	Services	926	941	2%
AHCA (Medicaid)	94,603	105,664	12%	Mat. & Supplies	23,888	22,897	-4%
DOH	45,298	-	-100%	Utilities	1,443	904	-37%
DOE	-	-	NA	Insurance	10,177	9,810	-4%
DOEA	21,893	12,597	-42%	Taxes	82	86	5%
DCA	-	-	NA	Pur. Transp.	-	-	NA
WAGES	-	-	NA	Leases/Rentals	265	219	-17%
DJJ	-	-	NA	Annual Dep	18,667	12,364	-34%
Other Fed. Prog.	-	-	NA	Contributed	-	-	NA
Local Gov't	-	-	NA	Other Exp	35,744	22,377	-37%
Local Non-Gov't	1,668	1,301	-22%				
Farebox	-	60	NA				
Total Revenue	\$ 241,835	\$ 211,987	-12%	Total Expenses	\$ 230,708	\$ 193,371	-16%

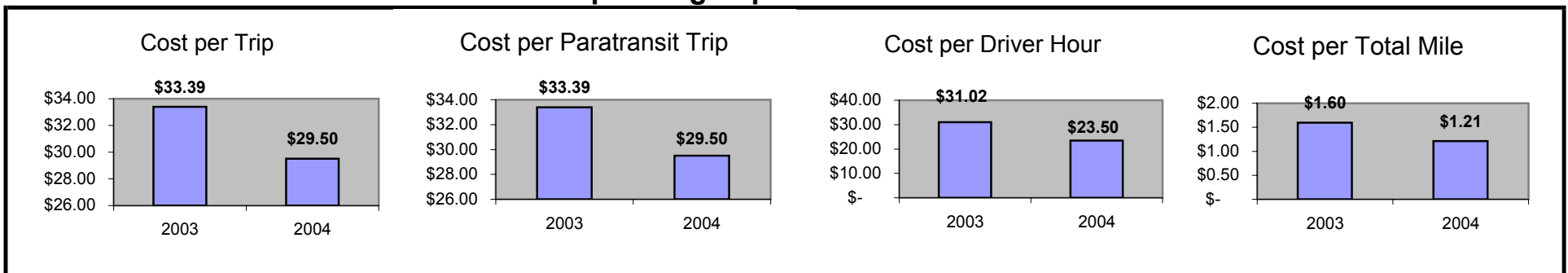
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	15,247	0.09%
Potential TD Population/ Percent of County Total	5,286	34.67%
UDPHC/Percent of TD Passengers Served	502	9.50%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	441
Low Income	3,182
Disabled & LI	2,330
Other	1,784
Children	
Disabled	1
Low Income	248
Disabled & LI	29
Other	100
Other	
Disabled	1,369
Low Income	1,956
Disabled & LI	2,942
Other	1,043
TOTAL TRIPS	15,425

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	14,045	12,781	-9%
Non-Ambulatory	2,171	2,548	17%
Stretcher	163	96	-41%
School Board	-	-	NA
TOTAL TRIPS	16,379	15,425	-6%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	8,484	7,994	-6%
Employment	-	-	NA
Education/Training/ Daycare	3,344	2,857	-15%
Nutritional	3,646	2,851	-22%
Life-Sustaining/Other	905	1,723	90%
TOTAL TRIPS	16,379	15,425	-6%

Passenger Trips By Funding Source

	2003	2004	% Change
CTD	3,704	3,491	-6%
AHCA	4,612	4,362	-5%
DCF	3,240	3,675	13%
DOEA	3,496	2,913	-17%
DOE	107	-	-100%
Other	1,220	984	-19%
TOTAL TRIPS	16,379	15,425	-6%

Vehicle Data

	2003	2004	% Change
Vehicle Miles	304,637	296,166	-3%
Revenue Miles	293,448	285,656	-3%
Roadcalls	5	7	40%
Accidents	-	3	NA
Vehicles	15	16	7%
Driver Hours	20,184	11,187	-45%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



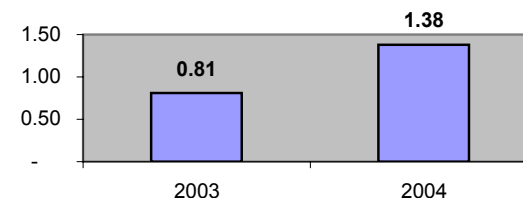
General Data

	2003	2004	% Change
Commendations	-	7	NA
Complaints	-	5	NA
Passenger No- Shows	115	200	74%
Unmet Trip Request	13	10	-23%

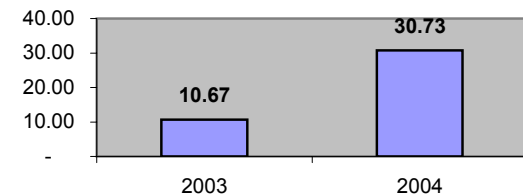
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	112,580	123,368	10%	Labor	182,110	207,790	14%
USDOT & FDOT	53,883	74,096	38%	Fringe Benefits	38,369	53,491	39%
DCF	27,460	31,933	16%	Services	18,123	27,024	49%
AHCA (Medicaid)	122,346	114,622	-6%	Mat. & Supplies	43,905	36,509	-17%
DOH	-	-	NA	Utilities	9,403	9,879	5%
DOE	-	-	NA	Insurance	16,693	17,247	3%
DOEA	8,716	8,228	-6%	Taxes	203	478	135%
DCA	13,571	9,279	-32%	Pur. Transp.	-	-	NA
WAGES	-	-	NA	Leases/Rentals	3,542	4,327	22%
DJJ	-	-	NA	Annual Dep	35,642	44,649	25%
Other Fed. Prog.	5,843	4,566	-22%	Contributed	9,898	10,240	3%
Local Gov't	15,562	26,864	73%	Other Exp	4,552	4,738	4%
Local Non-Gov't	19,611	12,474	-36%				
Farebox	7,563	6,988	-8%				
Total Revenue	\$ 387,135	\$ 412,418	7%	Total Expenses	\$ 362,440	\$ 416,372	15%

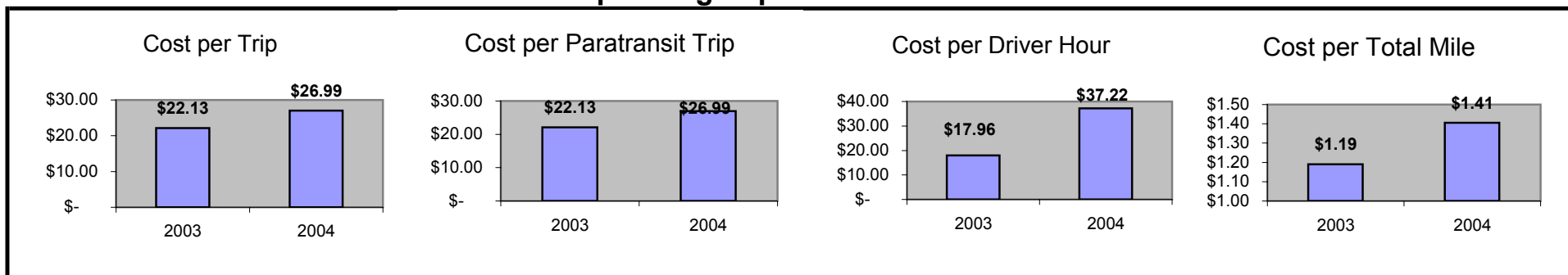
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	13,917	0.08%
Potential TD Population/ Percent of County Total	5,867	42.16%
UDPHC/Percent of TD Passengers Served	5,338	90.98%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	-
Low Income	22,989
Disabled & LI	7,249
Other	-
Children	
Disabled	-
Low Income	6,964
Disabled & LI	-
Other	19,573
Other	
Disabled	-
Low Income	-
Disabled & LI	-
Other	-
TOTAL TRIPS	56,775

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	30,635	25,077	-18%
Deviated FR	-	-	NA
Ambulatory	17,613	30,205	71%
Non-Ambulatory	973	973	0%
Stretcher	520	520	0%
School Board	-	-	NA
TOTAL TRIPS	49,741	56,775	14%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	18,902	36,468	93%
Employment	-	725	NA
Education/Training/ Daycare	20,394	10,789	-47%
Nutritional	10,445	8,793	-16%
Life-Sustaining/Other	-	-	NA
TOTAL TRIPS	49,741	56,775	14%

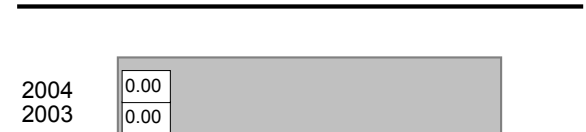
Passenger Trips By Funding Source

	2003	2004	% Change
CTD	1,089	1,089	0%
AHCA	18,924	25,018	32%
DCF	1,485	1,789	20%
DOEA	13,425	13,417	0%
DOE	-	-	NA
Other	14,818	15,462	4%
TOTAL TRIPS	49,741	56,775	14%

Vehicle Data

	2003	2004	% Change
Vehicle Miles	203,603	345,255	70%
Revenue Miles	151,110	307,944	104%
Roadcalls	-	2	NA
Accidents	-	-	NA
Vehicles	12	12	0%
Driver Hours	31,599	26,981	-15%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



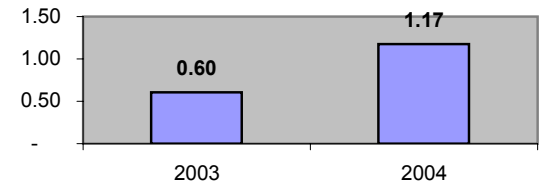
General Data

	2003	2004	% Change
Commendations	-	1	NA
Complaints	5	5	0%
Passenger No-Shows	33	-	-100%
Unmet Trip Request	29	33	14%

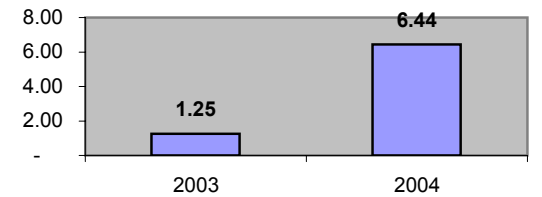
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	49,420	104,420	111%	Labor	55,124	58,921	7%
USDOT & FDOT	19,500	19,500	0%	Fringe Benefits	32,145	33,415	4%
DCF	12,458	-	-100%	Services	-	-	NA
AHCA (Medicaid)	33,587	892,195	2556%	Mat. & Supplies	8,947	8,947	0%
DOH	-	243	NA	Utilities	-	-	NA
DOE	-	785	NA	Insurance	10,985	23,651	115%
DOEA	15,000	15,000	0%	Taxes	-	-	NA
DCA	-	-	NA	Pur. Transp.	18,795	63,472	238%
WAGES	-	-	NA	Leases/Rentals	-	3,245	NA
DJJ	-	-	NA	Annual Dep	-	-	NA
Other Fed. Prog.	-	-	NA	Contributed	2,955	12,275	315%
Local Gov't	12,884	12,884	0%	Other Exp	-	-	NA
Local Non-Gov't	2,955	12,275	315%				
Farebox	11,176	13,745	23%				
Total Revenue	\$ 156,980	\$ 1,071,047	582%	Total Expenses	\$ 128,951	\$ 203,926	58%

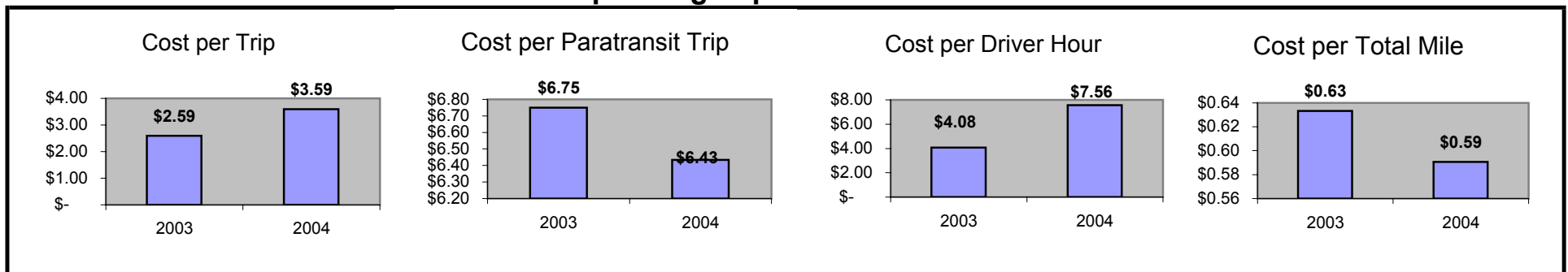
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	27,659	0.16%
Potential TD Population/ Percent of County Total	10,107	36.54%
UDPHC/Percent of TD Passengers Served	1,159	11.47%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	2,016
Low Income	392
Disabled & LI	3,457
Other	5,366
Children	
Disabled	4
Low Income	42
Disabled & LI	8
Other	1,986
Other	
Disabled	2,947
Low Income	861
Disabled & LI	1,749
Other	5,183
TOTAL TRIPS	24,011

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	903	-	-100%
Ambulatory	29,251	20,902	-29%
Non-Ambulatory	5,863	2,948	-50%
Stretcher	434	161	-63%
School Board	-	-	NA
TOTAL TRIPS	36,451	24,011	-34%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	17,687	13,542	-23%
Employment	9,438	2,843	-70%
Education/Training/ Daycare	2,621	1,600	-39%
Nutritional	3,100	2,987	-4%
Life-Sustaining/Other	3,605	3,039	-16%
TOTAL TRIPS	36,451	24,011	-34%

Passenger Trips By Funding Source

	2003	2004	% Change
CTD	5,459	4,722	-14%
AHCA	12,460	11,599	-7%
DCF	13,278	3,787	-71%
DOEA	2,349	2,985	27%
DOE	-	10	NA
Other	2,905	908	-69%
TOTAL TRIPS	36,451	24,011	-34%

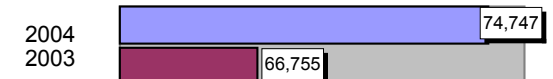
Vehicle Data

	2003	2004	% Change
Vehicle Miles	600,795	523,227	-13%
Revenue Miles	408,472	283,673	-31%
Roadcalls	9	7	-22%
Accidents	-	1	NA
Vehicles	25	13	-48%
Driver Hours	23,449	17,336	-26%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



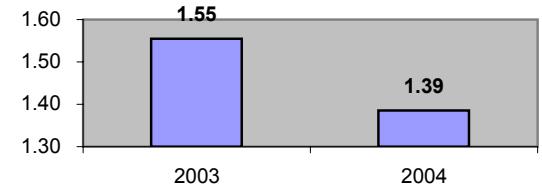
General Data

	2003	2004	% Change
Commendations	14	5	-64%
Complaints	21	12	-43%
Passenger No-Shows	885	769	-13%
Unmet Trip Request	1,682	1,897	13%

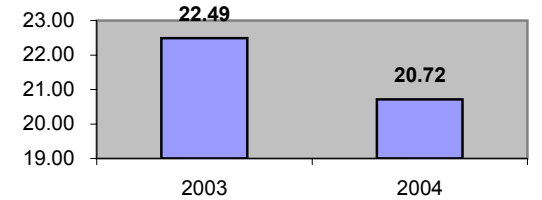
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	169,577	175,761	4%	Labor	374,338	242,610	-35%
USDOT & FDOT	35,175	35,024	0%	Fringe Benefits	15,030	5,510	-63%
DCF	89,608	75,040	-16%	Services	27,750	18,849	-32%
AHCA (Medicaid)	423,926	387,072	-9%	Mat. & Supplies	103,050	68,522	-34%
DOH	-	-	NA	Utilities	17,458	12,884	-26%
DOE	-	458	NA	Insurance	88,110	48,713	-45%
DOEA	10,734	10,734	0%	Taxes	14,364	1,980	-86%
DCA	-	-	NA	Pur. Transp.	-	-	NA
WAGES	12,778	-	-100%	Leases/Rentals	31,271	21,912	-30%
DJJ	-	-	NA	Annual Dep	22,348	24,494	10%
Other Fed. Prog.	-	-	NA	Contributed	-	-	NA
Local Gov't	21,091	19,578	-7%	Other Exp	18,975	12,775	-33%
Local Non-Gov't	940	771	-18%				
Farebox	3,553	3,926	10%				
Total Revenue	\$ 767,382	\$ 708,364	-8%	Total Expenses	\$ 712,694	\$ 458,249	-36%

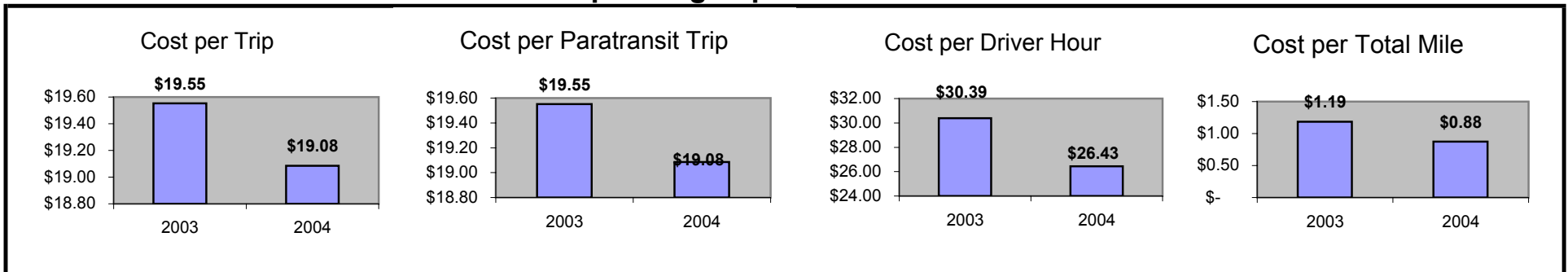
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	37,064	0.22%
Potential TD Population/ Percent of County Total	12,781	34.48%
UDPHC/Percent of TD Passengers Served	434	3.40%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	6,416
Low Income	13,636
Disabled & LI	12,115
Other	358
Children	
Disabled	356
Low Income	717
Disabled & LI	1,782
Other	-
Other	
Disabled	-
Low Income	-
Disabled & LI	-
Other	356
TOTAL TRIPS	35,736

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	36,957	30,506	-17%
Non-Ambulatory	4,995	5,117	2%
Stretcher	61	113	85%
School Board	-	-	NA
TOTAL TRIPS	42,013	35,736	-15%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	21,006	18,071	-14%
Employment	420	435	4%
Education/Training/ Daycare	15,125	12,984	-14%
Nutritional	3,781	4,060	7%
Life-Sustaining/Other	1,681	186	-89%
TOTAL TRIPS	42,013	35,736	-15%

Passenger Trips By Funding Source

	2003	2004	% Change
CTD	4,585	6,857	50%
AHCA	17,787	11,493	-35%
DCF	12,023	12,984	8%
DOEA	4,119	4,060	-1%
DOE	-	-	NA
Other	3,499	342	-90%
TOTAL TRIPS	42,013	35,736	-15%

Vehicle Data

	2003	2004	% Change
Vehicle Miles	803,483	807,764	1%
Revenue Miles	714,463	747,657	5%
Roadcalls	14	18	29%
Accidents	-	1	NA
Vehicles	20	8	-60%
Driver Hours	40,987	35,719	-13%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



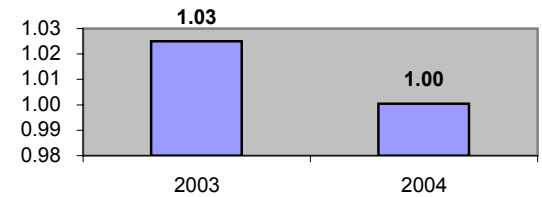
General Data

	2003	2004	% Change
Commendations	40	10	-75%
Complaints	16	21	31%
Passenger No-Shows	3,672	1,921	-48%
Unmet Trip Request	-	-	NA

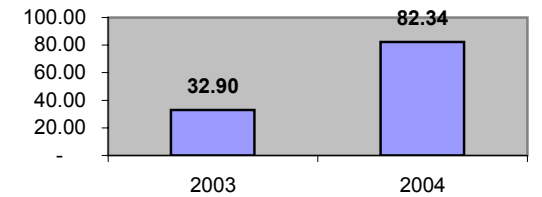
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	285,966	375,159	31%	Labor	785,350	566,409	-28%
USDOT & FDOT	44,361	3,923	-91%	Fringe Benefits	188,328	134,431	-29%
DCF	-	53,073	NA	Services	8,778	7,378	-16%
AHCA (Medicaid)	1,162,151	792,578	-32%	Mat. & Supplies	161,943	134,578	-17%
DOH	90,756	4,545	-95%	Utilities	10,468	5,751	-45%
DOE	-	-	NA	Insurance	64,174	56,682	-12%
DOEA	47,857	50,667	6%	Taxes	557	493	-11%
DCA	-	-	NA	Pur. Transp.	-	-	NA
WAGES	-	-	NA	Leases/Rentals	1,815	1,239	-32%
DJJ	-	-	NA	Annual Dep	127,647	71,903	-44%
Other Fed. Prog.	-	-	NA	Contributed	-	-	NA
Local Gov't	30,000	30,000	0%	Other Exp	239,517	125,740	-48%
Local Non-Gov't	4,730	-	-100%				
Farebox	38	8,745	22913%				
Total Revenue	\$ 1,665,859	\$ 1,318,690	-21%	Total Expenses	\$ 1,588,577	\$ 1,104,604	-30%

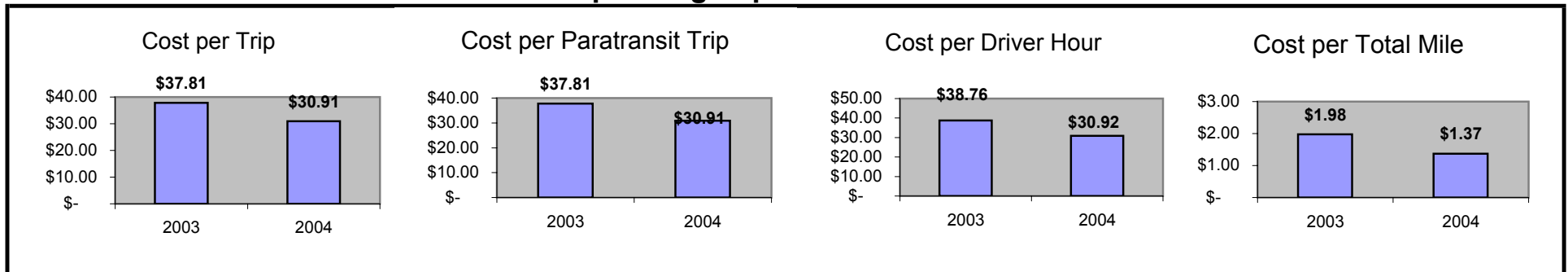
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	143,449	0.84%
Potential TD Population/ Percent of County Total	85,229	59.41%
UDPHC/Percent of TD Passengers Served	3,512	4.12%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	-
Low Income	1,127
Disabled & LI	36,064
Other	2,254
Children	
Disabled	-
Low Income	2,254
Disabled & LI	2,254
Other	-
Other	
Disabled	4,508
Low Income	29,302
Disabled & LI	29,302
Other	5,636
TOTAL TRIPS	112,701

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	94,244	100,783	7%
Non-Ambulatory	8,700	10,592	22%
Stretcher	1,261	1,326	5%
School Board	49,000	-	-100%
TOTAL TRIPS	153,205	112,701	-26%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	45,961	50,715	10%
Employment	1,533	1,917	25%
Education/Training/ Daycare	91,923	49,926	-46%
Nutritional	10,724	10,143	-5%
Life-Sustaining/Other	3,064	-	-100%
TOTAL TRIPS	153,205	112,701	-26%

Passenger Trips By Funding Source

	2003	2004	% Change
CTD	17,994	18,016	0%
AHCA	30,066	33,775	12%
DCF	-	-	NA
DOEA	8,954	7,127	-20%
DOE	49,000	-	-100%
Other	47,191	53,783	14%
TOTAL TRIPS	153,205	112,701	-26%

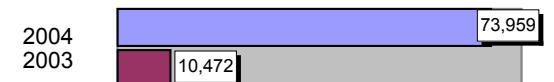
Vehicle Data

	2003	2004	% Change
Vehicle Miles	1,434,670	1,405,212	-2%
Revenue Miles	1,238,099	1,257,513	2%
Roadcalls	137	19	-86%
Accidents	7	-	-100%
Vehicles	38	43	13%
Driver Hours	67,590	44,004	-35%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



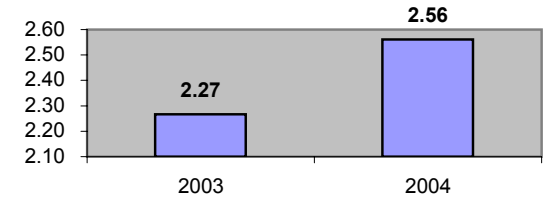
General Data

	2003	2004	% Change
Commendations	207	52	-75%
Complaints	62	116	87%
Passenger No-Shows	1,083	1,241	15%
Unmet Trip Request	3,950	4,812	22%

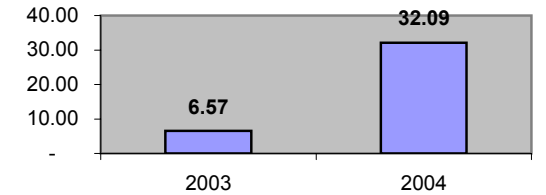
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	179,907	226,400	26%	Labor	421,580	441,070	5%
USDOT & FDOT	73,623	-	-100%	Fringe Benefits	164,102	164,791	0%
DCF	-	-	NA	Services	50,761	822,011	1519%
AHCA (Medicaid)	702,620	1,122,296	60%	Mat. & Supplies	109,015	106,692	-2%
DOH	-	-	NA	Utilities	25,449	31,667	24%
DOE	-	-	NA	Insurance	31,014	36,373	17%
DOEA	56,779	66,300	17%	Taxes	-	-	NA
DCA	-	3,583	NA	Pur. Transp.	443,000	4,706	-99%
WAGES	-	-	NA	Leases/Rentals	1,872	2,212	18%
DJJ	-	-	NA	Annual Dep	-	14,170	NA
Other Fed. Prog.	-	-	NA	Contributed	-	-	NA
Local Gov't	297,615	240,956	-19%	Other Exp	149,761	42,532	-72%
Local Non-Gov't	-	34,058	NA				
Farebox	63,286	36,820	-42%				
Total Revenue	\$ 1,373,830	\$ 1,730,413	26%	Total Expenses	\$ 1,396,554	\$ 1,666,224	19%

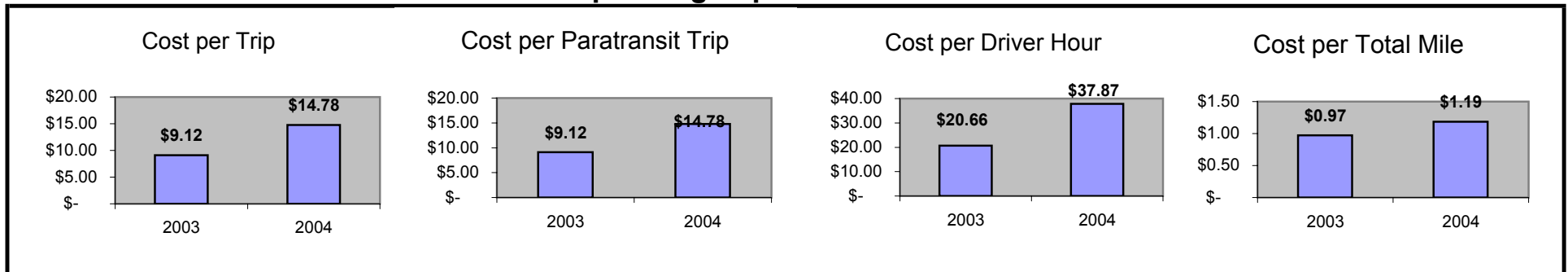
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	91,051	0.53%
Potential TD Population/ Percent of County Total	49,243	54.08%
UDPHC/Percent of TD Passengers Served	3,060	6.21%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	10,193
Low Income	2,129
Disabled & LI	2,295
Other	23,623
Children	
Disabled	102
Low Income	46
Disabled & LI	82
Other	3,779
Other	
Disabled	38,029
Low Income	2,256
Disabled & LI	4,006
Other	11,791
TOTAL TRIPS	98,331

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	4,318	-	-100%
Ambulatory	67,994	80,583	19%
Non-Ambulatory	18,984	16,351	-14%
Stretcher	1,006	1,397	39%
School Board	-	-	NA
TOTAL TRIPS	92,302	98,331	7%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	37,075	36,658	-1%
Employment	30,551	35,440	16%
Education/Training/ Daycare	8,933	4,727	-47%
Nutritional	7,232	8,515	18%
Life-Sustaining/Other	8,511	12,991	53%
TOTAL TRIPS	92,302	98,331	7%

Passenger Trips By Funding Source

	2003	2004	% Change
CTD	10,904	17,231	58%
AHCA	26,184	26,744	2%
DCF	29,104	40,003	37%
DOEA	12,740	11,358	-11%
DOE	33	123	273%
Other	13,337	2,872	-78%
TOTAL TRIPS	92,302	98,331	7%

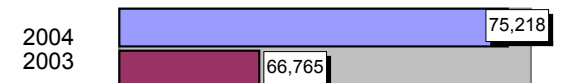
Vehicle Data

	2003	2004	% Change
Vehicle Miles	934,709	1,805,220	93%
Revenue Miles	612,708	1,004,606	64%
Roadcalls	14	24	71%
Accidents	6	1	-83%
Vehicles	44	43	-2%
Driver Hours	63,610	55,906	-12%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



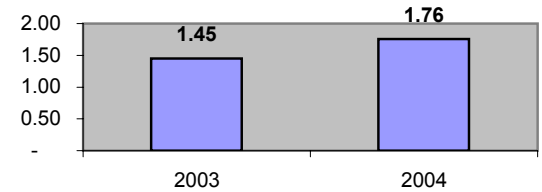
General Data

	2003	2004	% Change
Commendations	30	18	-40%
Complaints	40	37	-8%
Passenger No-Shows	4,425	3,606	-19%
Unmet Trip Request	7,479	356	-95%

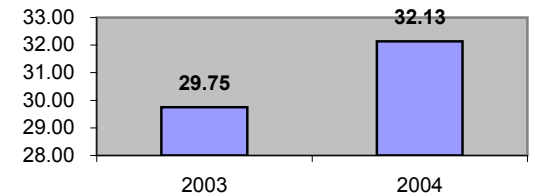
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	245,849	368,745	50%	Labor	771,204	822,605	7%
USDOT & FDOT	92,708	71,354	-23%	Fringe Benefits	48,212	43,721	-9%
DCF	220,916	237,002	7%	Services	28,544	34,541	21%
AHCA (Medicaid)	806,662	748,966	-7%	Mat. & Supplies	219,593	164,987	-25%
DOH	2,232	2,581	16%	Utilities	43,750	47,083	8%
DOE	945	4,359	361%	Insurance	169,099	130,539	-23%
DOEA	115,973	95,156	-18%	Taxes	21,519	4,382	-80%
DCA	-	-	NA	Pur. Transp.	-	-	NA
WAGES	145,682	-	-100%	Leases/Rentals	69,574	52,709	-24%
DJJ	-	-	NA	Annual Dep	40,621	90,385	123%
Other Fed. Prog.	-	-	NA	Contributed	-	-	NA
Local Gov't	27,112	39,006	44%	Other Exp	26,692	35,114	32%
Local Non-Gov't	659	823	25%				
Farebox	13,034	14,125	8%				
Total Revenue	\$ 1,671,772	\$ 1,582,117	-5%	Total Expenses	\$ 1,438,808	\$ 1,426,066	-1%

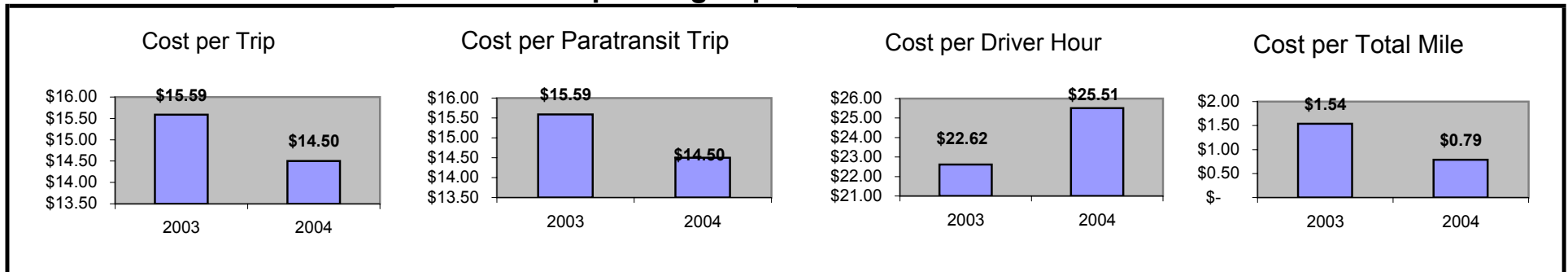
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	1,073,407	6.31%
Potential TD Population/ Percent of County Total	342,568	31.91%
UDPHC/Percent of TD Passengers Served	28,207	8.23%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	27,223
Low Income	218,388
Disabled & LI	65,126
Other	43,404
Children	
Disabled	87,846
Low Income	351,746
Disabled & LI	9,202
Other	17,150
Other	
Disabled	104,858
Low Income	1,012,879
Disabled & LI	243,627
Other	9,794
TOTAL TRIPS	2,191,243

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	1,404,728	1,230,191	-12%
Deviated FR	-	-	NA
Ambulatory	886,649	870,378	-2%
Non-Ambulatory	79,471	88,239	11%
Stretcher	2,358	2,435	3%
School Board	-	-	NA
TOTAL TRIPS	2,373,206	2,191,243	-8%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	1,439,571	1,323,365	-8%
Employment	60,387	57,509	-5%
Education/Training/ Daycare	456,268	466,597	2%
Nutritional	90,361	73,101	-19%
Life-Sustaining/Other	326,619	270,671	-17%
TOTAL TRIPS	2,373,206	2,191,243	-8%

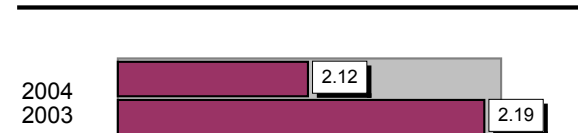
Passenger Trips By Funding Source

	2003	2004	% Change
CTD	450,015	305,596	-32%
AHCA	817,924	682,481	-17%
DCF	169,497	150,010	-11%
DOEA	81,494	88,243	8%
DOE	-	170,304	NA
Other	854,276	794,609	-7%
TOTAL TRIPS	2,373,206	2,191,243	-8%

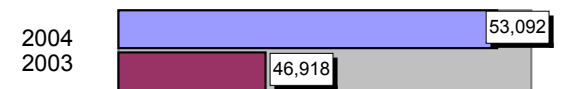
Vehicle Data

	2003	2004	% Change
Vehicle Miles	4,832,505	4,565,936	-6%
Revenue Miles	4,058,052	3,892,674	-4%
Roadcalls	103	86	-17%
Accidents	106	97	-8%
Vehicles	280	289	3%
Driver Hours	398,857	439,967	10%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



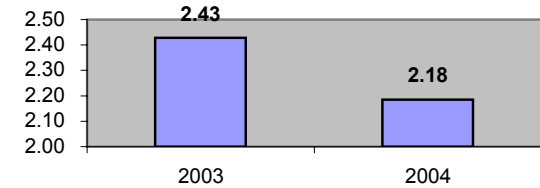
General Data

	2003	2004	% Change
Commendations	113	273	142%
Complaints	78	119	53%
Passenger No-Shows	25,623	18,989	-26%
Unmet Trip Request	2,224	1,775	-20%

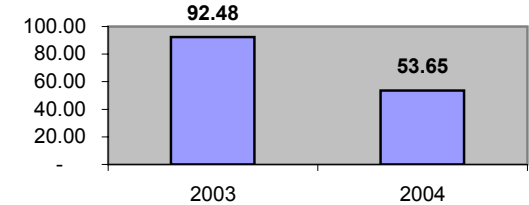
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	897,607	1,288,560	44%	Labor	5,953,987	6,080,690	2%
USDOT & FDOT	754,498	804,727	7%	Fringe Benefits	1,261,882	1,376,359	9%
DCF	627,255	1,317,299	110%	Services	472,687	1,394,288	195%
AHCA (Medicaid)	3,492,978	2,729,384	-22%	Mat. & Supplies	807,916	995,377	23%
DOH	-	-	NA	Utilities	84,407	60,744	-28%
DOE	-	342,400	NA	Insurance	781,755	872,830	12%
DOEA	691,876	840,087	21%	Taxes	25,535	1,231	-95%
DCA	324,711	284,925	-12%	Pur. Transp.	1,749,817	1,693,795	-3%
WAGES	-	-	NA	Leases/Rentals	327,237	151,298	-54%
DJJ	-	61,425	NA	Annual Dep	310,169	439,964	42%
Other Fed. Prog.	1,478,934	882,056	-40%	Contributed	-	-	NA
Local Gov't	3,050,086	3,134,446	3%	Other Exp	663,205	808,101	22%
Local Non-Gov't	1,033,766	589,363	-43%				
Farebox	77,681	159,431	105%				
Total Revenue	\$ 12,429,392	\$ 12,434,103	0%	Total Expenses	\$ 12,438,597	\$ 13,874,677	12%

Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	18,986	0.11%
Potential TD Population/ Percent of County Total	8,050	42.40%
UDPHC/Percent of TD Passengers Served	2,842	35.30%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	3,274
Low Income	2,619
Disabled & LI	26,191
Other	655
Children	
Disabled	655
Low Income	16,371
Disabled & LI	1,965
Other	655
Other	
Disabled	1,310
Low Income	4,584
Disabled & LI	6,548
Other	655
TOTAL TRIPS	65,482

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	1,823	-	-100%
Deviated FR	-	-	NA
Ambulatory	74,910	63,518	-15%
Non-Ambulatory	1,186	989	-17%
Stretcher	533	501	-6%
School Board	344	474	38%
TOTAL TRIPS	78,796	65,482	-17%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	32,306	35,546	10%
Employment	6,304	1,965	-69%
Education/Training/ Daycare	37,822	25,984	-31%
Nutritional	788	677	-14%
Life-Sustaining/Other	1,576	1,310	-17%
TOTAL TRIPS	78,796	65,482	-17%

Passenger Trips By Funding Source

	2003	2004	% Change
CTD	14,182	18,935	34%
AHCA	19,639	19,001	-3%
DCF	28,815	19,747	-31%
DOEA	557	677	22%
DOE	16	865	5306%
Other	15,587	6,257	-60%
TOTAL TRIPS	78,796	65,482	-17%

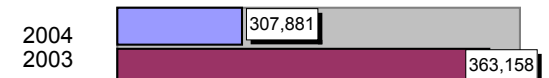
Vehicle Data

	2003	2004	% Change
Vehicle Miles	726,316	615,762	-15%
Revenue Miles	726,315	614,348	-15%
Roadcalls	2	2	0%
Accidents	3	1	-67%
Vehicles	24	24	0%
Driver Hours	27,505	22,110	-20%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



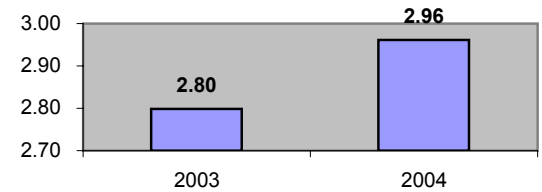
General Data

	2003	2004	% Change
Commendations	17	8	-53%
Complaints	6	-	-100%
Passenger No-Shows	136	104	-24%
Unmet Trip Request	179	232	30%

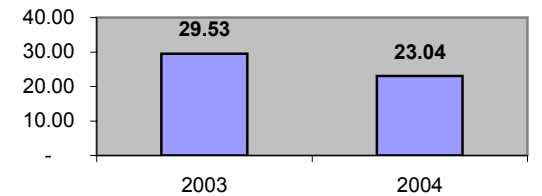
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	179,585	196,867	10%	Labor	296,278	216,352	-27%
USDOT & FDOT	137,054	84,329	-38%	Fringe Benefits	75,036	78,719	5%
DCF	221,419	163,441	-26%	Services	14,297	5,014	-65%
AHCA (Medicaid)	246,557	249,226	1%	Mat. & Supplies	105,714	84,910	-20%
DOH	-	-	NA	Utilities	11,123	10,703	-4%
DOE	515	662	29%	Insurance	150,165	75,645	-50%
DOEA	3,596	6,002	67%	Taxes	-	-	NA
DCA	-	-	NA	Pur. Transp.	113,986	106,729	-6%
WAGES	-	-	NA	Leases/Rentals	5,644	6,593	17%
DJJ	-	-	NA	Annual Dep	19,704	23,251	18%
Other Fed. Prog.	28,817	21,458	-26%	Contributed	150	125	-17%
Local Gov't	1,000	-	-100%	Other Exp	54,372	84,041	55%
Local Non-Gov't	22,583	125	-99%				
Farebox	5,343	17,001	218%				
Total Revenue	\$ 846,469	\$ 739,111	-13%	Total Expenses	\$ 846,469	\$ 692,082	-18%

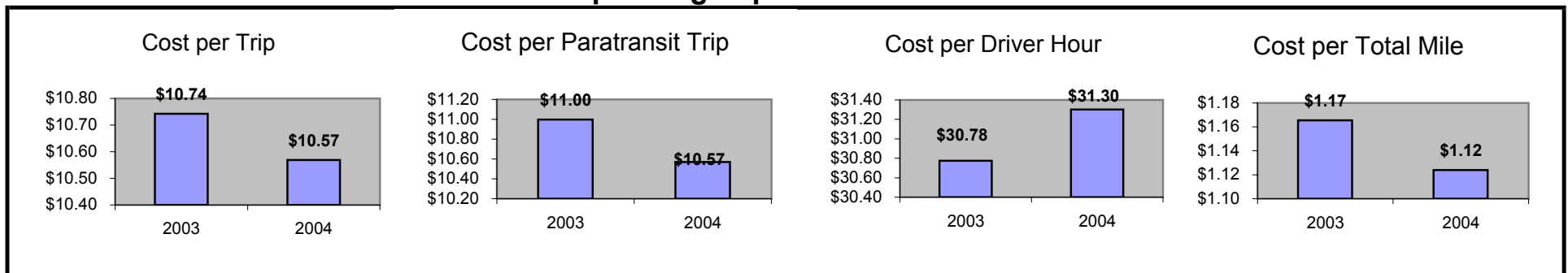
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	120,463	0.71%
Potential TD Population/ Percent of County Total	51,499	42.75%
UDPHC/Percent of TD Passengers Served	12,863	24.98%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	76
Low Income	21,180
Disabled & LI	29,643
Other	-
Children	
Disabled	499
Low Income	512
Disabled & LI	384
Other	-
Other	
Disabled	662
Low Income	9,791
Disabled & LI	3,498
Other	-
TOTAL TRIPS	66,245

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	53,155	60,341	14%
Non-Ambulatory	5,004	5,395	8%
Stretcher	476	509	7%
School Board	-	-	NA
TOTAL TRIPS	58,635	66,245	13%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	24,708	29,712	20%
Employment	4,067	4,018	-1%
Education/Training/ Daycare	1,085	1,184	9%
Nutritional	4,067	4,322	6%
Life-Sustaining/Other	24,708	27,009	9%
TOTAL TRIPS	58,635	66,245	13%

Passenger Trips By Funding Source

	2003	2004	% Change
CTD	14,892	15,601	5%
AHCA	17,104	21,264	24%
DCF	-	-	NA
DOEA	4,577	5,489	20%
DOE	-	-	NA
Other	22,062	23,891	8%
TOTAL TRIPS	58,635	66,245	13%

Vehicle Data

	2003	2004	% Change
Vehicle Miles	511,643	525,924	3%
Revenue Miles	454,392	467,792	3%
Roadcalls	6	4	-33%
Accidents	2	3	50%
Vehicles	22	22	0%
Driver Hours	40,813	40,968	0%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



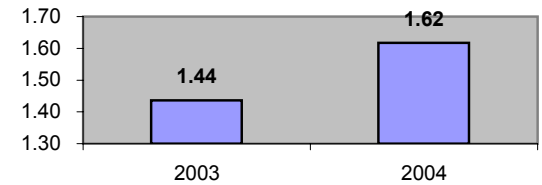
General Data

	2003	2004	% Change
Commendations	15	8	-47%
Complaints	5	3	-40%
Passenger No- Shows	1,390	947	-32%
Unmet Trip Request	373	288	-23%

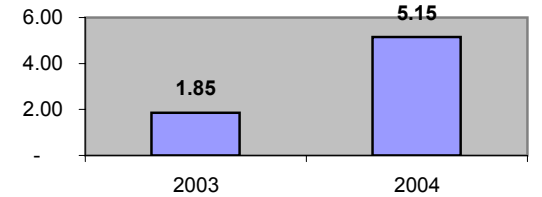
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	203,616	241,487	19%	Labor	495,880	580,304	17%
USDOT & FDOT	420,719	485,776	15%	Fringe Benefits	119,334	139,432	17%
DCF	-	-	NA	Services	56,688	81,115	43%
AHCA (Medicaid)	184,880	181,192	-2%	Mat. & Supplies	78,360	92,997	19%
DOH	-	-	NA	Utilities	16,872	17,923	6%
DOE	-	-	NA	Insurance	60,346	81,460	35%
DOEA	32,970	32,970	0%	Taxes	-	913	NA
DCA	-	-	NA	Pur. Transp.	49,445	56,120	13%
WAGES	-	-	NA	Leases/Rentals	25,002	25,249	1%
DJJ	-	-	NA	Annual Dep	128,464	147,629	15%
Other Fed. Prog.	-	-	NA	Contributed	-	-	NA
Local Gov't	119,916	131,840	10%	Other Exp	15,134	18,039	19%
Local Non-Gov't	62,251	137,645	121%				
Farebox	21,173	30,271	43%				
Total Revenue	\$ 1,045,525	\$ 1,241,181	19%	Total Expenses	\$ 1,045,525	\$ 1,241,181	19%

Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	46,508	0.27%
Potential TD Population/ Percent of County Total	21,197	45.58%
UDPHC/Percent of TD Passengers Served	2,838	13.39%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	2,110
Low Income	16,864
Disabled & LI	7,554
Other	1,324
Children	
Disabled	18
Low Income	2,957
Disabled & LI	494
Other	5,847
Other	
Disabled	732
Low Income	16,499
Disabled & LI	6,884
Other	4,840
TOTAL TRIPS	66,123

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	5,921	3,249	-45%
Ambulatory	48,025	53,911	12%
Non-Ambulatory	3,592	8,621	140%
Stretcher	547	342	-37%
School Board	-	-	NA
TOTAL TRIPS	58,085	66,123	14%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	42,744	29,373	-31%
Employment	1,533	480	-69%
Education/Training/ Daycare	246	15,272	6108%
Nutritional	4,056	5,895	45%
Life-Sustaining/Other	9,506	15,103	59%
TOTAL TRIPS	58,085	66,123	14%

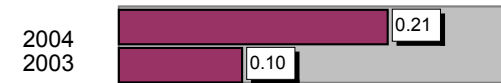
Passenger Trips By Funding Source

	2003	2004	% Change
CTD	11,343	9,989	-12%
AHCA	32,269	27,496	-15%
DCF	7	15,255	217829%
DOEA	7,454	7,900	6%
DOE	-	-	NA
Other	7,012	5,483	-22%
TOTAL TRIPS	58,085	66,123	14%

Vehicle Data

	2003	2004	% Change
Vehicle Miles	1,035,154	950,014	-8%
Revenue Miles	1,027,423	942,443	-8%
Roadcalls	13	8	-38%
Accidents	1	2	100%
Vehicles	24	33	38%
Driver Hours	52,401	48,083	-8%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



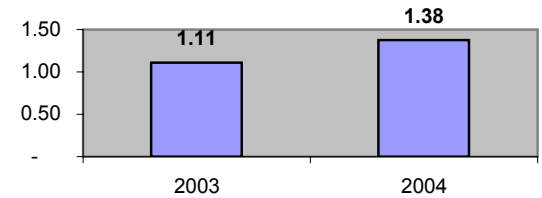
General Data

	2003	2004	% Change
Commendations	-	-	NA
Complaints	-	-	NA
Passenger No- Shows	340	385	13%
Unmet Trip Request	27	7	-74%

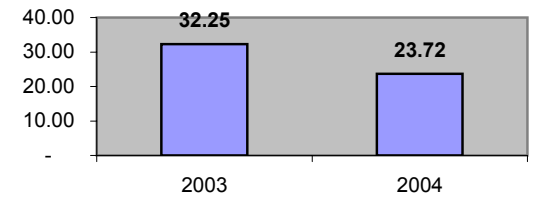
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	379,639	350,717	-8%	Labor	675,136	624,793	-7%
USDOT & FDOT	115,378	129,232	12%	Fringe Benefits	192,013	182,473	-5%
DCF	34	120,789	355162%	Services	23,116	23,806	3%
AHCA (Medicaid)	740,089	586,031	-21%	Mat. & Supplies	145,058	163,493	13%
DOH	5,419	5,777	7%	Utilities	24,939	23,346	-6%
DOE	-	-	NA	Insurance	114,998	113,333	-1%
DOEA	42,800	50,481	18%	Taxes	729	783	7%
DCA	2,935	409	-86%	Pur. Transp.	90	947	952%
WAGES	29	-	-100%	Leases/Rentals	2,990	7,985	167%
DJJ	-	-	NA	Annual Dep	145,992	142,594	-2%
Other Fed. Prog.	-	-	NA	Contributed	-	-	NA
Local Gov't	8,000	19,400	143%	Other Exp	16,455	16,761	2%
Local Non-Gov't	12,701	10,081	-21%				
Farebox	52,654	50,839	-3%				
Total Revenue	\$ 1,359,678	\$ 1,323,756	-3%	Total Expenses	\$ 1,341,516	\$ 1,300,314	-3%

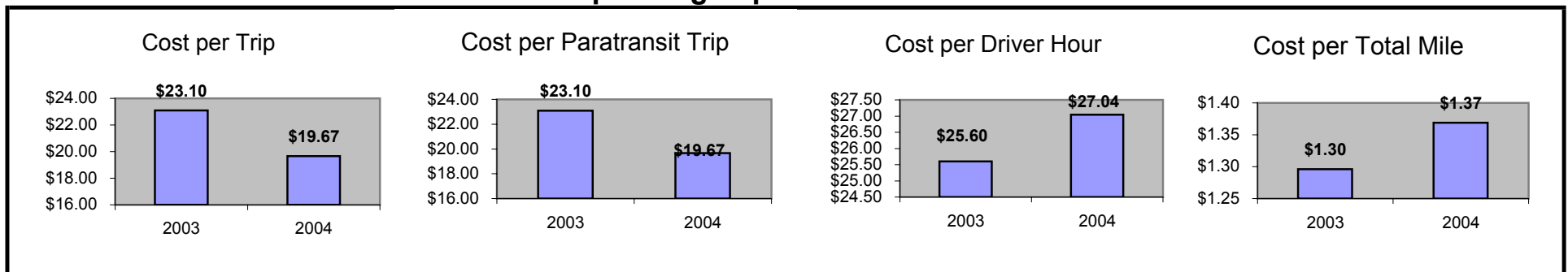
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	14,037	0.08%
Potential TD Population/ Percent of County Total	6,430	45.81%
UDPHC/Percent of TD Passengers Served	1,717	26.70%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	-
Low Income	28,919
Disabled & LI	-
Other	-
Children	
Disabled	-
Low Income	1,694
Disabled & LI	-
Other	82
Other	
Disabled	1,114
Low Income	5,040
Disabled & LI	4,488
Other	-
TOTAL TRIPS	41,337

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	767	-	-100%
Deviated FR	-	-	NA
Ambulatory	37,485	39,065	4%
Non-Ambulatory	2,075	2,272	9%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	40,327	41,337	3%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	10,920	10,929	0%
Employment	1,959	2,024	3%
Education/Training/ Daycare	14,155	14,500	2%
Nutritional	12,804	13,376	4%
Life-Sustaining/Other	489	508	4%
TOTAL TRIPS	40,327	41,337	3%

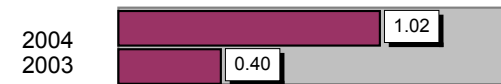
Passenger Trips By Funding Source

	2003	2004	% Change
CTD	5,571	5,778	4%
AHCA	16,907	16,872	0%
DCF	3,774	5,089	35%
DOEA	12,559	13,122	4%
DOE	-	-	NA
Other	1,516	476	-69%
TOTAL TRIPS	40,327	41,337	3%

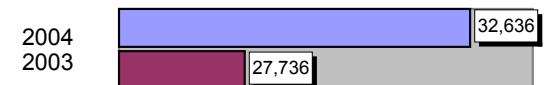
Vehicle Data

	2003	2004	% Change
Vehicle Miles	249,623	293,722	18%
Revenue Miles	210,207	246,973	17%
Roadcalls	9	9	0%
Accidents	1	3	200%
Vehicles	9	13	44%
Driver Hours	11,850	13,736	16%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



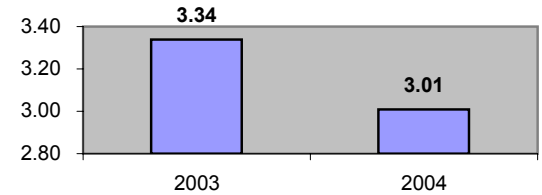
General Data

	2003	2004	% Change
Commendations	-	-	NA
Complaints	4	4	0%
Passenger No- Shows	264	380	44%
Unmet Trip Request	-	-	NA

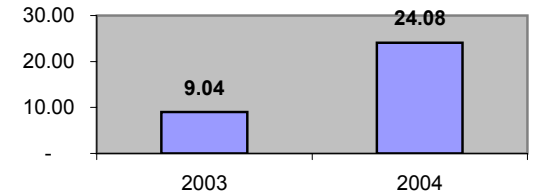
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	92,124	45,747	-50%	Labor	340,598	223,962	-34%
USDOT & FDOT	20,683	30,155	46%	Fringe Benefits	139,223	82,114	-41%
DCF	32,367	40,391	25%	Services	8,634	12,544	45%
AHCA (Medicaid)	491,141	529,160	8%	Mat. & Supplies	68,650	56,350	-18%
DOH	1,444	1,114	-23%	Utilities	7,284	6,527	-10%
DOE	-	-	NA	Insurance	30,569	18,245	-40%
DOEA	11,510	16,218	41%	Taxes	439	218	-50%
DCA	-	-	NA	Pur. Transp.	-	-	NA
WAGES	5,218	10,515	102%	Leases/Rentals	10,759	6,183	-43%
DJJ	-	-	NA	Annual Dep	39,616	38,644	-2%
Other Fed. Prog.	5,855	3,296	-44%	Contributed	-	-	NA
Local Gov't	-	-	NA	Other Exp	23,719	17,385	-27%
Local Non-Gov't	5,879	3,358	-43%				
Farebox	24,837	15,209	-39%				
Total Revenue	\$ 691,058	\$ 695,163	1%	Total Expenses	\$ 669,491	\$ 462,172	-31%

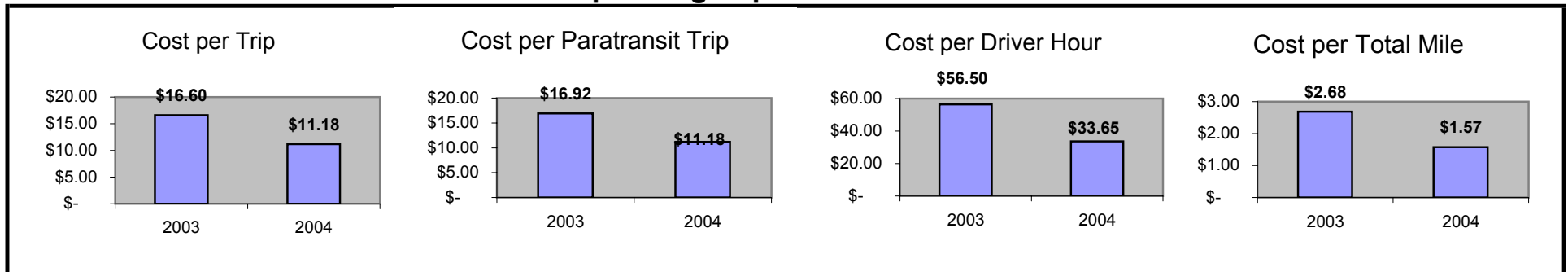
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	7,333	0.04%
Potential TD Population/ Percent of County Total	2,992	40.80%
UDPHC/Percent of TD Passengers Served	464	15.51%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	1,108
Low Income	6,098
Disabled & LI	832
Other	-
Children	
Disabled	-
Low Income	1,524
Disabled & LI	-
Other	-
Other	
Disabled	2,635
Low Income	1,663
Disabled & LI	-
Other	-
TOTAL TRIPS	13,860

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	10,519	12,846	22%
Non-Ambulatory	770	1,014	32%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	11,289	13,860	23%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	3,836	5,824	52%
Employment	-	-	NA
Education/Training/ Daycare	2,822	2,314	-18%
Nutritional	4,292	5,618	31%
Life-Sustaining/Other	339	104	-69%
TOTAL TRIPS	11,289	13,860	23%

Passenger Trips By Funding Source

	2003	2004	% Change
CTD	3,049	3,159	4%
AHCA	1,215	2,060	70%
DCF	2,393	2,314	-3%
DOEA	4,632	6,327	37%
DOE	-	-	NA
Other	-	-	NA
TOTAL TRIPS	11,289	13,860	23%

Vehicle Data

	2003	2004	% Change
Vehicle Miles	99,296	131,434	32%
Revenue Miles	80,096	111,410	39%
Roadcalls	1	1	0%
Accidents	-	-	NA
Vehicles	8	8	0%
Driver Hours	9,360	7,339	-22%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls

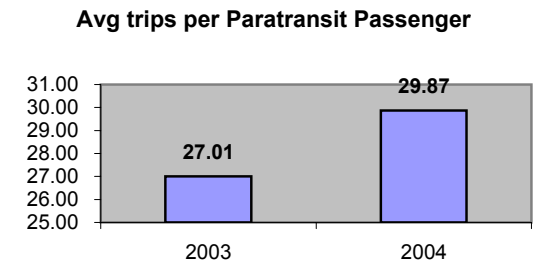
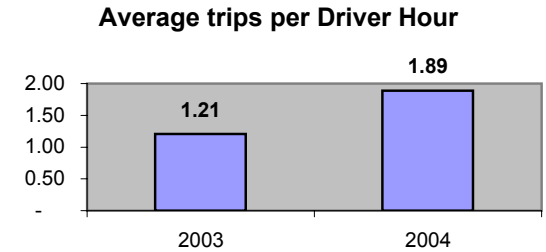


General Data

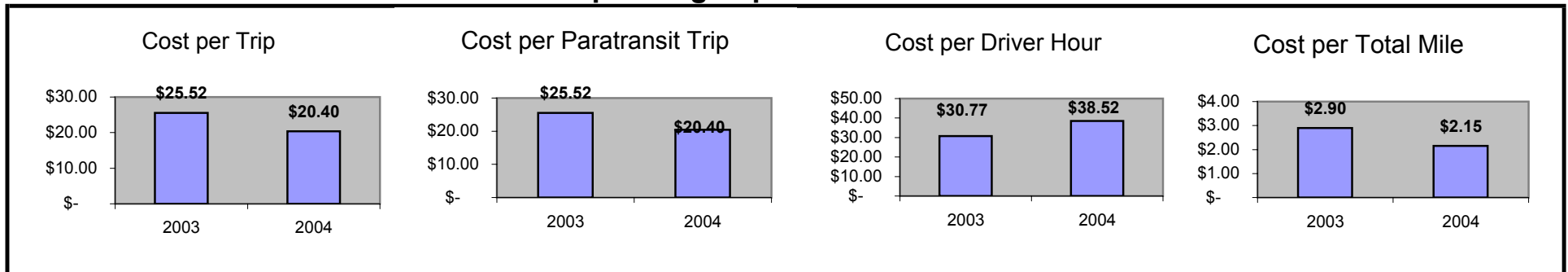
	2003	2004	% Change
Commendations	-	-	NA
Complaints	2	3	50%
Passenger No- Shows	38	52	37%
Unmet Trip Request	18	22	22%

Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	107,514	118,892	11%	Labor	106,416	96,930	-9%
USDOT & FDOT	31,485	59,890	90%	Fringe Benefits	38,205	48,950	28%
DCF	42,008	37,583	-11%	Services	11,399	8,439	-26%
AHCA (Medicaid)	21,200	25,162	19%	Mat. & Supplies	87,544	60,758	-31%
DOH	-	-	NA	Utilities	7,593	8,276	9%
DOE	-	-	NA	Insurance	17,151	18,481	8%
DOEA	15,286	28,758	88%	Taxes	234	279	19%
DCA	-	-	NA	Pur. Transp.	4,017	23,671	489%
WAGES	-	-	NA	Leases/Rentals	2,916	3,036	4%
DJJ	-	-	NA	Annual Dep	-	-	NA
Other Fed. Prog.	-	-	NA	Contributed	11,946	13,213	11%
Local Gov't	-	-	NA	Other Exp	620	695	12%
Local Non-Gov't	14,744	13,615	-8%				
Farebox	114	96	-16%				
Total Revenue	\$ 232,351	\$ 283,996	22%	Total Expenses	\$ 288,041	\$ 282,728	-2%



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	245,877	1.44%
Potential TD Population/ Percent of County Total	101,027	41.09%
UDPHC/Percent of TD Passengers Served	17,225	17.05%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	4,419
Low Income	55,240
Disabled & LI	17,677
Other	8,838
Children	
Disabled	2,210
Low Income	8,838
Disabled & LI	30,934
Other	-
Other	
Disabled	4,419
Low Income	46,401
Disabled & LI	41,982
Other	-
TOTAL TRIPS	220,958

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	4,060	-	-100%
Ambulatory	176,295	160,561	-9%
Non-Ambulatory	34,800	22,099	-36%
Stretcher	1,550	1,103	-29%
School Board	17,975	37,195	107%
TOTAL TRIPS	234,680	220,958	-6%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	103,259	86,174	-17%
Employment	23,468	41,982	79%
Education/Training/ Daycare	63,363	50,820	-20%
Nutritional	28,162	35,353	26%
Life-Sustaining/Other	16,428	6,629	-60%
TOTAL TRIPS	234,680	220,958	-6%

Passenger Trips By Funding Source

	2003	2004	% Change
CTD	44,047	34,375	-22%
AHCA	46,365	35,866	-23%
DCF	31,344	32,027	2%
DOEA	22,274	26,017	17%
DOE	17,975	6,992	-61%
Other	72,675	85,681	18%
TOTAL TRIPS	234,680	220,958	-6%

Vehicle Data

	2003	2004	% Change
Vehicle Miles	2,275,338	2,115,811	-7%
Revenue Miles	1,735,315	1,649,860	-5%
Roadcalls	85	46	-46%
Accidents	11	13	18%
Vehicles	98	98	0%
Driver Hours	129,715	109,288	-16%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



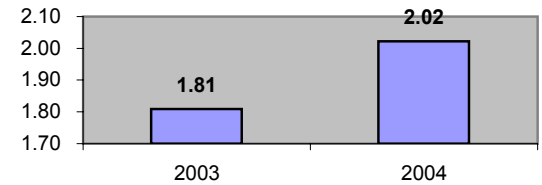
General Data

	2003	2004	% Change
Commendations	15	14	-7%
Complaints	51	107	110%
Passenger No-Shows	5,133	7,212	41%
Unmet Trip Request	2,746	2,397	-13%

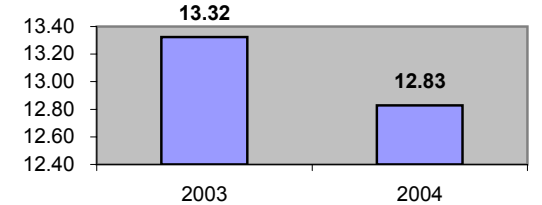
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	488,476	464,953	-5%	Labor	1,455,815	1,400,676	-4%
USDOT & FDOT	390,683	581,002	49%	Fringe Benefits	186,274	221,595	19%
DCF	473,051	310,032	-34%	Services	102,176	7,268	-93%
AHCA (Medicaid)	993,928	922,063	-7%	Mat. & Supplies	532,846	663,204	24%
DOH	-	-	NA	Utilities	68,824	47,006	-32%
DOE	-	184,298	NA	Insurance	364,579	457,569	26%
DOEA	199,887	210,144	5%	Taxes	10,090	6,532	-35%
DCA	20,000	-	-100%	Pur. Transp.	-	-	NA
WAGES	-	-	NA	Leases/Rentals	19,189	5,117	-73%
DJJ	-	-	NA	Annual Dep	52,342	99,387	90%
Other Fed. Prog.	-	-	NA	Contributed	-	-	NA
Local Gov't	946,641	661,646	-30%	Other Exp	170,334	374,403	120%
Local Non-Gov't	6,218	420	-93%				
Farebox	62,420	67,590	8%				
Total Revenue	\$ 3,581,304	\$ 3,402,148	-5%	Total Expenses	\$ 2,962,469	\$ 3,282,757	11%

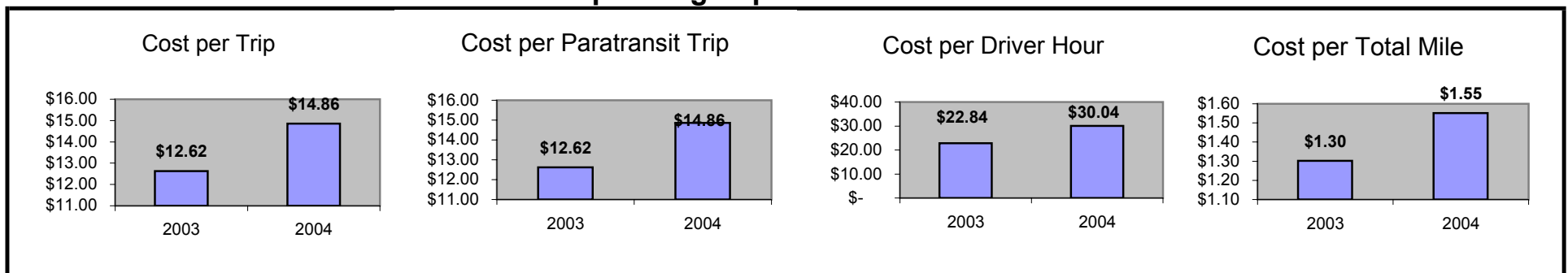
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	492,210	2.89%
Potential TD Population/ Percent of County Total	190,074	38.62%
UDPHC/Percent of TD Passengers Served	2,573	1.35%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	61,282
Low Income	50,342
Disabled & LI	31,570
Other	2,320
Children	
Disabled	10,570
Low Income	33,095
Disabled & LI	28,619
Other	1,245
Other	
Disabled	4,492
Low Income	10,217
Disabled & LI	7,794
Other	1,079
TOTAL TRIPS	242,625

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	-	94	NA
Deviated FR	-	-	NA
Ambulatory	178,210	192,111	8%
Non-Ambulatory	49,100	48,897	0%
Stretcher	1,527	1,523	0%
School Board	-	-	NA
TOTAL TRIPS	228,837	242,625	6%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	105,057	99,894	-5%
Employment	61,613	14,729	-76%
Education/Training/ Daycare	6,725	71,850	968%
Nutritional	34,246	8,013	-77%
Life-Sustaining/Other	21,196	48,139	127%
TOTAL TRIPS	228,837	242,625	6%

Passenger Trips By Funding Source

	2003	2004	% Change
CTD	29,047	23,731	-18%
AHCA	57,253	53,310	-7%
DCF	30,003	26,561	-11%
DOEA	-	21,231	NA
DOE	551	-	-100%
Other	111,983	117,792	5%
TOTAL TRIPS	228,837	242,625	6%

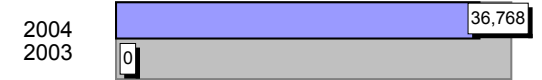
Vehicle Data

	2003	2004	% Change
Vehicle Miles	1,909,041	2,242,827	17%
Revenue Miles	-	1,948,416	NA
Roadcalls	-	61	NA
Accidents	-	13	NA
Vehicles	67	78	16%
Driver Hours	93,600	167,649	79%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



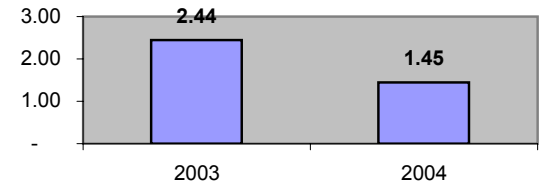
General Data

	2003	2004	% Change
Commendations	-	25	NA
Complaints	378	396	5%
Passenger No-Shows	15,538	15,285	-2%
Unmet Trip Request	-	-	NA

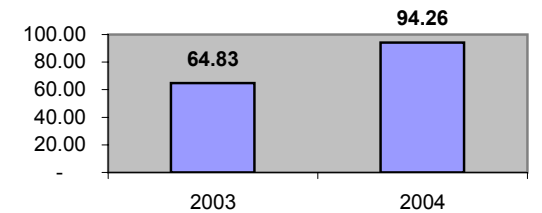
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	597,748	574,883	-4%	Labor	1,814,533	2,815,040	55%
USDOT & FDOT	-	-	NA	Fringe Benefits	467,491	752,744	61%
DCF	391,270	439,410	12%	Services	45,840	86,528	89%
AHCA (Medicaid)	1,278,679	1,230,786	-4%	Mat. & Supplies	350,708	375,940	7%
DOH	284	901	217%	Utilities	9,336	14,222	52%
DOE	7,471	-	-100%	Insurance	146,510	283,170	93%
DOEA	242,350	361,508	49%	Taxes	1,165	9,753	737%
DCA	-	-	NA	Pur. Transp.	59,691	-	-100%
WAGES	-	-	NA	Leases/Rentals	10,524	3,138	-70%
DJJ	-	-	NA	Annual Dep	70,282	191,484	172%
Other Fed. Prog.	-	3,906	NA	Contributed	450,000	-	-100%
Local Gov't	768,013	1,512,525	97%	Other Exp	285,090	324,520	14%
Local Non-Gov't	-	54,335	NA				
Farebox	269,407	25,010	-91%				
Total Revenue	\$ 3,555,222	\$ 4,203,264	18%	Total Expenses	\$ 3,711,170	\$ 4,856,539	31%

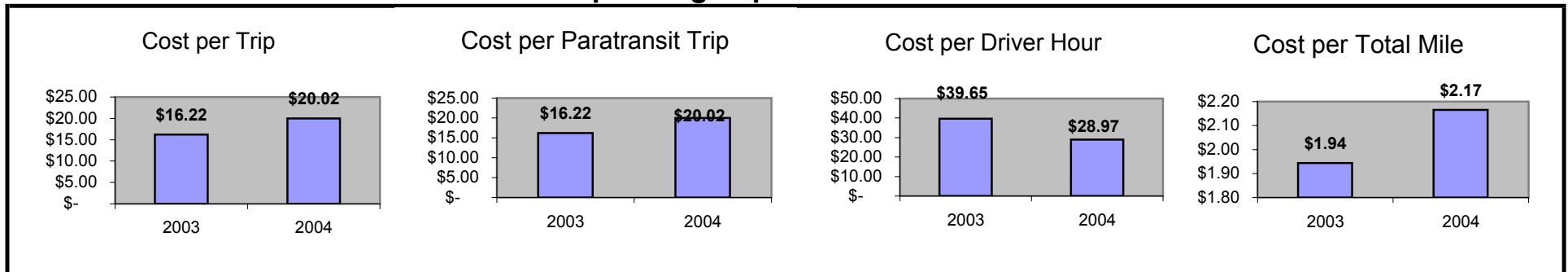
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	242,577	1.43%
Potential TD Population/ Percent of County Total	73,568	30.33%
UDPHC/Percent of TD Passengers Served	8,583	11.67%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	9,935
Low Income	14,416
Disabled & LI	-
Other	-
Children	
Disabled	1,475
Low Income	2,523
Disabled & LI	-
Other	-
Other	
Disabled	37,487
Low Income	191,657
Disabled & LI	-
Other	-
TOTAL TRIPS	257,493

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	115,850	136,950	18%
Deviated FR	-	-	NA
Ambulatory	98,642	99,213	1%
Non-Ambulatory	21,035	21,261	1%
Stretcher	1,032	69	-93%
School Board	-	-	NA
TOTAL TRIPS	236,559	257,493	9%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	43,702	79,230	81%
Employment	72,811	131,961	81%
Education/Training/ Daycare	65,578	28,146	-57%
Nutritional	323	89	-72%
Life-Sustaining/Other	54,145	18,067	-67%
TOTAL TRIPS	236,559	257,493	9%

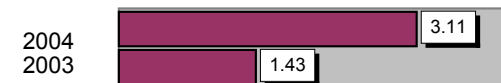
Passenger Trips By Funding Source

	2003	2004	% Change
CTD	126,874	129,519	2%
AHCA	63,660	77,109	21%
DCF	36,038	39,699	10%
DOEA	-	-	NA
DOE	89	577	548%
Other	9,898	10,589	7%
TOTAL TRIPS	236,559	257,493	9%

Vehicle Data

	2003	2004	% Change
Vehicle Miles	1,119,315	964,737	-14%
Revenue Miles	953,174	811,270	-15%
Roadcalls	10	13	30%
Accidents	16	30	88%
Vehicles	28	26	-7%
Driver Hours	62,956	68,924	9%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



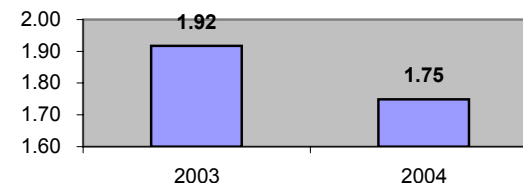
General Data

	2003	2004	% Change
Commendations	-	-	NA
Complaints	453	191	-58%
Passenger No- Shows	6,330	5,739	-9%
Unmet Trip Request	-	-	NA

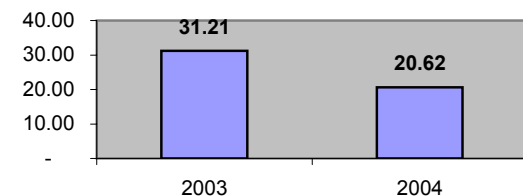
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	266,841	314,155	18%	Labor	850,004	1,028,206	21%
USDOT & FDOT	67,471	87,952	30%	Fringe Benefits	213,742	274,561	28%
DCF	430,717	427,538	-1%	Services	31,524	133,040	322%
AHCA (Medicaid)	798,768	727,348	-9%	Mat. & Supplies	181,829	204,964	13%
DOH	-	-	NA	Utilities	29,872	33,885	13%
DOE	834	5,887	606%	Insurance	95,965	122,630	28%
DOEA	-	-	NA	Taxes	1,453	3,107	114%
DCA	-	-	NA	Pur. Transp.	199,805	197,921	-1%
WAGES	-	-	NA	Leases/Rentals	60,759	67,270	11%
DJJ	-	-	NA	Annual Dep	133,676	148,918	11%
Other Fed. Prog.	-	-	NA	Contributed	4,815	8,500	77%
Local Gov't	47,217	30,203	-36%	Other Exp	56,034	89,230	59%
Local Non-Gov't	20,072	18,354	-9%				
Farebox	70,868	66,715	-6%				
Total Revenue	\$ 1,702,788	\$ 1,678,152	-1%	Total Expenses	\$ 1,859,478	\$ 2,312,232	24%

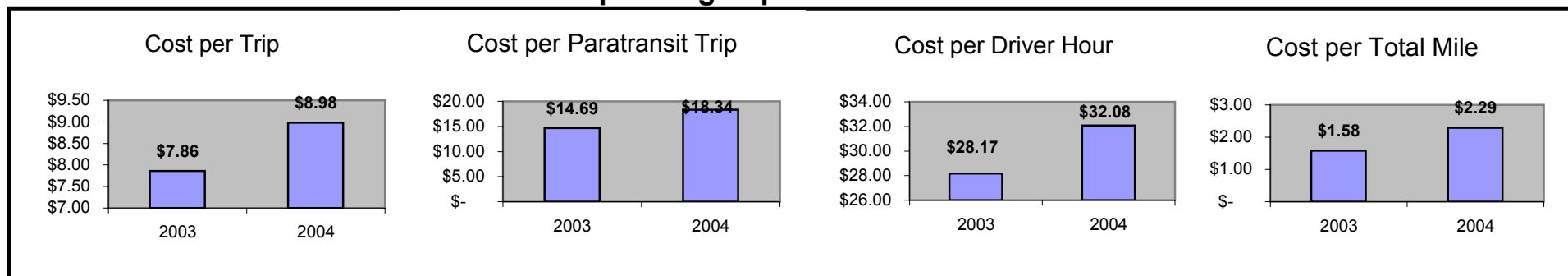
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	36,270	0.21%
Potential TD Population/ Percent of County Total	16,604	45.78%
UDPHC/Percent of TD Passengers Served	607	3.66%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	-
Low Income	9,509
Disabled & LI	1,725
Other	-
Children	
Disabled	-
Low Income	3,090
Disabled & LI	426
Other	-
Other	
Disabled	-
Low Income	6,399
Disabled & LI	2,623
Other	-
TOTAL TRIPS	23,772

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	20,618	18,998	-8%
Non-Ambulatory	2,930	4,557	56%
Stretcher	200	217	9%
School Board	-	-	NA
TOTAL TRIPS	23,748	23,772	0%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	9,499	11,652	23%
Employment	1,187	362	-70%
Education/Training/ Daycare	712	6,461	807%
Nutritional	5,937	2,333	-61%
Life-Sustaining/Other	6,413	2,964	-54%
TOTAL TRIPS	23,748	23,772	0%

Passenger Trips By Funding Source

	2003	2004	% Change
CTD	7,719	5,194	-33%
AHCA	14,128	6,461	-54%
DCF	312	9,762	3029%
DOEA	-	2,333	NA
DOE	681	-	-100%
Other	908	22	-98%
TOTAL TRIPS	23,748	23,772	0%

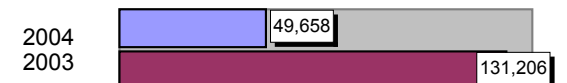
Vehicle Data

	2003	2004	% Change
Vehicle Miles	656,029	645,560	-2%
Revenue Miles	648,722	532,540	-18%
Roadcalls	5	13	160%
Accidents	1	14	1300%
Vehicles	13	18	38%
Driver Hours	25,395	19,800	-22%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



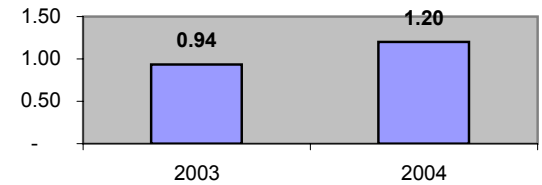
General Data

	2003	2004	% Change
Commendations	30	3	-90%
Complaints	22	26	18%
Passenger No-Shows	656	1,018	55%
Unmet Trip Request	27	500	1752%

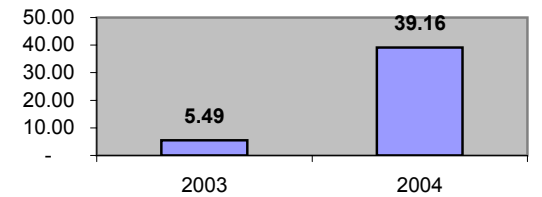
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	210,401	193,427	-8%	Labor	40,157	196,870	390%
USDOT & FDOT	-	236,554	NA	Fringe Benefits	9,209	64,545	601%
DCF	12,866	29,015	126%	Services	3,327	9,493	185%
AHCA (Medicaid)	515,268	88,892	-83%	Mat. & Supplies	3,748	52,718	1307%
DOH	-	-	NA	Utilities	3,639	7,194	98%
DOE	13,810	49,952	262%	Insurance	-	-	NA
DOEA	-	-	NA	Taxes	41	-	-100%
DCA	14,104	-	-100%	Pur. Transp.	711,869	240,594	-66%
WAGES	-	-	NA	Leases/Rentals	4,286	14,468	238%
DJJ	-	-	NA	Annual Dep	370	-	-100%
Other Fed. Prog.	-	-	NA	Contributed	-	125,000	NA
Local Gov't	-	-	NA	Other Exp	2,464	174,323	6975%
Local Non-Gov't	-	-	NA				
Farebox	17,553	7,414	-58%				
Total Revenue	\$ 784,002	\$ 605,254	-23%	Total Expenses	\$ 779,110	\$ 885,205	14%

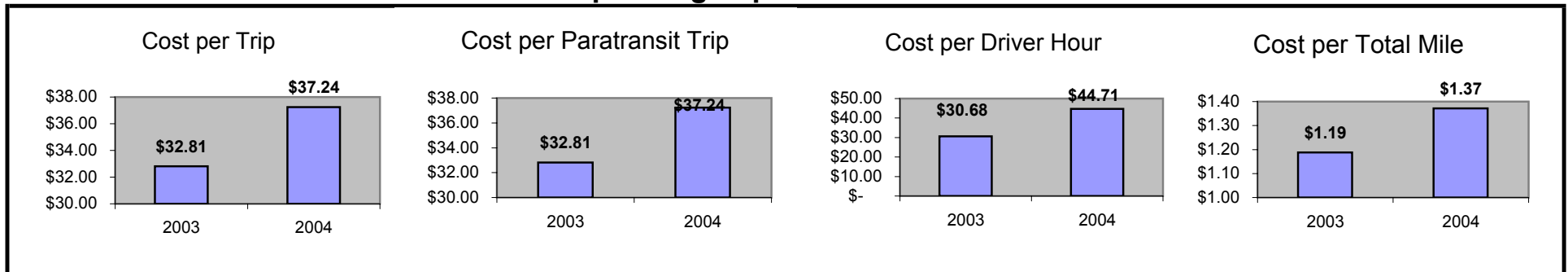
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	7,315	0.04%
Potential TD Population/ Percent of County Total	2,718	37.16%
UDPHC/Percent of TD Passengers Served	1,192	43.86%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	5,549
Low Income	7,281
Disabled & LI	5,715
Other	1,023
Children	
Disabled	220
Low Income	3,361
Disabled & LI	220
Other	965
Other	
Disabled	2,130
Low Income	6,322
Disabled & LI	-
Other	-
TOTAL TRIPS	32,786

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	31,031	31,726	2%
Non-Ambulatory	779	1,018	31%
Stretcher	35	42	20%
School Board	-	-	NA
TOTAL TRIPS	31,845	32,786	3%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	15,729	17,083	9%
Employment	117	102	-13%
Education/Training/ Daycare	9,331	8,995	-4%
Nutritional	2,065	2,102	2%
Life-Sustaining/Other	4,603	4,504	-2%
TOTAL TRIPS	31,845	32,786	3%

Passenger Trips By Funding Source

	2003	2004	% Change
CTD	16,178	17,269	7%
AHCA	12,975	12,783	-1%
DCF	-	-	NA
DOEA	1,047	1,049	0%
DOE	-	-	NA
Other	1,645	1,685	2%
TOTAL TRIPS	31,845	32,786	3%

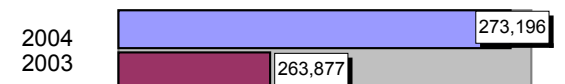
Vehicle Data

	2003	2004	% Change
Vehicle Miles	263,877	273,196	4%
Revenue Miles	262,377	270,187	3%
Roadcalls	1	1	0%
Accidents	-	-	NA
Vehicles	17	18	6%
Driver Hours	16,664	15,890	-5%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



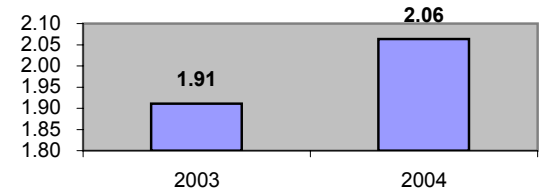
General Data

	2003	2004	% Change
Commendations	2	3	50%
Complaints	-	-	NA
Passenger No- Shows	63	44	-30%
Unmet Trip Request	47	41	-13%

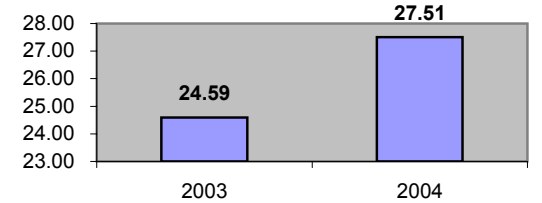
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	112,348	152,316	36%	Labor	152,575	158,678	4%
USDOT & FDOT	16,000	16,473	3%	Fringe Benefits	35,187	38,705	10%
DCF	-	-	NA	Services	15,429	16,201	5%
AHCA (Medicaid)	144,278	114,315	-21%	Mat. & Supplies	12,613	13,407	6%
DOH	-	94	NA	Utilities	4,829	5,709	18%
DOE	-	-	NA	Insurance	28,939	28,939	0%
DOEA	3,053	4,595	51%	Taxes	-	-	NA
DCA	-	-	NA	Pur. Transp.	-	-	NA
WAGES	-	545	NA	Leases/Rentals	2,298	4,092	78%
DJJ	-	545	NA	Annual Dep	15,996	15,996	0%
Other Fed. Prog.	-	-	NA	Contributed	-	-	NA
Local Gov't	-	-	NA	Other Exp	7,159	7,373	3%
Local Non-Gov't	791	339	-57%				
Farebox	435	291	-33%				
Total Revenue	\$ 276,905	\$ 289,513	5%	Total Expenses	\$ 275,025	\$ 289,100	5%

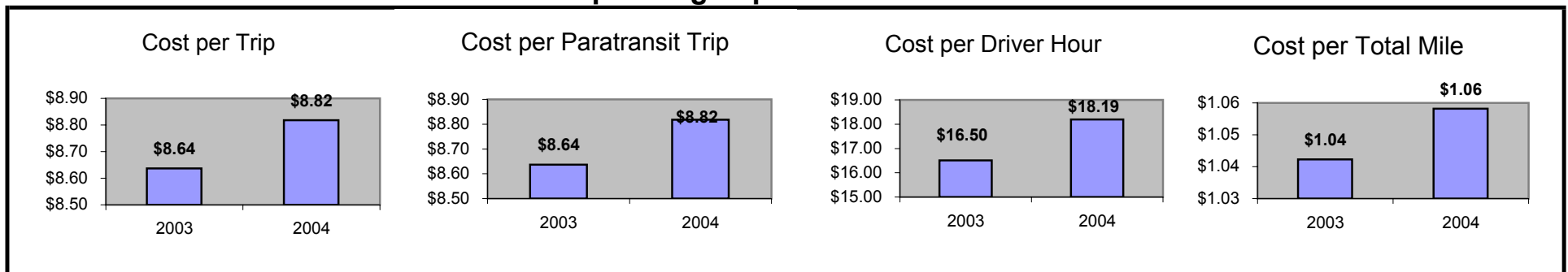
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	18,766	0.11%
Potential TD Population/ Percent of County Total	8,089	43.10%
UDPHC/Percent of TD Passengers Served	1,804	22.30%

Passenger Trips by Passenger Type

	Number	
Elderly		
Disabled	-	
Low Income	5,926	
Disabled & LI	19,445	
Other	-	
Children		
Disabled	-	
Low Income	201	
Disabled & LI	-	
Other	-	
Other		
Disabled	-	
Low Income	3,062	
Disabled & LI	16,456	
Other	-	
TOTAL TRIPS	45,090	

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	1,876	2,701	44%
Deviated FR	-	-	NA
Ambulatory	36,939	35,588	-4%
Non-Ambulatory	6,072	6,801	12%
Stretcher	52	-	-100%
School Board	-	-	NA
TOTAL TRIPS	44,939	45,090	0%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	15,902	16,498	4%
Employment	2,773	3,862	39%
Education/Training/ Daycare	14,777	14,656	-1%
Nutritional	9,882	7,827	-21%
Life-Sustaining/Other	1,605	2,247	40%
TOTAL TRIPS	44,939	45,090	0%

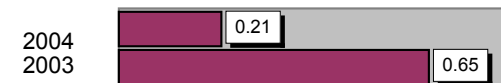
Passenger Trips By Funding Source

	2003	2004	% Change
CTD	8,251	8,761	6%
AHCA	15,735	15,082	-4%
DCF	10,437	10,146	-3%
DOEA	9,882	7,827	-21%
DOE	3	-	-100%
Other	631	3,274	419%
TOTAL TRIPS	44,939	45,090	0%

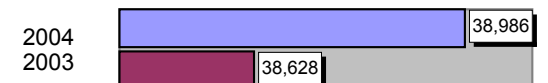
Vehicle Data

	2003	2004	% Change
Vehicle Miles	463,539	467,829	1%
Revenue Miles	396,684	397,633	0%
Roadcalls	12	12	0%
Accidents	3	1	-67%
Vehicles	20	20	0%
Driver Hours	28,713	30,174	5%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



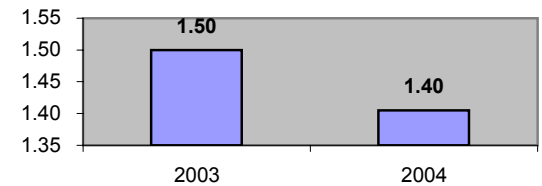
General Data

	2003	2004	% Change
Commendations	-	-	NA
Complaints	2	6	200%
Passenger No- Shows	203	178	-12%
Unmet Trip Request	-	-	NA

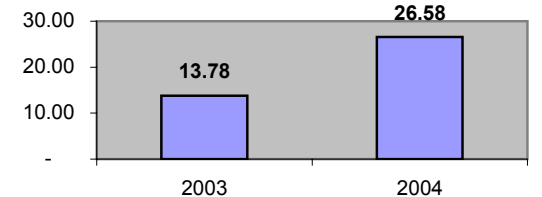
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	86,848	91,495	5%	Labor	372,636	389,626	5%
USDOT & FDOT	45,037	64,289	43%	Fringe Benefits	152,310	142,853	-6%
DCF	89,510	80,781	-10%	Services	10,631	13,917	31%
AHCA (Medicaid)	408,732	333,695	-18%	Mat. & Supplies	75,096	77,404	3%
DOH	3,893	3,023	-22%	Utilities	5,778	6,956	20%
DOE	44	-	-100%	Insurance	33,458	25,392	-24%
DOEA	49,396	37,903	-23%	Taxes	502	305	-39%
DCA	-	-	NA	Pur. Transp.	-	-	NA
WAGES	4,465	27,037	506%	Leases/Rentals	8,483	6,623	-22%
DJJ	-	-	NA	Annual Dep	43,272	53,468	24%
Other Fed. Prog.	-	-	NA	Contributed	-	-	NA
Local Gov't	-	-	NA	Other Exp	9,662	10,033	4%
Local Non-Gov't	508	-	-100%				
Farebox	23,396	19,500	-17%				
Total Revenue	\$ 711,829	\$ 657,723	-8%	Total Expenses	\$ 711,828	\$ 726,577	2%

Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	286,804	1.69%
Potential TD Population/ Percent of County Total	121,631	42.41%
UDPHC/Percent of TD Passengers Served	4,601	3.78%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	72,283
Low Income	9,090
Disabled & LI	13,482
Other	168
Children	
Disabled	19,589
Low Income	249,433
Disabled & LI	15,460
Other	2,985
Other	
Disabled	63,417
Low Income	7,443
Disabled & LI	2,475
Other	419
TOTAL TRIPS	456,244

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	151,513	71,656	-53%
Deviated FR	-	-	NA
Ambulatory	417,822	359,485	-14%
Non-Ambulatory	14,831	23,530	59%
Stretcher	627	613	-2%
School Board	500	960	92%
TOTAL TRIPS	585,293	456,244	-22%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	216,558	135,503	-37%
Employment	46,823	50,654	8%
Education/Training/ Daycare	234,117	244,643	4%
Nutritional	58,529	6,243	-89%
Life-Sustaining/Other	29,266	19,201	-34%
TOTAL TRIPS	585,293	456,244	-22%

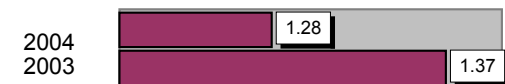
Passenger Trips By Funding Source

	2003	2004	% Change
CTD	92,351	124,937	35%
AHCA	24,877	92,388	271%
DCF	45,664	38,253	-16%
DOEA	-	-	NA
DOE	-	617	NA
Other	422,401	200,049	-53%
TOTAL TRIPS	585,293	456,244	-22%

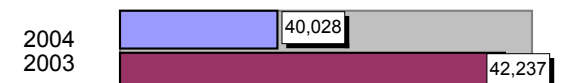
Vehicle Data

	2003	2004	% Change
Vehicle Miles	1,605,016	1,641,149	2%
Revenue Miles	741,859	881,446	19%
Roadcalls	38	41	8%
Accidents	22	21	-5%
Vehicles	117	120	3%
Driver Hours	103,574	146,114	41%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



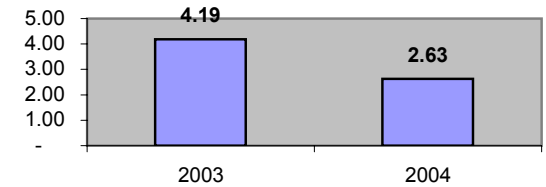
General Data

	2003	2004	% Change
Commendations	20	9	-55%
Complaints	20	41	105%
Passenger No-Shows	2,548	1,456	-43%
Unmet Trip Request	866	34	-96%

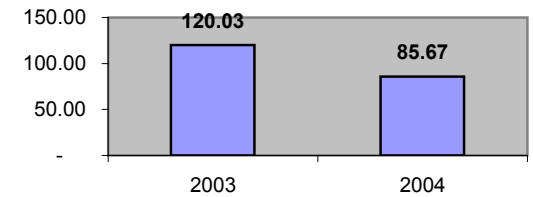
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	355,769	448,213	26%	Labor	1,621,696	1,694,124	4%
USDOT & FDOT	399,024	329,850	-17%	Fringe Benefits	300,587	356,170	18%
DCF	401,946	334,085	-17%	Services	128,332	73,884	-42%
AHCA (Medicaid)	695,228	765,486	10%	Mat. & Supplies	456,546	405,342	-11%
DOH	-	1,570	NA	Utilities	50,148	65,966	32%
DOE	9,988	6,906	-31%	Insurance	221,257	321,960	46%
DOEA	128,584	48,761	-62%	Taxes	10,514	11,593	10%
DCA	-	935	NA	Pur. Transp.	569,623	19,447	-97%
WAGES	-	-	NA	Leases/Rentals	83,885	59,235	-29%
DJJ	-	-	NA	Annual Dep	461,347	557,481	21%
Other Fed. Prog.	17,846	243,521	1265%	Contributed	-	-	NA
Local Gov't	618,805	832,987	35%	Other Exp	122,468	178,614	46%
Local Non-Gov't	64,607	126,559	96%				
Farebox	121,030	138,524	14%				
Total Revenue	\$ 2,812,827	\$ 3,277,397	17%	Total Expenses	\$ 4,026,403	\$ 3,743,816	-7%

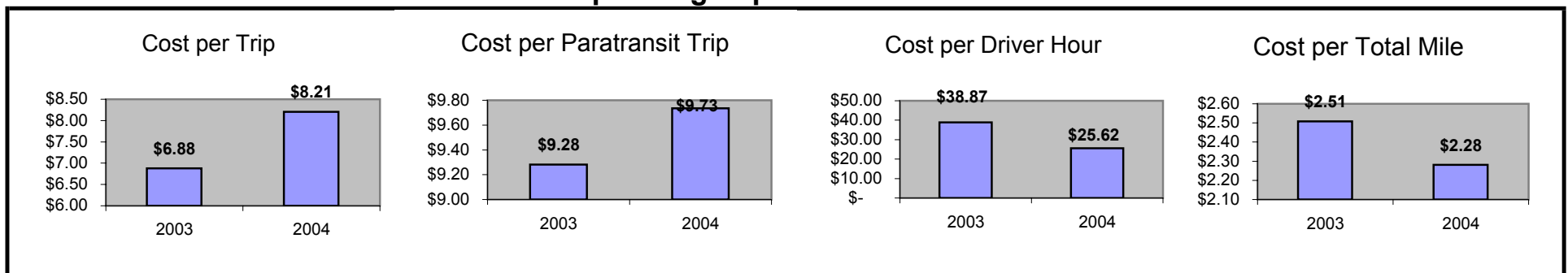
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	280,288	1.65%
Potential TD Population/ Percent of County Total	125,101	44.63%
UDPHC/Percent of TD Passengers Served	7,026	5.62%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	41,753
Low Income	37,690
Disabled & LI	25,618
Other	19,988
Children	
Disabled	6,202
Low Income	8,052
Disabled & LI	12,476
Other	1,599
Other	
Disabled	13,750
Low Income	15,765
Disabled & LI	2,920
Other	2,969
TOTAL TRIPS	188,782

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	30	17	-43%
Deviated FR	-	-	NA
Ambulatory	138,997	139,932	1%
Non-Ambulatory	41,735	46,101	10%
Stretcher	972	848	-13%
School Board	2,321	1,884	-19%
TOTAL TRIPS	184,055	188,782	3%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	152,767	157,023	3%
Employment	1,840	762	-59%
Education/Training/ Daycare	7,362	8,209	12%
Nutritional	18,405	18,445	0%
Life-Sustaining/Other	3,681	4,343	18%
TOTAL TRIPS	184,055	188,782	3%

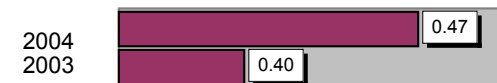
Passenger Trips By Funding Source

	2003	2004	% Change
CTD	29,113	35,118	21%
AHCA	58,873	61,051	4%
DCF	44,198	50,118	13%
DOEA	1,725	1,326	-23%
DOE	-	-	NA
Other	50,146	41,169	-18%
TOTAL TRIPS	184,055	188,782	3%

Vehicle Data

	2003	2004	% Change
Vehicle Miles	2,004,784	2,140,380	7%
Revenue Miles	1,522,682	1,643,746	8%
Roadcalls	17	14	-18%
Accidents	8	10	25%
Vehicles	65	77	18%
Driver Hours	115,771	125,560	8%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



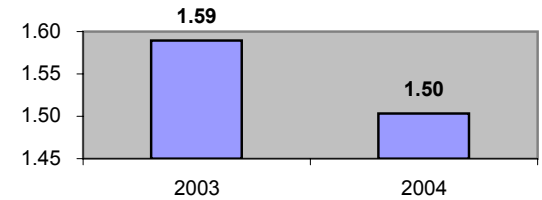
General Data

	2003	2004	% Change
Commendations	9	6	-33%
Complaints	27	30	11%
Passenger No-Shows	15,802	15,595	-1%
Unmet Trip Request	210	200	-5%

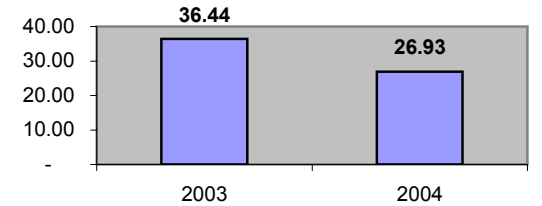
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	398,568	441,865	11%	Labor	1,372,038	1,428,974	4%
USDOT & FDOT	252,678	301,204	19%	Fringe Benefits	546,571	596,791	9%
DCF	338,921	329,718	-3%	Services	150,755	137,153	-9%
AHCA (Medicaid)	1,187,170	1,313,653	11%	Mat. & Supplies	239,530	302,255	26%
DOH	-	-	NA	Utilities	61,469	56,161	-9%
DOE	-	-	NA	Insurance	167,087	221,300	32%
DOEA	29,101	21,653	-26%	Taxes	5,038	41,759	729%
DCA	-	-	NA	Pur. Transp.	53,837	43,176	-20%
WAGES	-	-	NA	Leases/Rentals	36,440	34,707	-5%
DJJ	-	-	NA	Annual Dep	125,880	94,564	-25%
Other Fed. Prog.	-	-	NA	Contributed	4,399	712	-84%
Local Gov't	323,631	471,882	46%	Other Exp	91,144	108,280	19%
Local Non-Gov't	78,789	67,287	-15%				
Farebox	64,862	39,343	-39%				
Total Revenue	\$ 2,673,720	\$ 2,986,605	12%	Total Expenses	\$ 2,854,188	\$ 3,065,832	7%

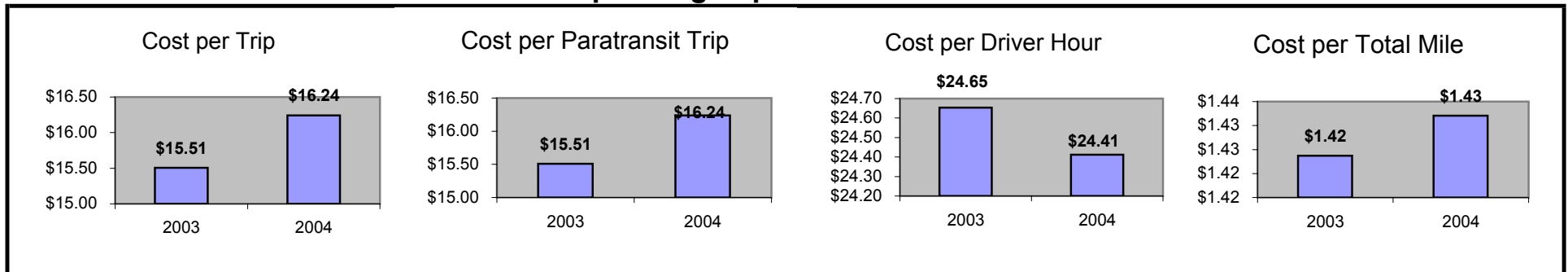
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	135,122	0.79%
Potential TD Population/ Percent of County Total	57,550	42.59%
UDPHC/Percent of TD Passengers Served	15,185	26.39%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	2,760
Low Income	-
Disabled & LI	-
Other	49,037
Children	
Disabled	-
Low Income	-
Disabled & LI	-
Other	15,002
Other	
Disabled	461
Low Income	-
Disabled & LI	-
Other	84,594
TOTAL TRIPS	151,854

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	121,303	120,663	-1%
Non-Ambulatory	29,929	31,191	4%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	151,232	151,854	0%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	24,459	25,806	6%
Employment	27,599	26,089	-5%
Education/Training/ Daycare	22,606	22,174	-2%
Nutritional	7,273	7,303	0%
Life-Sustaining/Other	69,295	70,482	2%
TOTAL TRIPS	151,232	151,854	0%

Passenger Trips By Funding Source

	2003	2004	% Change
CTD	13,711	16,130	18%
AHCA	4,033	4,411	9%
DCF	-	-	NA
DOEA	5,157	18,268	254%
DOE	-	-	NA
Other	128,331	113,045	-12%
TOTAL TRIPS	151,232	151,854	0%

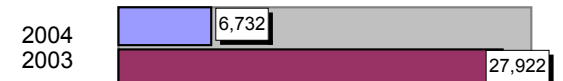
Vehicle Data

	2003	2004	% Change
Vehicle Miles	725,979	747,256	3%
Revenue Miles	575,965	601,816	4%
Roadcalls	26	111	327%
Accidents	7	4	-43%
Vehicles	40	37	-8%
Driver Hours	63,691	66,871	5%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



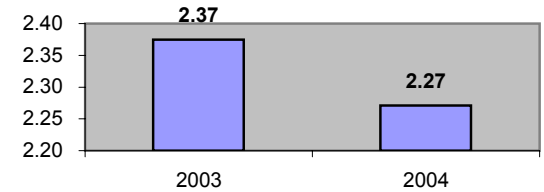
General Data

	2003	2004	% Change
Commendations	1,527	37	-98%
Complaints	81	29	-64%
Passenger No-Shows	8,997	6,187	-31%
Unmet Trip Request	2,463	2,766	12%

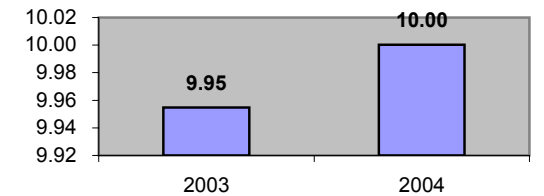
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	159,458	194,112	22%	Labor	1,028,369	1,053,712	2%
USDOT & FDOT	1,051,005	1,108,372	5%	Fringe Benefits	285,635	302,347	6%
DCF	-	-	NA	Services	207,835	171,354	-18%
AHCA (Medicaid)	82,279	78,826	-4%	Mat. & Supplies	118,113	118,614	0%
DOH	-	-	NA	Utilities	42,126	42,027	0%
DOE	-	-	NA	Insurance	99,869	97,815	-2%
DOEA	56,449	65,036	15%	Taxes	621	698	12%
DCA	-	-	NA	Pur. Transp.	-	-	NA
WAGES	-	-	NA	Leases/Rentals	28,701	32,420	13%
DJJ	-	-	NA	Annual Dep	200,498	234,009	17%
Other Fed. Prog.	-	-	NA	Contributed	-	-	NA
Local Gov't	348,703	381,355	9%	Other Exp	50,779	51,861	2%
Local Non-Gov't	229,476	18,659	-92%				
Farebox	75,857	99,666	31%				
Total Revenue	\$ 2,003,227	\$ 1,946,026	-3%	Total Expenses	\$ 2,062,546	\$ 2,104,857	2%

Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	2,341,167	13.76%
Potential TD Population/ Percent of County Total	865,185	36.96%
UDPHC/Percent of TD Passengers Served	152,905	17.67%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	5,080,041
Low Income	6,350,051
Disabled & LI	5,715,046
Other	-
Children	
Disabled	2,540,021
Low Income	2,222,518
Disabled & LI	1,270,010
Other	-
Other	
Disabled	5,715,046
Low Income	952,508
Disabled & LI	1,587,513
Other	317,503
TOTAL TRIPS	31,750,257

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	24,678,052	25,461,776	3%
Deviated FR	809,236	1,490,545	84%
Ambulatory	3,768,547	4,145,302	10%
Non-Ambulatory	459,122	627,642	37%
Stretcher	15,866	24,992	58%
School Board	-	-	NA
TOTAL TRIPS	29,730,823	31,750,257	7%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	10,749,704	11,430,092	6%
Employment	2,439,285	2,540,021	4%
Education/Training/ Daycare	6,188,155	6,667,554	8%
Nutritional	5,966,892	6,350,051	6%
Life-Sustaining/Other	4,386,787	4,762,539	9%
TOTAL TRIPS	29,730,823	31,750,257	7%

Passenger Trips By Funding Source

	2003	2004	% Change
CTD	1,792,949	1,881,600	5%
AHCA	5,943,165	5,328,179	-10%
DCF	1,188,633	1,303,185	10%
DOEA	593,624	401,021	-32%
DOE	596,723	-	-100%
Other	19,615,729	22,836,272	16%
TOTAL TRIPS	29,730,823	31,750,257	7%

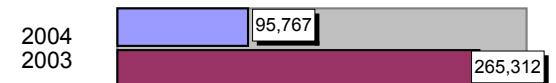
Vehicle Data

	2003	2004	% Change
Vehicle Miles	29,449,584	30,166,568	2%
Revenue Miles	23,510,441	25,348,080	8%
Roadcalls	111	315	184%
Accidents	9	98	989%
Vehicles	745	727	-2%
Driver Hours	1,144,934	1,291,153	13%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



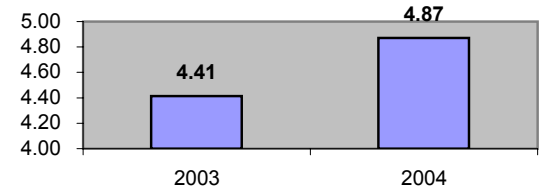
General Data

	2003	2004	% Change
Commendations	5	86	1620%
Complaints	2,629	9,307	254%
Passenger No-Shows	66,537	140,517	111%
Unmet Trip Request	623,012	610,487	-2%

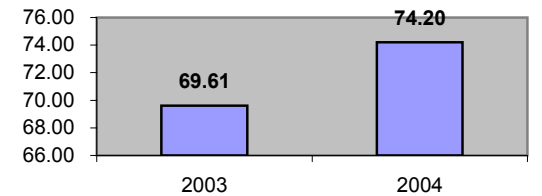
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	5,943,624	6,500,000	9%	Labor	43,341,043	15,671,964	-64%
USDOT & FDOT	-	25,927	NA	Fringe Benefits	4,661,925	3,467,652	-26%
DCF	14,260,790	5,666,021	-60%	Services	5,953,581	2,553,770	-57%
AHCA (Medicaid)	7,676,637	22,477,609	193%	Mat. & Supplies	3,326,119	2,020,602	-39%
DOH	46,049	15,314	-67%	Utilities	1,192,909	1,001,628	-16%
DOE	66,306	-	-100%	Insurance	3,362,524	1,416,555	-58%
DOEA	591,513	1,743,570	195%	Taxes	300,162	343,173	14%
DCA	-	-	NA	Pur. Transp.	48,447,755	67,309,682	39%
WAGES	-	300,000	NA	Leases/Rentals	4,154,394	1,156,802	-72%
DJJ	383,299	19,487	-95%	Annual Dep	1,506,555	1,260,688	-16%
Other Fed. Prog.	6,462,248	1,874,242	-71%	Contributed	1,761,409	1,726,241	-2%
Local Gov't	62,108,083	50,605,754	-19%	Other Exp	6,231,388	1,317,682	-79%
Local Non-Gov't	5,848,233	5,663,825	-3%				
Farebox	5,929,331	8,666,752	46%				
Total Revenue	\$ 109,316,113	\$ 103,558,501	-5%	Total Expenses	\$124,239,764	\$99,246,439	-20%

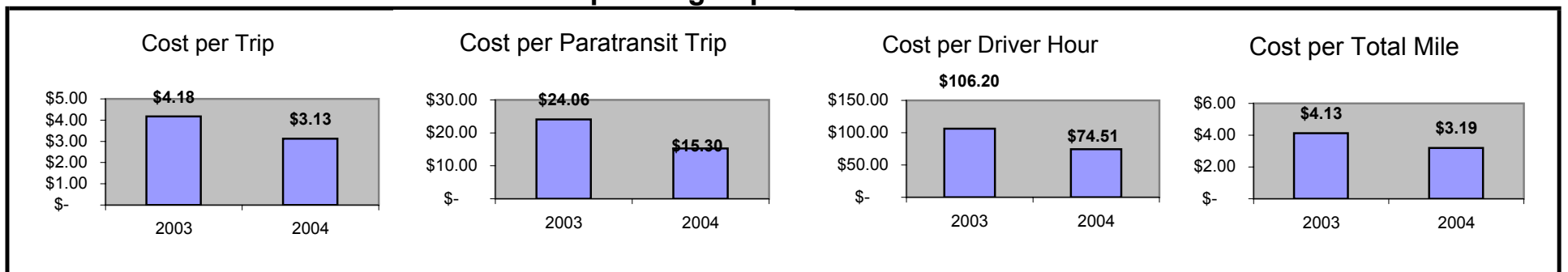
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	78,940	0.46%
Potential TD Population/ Percent of County Total	31,953	40.48%
UDPHC/Percent of TD Passengers Served	1,913	5.99%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	-
Low Income	-
Disabled & LI	4
Other	32,048
Children	
Disabled	-
Low Income	-
Disabled & LI	-
Other	7,751
Other	
Disabled	7,076
Low Income	17,694
Disabled & LI	12,061
Other	40,642
TOTAL TRIPS	117,276

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	27,356	23,506	-14%
Deviated FR	-	-	NA
Ambulatory	84,357	87,483	4%
Non-Ambulatory	7,601	6,287	-17%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	119,314	117,276	-2%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	52,059	48,262	-7%
Employment	7,230	8,897	23%
Education/Training/ Daycare	7,441	16,055	116%
Nutritional	7,761	9,710	25%
Life-Sustaining/Other	44,823	34,352	-23%
TOTAL TRIPS	119,314	117,276	-2%

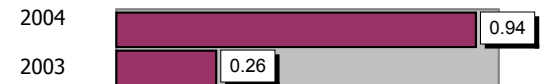
Passenger Trips By Funding Source

	2003	2004	% Change
CTD	66,312	48,844	-26%
AHCA	15,372	19,051	24%
DCF	-	869	NA
DOEA	-	-	NA
DOE	-	-	NA
Other	37,630	48,512	29%
TOTAL TRIPS	119,314	117,276	-2%

Vehicle Data

	2003	2004	% Change
Vehicle Miles	1,150,167	1,170,233	2%
Revenue Miles	1,045,606	1,063,848	2%
Roadcalls	-	-	NA
Accidents	3	11	267%
Vehicles	33	43	30%
Driver Hours	47,840	84,240	76%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



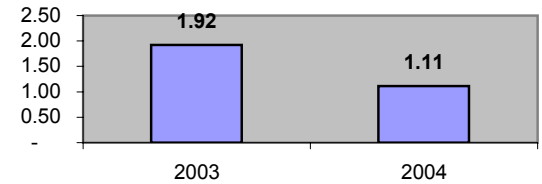
General Data

	2003	2004	% Change
Commendations	1	7	600%
Complaints	3	1	-67%
Passenger No-Shows	3,511	2,618	-25%
Unmet Trip Request	7	-	-100%

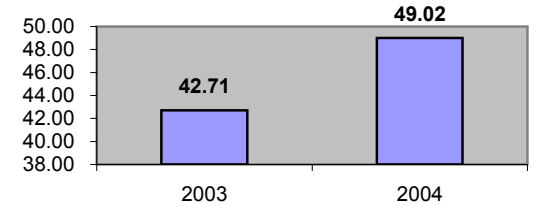
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	218,134	242,070	11%	Labor	595,869	752,033	26%
USDOT & FDOT	40,591	49,656	22%	Fringe Benefits	279,044	315,648	13%
DCF	-	11,000	NA	Services	587,687	429,268	-27%
AHCA (Medicaid)	696,847	586,243	-16%	Mat. & Supplies	66,540	98,022	47%
DOH	-	-	NA	Utilities	22,022	11,561	-48%
DOE	-	-	NA	Insurance	62,916	95,135	51%
DOEA	-	-	NA	Taxes	-	780	NA
DCA	-	-	NA	Pur. Transp.	1,194	57,519	4717%
WAGES	-	-	NA	Leases/Rentals	-	1,660	NA
DJJ	-	-	NA	Annual Dep	112,899	116,459	3%
Other Fed. Prog.	-	-	NA	Contributed	-	-	NA
Local Gov't	932,830	899,254	-4%	Other Exp	172,613	170,271	-1%
Local Non-Gov't	5,987	4,712	-21%				
Farebox	24,546	36,281	48%				
Total Revenue	\$ 1,918,935	\$ 1,829,216	-5%	Total Expenses	\$ 1,900,784	\$ 2,048,356	8%

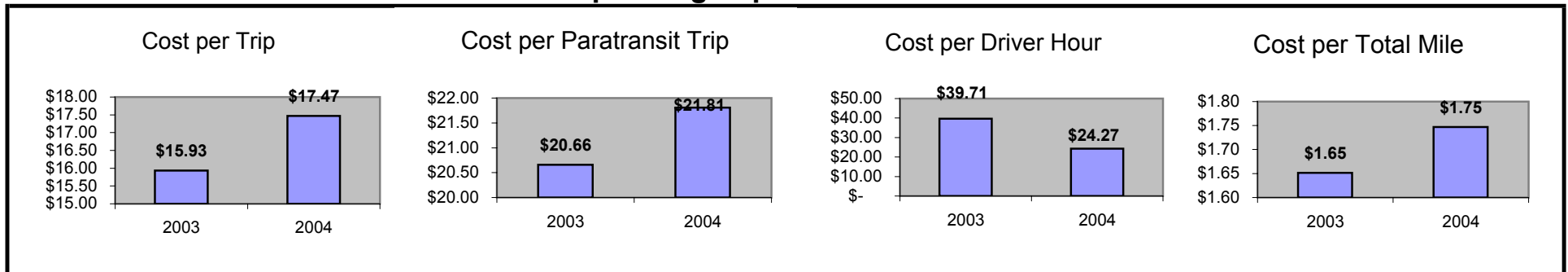
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	61,625	0.36%
Potential TD Population/ Percent of County Total	15,894	25.79%
UDPHC/Percent of TD Passengers Served	1,692	10.65%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	6,496
Low Income	37,943
Disabled & LI	-
Other	-
Children	
Disabled	586
Low Income	2,481
Disabled & LI	-
Other	-
Other	
Disabled	-
Low Income	10,497
Disabled & LI	-
Other	-
TOTAL TRIPS	58,003

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	52,710	54,471	3%
Non-Ambulatory	3,566	3,532	-1%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	56,276	58,003	3%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	34,590	36,890	7%
Employment	2,240	1,984	-11%
Education/Training/ Daycare	576	897	56%
Nutritional	9,927	8,550	-14%
Life-Sustaining/Other	8,943	9,682	8%
TOTAL TRIPS	56,276	58,003	3%

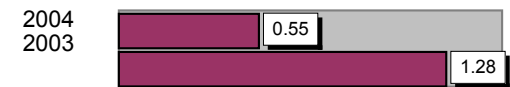
Passenger Trips By Funding Source

	2003	2004	% Change
CTD	8,671	12,496	44%
AHCA	20,929	21,786	4%
DCF	-	-	NA
DOEA	13,801	11,231	-19%
DOE	-	-	NA
Other	12,875	12,490	-3%
TOTAL TRIPS	56,276	58,003	3%

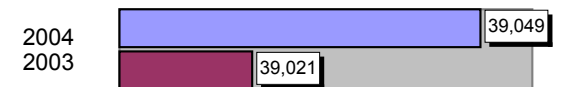
Vehicle Data

	2003	2004	% Change
Vehicle Miles	468,253	546,682	17%
Revenue Miles	405,598	492,481	21%
Roadcalls	12	14	17%
Accidents	6	3	-50%
Vehicles	19	16	-16%
Driver Hours	37,168	40,956	10%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



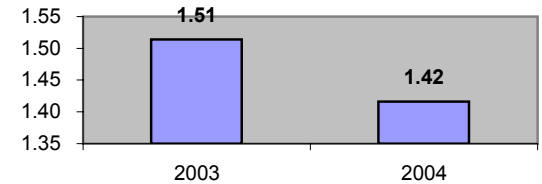
General Data

	2003	2004	% Change
Commendations	17	18	6%
Complaints	9	6	-33%
Passenger No- Shows	468	546	17%
Unmet Trip Request	254	384	51%

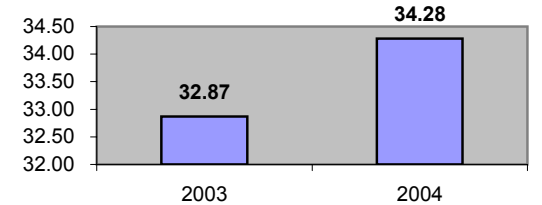
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	134,598	159,205	18%	Labor	397,757	401,690	1%
USDOT & FDOT	87,709	74,820	-15%	Fringe Benefits	87,608	92,461	6%
DCF	-	-	NA	Services	4,968	28,760	479%
AHCA (Medicaid)	341,633	438,076	28%	Mat. & Supplies	62,067	94,904	53%
DOH	-	-	NA	Utilities	25,757	28,490	11%
DOE	4,272	1,467	-66%	Insurance	45,141	73,055	62%
DOEA	72,651	60,355	-17%	Taxes	380	-	-100%
DCA	-	-	NA	Pur. Transp.	-	-	NA
WAGES	-	-	NA	Leases/Rentals	15,938	8,689	-45%
DJJ	-	-	NA	Annual Dep	7,670	-	-100%
Other Fed. Prog.	-	-	NA	Contributed	-	-	NA
Local Gov't	-	-	NA	Other Exp	18,943	12,426	-34%
Local Non-Gov't	4,895	6,420	31%				
Farebox	20,779	24,953	20%				
Total Revenue	\$ 666,537	\$ 765,296	15%	Total Expenses	\$ 666,229	\$ 740,475	11%

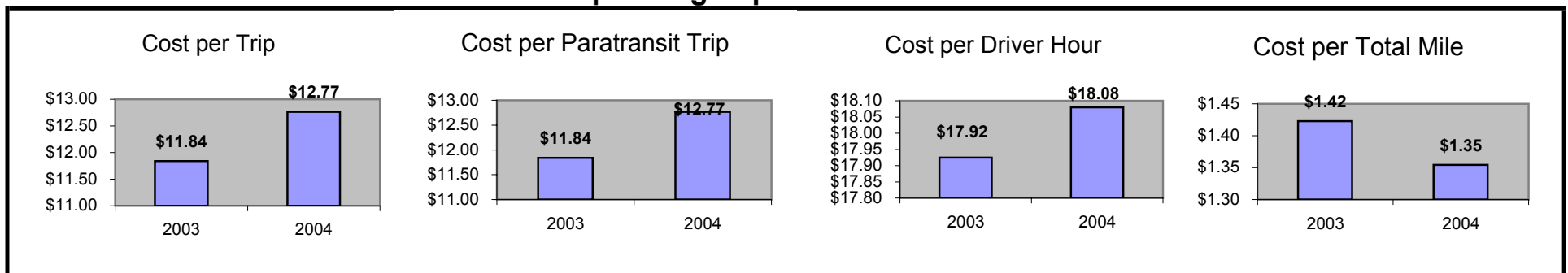
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	178,104	1.05%
Potential TD Population/ Percent of County Total	49,837	27.98%
UDPHC/Percent of TD Passengers Served	7,027	14.10%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	8,785
Low Income	4,540
Disabled & LI	4,181
Other	15,312
Children	
Disabled	-
Low Income	35,635
Disabled & LI	36
Other	1,472
Other	
Disabled	16,371
Low Income	39,675
Disabled & LI	12,089
Other	26,850
TOTAL TRIPS	164,946

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	2,744	2,399	-13%
Ambulatory	139,421	143,417	3%
Non-Ambulatory	19,779	19,065	-4%
Stretcher	48	65	35%
School Board	-	-	NA
TOTAL TRIPS	161,992	164,946	2%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	45,088	40,057	-11%
Employment	59,199	63,855	8%
Education/Training/ Daycare	39,469	44,852	14%
Nutritional	5,723	6,216	9%
Life-Sustaining/Other	12,513	9,966	-20%
TOTAL TRIPS	161,992	164,946	2%

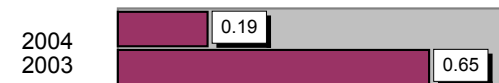
Passenger Trips By Funding Source

	2003	2004	% Change
CTD	58,822	60,332	3%
AHCA	19,388	19,483	0%
DCF	28,297	30,025	6%
DOEA	5,447	5,474	0%
DOE	60	513	755%
Other	49,978	49,119	-2%
TOTAL TRIPS	161,992	164,946	2%

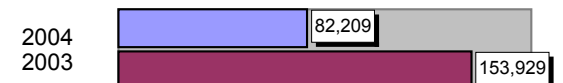
Vehicle Data

	2003	2004	% Change
Vehicle Miles	1,077,506	1,068,711	-1%
Revenue Miles	922,620	923,016	0%
Roadcalls	7	13	86%
Accidents	7	2	-71%
Vehicles	64	71	11%
Driver Hours	88,121	86,847	-1%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



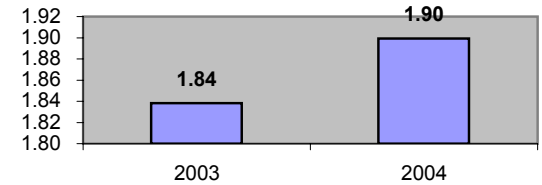
General Data

	2003	2004	% Change
Commendations	6	17	183%
Complaints	18	17	-6%
Passenger No-Shows	1,721	1,170	-32%
Unmet Trip Request	186	178	-4%

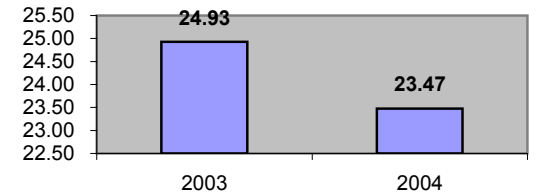
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	309,873	336,672	9%	Labor	775,669	839,379	8%
USDOT & FDOT	551,493	585,508	6%	Fringe Benefits	248,863	291,390	17%
DCF	195,597	193,552	-1%	Services	204,159	181,815	-11%
AHCA (Medicaid)	204,742	195,076	-5%	Mat. & Supplies	176,767	190,307	8%
DOH	472	39	-92%	Utilities	19,757	20,486	4%
DOE	302	845	180%	Insurance	136,064	43,979	-68%
DOEA	21,631	24,515	13%	Taxes	3,559	3,580	1%
DCA	-	-	NA	Pur. Transp.	135,459	82,035	-39%
WAGES	3,244	110	-97%	Leases/Rentals	21,229	21,168	0%
DJJ	-	-	NA	Annual Dep	9,795	9,582	-2%
Other Fed. Prog.	300,833	315,783	5%	Contributed	1,500	1,500	0%
Local Gov't	41,798	80,050	92%	Other Exp	15,278	13,965	-9%
Local Non-Gov't	39,895	36,076	-10%				
Farebox	109,446	111,925	2%				
Total Revenue	\$ 1,779,326	\$ 1,880,151	6%	Total Expenses	\$ 1,748,099	\$ 1,699,186	-3%

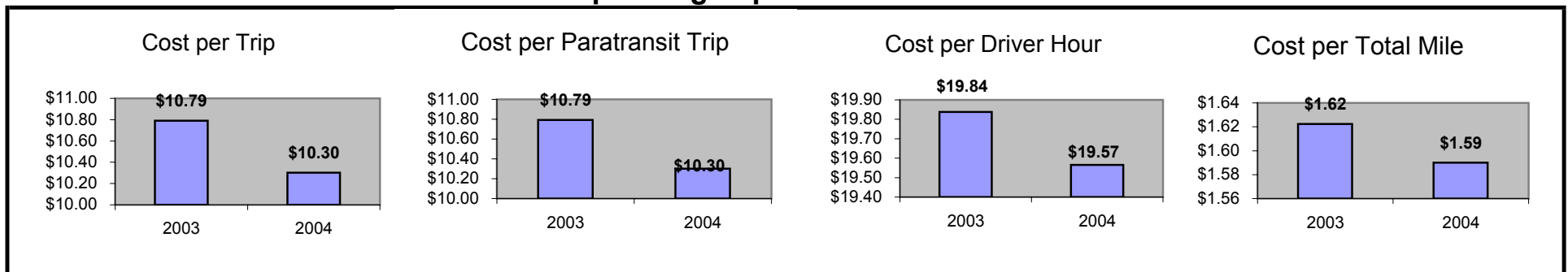
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	37,481	0.22%
Potential TD Population/ Percent of County Total	18,099	48.29%
UDPHC/Percent of TD Passengers Served	1,330	7.35%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	2,794
Low Income	1,381
Disabled & LI	269
Other	9,815
Children	
Disabled	12
Low Income	14
Disabled & LI	-
Other	1,789
Other	
Disabled	14,947
Low Income	602
Disabled & LI	234
Other	4,794
TOTAL TRIPS	36,651

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	32,718	30,878	-6%
Non-Ambulatory	7,426	5,768	-22%
Stretcher	163	5	-97%
School Board	-	-	NA
TOTAL TRIPS	40,307	36,651	-9%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	14,565	13,974	-4%
Employment	18,634	15,373	-18%
Education/Training/ Daycare	1,684	54	-97%
Nutritional	2,582	3,071	19%
Life-Sustaining/Other	2,842	4,179	47%
TOTAL TRIPS	40,307	36,651	-9%

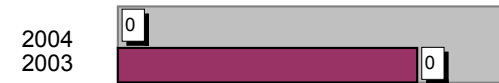
Passenger Trips By Funding Source

	2003	2004	% Change
CTD	8,213	10,860	32%
AHCA	9,183	8,709	-5%
DCF	18,634	14,324	-23%
DOEA	1,570	1,409	-10%
DOE	-	-	NA
Other	2,707	1,349	-50%
TOTAL TRIPS	40,307	36,651	-9%

Vehicle Data

	2003	2004	% Change
Vehicle Miles	640,168	571,469	-11%
Revenue Miles	437,649	311,853	-29%
Roadcalls	8	10	25%
Accidents	3	-	-100%
Vehicles	17	17	0%
Driver Hours	22,006	18,637	-15%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



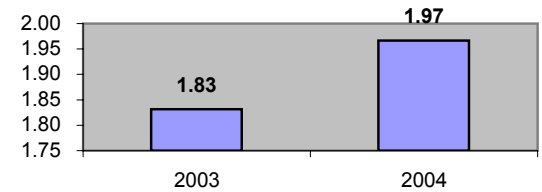
General Data

	2003	2004	% Change
Commendations	5	6	20%
Complaints	11	12	9%
Passenger No-Shows	1,328	1,095	-18%
Unmet Trip Request	187	119	-36%

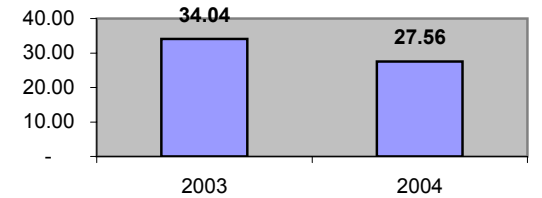
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	164,689	172,157	5%	Labor	292,802	320,709	10%
USDOT & FDOT	46,804	57,297	22%	Fringe Benefits	11,680	7,515	-36%
DCF	57,580	44,836	-22%	Services	16,922	10,547	-38%
AHCA (Medicaid)	308,092	336,856	9%	Mat. & Supplies	104,322	95,336	-9%
DOH	1,952	1,342	-31%	Utilities	18,680	28,144	51%
DOE	-	-	NA	Insurance	100,604	71,366	-29%
DOEA	14,197	13,473	-5%	Taxes	12,878	2,519	-80%
DCA	-	-	NA	Pur. Transp.	-	-	NA
WAGES	-	-	NA	Leases/Rentals	11,352	10,961	-3%
DJJ	-	-	NA	Annual Dep	37,997	37,776	-1%
Other Fed. Prog.	-	-	NA	Contributed	3,700	2,501	-32%
Local Gov't	18,053	16,197	-10%	Other Exp	25,587	40,052	57%
Local Non-Gov't	28	-	-100%				
Farebox	7,109	7,767	9%				
Total Revenue	\$ 618,504	\$ 649,925	5%	Total Expenses	\$ 636,524	\$ 627,426	-1%

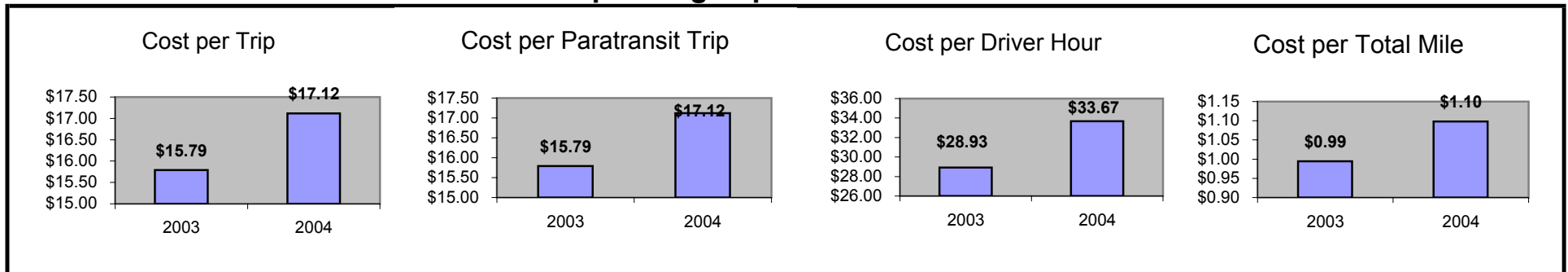
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of County Total	964,865	5.67%
Potential TD Population/ Percent of State Total	284,215	29.46%
UDPHC/Percent of TD Passengers Served	148,718	52.33%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	396,078
Low Income	-
Disabled & LI	24,654
Other	-
Children	
Disabled	73,765
Low Income	-
Disabled & LI	45
Other	-
Other	
Disabled	684,941
Low Income	-
Disabled & LI	125,225
Other	-
TOTAL TRIPS	1,304,708

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	185,892	560,275	201%
Deviated FR	-	-	NA
Ambulatory	659,157	596,629	-9%
Non-Ambulatory	169,835	140,585	-17%
Stretcher	9,421	7,219	-23%
School Board	-	-	NA
TOTAL TRIPS	1,024,305	1,304,708	27%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	467,391	704,542	51%
Employment	156,015	352,271	126%
Education/Training/ Daycare	29,780	104,377	250%
Nutritional	493	13,047	2546%
Life-Sustaining/Other	370,626	130,471	-65%
TOTAL TRIPS	1,024,305	1,304,708	27%

Passenger Trips By Funding Source

	2003	2004	% Change
CTD	55,280	36,849	-33%
AHCA	83,264	381,079	358%
DCF	51,442	83,021	61%
DOEA	47,192	102,078	116%
DOE	84	34	-60%
Other	787,043	701,647	-11%
TOTAL TRIPS	1,024,305	1,304,708	27%

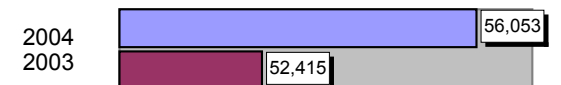
Vehicle Data

	2003	2004	% Change
Vehicle Miles	6,761,515	6,838,412	1%
Revenue Miles	5,298,978	5,753,685	9%
Roadcalls	129	122	-5%
Accidents	83	85	2%
Vehicles	193	195	1%
Driver Hours	555,535	459,319	-17%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



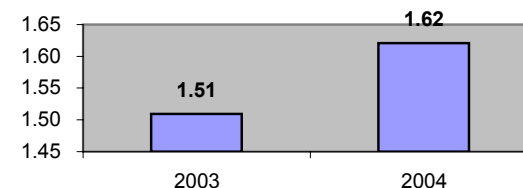
General Data

	2003	2004	% Change
Commendations	245	135	-45%
Complaints	2,102	1,739	-17%
Passenger No- Shows	46,703	34,099	-27%
Unmet Trip Request	710	280	-61%

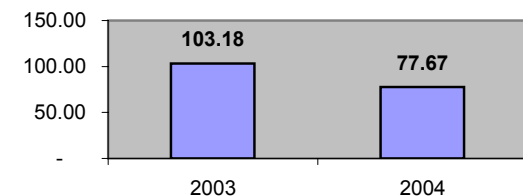
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	1,616,352	922,801	-43%	Labor	8,904,832	5,645,192	-37%
USDOT & FDOT	837,898	82,326	-90%	Fringe Benefits	670,283	901,706	35%
DCF	215,107	498,141	132%	Services	646,621	1,132,267	75%
AHCA (Medicaid)	6,111,185	4,685,698	-23%	Mat. & Supplies	1,806,739	1,527,915	-15%
DOH	441	1,649	274%	Utilities	255,813	209,429	-18%
DOE	774	892	15%	Insurance	1,316,435	668,726	-49%
DOEA	279,301	667,256	139%	Taxes	152,676	381,465	150%
DCA	414,404	-	-100%	Pur. Transp.	360	830,519	230600%
WAGES	-	-	NA	Leases/Rentals	1,383,825	323,730	-77%
DJJ	-	-	NA	Annual Dep	566,613	484,510	-14%
Other Fed. Prog.	-	779,662	NA	Contributed	-	-	NA
Local Gov't	3,110,432	3,409,337	10%	Other Exp	472,085	466,766	-1%
Local Non-Gov't	301,340	626,947	108%				
Farebox	582,565	478,911	-18%				
Total Revenue	\$ 13,469,799	\$ 12,153,620	-10%	Total Expenses	\$ 16,176,282	\$ 12,572,225	-22%

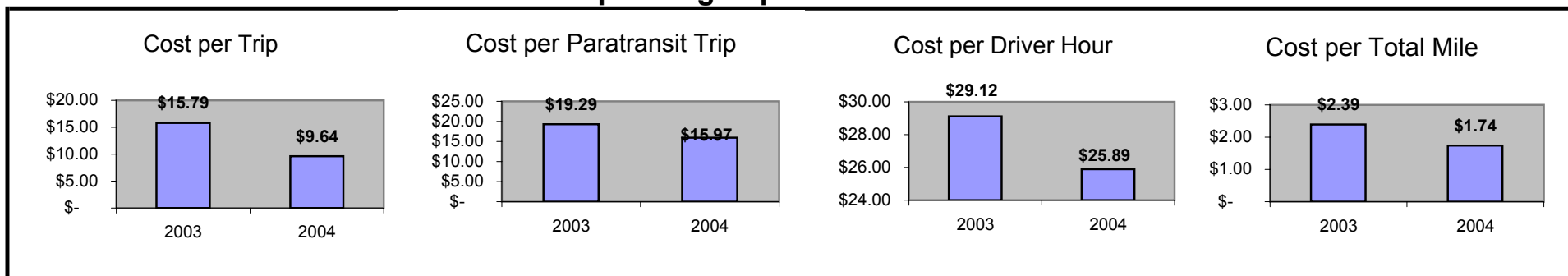
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	205,870	1.21%
Potential TD Population/ Percent of County Total	61,275	29.76%
UDPHC/Percent of TD Passengers Served	26,212	42.78%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	69,810
Low Income	-
Disabled & LI	4,345
Other	-
Children	
Disabled	13,001
Low Income	-
Disabled & LI	8
Other	-
Other	
Disabled	120,723
Low Income	-
Disabled & LI	22,072
Other	-
TOTAL TRIPS	229,959

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	27,665	98,751	257%
Deviated FR	-	-	NA
Ambulatory	98,094	105,157	7%
Non-Ambulatory	25,275	24,779	-2%
Stretcher	1,402	1,272	-9%
School Board	-	-	NA
TOTAL TRIPS	152,436	229,959	51%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	69,556	124,178	79%
Employment	23,218	62,089	167%
Education/Training/ Daycare	4,432	18,397	315%
Nutritional	74	2,300	3008%
Life-Sustaining/Other	55,156	22,995	-58%
TOTAL TRIPS	152,436	229,959	51%

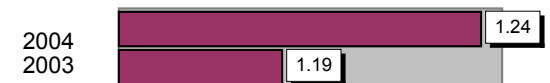
Passenger Trips By Funding Source

	2003	2004	% Change
CTD	8,227	6,497	-21%
AHCA	12,391	67,166	442%
DCF	7,655	14,633	91%
DOEA	7,023	17,991	156%
DOE	13	6	-54%
Other	117,127	123,666	6%
TOTAL TRIPS	152,436	229,959	51%

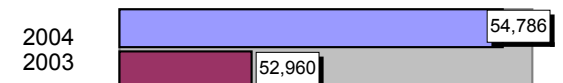
Vehicle Data

	2003	2004	% Change
Vehicle Miles	1,006,234	1,205,290	20%
Revenue Miles	788,582	1,014,104	29%
Roadcalls	19	22	16%
Accidents	12	15	25%
Vehicles	29	34	17%
Driver Hours	82,673	80,957	-2%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



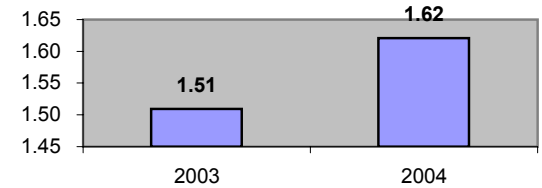
General Data

	2003	2004	% Change
Commendations	37	24	-35%
Complaints	312	307	-2%
Passenger No- Shows	6,950	6,010	-14%
Unmet Trip Request	106	49	-54%

Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	239,415	162,646	-32%	Labor	1,318,986	994,981	-25%
USDOT & FDOT	118,316	14,510	-88%	Fringe Benefits	99,282	158,928	60%
DCF	31,861	87,798	176%	Services	95,778	199,565	108%
AHCA (Medicaid)	905,190	825,868	-9%	Mat. & Supplies	267,615	269,299	1%
DOH	65	291	348%	Utilities	37,891	36,913	-3%
DOE	115	157	37%	Insurance	194,991	117,865	-40%
DOEA	41,370	117,606	184%	Taxes	22,614	67,234	197%
DCA	61,382	-	-100%	Pur. Transp.	53	146,383	276094%
WAGES	-	-	NA	Leases/Rentals	204,973	57,059	-72%
DJJ	-	-	NA	Annual Dep	83,927	85,396	2%
Other Fed. Prog.	-	137,418	NA	Contributed	-	-	NA
Local Gov't	460,718	600,905	30%	Other Exp	69,924	82,269	18%
Local Non-Gov't	44,635	110,501	148%				
Farebox	86,290	84,415	-2%				
Total Revenue	\$ 1,989,357	\$ 2,142,115	8%	Total Expenses	\$ 2,396,034	\$ 2,215,892	-8%

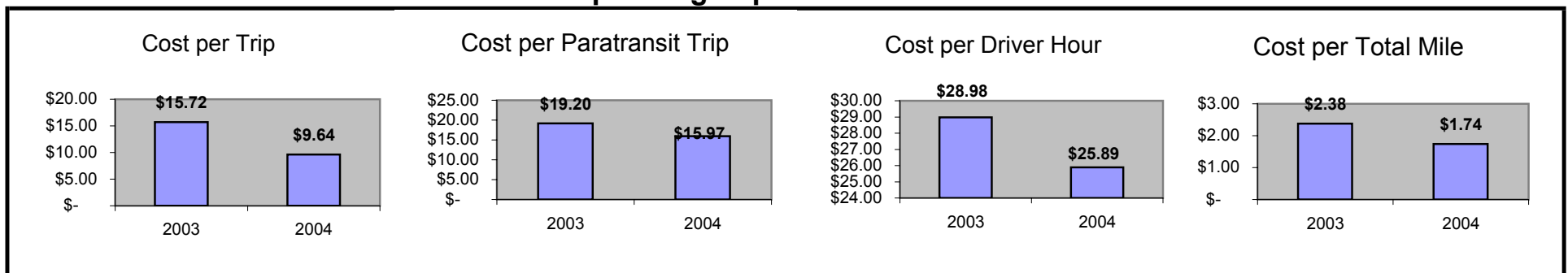
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	1,216,282	7.15%
Potential TD Population/ Percent of County Total	462,397	38.02%
UDPHC/Percent of TD Passengers Served	10,638	2.30%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	498,533
Low Income	423,753
Disabled & LI	74,780
Other	448,680
Children	
Disabled	24,927
Low Income	49,853
Disabled & LI	-
Other	-
Other	
Disabled	373,898
Low Income	548,386
Disabled & LI	24,927
Other	24,927
TOTAL TRIPS	2,492,664

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	1,102,938	1,460,240	32%
Deviated FR	-	-	NA
Ambulatory	800,163	787,551	-2%
Non-Ambulatory	204,107	240,826	18%
Stretcher	4,395	4,047	-8%
School Board	-	-	NA
TOTAL TRIPS	2,111,603	2,492,664	18%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	971,337	1,196,479	23%
Employment	337,856	398,826	18%
Education/Training/ Daycare	211,160	99,707	-53%
Nutritional	232,276	274,193	18%
Life-Sustaining/Other	358,974	523,459	46%
TOTAL TRIPS	2,111,603	2,492,664	18%

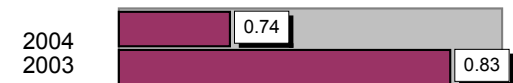
Passenger Trips By Funding Source

	2003	2004	% Change
CTD	937,679	1,308,738	40%
AHCA	467,814	544,244	16%
DCF	82,341	32,092	-61%
DOEA	72,499	54,139	-25%
DOE	7,272	3,926	-46%
Other	543,998	549,525	1%
TOTAL TRIPS	2,111,603	2,492,664	18%

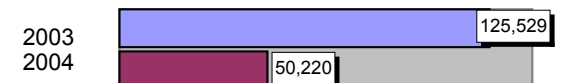
Vehicle Data

	2003	2004	% Change
Vehicle Miles	8,436,948	7,531,735	-11%
Revenue Miles	6,443,421	6,596,784	2%
Roadcalls	168	60	-64%
Accidents	70	56	-20%
Vehicles	273	295	8%
Driver Hours	627,530	669,930	7%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



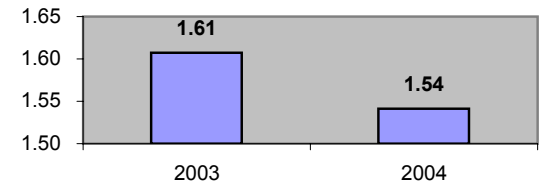
General Data

	2003	2004	% Change
Commendations	570	891	56%
Complaints	1,358	1,844	36%
Passenger No- Shows	37,918	41,645	10%
Unmet Trip Request	-	-	NA

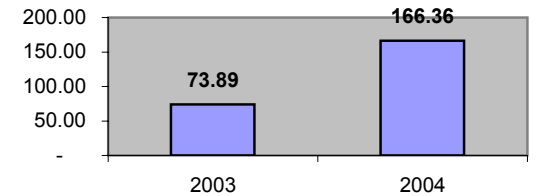
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	2,180,562	2,339,284	7%	Labor	8,951,351	9,136,656	2%
USDOT & FDOT	178,733	141,305	-21%	Fringe Benefits	1,848,252	1,843,368	0%
DCF	936,196	660,519	-29%	Services	462,367	547,545	18%
AHCA (Medicaid)	4,618,328	4,456,317	-4%	Mat. & Supplies	2,562,962	2,367,502	-8%
DOH	-	-	NA	Utilities	215,447	173,160	-20%
DOE	-	-	NA	Insurance	1,581,786	1,763,611	11%
DOEA	684,946	761,595	11%	Taxes	169,222	251,476	49%
DCA	-	-	NA	Pur. Transp.	456,296	1,674,256	267%
WAGES	-	-	NA	Leases/Rentals	964,123	1,179,532	22%
DJJ	-	-	NA	Annual Dep	1,249,255	969,745	-22%
Other Fed. Prog.	-	-	NA	Contributed	-	8,195	NA
Local Gov't	6,901,429	9,723,572	41%	Other Exp	604,660	390,892	-35%
Local Non-Gov't	2,285,456	1,647,197	-28%				
Farebox	401,670	522,128	30%				
Total Revenue	\$ 18,187,320	\$ 20,251,917	11%	Total Expenses	\$ 19,065,721	\$ 20,305,938	7%

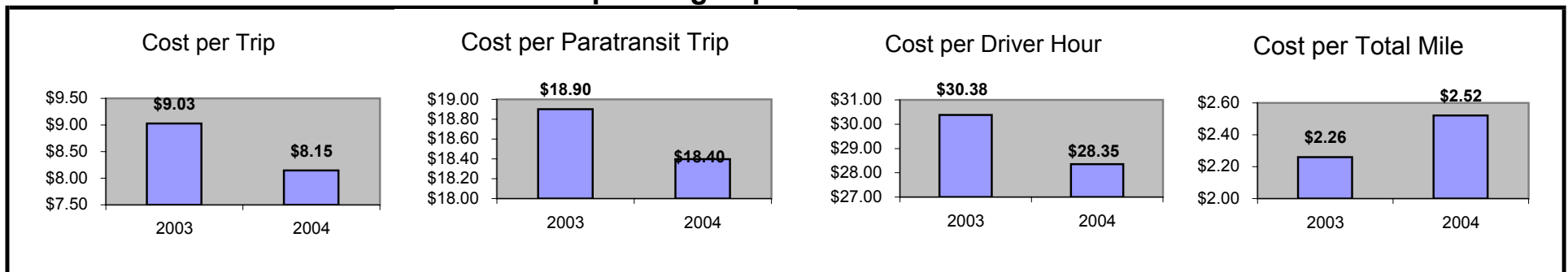
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	388,906	2.29%
Potential TD Population/ Percent of County Total	188,501	48.47%
UDPHC/Percent of TD Passengers Served	7,980	4.23%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	35,669
Low Income	13,660
Disabled & LI	27,484
Other	8,311
Children	
Disabled	287
Low Income	70,514
Disabled & LI	483
Other	21,826
Other	
Disabled	32,570
Low Income	38,584
Disabled & LI	27,105
Other	31,455
TOTAL TRIPS	307,948

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	27,960	37,122	33%
Deviated FR	-	-	NA
Ambulatory	235,404	232,788	-1%
Non-Ambulatory	20,154	19,468	-3%
Stretcher	1,362	1,416	4%
School Board	4,910	17,154	249%
TOTAL TRIPS	289,790	307,948	6%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	98,395	100,583	2%
Employment	8,165	6,738	-17%
Education/Training/ Daycare	105,195	109,167	4%
Nutritional	18,975	17,997	-5%
Life-Sustaining/Other	59,060	73,463	24%
TOTAL TRIPS	289,790	307,948	6%

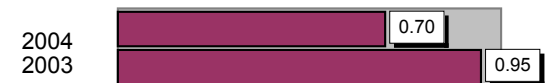
Passenger Trips By Funding Source

	2003	2004	% Change
CTD	84,150	88,309	5%
AHCA	74,407	81,035	9%
DCF	20,415	9,379	-54%
DOEA	36,688	41,322	13%
DOE	526	2,220	322%
Other	73,604	85,683	16%
TOTAL TRIPS	289,790	307,948	6%

Vehicle Data

	2003	2004	% Change
Vehicle Miles	1,478,095	1,291,079	-13%
Revenue Miles	1,298,347	1,111,171	-14%
Roadcalls	38	45	18%
Accidents	14	9	-36%
Vehicles	109	106	-3%
Driver Hours	97,121	96,132	-1%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



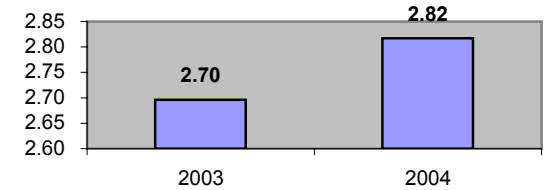
General Data

	2003	2004	% Change
Commendations	27	58	115%
Complaints	113	62	-45%
Passenger No-Shows	3,493	3,731	7%
Unmet Trip Request	110	93	-15%

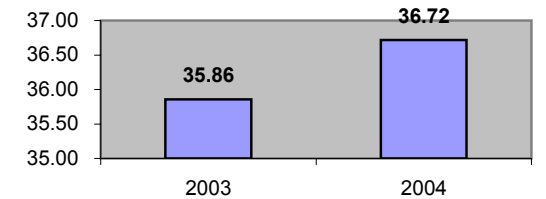
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	467,440	388,444	-17%	Labor	1,018,025	1,105,945	9%
USDOT & FDOT	294,532	320,206	9%	Fringe Benefits	382,279	414,548	8%
DCF	196,414	116,759	-41%	Services	56,987	56,884	0%
AHCA (Medicaid)	888,218	843,511	-5%	Mat. & Supplies	325,543	346,323	6%
DOH	-	-	NA	Utilities	19,627	21,800	11%
DOE	1,664	1,481	-11%	Insurance	229,300	149,509	-35%
DOEA	300,408	293,066	-2%	Taxes	2,421	1,220	-50%
DCA	-	-	NA	Pur. Transp.	1,246,221	1,021,874	-18%
WAGES	-	-	NA	Leases/Rentals	15,999	22,351	40%
DJJ	7,805	5,848	-25%	Annual Dep	100,188	112,233	12%
Other Fed. Prog.	278,259	339,040	22%	Contributed	-	-	NA
Local Gov't	480,990	540,308	12%	Other Exp	72,638	127,047	75%
Local Non-Gov't	534,702	513,880	-4%				
Farebox	18,796	17,191	-9%				
Total Revenue	\$ 3,469,228	\$ 3,379,734	-3%	Total Expenses	\$ 3,469,228	\$ 3,379,734	-3%

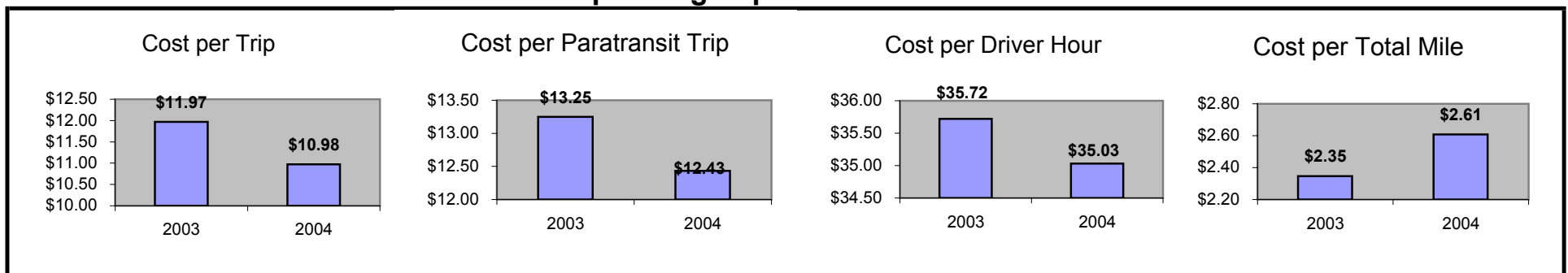
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	926,146	5.44%
Potential TD Population/ Percent of County Total	398,608	43.04%
UDPHC/Percent of TD Passengers Served	84,505	21.20%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	152,517
Low Income	95,011
Disabled & LI	425,049
Other	312,536
Children	
Disabled	201,017
Low Income	200,023
Disabled & LI	7,500
Other	57,507
Other	
Disabled	230,026
Low Income	290,033
Disabled & LI	362,542
Other	166,530
TOTAL TRIPS	2,500,291

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	1,325,895	1,291,380	-3%
Deviated FR	7,507	3,868	-48%
Ambulatory	779,227	826,015	6%
Non-Ambulatory	531,985	379,028	-29%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	2,644,614	2,500,291	-5%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	1,716,255	1,625,189	-5%
Employment	222,750	210,024	-6%
Education/Training/ Daycare	101,250	95,011	-6%
Nutritional	81,003	77,509	-4%
Life-Sustaining/Other	523,356	492,558	-6%
TOTAL TRIPS	2,644,614	2,500,291	-5%

Passenger Trips By Funding Source

	2003	2004	% Change
CTD	929,765	875,102	-6%
AHCA	899,291	850,097	-5%
DCF	69,471	65,007	-6%
DOEA	136,949	130,015	-5%
DOE	1,291	5,005	288%
Other	607,847	575,065	-5%
TOTAL TRIPS	2,644,614	2,500,291	-5%

Vehicle Data

	2003	2004	% Change
Vehicle Miles	7,775,662	8,320,514	7%
Revenue Miles	6,043,622	7,112,652	18%
Roadcalls	365	303	-17%
Accidents	114	85	-25%
Vehicles	796	805	1%
Driver Hours	913,462	902,187	-1%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



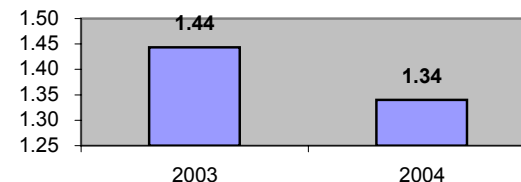
General Data

	2003	2004	% Change
Commendations	280	298	6%
Complaints	158	147	-7%
Passenger No-Shows	19,604	19,212	-2%
Unmet Trip Request	12,280	1,746	-86%

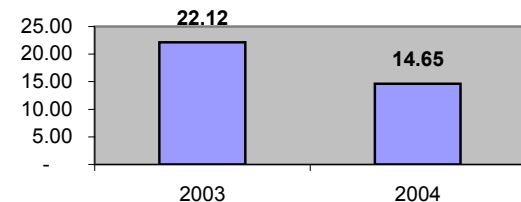
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	1,508,593	1,609,104	7%	Labor	3,689,576	868,343	-76%
USDOT & FDOT	612,223	444,806	-27%	Fringe Benefits	951,137	141,832	-85%
DCF	1,063,783	1,956,410	84%	Services	369,799	51,996	-86%
AHCA (Medicaid)	3,729,318	4,137,616	11%	Mat. & Supplies	1,156,805	411,023	-64%
DOH	-	-	NA	Utilities	106,421	17,608	-83%
DOE	13,559	30,052	122%	Insurance	710,228	344,392	-52%
DOEA	1,076,934	1,077,470	0%	Taxes	38,402	2,161	-94%
DCA	-	-	NA	Pur. Transp.	1,740,013	10,280,663	491%
WAGES	-	-	NA	Leases/Rentals	97,180	6,367	-93%
DJJ	48,199	61,393	27%	Annual Dep	892,422	193,972	-78%
Other Fed. Prog.	359,996	426,729	19%	Contributed	65,219	-	-100%
Local Gov't	231,857	787,202	240%	Other Exp	640,632	53,431	-92%
Local Non-Gov't	1,013,385	1,027,206	1%				
Farebox	899,987	813,800	-10%				
Total Revenue	\$ 10,557,834	\$ 12,371,788	17%	Total Expenses	\$ 10,457,834	\$ 12,371,788	18%

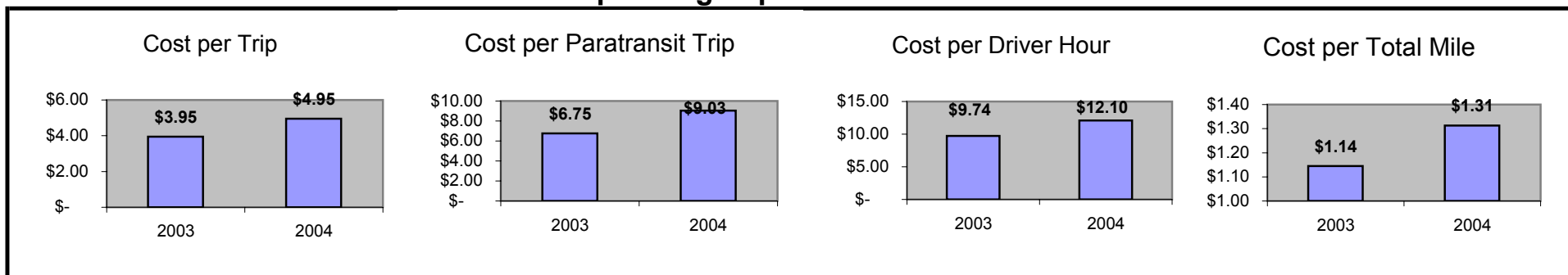
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	510,458	3.00%
Potential TD Population/ Percent of County Total	189,800	37.18%
UDPHC/Percent of TD Passengers Served	17,483	9.21%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	5,614
Low Income	11,321
Disabled & LI	74,287
Other	-
Children	
Disabled	-
Low Income	-
Disabled & LI	43,101
Other	99,000
Other	
Disabled	5,305
Low Income	10,132
Disabled & LI	160,339
Other	211,733
TOTAL TRIPS	620,832

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	244,637	211,733	-13%
Deviated FR	-	-	NA
Ambulatory	255,564	236,727	-7%
Non-Ambulatory	63,263	70,982	12%
Stretcher	2,890	2,390	-17%
School Board	93,240	99,000	6%
TOTAL TRIPS	659,594	620,832	-6%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	108,443	117,354	8%
Employment	34,331	31,391	-9%
Education/Training/ Daycare	410,959	346,668	-16%
Nutritional	67,602	54,862	-19%
Life-Sustaining/Other	38,259	70,557	84%
TOTAL TRIPS	659,594	620,832	-6%

Passenger Trips By Funding Source

	2003	2004	% Change
CTD	23,005	20,729	-10%
AHCA	85,906	90,239	5%
DCF	11,046	36,766	233%
DOEA	53,119	69,208	30%
DOE	585	3,898	566%
Other	485,933	399,992	-18%
TOTAL TRIPS	659,594	620,832	-6%

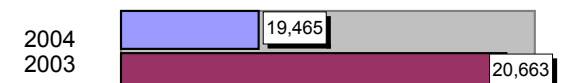
Vehicle Data

	2003	2004	% Change
Vehicle Miles	3,388,661	2,647,277	-22%
Revenue Miles	2,511,770	2,234,322	-11%
Roadcalls	164	136	-17%
Accidents	18	24	33%
Vehicles	168	131	-22%
Driver Hours	211,271	235,654	12%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



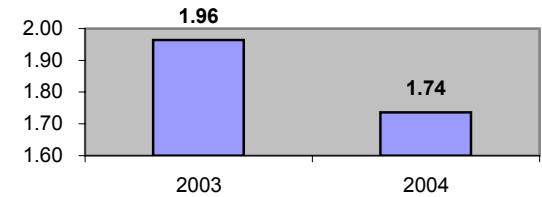
General Data

	2003	2004	% Change
Commendations	6	14	133%
Complaints	24	40	67%
Passenger No- Shows	12,462	22,480	80%
Unmet Trip Request	838	1,027	23%

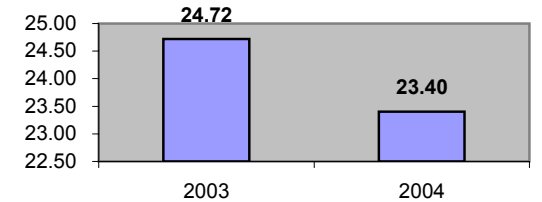
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	961,648	764,509	-21%	Labor	3,204,077	3,265,934	2%
USDOT & FDOT	1,452,029	792,741	-45%	Fringe Benefits	1,049,745	1,171,033	12%
DCF	157,126	175,529	12%	Services	272,617	232,903	-15%
AHCA (Medicaid)	2,088,776	1,975,636	-5%	Mat. & Supplies	536,111	611,607	14%
DOH	36,202	5,705	-84%	Utilities	84,675	104,321	23%
DOE	664	17,142	2482%	Insurance	210,288	208,654	-1%
DOEA	301,746	180,016	-40%	Taxes	6,699	6,416	-4%
DCA	64	-	-100%	Pur. Transp.	11,963	213,716	1686%
WAGES	-	-	NA	Leases/Rentals	370,442	230,373	-38%
DJJ	-	-	NA	Annual Dep	142,720	123,839	-13%
Other Fed. Prog.	-	-	NA	Contributed	-	-	NA
Local Gov't	989,335	1,143,052	16%	Other Exp	315,881	356,184	13%
Local Non-Gov't	349,427	295,714	-15%				
Farebox	78,809	84,847	8%				
Total Revenue	\$ 6,415,826	\$ 5,434,891	-15%	Total Expenses	\$ 6,205,218	\$ 6,524,980	5%

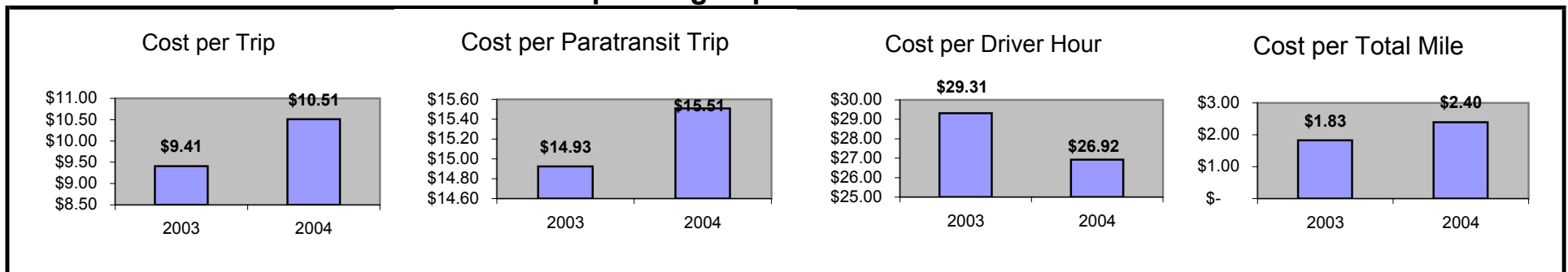
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	71,841	0.42%
Potential TD Population/ Percent of County Total	37,202	51.78%
UDPHC/Percent of TD Passengers Served	4,604	12.38%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	-
Low Income	1,240
Disabled & LI	-
Other	-
Children	
Disabled	-
Low Income	3,997
Disabled & LI	-
Other	-
Other	
Disabled	-
Low Income	-
Disabled & LI	-
Other	123,202
TOTAL TRIPS	128,439

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	143,142	108,433	-24%
Ambulatory	-	298	NA
Non-Ambulatory	9,025	17,403	93%
Stretcher	1,050	2,148	105%
School Board	-	157	NA
TOTAL TRIPS	153,217	128,439	-16%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	38,776	16,875	-56%
Employment	39,639	33,940	-14%
Education/Training/ Daycare	70,429	46,456	-34%
Nutritional	2,470	1,240	-50%
Life-Sustaining/Other	1,903	29,928	1473%
TOTAL TRIPS	153,217	128,439	-16%

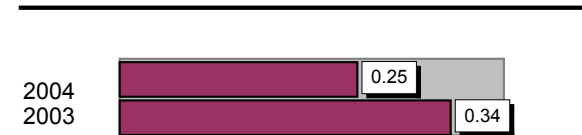
Passenger Trips By Funding Source

	2003	2004	% Change
CTD	16,349	13,566	-17%
AHCA	22,144	16,875	-24%
DCF	32,845	42,616	30%
DOEA	2,470	1,240	-50%
DOE	-	157	NA
Other	79,409	53,985	-32%
TOTAL TRIPS	153,217	128,439	-16%

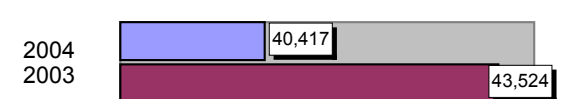
Vehicle Data

	2003	2004	% Change
Vehicle Miles	870,480	808,345	-7%
Revenue Miles	696,384	540,782	-22%
Roadcalls	20	20	0%
Accidents	3	2	-33%
Vehicles	33	30	-9%
Driver Hours	45,381	42,976	-5%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



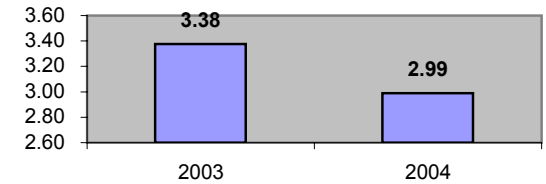
General Data

	2003	2004	% Change
Commendations	2	5	150%
Complaints	2	2	0%
Passenger No- Shows	2,250	10,827	381%
Unmet Trip Request	12	-	-100%

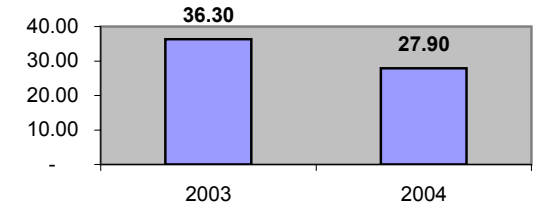
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	298,805	262,211	-12%	Labor	656,198	689,653	5%
USDOT & FDOT	261,495	530,887	103%	Fringe Benefits	207,979	203,308	-2%
DCF	133,019	423,093	218%	Services	50,571	86,150	70%
AHCA (Medicaid)	561,503	398,269	-29%	Mat. & Supplies	287,662	307,723	7%
DOH	-	-	NA	Utilities	20,552	20,884	2%
DOE	-	-	NA	Insurance	197,750	171,245	-13%
DOEA	21,392	10,949	-49%	Taxes	879	1,074	22%
DCA	60,199	30,412	-49%	Pur. Transp.	-	5,280	NA
WAGES	14,355	7,639	-47%	Leases/Rentals	23,661	22,996	-3%
DJJ	-	-	NA	Annual Dep	57,360	119,793	109%
Other Fed. Prog.	79,866	34,051	-57%	Contributed	-	-	NA
Local Gov't	68,350	172,445	152%	Other Exp	12,534	226,497	1707%
Local Non-Gov't	94,365	71,142	-25%				
Farebox	23,048	25,751	12%				
Total Revenue	\$ 1,616,397	\$ 1,966,849	22%	Total Expenses	\$ 1,515,146	\$ 1,854,603	22%

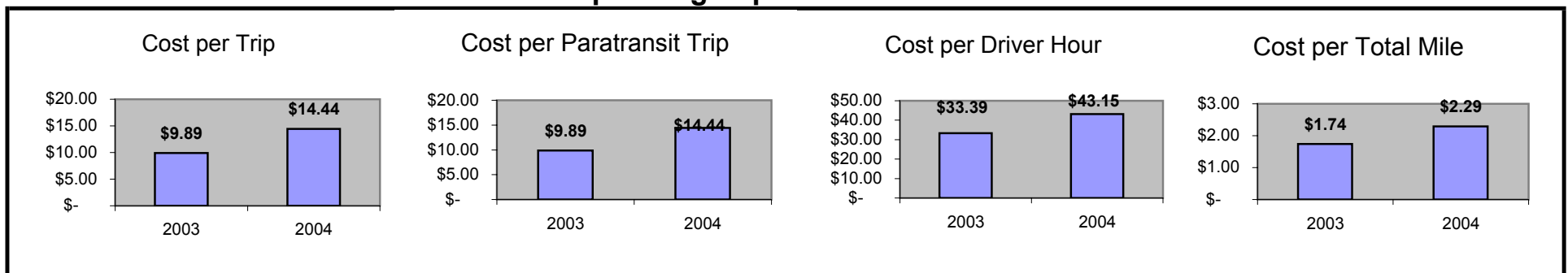
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	142,869	0.84%
Potential TD Population/ Percent of County Total	41,641	29.15%
UDPHC/Percent of TD Passengers Served	4,406	10.58%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	90,851
Low Income	13,177
Disabled & LI	13,177
Other	2,774
Children	
Disabled	16,645
Low Income	693
Disabled & LI	5,548
Other	2,081
Other	
Disabled	37,450
Low Income	13,177
Disabled & LI	4,855
Other	7,629
TOTAL TRIPS	208,057

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	78,900	77,477	-2%
Ambulatory	90,131	100,586	12%
Non-Ambulatory	22,272	26,752	20%
Stretcher	2,744	3,242	18%
School Board	-	-	NA
TOTAL TRIPS	194,047	208,057	7%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	52,757	59,023	12%
Employment	-	-	NA
Education/Training/ Daycare	33,336	33,954	2%
Nutritional	25,371	28,984	14%
Life-Sustaining/Other	82,583	86,096	4%
TOTAL TRIPS	194,047	208,057	7%

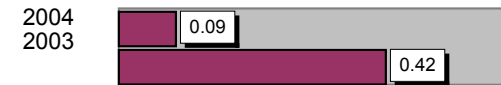
Passenger Trips By Funding Source

	2003	2004	% Change
CTD	19,031	20,601	8%
AHCA	41,577	47,496	14%
DCF	19,969	20,361	2%
DOEA	26,049	28,218	8%
DOE	-	-	NA
Other	87,421	91,381	5%
TOTAL TRIPS	194,047	208,057	7%

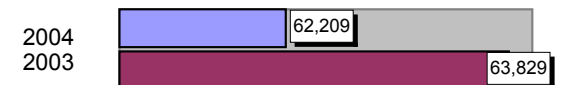
Vehicle Data

	2003	2004	% Change
Vehicle Miles	957,438	1,119,768	17%
Revenue Miles	813,822	970,744	19%
Roadcalls	15	18	20%
Accidents	4	1	-75%
Vehicles	35	38	9%
Driver Hours	67,262	68,630	2%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



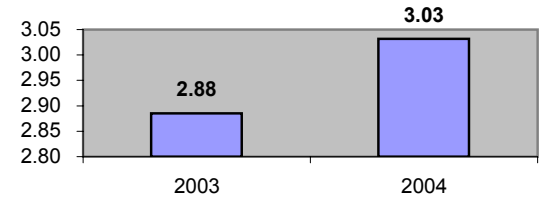
General Data

	2003	2004	% Change
Commendations	5	5	0%
Complaints	5	4	-20%
Passenger No- Shows	629	951	51%
Unmet Trip Request	-	-	NA

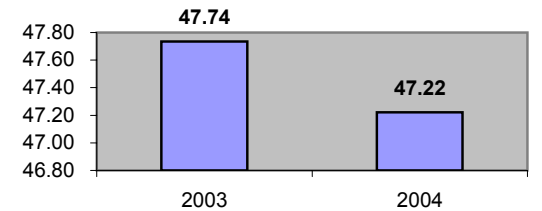
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	287,895	317,027	10%	Labor	866,845	937,465	8%
USDOT & FDOT	271,222	150,144	-45%	Fringe Benefits	235,729	277,924	18%
DCF	113,837	125,668	10%	Services	105,430	122,761	16%
AHCA (Medicaid)	563,008	635,232	13%	Mat. & Supplies	217,351	197,777	-9%
DOH	-	-	NA	Utilities	51,593	42,493	-18%
DOE	-	-	NA	Insurance	97,992	105,900	8%
DOEA	69,325	75,616	9%	Taxes	423	51	-88%
DCA	2,287	2,709	18%	Pur. Transp.	-	-	NA
WAGES	-	-	NA	Leases/Rentals	15,600	22,100	42%
DJJ	-	-	NA	Annual Dep	130,000	145,540	12%
Other Fed. Prog.	-	-	NA	Contributed	-	-	NA
Local Gov't	288,052	335,491	16%	Other Exp	72,899	19,353	-73%
Local Non-Gov't	133,986	146,256	9%				
Farebox	78,563	93,371	19%				
Total Revenue	\$ 1,808,175	\$ 1,881,514	4%	Total Expenses	\$ 1,793,862	\$ 1,871,364	4%

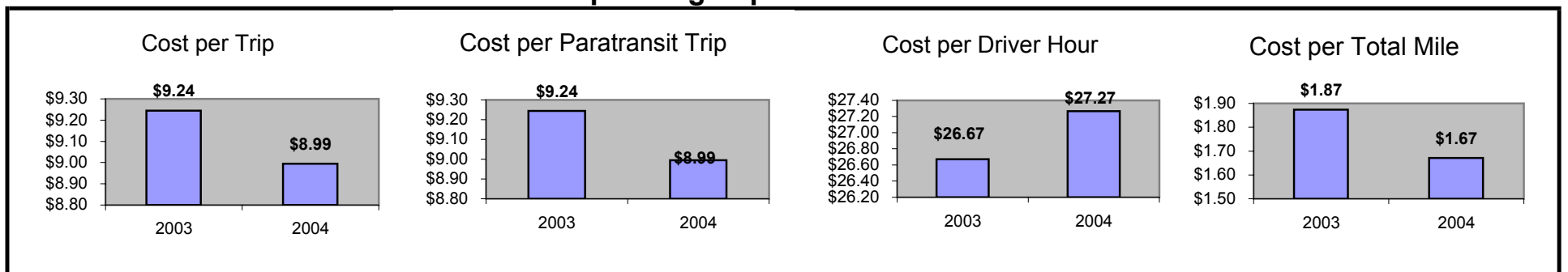
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	213,447	1.25%
Potential TD Population/ Percent of County Total	92,361	43.27%
UDPHC/Percent of TD Passengers Served	26,206	28.37%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	4,383
Low Income	64,432
Disabled & LI	92,351
Other	103
Children	
Disabled	708
Low Income	280,832
Disabled & LI	39
Other	-
Other	
Disabled	120,623
Low Income	84,375
Disabled & LI	7,469
Other	78
TOTAL TRIPS	655,393

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	428,849	475,958	11%
Non-Ambulatory	31,495	37,713	20%
Stretcher	983	972	-1%
School Board	61,770	140,750	128%
TOTAL TRIPS	523,097	655,393	25%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	126,562	89,584	-29%
Employment	21,379	21,120	-1%
Education/Training/ Daycare	288,904	381,183	32%
Nutritional	19,135	21,973	15%
Life-Sustaining/Other	67,117	141,533	111%
TOTAL TRIPS	523,097	655,393	25%

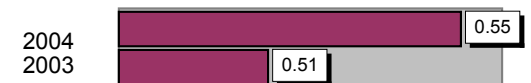
Passenger Trips By Funding Source

	2003	2004	% Change
CTD	30,227	27,965	-7%
AHCA	35,057	32,883	-6%
DCF	114,917	120,535	5%
DOEA	5,278	17,686	235%
DOE	2,000	18,200	810%
Other	335,618	438,124	31%
TOTAL TRIPS	523,097	655,393	25%

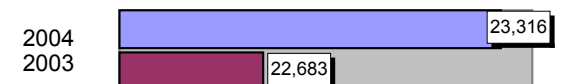
Vehicle Data

	2003	2004	% Change
Vehicle Miles	1,565,144	1,632,153	4%
Revenue Miles	1,343,090	1,355,567	1%
Roadcalls	69	70	1%
Accidents	8	9	13%
Vehicles	82	105	28%
Driver Hours	86,183	85,198	-1%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



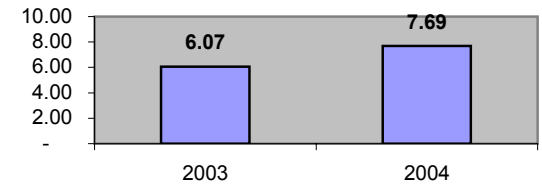
General Data

	2003	2004	% Change
Commendations	55	65	18%
Complaints	12	8	-33%
Passenger No- Shows	5,181	6,114	18%
Unmet Trip Request	2,420	2,494	3%

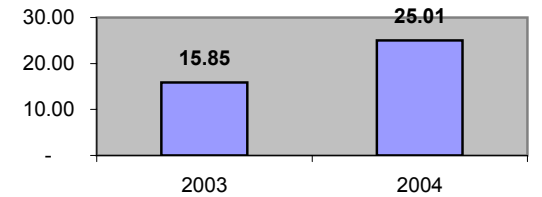
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	320,562	193,706	-40%	Labor	1,176,260	1,312,791	12%
USDOT & FDOT	1,317,690	404,459	-69%	Fringe Benefits	329,329	334,641	2%
DCF	497,129	548,764	10%	Services	535,644	540,227	1%
AHCA (Medicaid)	634,437	634,779	0%	Mat. & Supplies	239,056	214,466	-10%
DOH	-	-	NA	Utilities	30,589	30,719	0%
DOE	503	-	-100%	Insurance	287,912	367,776	28%
DOEA	52,097	46,296	-11%	Taxes	1,399	1,148	-18%
DCA	-	-	NA	Pur. Transp.	470,586	381,061	-19%
WAGES	8,768	-	-100%	Leases/Rentals	83,628	91,376	9%
DJJ	4,715	-	-100%	Annual Dep	37,976	33,540	-12%
Other Fed. Prog.	52,731	278,638	428%	Contributed	-	-	NA
Local Gov't	140,757	1,102,686	683%	Other Exp	17,630	26,568	51%
Local Non-Gov't	136,611	78,069	-43%				
Farebox	44,029	46,916	7%				
Total Revenue	\$ 3,210,029	\$ 3,334,313	4%	Total Expenses	\$ 3,210,009	\$ 3,334,313	4%

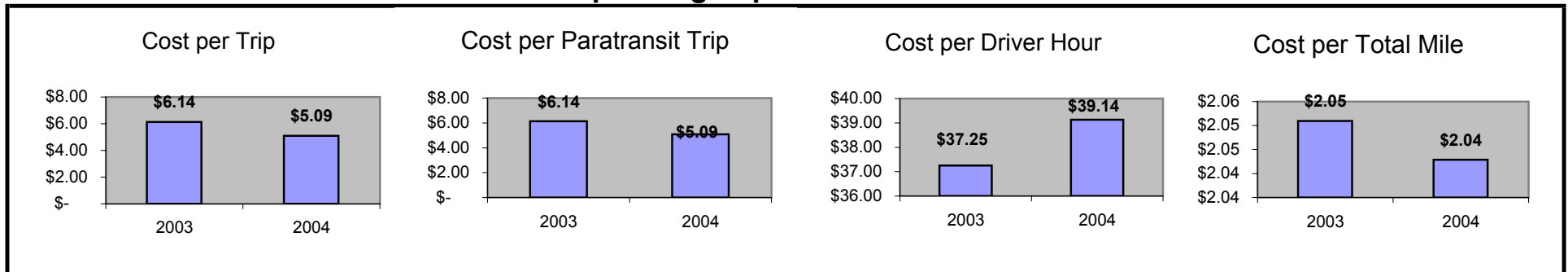
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	133,092	0.78%
Potential TD Population/ Percent of County Total	38,614	29.01%
UDPHC/Percent of TD Passengers Served	832	2.15%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	5,943
Low Income	2,607
Disabled & LI	9,038
Other	2,545
Children	
Disabled	145
Low Income	405
Disabled & LI	227
Other	527
Other	
Disabled	5,022
Low Income	4,903
Disabled & LI	26,911
Other	6,575
TOTAL TRIPS	64,848

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	55,175	56,522	2%
Non-Ambulatory	7,405	8,326	12%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	62,580	64,848	4%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	25,658	23,141	-10%
Employment	15,019	10,881	-28%
Education/Training/ Daycare	13,142	21,804	66%
Nutritional	5,632	4,857	-14%
Life-Sustaining/Other	3,129	4,165	33%
TOTAL TRIPS	62,580	64,848	4%

Passenger Trips By Funding Source

	2003	2004	% Change
CTD	12,747	17,662	39%
AHCA	18,744	18,333	-2%
DCF	18,183	14,670	-19%
DOEA	4,737	2,443	-48%
DOE	212	124	-42%
Other	7,957	11,616	46%
TOTAL TRIPS	62,580	64,848	4%

Vehicle Data

	2003	2004	% Change
Vehicle Miles	739,655	752,222	2%
Revenue Miles	717,394	590,453	-18%
Roadcalls	5	8	60%
Accidents	6	5	-17%
Vehicles	21	20	-5%
Driver Hours	37,243	21,867	-41%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



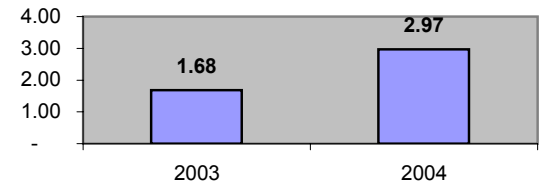
General Data

	2003	2004	% Change
Commendations	26	23	-12%
Complaints	15	20	33%
Passenger No- Shows	1,088	782	-28%
Unmet Trip Request	1,165	1,221	5%

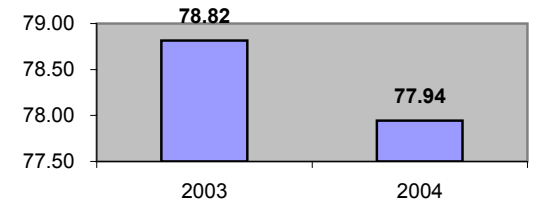
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	308,433	297,928	-3%	Labor	417,562	379,614	-9%
USDOT & FDOT	97,326	186,697	92%	Fringe Benefits	13,395	79,344	492%
DCF	344,317	277,765	-19%	Services	67,918	59,901	-12%
AHCA (Medicaid)	327,553	342,473	5%	Mat. & Supplies	149,699	156,745	5%
DOH	-	-	NA	Utilities	15,559	10,589	-32%
DOE	2,462	831	-66%	Insurance	120,802	151,445	25%
DOEA	47,658	25,556	-46%	Taxes	33,357	6,193	-81%
DCA	-	-	NA	Pur. Transp.	-	-	NA
WAGES	-	-	NA	Leases/Rentals	137,490	146,308	6%
DJJ	-	-	NA	Annual Dep	9,062	8,343	-8%
Other Fed. Prog.	-	-	NA	Contributed	-	-	NA
Local Gov't	18,000	7,961	-56%	Other Exp	19,789	13,624	-31%
Local Non-Gov't	318	13	-96%				
Farebox	33,912	39,104	15%				
Total Revenue	\$ 1,179,979	\$ 1,178,328	0%	Total Expenses	\$ 984,633	\$ 1,012,106	3%

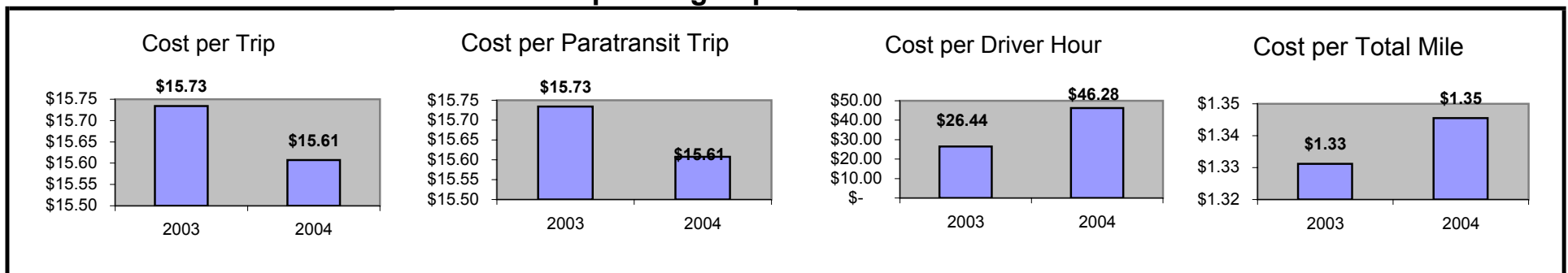
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	346,793	2.04%
Potential TD Population/ Percent of County Total	158,586	45.73%
UDPHC/Percent of TD Passengers Served	8,192	5.17%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	86,990
Low Income	119,610
Disabled & LI	130,484
Other	10,874
Children	
Disabled	21,747
Low Income	21,747
Disabled & LI	21,747
Other	-
Other	
Disabled	38,059
Low Income	38,058
Disabled & LI	54,368
Other	-
TOTAL TRIPS	543,684

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	266,623	228,569	-14%
Deviated FR	6,518	8,409	29%
Ambulatory	237,151	245,523	4%
Non-Ambulatory	58,922	59,546	1%
Stretcher	1,064	1,637	54%
School Board	-	-	NA
TOTAL TRIPS	570,278	543,684	-5%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	268,031	250,095	-7%
Employment	85,542	86,889	2%
Education/Training/ Daycare	136,867	141,358	3%
Nutritional	57,028	10,875	-81%
Life-Sustaining/Other	22,810	54,467	139%
TOTAL TRIPS	570,278	543,684	-5%

Passenger Trips By Funding Source

	2003	2004	% Change
CTD	25,089	26,854	7%
AHCA	50,620	233,072	360%
DCF	325,105	50,923	-84%
DOEA	33,631	35,616	6%
DOE	998	-	-100%
Other	134,835	197,219	46%
TOTAL TRIPS	570,278	543,684	-5%

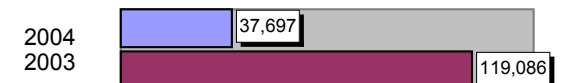
Vehicle Data

	2003	2004	% Change
Vehicle Miles	2,381,729	1,884,850	-21%
Revenue Miles	1,763,109	1,492,745	-15%
Roadcalls	20	50	150%
Accidents	10	12	20%
Vehicles	98	118	20%
Driver Hours	190,463	191,033	0%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



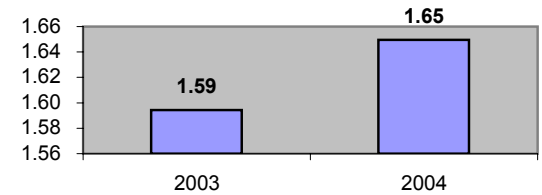
General Data

	2003	2004	% Change
Commendations	12	22	83%
Complaints	30	24	-20%
Passenger No- Shows	2,855	941	-67%
Unmet Trip Request	167	166	-1%

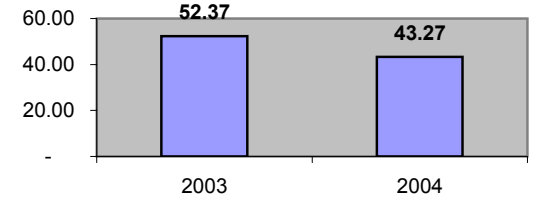
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	391,195	440,275	13%	Labor	2,425,499	2,729,437	13%
USDOT & FDOT	71,571	30,971	-57%	Fringe Benefits	424,544	715,035	68%
DCF	455,301	761,527	67%	Services	288,461	419,630	45%
AHCA (Medicaid)	722,883	801,181	11%	Mat. & Supplies	379,809	581,424	53%
DOH	-	28,801	NA	Utilities	6,617	58,072	778%
DOE	5,894	-	-100%	Insurance	277,008	350,189	26%
DOEA	491,448	590,319	20%	Taxes	157,688	74,472	-53%
DCA	-	-	NA	Pur. Transp.	1,806,516	1,727,552	-4%
WAGES	-	-	NA	Leases/Rentals	134,058	98,433	-27%
DJJ	-	-	NA	Annual Dep	121,463	263,620	117%
Other Fed. Prog.	-	-	NA	Contributed	2,946	75,682	2469%
Local Gov't	2,321,547	2,567,819	11%	Other Exp	65,817	5,218	-92%
Local Non-Gov't	101,567	263,884	160%				
Farebox	143,330	54,208	-62%				
Total Revenue	\$ 4,704,736	\$ 5,538,985	18%	Total Expenses	\$ 6,090,426	\$ 7,098,764	17%

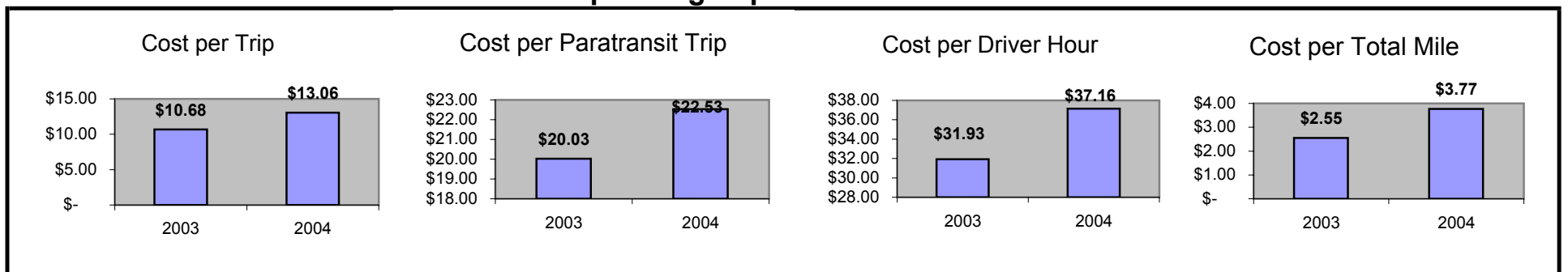
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	386,374	2.27%
Potential TD Population/ Percent of County Total	103,019	26.66%
UDPHC/Percent of TD Passengers Served	36,777	35.70%

Passenger Trips by Passenger Type

	Number	
Elderly		
Disabled	97,948	
Low Income	-	
Disabled & LI	6,079	
Other	-	
Children		
Disabled	18,242	
Low Income	-	
Disabled & LI	11	
Other	-	
Other		
Disabled	169,383	
Low Income	-	
Disabled & LI	30,985	
Other	-	
TOTAL TRIPS	322,648	

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	44,986	138,553	208%
Deviated FR	-	-	NA
Ambulatory	159,518	147,543	-8%
Non-Ambulatory	41,101	34,766	-15%
Stretcher	2,280	1,786	-22%
School Board	-	-	NA
TOTAL TRIPS	247,885	322,648	30%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	113,110	174,230	54%
Employment	37,756	87,115	131%
Education/Training/ Daycare	7,207	25,812	258%
Nutritional	119	3,226	2611%
Life-Sustaining/Other	89,693	32,265	-64%
TOTAL TRIPS	247,885	322,648	30%

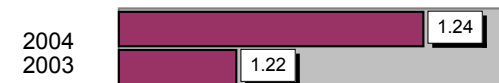
Passenger Trips By Funding Source

	2003	2004	% Change
CTD	13,378	9,113	-32%
AHCA	20,150	94,239	368%
DCF	12,449	20,531	65%
DOEA	11,420	25,243	121%
DOE	20	8	-60%
Other	190,468	173,514	-9%
TOTAL TRIPS	247,885	322,648	30%

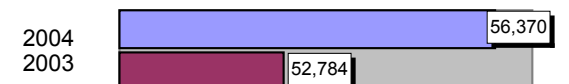
Vehicle Data

	2003	2004	% Change
Vehicle Miles	1,636,306	1,691,105	3%
Revenue Miles	1,282,367	1,422,857	11%
Roadcalls	31	30	-3%
Accidents	20	21	5%
Vehicles	47	48	2%
Driver Hours	134,441	113,587	-16%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



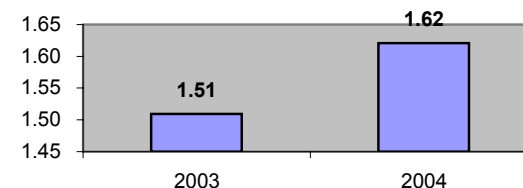
General Data

	2003	2004	% Change
Commendations	59	33	-44%
Complaints	508	429	-16%
Passenger No- Shows	11,302	8,432	-25%
Unmet Trip Request	172	69	-60%

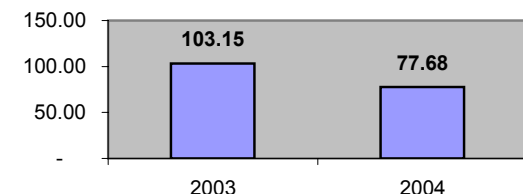
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	391,327	228,204	-42%	Labor	2,155,907	1,396,028	-35%
USDOT & FDOT	193,390	20,359	-89%	Fringe Benefits	162,279	222,986	37%
DCF	52,079	123,188	137%	Services	156,551	280,004	79%
AHCA (Medicaid)	1,479,550	1,158,750	-22%	Mat. & Supplies	437,421	377,846	-14%
DOH	107	408	281%	Utilities	61,931	51,791	-16%
DOE	187	221	18%	Insurance	318,715	165,373	-48%
DOEA	67,620	165,009	144%	Taxes	36,964	94,335	155%
DCA	100,329	-	-100%	Pur. Transp.	87	205,382	235971%
WAGES	-	-	NA	Leases/Rentals	335,031	80,057	-76%
DJJ	-	-	NA	Annual Dep	137,180	119,817	-13%
Other Fed. Prog.	-	192,806	NA	Contributed	-	-	NA
Local Gov't	753,052	843,112	12%	Other Exp	114,295	115,429	1%
Local Non-Gov't	72,956	155,040	113%				
Farebox	141,042	118,440	-16%				
Total Revenue	\$ 3,251,639	\$ 3,005,537	-8%	Total Expenses	\$ 3,916,361	\$ 3,109,048	-21%

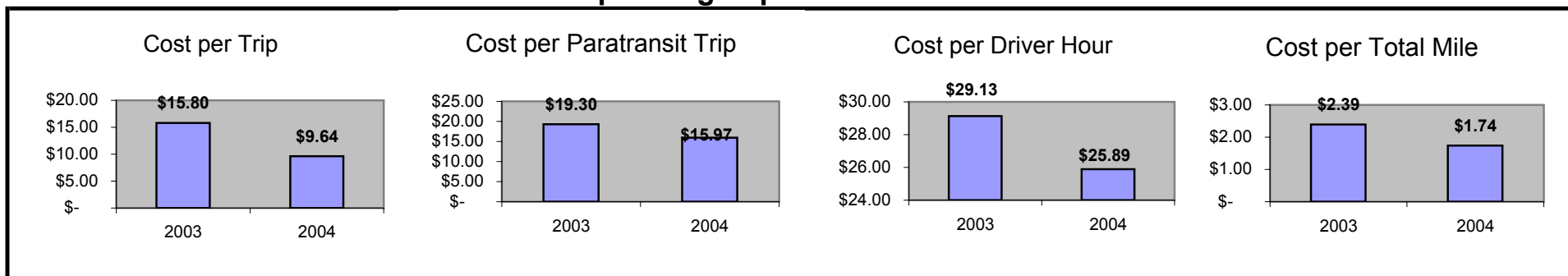
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	58,875	0.35%
Potential TD Population/ Percent of County Total	21,168	35.95%
UDPHC/Percent of TD Passengers Served	2,849	13.46%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	-
Low Income	18,454
Disabled & LI	897
Other	-
Children	
Disabled	-
Low Income	40,078
Disabled & LI	61
Other	-
Other	
Disabled	675
Low Income	19,565
Disabled & LI	33,421
Other	3,835
TOTAL TRIPS	116,986

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	7,703	7,739	0%
Ambulatory	94,165	102,744	9%
Non-Ambulatory	6,554	6,114	-7%
Stretcher	103	175	70%
School Board	163	214	31%
TOTAL TRIPS	108,688	116,986	8%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	15,216	16,136	6%
Employment	19,564	16,531	-16%
Education/Training/ Daycare	14,129	21,813	54%
Nutritional	9,782	10,283	5%
Life-Sustaining/Other	49,997	52,223	4%
TOTAL TRIPS	108,688	116,986	8%

Passenger Trips By Funding Source

	2003	2004	% Change
CTD	9,163	9,343	2%
AHCA	8,957	8,392	-6%
DCF	27,237	31,929	17%
DOEA	7,167	7,318	2%
DOE	-	648	NA
Other	56,164	59,356	6%
TOTAL TRIPS	108,688	116,986	8%

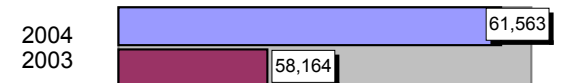
Vehicle Data

	2003	2004	% Change
Vehicle Miles	697,964	738,757	6%
Revenue Miles	457,967	507,946	11%
Roadcalls	12	12	0%
Accidents	-	-	NA
Vehicles	40	45	13%
Driver Hours	35,261	36,954	5%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



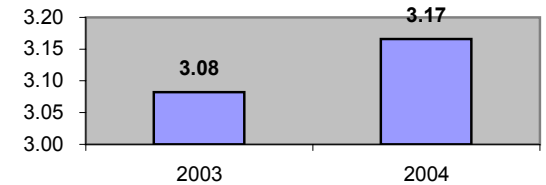
General Data

	2003	2004	% Change
Commendations	39	25	-36%
Complaints	7	3	-57%
Passenger No-Shows	654	844	29%
Unmet Trip Request	512	407	-21%

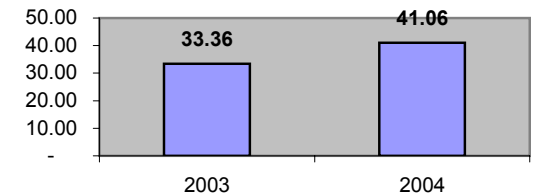
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	156,109	177,331	14%	Labor	585,229	649,948	11%
USDOT & FDOT	144,852	192,467	33%	Fringe Benefits	241,239	279,908	16%
DCF	123,704	113,189	-9%	Services	45,307	72,245	59%
AHCA (Medicaid)	277,706	217,356	-22%	Mat. & Supplies	150,751	207,499	38%
DOH	-	-	NA	Utilities	9,821	9,573	-3%
DOE	-	5,086	NA	Insurance	55,827	66,242	19%
DOEA	34,952	41,312	18%	Taxes	382	125	-67%
DCA	-	-	NA	Pur. Transp.	-	26,257	NA
WAGES	-	-	NA	Leases/Rentals	9,629	6,353	-34%
DJJ	-	-	NA	Annual Dep	643	245	-62%
Other Fed. Prog.	17,436	1,629	-91%	Contributed	7,039	2,816	-60%
Local Gov't	451,691	573,972	27%	Other Exp	1,259	3,918	211%
Local Non-Gov't	22,196	23,167	4%				
Farebox	31,927	30,553	-4%				
Total Revenue	\$ 1,260,573	\$ 1,376,062	9%	Total Expenses	\$ 1,107,126	\$ 1,325,129	20%

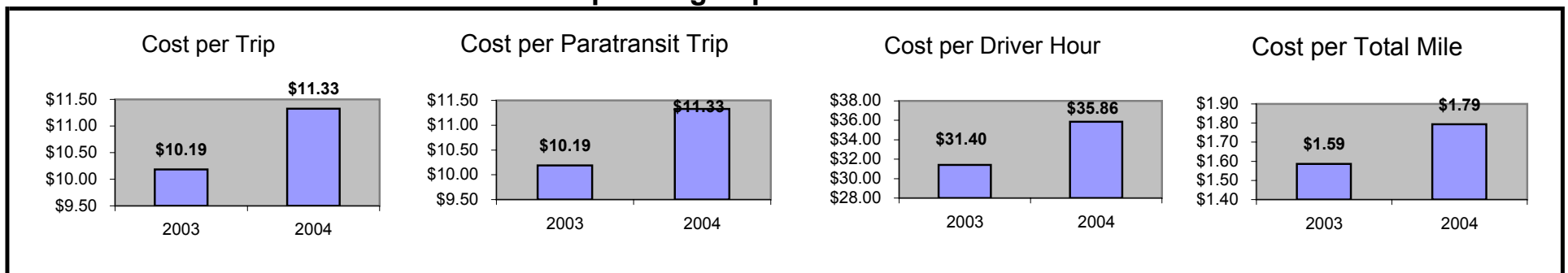
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	36,695	0.22%
Potential TD Population/ Percent of County Total	14,034	38.24%
UDPHC/Percent of TD Passengers Served	16,948	120.76%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	-
Low Income	18,526
Disabled & LI	16,297
Other	-
Children	
Disabled	-
Low Income	24,116
Disabled & LI	-
Other	19,573
Other	
Disabled	-
Low Income	27,209
Disabled & LI	-
Other	26,215
TOTAL TRIPS	131,936

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	29,932	51,470	72%
Deviated FR	-	-	NA
Ambulatory	32,652	67,719	107%
Non-Ambulatory	6,280	9,985	59%
Stretcher	3,630	2,762	-24%
School Board	-	-	NA
TOTAL TRIPS	72,494	131,936	82%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	62,345	95,416	53%
Employment	725	2,097	189%
Education/Training/ Daycare	9,424	25,630	172%
Nutritional	-	8,793	NA
Life-Sustaining/Other	-	-	NA
TOTAL TRIPS	72,494	131,936	82%

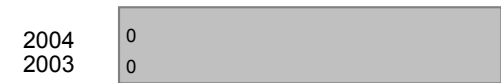
Passenger Trips By Funding Source

	2003	2004	% Change
CTD	7,821	2,045	-74%
AHCA	38,561	105,418	173%
DCF	15,264	1,789	-88%
DOEA	-	-	NA
DOE	-	-	NA
Other	10,848	22,684	109%
TOTAL TRIPS	72,494	131,936	82%

Vehicle Data

	2003	2004	% Change
Vehicle Miles	478,962	487,328	2%
Revenue Miles	379,834	403,981	6%
Roadcalls	8	6	-25%
Accidents	-	-	NA
Vehicles	17	22	29%
Driver Hours	28,837	30,529	6%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls

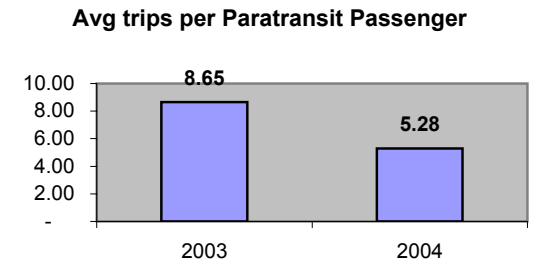
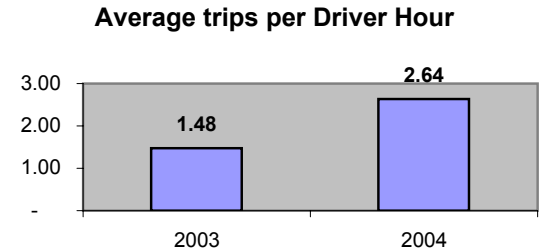


General Data

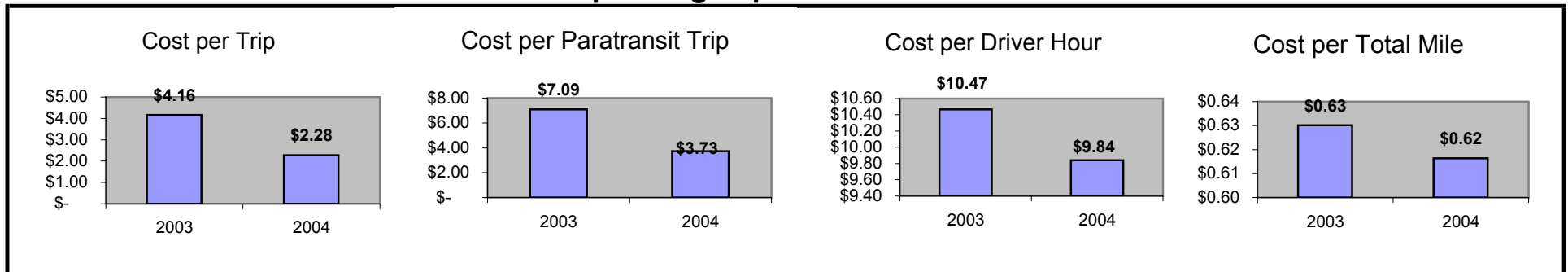
	2003	2004	% Change
Commendations	-	1	NA
Complaints	12	9	-25%
Passenger No-Shows	26	61	135%
Unmet Trip Request	29	29	0%

Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	121,548	250,621	106%	Labor	121,254	121,254	0%
USDOT & FDOT	39,600	106,421	169%	Fringe Benefits	74,261	74,261	0%
DCF	31,289	12,458	-60%	Services	3,236	3,236	0%
AHCA (Medicaid)	57,854	892,195	1442%	Mat. & Supplies	22,561	25,123	11%
DOH	-	243	NA	Utilities	11,215	11,215	0%
DOE	785	1,208	54%	Insurance	23,651	49,786	111%
DOEA	-	-	NA	Taxes	-	-	NA
DCA	-	-	NA	Pur. Transp.	36,254	-	-100%
WAGES	-	-	NA	Leases/Rentals	-	3,245	NA
DJJ	-	-	NA	Annual Dep	1,851	-	-100%
Other Fed. Prog.	-	-	NA	Contributed	7,501	12,275	64%
Local Gov't	15,000	15,000	0%	Other Exp	-	-	NA
Local Non-Gov't	7,501	12,275	64%				
Farebox	22,401	22,401	0%				
Total Revenue	\$ 295,978	\$ 1,312,822	344%	Total Expenses	\$ 301,784	\$ 300,395	0%



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	19,415	0.11%
Potential TD Population/ Percent of County Total	7,817	40.26%
UDPHC/Percent of TD Passengers Served	1,804	23.08%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	-
Low Income	9,785
Disabled & LI	783
Other	-
Children	
Disabled	-
Low Income	782
Disabled & LI	-
Other	-
Other	
Disabled	2,516
Low Income	7,266
Disabled & LI	7,174
Other	9,922
TOTAL TRIPS	38,228

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	5,579	5,173	-7%
Deviated FR	-	-	NA
Ambulatory	25,442	28,873	13%
Non-Ambulatory	3,766	4,182	11%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	34,787	38,228	10%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	8,770	9,247	5%
Employment	15,581	15,157	-3%
Education/Training/ Daycare	5,819	9,093	56%
Nutritional	1,022	1,045	2%
Life-Sustaining/Other	3,595	3,686	3%
TOTAL TRIPS	34,787	38,228	10%

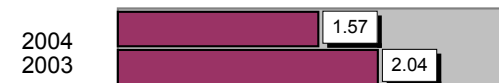
Passenger Trips By Funding Source

	2003	2004	% Change
CTD	15,374	14,347	-7%
AHCA	7,740	8,069	4%
DCF	987	500	-49%
DOEA	-	-	NA
DOE	-	-	NA
Other	10,686	15,312	43%
TOTAL TRIPS	34,787	38,228	10%

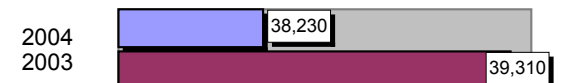
Vehicle Data

	2003	2004	% Change
Vehicle Miles	393,097	382,303	-3%
Revenue Miles	337,274	328,559	-3%
Roadcalls	10	10	0%
Accidents	8	6	-25%
Vehicles	10	13	30%
Driver Hours	25,021	21,032	-16%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



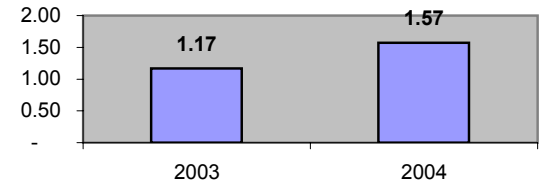
General Data

	2003	2004	% Change
Commendations	-	-	NA
Complaints	2	-	-100%
Passenger No-Shows	153	193	26%
Unmet Trip Request	-	-	NA

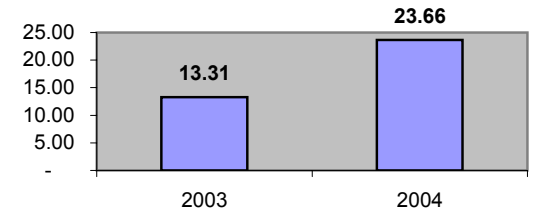
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	97,314	137,242	41%	Labor	298,852	303,835	2%
USDOT & FDOT	82,429	99,669	21%	Fringe Benefits	122,159	111,399	-9%
DCF	8,465	6,732	-20%	Services	7,293	12,666	74%
AHCA (Medicaid)	319,469	277,904	-13%	Mat. & Supplies	59,174	72,297	22%
DOH	4,768	3,978	-17%	Utilities	3,757	6,296	68%
DOE	-	-	NA	Insurance	26,346	23,749	-10%
DOEA	-	-	NA	Taxes	375	285	-24%
DCA	-	-	NA	Pur. Transp.	-	-	NA
WAGES	30,903	-	-100%	Leases/Rentals	11,196	11,987	7%
DJJ	-	-	NA	Annual Dep	34,155	49,980	46%
Other Fed. Prog.	-	-	NA	Contributed	-	-	NA
Local Gov't	9,775	16,970	74%	Other Exp	6,372	9,004	41%
Local Non-Gov't	16,772	16,657	-1%				
Farebox	20,403	13,010	-36%				
Total Revenue	\$ 590,298	\$ 572,162	-3%	Total Expenses	\$ 569,679	\$ 601,498	6%

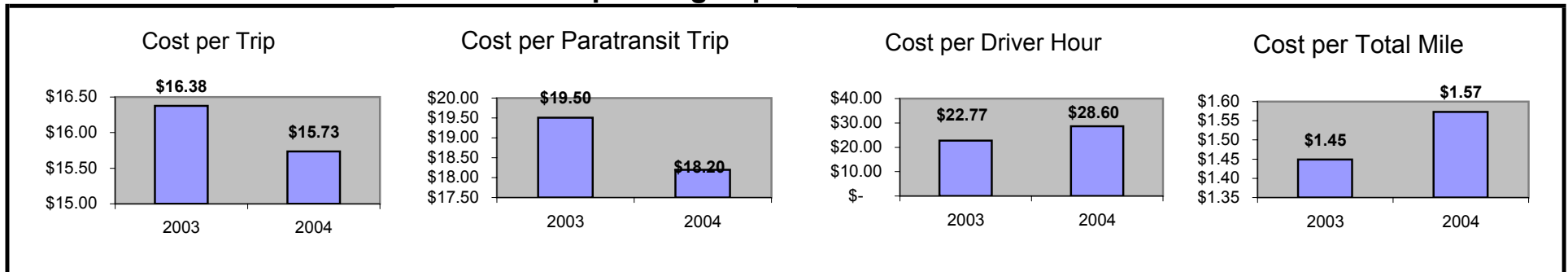
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	14,002	0.08%
Potential TD Population/ Percent of County Total	4,297	30.69%
UDPHC/Percent of TD Passengers Served	460	10.71%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	-
Low Income	4,422
Disabled & LI	550
Other	-
Children	
Disabled	855
Low Income	153
Disabled & LI	1,142
Other	-
Other	
Disabled	-
Low Income	4,268
Disabled & LI	18,449
Other	-
TOTAL TRIPS	29,839

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	29,049	28,177	-3%
Non-Ambulatory	2,107	1,621	-23%
Stretcher	26	41	58%
School Board	-	-	NA
TOTAL TRIPS	31,182	29,839	-4%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	7,622	7,829	3%
Employment	127	20	-84%
Education/Training/ Daycare	20,597	20,057	-3%
Nutritional	2,641	1,702	-36%
Life-Sustaining/Other	195	231	18%
TOTAL TRIPS	31,182	29,839	-4%

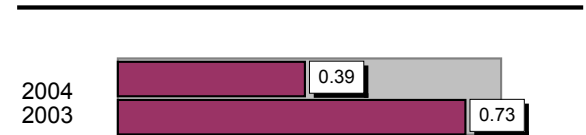
Passenger Trips By Funding Source

	2003	2004	% Change
CTD	4,757	3,887	-18%
AHCA	5,162	5,463	6%
DCF	18,454	18,032	-2%
DOEA	-	-	NA
DOE	-	-	NA
Other	2,809	2,457	-13%
TOTAL TRIPS	31,182	29,839	-4%

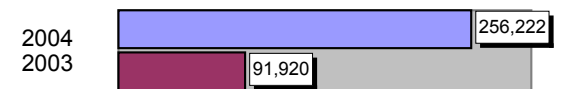
Vehicle Data

	2003	2004	% Change
Vehicle Miles	275,760	256,222	-7%
Revenue Miles	201,469	187,882	-7%
Roadcalls	3	1	-67%
Accidents	2	1	-50%
Vehicles	10	10	0%
Driver Hours	9,882	9,415	-5%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



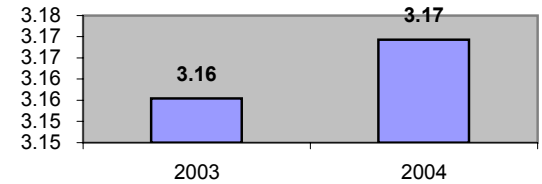
General Data

	2003	2004	% Change
Commendations	1	-	-100%
Complaints	1	-	-100%
Passenger No-Shows	82	77	-6%
Unmet Trip Request	10	-	-100%

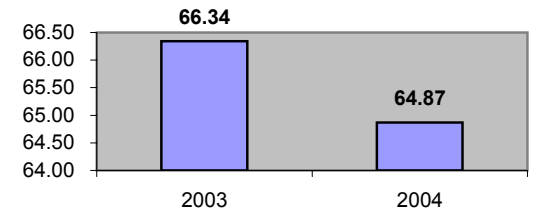
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	95,384	115,085	21%	Labor	118,383	142,166	20%
USDOT & FDOT	97,501	38,941	-60%	Fringe Benefits	53,190	42,376	-20%
DCF	94,832	92,864	-2%	Services	37,940	24,414	-36%
AHCA (Medicaid)	85,277	90,266	6%	Mat. & Supplies	30,524	21,095	-31%
DOH	1,275	296	-77%	Utilities	8,962	8,627	-4%
DOE	-	-	NA	Insurance	9,414	10,486	11%
DOEA	-	-	NA	Taxes	292	342	17%
DCA	-	-	NA	Pur. Transp.	-	-	NA
WAGES	-	-	NA	Leases/Rentals	11,691	9,438	-19%
DJJ	-	-	NA	Annual Dep	40,000	20,000	-50%
Other Fed. Prog.	-	-	NA	Contributed	-	-	NA
Local Gov't	27,242	31,664	16%	Other Exp	8,072	21,276	164%
Local Non-Gov't	10,037	41	-100%				
Farebox	-	-	NA				
Total Revenue	\$ 411,548	\$ 369,157	-10%	Total Expenses	\$ 318,468	\$ 300,220	-6%

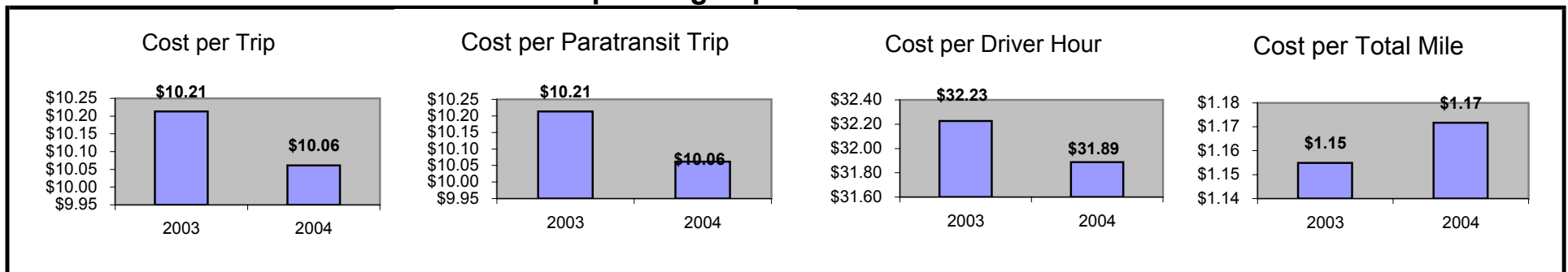
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	468,663	2.75%
Potential TD Population/ Percent of County Total	196,476	41.92%
UDPHC/Percent of TD Passengers Served	8,145	4.15%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	177,194
Low Income	-
Disabled & LI	-
Other	155,283
Children	
Disabled	11,448
Low Income	-
Disabled & LI	-
Other	197,858
Other	
Disabled	145,864
Low Income	-
Disabled & LI	-
Other	50,705
TOTAL TRIPS	738,352

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	247,926	379,948	53%
Deviated FR	-	-	NA
Ambulatory	240,031	247,011	3%
Non-Ambulatory	103,820	106,737	3%
Stretcher	4,071	4,656	14%
School Board	-	-	NA
TOTAL TRIPS	595,848	738,352	24%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	369,591	411,548	11%
Employment	37,411	47,380	27%
Education/Training/ Daycare	66,001	105,180	59%
Nutritional	23,449	23,465	0%
Life-Sustaining/Other	99,396	150,779	52%
TOTAL TRIPS	595,848	738,352	24%

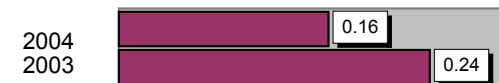
Passenger Trips By Funding Source

	2003	2004	% Change
CTD	37,640	40,064	6%
AHCA	257,694	255,319	-1%
DCF	5,239	8,635	65%
DOEA	33,103	34,364	4%
DOE	14,783	86,887	488%
Other	247,389	313,083	27%
TOTAL TRIPS	595,848	738,352	24%

Vehicle Data

	2003	2004	% Change
Vehicle Miles	2,875,645	3,046,866	6%
Revenue Miles	2,589,659	2,698,657	4%
Roadcalls	112	87	-22%
Accidents	7	5	-29%
Vehicles	108	97	-10%
Driver Hours	184,590	213,087	15%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



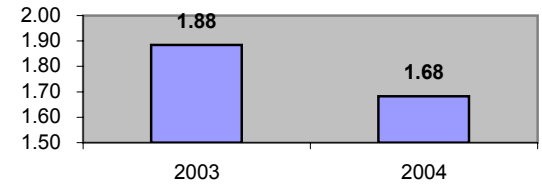
General Data

	2003	2004	% Change
Commendations	103	162	57%
Complaints	226	288	27%
Passenger No- Shows	10,791	10,201	-5%
Unmet Trip Request	-	-	NA

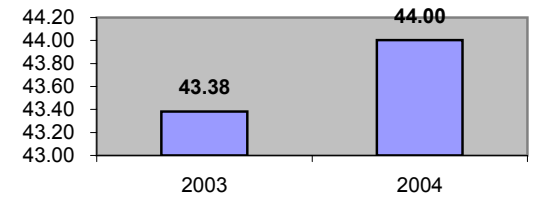
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	620,816	702,956	13%	Labor	2,675,148	3,085,964	15%
USDOT & FDOT	219,848	595,461	171%	Fringe Benefits	585,298	622,671	6%
DCF	66,420	140,151	111%	Services	50,924	50,661	-1%
AHCA (Medicaid)	2,254,773	2,137,904	-5%	Mat. & Supplies	712,988	685,984	-4%
DOH	-	-	NA	Utilities	25,615	24,055	-6%
DOE	6,924	13,734	98%	Insurance	293,069	283,457	-3%
DOEA	255,729	227,273	-11%	Taxes	84,726	94,031	11%
DCA	20,337	17,796	-12%	Pur. Transp.	608,221	618,074	2%
WAGES	-	-	NA	Leases/Rentals	90,638	100,592	11%
DJJ	-	-	NA	Annual Dep	11,822	13,121	11%
Other Fed. Prog.	-	-	NA	Contributed	-	-	NA
Local Gov't	1,740,020	1,882,720	8%	Other Exp	612,182	619,185	1%
Local Non-Gov't	272,363	267,656	-2%				
Farebox	293,401	212,144	-28%				
Total Revenue	\$ 5,750,631	\$ 6,197,795	8%	Total Expenses	\$ 5,750,631	\$ 6,197,795	8%

Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	26,131	0.15%
Potential TD Population/ Percent of County Total	6,471	24.76%
UDPHC/Percent of TD Passengers Served	810	12.52%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	4,372
Low Income	5,366
Disabled & LI	21,464
Other	715
Children	
Disabled	357
Low Income	1,151
Disabled & LI	57
Other	37
Other	
Disabled	1,073
Low Income	715
Disabled & LI	357
Other	110
TOTAL TRIPS	35,774

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	33,829	35,624	5%
Non-Ambulatory	134	150	12%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	33,963	35,774	5%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	13,925	15,382	10%
Employment	680	1,073	58%
Education/Training/ Daycare	1,358	357	-74%
Nutritional	14,264	16,098	13%
Life-Sustaining/Other	3,736	2,864	-23%
TOTAL TRIPS	33,963	35,774	5%

Passenger Trips By Funding Source

	2003	2004	% Change
CTD	13,585	14,309	5%
AHCA	10,188	5,366	-47%
DCF	2,279	6,439	183%
DOEA	6,795	3,577	-47%
DOE	79	-	-100%
Other	1,037	6,083	487%
TOTAL TRIPS	33,963	35,774	5%

Vehicle Data

	2003	2004	% Change
Vehicle Miles	285,915	324,060	13%
Revenue Miles	275,195	322,792	17%
Roadcalls	-	-	NA
Accidents	-	-	NA
Vehicles	9	10	11%
Driver Hours	17,160	20,440	19%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls

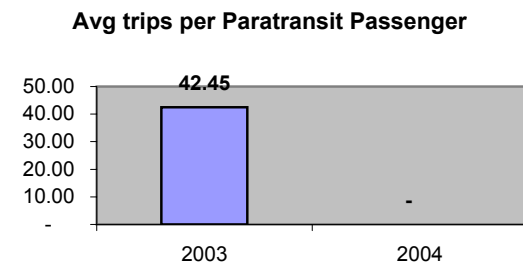
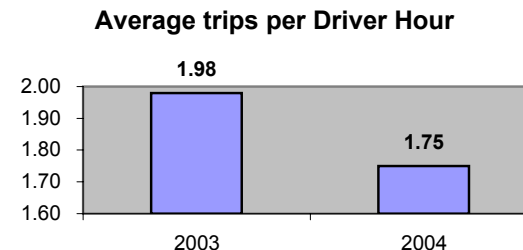


General Data

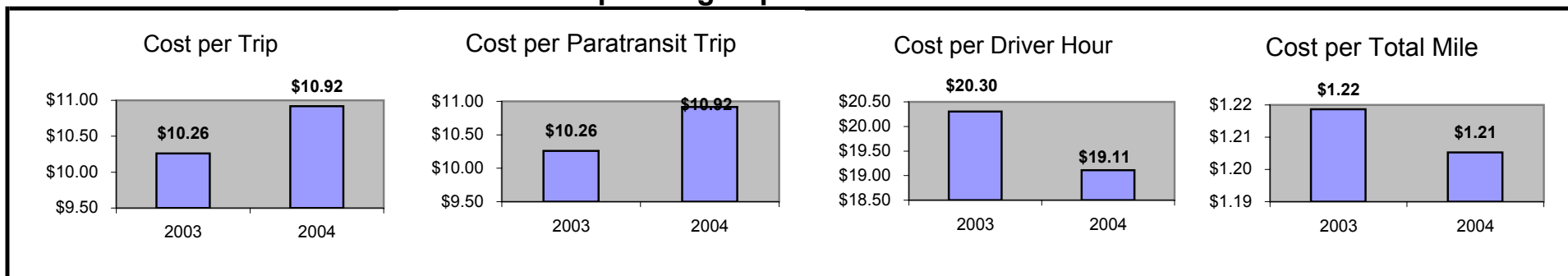
	2003	2004	% Change
Commendations	-	1	NA
Complaints	-	-	NA
Passenger No-Shows	29	31	7%
Unmet Trip Request	5	12	140%

Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	155,333	168,743	9%	Labor	160,447	175,000	9%
USDOT & FDOT	36,735	54,857	49%	Fringe Benefits	30,250	33,000	9%
DCF	51,584	50,215	-3%	Services	26,234	13,377	-49%
AHCA (Medicaid)	42,881	43,642	2%	Mat. & Supplies	37,018	38,883	5%
DOH	27,532	2,854	-90%	Utilities	7,839	5,170	-34%
DOE	4,015	-	-100%	Insurance	48,000	36,857	-23%
DOEA	15,411	17,521	14%	Taxes	339	353	4%
DCA	10,000	32,647	226%	Pur. Transp.	-	36,452	NA
WAGES	-	13,013	NA	Leases/Rentals	-	5,528	NA
DJJ	-	-	NA	Annual Dep	37,000	45,958	24%
Other Fed. Prog.	-	-	NA	Contributed	-	-	NA
Local Gov't	-	-	NA	Other Exp	1,305	-	-100%
Local Non-Gov't	-	7,441	NA				
Farebox	5,941	3,887	-35%				
Total Revenue	\$ 349,432	\$ 394,820	13%	Total Expenses	\$ 348,432	\$ 390,578	12%



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	46,373	0.27%
Potential TD Population/ Percent of County Total	16,117	34.76%
UDPHC/Percent of TD Passengers Served	5,372	33.33%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	4,156
Low Income	9,143
Disabled & LI	5,818
Other	831
Children	
Disabled	3,325
Low Income	14,131
Disabled & LI	1,662
Other	2,494
Other	
Disabled	8,312
Low Income	16,624
Disabled & LI	9,975
Other	6,651
TOTAL TRIPS	83,122

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	2,294	-	-100%
Deviated FR	-	-	NA
Ambulatory	63,666	79,418	25%
Non-Ambulatory	4,814	3,649	-24%
Stretcher	55	55	0%
School Board	38,930	-	-100%
TOTAL TRIPS	109,759	83,122	-24%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	38,416	44,958	17%
Employment	19,757	13,573	-31%
Education/Training/ Daycare	41,707	15,791	-62%
Nutritional	6,586	6,306	-4%
Life-Sustaining/Other	3,293	2,494	-24%
TOTAL TRIPS	109,759	83,122	-24%

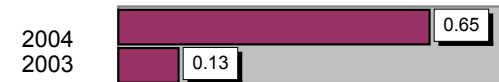
Passenger Trips By Funding Source

	2003	2004	% Change
CTD	52,188	34,836	-33%
AHCA	16,035	15,040	-6%
DCF	12,471	13,075	5%
DOEA	6,148	6,306	3%
DOE	6	5	-17%
Other	22,911	13,860	-40%
TOTAL TRIPS	109,759	83,122	-24%

Vehicle Data

	2003	2004	% Change
Vehicle Miles	795,007	771,509	-3%
Revenue Miles	794,826	766,790	-4%
Roadcalls	7	4	-43%
Accidents	1	5	400%
Vehicles	26	25	-4%
Driver Hours	36,784	30,596	-17%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



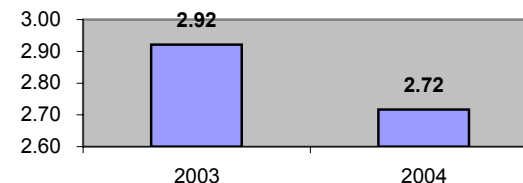
General Data

	2003	2004	% Change
Commendations	23	2	-91%
Complaints	5	1	-80%
Passenger No-Shows	292	240	-18%
Unmet Trip Request	487	487	0%

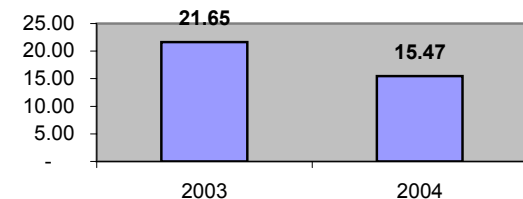
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	234,686	298,517	27%	Labor	348,441	295,542	-15%
USDOT & FDOT	196,959	95,380	-52%	Fringe Benefits	97,616	106,846	9%
DCF	142,801	130,851	-8%	Services	14,040	6,139	-56%
AHCA (Medicaid)	243,701	222,617	-9%	Mat. & Supplies	107,546	169,261	57%
DOH	-	-	NA	Utilities	12,592	10,837	-14%
DOE	155	145	-6%	Insurance	142,334	93,398	-34%
DOEA	28,189	41,576	47%	Taxes	-	-	NA
DCA	-	-	NA	Pur. Transp.	24,478	29,050	19%
WAGES	-	-	NA	Leases/Rentals	7,636	22,521	195%
DJJ	-	-	NA	Annual Dep	29,401	34,434	17%
Other Fed. Prog.	2,987	5,910	98%	Contributed	19,208	22,333	16%
Local Gov't	25,024	21,413	-14%	Other Exp	99,050	41,328	-58%
Local Non-Gov't	26,657	12,495	-53%				
Farebox	1,183	23,480	1885%				
Total Revenue	\$ 902,342	\$ 852,384	-6%	Total Expenses	\$ 902,342	\$ 831,689	-8%

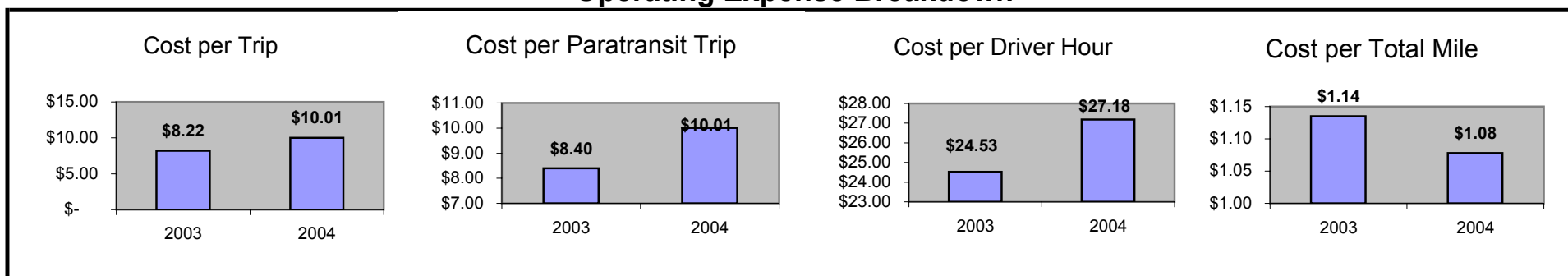
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown



Demographics

	Number	Percent
Total County Population/ Percent of State Total	21,604	0.13%
Potential TD Population/ Percent of County Total	9,437	43.68%
UDPHC/Percent of TD Passengers Served	2,842	30.12%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	9,749
Low Income	9,140
Disabled & LI	7,312
Other	4,875
Children	
Disabled	3,047
Low Income	7,921
Disabled & LI	1,828
Other	3,656
Other	
Disabled	7,921
Low Income	3,046
Disabled & LI	1,219
Other	1,220
TOTAL TRIPS	60,934

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	2,914	-	-100%
Deviated FR	-	-	NA
Ambulatory	61,946	58,495	-6%
Non-Ambulatory	820	364	-56%
Stretcher	315	398	26%
School Board	42,775	1,677	-96%
TOTAL TRIPS	108,770	60,934	-44%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	31,543	25,904	-18%
Employment	5,439	3,047	-44%
Education/Training/ Daycare	67,437	29,168	-57%
Nutritional	1,088	987	-9%
Life-Sustaining/Other	3,263	1,828	-44%
TOTAL TRIPS	108,770	60,934	-44%

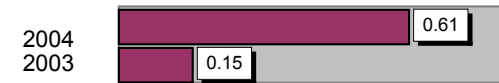
Passenger Trips By Funding Source

	2003	2004	% Change
CTD	45,070	14,756	-67%
AHCA	13,452	12,601	-6%
DCF	36,995	29,168	-21%
DOEA	1,197	987	-18%
DOE	53	1,695	3098%
Other	12,003	1,727	-86%
TOTAL TRIPS	108,770	60,934	-44%

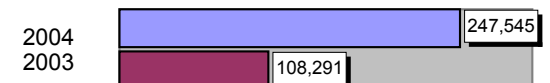
Vehicle Data

	2003	2004	% Change
Vehicle Miles	649,745	495,089	-24%
Revenue Miles	643,019	493,810	-23%
Roadcalls	6	2	-67%
Accidents	1	3	200%
Vehicles	23	22	-4%
Driver Hours	25,912	20,798	-20%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



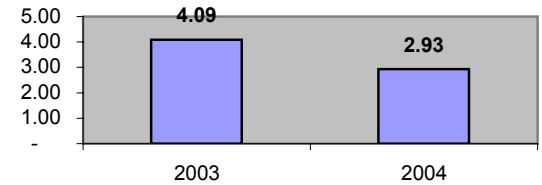
General Data

	2003	2004	% Change
Commendations	16	4	-75%
Complaints	2	1	-50%
Passenger No- Shows	134	196	46%
Unmet Trip Request	192	277	44%

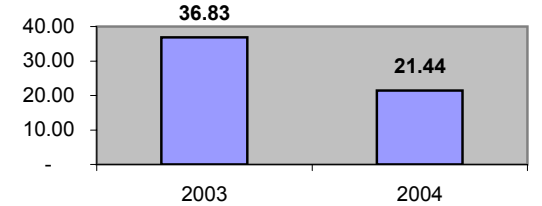
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	138,455	169,806	23%	Labor	239,755	200,540	-16%
USDOT & FDOT	68,657	90,322	32%	Fringe Benefits	75,853	79,347	5%
DCF	233,188	173,947	-25%	Services	8,378	5,402	-36%
AHCA (Medicaid)	254,006	223,786	-12%	Mat. & Supplies	77,030	86,372	12%
DOH	-	237	NA	Utilities	11,876	10,974	-8%
DOE	1,585	619	-61%	Insurance	121,337	80,553	-34%
DOEA	3,883	4,453	15%	Taxes	-	-	NA
DCA	-	-	NA	Pur. Transp.	114,229	69,554	-39%
WAGES	-	-	NA	Leases/Rentals	6,310	6,997	11%
DJJ	-	-	NA	Annual Dep	33,130	22,265	-33%
Other Fed. Prog.	891	-	-100%	Contributed	3,517	14,875	323%
Local Gov't	8,317	6,224	-25%	Other Exp	35,457	83,257	135%
Local Non-Gov't	16,707	-	-100%				
Farebox	1,183	16,406	1287%				
Total Revenue	\$ 726,872	\$ 685,800	-6%	Total Expenses	\$ 726,872	\$ 660,136	-9%

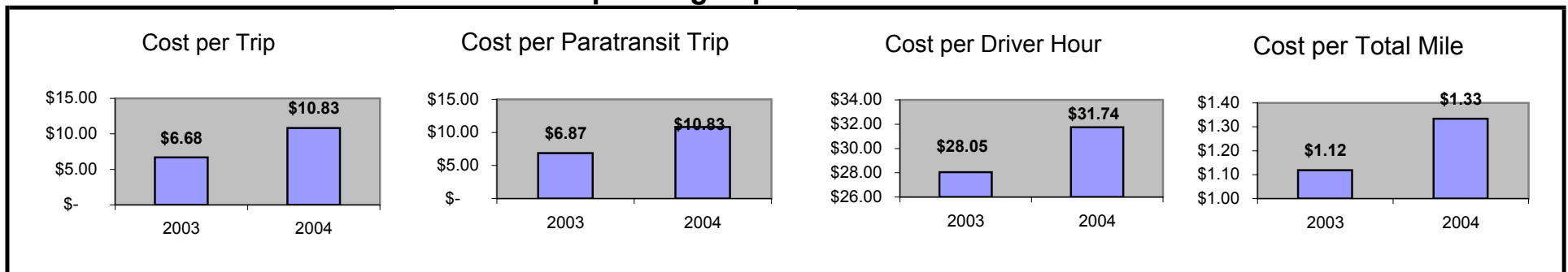
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown





Statewide Summary

Statewide Summary

Demographics

	Number	Percent
Total County Population/ Percent of State Total	17,019,068	100.00%
Potential TD Population/ Percent of County Total	6,299,566	37.01%
UDPHC/Percent of TD Passengers Served	888,241	14.10%

Passenger Trips by Passenger Type

	Number
Elderly	
Disabled	8,001,455
Low Income	8,222,938
Disabled & LI	7,449,789
Other	1,546,212
Children	
Disabled	3,179,656
Low Income	4,267,356
Disabled & LI	1,585,466
Other	585,139
Other	
Disabled	8,598,452
Low Income	4,335,314
Disabled & LI	3,392,259
Other	5,672,166
TOTAL TRIPS	56,836,202

Passenger Trips By Type of Service

	2003	2004	% Change
Fixed Route (FR)	33,283,269	35,813,797	8%
Deviated FR	1,195,890	1,951,617	63%
Ambulatory	15,287,285	15,652,697	2%
Non-Ambulatory	2,898,946	3,002,116	4%
Stretcher	84,826	91,709	8%
School Board	366,864	324,266	-12%
TOTAL TRIPS	53,117,080	56,836,202	7%

Passenger Trips By Trip Purpose

	2003	2004	% Change
Medical	20,390,258	21,254,527	4%
Employment	4,668,434	5,340,556	14%
Education/Training/ Daycare	10,859,684	11,127,807	2%
Nutritional	7,779,638	8,012,081	3%
Life-Sustaining/Other	9,419,066	11,101,231	18%
TOTAL TRIPS	53,117,080	56,836,202	7%

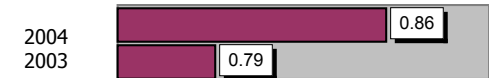
Passenger Trips By Funding Source

	2003	2004	% Change
CTD	6,043,900	6,565,774	9%
AHCA	11,012,371	10,853,585	-1%
DCF	3,246,398	2,943,512	-9%
DOEA	1,521,661	1,528,752	0%
DOE	740,748	371,372	-50%
Other	30,552,002	34,573,207	13%
TOTAL TRIPS	53,117,080	56,836,202	7%

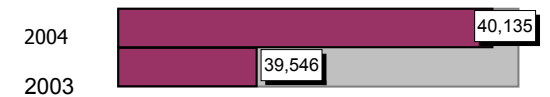
Vehicle Data

	2003	2004	% Change
Vehicle Miles	140,112,138	138,506,188	-1%
Revenue Miles	113,367,479	117,334,924	3%
Roadcalls	3,543	3,451	-3%
Accidents	1,106	1,189	8%
Vehicles	5,530	5,551	0%
Driver Hours	8,867,216	9,100,580	3%

Number of Accidents per 100,000 Miles



Number of Miles Traveled Between Roadcalls



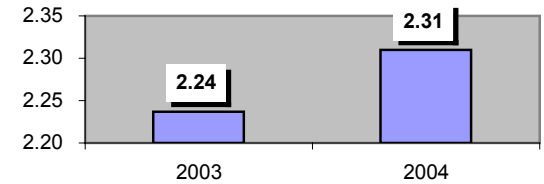
General Data

	2003	2004	% Change
Commendations	4,672	3,016	-35%
Complaints	11,610	18,525	60%
Passenger No-Shows	479,879	610,354	27%
Unmet Trip Request	709,597	682,037	-4%

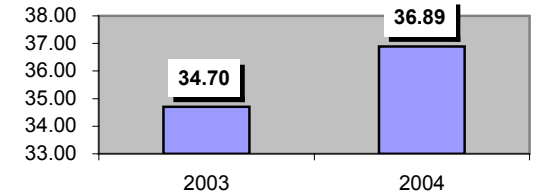
Financial Summary

Revenues				Expenses			
	2003	2004	% Change		2003	2004	% Change
CTD	31,043,211	32,746,261	5%	Labor	128,029,033	97,587,891	-24%
USDOT & FDOT	14,373,175	12,625,243	-12%	Fringe Benefits	21,253,963	21,932,923	3%
DCF	28,260,059	20,866,012	-26%	Services	25,748,143	15,142,451	-41%
AHCA (Medicaid)	71,057,448	84,456,866	19%	Mat. & Supplies	23,686,355	22,235,149	-6%
DOH	284,523	100,851	-65%	Utilities	3,947,575	3,650,278	-8%
DOE	538,172	1,104,652	105%	Insurance	16,568,776	14,007,703	-15%
DOEA	7,859,417	9,920,011	26%	Taxes	1,234,481	1,702,990	38%
DCA	1,073,665	398,403	-63%	Pur. Transp.	66,856,910	101,027,335	51%
WAGES	353,980	441,092	25%	Leases/Rentals	10,600,967	6,384,590	-40%
DJJ	446,978	195,333	-56%	Annual Dep	10,043,532	9,069,127	-10%
Other Fed. Prog.	11,941,392	8,020,550	-33%	Contributed	2,666,174	2,273,036	-15%
Local Gov't	109,837,772	107,238,019	-2%	Other Exp	13,042,930	8,939,201	-31%
Local Non-Gov't	14,633,983	13,991,927	-4%				
Farebox	12,859,170	14,902,005	16%				
Total Revenue	\$ 304,562,945	\$ 307,007,225	1%	Total Expenses	\$323,678,839	\$303,952,674	-6%

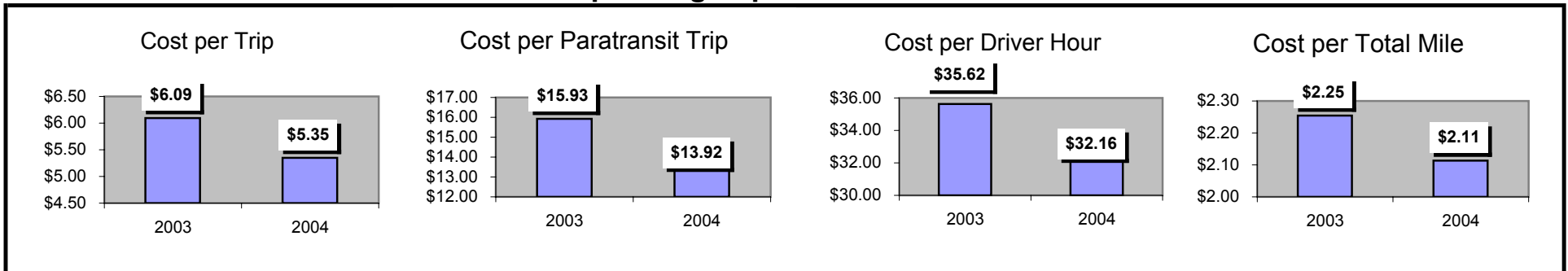
Average trips per Driver Hour



Avg trips per Paratransit Passenger



Operating Expense Breakdown





Operating Data

2004 Summary of Revenues

operating data

County	CTD	FDOT	DCF	AHCA	DOH	DOE	DOEA	DCA	WAGES	DJJ	OTHER FED	LOCAL GOVT	LOCAL NON GOVT	FAREBOX	TOTAL
Alachua	\$ 411,129	\$ 50,054	\$ 400,494	\$ 1,182,441	\$ -	\$ -	\$ 40,713	\$ -	\$ -	\$ -	\$ 46,941	\$ 384,733	\$ -	\$ 94,756	\$ 2,611,261
Baker	\$ 160,033	\$ 240,236	\$ -	\$ 110,004	\$ -	\$ 11,646	\$ 54,572	\$ -	\$ -	\$ -	\$ -	\$ 117,567	\$ 13,288	\$ 16,816	\$ 728,050
Bradford	\$ 85,025	\$ 137,880	\$ 91,080	\$ 133,859	\$ -	\$ -	\$ 18,149	\$ 4,301	\$ -	\$ -	\$ -	\$ -	\$ 9,450	\$ -	\$ 479,744
Brevard	\$ 1,038,496	\$ 1,059,709	\$ 133,698	\$ 1,707,317	\$ -	\$ 800	\$ 54,374	\$ -	\$ -	\$ -	\$ -	\$ 413,958	\$ 10,733	\$ 108,744	\$ 4,527,829
Broward	\$ 2,750,471	\$ -	\$ 1,544,197	\$ 6,706,049	\$ 5,000	\$ 371,969	\$ 765,245	\$ -	\$ 37,636	\$ 43,675	\$ 1,550,000	\$ 15,343,388	\$ 1,608,525	\$ 1,153,745	\$ 31,879,900
Calhoun	\$ 148,877	\$ 37,114	\$ 135,394	\$ 275,812	\$ 1,078	\$ -	\$ 4,814	\$ -	\$ 5,224	\$ -	\$ -	\$ 26,074	\$ -	\$ 4,807	\$ 654,403
Charlotte	\$ 258,921	\$ 157,637	\$ 1,101	\$ 435,495	\$ -	\$ -	\$ 101,019	\$ -	\$ -	\$ -	\$ -	\$ 91,495	\$ -	\$ 6,657	\$ 1,056,417
Citrus	\$ 186,895	\$ 103,341	\$ 330,000	\$ 273,328	\$ -	\$ -	\$ 188,952	\$ -	\$ -	\$ -	\$ -	\$ 320,702	\$ 13,565	\$ 110,527	\$ 1,527,310
Clay	\$ 277,892	\$ 87,688	\$ 153,423	\$ 203,137	\$ 734	\$ 2,735	\$ 65,310	\$ -	\$ -	\$ -	\$ 131,854	\$ 198,206	\$ 79,740	\$ 11,349	\$ 1,212,068
Collier	\$ 534,876	\$ 118,088	\$ 117,649	\$ 459,520	\$ 2,913	\$ -	\$ 109,337	\$ -	\$ -	\$ -	\$ -	\$ 485,824	\$ 45	\$ 172,875	\$ 2,001,127
Columbia	\$ 250,621	\$ 106,421	\$ 12,458	\$ 892,195	\$ 243	\$ -	\$ 15,000	\$ -	\$ -	\$ -	\$ -	\$ 28,323	\$ 12,275	\$ -	\$ 1,364,366
Desoto	\$ 152,330	\$ 19,688	\$ 79,106	\$ 523,912	\$ 1,670	\$ -	\$ 35,670	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 18,113	\$ 830,491
Dixie	\$ 133,728	\$ 58,301	\$ 41,548	\$ 134,999	\$ -	\$ -	\$ 13,847	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 19,222	\$ -	\$ 403,169
Duval	\$ 1,293,959	\$ -	\$ -	\$ 5,710,797	\$ -	\$ -	\$ 8,442	\$ -	\$ -	\$ -	\$ -	\$ 5,855,378	\$ -	\$ 454,904	\$ 13,223,480
Escambia	\$ 446,896	\$ 37,892	\$ 936,349	\$ 968,031	\$ -	\$ 46,681	\$ 159,206	\$ 1,548	\$ 32,910	\$ 2,960	\$ 741,185	\$ 826,840	\$ 20,396	\$ 196,386	\$ 4,417,280
Flagler	\$ 35,058	\$ 49,687	\$ 1,192	\$ -	\$ -	\$ -	\$ 81,868	\$ -	\$ -	\$ -	\$ -	\$ 113,989	\$ 1,210	\$ 24,514	\$ 307,518
Franklin	\$ 123,733	\$ 27,475	\$ -	\$ 324,610	\$ 411	\$ -	\$ -	\$ 767	\$ -	\$ -	\$ -	\$ 51,239	\$ 1,350	\$ 9,769	\$ 539,354
Gadsden	\$ 233,820	\$ 296,558	\$ 208,686	\$ 609,192	\$ 7,797	\$ 26	\$ -	\$ -	\$ 5,696	\$ -	\$ 5,859	\$ -	\$ 50,593	\$ 64,664	\$ 1,482,891
Gilchrist	\$ 82,485	\$ 69,308	\$ 9,991	\$ 72,477	\$ -	\$ -	\$ 14,756	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 9,166	\$ 1,742	\$ 259,925
Glades	\$ 51,434	\$ 744	\$ 40,187	\$ 105,664	\$ -	\$ -	\$ 12,597	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,301	\$ 60	\$ 211,947
Gulf	\$ 123,368	\$ 74,096	\$ 31,933	\$ 114,622	\$ -	\$ -	\$ 8,228	\$ 9,279	\$ -	\$ -	\$ 4,566	\$ 26,864	\$ 12,474	\$ 6,988	\$ 412,418
Hamilton	\$ 104,420	\$ 19,500	\$ 892,195	\$ 243	\$ 785	\$ -	\$ 15,000	\$ -	\$ -	\$ -	\$ -	\$ 12,884	\$ 12,275	\$ 13,745	\$ 1,071,007
Hardee	\$ 175,761	\$ 35,024	\$ 75,040	\$ 387,072	\$ -	\$ 458	\$ 10,734	\$ -	\$ -	\$ -	\$ -	\$ 19,578	\$ 771	\$ 3,926	\$ 708,364
Hendry	\$ 375,159	\$ 3,923	\$ 53,073	\$ 792,578	\$ 4,545	\$ -	\$ 50,667	\$ -	\$ -	\$ -	\$ -	\$ 30,000	\$ -	\$ 8,745	\$ 1,318,690
Hernando	\$ 226,400	\$ -	\$ 1,122,296	\$ -	\$ -	\$ -	\$ 66,300	\$ 3,583	\$ -	\$ -	\$ -	\$ 240,956	\$ 34,058	\$ 36,820	\$ 1,730,413
Hillsborough	\$ 368,745	\$ 71,354	\$ 237,002	\$ 748,966	\$ 2,581	\$ 4,359	\$ 95,156	\$ -	\$ -	\$ -	\$ -	\$ 39,006	\$ 823	\$ 14,125	\$ 1,582,117
Holmes	\$ 1,288,560	\$ 804,727	\$ 1,317,299	\$ 2,729,384	\$ -	\$ 342,400	\$ 840,087	\$ 284,925	\$ -	\$ 61,425	\$ 882,056	\$ 3,134,446	\$ 589,363	\$ 159,431	\$ 12,434,103
Indian River	\$ 196,867	\$ 84,329	\$ 163,441	\$ 249,226	\$ -	\$ 662	\$ 6,002	\$ -	\$ -	\$ -	\$ 21,458	\$ -	\$ 125	\$ 17,001	\$ 739,111
Jackson	\$ 241,487	\$ 485,776	\$ -	\$ 181,192	\$ -	\$ -	\$ 32,970	\$ -	\$ -	\$ -	\$ -	\$ 131,840	\$ 137,645	\$ 30,271	\$ 1,241,181
Jacksonville	\$ 350,717	\$ 129,232	\$ 120,789	\$ 586,031	\$ 5,777	\$ -	\$ 50,481	\$ 409	\$ -	\$ -	\$ -	\$ 19,400	\$ 10,081	\$ 50,839	\$ 1,323,756
Jefferson	\$ 45,747	\$ 30,155	\$ 40,391	\$ 529,160	\$ 1,114	\$ -	\$ 16,218	\$ -	\$ 10,515	\$ -	\$ 3,296	\$ -	\$ 3,358	\$ 15,209	\$ 695,163
Lafayette	\$ 118,892	\$ 59,890	\$ 37,583	\$ 25,162	\$ -	\$ -	\$ 28,758	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 96	\$ 13,615	\$ 283,996
Lake	\$ 464,953	\$ 581,002	\$ 310,032	\$ 922,063	\$ -	\$ 184,298	\$ 210,144	\$ -	\$ -	\$ -	\$ -	\$ 661,646	\$ 420	\$ 67,590	\$ 3,402,148
Lee	\$ 574,883	\$ -	\$ 439,410	\$ 1,230,786	\$ 901	\$ -	\$ 361,508	\$ -	\$ -	\$ -	\$ 3,906	\$ 1,512,525	\$ 54,335	\$ 25,010	\$ 4,203,264
Leon	\$ 314,155	\$ 87,952	\$ 427,538	\$ 727,348	\$ -	\$ 5,887	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 30,203	\$ 18,354	\$ 66,715	\$ 1,678,152
Levy	\$ 193,427	\$ 236,554	\$ 29,015	\$ 88,892	\$ -	\$ 49,952	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 7,414	\$ 605,254	\$ 1,323,497
Liberty	\$ 152,316	\$ 16,473	\$ -	\$ 114,315	\$ 94	\$ -	\$ 4,595	\$ 545	\$ 545	\$ -	\$ -	\$ -	\$ 339	\$ 291	\$ 289,513
Madison	\$ 91,495	\$ 64,289	\$ 80,781	\$ 333,695	\$ 3,023	\$ -	\$ 37,903	\$ 27,037	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 19,500	\$ 657,723
Manatee	\$ 448,213	\$ 329,850	\$ 334,085	\$ 765,486	\$ 1,570	\$ 6,906	\$ 48,761	\$ 935	\$ -	\$ -	\$ 243,521	\$ 832,987	\$ 126,559	\$ 138,524	\$ 3,277,397
Marion	\$ 441,865	\$ 301,204	\$ 329,718	\$ 1,313,653	\$ -	\$ -	\$ 21,553	\$ -	\$ -	\$ -	\$ -	\$ 471,882	\$ 67,287	\$ 39,343	\$ 2,986,605
Martin	\$ 194,112	\$ 1,108,372	\$ -	\$ 78,826	\$ -	\$ -	\$ 65,036	\$ -	\$ -	\$ -	\$ -	\$ 381,355	\$ 18,659	\$ 99,666	\$ 1,946,026
Miami-Dade	\$ 6,500,000	\$ 25,927	\$ 5,666,021	\$ 22,477,609	\$ 15,314	\$ -	\$ 1,743,570	\$ -	\$ 300,000	\$ 19,487	\$ 1,874,242	\$ 50,605,754	\$ 5,663,825	\$ 8,666,752	\$ 103,558,501
Monroe	\$ 242,070	\$ 49,656	\$ 11,000	\$ 586,243	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 899,254	\$ 4,712	\$ 36,281	\$ 1,829,216
Nassau	\$ 159,205	\$ 74,820	\$ -	\$ 438,076	\$ -	\$ 1,467	\$ 60,355	\$ -	\$ -	\$ -	\$ -	\$ 6,420	\$ -	\$ 2,953	\$ 765,296
Okaloosa	\$ 336,672	\$ 585,508	\$ 193,552	\$ 195,076	\$ 39	\$ 845	\$ 24,515	\$ -	\$ 110	\$ -	\$ 315,783	\$ 80,050	\$ 36,076	\$ 111,925	\$ 1,880,151
Okeechobee	\$ 172,157	\$ 57,297	\$ 44,836	\$ 336,856	\$ 1,342	\$ -	\$ 13,473	\$ -	\$ -	\$ -	\$ -	\$ 16,197	\$ -	\$ 7,767	\$ 649,925
Orange	\$ 922,801	\$ 82,326	\$ 498,141	\$ 4,685,698	\$ 1,649	\$ 892	\$ 667,256	\$ -	\$ -	\$ -	\$ 779,662	\$ 3,409,337	\$ 626,947	\$ 478,911	\$ 12,153,620
Osceola	\$ 162,646	\$ 14,510	\$ 87,798	\$ 825,868	\$ 291	\$ 157	\$ 117,606	\$ -	\$ -	\$ -	\$ 137,418	\$ 600,905	\$ 110,501	\$ 84,415	\$ 2,142,115
Palm Beach	\$ 2,339,284	\$ 141,305	\$ 660,519	\$ 4,456,317	\$ -	\$ -	\$ 761,596	\$ -	\$ -	\$ -	\$ -	\$ 9,723,572	\$ 1,647,197	\$ 522,128	\$ 20,251,917
Pasco	\$ 388,444	\$ 320,206	\$ 116,759	\$ 843,511	\$ -	\$ 1,481	\$ 293,066	\$ -	\$ -	\$ 5,848	\$ 339,040	\$ 540,308	\$ 513,880	\$ 17,191	\$ 3,379,734
Pinellas	\$ 1,609,104	\$ 444,806	\$ 1,956,410	\$ 4,137,616	\$ -	\$ 30,052	\$ 1,077,470	\$ -	\$ 61,993	\$ 426,729	\$ 787,202	\$ 1,027,206	\$ 813,800	\$ 12,371,788	\$ 27,722,844
Polk	\$ 764,509	\$ 792,741	\$ 1,75,529	\$ 1,975,636	\$ 5,705	\$ 17,142	\$ 180,016	\$ -	\$ -	\$ -	\$ -	\$ 1,143,052	\$ 295,714	\$ 84,847	\$ 5,434,891
Putnam	\$ 262,211	\$ 530,887	\$ 423,093	\$ 398,269	\$ -	\$ -	\$ 10,949	\$ 30,412	\$ 7,639	\$ -	\$ 34,051	\$ 172,445	\$ 71,142	\$ 25,571	\$ 1,966,849
Saint Johns	\$ 317,027	\$ 150,144	\$ 125,668	\$ 635,232	\$ -	\$ -	\$ 75,616	\$ 2,709	\$ -	\$ -	\$ -	\$ 335,491	\$ 146,256	\$ 93,371	\$ 1,881,514
Saint Lucie	\$ 193,706	\$ 404,459	\$ 548,764	\$ 634,779	\$ 243	\$ -	\$ 46,296	\$ -	\$ -	\$ -	\$ 278,638	\$ 1,102,686	\$ 78,069	\$ 46,916	\$ 3,334,313
Santa Rosa	\$ 297,938	\$ 185,697	\$ 277,765	\$ 342,473	\$ -	\$ 831	\$ 25,556	\$ 13	\$ -	\$ -	\$ -	\$ 7,961	\$ 13	\$ 39,04	\$ 1,178,398
Sarasota	\$ 440,275	\$ 30,971	\$ 761,527	\$ 801,181	\$ 28,801	\$ -	\$ 590,319	\$ -	\$ -	\$ -	\$ -	\$ 2,567,819	\$ 263,884	\$ 54,208	\$ 5,538,985
Seminole	\$ 228,204	\$ 20,359	\$ 123,188	\$ 1,158,750	\$ 408	\$ 221	\$ 165,009	\$ -	\$ -	\$ -	\$ 192,806	\$ 843,112	\$ 155,040	\$ 118,440	\$ 3,005,537
Sumter	\$ 177,331	\$ 192,467	\$ 113,189	\$ 217,356	\$ -	\$ 5,086	\$ 41,312	\$ -	\$ -	\$ -	\$ 1,629	\$ 573,972	\$ 23,167	\$ 30,553	\$ 1,376,062
Suwannee	\$ 250,621	\$ 106,421	\$ 12,458	\$ 892,195	\$ 243	\$ 1,208	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 15,000	\$ 12,275	\$ 22,401	\$ 1,312,822
Taylor	\$ 137,242	\$ 99,668	\$ 6,732	\$ 277,904	\$ 3,978	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 16,970	\$ 16,657	\$ 13,010	\$ 672,162
Union	\$ 115,085	\$ 38,941	\$ 92,864	\$ 90,266	\$ 296	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 31,664	\$ 41	\$ -	\$ 369,157
Volusia	\$ 702,956	\$ 595,461	\$ 140,151	\$ 2,137,904	\$ -	\$ 13,734	\$ 227,273	\$ 17,796	\$ -	\$ -	\$ -	\$ 1,882,720	\$ 267,656	\$ 212,144	\$ 6,197,795
Wakulla	\$ 168,743	\$ 54,857	\$ 50,215	\$ 43,642	\$ 2,854	\$ -	\$ 17,521	\$ 32,647	\$ 13,013	\$ -	\$ -	\$ -	\$ 7,441	\$ 3,887	\$ 394,820
Walton	\$ 298,517	\$ 95,380	\$ 130,851	\$ 222,617	\$ -	\$ 145	\$ 41,576	\$ -	\$ -	\$ -	\$ 5,910	\$ 21,413	\$ 12,495	\$ 23,480	\$ 852,384
Washington	\$ 169,806	\$ 90,322	\$ 173,947	\$ 223,786	\$ 237	\$ 619	\$ 4,553	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 6,224	\$ 16,406	\$ 685,800
Totals	\$ 32,746,261	\$ 12,625,243	\$ 20,866,012	\$ 84,456,866	\$ 100,851	\$ 1,104,652	\$ 9,920,011	\$ 398,403	\$ 441,092	\$ 195,333	\$ 8,020,550	\$ 107,238,019	\$ 13,991,927	\$ 14,902,005	\$ 307,007,225

2004 Summary of Expenses

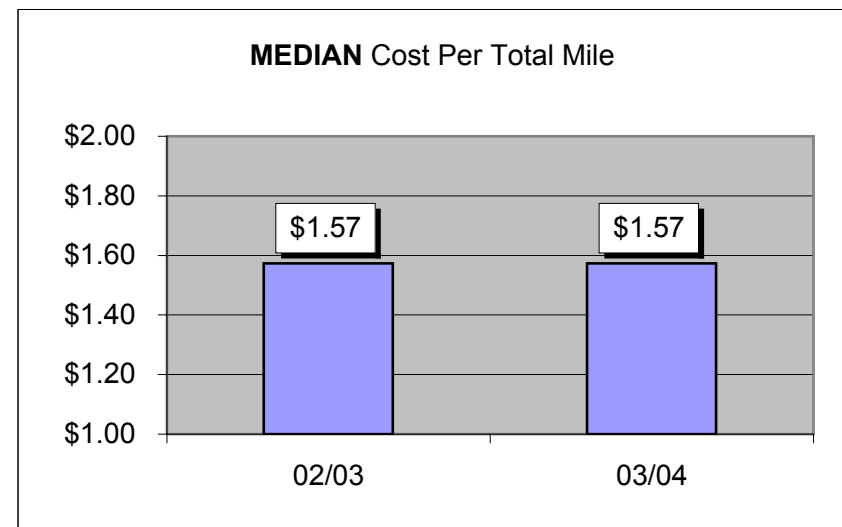
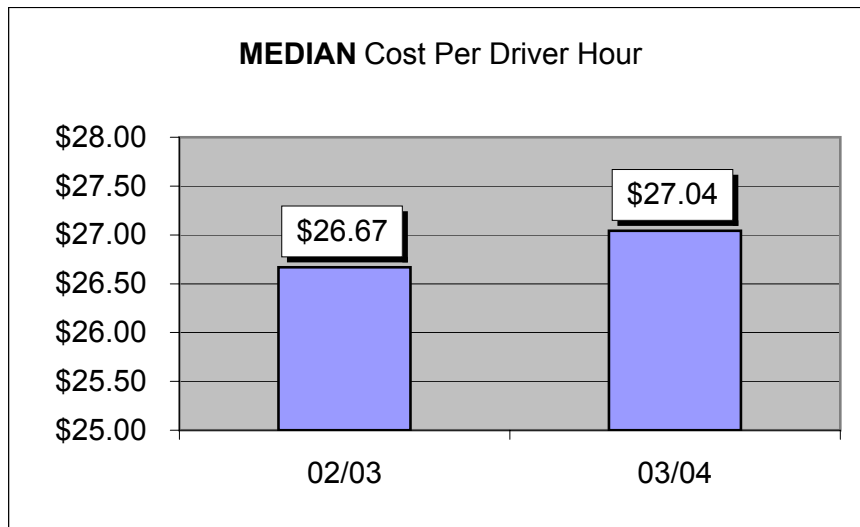
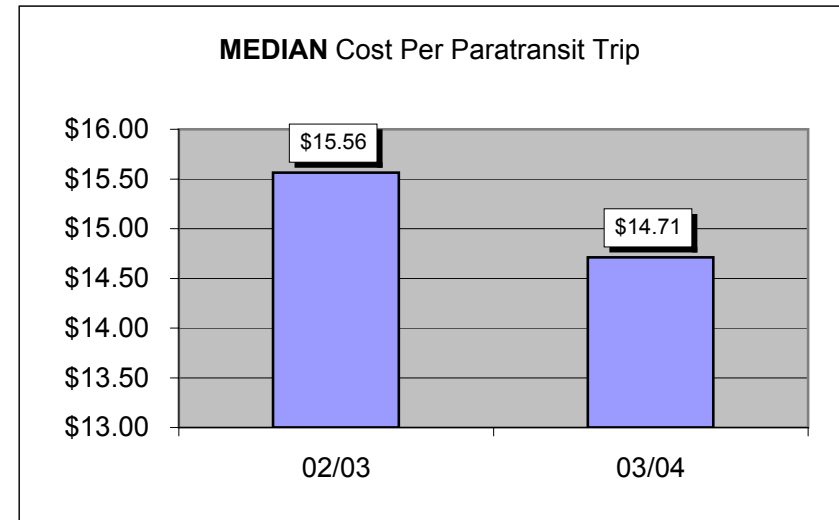
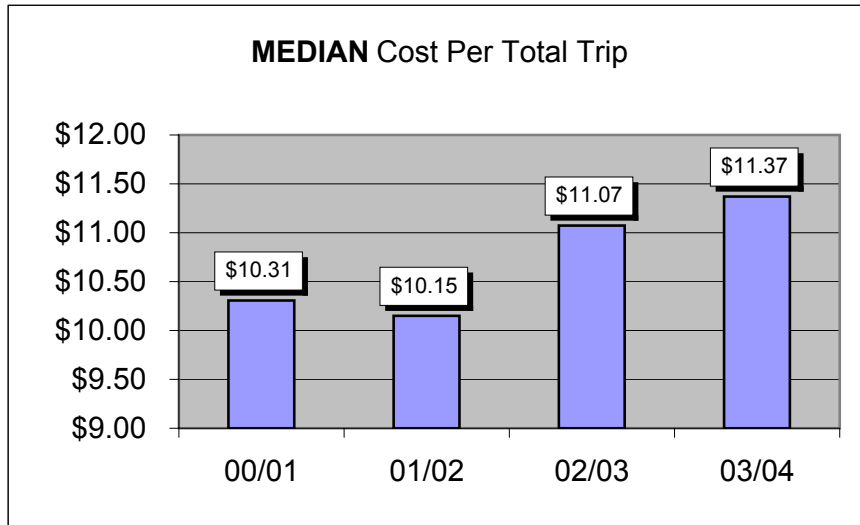
County	Labor	Fringe Benefits	Services	Materials and Supplies	Utilities	Insurance	Taxes	Bus Pass Expenses	School Bus	Purchased Service	Miscellaneous Exp.	Interest Exp.	Leases and Rentals	Depreciation	Contributed Services	Allocated Indirect Exp.	Total
Alachua	1,284,392	102,866	209,480	298,916	39,572	90,139	135,583	29,877	0	180,044	115,239	72,116	97,304	122,785	0	0	2,778,313
Baker	313,339	35,295	7,002	98,116	17,203	79,504	23,495	0	0	0	7,491	0	41,456	32,552	0	0	655,453
Bay	690,166	210,419	16,590	238,099	19,005	135,456	534	0	0	124,374	16,241	0	7,550	0	0	0	1,458,434
Bradford	82,218	32,950	13,594	18,221	6,796	17,429	136	0	0	196,734	1,654	0	3,227	31,866	9,450	21,926	436,201
Brevard	1,107,088	437,086	843,635	251,624	48,256	125,351	616	0	0	1,823,084	5,250	0	3,180	8,522	0	0	4,654,412
Broward	15,741,492	2,136,426	675,686	4,463,568	815,509	2,337,567	90,004	1,974	14,500	3,607	541,587	106,874	1,484,094	1,427,431	61,417	142,402	30,044,138
Calhoun	376,925	114,967	23,964	62,533	5,168	35,675	0	0	0	20,300	4,675	0	0	0	0	0	644,207
Charlotte	371,681	161,428	210,527	62,311	10,216	13,867	345	0	0	0	3,352	0	2,315	95,552	124,823	0	1,056,417
Citrus	735,551	283,259	185,857	150,016	12,089	65,000	1,200	0	0	263,982	3,036	0	0	119,210	0	18,000	1,837,200
Clay	599,623	162,945	35,098	156,725	32,361	107,795	519	0	0	0	33,750	0	1,200	63,802	0	0	1,193,818
Collier	147,235	42,568	20,715	5,758	9,693	0	0	22,612	0	1,540,077	2,037	0	18,926	1,548	0	1,749	1,812,918
Columbia	229,748	141,258	3,236	22,561	18,967	49,786	0	0	0	0	0	0	3,245	0	12,275	0	481,076
Desoto	454,013	9,429	10,854	72,907	47,018	70,350	10,293	0	0	0	7,249	2,740	39,507	48,812	0	2,221	775,393
Dixie	132,683	59,383	10,460	99,692	10,043	20,278	264	0	0	24,100	1,515	0	5,494	0	19,222	0	383,134
Duval	362,108	109,943	2,263,730	10,398	10,528	254,322	0	2,034,679	0	7,189,389	46,682	0	250,679	0	0	922,400	13,455,058
Escambia	1,911,916	356,389	339,722	554,559	46,723	502,593	22,015	67,924	30,052	21,821	35,916	7,560	221,328	225,505	200	63,437	4,407,540
Flagler	144,854	63,543	5,273	33,607	1,037	9,661	0	0	0	0	2,180	0	45	37,083	0	0	294,583
Franklin	174,708	35,330	15,200	27,874	5,237	52,012	152	0	0	222,140	280	0	14,348	1,518	0	0	548,799
Gadsden	804,526	294,975	38,432	198,405	19,505	64,811	779	0	0	0	26,203	0	29,639	136,731	0	0	1,614,006
Gilchrist	73,302	35,145	6,475	23,059	5,704	7,720	32	0	0	50,178	682	0	1,153	0	9,166	0	212,616
Glades	99,198	24,575	941	22,897	904	9,810	86	0	0	0	235	2,197	219	12,364	0	19,945	193,371
Gulf	207,790	53,491	27,024	36,509	9,879	17,247	478	0	0	0	4,738	0	4,327	44,649	10,240	0	416,372
Hamilton	58,921	33,415	0	8,947	0	23,651	0	0	0	63,472	0	0	3,245	0	12,275	0	203,926
Hardee	242,610	5,510	18,849	68,522	12,884	48,713	1,980	0	0	0	8,614	0	21,912	24,494	0	4,161	458,249
Hendry	566,409	134,431	7,378	134,578	5,751	56,682	493	0	0	0	1,590	12,319	1,239	71,903	0	112,731	1,104,604
Hernando	441,070	164,791	822,011	106,692	31,667	36,373	0	0	0	4,706	1,197	0	2,232	14,170	0	41,335	1,666,224
Highlands	822,605	43,721	34,541	164,987	47,083	130,539	4,382	0	0	0	24,066	10,141	52,709	90,385	0	907	1,426,066
Hillsborough	6,080,690	1,376,359	1,394,288	955,377	60,744	872,830	1,231	1,690,435	0	3,360	32,041	9,754	151,298	439,964	0	766,306	13,874,677
Holmes	216,352	78,719	5,014	84,910	10,703	75,645	0	0	0	106,729	84,041	0	6,593	23,251	125	0	692,082
Indian River	580,304	139,432	81,115	92,997	17,923	81,460	913	0	0	56,120	18,039	0	25,249	147,629	0	0	1,241,181
Jackson	624,793	182,473	23,806	163,493	23,346	113,333	783	0	0	947	16,761	0	7,985	142,594	0	0	1,300,314
Jefferson	223,962	82,114	12,544	56,350	6,527	18,245	218	0	0	0	17,385	0	6,183	38,644	0	0	462,172
Lafayette	96,930	48,950	8,439	60,758	8,276	18,481	279	0	0	23,671	695	0	3,036	0	13,213	0	282,728
Lake	1,400,676	221,595	2,668	663,204	47,006	457,569	6,532	0	0	0	61,068	28,477	5,117	99,387	0	284,858	3,282,757
Lee	2,815,040	752,744	86,528	375,940	14,222	283,170	9,753	0	0	0	5,525	48,520	3,138	191,484	0	270,475	4,856,539
Leon	1,028,206	274,561	133,040	204,964	33,885	122,630	3,107	101,232	0	96,689	79,363	9,867	67,270	148,918	8,500	0	2,312,232
Levy	196,870	64,545	9,493	52,718	7,194	0	0	0	0	240,594	9,440	0	14,468	0	125,000	164,883	885,205
Liberty	158,678	38,705	16,201	13,407	5,709	28,939	0	0	0	0	7,373	0	4,092	15,996	0	0	289,100
Madison	389,626	142,853	13,917	77,404	6,956	25,392	305	0	0	0	10,033	0	6,623	53,468	0	0	726,577
Manatee	1,694,124	356,170	73,884	405,342	65,966	321,960	11,593	0	0	19,447	44,581	13,477	59,235	557,481	0	120,556	3,743,816
Marion	1,428,974	596,791	137,153	302,255	56,161	221,300	41,759	679	5,765	36,732	58,604	7,186	34,707	94,564	712	42,490	3,065,832
Martin	1,053,712	302,347	171,354	118,614	42,027	97,815	698	0	0	0	44,907	6,954	32,420	234,009	0	0	2,104,857
Miami-Dade	15,671,964	3,467,652	2,553,770	2,020,602	1,001,628	1,416,555	343,173	3,037,114	0	64,272,568	1,006,617	311,065	1,156,802	1,260,688	1,726,241	0	99,246,439
Monroe	752,033	315,648	429,268	98,022	11,561	95,135	780	3,675	0	53,844	47,066	751	1,660	11,459	0	122,454	2,048,356
Nassau	401,690	92,461	29,760	94,904	28,490	73,055	0	0	0	0	12,426	0	8,689	0	0	0	740,475
Okaloosa	839,379	291,390	181,815	190,307	20,486	43,979	3,580	0	0	0	13,965	0	21,168	9,652	1,500	0	1,699,186
Okeechobee	320,709	75,15	10,547	95,336	28,144	71,366	2,519	0	0	0	8,721	2,530	10,961	37,776	2,501	28,801	627,426
Orange	5,645,192	901,706	1,132,267	1,527,915	209,429	668,726	381,465	681,683	0	148,836	329,463	114,249	323,730	484,510	0	23,054	12,572,225
Osceola	994,981	158,928	199,565	269,299	36,913	117,865	67,234	0	0	26,233	58,069	20,137	57,059	85,396	0	4,063	2,215,892
Palm Beach	9,136,656	1,843,368	547,545	2,367,502	173,160	1,763,611	251,476	1,313,112	0	361,144	284,773	56,667	1,179,532	969,745	8,195	49,452	20,305,938
Pasco	1,105,945	414,548	56,884	346,323	21,800	149,509	1,220	12,312	19,458	990,104	19,479	4,654	22,351	112,233	0	102,914	3,379,734
Pinellas	868,343	141,832	51,996	411,023	17,608	344,392	2,161	1,451,318	0	8,829,345	7,766	5,476	6,367	193,972	0	40,189	12,371,788
Polk	3,265,934	1,171,033	232,903	611,607	104,321	208,654	6,416	180,518	33,198	0	261,730	48,777	230,373	123,839	0	45,677	6,524,980
Putnam	689,653	203,308	86,150	307,723	20,884	171,245	1,074	0	0	5,280	226,497	0	22,996	119,793	0	0	1,854,603
Saint Johns	937,465	277,924	122,761	197,777	42,493	105,900	51	0	0	0	348	1,144	22,100	145,540	0	17,861	1,871,364
Saint Lucie	1,312,791	334,641	540,227	214,466	30,719	367,776	1,148	0	0	381,061	26,568	0	91,376	33,540	0	0	3,334,313
Santa Rosa	379,614	79,344	59,901	156,745	10,589	155,445	6,193	0	0	0	11,232	1,953	146,308	8,343	0	439	1,012,106
Sarasota	2,729,437	715,035	419,630	581,424	58,072	350,189	74,472	0	0	1,727,552	0	5,218	98,433	263,620	75,682	0	7,098,764
Seminole	1,396,028	222,986	280,004	377,846	51,791	165,373	94,335	168,576	0	36,806	81,475	28,253	80,057	119,817	0	5,701	3,109,048
Sumter	649,948	279,908	72,245	207,499	9,573	66,242	125	0	0	26,257	3,180	25	6,353	245	0	713	1,325,129
Suwannee																	

2004 Performance Measures

County	Operating Expense Per Total Passenger Trip	Operating Expense Per Paratransit Passenger Trip	Operating Expense Per Vehicle Mile	Operating Expense Per Driver Hour	Local Funding of System	Potential TD Population Served	Average Trips Per Driver Hour	Accidents Per 100,000 Miles	Miles Between Roadcalls
Alachua	\$ 15.08	\$ 23.72	\$ 1.55	\$ 23.71	18%	12%	1.00	1.36	
Baker	\$ 18.42	\$ 18.42	\$ 1.88	\$ 22.87	20%	8%	1.24	0.29	116,423
Bay	\$ 10.20	\$ 10.20	\$ 1.51	\$ 25.06	8%	3%	2.46	0.73	241,376
Bradford	\$ 11.88	\$ 11.88	\$ 1.63	\$ 24.45	2%	8%	2.06	0.00	
Brevard	\$ 5.36	\$ 6.01	\$ 1.22	\$ 23.99	12%	3%	3.99	0.34	477,126
Broward	\$ 8.51	\$ 14.06	\$ 1.82	\$ 23.70	57%	10%	1.69	0.87	17,938
Calhoun	\$ 18.06	\$ 18.06	\$ 1.45	\$ 26.70	7%	16%	1.48	0.45	222,064
Charlotte	\$ 5.88	\$ 5.88	\$ 1.67	\$ 15.72	10%	8%	2.67	1.58	39,499
Citrus	\$ 13.60	\$ 13.60	\$ 2.15	\$ 25.60	29%	2%	1.88	0.35	24,467
Clay	\$ 12.49	\$ 12.49	\$ 1.37	\$ 21.47	24%	7%	1.72	0.00	18,207
Collier	\$ 12.74	\$ 12.76	\$ 1.35	\$ 23.95	33%	2%	1.88	0.91	30,098
Columbia	\$ 3.66	\$ 5.99	\$ 0.75	\$ 12.10	6%	189%	2.02	0.00	91,153
Desoto	\$ 22.98	\$ 22.98	\$ 1.73	\$ 27.76	2%	5%	1.21	0.45	74,759
Dixie	\$ 28.89	\$ 28.89	\$ 1.77	\$ 39.33	5%	10%	1.36	0.00	216,632
Duval	\$ 3.97	\$ 16.87	\$ 1.77	\$ 29.80	47%	5%	1.77	4.05	17,336
Escambia	\$ 8.59	\$ 9.80	\$ 2.51	\$ 24.77	24%	6%	2.53	1.04	21,369
Flagler	\$ 10.90	\$ 10.90	\$ 1.38	\$ 25.48	45%	126%	2.34	1.41	53,180
Franklin	\$ 14.64	\$ 14.64	\$ 1.32	\$ 21.80	12%	54%	1.49	0.48	59,333
Gadsden	\$ 11.41	\$ 11.90	\$ 1.49	\$ 30.46	8%	11%	2.56	1.11	38,603
Gilchrist	\$ 31.97	\$ 31.97	\$ 1.82	\$ 39.79	4%	8%	1.24	0.00	116,979
Glades	\$ 29.50	\$ 29.50	\$ 1.21	\$ 23.50	1%	1%	0.80	0.00	19,922
Gulf	\$ 26.99	\$ 26.99	\$ 1.41	\$ 37.22	11%	9%	1.38	1.01	42,309
Hamilton	\$ 3.59	\$ 6.43	\$ 0.59	\$ 7.56	4%	91%	1.17	0.00	172,628
Hardee	\$ 19.08	\$ 19.08	\$ 0.88	\$ 26.43	3%	11%	1.39	0.19	74,747
Hendry	\$ 30.91	\$ 30.91	\$ 1.37	\$ 30.92	3%	3%	1.00	0.12	44,876
Hernando	\$ 14.78	\$ 14.78	\$ 1.19	\$ 37.87	18%	4%	2.56	0.00	73,959
Highlands	\$ 14.50	\$ 14.50	\$ 0.79	\$ 25.51	3%	6%	1.76	0.06	75,218
Hillsborough	\$ 6.33	\$ 12.68	\$ 2.67	\$ 27.69	31%	8%	2.18	2.12	53,092
Holmes	\$ 10.57	\$ 10.57	\$ 1.12	\$ 31.30	2%	35%	2.96	0.16	307,881
Indian River	\$ 18.74	\$ 18.74	\$ 2.36	\$ 30.30	24%	25%	1.62	0.57	131,481
Jackson	\$ 19.67	\$ 19.67	\$ 1.37	\$ 27.04	6%	13%	1.38	0.21	118,752
Jefferson	\$ 11.18	\$ 11.18	\$ 1.57	\$ 33.65	3%	27%	3.01	1.02	32,636
Lafayette	\$ 20.40	\$ 20.40	\$ 2.15	\$ 38.52	5%	16%	1.89	0.00	131,434
Lake	\$ 14.86	\$ 14.86	\$ 1.55	\$ 30.04	21%	17%	2.02	0.61	45,996
Lee	\$ 20.02	\$ 20.02	\$ 2.17	\$ 28.97	38%	1%	1.45	0.58	36,768
Leon	\$ 8.98	\$ 18.34	\$ 2.29	\$ 32.08	7%	12%	1.75	3.11	74,211
Levy	\$ 37.24	\$ 37.24	\$ 1.37	\$ 44.71	1%	4%	1.20	2.17	49,658
Liberty	\$ 8.82	\$ 8.82	\$ 1.06	\$ 18.19	0%	44%	2.06	0.00	273,196
Madison	\$ 16.11	\$ 17.14	\$ 1.55	\$ 24.08	3%	22%	1.40	0.21	38,986
Manatee	\$ 8.21	\$ 9.73	\$ 2.28	\$ 25.62	34%	4%	2.63	1.28	40,028
Marion	\$ 16.24	\$ 16.24	\$ 1.43	\$ 24.41	19%	6%	1.50	0.47	152,884
Martin	\$ 13.86	\$ 13.86	\$ 2.82	\$ 31.48	26%	26%	2.27	0.54	6,732
Miami-Dade	\$ 3.13	\$ 15.30	\$ 3.19	\$ 74.51	63%	18%	4.87	0.32	95,767
Monroe	\$ 17.47	\$ 21.81	\$ 1.75	\$ 24.27	51%	6%	1.11	0.94	
Nassau	\$ 12.77	\$ 12.77	\$ 1.35	\$ 18.08	4%	11%	1.42	0.55	39,049
Okaloosa	\$ 10.30	\$ 10.30	\$ 1.59	\$ 19.57	12%	14%	1.90	0.19	82,209
Okeechobee	\$ 17.12	\$ 17.12	\$ 1.10	\$ 33.67	4%	7%	1.97	0.00	57,147
Orange	\$ 9.64	\$ 15.97	\$ 1.74	\$ 25.89	37%	52%	1.62	1.24	56,053
Osceola	\$ 9.64	\$ 15.97	\$ 1.74	\$ 25.89	37%	43%	1.62	1.24	54,786
Palm Beach	\$ 8.15	\$ 18.40	\$ 2.52	\$ 28.35	59%	2%	1.54	0.74	125,529
Pasco	\$ 10.98	\$ 12.43	\$ 2.61	\$ 35.03	32%	4%	2.82	0.70	26,691
Pinellas	\$ 4.95	\$ 9.03	\$ 1.31	\$ 12.10	21%	21%	1.34	1.02	27,460
Polk	\$ 10.51	\$ 15.51	\$ 2.40	\$ 26.92	28%	9%	1.74	0.91	19,465
Putnam	\$ 14.44	\$ 14.44	\$ 2.29	\$ 43.15	14%	12%	2.99	0.25	40,417
Saint Johns	\$ 8.99	\$ 8.99	\$ 1.67	\$ 27.27	31%	11%	3.03	0.09	62,209
Saint Lucie	\$ 5.09	\$ 5.09	\$ 2.04	\$ 39.14	37%	28%	7.69	0.55	23,316
Santa Rosa	\$ 15.61	\$ 15.61	\$ 1.35	\$ 46.28	4%	2%	2.97	0.66	94,028
Sarasota	\$ 13.06	\$ 22.53	\$ 3.77	\$ 37.16	52%	5%	1.65	0.64	37,697
Seminole	\$ 9.64	\$ 15.97	\$ 1.74	\$ 25.89	37%	36%	1.62	1.24	56,370
Sumter	\$ 11.33	\$ 11.33	\$ 1.79	\$ 35.86	46%	13%	3.17	0.00	61,563
Suwannee	\$ 2.28	\$ 3.73	\$ 0.62	\$ 9.84	4%	121%	2.64	0.00	81,221
Taylor	\$ 15.73	\$ 18.20	\$ 1.57	\$ 28.60	8%	23%	1.57	1.57	38,230
Union	\$ 10.06	\$ 10.06	\$ 1.17	\$ 31.89	9%	11%	3.17	0.39	256,222
Volusia	\$ 8.39	\$ 16.30	\$ 1.92	\$ 27.42	38%	4%	1.68	0.16	35,021
Wakulla	\$ 10.92	\$ 10.92	\$ 1.21	\$ 19.11	3%	13%	1.75	0.00	
Walton	\$ 10.01	\$ 10.01	\$ 1.08	\$ 27.18	7%	33%	2.72	0.65	192,877
Washington	\$ 10.83	\$ 10.83	\$ 1.33	\$ 31.74	3%	30%	2.93	0.61	247,545
Totals	\$ 5.35	\$ 13.92	\$ 2.11	\$ 32.16	44%	14%	2.31	0.86	40,135

operating data

Statewide Medians



2004 Community Transportation Coordinator System Information

operating data

County	Operating Environment	Coordinators' Name	Organization Type	Network Type
Alachua	Urban	MV Transportation, Inc.	Private For-Profit	Sole Source
Baker	Rural	Baker County Council on Aging	Private Non-Profit	Sole Source
Bay	Urban	Tri-County Community Council	Private Non-Profit	Partial Brokerage
Bradford*	Rural	Suwannee River Economic Council	Private Non-Profit	Partial Brokerage
Brevard	Urban	Space Coast Area Transit	Private Non-Profit	Partial Brokerage
Broward	Urban	Broward County Board of County	County	Partial Brokerage
Calhoun	Rural	Calhoun County Senior Citizens	Private Non-Profit	Sole Source
Charlotte	Urban	Charlotte County Transit	County	Partial Brokerage
Citrus	Rural	Citrus County Transit	County	Partial Brokerage
Clay	Rural	Clay County Council on Aging	Private Non-Profit	Sole Source
Collier	Urban	Collier County BCC	County	Complete Brokerage
Columbia*	Rural	Suwannee Valley Transit Auth.	Public Transit Authority	Partial Brokerage
Desoto*	Rural	ATC/Vancom	Private For-Profit	Complete Brokerage
Dixie*	Rural	Suwannee River Economic Council	Private Non-Profit	Partial Brokerage
Duval	Urban	Jacksonville Transportation Au	Public Transit Authority	Complete Brokerage
Escambia*	Urban	Pensacola Bay Transportation	Private For-Profit	Partial Brokerage
Flagler	Rural	Flagler County BOCC	County	Complete Brokerage
Franklin	Rural	Croom's, Inc.	Private Non-Profit	Partial Brokerage
Gadsden*	Rural	Big Bend Transit, Inc.	Private Non-Profit	Partial Brokerage
Gilchrist*	Rural	Suwannee River Economic Council	Private Non-Profit	Partial Brokerage
Glades*	Rural	Good Wheels, Inc	Private Non-Profit	Partial Brokerage
Gulf	Rural	Gulf County Transportation	Private Non-Profit	Sole Source
Hamilton*	Rural	Suwannee Valley Transit Auth.	Public Transit Authority	Partial Brokerage
Hardee*	Rural	ATC/Vancom	Private For-Profit	Complete Brokerage
Hendry*	Rural	Good Wheels, Inc	Private Non-Profit	Partial Brokerage
Hernando	Rural	Mid Florida Community Services	Private Non-Profit	Partial Brokerage
Highlands*	Rural	ATC/Vancom	Private For-Profit	Complete Brokerage
Hillsborough	Urban	Hillsborough County	County	Partial Brokerage
Holmes*	Rural	Tri-County Community Council,	Private Non-Profit	Partial Brokerage
Indian River	Urban	Ind. Riv. Co. Council on Aging	Private Non-Profit	Partial Brokerage
Jackson	Rural	Jackson Co. Trans.dba JTrans	Private Non-Profit	Sole Source
Jefferson*	Rural	Big Bend Transit, Inc.	Private Non-Profit	Partial Brokerage
Lafayette*	Rural	Suwannee River Economic Council	Private Non-Profit	Sole Source
Lake	Rural	Board of County Commissioners	County	Complete Brokerage
Lee	Urban	Good Wheels, Inc.	Private Non-Profit	Partial Brokerage
Leon	Urban	Taltran-City of Tallahassee	City Government	Partial Brokerage
Levy	Rural	Nature Coast Transit	County	Partial Brokerage
Liberty	Rural	Liberty County Transit	County	Sole Source
Madison*	Rural	Big Bend Transit, Inc.	Private Non-Profit	Partial Brokerage
Manatee	Urban	Manatee County Area Transit	County	Partial Brokerage
Marion	Rural	Marion County Senior Services	Private Non-Profit	Partial Brokerage
Martin	Urban	Council on Aging of Martin Cou	Private Non-Profit	Partial Brokerage
Miami-Dade	Urban	Miami-Dade Transit (MDT)	County	Partial Brokerage
Monroe	Rural	Guidance Clinic of the Middle	Private Non-Profit	Partial Brokerage
Nassau	Rural	Care-A-Van Consolidated Transp	Private Non-Profit	Sole Source
Okaloosa	Urban	Okaloosa County BOCC	County	Complete Brokerage
Okechobee*	Rural	ATC/Vancom	Private For-Profit	Complete Brokerage
Orange*	Urban	CFRTA dba LYNX	Public Transit Authority	Complete Brokerage
Osceola*	Urban	CFRTA dba LYNX	Public Transit Authority	Complete Brokerage
Palm Beach	Urban	Palm Beach County	County	Partial Brokerage
Pasco	Urban	Pasco County Public Transporta	County	Partial Brokerage
Pinellas	Urban	Pinellas County MPO	Private Non-Profit	Complete Brokerage
Polk	Urban	Polk County Bd of Co Comm	County	Partial Brokerage
Putnam	Rural	Ride Solution, Inc	Private Non-Profit	Sole Source
Saint Johns	Rural	St. Johns County COA, Inc.	Private Non-Profit	Sole Source
Saint Lucie	Urban	St. Lucie County Community Ser	Private Non-Profit	Complete Brokerage
Santa Rosa*	Rural	Pensacola Bay Transportation	Private For-Profit	Partial Brokerage
Sarasota	Urban	Sarasota County Transportation	Private Non-Profit	Partial Brokerage
Seminole*	Urban	CFRTA dba LYNX	Public Transit Authority	Complete Brokerage
Sumter	Rural	Board of Sumter County Commis	County	Partial Brokerage
Suwannee*	Rural	Suwannee Valley Transit Auth.	Public Transit Authority	Partial Brokerage
Taylor*	Rural	Big Bend Transit, Inc.	Private Non-Profit	Sole Source
Union	Urban	A & A Transport, Inc.	Private Non-Profit	Partial Brokerage
Volusia	Urban	County of Volusia d/b/a VOTRAN	County	Partial Brokerage
Wakulla	Rural	Wakulla County Transportation	Private Non-Profit	Partial Brokerage
Walton*	Rural	Tri-County Community Council,	Private Non-Profit	Partial Brokerage
Washington*	Rural	Tri-County Community Council,	Private Non-Profit	Partial Brokerage
By County	Urban- 26 Rural- 41	Counties- 67	Private Non-Profit- 35 Private For-Profit- 7 County- 17 Public Transit Authority- 7 City Government- 1	Sole Source- 12 Partial Brokerage- 41 Complete Brokerage- 14
By Operational Entity	Urban- 24 Rural- 26	Community Transportation Coordinators- 50	Private Non-Profit- 26 Private For-Profit- 3 County- 17 Public Transit Authority- 3 City Government- 1	Sole Source- 10 Partial Brokerage- 31 Complete Brokerage- 9

2004 Passenger Trips by Trip Purpose

County	Medical	Employment	Education/ Training	Nutritional	Life- Sustaining/Other	Total
Alachua	71,314	53,009	11,298	48,579	0	184,200
Baker	14,952	276	1,529	10,146	8,679	35,582
Bay	84,573	2,258	11,379	27,738	17,012	142,960
Bradford	13,312	0	19,404	4,014	0	36,730
Brevard	234,663	173,824	165,133	26,075	269,428	869,123
Broward	1,040,757	453,499	943,670	551,709	540,545	3,530,180
Calhoun	12,615	7,139	3,998	5,388	6,523	35,663
Charlotte	53,898	667	47,711	70,067	7,346	179,689
Citrus	33,108	14,216	37,506	16,570	33,728	135,128
Clay	27,855	11,669	34,351	14,250	7,425	95,550
Collier	61,429	26,117	4,932	18,992	30,881	142,351
Columbia	95,416	1,822	34,125	0	0	131,363
Desoto	16,758	3,655	5,274	3,659	4,399	33,745
Dixie	8,561	0	3,585	893	223	13,262
Duval	368,181	68,622	24,635	0	2,928,495	3,389,933
Escambia	141,020	65,204	265,482	10,285	30,954	512,945
Flagler	5,945	9,458	2,972	5,677	2,972	27,024
Franklin	19,805	0	4,411	10,606	2,663	37,485
Gadsden	37,622	40,859	59,281	0	3,675	141,437
Gilchrist	5,140	0	320	952	238	6,650
Glades	3,575	111	1,728	1,095	45	6,544
Gulf	7,994	0	2,857	2,851	1,723	15,425
Hamilton	36,468	725	10,789	8,793	0	56,775
Hardee	13,542	2,843	1,600	2,987	3,039	24,011
Hendry	18,071	435	12,984	4,060	186	35,736
Hernando	50,715	1,917	49,926	10,143	0	112,701
Highlands	36,658	35,440	4,757	8,515	12,991	98,331
Hillsborough	1,323,265	57,509	466,597	73,101	270,671	2,181,243
Holmes	35,546	1,965	25,984	677	1,310	65,482
Indian River	29,712	4,018	1,184	4,322	27,009	66,245
Jackson	29,373	480	15,272	5,895	15,103	66,123
Jefferson	10,929	2,024	14,500	13,376	508	41,337
Lafayette	5,824	0	2,314	5,618	104	13,860
Lake	86,174	41,982	50,820	35,353	6,629	220,958
Lee	99,894	14,729	71,850	8,013	48,139	242,625
Leon	79,230	131,961	28,146	89	18,067	257,493
Levy	11,652	362	6,461	2,333	2,964	23,772
Liberty	17,083	102	8,995	2,102	4,504	32,786
Madison	16,498	3,862	14,656	7,827	2,247	45,090
Manatee	135,503	50,654	244,643	6,243	19,201	456,244
Marion	157,023	762	8,209	18,445	4,343	188,782
Martin	25,806	26,089	22,174	7,303	70,482	151,854
Miami-Dade	11,430,092	2,540,021	6,667,554	6,350,051	4,762,539	31,750,257
Monroe	48,262	8,897	16,055	9,710	34,352	117,276
Nassau	36,890	1,984	897	8,550	9,682	58,003
Okaloosa	40,057	63,855	44,852	6,216	9,966	164,946
Okeechobee	13,974	15,373	4	54	4,179	36,651
Orange	704,542	352,271	104,377	13,047	130,471	1,304,708
Osceola	124,178	62,089	18,397	2,300	22,995	229,959
Palm Beach	1,196,479	398,826	99,707	274,193	523,459	2,492,664
Pasco	100,583	6,738	109,167	77,509	73,463	307,948
Pinellas	1,625,189	210,024	95,011	77,509	492,558	2,500,291
Polk	117,354	31,391	346,668	54,862	70,557	620,832
Putnam	16,875	33,940	46,456	1,240	29,928	128,439
Saint Johns	59,023	0	33,954	28,984	86,096	208,057
Saint Lucie	89,584	21,120	381,183	21,973	141,533	655,393
Santa Rosa	23,141	10,881	21,804	4,857	4,165	64,848
Sarasota	250,095	86,889	141,358	10,875	54,467	543,684
Seminole	174,230	87,115	25,812	3,226	32,265	322,648
Sumter	16,136	16,531	21,813	10,283	52,223	116,986
Suwannee	95,416	2,097	25,630	8,793	0	131,936
Taylor	9,247	15,157	9,093	1,045	3,686	38,228
Union	7,829	20	20,057	1,702	231	29,839
Volusia	411,548	47,380	105,180	23,465	150,779	738,352
Wakulla	15,382	1,073	357	16,098	2,864	35,774
Walton	44,958	13,573	15,791	6,306	2,494	83,122
Washington	25,904	3,047	29,168	987	1,828	60,934
TOTAL	21,254,527	5,340,556	11,127,807	8,012,081	11,101,231	56,836,202

2004 Passenger Trips by Type of Passenger

County	Elderly	Children	Low Income	Disabled	Low Income/ Disabled	Other	Total
Alachua	49,844	40,291	20,882	16,246	56,937	0	184,200
Baker	19,653	3,612	11,892	425	0	0	35,582
Bay	61,096	16,473	30,671	3,100	20,543	11,077	142,960
Bradford	11,752	581	6,103	16,174	2,120	0	36,730
Brevard	495,400	112,986	135,583	73,006	33,895	18,253	869,123
Broward	1,098,453	379,436	298,328	259,731	100,063	1,394,169	3,530,180
Calhoun	17,956	2,232	2,572	726	9,671	2,506	35,663
Charlotte	90,188	39,040	39,833	7,648	1,490	1,490	179,689
Citrus	46,813	8,348	13,860	2,587	48,293	15,227	135,128
Clay	40,847	21,424	0	14,310	0	18,969	95,550
Collier	44,157	16,694	21,077	4,450	26,585	29,388	142,351
Columbia	27,423	52,925	24,800	0	0	26,215	131,363
Desoto	8,378	6,084	1,156	3,992	5,352	8,783	33,745
Dixie	6,493	1,163	4,374	412	820	0	13,262
Duval	165,816	19,380	128,686	136,744	47,914	2,891,411	3,389,933
Escambia	98,575	192,396	57,259	34,876	97,825	31,832	512,945
Flagler	7,910	2,664	5,790	1,184	790	8,686	27,024
Franklin	23,858	8,822	4,805	0	0	0	37,485
Gadsden	39,391	17,249	26,194	423	33,085	25,095	141,437
Gilchrist	3,671	337	2,053	297	292	0	6,650
Glades	5,917	507	0	0	0	130	6,544
Gulf	7,737	378	1,956	1,369	2,942	1,043	15,425
Hamilton	30,238	26,537	0	0	0	0	56,775
Hardee	11,231	2,040	861	2,947	1,749	5,183	24,011
Hendry	32,525	2,855	0	0	0	356	35,736
Hernando	39,445	4,508	29,302	4,508	29,302	5,636	112,701
Highlands	38,240	4,009	2,256	38,029	4,006	11,791	98,331
Hillsborough	354,141	465,944	1,012,879	104,858	243,627	9,794	2,191,243
Holmes	32,739	19,646	4,584	1,310	6,548	655	65,482
Indian River	50,899	1,395	9,791	662	3,498	0	66,245
Jackson	27,852	9,316	16,499	732	6,884	4,840	66,123
Jefferson	28,919	1,776	5,040	1,114	4,488	0	41,337
Lafayette	8,038	1,524	1,663	2,635	0	0	13,860
Lake	86,174	41,982	46,401	4,419	41,982	0	220,958
Lee	145,514	73,529	10,217	4,492	7,794	1,079	242,625
Leon	24,351	3,998	191,657	37,487	0	0	257,493
Levy	11,234	3,516	6,399	0	2,623	0	23,772
Liberty	19,568	4,766	6,322	2,130	0	0	32,786
Madison	25,371	201	3,062	0	16,456	0	45,090
Manatee	95,023	287,467	7,443	63,417	2,475	419	456,244
Marion	125,049	28,329	15,765	13,750	2,920	2,969	188,782
Martin	51,797	15,002	0	461	0	84,594	151,854
Miami-Dade	17,145,138	6,032,549	952,508	5,715,046	1,587,513	317,503	31,750,257
Monroe	32,052	7,751	17,694	7,076	12,061	40,642	117,276
Nassau	44,439	3,067	10,497	0	0	0	58,003
Okaloosa	32,818	37,143	39,675	16,371	12,089	26,850	164,946
Okeechobee	14,259	1,815	602	14,947	234	4,794	36,651
Orange	420,732	73,810	0	684,941	125,225	0	1,304,708
Osceola	74,155	13,009	0	120,723	22,072	0	229,959
Palm Beach	1,445,746	74,780	548,386	373,898	24,927	24,927	2,492,664
Pasco	85,124	93,110	38,584	32,570	27,105	31,455	307,948
Pinellas	985,113	466,047	290,033	230,026	362,542	166,530	2,500,291
Polk	91,222	142,101	10,132	5,305	160,339	211,733	620,832
Putnam	1,240	3,997	0	0	0	123,202	128,439
Saint Johns	119,979	24,967	13,177	37,450	4,855	7,629	208,057
Saint Lucie	161,269	281,579	84,375	120,623	7,469	78	655,393
Santa Rosa	20,133	1,304	4,903	5,022	26,911	6,575	64,848
Sarasota	347,958	65,241	38,058	38,059	54,368	0	543,684
Seminole	104,027	18,253	0	169,383	30,985	0	322,648
Sumter	19,351	40,139	19,565	675	33,421	3,835	116,986
Suwannee	34,823	43,689	27,209	0	0	26,215	131,936
Taylor	10,568	782	7,266	2,516	7,174	9,922	38,228
Union	4,972	2,150	4,268	0	18,449	0	29,839
Volusia	332,477	209,306	0	145,864	0	50,705	738,352
Wakulla	31,917	1,602	715	1,073	357	110	35,774
Walton	19,948	21,612	16,624	8,312	9,975	6,651	83,122
Washington	31,076	16,452	3,046	7,921	1,219	1,220	60,934
TOTAL	25,220,394	9,617,617	4,335,314	8,598,452	3,392,259	5,672,166	56,836,202

2004 Passenger Trips by Funding Source

County	CTD	FDOT	DCF	AHCA	DOE	DOEA	Other Fed/State	Local Govt	Local Non Govt	Total
Alachua	42,909	1,977	28,327	55,591	0	8,164	0	47,232	0	184,200
Baker	4,687	11,289	0	4,603	1,529	10,146	276	364	2,688	35,582
Bay	22,586	0	28,859	63,356	0	24,261	3,542	11	345	142,960
Bradford	5,892	558	19,404	7,420	0	3,456	0	0	0	36,730
Brevard	325,690	155,090	60,298	48,267	3,130	8,335	0	237,289	31,024	869,123
Broward	415,297	54	164,309	550,297	41,329	102,635	81,016	593,740	1,581,503	3,530,180
Calhoun	11,244	0	7,530	10,605	0	5,852	390	0	42	35,663
Charlotte	70,493	14,121	107	15,619	0	23,868	0	30,350	25,131	179,689
Citrus	24,919	0	47,804	16,545	0	25,194	20,666	0	0	135,128
Clay	25,912	0	13,565	17,365	119	9,044	22,321	100	7,124	95,550
Collier	69,156	27,372	9,498	23,885	0	10,171	78	2,190	1	142,351
Columbia	7,821	28,891	15,264	55,122	0	13,417	0	0	10,848	131,363
Desoto	5,608	740	8,845	14,329	0	4,185	38	0	0	33,745
Dixie	3,155	0	3,585	5,405	0	1,117	0	0	0	13,262
Duval	56,713	0	0	271,640	0	123	0	3,061,457	0	3,389,933
Escambia	23,978	934	75,595	108,318	19,461	18,188	170,923	61,589	33,959	512,945
Flagler	5,026	7,218	2,664	1,762	0	7,910	0	1,623	821	27,024
Franklin	4,579	0	0	15,226	2,988	11,846	2,846	0	0	37,485
Gadsden	31,340	5,854	26,087	52,717	2	1,190	781	189	24,467	141,437
Gilchrist	2,412	0	320	2,728	0	1,190	0	0	0	6,650
Glades	1,155	16	1,728	2,525	0	1,095	0	0	35	6,554
Gulf	3,491	0	3,675	4,362	0	2,913	597	0	387	15,425
Hamilton	1,089	0	1,789	25,018	0	13,417	0	15,462	0	56,775
Hardee	4,722	908	3,787	11,599	10	2,985	0	0	0	24,011
Hendry	6,857	84	12,984	11,493	0	4,060	72	186	0	35,736
Hernando	18,016	0	0	33,735	0	7,127	0	53,783	0	112,701
Highlands	17,231	2,767	40,003	26,744	123	11,358	36	69	0	98,331
Hillsborough	305,536	0	150,013	682,481	170,304	88,243	242,818	496,521	55,270	2,191,243
Holmes	18,935	0	19,747	19,001	865	677	6,237	0	20	65,482
Indian River	15,691	11,518	0	21,264	0	5,489	7,539	4,834	0	66,245
Jackson	9,989	0	15,255	27,496	0	7,900	182	3,249	2,052	66,123
Jefferson	5,778	0	5,089	16,872	0	13,122	200	82	194	41,327
Lafayette	3,159	0	2,314	2,060	0	6,327	0	0	0	13,860
Lake	34,375	25,064	32,027	35,886	6,992	26,017	0	57,618	2,999	220,958
Lee	23,731	0	26,561	53,310	0	21,231	10	117,647	135	242,625
Leon	129,519	5,810	39,699	77,109	577	0	0	3,228	1,551	257,493
Levy	5,194	22	9,762	6,461	0	2,333	0	0	0	23,772
Liberty	17,269	1,685	0	12,783	0	1,049	0	0	0	32,786
Madison	8,761	2,701	10,146	15,082	0	7,827	521	0	52	45,090
Manatee	124,937	16,041	38,253	92,388	617	0	0	62,026	121,982	456,244
Marion	35,118	31,196	50,118	61,051	0	1,326	0	9,973	0	188,782
Martin	16,130	0	0	4,411	0	18,268	0	88,580	24,465	151,854
Miami-Dade	1,881,600	2,171	1,303,185	5,328,179	0	401,021	559,298	19,118,870	3,155,933	31,750,257
Monroe	48,844	0	869	19,051	0	4	0	37,147	11,361	117,276
Nassau	12,496	12,490	0	21,786	0	11,231	0	0	0	58,003
Okaloosa	60,332	7,682	30,025	19,483	513	5,474	32,546	50	8,841	164,946
Okeechobee	10,860	1,290	14,324	8,709	0	1,409	59	0	0	36,651
Orange	36,849	6,515	83,021	381,079	34	102,078	69,138	166,621	459,373	1,304,708
Osceola	6,497	1,148	14,633	67,166	6	17,991	12,185	29,367	80,966	229,959
Palm Beach	1,308,738	25,014	32,092	544,244	3,926	54,139	19,297	455,095	50,119	2,492,664
Pasco	88,309	0	9,379	81,035	2,220	41,322	24,758	13,370	47,555	307,948
Pinellas	875,102	25,002	65,007	850,097	5,005	130,015	100,012	12,501	437,550	2,500,291
Polk	20,729	66,612	36,766	90,239	3,898	69,208	310	0	333,070	620,832
Putnam	13,566	0	42,616	16,875	157	1,240	10,584	6,925	36,476	128,439
Saint Johns	20,601	29,187	20,361	47,496	0	28,218	104	51,700	10,390	208,057
Saint Lucie	27,965	98,794	120,535	32,883	18,200	17,686	68,280	102,312	168,738	655,393
Santa Rosa	17,662	11,176	14,670	18,333	124	2,443	0	440	0	64,848
Sarasota	26,854	3,311	50,923	233,072	0	35,616	375	144,743	48,790	543,684
Seminole	9,113	1,611	20,531	94,239	8	25,243	17,098	41,205	113,600	322,648
Sumter	9,343	10,296	31,929	8,392	648	7,318	0	46,097	2,963	116,986
Suwannee	2,045	0	1,789	105,418	0	0	0	11,836	10,848	131,936
Taylor	14,347	5,173	500	8,069	0	0	104	0	10,035	38,228
Union	3,887	67	18,032	5,463	0	0	8	2,382	0	29,839
Volusia	40,064	14,228	8,635	255,319	86,887	34,364	30,687	130,366	137,802	738,352
Wakulla	14,309	0	6,439	5,366	0	3,577	5,723	360	0	35,774
Walton	34,836	10,336	13,075	15,040	5	6,306	2,716	0	808	83,122
Washington	14,756	0	29,168	12,601	1,695	987	3	0	1,724	60,934
TOTAL	6,565,774	684,013	2,943,512	10,853,585	371,372	1,528,752	1,506,839	25,323,415	7,058,940	56,836,202

operating data

2004 Passenger Trips by Type of Trip

County	FIXED ROUTE TRIPS			Deviated Fixed Route	Ambulatory	Non Ambulatory	Stretcher	School Board	TOTAL	Trips by Trans Operators	Trips by Coordination Contractors
	Daily Tickets	Weekly Passes	Monthly Passes								
Alachua	0	0	68,320	0	84,930	29,140	1,810	0	184,200	3,172	0
Baker	0	0	0	11,271	21,168	1,338	276	1,529	35,582	0	0
Bay	0	0	0	0	117,611	25,042	307	0	142,960	60,567	15,715
Bradford	0	0	0	0	33,790	2,837	103	0	36,730	11,688	19,404
Brevard	93,669	300	312	0	685,076	84,880	4,886	0	869,123	446,901	0
Broward	31,254	428,589	934,380	79,393	1,671,255	385,309	0	0	3,530,180	1,312,695	823,316
Calhoun	0	0	0	0	31,846	3,291	526	0	35,663	0	0
Charlotte	0	0	0	14,480	151,033	11,397	121	2,658	179,689	27,988	27,789
Citrus	0	0	0	0	118,628	15,067	1,433	0	135,128	16,545	47,804
Clay	0	0	0	5,687	74,575	15,288	0	0	95,550	0	0
Collier	685	0	1,331	0	124,451	15,573	311	0	142,351	140,335	0
Columbia	51,044	0	0	0	75,115	2,850	2,354	0	131,363	33,897	9,854
Desoto	0	0	0	0	24,047	4,248	168	5,282	33,745	30,110	3,635
Dixie	0	0	0	0	11,038	1,920	304	0	13,262	304	3,460
Duval	1,033,772	1,093,426	585,707	138,667	399,726	131,653	6,982	0	3,389,933	465,184	73,177
Escambia	37,131	0	32,841	0	377,568	50,073	0	15,332	512,945	78,174	228,983
Flagler	0	0	0	0	23,967	3,057	0	0	27,024	0	0
Franklin	0	0	0	0	33,585	3,383	517	0	37,485	10,408	11,846
Gadsden	5,854	0	0	0	126,814	8,769	0	0	141,437	12,711	0
Gilchrist	0	0	0	0	5,253	1,073	324	0	6,650	324	0
Glades	0	0	0	0	6,216	144	194	0	6,554	1,025	0
Gulf	0	0	0	0	12,781	2,548	96	0	15,425	0	0
Hamilton	25,077	0	0	0	30,205	973	520	0	56,775	33,897	1,526
Hardee	0	0	0	0	20,902	2,948	161	0	24,011	21,026	2,985
Hendry	0	0	0	0	30,506	5,117	113	0	35,736	7,737	7,480
Hernando	0	0	0	0	100,783	10,592	1,326	0	112,701	17,433	49,974
Highlands	0	0	0	0	80,583	16,351	1,397	0	98,331	70,442	27,889
Hillsborough	1,250	5,503	1,223,438	0	870,378	88,239	2,435	0	2,191,243	0	784,409
Holmes	0	0	0	0	63,518	989	501	474	65,482	12,032	0
Indian River	0	0	0	0	60,341	5,395	509	0	66,245	0	66,245
Jackson	0	0	0	3,249	53,911	8,621	342	0	66,123	0	0
Jefferson	0	0	0	0	39,065	2,272	0	0	41,337	0	13,122
Lafayette	0	0	0	0	12,846	1,014	0	0	13,860	0	0
Lake	0	0	0	0	160,561	22,099	1,103	37,195	220,958	202,260	20,198
Lee	54	20	20	0	192,111	48,897	1,523	0	242,625	17,167	0
Leon	0	0	136,950	0	99,213	21,261	69	0	257,493	120,543	0
Levy	0	0	0	0	18,998	4,557	217	0	23,772	6,665	2,770
Liberty	0	0	0	0	31,726	1,018	42	0	32,786	0	0
Madison	2,701	0	0	0	35,588	6,801	0	0	45,090	4,484	7,827
Manatee	12,520	0	59,136	0	359,485	23,530	613	960	456,244	33,252	276,325
Marion	0	0	17	0	139,932	46,101	848	1,884	188,782	27,564	50,118
Martin	0	0	0	0	120,663	31,191	0	0	151,854	0	3,249
Miami-Dade	6,045,530	55,530	19,360,716	1,490,545	4,145,302	627,642	24,992	0	31,750,257	15,623,076	1,450,311
Monroe	0	0	23,506	0	87,483	6,287	0	0	117,276	0	84,685
Nassau	0	0	0	0	54,471	3,532	0	0	58,003	0	0
Okaloosa	0	0	0	2,399	143,417	19,065	65	0	164,946	132,402	32,544
Okeechobee	0	0	0	0	30,878	5,768	5	0	36,651	22,411	14,240
Orange	118,516	47,089	394,670	0	596,629	140,585	7,219	0	1,304,708	324,984	419,449
Osceola	20,889	8,300	69,562	0	105,157	24,779	1,272	0	229,959	57,279	73,929
Palm Beach	127,840	0	1,332,400	0	787,551	240,826	4,047	0	2,492,664	724,486	307,938
Pasco	0	0	37,122	0	232,788	19,468	1,416	17,154	307,948	63,888	135,670
Pinellas	0	1,291,380	0	3,868	826,015	379,028	0	0	2,500,291	1,500,174	208,051
Polk	211,733	0	0	0	236,727	70,982	2,390	99,000	620,832	156,153	108,236
Putnam	0	0	0	108,433	298	17,403	2,148	157	128,439	0	0
Saint Johns	0	0	0	77,477	100,586	26,752	3,242	0	208,057	0	0
Saint Lucie	0	0	0	0	475,958	37,713	972	140,750	655,393	178,226	474,077
Santa Rosa	0	0	0	0	56,522	8,326	0	0	64,848	28,587	0
Sarasota	29,210	0	199,359	8,409	245,523	59,546	1,637	0	543,684	97,300	117,965
Seminole	29,308	11,645	97,600	0	147,543	34,766	1,786	0	322,648	80,367	103,728
Sumter	0	0	0	7,739	102,744	6,114	175	214	116,986	1,608	33,296
Suwannee	51,470	0	0	0	67,719	9,985	2,762	0	131,936	56,417	2,624
Taylor	5,173	0	0	0	28,873	4,182	0	0	38,228	0	0
Union	0	0	0	0	28,177	1,621	41	0	29,839	0	18,032
Volusia	87,291	589	292,068	0	247,011	106,737	4,656	0	738,352	118,895	51,466
Wakulla	0	0	0	0	35,624	150	0	0	35,774	9,870	0
Walton	0	0	0	0	79,418	3,649	55	0	83,122	11,496	0
Washington	0	0	0	0	58,495	364	398	1,677	60,934	9,905	0
TOTAL	8,021,971	2,942,371	24,849,455	1,951,617	15,652,697	3,002,116	91,709	324,266	56,836,202	22,424,054	6,215,341

2004 Summary of Vehicle Information

County	CTC Vehicle Miles	Transp. Oper Vehicle Miles	Coord. Contr. Vehicle Miles	School Bus Miles	Total Vehicle Miles	Revenue Miles	Number of Roadcalls	Number of Accidents	Number of Chargeable Accidents	Total Number of Vehicles	Total Number of W/C Accessible Vehicles	Total Number of Stretcher Equipped Vehicles	Percentage of W/C Accessible Vehicles	Percentage of Stretcher Equipped Vehicles
Alachua	1,710,194	59,815	0	0	1,770,009	1,573,366	0	24	15	45	31	3	69%	7%
Baker	349,268	0	0	0	349,268	295,220	3	1	0	18	14	0	78%	0%
Bay	921,277	44,225	0	0	965,502	870,184	4	7	0	51	44	3	86%	6%
Bradford	24,358	135,800	107,360	0	267,518	214,424	0	0	0	14	10	2	71%	14%
Brevard	1,083,002	2,692,874	0	41,134	3,817,010	3,638,508	8	13	0	174	71	2	41%	1%
Broward	0	12,168,743	4,315,922	0	16,484,665	14,562,512	919	143	62	626	244	0	39%	0%
Calhoun	0	0	0	0	444,127	439,758	2	2	0	21	0	0	0%	0%
Charlotte	316,752	203,050	112,185	0	631,987	510,302	16	10	0	46	26	1	57%	2%
Citrus	425,657	244,214	186,484	0	856,355	353,934	35	3	0	54	33	11	61%	20%
Clay	873,945	0	0	0	873,945	837,478	48	0	0	32	22	1	69%	3%
Collier	0	1,324,316	0	0	1,324,316	1,169,290	44	12	2	29	15	2	52%	7%
Columbia	497,569	101,217	39,287	0	638,073	561,930	7	0	0	27	11	7	41%	26%
Desoto	0	432,038	9,578	6,940	448,556	359,481	6	2	0	23	13	2	57%	9%
Dixie	179,712	10,650	26,270	0	216,632	168,323	1	0	0	10	9	1	90%	10%
Duval	0	6,239,626	209,515	0	6,449,141	5,740,304	372	261	176	140	94	5	67%	4%
Escambia	1,168,607	274,629	266,686	20,940	1,730,862	1,325,900	81	18	6	106	30	0	28%	0%
Flagler	212,721	0	0	0	212,721	208,550	4	3	0	17	11	0	65%	0%
Franklin	197,964	201,216	16,148	0	415,328	402,227	7	2	0	19	5	1	26%	5%
Gadsden	1,010,328	70,565	0	0	1,080,893	916,720	28	12	10	28	12	0	43%	0%
Gilchrist	102,576	14,403	0	0	116,979	97,263	1	0	0	8	7	1	88%	13%
Glades	117,471	41,902	0	0	159,373	144,086	8	0	0	4	4	0	100%	0%
Gulf	296,166	0	0	0	296,166	285,656	7	3	1	16	10	1	63%	6%
Hamilton	204,751	101,217	39,287	0	345,255	307,944	2	0	0	12	4	3	33%	25%
Hardee	0	505,486	17,741	0	523,227	283,673	7	1	0	13	6	1	46%	8%
Hendry	374,138	399,306	34,320	0	807,764	747,657	18	1	1	8	6	1	75%	13%
Hernando	372,783	730,301	302,128	0	1,405,212	1,257,513	19	0	0	43	25	4	58%	9%
Highlands	0	1,689,690	115,530	0	1,805,220	1,004,606	24	1	1	43	23	1	53%	2%
Hillsborough	1,251,736	0	3,314,200	0	4,565,936	3,892,674	86	97	30	289	122	3	42%	1%
Holmes	519,298	96,290	0	174	615,762	614,348	2	1	1	24	5	0	21%	0%
Indian River	525,924	0	0	0	525,924	467,792	4	3	1	22	20	0	91%	0%
Jackson	950,014	0	0	0	950,014	942,443	8	2	1	33	9	1	27%	3%
Jefferson	283,324	0	10,398	0	293,722	246,973	9	3	2	13	8	0	62%	0%
Lafayette	131,434	0	0	0	131,434	111,410	1	0	0	8	5	0	63%	0%
Lake	0	1,876,088	239,723	0	2,115,811	1,649,860	46	13	5	98	34	9	35%	9%
Lee	2,044,439	198,388	0	0	2,242,827	1,948,416	61	13	12	78	76	2	97%	3%
Leon	0	964,737	0	0	964,737	811,270	13	30	21	26	23	0	88%	0%
Levy	348,486	240,487	56,587	0	645,560	532,540	13	14	0	18	9	1	50%	6%
Liberty	273,196	0	0	0	273,196	270,187	1	0	0	18	4	0	22%	6%
Madison	369,908	44,069	53,852	0	467,829	397,633	12	1	1	20	9	0	45%	0%
Manatee	616,737	694,170	330,242	0	1,641,149	881,446	41	21	4	120	71	3	59%	3%
Marion	1,054,634	798,868	282,898	3,980	2,140,380	1,643,746	14	10	4	77	37	8	48%	10%
Martin	720,596	0	26,660	0	747,256	601,816	111	4	4	37	29	0	78%	0%
Miami-Dade	8,275	24,126,634	6,031,659	0	30,166,568	25,348,080	315	98	63	727	204	61	28%	8%
Monroe	701,225	0	469,008	0	1,170,233	1,063,848	0	15	3	43	21	0	49%	0%
Nassau	546,682	0	0	0	546,682	492,481	14	3	2	16	14	0	88%	0%
Okaloosa	0	1,006,591	62,120	0	1,068,711	923,016	13	2	2	17	35	2	49%	3%
Okeechobee	0	537,181	34,288	0	571,469	311,853	10	0	0	17	8	2	47%	12%
Orange	0	4,490,044	2,348,368	0	6,838,412	5,753,685	122	85	29	195	121	5	62%	3%
Osceola	0	791,383	413,907	0	1,205,290	1,014,104	22	15	5	34	21	1	62%	3%
Palm Beach	0	6,599,517	932,218	0	7,531,735	6,596,784	60	56	4	295	181	4	61%	1%
Pasco	431,137	433,428	417,586	8,928	1,291,079	1,111,171	45	9	3	106	34	6	32%	6%
Pinellas	7,258,839	0	1,061,675	0	8,320,514	7,112,652	303	85	21	805	230	1	29%	0%
Polk	558,731	1,265,406	812,665	10,475	2,647,277	2,234,322	136	24	12	131	60	8	46%	6%
Putnam	808,345	0	0	0	808,345	540,782	20	2	1	30	22	2	73%	7%
Saint Johns	1,119,768	0	0	0	1,119,768	970,744	18	1	1	38	22	3	58%	8%
Saint Lucie	0	726,911	905,242	0	1,632,153	1,355,567	70	9	2	105	33	0	31%	0%
Santa Rosa	714,472	37,750	0	0	752,222	590,453	8	5	2	20	8	0	40%	0%
Sarasota	807,017	586,902	490,931	0	1,884,850	1,492,745	50	12	2	118	81	5	69%	4%
Seminole	0	1,110,365	580,740	0	1,691,105	1,422,857	30	21	7	48	30	1	63%	2%
Sumter	629,810	0	108,947	0	738,757	507,946	12	0	0	45	37	6	82%	13%
Suwannee	213,216	274,112	0	0	487,328	403,981	6	0	0	22	8	4	36%	18%
Taylor	382,303	0	0	0	382,303	328,559	10	6	3	13	9	0	69%	0%
Union	183,443	0	72,779	0	256,222	187,882	1	1	0	10	3	1	30%	10%
Volusia	1,502,277	1,301,320	243,269	0	3,046,866	2,698,657	87	5	2	97	77	8	79%	8%
Wakulla	324,060	0	0	0	324,060	322,792	0	0	0	10	4	0	40%	0%
Walton	707,971	63,538	0	0	771,509	666,790	4	5	0	25	6	2	24%	8%
Washington	427,169	67,920	0	0	495,089	493,810	2	3	0	22	5	0	23%	0%
Totals	36,853,705	76,017,382	25,098,403	92,571	138,506,188	117,334,924	3,451	1,189	526	5,551	2,515	203	45%	4%

operating data

2004 Operators by County

County	Private Non Profit	Private For Profit	School Board	Municipality	County	City	Transit Authority	Other Operators	Total Operators	Number of Coordination Contractors	Number of CMBE's (transportation services)	Number of CMBE's (other services)
Alachua	0	1	0	0	0	0	0	0	1	0	0	0
Baker	1	0	0	0	0	0	0	0	1	0	0	0
Bay	3	4	1	0	0	0	0	0	8	0	0	0
Bradford	2	1	0	0	0	0	0	0	3	1	0	0
Brevard	1	1	1	0	0	0	1	0	4	0	0	0
Broward	22	4	0	9	1	0	0	0	36	28	3	1
Calhoun	1	0	0	0	0	0	0	0	1	0	0	0
Charlotte	7	4	1	0	1	0	0	0	13	13	0	2
Citrus	1	1	0	0	1	0	0	0	3	1	0	0
Clay	1	0	0	0	0	0	0	0	1	0	0	0
Collier	0	6	0	0	0	0	0	0	6	1	0	0
Columbia	3	5	0	0	0	0	1	0	9	3	1	2
Desoto	1	3	1	0	0	0	0	0	5	1	0	0
Dixie	2	0	0	0	1	0	0	0	3	1	0	0
Duval	4	3	0	0	0	0	1	0	8	4	2	0
Escambia	5	4	1	0	0	0	1	1	12	5	2	21
Flagler	0	0	0	0	1	0	0	0	1	0	0	0
Franklin	2	1	0	0	0	0	0	0	3	1	1	0
Gadsden	2	0	0	0	0	0	0	0	2	0	0	0
Gilchrist	1	0	0	0	1	0	0	0	2	0	0	0
Glades	2	1	0	0	0	0	0	0	3	1	1	0
Gulf	1	0	0	0	0	0	0	0	1	0	0	0
Hamilton	1	3	0	0	0	0	1	0	5	3	3	0
Hardee	1	2	0	0	0	0	0	0	3	1	0	0
Hendry	2	1	0	0	0	0	0	0	3	1	1	0
Hernando	2	1	1	0	1	0	0	0	5	1	1	0
Highlands	1	2	0	0	0	0	0	0	3	1	0	0
Hillsborough	13	1	0	1	3	0	1	0	19	18	0	0
Holmes	2	1	1	0	1	0	0	0	5	0	0	0
Indian River	3	0	0	0	0	0	0	0	3	0	0	0
Jackson	1	0	0	0	0	0	0	0	1	0	0	0
Jefferson	2	0	0	0	0	0	0	0	2	1	0	0
Lafayette	1	0	0	0	0	0	0	0	1	0	0	0
Lake	5	4	1	0	1	0	0	0	11	4	0	0
Lee	1	3	0	0	1	0	0	0	5	0	0	0
Leon	1	2	0	1	0	0	0	0	4	0	1	0
Levy	1	1	0	0	1	0	0	0	3	1	0	0
Liberty	0	0	0	0	1	0	0	0	1	0	0	0
Madison	3	1	0	0	0	0	0	0	4	1	0	0
Manatee	9	1	0	0	1	0	0	0	11	9	0	0
Marion	3	2	1	0	0	0	0	0	6	2	0	0
Martin	3	5	1	1	1	0	0	0	11	1	0	0
Miami-Dade	33	9	0	0	4	0	1	0	47	33	4	0
Monroe	7	0	0	0	1	0	0	0	8	7	0	0
Nassau	1	0	0	0	0	0	0	0	1	0	0	0
Okaloosa	3	2	0	0	0	0	0	0	5	1	0	0
Okeechobee	1	2	0	0	0	0	0	0	3	1	0	0
Orange	14	2	0	0	0	0	1	0	17	15	1	1
Osceola	3	0	0	0	0	0	0	0	3	3	0	0
Palm Beach	19	4	0	0	0	0	0	0	23	19	3	0
Pasco	10	4	1	0	1	0	0	0	16	10	0	0
Pinellas	16	6	0	0	0	0	1	0	23	0	1	0
Polk	6	1	1	0	2	0	1	0	11	5	0	6
Putnam	1	0	0	0	0	0	0	0	1	0	0	0
Saint Johns	1	0	0	0	0	0	0	0	1	0	0	0
Saint Lucie	10	3	1	0	1	0	0	0	15	12	0	6
Santa Rosa	0	3	0	0	0	0	0	0	3	0	1	0
Sarasota	9	9	0	0	1	0	0	0	19	7	0	0
Seminole	3	1	0	0	0	0	0	0	4	3	0	1
Sumter	2	2	0	0	2	0	0	0	6	2	0	2
Suwannee	1	5	0	0	0	0	1	0	7	1	1	2
Taylor	1	0	0	0	0	0	0	0	1	0	0	0
Union	2	0	0	0	0	0	0	0	2	1	0	0
Volusia	1	6	0	0	1	0	0	2	10	2	2	5
Wakulla	1	1	0	0	0	0	0	0	2	0	1	0
Walton	2	1	1	0	2	0	0	0	6	0	0	0
Washington	2	1	1	0	2	0	0	0	6	0	0	0
TOTAL	266	131	15	12	34	0	11	3	472	226	30	49

2004 Employee Information

County	Total Drivers- CTC & Oper	CTC & Oper Hours	CTC & Oper Total Employees	CC Drivers	CC Driver Hours	CC Total Employees
Alachua	65	90,000	85	18	25,920	23
Baker	17	28,657	21	0	0	0
Bay	41	58,198	54	0	0	0
Bradford	9	13,149	12	5	4,688	5
Brevard	201	194,021	224	0	0	0
Broward	337	922,870	460	502	344,701	633
Calhoun	13	24,128	20	0	0	0
Charlotte	31	51,520	46	25	15,678	25
Citrus	29	53,040	43	18	18,720	29
Clay	54	55,613	62	0	0	0
Collier	28	74,756	44	0	0	0
Columbia	22	37,825	35	4	1,920	4
Desoto	17	27,305	28	1	630	2
Dixie	4	7,661	6	1	2,080	1
Duval	178	370,713	251	6	12,534	16
Escambia	83	131,578	117	36	43,615	57
Flagler	21	11,560	27	0	0	0
Franklin	10	23,960	15	2	1,220	2
Gadsden	22	52,987	32	0	0	0
Gilchrist	4	5,344	6	0	0	0
Glades	3	8,098	11	1	131	1
Gulf	12	11,187	15	0	0	0
Hamilton	13	26,981	20	0	0	0
Hardee	11	15,836	17	1	1,500	2
Hendry	10	34,974	22	1	745	1
Hernando	26	44,004	38	6	0	8
Highlands	25	49,711	35	35	6,195	40
Hillsborough	48	87,287	82	309	352,680	458
Holmes	12	22,110	19	0	0	0
Indian River	22	40,968	26	0	0	0
Jackson	26	48,083	39	0	0	0
Jefferson	6	11,816	12	2	1,920	4
Lafayette	4	7,339	6	0	0	0
Lake	46	90,480	68	61	18,808	66
Lee	78	167,649	104	0	0	0
Leon	24	68,924	35	0	0	0
Levy	17	17,870	24	3	1,930	4
Liberty	12	15,890	16	0	0	0
Madison	12	28,510	20	1	1,664	2
Manatee	43	85,347	64	75	60,767	96
Marion	57	107,880	76	12	17,680	15
Martin	29	64,391	43	4	2,480	6
Miami-Dade	386	918,773	569	440	372,380	598
Monroe	4	6,240	6	52	78,000	74
Nassau	20	40,956	27	0	0	0
Okaloosa	64	77,715	75	6	9,132	15
Okeechobee	14	15,757	20	4	2,880	8
Orange	131	322,879	182	204	136,440	238
Osceola	23	56,909	32	35	24,048	40
Palm Beach	186	616,055	252	134	53,875	164
Pasco	74	48,896	107	91	47,236	125
Pinellas	765	827,371	891	167	74,816	169
Polk	101	162,300	162	111	73,354	156
Putnam	24	42,976	33	0	0	0
Saint Johns	47	68,630	58	0	0	0
Saint Lucie	30	48,543	50	72	36,655	93
Santa Rosa	21	21,867	28	0	0	0
Sarasota	82	150,594	119	42	40,439	55
Seminole	33	79,846	45	50	33,741	58
Sumter	35	33,892	43	7	3,062	7
Suwannee	19	28,588	32	2	1,941	0
Taylor	8	21,032	14	0	0	0
Union	7	7,869	9	2	1,546	4
Volusia	95	206,847	149	3	6,240	6
Wakulla	10	20,440	15	0	0	0
Walton	17	30,596	25	0	0	0
Washington	13	20,798	19	0	0	0
TOTAL	3,931	7,166,589	5,342	2,551	1,933,991	3,310

operating data

2004 Other Reported Data

County	Unduplicated Pass Head Count	Unmet Trip Requests	Medical Unmet Trip Requests	Employment Unmet Trip Requests	Educ/Training Unmet Trip Requests	Nutritional Unmet Trip Requests	Life Sust/Other Unmet Trip Requests	Reason Denied- Lack of Funding	Reason Denied- Lack of Vehicle Available	Reason Denied- Lack of Driver Available	Reason Denied- Other	Passenger No-Shows	Complaints	Comments
Alachua	10,371	0	0	0	0	0	0	0	0	0	0	13,748	170	54
Baker	597	0	0	0	0	0	0	0	0	0	0	123	0	0
Bay	1,621	539	197	93	152	28	69	0	0	0	0	526	25	3
Bradford	702	24	0	0	0	0	24	0	0	0	0	68	6	0
Brevard	5,953	49	0	6	22	21	0	0	24	25	0	14,246	12	25
Broward	59,817	36,058	909	3,609	29,126	431	1,983	35,983	0	24	51	94,732	857	272
Calhoun	824	8	1	4	2	1	0	4	1	3	0	134	1	0
Charlotte	7,170	5,035	2,836	1,199	922	0	78	0	0	0	0	1,366	84	20
Citrus	1,405	124	27	5	1	8	83	0	0	0	0	698	56	5
Clay	2,655	39	0	10	0	0	29	39	0	0	0	8,538	0	20
Collier	1,868	23	0	0	0	0	23	0	0	0	23	2,571	177	15
Columbia	40,054	36	0	29	7	0	0	36	0	0	0	0	6	1
Desoto	742	32	22	0	0	0	10	0	0	0	32	396	19	10
Dixie	728	30	0	0	0	0	30	0	0	0	0	78	3	0
Duval	11,559	1,636	1,204	105	51	0	276	0	0	0	0	58,258	1,454	109
Escambia	7,141	3,481	591	1,475	235	51	1,129	3,295	27	7	152	18,537	174	94
Flagler	27,024	0	0	0	0	0	0	0	0	0	0	172	12	5
Franklin	2,890	0	0	0	0	0	0	0	0	0	0	85	0	2
Gadsden	2,251	0	0	0	0	0	0	0	0	0	0	1,359	42	0
Gilchrist	434	28	0	0	0	0	28	0	0	0	0	70	2	0
Glades	53	0	0	0	0	0	0	0	0	0	0	328	3	0
Gulf	502	10	8	0	0	0	2	1	0	6	3	200	5	7
Hamilton	5,338	33	4	29	0	0	0	29	0	0	4	0	5	1
Hardee	1,159	1,897	376	316	68	45	1,092	1,416	1	103	376	769	12	5
Hendry	434	0	0	0	0	0	0	0	0	0	0	1,921	21	10
Hernando	3,512	4,812	3,128	96	0	1,011	577	0	0	0	0	1,241	116	52
Highlands	3,060	356	71	59	13	8	205	264	2	20	71	3,606	37	18
Hillsborough	28,207	1,775	1,253	34	25	186	277	159	566	8	1,042	18,989	119	273
Holmes	2,842	232	77	56	49	12	38	0	0	0	0	104	0	8
Indian River	12,863	288	106	34	22	0	126	211	45	12	20	947	3	8
Jackson	2,838	7	0	0	0	0	0	0	4	1	2	385	0	0
Jefferson	1,717	0	0	0	0	0	0	0	0	0	0	380	4	0
Lafayette	464	22	0	0	0	0	22	0	0	0	0	52	3	0
Lake	17,225	2,397	635	237	85	133	1,307	1,071	366	365	595	7,212	107	14
Lee	2,573	0	0	0	0	0	0	0	0	0	0	15,285	396	25
Leon	8,583	0	0	0	0	0	0	0	0	0	0	5,739	191	0
Levy	607	500	350	150	0	0	0	150	350	0	0	1,018	26	3
Liberty	1,192	41	7	32	2	0	0	36	3	2	0	44	0	3
Madison	1,804	0	0	0	0	0	0	0	0	0	0	178	6	0
Manatee	4,601	34	10	0	24	0	0	0	24	0	0	1,456	41	9
Marion	7,026	200	48	142	10	0	0	0	0	0	0	15,595	30	6
Martin	15,185	2,766	628	718	391	52	977	0	11	0	2,755	6,187	29	37
Miami-Dade	152,905	610,487	300,036	60,007	126,750	59,395	64,293	0	0	0	0	140,517	9,307	86
Monroe	1,913	0	0	0	0	0	0	0	0	0	0	2,618	1	7
Nassau	1,692	384	0	0	0	0	384	0	0	0	0	546	6	18
Okaloosa	7,027	178	43	69	20	8	38	0	0	37	141	1,170	17	17
Okeechobee	1,330	119	24	20	4	3	68	88	1	7	24	1,095	12	6
Orange	148,718	280	56	0	3	221	0	0	0	0	0	34,099	1,739	135
Osceola	26,212	49	10	0	0	39	0	0	0	0	0	6,010	307	24
Palm Beach	10,638	0	0	0	0	0	0	0	0	0	0	41,645	1,844	891
Pasco	7,980	93	71	3	9	0	10	3	4	0	86	3,731	62	58
Pinellas	84,505	1,746	819	200	1	0	466	466	259	1,020	0	19,212	147	298
Polk	17,483	1,027	194	52	573	91	117	1,024	3	0	0	22,480	40	14
Putnam	4,604	0	0	0	0	0	0	0	0	0	0	10,827	2	5
Saint Johns	4,406	0	0	0	0	0	0	0	0	0	0	951	4	5
Saint Lucie	26,206	2,494	0	1,871	374	0	249	0	0	0	0	6,114	8	65
Santa Rosa	832	1,221	251	405	156	48	361	1,176	0	0	45	782	20	23
Sarasota	8,192	166	76	27	43	3	17	0	162	0	4	941	24	22
Seminole	36,777	69	14	0	1	55	0	0	0	0	0	8,432	429	33
Sumter	2,849	407	212	82	34	40	99	0	64	28	375	844	3	25
Suwannee	16,948	29	0	29	0	0	0	0	0	0	2	61	9	1
Taylor	1,804	0	0	0	0	0	0	0	0	0	0	193	0	0
Union	460	0	0	0	0	0	0	0	0	0	0	77	0	0
Volusia	8,145	0	0	0	0	0	0	0	0	0	0	10,201	288	162
Wakulla	810	12	2	7	1	0	0	0	3	2	0	31	0	1
Walton	5,372	487	161	117	102	24	83	0	0	0	0	240	1	2
Washington	2,842	277	105	91	20	14	47	0	0	0	0	196	1	4
Totals	888,241	682,037	314,569	71,418	159,298	61,928	74,617	45,458	1,920	1,670	5,803	610,354	18,525	3,016



Glossary of Terms

glossary of terms

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.

Actual Expenditure Report (AER): 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.

Americans with Disabilities Act (ADA): 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.

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

Annual Performance Report (APR): 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.

Automotive Service Excellence (ASE): 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.

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

Certified Minority Business Enterprise (CMBE): 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.

Commercial Driver's License (CDL): 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.

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

Commission for the Transportation Disadvantaged (CTD): 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.

Community Transportation Coordinator (CTC): (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.

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 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).

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

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

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

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

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

Fully Allocated Costs (FAC): 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.

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.

Local Coordinating Board (LCB): 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.

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

Memorandum of Agreement (MOA): 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.

Metropolitan Planning Organization (MPO): the area-wide organization responsible for conducting the continuous,

cooperative and comprehensive transportation planning and programming in accordance with the provisions of 23 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.

Official Planning Agency (OPA): 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.

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. 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.

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

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

Request for Qualifications (RFQ): 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.

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.

System Safety Program Plan (SSPP): 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.

Total Quality Management (TQM): 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.

Transportation Disadvantaged (TD): 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 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.

Transportation Disadvantaged Service Plan (TDSP): 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.

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.

Unduplicated Passenger Head Count (UPHC): 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.

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

U.S. Department of Transportation (USDOT): 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.

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.



Primary Contacts

Alachua**Coordinator**

Herold Humphrey
 MV Paratransit
 3713 SW 42nd Street , Suite 3
 Gainesville, FL 32608
 (352) 871-0683
FAX: (352) 378-6117
EMAIL: hhumphrey@mvtransit.com

Planner

Lynn Franson-Godfrey
 NCFRPC
 2009 NW 67th Place , Suite A
 Gainesville, FL 32653-1603
 (352) 955-2200 ext. 110
FAX: (352) 955-2209
EMAIL: godfrey@ncfrpc.org

Baker

Tonnie Blakely
 Baker County Council on Aging
 101 East Macclenny Avenue
 Macclenny, FL 32063
 (904) 259-2223 ext. 222
FAX: (904) 259-6394
EMAIL: tmlakely@nefcom.net

Stephen Jones
 Northeast Florida RPC
 6850 Belfort Oaks Place
 Jacksonville, FL 32216
 (904) 279-0880
FAX: (904) 279-0881
EMAIL: sjones@nefrpc.org

Bay

Annette Stewart
 Tri-County Community Council, Inc.
 302 North Oklahoma Street
 Bonifay, FL 32425
 (850) 547-3689
FAX: (850) 547-9806
EMAIL: annette.tccc@mchsi.com

Mary Bo Robinson
 West Florida RPC
 P. O. Box 9759
 Pensacola, FL 32513-9759
 (850) 595-8910
FAX: (850) 595-8967
EMAIL: robinsonm@wfrpc.dst.fl.us

Bradford

Matt Pearson
 Suwannee River Economic Council
 Post Office Box 70
 Live Oak, FL 32060
 (386) 362-4115 ext. 234
FAX: (386) 362-4078
EMAIL: suwanneec.alltel.net

Lynn Franson-Godfrey
 NCFRPC
 2009 NW 67th Place , Suite A
 Gainesville, FL 32653-1603
 (352) 955-2200 ext. 10
FAX: (352) 955-2209
EMAIL: godfrey@ncfrpc.org

Brevard

Coordinator

Bob Roberson
Space Coast Area Transit
401 South Varr
Cocoa, FL 32922
(321) 635-7815 ext. 236
FAX: (321) 633-1905
EMAIL: bob@ridescat.com

Planner

Jim Liesenfelt
Space Coast Area Transit
401 South Varr Ave.
Cocoa, FL 32922
(321) 635-7815 ext. 231
FAX: (321) 633-1905
EMAIL: jim@ridescat.com

Broward

Ed Wisniewski
Broward Co. Mass Transit
3201 West Copans Rd.
Pompano Bch, FL 33069
(954) 357-6799
FAX: (954) 357-8345
EMAIL: ewisniewski@broward.org

Deborah Byrnes
Broward Co. MPO
115 S. Andrews Ave. , Room 329H
Ft. Lauderdale, FL 33301
(954) 357-6647
FAX: (954) 357-6228
EMAIL: dbyrnes@broward.org

Calhoun

Marilyn Russell
Calhoun Co. Senior Citizens
16859 NE Cayson St.
Blountstown, FL 32424
(850) 674-4163
FAX: (850) 674-8384
EMAIL: senior1@gtcom.net

Vanita Anderson
Apalachee RPC
20776 Central Avenue, East , Suite 1
Blountstown, FL 32424
(850) 674-4571
FAX: (850) 674-4574
EMAIL: arpc7@gtcom.net

Charlotte

Rich Weingarten
Charlotte Co. Transit Dept.
25490 Airport Road
Punta Gorda, FL 33950
(941) 833-6244
FAX: (941) 639-7279
EMAIL: rich.weingarten@charlottefl.com

Wendy Scott
Charlotte County/Punta Gorda MPO
28000 Airport Road , A-6
Punta Gorda, FL 33982
(941) 639-4676
FAX: (941) 639-8153
EMAIL: scott@ccmpo.com

	Coordinator	Planner
Citrus	<p>Lon Frye Citrus County Transit 3600 West Sovereign Path , Suite 178 Lecanto, FL 34461 (352) 527-7630 ext.4634 FAX: (352) 527-7935 EMAIL: lon.frye@bocc.citrus.fl.us</p>	<p>Cathy Pearson Citrus County Transit 3600 W Sovereign Path , Suite 178 Lecanto, FL 34461 (352) 527-7630 FAX: (352) 527-7635 EMAIL: cathy.pearson@bocc.citrus.fl.us</p>
Clay	<p>Sheryl Hartzog Clay Co. Council on Aging 604 Walnut St. Green Cove Springs, FL 32043 (904) 284-5977 FAX: (904) 284-5733 EMAIL: sherylh@claycoa.org</p>	<p>Stephen Jones Northeast Florida RPC 6850 Belfort Oaks Place Jacksonville, FL 32216 (904) 279-0880 FAX: (904) 279-0881 EMAIL: sjones@nefrp.org</p>
Collier	<p>Diane Flagg Collier Co. Brd. of Co. Comm. 2685 S. Horseshoe Drive , Suite #211 Naples, FL 34104 (239) 774-8192 FAX: (239) 213-5815 EMAIL: jillbrown@colliergov.net</p>	<p>Johnny Limbaugh Collier MPO 2685 S Horseshoe Dr. , Suite 211 Naples, FL 34104 (239) 774-9370 FAX: (239) 774-9370 EMAIL: trinitycaudill@colliergov.net</p>
Columbia	<p>James Swisher Suwannee Valley Transit Authority 1907 Voyles Street Live Oak, FL 32060 (386) 362-5332 FAX: (386) 362-4603 EMAIL: jimmys@svta-liveoak.org</p>	<p>Lynn Franson-Godfrey NCFRPC 2009 NW 67th Place , Suite A Gainesville, FL 32653-1603 (352) 955-2200 ext. 110 FAX: (352) 955-2209 EMAIL: godfrey@ncfrpc.org</p>

DeSoto

Coordinator

Tim Banks
ATC Paratransit, Inc.
2371 US 27 South
Sebring, FL 33870
(863) 382-6004
FAX: (800) 675-2125
EMAIL: tdbanks@atc-nec.com

Planner

Paul Erickson
DeSoto Co. Board of County Commissioners
201 East Oak Street , Suite 202
Arcadia, FL 34266
(863) 993-4858
FAX: (863) 993-4857
EMAIL: paul@co.desoto.fl.us

Dixie

Matt Pearson
Suwannee River Economic Council
Post Office Box 70
Live Oak, FL 32060
(386) 362-4115 ext. 234
FAX: (386) 362-4078
EMAIL: suwanneeec.alltel.net

Lynn Franson-Godfrey
NCFRPC
2009 NW 67th Place , Suite A
Gainesville, FL 32653-1603
(352) 955-2200 ext. 110
FAX: (352) 955-2209
EMAIL: godfrey@ncfrpc.org

Duval

Patricia Collins
Jacksonville Transportation Authority
5711 Richards Street , Post Office Drawer "O"
Jacksonville, FL 32203
(904) 265-8933
FAX: (904) 265-8919
EMAIL: Pcollins@jtafla.com

Denise Bunnewith
First Coast MPO
128 E. Forsyth Street , Suite 300
Jacksonville, FL 32202
(904) 306-7500
FAX: (904) 630-2828
EMAIL: edejesus@fcmmpo.com

Escambia

Les Solberg
Pensacola Bay
10 East Texar Drive
Pensacola, FL 32503
(850) 469-8773 ext. 201
FAX: (850) 469-8907
EMAIL: lbsolberg@pensacolabaytransportation.co

Mary Bo Robinson
West Florida RPC
P. O. Box 9759
Pensacola, FL 32513-9759
(850) 595-8910
FAX: (850) 595-8967
EMAIL: robinsomm@wfrpc.dst.fl.us

	Coordinator	Planner
Flagler	<p>Gary Willoughby Flagler County Public Transportation Dept. 1000 Belle Terre Blvd. Palm Coast, FL 32135-2080 (386) 437-7300 ext. 318 FAX: (386) 437-7283 EMAIL: gwilloughby@fcbcc.org</p>	<p>Stephen Jones Northeast Florida RPC 6850 Belfort Oaks Place Jacksonville, FL 32216 (904) 279-0880 FAX: (904) 279-0881 EMAIL: sjones@nefrpc.org</p>
Franklin	<p>John Croom Croom's, Inc. 133 Hwy 98 Apalachicola, FL 32329-0006 (850) 653-2270 FAX: (850) 653-8887 EMAIL: crooms@digitalexp.com</p>	<p>Vanita Anderson Apalachee RPC 20776 Central Avenue, East, Suite 1 Blountstown, FL 32424 (850) 674-4571 FAX: (850) 674-4574 EMAIL: arpc7@gtcom.net</p>
Gadsden	<p>Ted Waters Big Bend Transit P. O. Box 1721 Tallahassee, FL 32302 (850) 574-6266 FAX: (850) 574-1531 EMAIL: twbbt@aol.com</p>	<p>Vanita Anderson Apalachee RPC 20776 Central Avenue, East, Suite 1 Blountstown, FL 32424 (850) 654-4571 FAX: (850) 674-4574 EMAIL: arpc7@gtcom.net</p>
Gilchrist	<p>Matt Pearson Suwannee River Economic Council Post Office Box 70 Live Oak, FL 32060 (386) 362-4115 ext. 234 FAX: (386) 362-4078 EMAIL: suwanneec.alltel.net</p>	<p>Lynn Franson-Godfrey NCFRPC 2009 NW 67th Place, Suite A Gainesville, FL 32653-1603 (352) 955-2200 ext. 110 FAX: (352) 955-2209 EMAIL: godfrey@ncfrpc.org</p>

Glades

Coordinator

Gary Bryant
Good Wheels, Inc.
10075 Barvaria Road, SE
Ft. Myers, FL 33913
(239) 768-6184
FAX: (239) 768-6187
EMAIL: gbryant1@aol.com

Planner

Julia B. Davis
SWFRPC
1926 Victoria Ave.
Fort Myers, FL 33901
(239) 656-7720
FAX: (239) 656-7724
EMAIL: jdavis@swfrpc.org

Gulf

Kathy Balentine
Gulf Co. ARC
303 Peters Street
Port St. Joe, FL 32456
(850) 229-6550
FAX: (239) 227-2084
EMAIL: gtran@gtcom.net

Vanita Anderson
Apalachee RPC
20776 Central Avenue, East , Suite 1
Blountstown, FL 32424
(850) 674-4571
FAX: (850) 674-4574
EMAIL: arpc2gtcom.net

Hamilton

James Swisher
Suwannee Valley Transit Authority
1907 Voyles Street
Live Oak, FL 32060
(386) 362-5332
FAX: (386) 362-4603
EMAIL: jimmys@svta-liveoak.org

Lynn Franson-Godfrey
NCFRPC
2009 NW 67th Place , Suite A
Gainesville, FL 32653-1603
(352) 955-2209 ext 110
FAX: (352) 955-2209
EMAIL: godfrey@ncfrpc.org

Hardee

Tim Banks
ATC Paratransit, Inc.
2371 US 27 South
Sebring, FL 33870
(863) 382-6004
FAX: (800) 675-2125
EMAIL: tdbanks@atc-nec.com

Marcia Staszko
Central Florida RPC
Post Office Drawer 2089
Bartow, FL 33831
(863) 534-7130 103
FAX: (863) 534-7138
EMAIL: mstaszko@cfrpc.org

Hendry**Coordinator**

Gary Bryant
 Good Wheels, Inc.
 10075 Barvaria Road, SE
 Ft. Myers, FL 33913
 (239) 768-6184
FAX: (239) 768-6187
EMAIL: gbryant1@aol.com

Planner

Julia B. Davis
 SWFRPC
 1926 Victoria Ave.
 Fort Myers, FL 33901
 (239) 656-7720
FAX: (239) 656-7724
EMAIL: jdavis@swfrpc.org

Hernando

Richard Cook
 Trans Hernando
 1122 Ponce De Leon
 Brooksville, FL 34601
 (352) 799-1510 ext. 15
FAX: (352) 754-9390
EMAIL: office@transhernando.com

Steve Diez
 Hernando County MPO
 20 N. Main St. , Room 262
 Brooksville, FL 34601
 (352) 754-4420
FAX: (352) 754-4420
EMAIL: stevend@co.hernando.fl.us

Highlands

Tim Banks
 ATC Paratransit, Inc.
 2371 US 27 South
 Sebring, FL 33870
 (863) 382-6004
FAX: (800) 675-2125
EMAIL: tdbanks@atc-nec.com

Marcia Staszko
 Central Florida RPC
 Post Office Drawer 2089
 Bartow, FL 33831
 (863) 534-7130 103
FAX: (863) 534-7138
EMAIL: mstaszko@cfrpc.org

Hillsborough

Edgar Martinez
 Hillsborough BOCC
 4023 North Armenia Ave. , 3rd Floor
 Tampa, FL 33607
 (813) 276-8999
FAX: (813) 801-6823
EMAIL: martineze@hillsboroughcounty.org

Lynn Merenda
 Hillsborough County MPO
 601 East Kennedy Blvd. , 18th Floor
 Tampa, FL 33601
 (813) 272-5940 ext. 342
FAX: (813) 272-6258
EMAIL: merendal@plancom.org

Holmes

Coordinator

Annette Stewart
Tri-County Community Council, Inc.
302 North Oklahoma Street
Bonifay, FL 32425
(850) 547-3689
FAX: (850) 547-9806
EMAIL: annette.tccc@mchsi.com

Planner

Mary Bo Robinson
West Florida RPC
P. O. Box 9759
Pensacola, FL 32513-9759
(850) 595-8910
FAX: (850) 595-8967
EMAIL: robinsonm@wfrpc.dst.fl.us

Indian River

Karen Wood
Indian River County Council on Aging
694 14th Street
Vero Beach, FL 32960
(772) 469-2057
FAX: (772) 569-7469
EMAIL: karen@irccoa.org

Ryan Suarez
Indian River Council on Aging
694 14th Street
Vero Beach, FL 32960
(772) 226-1672
FAX: (772) 978-1806
EMAIL: rsuarez@ircgov.com

Jackson

Sharon Peeler
JTrans
3988 Old Cottondale Road
Marianna, FL 32448
(850) 482-7433
FAX: (850) 482-7592
EMAIL: jtransfiscal@phonl.com

Vanita Anderson
Apalachee RPC
20776 Central Avenue, East , Suite 1
Blountstown, FL 32424
(850) 674-4571
FAX: (850) 674-4574
EMAIL: arpc7@gtcom.net

Jefferson

Ted Waters
Big Bend Transit
P. O. Box 1721
Tallahassee, FL 32302
(850) 574-6266
FAX: (850) 574-1531
EMAIL: twbbt@aol.com

Vanita Anderson
Apalachee RPC
20776 Central Avenue, East , Suite 1
Blountstown, FL 32424
(850) 674-4571
FAX: (850) 674-4574
EMAIL: arpc7@gtcom.net

Lafayette**Coordinator**

Matt Pearson
 Suwannee River Economic Council
 Post Office Box 70
 Live Oak, FL 32060
 (386) 362-4115 ext. 234
FAX: (386) 362-4078
EMAIL: suwanneec.alltel.net

Planner

Lynn Franson-Godfrey
 NCFRPC
 2009 NW 67th Place , Suite A
 Gainesville, FL 32653-1603
 (352) 955-2200 ext.110
FAX: (352) 955-2209
EMAIL: godfrey@ncfrpc.org

Lake

Ken Harley
 Lake/Sumter MPO
 315 West Main Street , Room 338
 Tavares, FL 32778-7800
 (352) 253-6116
FAX: (352) 343-9668
EMAIL: kharley@co.lake.fl.us

Ken Harley
 Lake/Sumter MPO
 315 West Main Street , Room 338
 Tavares, FL 32778-7800
 (352) 253-6116
FAX: (352) 343-9668
EMAIL: kharley@co.lake.fl.us

Lee

Gary Bryant
 Good Wheels, Inc.
 10075 Barvaria Road, SE
 Ft. Myers, FL 33913
 (239) 768-6184
FAX: (239) 768-6187
EMAIL: gbryant1@aol.com

Marcia Staszko
 Central Florida RPC
 Post Office Drawer 2089
 Bartow, FL 33831
 (863) 534-7130 103
FAX: (863) 534-7138
EMAIL: mstaszko@cfrpc.org

Leon

Donna Peacock
 Taltran
 555 Appleyard Drive
 Tallahassee, FL 32304
 (850) 891-5196
FAX: (850) 891-5143
EMAIL: peacockD@talgov.com

Colleen Roland
 Tallahassee-Leon Co. MPO
 300 S. Adams St. , City Hall
 Tallahassee, FL 32301
 (850) 891-8623
FAX: (850) 891-8734
EMAIL: rolandc@talgov.com

Levy

Coordinator

Desiree Painter
Nature Coast Transit
Post Office Box 310
Bronson, FL 32621
(352) 486-3315
FAX: (352) 486-3312
EMAIL: desireepainter@bellsouth.net

Planner

Sevini Guffey
Withlacoochee RPC
1241 SW 10th St.
Ocala, FL 34474-2798
(352) 732-1315
FAX: (352) 732-1319
EMAIL: skguffey@wrpc.cc

Liberty

Brenda Clay
Liberty County Transit
P. O. Box 730
Bristol, FL 32321
(850) 643-2524
FAX: (850) 643-5672
EMAIL: liberty@gtcom.net

Vanita Anderson
Apalachee RPC
20776 Central Avenue, East , Suite 1
Blountstown, FL 32424
(850) 674-4571
FAX: (850) 674-4574
EMAIL: arpc7@gtcom.net

Madison

Ted Waters
Big Bend Transit
P. O. Box 1721
Tallahassee, FL 32302
(850) 574-6266
FAX: (850) 574-1531
EMAIL: twbbt@aol.com

Lynn Franson-Godfrey
NCFRPC
2009 NW 67th Place , Suite A
Gainesville, FL 32653-1603
(352) 955-2200 ext. 110
FAX: (352) 955-2209
EMAIL: godfrey@ncfrpc.org

Manatee

Ralf Heseler
Manatee Co. Area Transit
1108 26th Avenue, East
Bradenton, FL 34208
(941) 747-8621 ext. 222
FAX: (941) 718-7464
EMAIL: ralf.heseler@co.manatee.fl.us

Robert Herrington
Sarasota/Manatee MPO
7632 15th Street, East
Sarasota, FL 34243-3248
(941) 359-5772
FAX: (941) 359-5779
EMAIL: bherrington@sarasota-manatee.org

Marion**Coordinator**

Gail Cross
 Marion Co. Senior Services
 1644 Northeast 22nd Avenue
 Ocala, FL 34470
 (352) 629-8661

FAX: (352) 629-6122

EMAIL: mcssocalaf@aol.com

Planner

Greg Slay
 Ocala/Marion County TPO
 P. O. Box 1270
 Ocala, FL 34478
 (352) 629-8529

FAX: (352) 368-5994

EMAIL: Nbellville@Ocalaf1.org

Martin

Barbara Timmerman
 Council on Aging of Martin Co.
 P. O. Box 3029
 Stuart, FL 34995
 (772) 283-1814 ext. 881

FAX: (772) 219-8504

EMAIL: btimmerman@coamc.org

Jerry Bryan
 Martin Co. MPO
 2401 SE Monterey Road
 Stuart, FL 34996
 (772) 283-1814 ext. 890

FAX: (772) 219-8504

EMAIL: jbryan@martin.fl.us

Miami-Dade

Harry Rackard
 Miami Dade Transit Agency
 3300 NW 32nd Avenue
 Miami, FL 33142
 (305) 638-7268

FAX: (305) 637-3784

EMAIL: rackard@miamidade.gov

Elizabeth Rockwell
 Miami-Dade Area MPO
 111 NW 1st Street, Ste 910
 Miami, FL 33128
 (305) 375-1881

FAX: (305) 375-4950

EMAIL: erock@miamidade.gov

Monroe

Maureen Grynewicz
 Guidance Clinic of the Middle Keys
 3000 41st Street Ocean
 Marathon, FL 33050
 (305) 434-9088

FAX: (305) 434-9040

EMAIL: mo.grynewicz@gcmk.org

Troy Johnson
 Health Council of South Florida
 8095 NW 12th Street, Suite 300
 Miami, FL 33126
 (305) 592-1452 ext. 107

FAX: (305) 592-0589

EMAIL: tjohnson@healthcouncil.org

Nassau

Coordinator

Mary Ellen Hernon
Care-A-Van Consolidated Trans.
1367 South 18th St.
Fernandina Beach, FL 32034
(904) 261-0701

FAX: (904) 261-0704

EMAIL: nassauctc@aol.com

Planner

Stephen Jones
Northeast Florida RPC
6850 Belfort Oaks Place
Jacksonville, FL 32216
(904) 279-0880

FAX: (904) 279-0881

EMAIL: sjones@nefrpc.org

Okaloosa

Christy Johnson
Okaloosa County Growth Management
1804 Lewis Turner Blvd , Suite 200
Ft. Walton Beach, FL 32547
(850) 651-7533

FAX: (850) 651-7706

EMAIL: cjohnson@co.okaloosa.fl.us

Mary Bo Robinson
West Florida RPC
P. O. Box 9759
Pensacola, FL 32513-9759
(850) 595-8910

FAX: (850) 595-8967

EMAIL: robinsonm@wfrpc.dst.fl.us

Okeechobee

Tim Banks
ATC Paratransit, Inc.
2371 US 27 South
Sebring, FL 33870
(863) 382-6004

FAX: (800) 675-2125

EMAIL: tdbanks@atc-nec.com

Marcia Staszko
Central Florida RPC
Post Office Drawer 2089
Bartow, FL 33831
(863) 534-7130 103

FAX: (863) 534-7138

EMAIL: mstaszko@cfrpc.org

Orange

Billy Hearndon
LYNX
455 North Garland Ave
Orlando, FL 32801
(407) 841-2279 ext. 3092

FAX: (407) 849-7262

EMAIL: bhearndon@golynx.com

Vince Stevens
Metroplan Orlando
315 E. Robinson St. , Suite 355
Orlando, FL 32801
(407) 481-5672 320

FAX: (407) 481-5680

EMAIL: vstevens@metroplanorlando.com

Osceola**Coordinator**

Billy Hearndon
LYNX
455 North Garland Ave
Orlando, FL 32801
(407) 841-2279 ext. 3092
FAX: (407) 849-7262
EMAIL: bhearndon@golynx.com

Planner

Vince Stevens
Metroplan Orlando
315 E. Robinson St. , Suite 355
Orlando, FL 32801
(407) 481-5672 320
FAX: (407) 481-5680
EMAIL: vstevens@metroplanorlando.com

Palm Beach

Dennis Dee
Palm Tran
3040 South Military Trail , Suite C
Lake Worth, FL 33463
(561) 649-9848 ext. 3630
FAX: (561) 649-0518
EMAIL: ddee@co.palm-beach.fl.us

Lou Ferri
Palm Beach BOCC, Palm Tran
3040 South Military Trail , Suite C
Lake Worth, FL 33463
(561) 649-9848 ext. 3620
FAX: (561) 649-0685
EMAIL: lferri@co.palm-beach.fl.us

Pasco

Thelma Williams
Pasco Co. Public Transportation
8620 Galen Wilson Blvd.
Port Richey, FL 34668-5973
(727) 834-3200
FAX: (727) 834-3344
EMAIL: twilliams@pascocountyfl.net

Doug Uden
Pasco County MPO
7530 Little Road
New Port Richey, FL 34654
(727) 847-8140 8230
FAX: (727) 847-8084
EMAIL: duden@pascocountyfl.net

Pinellas

Al Bartolotta
Pinellas MPO
600 Cleveland Street , Suite 750
Clearwater, FL 33755
(727) 464-8200
FAX: (727) 464-8201
EMAIL: leverett@co.pinellas.fl.us

David McDonald
Pinellas MPO
600 Cleveland Street , Suite 750
Clearwater, FL 33755
(727) 464-8200
FAX: (727) 464-8201
EMAIL: dmcdonal@co.pinellas.fl.us

Polk

Coordinator

Diane Slaybaugh
Polk Co. Transportation System
Drawer HS04 , P. O. Box 9005
Bartow, FL 33831-9005
(863) 534-5365
FAX: (863) 519-0421
EMAIL: dianeslaybaugh@polk-county.net

Planner

Carl Lewis
Polk Transportation Planning Org.
Post Office Box 9005 , Drawer TS05
Bartow, FL 33831-9005
(863) 534-6486
FAX: (863) 534-6471
EMAIL: carllewiws@polk-county.net

Putnam

Boyd Thompson
Ride Solution
1209 Westover Drive
Palatka, FL 32177
(386) 325-0694
FAX: (386) 328-9410
EMAIL: ridesol@bellsouth.net

Stephen Jones
Northeast Florida RPC
6850 Belfort Oaks Place
Jacksonville, FL 32216
(904) 279-0880
FAX: (904) 279-0881
EMAIL: sjones@nefrpc.org

Santa Rosa

Les Solberg
Pensacola Bay
10 East Texar Drive
Pensacola, FL 32503
(850) 469-8773 ext. 201
FAX: (850) 469-8907
EMAIL: lbsolberg@pensacolabaytransportation.co

Mary Bo Robinson
West Florida RPC
P. O. Box 9759
Pensacola, FL 32513-9759
(850) 595-8910 ext. 229
FAX: (850) 595-8967
EMAIL: robinsonm@wfrpc.dst.fl.us

Sarasota

Rick Kolar
Sarasota County Area Transit
5303 Pinkney Avenue
Sarasota, FL 34233
(941) 861-1004
FAX: (941) 861-1000
EMAIL: rbegany@scgov.net

Robert Herrington
Sarasota/Manatee MPO
7632 15th Street, East
Sarasota, FL 34243-3248
(941) 359-5772
FAX: (941) 359-5779
EMAIL: bherrington@sarasota-manatee.org

Seminole**Coordinator**

Billy Hearndon
 LYNX
 455 North Garland Ave
 Orlando, FL 32801
 (407) 841-2279 ext. 3092
FAX: (407) 849-7262
EMAIL: bhearndon@golynx.com

Planner

Vince Stevens
 Metroplan Orlando
 315 E. Robinson St. , Suite 355
 Orlando, FL 32801
 (407) 481-5672 320
FAX: (407) 481-5680
EMAIL: vstevens@metroplanorlando.com

St. Johns

Cathy Brown
 St. Johns Council on Aging
 180 Marine Street
 St. Augustine, FL 32084
 (904) 823-4813
FAX: (904) 823-4805
EMAIL: ckbrown@aug.com

Stephen Jones
 Northeast Florida RPC
 6850 Belfort Oaks Place
 Jacksonville, FL 32216
 (904) 279-0880
FAX: (904) 279-0881
EMAIL: sjones@nefrpc.org

St. Lucie

Beth Ryder
 St Lucie Co. BOCC
 437 North 7th Street
 Ft. Pierce, FL 34950
 (772) 462-1777
FAX: (772) 462-1703
EMAIL: beth@stlucieco.gov

Marceia Lathou
 St. Lucie MPO
 2300 Virginia Avenue
 Ft. Pierce, FL 34982
 (772) 462-1671
FAX: (772) 462-2549
EMAIL: marcela@co.st-lucie.fl.us

Sumter

Pam Black
 Sumter County Transit
 229 E. Anderson Ave.
 Bushnell, FL 33513
 (352) 568-6683
FAX: (352) 568-6679
EMAIL: pblack@bcc.co.sumter.fl.us

Sevini Guffey
 Withlacoochee RPC
 1241 SW 10th St.
 Ocala, FL 34474-2798
 (352) 732-1315 ext. 223
FAX: (352) 732-1319
EMAIL: skguffey@wrpc.cc

Suwannee

Coordinator

James Swisher
Suwannee Valley Transit Authority
1907 Voyles Street
Live Oak, FL 32060
(386) 362-5332
FAX: (386) 362-4603
EMAIL: jimmys@svta-liveoak.org

Planner

Lynn Franson-Godfrey
NCFRPC
2009 NW 67th Place , Suite A
Gainesville, FL 32653-1603
(352) 955-2200 ext.110
FAX: (352) 955-2209
EMAIL: godfrey@ncfrpc.org

Taylor

Ted Waters
Big Bend Transit
P. O. Box 1721
Tallahassee, FL 32302
(850) 574-6266
FAX: (850) 574-1531
EMAIL: twbbt@aol.com

Melody Cox
Taylor County Board of County Commissioners
Post Office Box 620
Perry, FL 32347
(850) 838-3500
FAX: (850) 838-3501
EMAIL: barbarab@taco.perryfl.com

Union

Curtis Allen
A & A Transport, Inc.
55 North Lake Avenue
Lake Butler, FL 32054
(386) 496-2056
FAX: (386) 496-1956
EMAIL: ceallen1954@yahoo.com

Lynn Franson-Godfrey
NCFRPC
2009 NW 67th Place , Suite A
Gainesville, FL 32653-1603
(352) 955-2200 ext. 110
FAX: (352) 955-2209
EMAIL: godfrey@ncfrpc.org

Volusia

Lois Bollenback
VOTRAN
950 Big Tree Road
South Daytona, FL 32119
(386) 756-7496 ext. 4112
FAX: (386) 756-7487
EMAIL: lbollenback@co.volusia.fl.us

Carole Hinkley
Volusia Co. MPO
950 Big Tree Road
South Daytona, FL 32119
(386) 756-7496
FAX: (386) 756-7487
EMAIL: cmkinkley@co.volusia.fl.us

Wakulla

Coordinator

Nell Rozar
 Wakulla Co. Transportation
 33 Michael Drive
 Crawfordville, FL 32327
 (850) 926-7145
FAX: (850) 926-8138
EMAIL: nell2002@yahoo.com

Planner

Vanita Anderson
 Apalachee RPC
 20776 Central Avenue, East , Suite 1
 Blountstown, FL 32424
 (850) 674-4571
FAX: (850) 674-4574
EMAIL: arpc7@gtcom.net

Walton

Annette Stewart
 Tri-County Community Council, Inc.
 302 North Oklahoma Street
 Bonifay, FL 32425
 (850) 547-3689
FAX: (850) 547-9806
EMAIL: annette.tccc@mchsi.com

Mary Bo Robinson
 West Florida RPC
 P. O. Box 9759
 Pensacola, FL 32513-9759
 (850) 595-8910
FAX: (850) 595-8967
EMAIL: robinsonm@wfrpc.dst.fl.us

Washington

Annette Stewart
 Tri-County Community Council, Inc.
 302 North Oklahoma Street
 Bonifay, FL 32425
 (850) 547-3689
FAX: (850) 547-9806
EMAIL: annette.tccc@mchsi.com

Mary Bo Robinson
 West Florida RPC
 P. O. Box 9759
 Pensacola, FL 32513-9759
 (850) 595-8910
FAX: (850) 595-8967
EMAIL: robinsonm@wfrpc.dst.fl.us