



2007

Annual Performance Report  
Commission for the  
Transportation Disadvantaged

*Presented:*

*January 1, 2008*

# Standing Committees

*Executive/Personnel Committee*

*Finance Committee*

*Nominating Committee*

*Program Performance Committee*

JR Harding, Ed. D., Chairperson  
Larry Forman, 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](http://www.dot.state.fl.us/ctd)



Charlie Crist  
Governor

JR Harding Ed.D.  
Chairperson

Lawrence Forman  
Vice Chairperson

Lisa M. Bacot  
Executive Director

January 1, 2008

Honorable Charlie Crist  
Governor, State of Florida  
The Capitol  
Tallahassee, FL 32399-0001

Honorable Ken Pruitt  
President of the Florida Senate  
Suite 409, Capitol  
Tallahassee, FL 32399-1100

Honorable Marco Rubio  
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 2007 Annual Performance Report, pursuant to Section 427.013(13), Florida Statutes.

This was an exciting year for the Commission and the coordinated system. Not only did the coordinated system provide over 51 million trips to Florida's most vulnerable, the Agency Health Care Administration and the Commission for the Transportation Disadvantaged (Commission) continued their contract to allow the Commission to administer and manage the Medicaid Non Emergency Transportation program. As you will recall, the 2006 Legislature reorganized the Commission by reducing the membership to seven (7) voting members and eight (8) nonvoting advisors. The new Commission moves forwards with its efforts towards continuing to improve a well established coordinated transportation model to provide mobility for life.

The utilization of the bus pass program plays an important role in increasing services while keeping costs down. Over 63% of all trips reported in the 2007 Annual Performance Report were provided on fixed route services. The Commission will continue to encourage the utilization of this cost-saving means of transportation.

Clearly, unmet needs still exist given that 783,943 trips were denied due to lack of funding, lack of vehicle availability or for other reasons. According to the Center for Urban Transportation Research, by the year 2015, 8.25 million Floridians may potentially fall under the Transportation

605 Suwannee Street, MS-49 • Tallahassee, FL 32399-0450  
Phone: (850) 410-5700 • Toll Free: (800) 983-2435 • Fax: (850) 410-5752  
[www.dot.state.fl.us/ctd](http://www.dot.state.fl.us/ctd)

Page Two  
January 1, 2008

Disadvantaged definition.


Here are a few highlights of the 2007 Annual Performance Report:

- 51,532,055 million trips were provided statewide to Floridians through the coordinated transportation network;
- the number of passenger no-shows decreased by 11%;
- the number of miles between roadcalls increased 18%, and
- the number of complaints decreased 5.59%.

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 number of 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. Thank you for your continued dedication to the Transportation Disadvantaged Program in Florida.

Sincerely,

  
JR Harding, Ed.D.  
Chairperson

letter to the governor  
Commission for the Transportation Disadvantaged - APR 2007

# Table of Contents

7	Executive Summary
11	Introduction
19	Major Accomplishments
27	System Performance
34	Planned Activities
37	County Summaries

107	Statewide Summary
111	Appendices
112	2007 Summary of Revenues
113	2007 Summary of Expenses
114	2007 Performance Measures
115	Statewide Medians
116	2007 CTC System Information
117	2007 Passenger Trips by Trip Purpose
	2007 Passenger Trips by Type of Passenger
118	2007 Passenger Trips by Funding Source
119	2007 Passenger Trips by Type of Trip
120	2007 Summary of Vehicle Information
121	2007 Operators by County
122	2007 Employee Information
123	2007 Other Reported Data
125	2007 Medicaid NET
	Annual Performance Report
133	Glossary of Terms



# *Executive Summary*



This was an exciting year for the Commission and the coordinated system in 2007. Not only did the coordinated system provide over 51 million trips to Florida's most vulnerable, the Agency Health Care Administration continued to contract with the Commission to transfer the administration and management of the Medicaid Non Emergency Transportation program to the Commission. As you will recall, the 2006 Legislature reorganized the Commission by reducing the membership to seven (7) voting members and eight (8) nonvoting advisors. The new Commission moves forwards with its efforts towards continuing to improve a well established coordinated transportation model to provide mobility for life.

The utilization of the bus pass program plays an important role in increasing services while keeping costs down. Over 63% of all trips reported in the 2007 Annual Performance Report were provided on fixed route services. The Commission will continue to encourage the utilization of this cost-saving means of transportation.

Clearly unmet needs still exist given that 782,000 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 2010, over 7.3 million Floridians may potentially fall under the Transportation Disadvantaged definition. In

addition, costs continue to increase. The report shows increases in all cost performance measures, with cost per driver hour and cost per paratransit trip increasing at the highest level.

The results of this 2006/2007 Annual Performance Report reveal:

- 51,532,055 million trips were provided statewide to Floridians through the coordinated transportation network;
- the number of passenger no-shows decreased by 11%;
- the number of miles between roadcalls increased 18%, and
- the number of complaints decreased 5.59%.

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







# *Introduction*



## Introduction

The 2007 Annual Performance Report for the Florida Commission for the Transportation Disadvantaged meets the statutory requirements outlined in Section 427.013(12), Florida Statutes, for the time period covering July 1, 2006 - June 30, 2007.

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 is to ensure the cost-effective provision of transportation by qualified community transportation coordinators 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 is 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

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

The 2006 Legislature made significant changes to the membership of the Commission. According to 427.012(1), the Commission shall consist of seven (7) voting members all appointed by the Governor, including five (5) Business community Members; two (2) members who have a disability and use the TD System. One of these members must be over 65 years of age. In addition, the Secretary of Transportation, the Secretary of Children and Families, the Director of Workforce Innovation, the Executive Director of the Department of Veterans' Affairs, the Secretary of Health Care Administration, the Director of Agency for Persons with Disabilities, and a county manager or administrator who is appointed by the Governor, or a senior management level of each, shall serve as ex officio non-voting advisors to the Commission.

## Program Organization

The Commission for the Transportation Disadvantaged is the state-level policy 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 (CTC) and planning agency in each county.

The local CTC is responsible for the actual arrangement and/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 2007, 456 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 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.

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, Elder Affairs, and Agency for Health Care Administration; 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 representative of the local private for profit transportation industry; a representative for children at risk; a person representing the Regional Workforce Board; a representative of the local medical community; and where available, a representative of a local public transit system.

### Commission Staff

The Commission has fifteen (15) full-time staff and two (2) part-time Other Personal Services (OPS) staff, who provide support and administer the statewide Transportation Disadvantaged Program. The Executive Director provides

## The Commission for the Transportation Disadvantaged Membership List

Name	Representing	Term	Appointed By
<b>Commissioners</b>			
JR Harding, Ed.D, Chairperson	Member with a disability who uses the system	August 14, 2006 - August 13, 2010	Governor
Lawrence Forman	Member who has experience in the operation of a business	August 14, 2006 - August 13, 2010	Governor
Donna Loggie	Member who has experience in the operation of a business	August 14, 2006 - August 13, 2009	Governor
Walter Schoenig	Member who has experience in the operation of a business and is 65 years of age or older	August 14, 2006 - August 13, 2007	Governor
Ernest Smith	Member with a disability who uses the system	August 14, 2006 - August 13, 2008	Governor
Robert Wychullis	Member who has experience in the operation of a business	August 14, 2006 - August 13, 2009	Governor
Vacant	Member who has experience in the operation of a business		Governor
<b>Ex Officio Nonvoting Advisors</b>			
Robert Bauer	Department of Veteran's Affairs	Pleasure of the Agency	Agency Head
Kent Carroll	Agency for Persons with Disabilities	Pleasure of the Agency	Agency Head
Ed Coven	Department of Transportation	Pleasure of the Agency	Agency Head
Diane Harris	Department of Children and Families	Pleasure of the Agency	Agency Head
Judy Meyer	Agency for Workforce Innovation	Pleasure of the Agency	Agency Head
Sybil Richard	Agency for Health Care Administration	Pleasure of the Agency	Agency Head
Joyce Williams	Department of Elder Affairs	Pleasure of the Agency	Agency Head
Vacant	County Manager/Administrator	Pleasure of the Governor	Governor

oversight for all staff and is directly accountable to the Commission.

### *Oversight and Compliance*

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

### *Quality Assurance and Program Evaluation Team*

During the 2007 fiscal year, the Commission had two (2) full time and one (1) contracted staff conducting Medicaid and triennial reviews of the Transportation Disadvantaged Program's contractors.

The Quality Assurance activities address contract compliance issues that may affect the safety 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 2006/2007, the Quality Assurance and Program Evaluation team completed thirty-one (31) 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.

### *Non Emergency Transportation Service Provider Reviews*

The overall objective of the Non Emergency Transportation Service Provider (NET Service Provider) review is to ensure that the operations of each NET Service Provider are in compliance with the Medicaid Contract: Chapter 427, F.S.; Rule 41-2, F.A.C.; the Commission's standards; local standards; and the American's with Disabilities Act. To accomplish this task, the Commission utilized the QAPE team. As part of each NET Service Provider review, the team provided a review report that contained recommendations to the NET Service Provider. Each NET Service Provider responded with a plan to address the review's recommendations in a status report to the QAPE Manager. Additionally, the QAPE team coordinated Medicaid reviews with all triennial reviews in an effort to reduce duplicative monitoring.

During fiscal year 2006/2007, the QAPE team conducted thirty-one (31) NET Service Provider reviews. These on-site evaluations included: compliance with the Medicaid contract, 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 contractors, and a review of the NET Service Provider's monitoring efforts for its contracted operators and coordination contractors. The QAPE team also reviewed, where practicable, 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 to review areas of concern.

## 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.

Eleven (11) planning agency reviews were conducted during the 2006/2007 fiscal year. The planning agency reviews consist 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 attended 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 each year.

## 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.

## Public Relations Team

In a concerted effort towards public awareness of the Transportation Disadvantaged Program, the Public Relations Team is 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. A Customer Service Assistant is assigned the responsibility to serve as a liaison between the caller and the CTC or the NET Service Provider.

During fiscal year 2006/2007, the Ombudsman Committee continued its efforts towards ensuring consumers satisfaction with transportation services. The Committee met to review the number and types of calls as well as reviewing customer satisfaction survey reports.

## TD Helpline

During this reporting period, a total of 629 calls were received from consumers regarding questions, general information and concerns, including 382 from NET Medicaid riders. The majority of quality of service calls are referred to the local area for intervention. This is accomplished by contacting the appropriate local CTC, NET Service Provider or planning agency to resolve the problem. Most calls are resolved on the same day, however some require local investigation which may take longer to resolve. Additionally, the TD Helpline received 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. Hearing and speech impaired callers may contact the helpline by dialing 711 or (850) 410-5708.

## Public Relations Efforts

The team attended and participated in meetings with different groups throughout the state. Staff attended and presented at related conferences throughout the state and nation as well. These included the Family CAFÉ, Florida Council On Aging Conference, American Cancer Society's Lifeline Coalition, Partners in Transition Conference, Florida ARC Conference and, the Family Action Community Training Conference. Staff volunteered to assist with other related program functions in a public relations effort. These included the Able Trust's Youth Leadership Forum, Florida Sportsability, Disability Mentoring Day, and the Florida Paratransit Rodeo, Marion County Senior Citizens Day, Ambassadors for Aging Day and, Disabilities Forum.



In addition to providing and participating in meetings and workshops, press releases were issued addressing program news and several articles were submitted and published in state and federal magazines and reports. Continued to distribute the Commission's newsletter the "TD Connector" which has a circulation of nearly 2,000.

#### **Toll Permit/SunPass**

The 1988 Florida Legislature created the Beverly Chapman Act that allowed qualified disabled drivers with upper limb impairments, 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. There are approximately 4,127 toll permits re-issued since the recertification process was complete in 2004.

#### **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 continued to refine the Trip/Equipment and Planning Grants formats. The team reviewed fifty-eight (58) 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 annual 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 185 contracts, which included 64 Memoranda of Agreement and Transportation

Disadvantaged Service Plans, 57 Trip and Equipment Grants, 34 Planning Grants, 30 Capital Equipment Grants, and outside contracts for the ADA and legal services.

Another contract management project undertaken was 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. Thirty (30) 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.

#### **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 the Assistant Director, Finance and Administration and a financial manager. The Assistant Director of Finance and Administration reports directly to the Executive Director, providing accounting and technical assistance to the Commission, including work program activities, budget coordination, cash & investment monitoring and, cash flow forecasting. 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 2006/2007, over 51 million trips were provided throughout the transportation disadvantaged coordinated

systems, with a reported 7.2 million non-sponsored trips provided by the TD Trust Fund.

### Revenue Estimates

The chart reflects projected revenue estimates for the period from FY 2007/2008 through the next four years. The reason for the sharp decline is that the Agency for Health Care Administration contract with the Commission is set to expire prior to the FY 2008 time period.

### Grant Program Status

The status of the grant program for fiscal year 2006/2007 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.

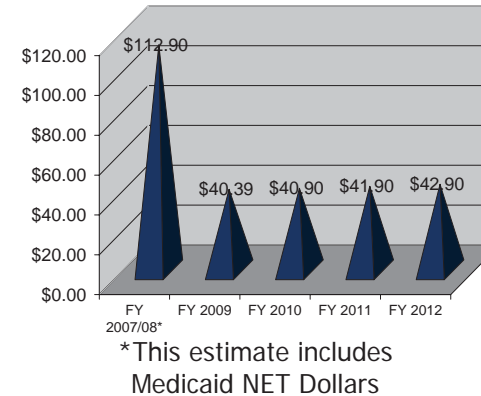
### Operating Budget Status

This chart reflects the status of the operating expenses for the Commission during fiscal year 2006/2007.

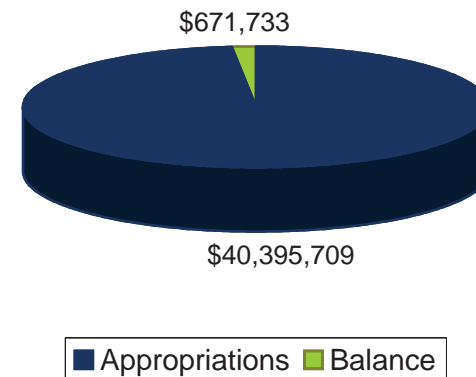
### Budget Request for Fiscal Year 2008

A total budget initiative of \$114 million has been requested for FY 2007/2008. 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 1.35% 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.

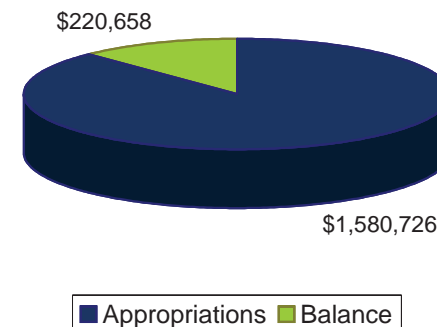
TDTF Revenue Estimates  
FY 2007-2012



Grant Program FY 2006-07



Operating Expense Budget  
FY 2006-07





# 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 50 million one-way passenger trips were provided statewide through the coordinated transportation network. In addition, 749,308 unmet trip requests were documented.

- Assisted 629 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 update performance measures to identify program results.

- Continued to implement the 5 Year Plan for the Commission that included 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.]

- Continued implementation of the required competitive procurement process for the selection of Community Transportation Coordinators and Transportation Operators.

- Continued the Finance, Audit and Program Performance Committee to evaluate the cash and revenue management plans for the Transportation Disadvantaged Trust Fund. The Commission finalized the rate structures across the State and those Community Transportation Coordinators requesting rate changes began utilizing the new 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 jointly monitor the Community Transportation Coordinators for both Medicaid NET and TD Program.

- 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.]

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

- Completed the recertification process for the issuance of toll permits. Since the 2004 re-certification process 4,127 toll permits were issued 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 implementation of the non-revenue Sun Pass and E-Pass transponders 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.

- 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 629 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, that had direct effect to the Commission for the Transportation Disadvantaged Program.
- Maintained, expanded, and distributed statewide training materials and publications relating to specialized and coordinated transportation.
- Maintained 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. Created new program brochures that were disseminated to various consumer and provider groups statewide.
- 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 \$35.8 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.

- Awarded \$1.4 million to Designated Official Planning Agencies to assist the Commission in their responsibilities at the local level as identified by statute.
- Held five (5) business meetings of the Commission with two (2) in Tallahassee, one (1) in Orlando, one (1) in Jacksonville, and one (1) in Gainesville.
- Held the Fifteenth Annual Transportation Training and Technology Conference in Orlando on August 6-9, 2007, where over 225 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.
- Continued participation in the Florida Aging Drivers' Council.
- 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 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 \$168 million and 20 million trips reported in FY 2006/2007.

- Continued to implement 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.

- Developed the 2005-06 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.

10. Adopt rules pursuant to s. 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 refine as needed.

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

- The Memorandum of Agreement for all Community Transportation Coordinators during this reporting period were extended to allow for the appointment period to cover a five year period.

- Provided 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 successfully negotiated a contract with the Agency for Health Care Administration to provide management and oversight for the provision of Non-Emergency Medicaid Transportation. The contract began June 2004, with transportation services beginning on November 2004.

- Meetings have been held with Commission staff and Agency for Persons with Disabilities to explore contract possibilities for the provision of needed transportation services.

- The Commission applied for and received a second United We Ride grant for \$75,000. This grant will be used to develop, a web-based reporting system for the rate methodology project.

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 2006/07 Annual Performance Report herein submitted.

- Distributed 2005/06 Annual Performance Report to the Governor, the Legislature and other requesting entities. Presented results of the 2006 Annual Performance Report to committees of the Florida Legislature during the 2006 legislative session.



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 06-07 budget estimate reflecting anticipated expenditures of \$121.2 million, which includes state, federal and local government transportation disadvantaged funds. Over 37.8 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.]

- The University of South Florida, Center for Urban Transportation Research completed the update of the 5-Year Statewide Transportation Disadvantaged Plan.

- Implementation of the 5-Year Statewide Transportation Disadvantaged Plan continues.

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

- Maintained 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 in order to improve monitoring and accountability for funds reimbursed from the Transportation Disadvantaged Trust Fund.

- Continue to implement an electronic format for the submission of NET Medicaid invoices.

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 15th Annual Transportation Training and Technology Conference. 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.

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

- Continued to provide assistance and support for the utilization of public transit services within the Coordinated System.

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

- Maintained thirty-four (34) 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.]

- Maintained fifty-seven (57) trip and equipment grants to Community Transportation Coordinators to provide non-sponsored services to transportation disadvantaged persons.

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.]

- Continued support of the 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 thirty-one (31) Community Transportation Coordinator reviews.

- Conducted eleven (11) planning agency reviews to evaluate compliance with state law and local Coordinating Board satisfaction.

- Conducted thirty-one (31) NET Service Provider reviews to evaluate compliance with Medicaid NET Contract and program requirements.

- 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.

- 2005 Legislature amended Chapter 427, F.S. replacing

the abolished Department of Labor and Employment Services representative with a representative from the Agency for Workforce Innovation.

28. In consultation with the Agency for Health Care Administration and the Department of Transportation, develop an allocation methodology that equitably distributes all transportation funds under the control of the commission to compensate counties, community transportation coordinators, and other entities providing transportation disadvantaged services. The methodology shall separately account for Medicaid beneficiaries. The methodology shall consider such factors as the actual costs of each transportation disadvantaged trip based on prior-year information, efficiencies that a provider might adopt to reduce costs, results of the rate and cost comparisons conducted under subsections (24) and (25), as well as cost efficiencies of trips when compared to the local cost of transporting the general public. This subsection does not supersede the authority of the Agency for Health Care Administration to distribute Medicaid funds. (s.427.013[28], F.S.)

- An allocation technical working group was established and met several times during this reporting period. Agreements could not be met; however the group will reconvene in the upcoming fiscal year to continue discussions.



# *System Performance*



## 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.

### Operating Statistics

Operating Statistics	2006	2007	Percent Change
CTCs	48	48	0.00%
Counties Served	67	67	0.00%
Transportation Operators	470	456	-2.98%
Passengers Served	712,010	697,159	-2.09%
Passenger Trips	52,796,984	51,532,055	-2.40%
Vehicle Miles	132,549,830	140,577,456	6.06%
Operating Revenue	372,102,862	\$368,813,954	-0.88%
Operating Expense	355,591,547	380,574,874	7.03%
Vehicles	5,362	5,746	7.16%
Roadcalls	2,697	2,408	-10.72%
Accidents	1,427	1,243	-12.89%
Employees	8,733	8,933	2.29%

## 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 2007, there was a total of \$368 million in operating revenue in the coordinated system. This is a .88% decrease over last year's reported revenues of \$372 million.

The Agency for Health Care Administration (Medicaid) accounted for 19.08% of the total operating revenue for the system. Funding from local entities, both government and non-government, totaled \$172 million or 46.84% of the total operating revenue. The Commission for the Transportation Disadvantaged accounted for 10.58% of the revenue for the coordinated system, which included those funds that were transferred from Medicaid. The Department of Transportation contributed \$19 million or 5.40%. The Department of Children and Families accounted for 7.03% of the total operating revenue or \$25 million. The Department of Elder Affairs spent \$10 million on transportation services, which accounted for 2.81% of the total system revenues. Work and Gain Economic Self-Sufficiency (WAGES) represented a small percentage 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 3.08% of the total revenue in the

coordinated transportation system.

### Operating Expenses

The total operating expenses reported by all local coordinators for Fiscal Year 2006/2007 was approximately \$380 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 2007 totaled 51,532,055. This represents a 2.40% decrease over the trips reported for 2006. 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 decreased by 7.40% 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 Service

Trip Types	2007	Percent of Total
Fixed Route	32,499,107	63.07%
Deviated Fixed Route	2,231,115	4.33%
Paratransit Ambulatory	12,987,295	25.20%
Paratransit Non-Ambulatory	3,271,691	6.35%
Stretcher	63,935	0.12%
School Board	478,912	0.93%
Total Trips By Type	51,532,055	100.00%

passenger trips by passenger type. The passenger type breakdown with no duplication, 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.

#### 2007 Trips by Trip Purpose

Trip Purpose	2006	2007	Percent Change
Medical	18,858,663	18,049,456	-4.29%
Employment	7,115,091	6,864,421	-3.52%
Education/Training	10,374,454	10,382,810	0.08%
Nutritional	8,175,687	8,055,814	-1.47%
Other	8,273,089	8,179,554	-1.13%
Total	52,796,984	51,532,055	-2.40%

### 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 2006, the total number of passengers transported was 712,010 compared to 697,159 in 2007. This represents a 2.09% decrease 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 140 million vehicle miles reported for 2007. This was a 6.06% increase over the previous year. A total of 122 million revenue miles were reported for this year, which was a 7.43% decrease over last year's information.

### Transportation Operators

This number includes private non-profit, private for-profit, school board, government, and other providers. In 2006, there were 470 transportation operators reported within the coordinated system. In 2007, this number decreased to 456. Also included in this figure are coordination contractors, who generally provide transportation for their own customers.

### Vehicle Fleet

There were 5,362 vehicles in the paratransit service fleet for 2006. In 2007, there were 5,746 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 2,697 roadcalls reported by the local coordinators in 2006 and 2,408 roadcalls were reported in 2007, a 10.72% decrease.

### Accidents

The total number of paratransit service accidents for 2007 was 1,243. This number represents person, vehicle, and person/vehicle accidents. This was a 12.89% decrease from the information reported last year.

### Population

According to the U.S. Census Bureau, the population for the State of Florida in 2007 was estimated at 17.9 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 2007 there were 6.8 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 8,933 persons employed by the coordinated system during the fiscal year 2006/2007. This was an increase of 2.29% over last year's 8,733 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. For more detailed information see the Statewide Summary and the 2007 Operating Data.

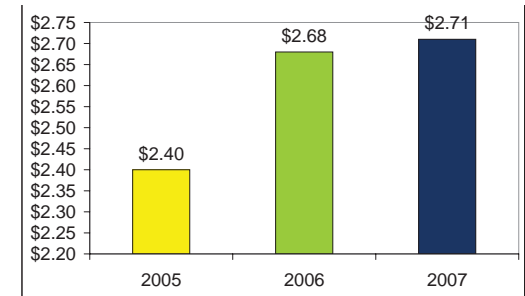
### Operating Expense Per Vehicle Mile

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 2007, the operating expense per vehicle mile increased by 1.12% from \$2.68 to \$2.71 during this period.

### Operating Expense Per Passenger Trip

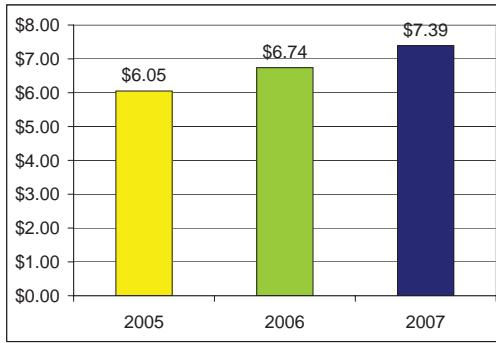
This is another measure of the cost efficiency of the coordinated system. The operating expense per **total** passenger trip was \$6.74 in 2006, and \$7.39 in 2007, while the operating expense per **paratransit**

2007 Cost Per Mile



passenger trip for 2006 was \$20.09 compared to \$20.00 in 2007. The total operating expense per total passenger trip increased by 9.64%, and operating expense per paratransit trip decreased by 0.45%.

### 2007 Operating Expense Per Trip



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,

### 2007 Operating Expense Per Paratransit Trip



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 2006 the operating expense per driver hour was \$38.00, and in 2007 the measure increased 5.76% to \$40.19. The System experienced decreases in trips (1,264,929) and driver hours (94,921). These decreases, coupled with an increase in Labor, Purchased Transportation, Materials and Supplies may attribute to the increase in Operating

Expense Per Driver Hour.

### 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 1.08 in 2006 this measure decreased by 18.52% to 0.88 in 2007.

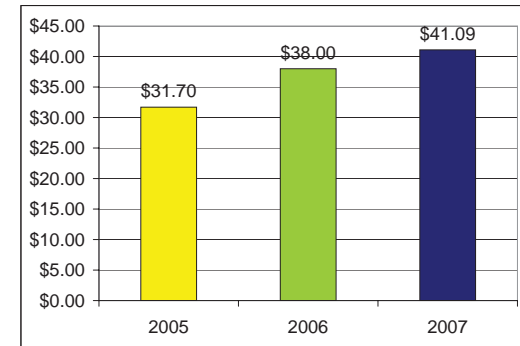
### Vehicle Miles Between Roadcalls

The number of vehicle miles between roadcalls shows an average of vehicle miles before a roadcall occurs. In 2006, there were 49,147 vehicle miles between roadcalls, while in 2007, there were 58,379 vehicle miles reported between roadcalls. This represents an 18.78% increase.

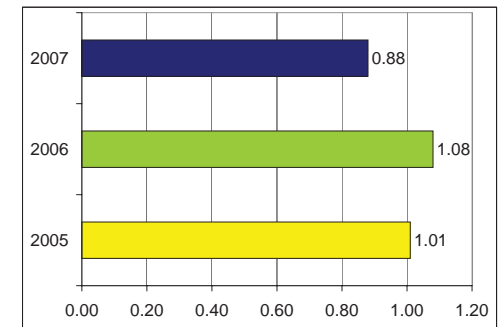
### Total Passengers Served as a Percent of Potential TD Population

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 2006, 10.63% of the potential transportation disadvantaged population was served by the coordinated transportation system. While in 2007, the coordinated system served 10.18% of the potential TD population. This may be explained by a decrease of 14,851 riders.

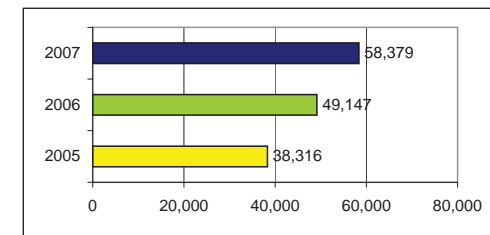
### 2007 Operating Expense Per Driver Hour



### 2007 Accidents Per 100,000 Vehicle Miles



### 2007 Vehicle Miles Between Roadcalls



### 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 2006, approximately 36.02 trips per passenger per year were provided. In 2007, this number increased by 15.05% to 41.44 trips per passenger per year. This may be explained by an increase in the number of rider appointments.

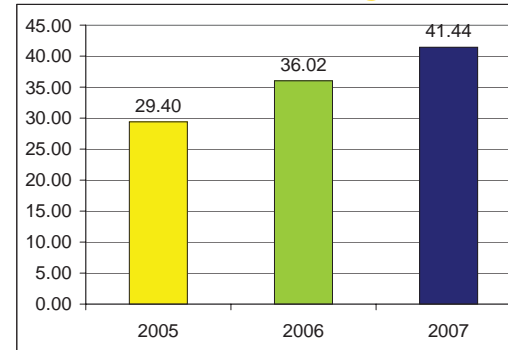
### Average Trips Per Driver Hour

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 2006, approximately 1.89 trips per driver hour were provided. In 2007, this number increased by 9% to 2.06 trips per driver hour. This increase may have occurred due to multiloading riders and improved scheduling software.

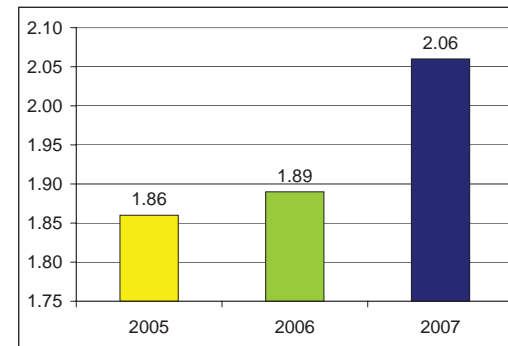
### Individual County Analysis

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.

2007 Average Trips Per  
Paratransit Passenger



2007 Average Trips Per  
Driver Hour





## 2007 Planned Activities

The 2007 Fiscal Year was one of continued transition for the Commission. The 2006 Legislature made numerous changes to Chapter 427 and the new Commission is focusing on implementing these new tasks. The Agency for Health Care Administration (AHCA) continued to contract with the Commission to transfer the administration of the Medicaid Non-Emergency Transportation Program to the Commission.

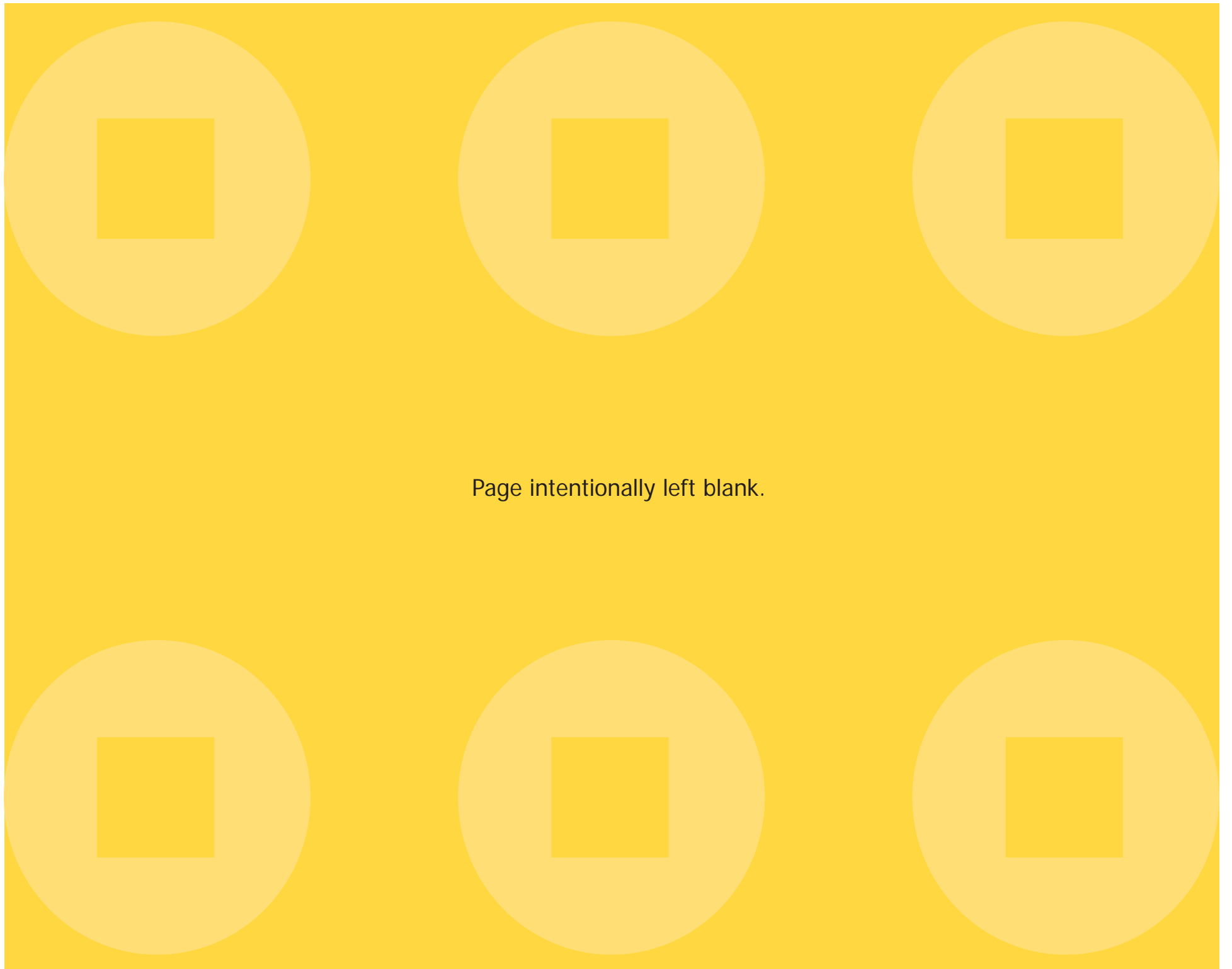
Items that will be of importance in the next fiscal year are:

- Re-establish a Technical Working Group that will continue reviewing the current allocation process for Medicaid and TDTF dollars.
- If changes are recommended to the TDTF, begin the rule development/amendment process.
- Ensure all aspects of the revised Chapter 427 are carried out and that Rule 41-2, F.A.C. is updated, as necessary.
- Closely monitor the 2008 Florida Legislature to ensure program integrity.
- Continue to fully implement the Medicaid Non-Emergency Transportation Program.
- Conduct competitive processes in the counties where the CTC does not want to participate in the Medicaid Non-Emergency Transportation Program.
- Complete the survey of program partners to ensure the Commission provides a quality and efficient program.
- Complete the process for a web-based Rate Methodology, to streamline this procedure.
- Continue to ensure compliance with the Rate Methodology for all CTCs.
- Continue to closely work with the Department of Transportation to ensure the Transportation Disadvantaged Service Plans (TDSP) comply with new federal legislation that ensures coordinated planning.
- Advocate to the 2008 Florida Legislature the need for an increase in the Medicaid Non-Emergency Transportation Allocation.
- Continue implementation of the Commission's 5/20 Year Plan.
- 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.
- Continue to review, update and create policies and procedures to improve program implementation.
- Continue to develop and expand technology through the utilization of the worldwide web in order to provide information in an accurate and timely manner.
- Continue to work with the all state agencies to find ways to improve the delivery and costs associated with non-emergency transportation services.
- Expand statewide technical assistance and training to improve program implementation and communications, including reinstating the regional meeting concept.
- Continue to improve data collection through training and analysis of data to improve system performance.
- Continue to monitor and evaluate statewide and local standards for operations of coordinated systems through the Quality Assurance and Program Evaluation process.
- Conduct the Sixteenth Annual Transportation and Technology Conference in Lake Buena Vista, Florida during August 25-28, 2008.
- Continue to enhance efforts to educate the public about the donation of funds to the trust fund when purchasing and renewing auto tags, so that these donations can be 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 Transportation Disadvantaged program.
- Co-host the Ninth Annual TD Legislative Day on March 6, 2008, with the Florida Association of Coordinated Transportation Systems, in order to continue educational efforts with the Florida Legislature.
- Conduct special reviews in areas where customer satisfaction is deteriorating, financial stability is questioned or other areas to curtail continued customer dissatisfaction and to maintain a stable transportation network.
- Continue the financial audits for trips billed from the TD Trust Fund, when a community transportation coordinator leaves this role and for other reasons that negatively impact the delivery and coordination for transportation disadvantaged services.





Page intentionally left blank.



# County Summaries

County: Alachua  
 CTC: MV Transportation Inc  
 Contact: Ron Marovich  
 3713 SW 42nd St Suite 3  
 Gainesville, FL 32608  
 3523752784  
 Email: [rmarovich@mvtransit.com](mailto:rmarovich@mvtransit.com)

Demographics	Number	Percentage
Total County Population / Percent of State Total	240,800	13.44%
Potential TD Population / Percent of CountyTotal	89,389	37.12%
UDPHC / Percent of TD Passengers Served	3,090	3.46%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	135,360	72,840	-46.19%
Deviated FR	-	-	NA
Ambulatory	116,167	100,200	-13.74%
Non-Ambulatory	37,676	36,694	-2.61%
Stretcher	3,150	1,854	-41.14%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>292,353</b>	<b>211,588</b>	<b>-27.63%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	1,915,721	1,273,691	-33.51%
Revenue Miles	1,628,363	1,222,558	-24.92%
Roadcalls	54	36	-33.33%
Accidents	28	27	-3.57%
Vehicles	48	52	8.33%
Driver Hours	115,524	125,088	8.28%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	96,199	104,241	8.36%
Employment	104,429	68,908	-34.01%
Ed/Train/DayCare	19,080	21,115	10.67%
Nutritional	4,125	1,447	-64.92%
Life-Sustaining/Other	68,520	15,877	-76.83%
<b>TOTAL TRIPS</b>	<b>292,353</b>	<b>211,588</b>	<b>-27.63%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$3,113,280	\$3,252,949	4.49%
Revenues	\$3,028,731	\$3,137,620	3.60%
Commendations	25	88	252.00%
Complaints	333	168	-49.55%
Passenger No-Shows	12,194	9,330	-23.49%
Unmet Trip Requests	-	32	NA

Passenger Trips By Funding Source	2006	2007	% Change
CTD	129,190	68,691	-46.83%
AHCA	84,910	78,331	-7.75%
APD/DCF	43,290	26,376	-39.07%
DOEA	1,071	1,233	15.13%
DOE	-	-	NA
Other	31,910	36,957	15.82%
<b>TOTAL TRIPS</b>	<b>290,371</b>	<b>211,588</b>	<b>-27.13%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	1.46	2.12	45.21%
Miles between Roadcalls	35,476	35,380	-0.27%
Avg. Trips per Driver Hour	1.36	1.11	-18.38%
Avg. Trips per Para Pass.	39.94	62.02	55.28%
Cost per Trip	10.65	15.37	44.32%
Cost per Paratransit Trip	19.52	23.19	18.80%
Cost per Driver Hour	26.52	25.72	-3.02%
Cost per Total Mile	1.6	2.53	58.13%

County: Baker  
 CTC: Baker County Council On Aging, Inc.  
 Contact: Mary F. Baxla  
 101 E Macclenny Ave  
 Macclenny, FL 32063  
 9042592223  
 Email: [marybbcoa@nefcom.net](mailto:marybbcoa@nefcom.net)

Demographics	Number	Percentage
Total County Population / Percent of State Total	24,000	0.13%
Potential TD Population / Percent of CountyTotal	7,755	32.31%
UDPHC / Percent of TD Passengers Served	454	5.85%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	16,662	12,358	-25.83%
Non-Ambulatory	1,635	1,514	-7.40%
Stretcher	6	2	-66.67%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>18,303</b>	<b>13,874</b>	<b>-24.20%</b>

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	8,834	7,643	-13.48%
Employment	120	120	0.00%
Ed/Train/DayCare	18	-	-100.00%
Nutritional	6,953	4,170	-40.03%
Life-Sustaining/Other	2,378	1,941	-18.38%
<b>TOTAL TRIPS</b>	<b>18,303</b>	<b>13,874</b>	<b>-24.20%</b>

Passenger Trips By Funding Source	2006	2007	% Change
CTD	9,463	8,851	-6.47%
AHCA	4,931	4,485	-9.04%
APD/DCF	-	-	NA
DOEA	3,538	-	-100.00%
DOE	-	-	NA
Other	371	538	45.01%
<b>TOTAL TRIPS</b>	<b>18,303</b>	<b>13,874</b>	<b>-24.20%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	256,996	215,218	-16.26%
Revenue Miles	200,734	166,700	-16.95%
Roadcalls	4	2	-50.00%
Accidents	1	1	0.00%
Vehicles	15	16	6.67%
Driver Hours	13,136	11,719	-10.79%

Financial and General Data	2006	2007	% Change
Expenses	\$457,257	\$429,808	-6.00%
Revenues	\$599,777	\$537,587	-10.37%
Commendations	-	-	NA
Complaints	-	3	NA
Passenger No-Shows	153	255	66.67%
Unmet Trip Requests	-	-	NA

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.39	0.46	17.95%
Miles between Roadcalls	64,249	107,609	67.49%
Avg. Trips per Driver Hour	1.39	1.18	-15.11%
Avg. Trips per Para Pass.	39.03	30.56	-21.70%
Cost per Trip	24.98	30.98	24.02%
Cost per Paratransit Trip	24.98	30.98	24.02%
Cost per Driver Hour	34.81	36.68	5.37%
Cost per Total Mile	1.78	2	12.36%



County: Bay  
 CTC: Tri-County Community Council, Inc.  
 Contact: Annette Stewart  
 302 North Oklahoma Street  
 Bonifay, FL 32425  
 8505473689  
 Email: [t.communitycouncil@mchsi.com](mailto:t.communitycouncil@mchsi.com)

Demographics	Number	Percentage
Total County Population / Percent of State Total	161,700	0.90%
Potential TD Population / Percent of County Total	59,944	37.07%
UDPHC / Percent of TD Passengers Served	9,465	15.79%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	960	1,440	50.00%
Deviated FR	-	-	NA
Ambulatory	142,850	140,925	-1.35%
Non-Ambulatory	31,161	30,865	-0.95%
Stretcher	1,155	1,151	-0.35%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>176,126</b>	<b>174,381</b>	<b>-0.99%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	1,030,228	1,326,367	28.74%
Revenue Miles	928,001	1,326,024	42.89%
Roadcalls	10	9	-10.00%
Accidents	5	3	-40.00%
Vehicles	39	39	0.00%
Driver Hours	62,057	63,724	2.69%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	61,996	61,382	-0.99%
Employment	6,869	6,800	-1.00%
Ed/Train/DayCare	85,069	84,226	-0.99%
Nutritional	22,016	21,568	-2.03%
Life-Sustaining/Other	176	405	130.11%
<b>TOTAL TRIPS</b>	<b>176,126</b>	<b>174,381</b>	<b>-0.99%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$1,717,865	\$1,866,789	8.67%
Revenues	\$1,765,358	\$1,941,797	9.99%
Commendations	-	-	NA
Complaints	-	-	NA
Passenger No-Shows	188	217	15.43%
Unmet Trip Requests	633	645	1.90%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	32,360	28,719	-11.25%
AHCA	37,012	35,506	-4.07%
APD/DCF	50,733	51,674	1.85%
DOEA	22,123	23,178	4.77%
DOE	-	-	NA
Other	33,898	35,304	4.15%
<b>TOTAL TRIPS</b>	<b>176,126</b>	<b>174,381</b>	<b>-0.99%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.49	0.23	-53.06%
Miles between Roadcalls	103,023	147,374	43.05%
Avg. Trips per Driver Hour	2.82	2.71	-3.90%
Avg. Trips per Para Pass.	18.87	18.28	-3.13%
Cost per Trip	9.75	10.71	9.85%
Cost per Paratransit Trip	9.81	10.79	9.99%
Cost per Driver Hour	27.68	29.29	5.82%
Cost per Total Mile	1.67	1.41	-15.57%

County: Bradford  
 CTC: Suwannee River Economic Council, Inc.  
 Contact: Frances Terry  
 P.O. Box 70  
 Live Oak, FL 32064  
 3863624115  
 Email: [suwanneec@alltel.net](mailto:suwanneec@alltel.net)

Demographics	Number	Percentage
Total County Population / Percent of State Total	28,100	0.16%
Potential TD Population / Percent of CountyTotal	9,569	34.05%
UDPHC / Percent of TD Passengers Served	578	6.04%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	32,547	26,553	-18.42%
Non-Ambulatory	5,507	4,298	-21.95%
Stretcher	120	261	117.50%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>38,174</b>	<b>31,112</b>	<b>-18.50%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	237,556	109,812	-53.77%
Revenue Miles	194,128	80,614	-58.47%
Roadcalls	-	-	NA
Accidents	-	-	NA
Vehicles	14	12	-14.29%
Driver Hours	18,008	18,000	-0.04%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	11,581	11,672	0.79%
Employment	-	-	NA
Ed/Train/DayCare	22,988	15,555	-32.33%
Nutritional	3,605	2,747	-23.80%
Life-Sustaining/Other	-	1,138	NA
<b>TOTAL TRIPS</b>	<b>38,174</b>	<b>31,112</b>	<b>-18.50%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$522,682	\$558,339	6.82%
Revenues	\$518,254	\$562,652	8.57%
Commendations	-	-	NA
Complaints	1	2	100.00%
Passenger No-Shows	-	65	NA
Unmet Trip Requests	28	33	17.86%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	5,185	7,489	44.44%
AHCA	5,866	5,183	-11.64%
APD/DCF	22,988	15,555	-32.33%
DOEA	3,459	2,747	-20.58%
DOE	-	-	NA
Other	-	138	NA
<b>TOTAL TRIPS</b>	<b>37,498</b>	<b>31,112</b>	<b>-17.03%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	-	-	NA
Avg. Trips per Driver Hour	2.12	1.73	-18.40%
Avg. Trips per Para Pass.	61.37	53.83	-12.29%
Cost per Trip	13.69	17.95	31.12%
Cost per Paratransit Trip	13.69	17.95	31.12%
Cost per Driver Hour	29.02	31.02	6.89%
Cost per Total Mile	2.2	5.08	130.91%

County: Brevard  
 CTC: SPACE COAST AREA TRANSIT  
 Contact: Bob Roberson  
 401 South Varr Ave  
 Cocoa, FL 32922  
 3216357815  
 Email: [bob@ridescat.com](mailto:bob@ridescat.com)

Demographics	Number	Percentage
Total County Population / Percent of State Total	532,000	29.69%
Potential TD Population / Percent of County Total	206,392	38.80%
UDPHC / Percent of TD Passengers Served	6,827	3.31%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	149,844	109,293	-27.06%
Deviated FR	-	-	NA
Ambulatory	492,983	479,635	-2.71%
Non-Ambulatory	46,482	47,490	2.17%
Stretcher	-	-	NA
School Board	48,890	41,796	-14.51%
<b>TOTAL TRIPS</b>	<b>738,199</b>	<b>678,214</b>	<b>-8.13%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	3,166,799	3,042,176	-3.94%
Revenue Miles	2,917,162	2,782,849	-4.60%
Roadcalls	91	67	-26.37%
Accidents	16	8	-50.00%
Vehicles	194	188	-3.09%
Driver Hours	167,965	151,620	-9.73%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	105,853	108,514	2.51%
Employment	166,562	162,771	-2.28%
Ed/Train/DayCare	136,997	88,167	-35.64%
Nutritional	105,729	101,734	-3.78%
Life-Sustaining/Other	223,058	217,028	-2.70%
<b>TOTAL TRIPS</b>	<b>738,199</b>	<b>678,214</b>	<b>-8.13%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$5,573,527	\$5,474,561	-1.78%
Revenues	\$5,300,699	\$6,324,164	19.31%
Commendations	18	12	-33.33%
Complaints	204	42	-79.41%
Passenger No-Shows	16,821	15,807	-6.03%
Unmet Trip Requests	60	47	-21.67%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	59,375	61,333	3.30%
AHCA	4,139	-	-100.00%
APD/DCF	51,438	60,118	16.87%
DOEA	27,574	23,437	-15.00%
DOE	1,943	2,212	13.84%
Other	263,443	531,114	101.60%
<b>TOTAL TRIPS</b>	<b>407,912</b>	<b>678,214</b>	<b>66.26%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.51	0.26	-49.02%
Miles between Roadcalls	34,800	45,406	30.48%
Avg. Trips per Driver Hour	3.5	3.75	7.14%
Avg. Trips per Para Pass.	94.06	99.2	5.46%
Cost per Trip	7.55	8.07	6.89%
Cost per Paratransit Trip	9.47	9.6	1.37%
Cost per Driver Hour	33.18	36.02	8.56%
Cost per Total Mile	1.76	1.8	2.27%

		Demographics	Number	Percentage
County:	Broward	Total County Population /		
CTC:	Broward County Board of County Commission	Percent of State Total	1,741,000	9.72%
Contact:	Althia Ellis	Potential TD Population /		
	3201 W Copans Rd	Percent of County Total	619,212	35.57%
	Pompano Beach, FL 33069	UDPHC / Percent of TD		
	9543578494	Passengers Served	23,592	3.81%
Email:	<a href="mailto:alellis@broward.org">alellis@broward.org</a>			



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	2,893,918	1,920,792	-33.63%
Deviated FR	236,942	107,506	-54.63%
Ambulatory	1,199,989	1,257,577	4.80%
Non-Ambulatory	255,465	298,957	17.02%
Stretcher	-	-	NA
School Board	9,674	-	-100.00%
<b>TOTAL TRIPS</b>	<b>4,595,988</b>	<b>3,584,832</b>	<b>-22.00%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	13,276,914	13,382,543	0.80%
Revenue Miles	10,593,928	11,867,459	12.02%
Roadcalls	127	366	188.19%
Accidents	62	69	11.29%
Vehicles	479	591	23.38%
Driver Hours	1,125,398	950,814	-15.51%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	1,095,692	798,274	-27.14%
Employment	512,383	427,309	-16.60%
Ed/Train/DayCare	939,136	814,008	-13.32%
Nutritional	915,668	713,210	-22.11%
Life-Sustaining/Other	1,133,109	832,031	-26.57%
<b>TOTAL TRIPS</b>	<b>4,595,988</b>	<b>3,584,832</b>	<b>-22.00%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$23,733,434	\$34,093,992	43.65%
Revenues	\$26,207,587	\$31,106,509	18.69%
Commendations	359	302	-15.88%
Complaints	2,107	978	-53.58%
Passenger No-Shows	57,724	16,592	-71.26%
Unmet Trip Requests	31,556	8,190	-74.05%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	249,150	291,552	17.02%
AHCA	65,695	233,535	255.48%
APD/DCF	430,260	229,167	-46.74%
DOEA	65,838	107,521	63.31%
DOE	248,993	266,997	7.23%
Other	3,521,747	2,456,060	-30.26%
<b>TOTAL TRIPS</b>	<b>4,581,683</b>	<b>3,584,832</b>	<b>-21.76%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.47	0.52	10.64%
Miles between Roadcalls	104,543	36,564	-65.02%
Avg. Trips per Driver Hour	1.51	1.75	15.89%
Avg. Trips per Para Pass.	31.87	71.63	124.76%
Cost per Trip	5.16	9.51	84.30%
Cost per Paratransit Trip	13.8	20.37	47.61%
Cost per Driver Hour	20.88	35.65	70.74%
Cost per Total Mile	1.77	2.53	42.94%

County: Calhoun  
 CTC: Calhoun County Senior Citizens  
 Contact: Marilyn Russell  
 16859 NE Cayson St  
 Blountstown, FL 32424  
 8506744163  
 Email: [senior1@gtcom.net](mailto:senior1@gtcom.net)

Demographics	Number	Percentage
Total County Population / Percent of State Total	13,900	0.08%
Potential TD Population / Percent of County Total	5,320	38.27%
UDPHC / Percent of TD Passengers Served	683	12.84%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	33,761	34,704	2.79%
Non-Ambulatory	3,476	3,533	1.64%
Stretcher	688	725	5.38%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>37,925</b>	<b>38,962</b>	<b>2.73%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	361,330	378,915	4.87%
Revenue Miles	361,080	363,394	0.64%
Roadcalls	2	2	0.00%
Accidents	2	2	0.00%
Vehicles	18	17	-5.56%
Driver Hours	17,680	18,775	6.19%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	12,022	12,772	6.24%
Employment	5,538	5,601	1.14%
Ed/Train/DayCare	3,299	3,304	0.15%
Nutritional	5,916	6,095	3.03%
Life-Sustaining/Other	11,150	11,190	0.36%
<b>TOTAL TRIPS</b>	<b>37,925</b>	<b>38,962</b>	<b>2.73%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$521,923	\$539,369	3.34%
Revenues	\$525,264	\$540,880	2.97%
Commendations	1	1	0.00%
Complaints	-	-	NA
Passenger No-Shows	30	32	6.67%
Unmet Trip Requests	3	3	0.00%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	12,909	13,208	2.32%
AHCA	12,414	12,873	3.70%
APD/DCF	5,969	6,180	3.53%
DOEA	6,629	6,701	1.09%
DOE	-	-	NA
Other	4	-	-100.00%
<b>TOTAL TRIPS</b>	<b>37,925</b>	<b>38,962</b>	<b>2.73%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.55	0.53	-3.64%
Miles between Roadcalls	180,665	189,458	4.87%
Avg. Trips per Driver Hour	2.15	2.08	-3.26%
Avg. Trips per Para Pass.	56.94	57.05	0.19%
Cost per Trip	13.76	13.84	0.58%
Cost per Paratransit Trip	13.76	13.84	0.58%
Cost per Driver Hour	29.52	28.73	-2.68%
Cost per Total Mile	1.44	1.42	-1.39%



County: Charlotte  
 CTC: Charlotte County Transit  
 Contact: Rich Weingarten  
 25490 Airport Road  
 Punta Gorda, FL 33950  
 9418336244

Email: [rich.weingarten@charlottefl.com](mailto:rich.weingarten@charlottefl.com)

Demographics	Number	Percentage
Total County Population / Percent of State Total	154,000	0.09%
Potential TD Population / Percent of CountyTotal	99,855	64.84%
UDPHC / Percent of TD Passengers Served	15,391	15.41%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	844	831	-1.54%
Deviated FR	25,272	27,239	7.78%
Ambulatory	145,075	146,246	0.81%
Non-Ambulatory	11,951	12,522	4.78%
Stretcher	140	128	-8.57%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>183,282</b>	<b>186,966</b>	<b>2.01%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	559,186	595,285	6.46%
Revenue Miles	503,267	547,360	8.76%
Roadcalls	10	14	40.00%
Accidents	9	8	-11.11%
Vehicles	44	44	0.00%
Driver Hours	67,200	67,500	0.45%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	54,998	56,097	2.00%
Employment	768	780	1.56%
Ed/Train/DayCare	48,427	61,583	27.17%
Nutritional	71,560	60,826	-15.00%
Life-Sustaining/Other	7,529	7,680	2.01%
<b>TOTAL TRIPS</b>	<b>183,282</b>	<b>186,966</b>	<b>2.01%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$1,428,801	\$1,763,284	23.41%
Revenues	\$1,428,801	\$1,763,284	23.41%
Commendations	32	33	3.13%
Complaints	162	165	1.85%
Passenger No-Shows	-	-	NA
Unmet Trip Requests	9,334	9,705	3.97%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	63,262	59,514	-5.92%
AHCA	11,404	16,664	46.12%
APD/DCF	26	24	-7.69%
DOEA	14,259	10,838	-23.99%
DOE	-	-	NA
Other	92,989	99,926	7.46%
<b>TOTAL TRIPS</b>	<b>181,940</b>	<b>186,966</b>	<b>2.76%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	1.61	1.34	-16.77%
Miles between Roadcalls	55,919	42,520	-23.96%
Avg. Trips per Driver Hour	2.71	2.76	1.85%
Avg. Trips per Para Pass.	11.03	12.17	10.34%
Cost per Trip	7.8	9.43	20.90%
Cost per Paratransit Trip	7.83	9.44	20.56%
Cost per Driver Hour	21.26	26.03	22.44%
Cost per Total Mile	2.56	2.95	15.23%

County: Citrus  
 CTC: Citrus County Transit  
 Contact: Catherine Pearson  
 2804 Marc Knighton Court , Suite B Room 129  
 Lecanto, FL 34461  
 3525275900  
 Email: [Cathy.Pearson@bocc.citrus.fl.us](mailto:Cathy.Pearson@bocc.citrus.fl.us)

Demographics	Number	Percentage
Total County Population / Percent of State Total	132,600	0.74%
Potential TD Population / Percent of CountyTotal	78,716	59.36%
UDPHC / Percent of TD Passengers Served	2,450	3.11%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	177,067	168,974	-4.57%
Non-Ambulatory	24,680	21,570	-12.60%
Stretcher	1,153	1,085	-5.90%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>202,900</b>	<b>191,629</b>	<b>-5.55%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	922,707	1,044,820	13.23%
Revenue Miles	445,218	926,804	108.17%
Roadcalls	26	23	-11.54%
Accidents	13	14	7.69%
Vehicles	60	65	8.33%
Driver Hours	75,920	78,000	2.74%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	40,029	38,672	-3.39%
Employment	17,548	21,044	19.92%
Ed/Train/DayCare	84,677	85,696	1.20%
Nutritional	22,201	17,738	-20.10%
Life-Sustaining/Other	38,445	28,479	-25.92%
<b>TOTAL TRIPS</b>	<b>202,900</b>	<b>191,629</b>	<b>-5.55%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$2,192,838	\$2,558,948	16.70%
Revenues	\$1,811,531	\$2,652,768	46.44%
Commendations	18	65	261.11%
Complaints	20	20	0.00%
Passenger No-Shows	-	523	NA
Unmet Trip Requests	163	233	42.94%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	33,403	35,555	6.44%
AHCA	25,485	26,967	5.82%
APD/DCF	-	-	NA
DOEA	16,409	12,575	-23.37%
DOE	-	-	NA
Other	127,603	116,532	-8.68%
<b>TOTAL TRIPS</b>	<b>202,900</b>	<b>191,629</b>	<b>-5.55%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	1.41	1.34	-4.96%
Miles between Roadcalls	35,489	45,427	28.00%
Avg. Trips per Driver Hour	2.67	2.46	-7.87%
Avg. Trips per Para Pass.	76.8	78.22	1.85%
Cost per Trip	10.81	13.35	23.50%
Cost per Paratransit Trip	10.81	13.35	23.50%
Cost per Driver Hour	28.88	32.81	13.61%
Cost per Total Mile	2.38	2.45	2.94%

County: Clay  
 CTC: Clay County Council on Aging, Inc.  
 Contact: Sheryl Hartzog/Becky Knowles  
 604 Walnut Street  
 Green Cove Springs, FL 32043  
 9042845977  
 Email: [sherylh@claycoa.org](mailto:sherylh@claycoa.org)

Demographics	Number	Percentage
Total County Population / Percent of State Total	169,600	0.95%
Potential TD Population / Percent of CountyTotal	45,485	26.82%
UDPHC / Percent of TD Passengers Served	2,240	4.92%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	6,772	4,784	-29.36%
Ambulatory	59,851	58,898	-1.59%
Non-Ambulatory	13,776	12,154	-11.77%
Stretcher	402	765	90.30%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>80,801</b>	<b>76,601</b>	<b>-5.20%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	783,330	785,070	0.22%
Revenue Miles	765,042	758,730	-0.83%
Roadcalls	55	43	-21.82%
Accidents	2	2	0.00%
Vehicles	37	34	-8.11%
Driver Hours	50,540	51,701	2.30%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	25,725	24,881	-3.28%
Employment	16,626	16,575	-0.31%
Ed/Train/DayCare	18,740	18,476	-1.41%
Nutritional	13,876	11,541	-16.83%
Life-Sustaining/Other	5,834	5,128	-12.10%
<b>TOTAL TRIPS</b>	<b>80,801</b>	<b>76,601</b>	<b>-5.20%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$1,354,799	\$1,435,305	5.94%
Revenues	\$1,273,395	\$1,472,581	15.64%
Commendations	28	19	-32.14%
Complaints	514	297	-42.22%
Passenger No-Shows	3,485	3,048	-12.54%
Unmet Trip Requests	1,257	1,862	48.13%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	16,607	15,313	-7.79%
AHCA	15,849	11,584	-26.91%
APD/DCF	19,029	21,532	13.15%
DOEA	13,646	11,556	-15.32%
DOE	199	300	50.75%
Other	15,471	16,316	5.46%
<b>TOTAL TRIPS</b>	<b>80,801</b>	<b>76,601</b>	<b>-5.20%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.26	0.25	-3.85%
Miles between Roadcalls	14,242	18,257	28.19%
Avg. Trips per Driver Hour	1.6	1.48	-7.50%
Avg. Trips per Para Pass.	40.75	34.2	-16.07%
Cost per Trip	16.77	18.74	11.75%
Cost per Paratransit Trip	16.77	18.74	11.75%
Cost per Driver Hour	26.81	27.76	3.54%
Cost per Total Mile	1.73	1.83	5.78%

County: Collier  
 CTC: Collier County Board of County Commissioners  
 Contact: Sue Faulkner  
 2885 South Horseshoe Drive  
 Naples, FL 34104  
 2392525889  
 Email: [suefaulkner@colliergov.net](mailto:suefaulkner@colliergov.net)

Demographics	Number	Percentage
Total County Population / Percent of State Total	317,800	1.77%
Potential TD Population / Percent of County Total	118,813	37.39%
UDPHC / Percent of TD Passengers Served	7,009	5.90%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	166,028	52,868	-68.16%
Deviated FR	-	-	NA
Ambulatory	82,109	74,723	-9.00%
Non-Ambulatory	16,336	17,810	9.02%
Stretcher	331	779	135.35%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>264,804</b>	<b>146,180</b>	<b>-44.80%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	1,250,504	1,432,164	14.53%
Revenue Miles	1,035,785	1,155,468	11.55%
Roadcalls	108	17	-84.26%
Accidents	16	24	50.00%
Vehicles	25	25	0.00%
Driver Hours	75,350	73,967	-1.84%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	54,237	52,880	-2.50%
Employment	21,134	17,872	-15.43%
Ed/Train/DayCare	3,575	1,918	-46.35%
Nutritional	11,168	11,860	6.20%
Life-Sustaining/Other	174,690	61,650	-64.71%
<b>TOTAL TRIPS</b>	<b>264,804</b>	<b>146,180</b>	<b>-44.80%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$3,225,858	\$3,593,099	11.38%
Revenues	\$2,592,680	\$3,275,773	26.35%
Commendations	19	35	84.21%
Complaints	30	27	-10.00%
Passenger No-Shows	15,799	1,511	-90.44%
Unmet Trip Requests	48	56	16.67%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	65,510	59,373	-9.37%
AHCA	20,946	20,872	-0.35%
APD/DCF	2,986	5,066	69.66%
DOEA	7,486	6,066	-18.97%
DOE	-	-	NA
Other	159,033	54,803	-65.54%
<b>TOTAL TRIPS</b>	<b>255,961</b>	<b>146,180</b>	<b>-42.89%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	1.28	1.68	31.25%
Miles between Roadcalls	11,579	84,245	627.57%
Avg. Trips per Driver Hour	1.31	1.26	-3.82%
Avg. Trips per Para Pass.	167.42	79.01	-52.81%
Cost per Trip	12.18	24.58	101.81%
Cost per Paratransit Trip	32.66	29.65	-9.22%
Cost per Driver Hour	42.81	37.4	-12.64%
Cost per Total Mile	2.58	1.93	-25.19%

County: Columbia  
 CTC: Suwannee Valley Transit Authority  
 Contact: James Swisher  
 1907 Voyles St.  
 Live Oak, FL 32064  
 3863625332  
 Email: [jimmys@svta-liveoak.org](mailto:jimmys@svta-liveoak.org)

Demographics	Number	Percentage
Total County Population / Percent of State Total	61,500	0.34%
Potential TD Population / Percent of CountyTotal	22,671	36.86%
UDPHC / Percent of TD Passengers Served	11,731	51.74%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	92,708	92,816	0.12%
Deviated FR	55,612	56,901	2.32%
Ambulatory	75,534	76,256	0.96%
Non-Ambulatory	4,780	6,797	42.20%
Stretcher	3,542	3,763	6.24%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>232,176</b>	<b>236,533</b>	<b>1.88%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	731,845	748,451	2.27%
Revenue Miles	705,895	715,895	1.42%
Roadcalls	3	3	0.00%
Accidents	1	-	-100.00%
Vehicles	56	56	0.00%
Driver Hours	48,383	49,985	3.31%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	180,912	184,476	1.97%
Employment	2,419	2,522	4.26%
Ed/Train/DayCare	37,857	38,265	1.08%
Nutritional	8,701	9,125	4.87%
Life-Sustaining/Other	2,287	2,145	-6.21%
<b>TOTAL TRIPS</b>	<b>232,176</b>	<b>236,533</b>	<b>1.88%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$1,498,439	\$1,387,011	-7.44%
Revenues	\$1,606,383	\$1,387,011	-13.66%
Commendations	1	1	0.00%
Complaints	8	7	-12.50%
Passenger No-Shows	70	53	-24.29%
Unmet Trip Requests	49	45	-8.16%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	9,021	9,847	9.16%
AHCA	148,862	148,558	-0.20%
APD/DCF	17,254	17,845	3.43%
DOEA	15,104	16,215	7.36%
DOE	-	-	NA
Other	41,935	44,068	5.09%
<b>TOTAL TRIPS</b>	<b>232,176</b>	<b>236,533</b>	<b>1.88%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.14	0	-100.00%
Miles between Roadcalls	243,948	249,484	2.27%
Avg. Trips per Driver Hour	2.88	2.88	0.00%
Avg. Trips per Para Pass.	12.03	15.6	29.68%
Cost per Trip	6.45	5.86	-9.15%
Cost per Paratransit Trip	10.74	9.65	-10.15%
Cost per Driver Hour	30.97	27.75	-10.40%
Cost per Total Mile	2.05	1.85	-9.76%



County: Desoto  
 CTC: ATC/Vancom  
 Contact: Tim Banks  
 1103 US 27 S  
 Sebring, FL 33870  
 8633826004  
 Email: [Tim.Banks@Veoliatransportation.com](mailto:Tim.Banks@Veoliatransportation.com)

Demographics	Number	Percentage
Total County Population /		
Percent of State Total	32,600	0.18%
Potential TD Population /		
Percent of CountyTotal	15,255	46.79%
UDPHC / Percent of TD		
Passengers Served	628	4.12%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	18,071	23,285	28.85%
Non-Ambulatory	3,985	3,808	-4.44%
Stretcher	20	27	35.00%
School Board	6,734	7,449	10.62%
<b>TOTAL TRIPS</b>	<b>28,810</b>	<b>34,569</b>	<b>19.99%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	358,212	355,332	-0.80%
Revenue Miles	306,455	299,308	-2.33%
Roadcalls	3	4	33.33%
Accidents	2	1	-50.00%
Vehicles	27	23	-14.81%
Driver Hours	29,750	31,171	4.78%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	11,425	16,257	42.29%
Employment	2,339	1,954	-16.46%
Ed/Train/DayCare	8,042	8,914	10.84%
Nutritional	4,311	4,499	4.36%
Life-Sustaining/Other	2,693	2,945	9.36%
<b>TOTAL TRIPS</b>	<b>28,810</b>	<b>34,569</b>	<b>19.99%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$776,795	\$795,617	2.42%
Revenues	\$719,038	\$812,686	13.02%
Commendations	6	8	33.33%
Complaints	16	26	62.50%
Passenger No-Shows	369	350	-5.15%
Unmet Trip Requests	48	125	160.42%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	4,556	3,764	-17.38%
AHCA	8,119	9,187	13.15%
APD/DCF	10,572	10,869	2.81%
DOEA	4,162	4,043	-2.86%
DOE	-	-	NA
Other	5	6,706	134020.00%
<b>TOTAL TRIPS</b>	<b>27,414</b>	<b>34,569</b>	<b>26.10%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.56	0.28	-50.00%
Miles between Roadcalls	119,404	88,833	-25.60%
Avg. Trips per Driver Hour	0.97	1.11	14.43%
Avg. Trips per Para Pass.	46.69	55.05	17.91%
Cost per Trip	26.96	23.02	-14.61%
Cost per Paratransit Trip	26.96	23.02	-14.61%
Cost per Driver Hour	26.11	25.52	-2.26%
Cost per Total Mile	2.17	2.24	3.23%

County: Dixie  
 CTC: Suwannee River Economic Council, Inc.  
 Contact: Frances Terry  
 P.O. Box 70  
 Live Oak, FL 32064  
 3863624115  
 Email: [suwanneec@alltel.net](mailto:suwanneec@alltel.net)

Demographics	Number	Percentage
Total County Population / Percent of State Total	15,400	0.09%
Potential TD Population / Percent of CountyTotal	7,910	51.36%
UDPHC / Percent of TD Passengers Served	428	5.41%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	10,057	9,456	-5.98%
Non-Ambulatory	1,986	1,236	-37.76%
Stretcher	556	725	30.40%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>12,599</b>	<b>11,417</b>	<b>-9.38%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	167,186	196,483	17.52%
Revenue Miles	129,757	144,844	11.63%
Roadcalls	-	1	NA
Accidents	-	-	NA
Vehicles	8	8	0.00%
Driver Hours	7,832	7,795	-0.47%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	11,630	10,466	-10.01%
Employment	-	-	NA
Ed/Train/DayCare	-	-	NA
Nutritional	895	823	-8.04%
Life-Sustaining/Other	74	128	72.97%
<b>TOTAL TRIPS</b>	<b>12,599</b>	<b>11,417</b>	<b>-9.38%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$352,684	\$437,295	23.99%
Revenues	\$450,502	\$509,211	13.03%
Commendations	-	-	NA
Complaints	2	2	0.00%
Passenger No-Shows	-	58	NA
Unmet Trip Requests	34	37	8.82%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	5,502	5,422	-1.45%
AHCA	6,137	5,044	-17.81%
APD/DCF	-	-	NA
DOEA	960	951	-0.94%
DOE	-	-	NA
Other	-	-	NA
<b>TOTAL TRIPS</b>	<b>12,599</b>	<b>11,417</b>	<b>-9.38%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	-	196,483	NA
Avg. Trips per Driver Hour	1.61	1.46	-9.32%
Avg. Trips per Para Pass.	26.25	26.68	1.64%
Cost per Trip	27.99	38.3	36.83%
Cost per Paratransit Trip	27.99	38.3	36.83%
Cost per Driver Hour	45.03	56.1	24.58%
Cost per Total Mile	2.11	2.23	5.69%

County: Duval  
 CTC: Jacksonville Transportation Authority  
 Contact: Patricia Collins  
 5711 Richard Street, Suite #1  
 Jacksonville, FL 32216  
 9042658930  
 Email: [pcollins@jtafla.com](mailto:pcollins@jtafla.com)

Demographics	Number	Percentage
Total County Population / Percent of State Total	861,200	4.81%
Potential TD Population / Percent of County Total	272,817	31.68%
UDPHC / Percent of TD Passengers Served	6,166	2.26%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	116,400	12,960	-88.87%
Deviated FR	-	-	NA
Ambulatory	364,331	237,519	-34.81%
Non-Ambulatory	155,980	147,114	-5.68%
Stretcher	5,650	507	-91.03%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>642,361</b>	<b>398,100</b>	<b>-38.03%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	6,521,702	4,437,567	-31.96%
Revenue Miles	5,854,294	3,913,908	-33.14%
Roadcalls	424	258	-39.15%
Accidents	306	228	-25.49%
Vehicles	146	89	-39.04%
Driver Hours	325,476	281,700	-13.45%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	316,661	82,006	-74.10%
Employment	66,852	87,874	31.45%
Ed/Train/DayCare	25,895	27,407	5.84%
Nutritional	-	-	NA
Life-Sustaining/Other	232,953	200,813	-13.80%
<b>TOTAL TRIPS</b>	<b>642,361</b>	<b>398,100</b>	<b>-38.03%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$16,121,891	\$12,905,921	-19.95%
Revenues	\$16,121,891	\$12,905,921	-19.95%
Commendations	120	170	41.67%
Complaints	1,371	1,198	-12.62%
Passenger No-Shows	56,430	39,998	-29.12%
Unmet Trip Requests	2,417	-	-100.00%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	53,669	62,970	17.33%
AHCA	202,669	14,663	-92.77%
APD/DCF	-	-	NA
DOEA	63	44	-30.16%
DOE	-	-	NA
Other	385,960	320,423	-16.98%
<b>TOTAL TRIPS</b>	<b>642,361</b>	<b>398,100</b>	<b>-38.03%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	4.69	5.14	9.59%
Miles between Roadcalls	15,381	17,200	11.83%
Avg. Trips per Driver Hour	1.62	1.37	-15.43%
Avg. Trips per Para Pass.	64.57	65.93	2.11%
Cost per Trip	25.1	32.42	29.16%
Cost per Paratransit Trip	30.39	33.48	10.17%
Cost per Driver Hour	49.12	45.77	-6.82%
Cost per Total Mile	2.45	2.91	18.78%

County: Escambia  
 CTC: Pensacola Bay Transportation  
 Contact: Patricia Wariner  
 3100 McCormick Street  
 Pensacola, FL 32514  
 8504768130

Email: [pwariner@pensacolabaytransportation.com](mailto:pwariner@pensacolabaytransportation.com)

Demographics	Number	Percentage
Total County Population / Percent of State Total	303,600	1.69%
Potential TD Population / Percent of CountyTotal	115,671	38.10%
UDPHC / Percent of TD Passengers Served	3,491	3.02%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	48,378	46,804	-3.25%
Deviated FR	-	-	NA
Ambulatory	110,673	102,710	-7.20%
Non-Ambulatory	38,101	36,488	-4.23%
Stretcher	120	173	44.17%
School Board	-	160,575	NA
<b>TOTAL TRIPS</b>	<b>197,272</b>	<b>346,750</b>	<b>75.77%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	1,580,808	1,724,797	9.11%
Revenue Miles	1,196,197	1,320,940	10.43%
Roadcalls	97	88	-9.28%
Accidents	8	7	-12.50%
Vehicles	80	80	0.00%
Driver Hours	201,746	239,439	18.68%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	73,341	68,377	-6.77%
Employment	50,833	48,406	-4.77%
Ed/Train/DayCare	43,113	201,534	367.46%
Nutritional	430	507	17.91%
Life-Sustaining/Other	29,555	27,926	-5.51%
<b>TOTAL TRIPS</b>	<b>197,272</b>	<b>346,750</b>	<b>75.77%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$3,524,738	\$3,698,427	4.93%
Revenues	\$3,596,009	\$3,796,280	5.57%
Commendations	57	53	-7.02%
Complaints	124	77	-37.90%
Passenger No-Shows	5,909	4,049	-31.48%
Unmet Trip Requests	4,487	3,922	-12.59%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	35,872	26,013	-27.48%
AHCA	40,868	46,081	12.76%
APD/DCF	1,780	1,909	7.25%
DOEA	18,039	20,203	12.00%
DOE	21,945	12,545	-42.83%
Other	74,577	239,999	221.81%
<b>TOTAL TRIPS</b>	<b>193,081</b>	<b>346,750</b>	<b>79.59%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.51	0.41	-19.61%
Miles between Roadcalls	16,297	19,600	20.27%
Avg. Trips per Driver Hour	0.74	1.25	68.92%
Avg. Trips per Para Pass.	39.67	100.15	152.46%
Cost per Trip	17.87	10.67	-40.29%
Cost per Paratransit Trip	23.31	12.07	-48.22%
Cost per Driver Hour	17.2	15.13	-12.03%
Cost per Total Mile	2.2	2.1	-4.55%

County: Flagler  
 CTC: Flagler County Public Transportation  
 Contact: William Vivian  
 2405 East Moody Blvd., Suite 105  
 Bunnell, FL 32110  
 3864377300  
 Email: [bvivian@flaglercounty.org](mailto:bvivian@flaglercounty.org)

Demographics	Number	Percentage
Total County Population / Percent of State Total	78,600	0.44%
Potential TD Population / Percent of CountyTotal	24,381	31.02%
UDPHC / Percent of TD Passengers Served	3,774	15.48%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	74,592	86,471	15.93%
Non-Ambulatory	12,579	9,046	-28.09%
Stretcher	-	-	NA
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>87,171</b>	<b>95,517</b>	<b>9.57%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	759,583	727,738	-4.19%
Revenue Miles	690,529	647,261	-6.27%
Roadcalls	12	6	-50.00%
Accidents	2	2	0.00%
Vehicles	20	28	40.00%
Driver Hours	47,788	41,865	-12.39%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	13,362	13,958	4.46%
Employment	19,118	21,923	14.67%
Ed/Train/DayCare	22,968	26,875	17.01%
Nutritional	21,567	21,347	-1.02%
Life-Sustaining/Other	10,156	11,414	12.39%
<b>TOTAL TRIPS</b>	<b>87,171</b>	<b>95,517</b>	<b>9.57%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$1,368,933	\$1,278,612	-6.60%
Revenues	\$1,368,933	\$1,278,612	-6.60%
Commendations	5	5	0.00%
Complaints	17	15	-11.76%
Passenger No-Shows	-	960	NA
Unmet Trip Requests	240	148	-38.33%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	17,681	17,068	-3.47%
AHCA	5,267	4,336	-17.68%
APD/DCF	13,129	13,567	3.34%
DOEA	29,550	25,925	-12.27%
DOE	-	-	NA
Other	4,712	34,621	634.74%
<b>TOTAL TRIPS</b>	<b>70,339</b>	<b>95,517</b>	<b>35.80%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.26	0.27	3.85%
Miles between Roadcalls	63,299	121,290	91.61%
Avg. Trips per Driver Hour	1.82	2.28	25.27%
Avg. Trips per Para Pass.	30.64	25.31	-17.40%
Cost per Trip	15.7	13.39	-14.71%
Cost per Paratransit Trip	15.7	13.39	-14.71%
Cost per Driver Hour	28.65	30.54	6.60%
Cost per Total Mile	1.8	1.76	-2.22%



County: Franklin  
 CTC: Croom's, Inc.  
 Contact: John Croom  
 133 Highway 98 Post Office Box 6  
 Apalachicola, FL 32329-0006  
 8506532270  
 Email: [crooms@digitalexp.com](mailto:crooms@digitalexp.com)

Demographics	Number	Percentage
Total County Population / Percent of State Total	10,800	0.06%
Potential TD Population / Percent of CountyTotal	5,624	52.07%
UDPHC / Percent of TD Passengers Served	1,127	20.04%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	17,008	17,204	1.15%
Non-Ambulatory	1,062	1,067	0.47%
Stretcher	287	-	-100.00%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>18,357</b>	<b>18,271</b>	<b>-0.47%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	332,688	332,376	-0.09%
Revenue Miles	323,742	323,488	-0.08%
Roadcalls	5	3	-40.00%
Accidents	3	-	-100.00%
Vehicles	13	12	-7.69%
Driver Hours	13,382	13,198	-1.37%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	11,100	8,471	-23.68%
Employment	-	-	NA
Ed/Train/DayCare	4,816	4,816	0.00%
Nutritional	1,235	-	-100.00%
Life-Sustaining/Other	1,206	4,984	313.27%
<b>TOTAL TRIPS</b>	<b>18,357</b>	<b>18,271</b>	<b>-0.47%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$570,712	\$609,073	6.72%
Revenues	\$570,712	\$609,063	6.72%
Commendations	5	4	-20.00%
Complaints	2	1	-50.00%
Passenger No-Shows	26	24	-7.69%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2006	2007	% Change
CTD	3,599	3,914	8.75%
AHCA	3,666	4,098	11.78%
APD/DCF	-	323	NA
DOEA	3,680	266	-92.77%
DOE	3,794	4,952	30.52%
Other	3,618	4,718	30.40%
<b>TOTAL TRIPS</b>	<b>18,357</b>	<b>18,271</b>	<b>-0.47%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.9	0	-100.00%
Miles between Roadcalls	66,538	110,792	66.51%
Avg. Trips per Driver Hour	1.37	1.38	0.73%
Avg. Trips per Para Pass.	17.16	16.21	-5.54%
Cost per Trip	31.09	33.34	7.24%
Cost per Paratransit Trip	31.09	33.34	7.24%
Cost per Driver Hour	42.65	46.15	8.21%
Cost per Total Mile	1.72	1.83	6.40%

County: Gadsden  
 CTC: BIG BEND TRANSIT, INC.  
 Contact: TED WATERS  
 POST OFFICE BOX 1721  
 TALLAHASSEE, FL 32302  
 8505746266  
 Email: [TWBBT@AOL.COM](mailto:TWBBT@AOL.COM)

Demographics	Number	Percentage
Total County Population / Percent of State Total	47,700	0.27%
Potential TD Population / Percent of CountyTotal	21,673	45.44%
UDPHC / Percent of TD Passengers Served	3,946	18.21%

## Big Bend Transit, Inc.

Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	5,004	-	-100.00%
Deviated FR	-	4,677	NA
Ambulatory	84,086	72,571	-13.69%
Non-Ambulatory	6,079	5,756	-5.31%
Stretcher	-	4	NA
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>95,169</b>	<b>83,008</b>	<b>-12.78%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	889,520	826,368	-7.10%
Revenue Miles	755,298	699,100	-7.44%
Roadcalls	27	22	-18.52%
Accidents	3	-	-100.00%
Vehicles	23	23	0.00%
Driver Hours	47,069	41,808	-11.18%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	32,281	25,328	-21.54%
Employment	44,896	40,638	-9.48%
Ed/Train/DayCare	13,959	13,411	-3.93%
Nutritional	-	-	NA
Life-Sustaining/Other	4,033	3,631	-9.97%
<b>TOTAL TRIPS</b>	<b>95,169</b>	<b>83,008</b>	<b>-12.78%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$1,862,351	\$1,683,249	-9.62%
Revenues	\$1,272,782	\$1,225,388	-3.72%
Commendations	-	-	NA
Complaints	15	13	-13.33%
Passenger No-Shows	-	1,162	NA
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2006	2007	% Change
CTD	41,247	41,611	0.88%
AHCA	25,818	17,975	-30.38%
APD/DCF	257	200	-22.18%
DOEA	-	-	NA
DOE	4	-	-100.00%
Other	22,839	23,222	1.68%
<b>TOTAL TRIPS</b>	<b>90,165</b>	<b>83,008</b>	<b>-7.94%</b>

Perfomance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.34	0	-100.00%
Miles between Roadcalls	32,945	37,562	14.01%
Avg. Trips per Driver Hour	1.92	1.99	3.65%
Avg. Trips per Para Pass.	28.05	21.04	-24.99%
Cost per Trip	19.57	20.28	3.63%
Cost per Paratransit Trip	20.65	20.28	-1.79%
Cost per Driver Hour	39.57	40.26	1.74%
Cost per Total Mile	2.09	2.04	-2.39%

County: Gilchrist  
 CTC: Suwannee River Economic Council, Inc.  
 Contact: Frances Terry  
 P.O. Box 70  
 Live Oak, FL 32064  
 3863624115  
 Email: [suwanneec@alltel.net](mailto:suwanneec@alltel.net)

Demographics	Number	Percentage
Total County Population / Percent of State Total	16,200	0.09%
Potential TD Population / Percent of CountyTotal	6,202	38.28%
UDPHC / Percent of TD Passengers Served	363	5.85%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	3,872	4,990	28.87%
Non-Ambulatory	1,406	1,548	10.10%
Stretcher	432	224	-48.15%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>5,710</b>	<b>6,762</b>	<b>18.42%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	103,481	127,458	23.17%
Revenue Miles	78,179	92,785	18.68%
Roadcalls	-	-	NA
Accidents	-	-	NA
Vehicles	8	8	0.00%
Driver Hours	5,351	5,690	6.34%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	4,386	5,038	14.87%
Employment	-	-	NA
Ed/Train/DayCare	248	200	-19.35%
Nutritional	907	1,267	39.69%
Life-Sustaining/Other	169	257	52.07%
<b>TOTAL TRIPS</b>	<b>5,710</b>	<b>6,762</b>	<b>18.42%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$187,934	\$211,456	12.52%
Revenues	\$234,339	\$284,431	21.38%
Commendations	-	-	NA
Complaints	2	2	0.00%
Passenger No-Shows	-	74	NA
Unmet Trip Requests	38	36	-5.26%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	2,449	3,287	34.22%
AHCA	1,977	1,751	-11.43%
APD/DCF	213	200	-6.10%
DOEA	1,071	1,524	42.30%
DOE	-	-	NA
Other	-	-	NA
<b>TOTAL TRIPS</b>	<b>5,710</b>	<b>6,762</b>	<b>18.42%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	-	-	NA
Avg. Trips per Driver Hour	1.07	1.19	11.21%
Avg. Trips per Para Pass.	14.75	18.63	26.31%
Cost per Trip	32.91	31.27	-4.98%
Cost per Paratransit Trip	32.91	31.27	-4.98%
Cost per Driver Hour	35.12	37.16	5.81%
Cost per Total Mile	1.82	1.66	-8.79%

County: Glades  
 CTC: Good Wheels, Inc.  
 Contact: Gary L. Bryant  
 10075 Bavaria Rd. SE  
 Fort Myers, FL 33913  
 2397686184  
 Email: [gbryant1@aol.com](mailto:gbryant1@aol.com)

Demographics	Number	Percentage
Total County Population / Percent of State Total	10,700	0.06%
Potential TD Population / Percent of CountyTotal	4,737	44.27%
UDPHC / Percent of TD Passengers Served	40	0.84%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	4,548	4,184	-8.00%
Non-Ambulatory	897	1,144	27.54%
Stretcher	46	-	-100.00%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>5,491</b>	<b>5,328</b>	<b>-2.97%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	80,261	96,896	20.73%
Revenue Miles	70,224	84,764	20.71%
Roadcalls	4	6	50.00%
Accidents	-	-	NA
Vehicles	3	4	33.33%
Driver Hours	3,487	3,406	-2.32%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	3,020	2,930	-2.98%
Employment	110	160	45.45%
Ed/Train/DayCare	1,428	1,385	-3.01%
Nutritional	879	800	-8.99%
Life-Sustaining/Other	54	53	-1.85%
<b>TOTAL TRIPS</b>	<b>5,491</b>	<b>5,328</b>	<b>-2.97%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$168,090	\$210,433	25.19%
Revenues	\$182,938	\$222,537	21.65%
Commendations	5	-	-100.00%
Complaints	8	10	25.00%
Passenger No-Shows	118	252	113.56%
Unmet Trip Requests	12	62	416.67%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	768	746	-2.86%
AHCA	2,210	2,131	-3.57%
APD/DCF	1,491	1,439	-3.49%
DOEA	739	746	0.95%
DOE	-	-	NA
Other	-	266	NA
<b>TOTAL TRIPS</b>	<b>5,208</b>	<b>5,328</b>	<b>2.30%</b>

Perfomance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	20,065	16,149	-19.52%
Avg. Trips per Driver Hour	1.57	1.56	-0.64%
Avg. Trips per Para Pass.	137.28	133.2	-2.97%
Cost per Trip	30.61	39.5	29.04%
Cost per Paratransit Trip	30.61	39.5	29.04%
Cost per Driver Hour	48.2	61.78	28.17%
Cost per Total Mile	2.09	2.17	3.83%

County: Gulf  
 CTC: Gulf County Transportation  
 Contact: Kathy Balentine  
 309 Williams Avenue  
 Port St. Joe, FL 32456  
 8502296550  
 Email: [gtran@gtcom.net](mailto:gtran@gtcom.net)

Demographics	Number	Percentage
Total County Population / Percent of State Total	16,500	0.09%
Potential TD Population / Percent of CountyTotal	5,413	32.81%
UDPHC / Percent of TD Passengers Served	398	7.35%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	17,292	18,236	5.46%
Non-Ambulatory	2,401	2,075	-13.58%
Stretcher	767	380	-50.46%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>20,460</b>	<b>20,691</b>	<b>1.13%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	247,995	257,711	3.92%
Revenue Miles	242,661	253,814	4.60%
Roadcalls	2	1	-50.00%
Accidents	2	1	-50.00%
Vehicles	13	13	0.00%
Driver Hours	9,624	9,762	1.43%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	8,010	8,081	0.89%
Employment	2	-	-100.00%
Ed/Train/DayCare	7,344	6,828	-7.03%
Nutritional	4,724	4,627	-2.05%
Life-Sustaining/Other	380	1,155	203.95%
<b>TOTAL TRIPS</b>	<b>20,460</b>	<b>20,691</b>	<b>1.13%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$429,795	\$456,061	6.11%
Revenues	\$666,039	\$519,653	-21.98%
Commendations	4	6	50.00%
Complaints	1	1	0.00%
Passenger No-Shows	-	94	NA
Unmet Trip Requests	12	-	-100.00%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	3,680	4,359	18.45%
AHCA	4,171	3,625	-13.09%
APD/DCF	7,214	6,926	-3.99%
DOEA	3,144	2,801	-10.91%
DOE	-	-	NA
Other	2,251	2,980	32.39%
<b>TOTAL TRIPS</b>	<b>20,460</b>	<b>20,691</b>	<b>1.13%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.81	0.39	-51.85%
Miles between Roadcalls	123,998	257,711	107.83%
Avg. Trips per Driver Hour	2.13	2.12	-0.47%
Avg. Trips per Para Pass.	45.27	51.99	14.84%
Cost per Trip	21.01	22.04	4.90%
Cost per Paratransit Trip	21.01	22.04	4.90%
Cost per Driver Hour	44.66	46.72	4.61%
Cost per Total Mile	1.73	1.77	2.31%



County: Hamilton  
 CTC: Suwannee Valley Transit Authority  
 Contact: James Swisher  
 1907 Voylesst.  
 Live Oak, FL 32064  
 3863535332  
 Email: [jimmys@svta-liveoak.org](mailto:jimmys@svta-liveoak.org)

Demographics	Number	Percentage
Total County Population / Percent of State Total	14,300	0.08%
Potential TD Population / Percent of CountyTotal	6,196	43.33%
UDPHC / Percent of TD Passengers Served	6,743	108.83%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	9,218	9,134	-0.91%
Deviated FR	24,011	23,752	-1.08%
Ambulatory	33,210	33,163	-0.14%
Non-Ambulatory	1,385	1,314	-5.13%
Stretcher	1,010	945	-6.44%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>68,834</b>	<b>68,308</b>	<b>-0.76%</b>

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	33,001	32,945	-0.17%
Employment	456	418	-8.33%
Ed/Train/DayCare	12,878	12,856	-0.17%
Nutritional	12,045	12,718	5.59%
Life-Sustaining/Other	10,454	9,371	-10.36%
<b>TOTAL TRIPS</b>	<b>68,834</b>	<b>68,308</b>	<b>-0.76%</b>

Passenger Trips By Funding Source	2006	2007	% Change
CTD	7,921	7,895	-0.33%
AHCA	44,181	44,918	1.67%
APD/DCF	1,857	1,852	-0.27%
DOEA	14,875	13,643	-8.28%
DOE	-	-	NA
Other	-	-	NA
<b>TOTAL TRIPS</b>	<b>68,834</b>	<b>68,308</b>	<b>-0.76%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	378,621	379,524	0.24%
Revenue Miles	320,084	328,451	2.61%
Roadcalls	-	-	NA
Accidents	-	-	NA
Vehicles	14	14	0.00%
Driver Hours	25,101	30,771	22.59%

Financial and General Data	2006	2007	% Change
Expenses	\$1,048,424	\$1,030,876	-1.67%
Revenues	\$1,161,694	\$1,106,212	-4.78%
Commendations	-	-	NA
Complaints	3	1	-66.67%
Passenger No-Shows	39	45	15.38%
Unmet Trip Requests	37	40	8.11%

Perfomance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	-	-	NA
Avg. Trips per Driver Hour	2.38	1.92	-19.33%
Avg. Trips per Para Pass.	12.74	9.46	-25.75%
Cost per Trip	15.23	15.09	-0.92%
Cost per Paratransit Trip	17.59	17.42	-0.97%
Cost per Driver Hour	41.77	33.5	-19.80%
Cost per Total Mile	2.77	2.72	-1.81%

County: Hardee  
 CTC: ATC/Vancom  
 Contact: Tim Banks  
 1103 US 27 South  
 Sebring, FL 33870  
 8633826004

Email: [Tim.Banks@veoliatransportation.com](mailto:Tim.Banks@veoliatransportation.com)

Demographics	Number	Percentage
Total County Population / Percent of State Total	27,300	0.15%
Potential TD Population / Percent of CountyTotal	10,307	37.75%
UDPHC / Percent of TD Passengers Served	707	6.86%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	16,657	19,349	16.16%
Non-Ambulatory	2,069	2,454	18.61%
Stretcher	92	149	61.96%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>18,818</b>	<b>21,952</b>	<b>16.65%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	511,834	576,318	12.60%
Revenue Miles	456,502	529,225	15.93%
Roadcalls	6	10	66.67%
Accidents	2	3	50.00%
Vehicles	11	14	27.27%
Driver Hours	17,680	17,530	-0.85%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	7,911	8,250	4.29%
Employment	3,104	3,544	14.18%
Ed/Train/DayCare	1,677	1,793	6.92%
Nutritional	4,032	4,478	11.06%
Life-Sustaining/Other	2,094	3,887	85.63%
<b>TOTAL TRIPS</b>	<b>18,818</b>	<b>21,952</b>	<b>16.65%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$470,073	\$567,381	20.70%
Revenues	\$687,830	\$964,208	40.18%
Commendations	3	5	66.67%
Complaints	8	10	25.00%
Passenger No-Shows	528	581	10.04%
Unmet Trip Requests	314	491	56.37%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	3,133	6,011	91.86%
AHCA	7,721	7,838	1.52%
APD/DCF	4,045	4,082	0.91%
DOEA	1,310	599	-54.27%
DOE	21	282	1242.86%
Other	1,600	3,140	96.25%
<b>TOTAL TRIPS</b>	<b>17,830</b>	<b>21,952</b>	<b>23.12%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.39	0.52	33.33%
Miles between Roadcalls	85,306	57,632	-32.44%
Avg. Trips per Driver Hour	1.06	1.25	17.92%
Avg. Trips per Para Pass.	23.7	31.05	31.01%
Cost per Trip	24.98	25.85	3.48%
Cost per Paratransit Trip	24.98	25.85	3.48%
Cost per Driver Hour	26.59	32.37	21.74%
Cost per Total Mile	0.92	0.98	6.52%

County: Hendry  
 CTC: Good Wheels, Inc.  
 Contact: Gary L. Bryant  
 10075 Bavaria Rd.  
 Fort Myers , FL 33913  
 2397686184  
 Email: [gbryant1@aol.com](mailto:gbryant1@aol.com)

Demographics	Number	Percentage
Total County Population / Percent of State Total	38,400	0.21%
Potential TD Population / Percent of CountyTotal	13,883	36.15%
UDPHC / Percent of TD Passengers Served	194	1.40%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	13,970	15,993	14.48%
Non-Ambulatory	4,323	4,774	10.43%
Stretcher	55	38	-30.91%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>18,348</b>	<b>20,805</b>	<b>13.39%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	519,882	291,530	-43.92%
Revenue Miles	454,636	282,852	-37.78%
Roadcalls	9	11	22.22%
Accidents	2	3	50.00%
Vehicles	8	12	50.00%
Driver Hours	22,880	22,490	-1.70%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	9,174	8,883	-3.17%
Employment	367	355	-3.27%
Ed/Train/DayCare	6,605	9,435	42.85%
Nutritional	2,018	1,954	-3.17%
Life-Sustaining/Other	184	178	-3.26%
<b>TOTAL TRIPS</b>	<b>18,348</b>	<b>20,805</b>	<b>13.39%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$1,338,753	\$1,784,692	33.31%
Revenues	\$1,569,178	\$1,791,546	14.17%
Commendations	5	10	100.00%
Complaints	11	33	200.00%
Passenger No-Shows	1,248	1,380	10.58%
Unmet Trip Requests	240	274	14.17%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	6,682	4,965	-25.70%
AHCA	4,394	4,985	13.45%
APD/DCF	5,287	4,235	-19.90%
DOEA	1,573	3,037	93.07%
DOE	-	-	NA
Other	70	3,583	5018.57%
<b>TOTAL TRIPS</b>	<b>18,006</b>	<b>20,805</b>	<b>15.54%</b>

Perfomance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.38	1.03	171.05%
Miles between Roadcalls	57,765	26,503	-54.12%
Avg. Trips per Driver Hour	0.8	0.93	16.25%
Avg. Trips per Para Pass.	98.65	107.24	8.71%
Cost per Trip	72.96	85.78	17.57%
Cost per Paratransit Trip	72.96	85.78	17.57%
Cost per Driver Hour	58.51	79.35	35.62%
Cost per Total Mile	2.58	6.12	137.21%

County: Hernando  
 CTC: Mid Florida Community Services, Inc.  
 Contact: Michael J. Georgini  
 1122 Ponce DeLeon Blvd.  
 Brooksville, FL 34601  
 3527991510  
 Email: [office@trans-hernando](mailto:office@trans-hernando)

Demographics	Number	Percentage
Total County Population / Percent of State Total	150,800	0.84%
Potential TD Population / Percent of CountyTotal	97,689	64.78%
UDPHC / Percent of TD Passengers Served	2,880	2.95%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	128,281	136,951	6.76%
Non-Ambulatory	14,720	13,814	-6.15%
Stretcher	1,052	930	-11.60%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>144,053</b>	<b>151,695</b>	<b>5.30%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	876,157	1,243,521	41.93%
Revenue Miles	817,690	1,125,110	37.60%
Roadcalls	35	31	-11.43%
Accidents	6	5	-16.67%
Vehicles	43	50	16.28%
Driver Hours	108,160	110,240	1.92%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	47,116	41,902	-11.07%
Employment	833	1,539	84.75%
Ed/Train/DayCare	80,171	90,815	13.28%
Nutritional	11,777	13,078	11.05%
Life-Sustaining/Other	4,156	4,361	4.93%
<b>TOTAL TRIPS</b>	<b>144,053</b>	<b>151,695</b>	<b>5.30%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$1,978,827	\$2,009,662	1.56%
Revenues	\$2,080,777	\$2,173,292	4.45%
Commendations	40	43	7.50%
Complaints	68	62	-8.82%
Passenger No-Shows	999	1,140	14.11%
Unmet Trip Requests	5,826	5,397	-7.36%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	19,771	16,254	-17.79%
AHCA	23,621	18,267	-22.67%
APD/DCF	-	-	NA
DOEA	8,233	7,464	-9.34%
DOE	-	-	NA
Other	92,428	109,710	18.70%
<b>TOTAL TRIPS</b>	<b>144,053</b>	<b>151,695</b>	<b>5.30%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.68	0.4	-41.18%
Miles between Roadcalls	25,033	40,114	60.24%
Avg. Trips per Driver Hour	1.33	1.38	3.76%
Avg. Trips per Para Pass.	46.35	52.67	13.64%
Cost per Trip	13.74	13.25	-3.57%
Cost per Paratransit Trip	13.74	13.25	-3.57%
Cost per Driver Hour	18.3	18.23	-0.38%
Cost per Total Mile	2.26	1.62	-28.32%

County: Highlands  
 CTC: ATC/Vancom  
 Contact: Tim Banks  
 1103 US 27 South  
 Sebring, FL 33870  
 8633866004

Email: [Tim.Banks@veoliatrtransportation.com](mailto:Tim.Banks@veoliatrtransportation.com)

Demographics	Number	Percentage
Total County Population / Percent of State Total	93,500	0.52%
Potential TD Population / Percent of CountyTotal	53,162	56.86%
UDPHC / Percent of TD Passengers Served	2,629	4.95%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	87,739	87,785	0.05%
Non-Ambulatory	18,308	19,268	5.24%
Stretcher	912	1,598	75.22%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>106,959</b>	<b>108,651</b>	<b>1.58%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	1,133,064	1,142,248	0.81%
Revenue Miles	1,020,193	1,072,351	5.11%
Roadcalls	33	36	9.09%
Accidents	6	6	0.00%
Vehicles	40	57	42.50%
Driver Hours	63,670	66,512	4.46%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	47,604	45,701	-4.00%
Employment	42,107	46,232	9.80%
Ed/Train/DayCare	4,201	2,277	-45.80%
Nutritional	6,839	7,017	2.60%
Life-Sustaining/Other	6,208	7,424	19.59%
<b>TOTAL TRIPS</b>	<b>106,959</b>	<b>108,651</b>	<b>1.58%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$1,936,592	\$2,045,437	5.62%
Revenues	\$1,572,502	\$1,926,861	22.53%
Commendations	18	16	-11.11%
Complaints	38	41	7.89%
Passenger No-Shows	2,997	3,184	6.24%
Unmet Trip Requests	1,688	1,846	9.36%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	19,238	21,488	11.70%
AHCA	22,053	20,495	-7.06%
APD/DCF	47,084	47,254	0.36%
DOEA	9,288	8,437	-9.16%
DOE	204	170	-16.67%
Other	1,914	10,807	464.63%
<b>TOTAL TRIPS</b>	<b>99,781</b>	<b>108,651</b>	<b>8.89%</b>

Perfomance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.53	0.53	0.00%
Miles between Roadcalls	34,335	31,729	-7.59%
Avg. Trips per Driver Hour	1.68	1.63	-2.98%
Avg. Trips per Para Pass.	42.31	41.33	-2.32%
Cost per Trip	18.11	18.83	3.98%
Cost per Paratransit Trip	18.11	18.83	3.98%
Cost per Driver Hour	30.42	30.75	1.08%
Cost per Total Mile	1.71	1.79	4.68%

County: Hillsborough  
 CTC: Hillsborough County  
 Contact: Karen Smith  
 4023 N Armenia Avenue, 3rd Floor  
 Tampa, FL 33607  
 8132768126  
 Email: [smithk@hillsboroughcounty.org](mailto:smithk@hillsboroughcounty.org)

Demographics	Number	Percentage
Total County Population / Percent of State Total	1,131,500	6.31%
Potential TD Population / Percent of CountyTotal	368,242	32.54%
UDPHC / Percent of TD Passengers Served	28,176	7.65%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	579,933	616,256	6.26%
Deviated FR	-	-	NA
Ambulatory	719,753	709,271	-1.46%
Non-Ambulatory	107,873	107,864	-0.01%
Stretcher	423	577	36.41%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>1,407,982</b>	<b>1,433,968</b>	<b>1.85%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	5,179,382	6,047,566	16.76%
Revenue Miles	4,174,792	4,905,148	17.49%
Roadcalls	145	113	-22.07%
Accidents	74	86	16.22%
Vehicles	275	264	-4.00%
Driver Hours	378,519	406,516	7.40%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	645,800	657,641	1.83%
Employment	104,311	106,333	1.94%
Ed/Train/DayCare	346,204	332,524	-3.95%
Nutritional	50,430	44,991	-10.79%
Life-Sustaining/Other	261,237	292,479	11.96%
<b>TOTAL TRIPS</b>	<b>1,407,982</b>	<b>1,433,968</b>	<b>1.85%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$13,942,789	\$14,686,398	5.33%
Revenues	\$13,266,261	\$14,941,928	12.63%
Commendations	64	125	95.31%
Complaints	124	66	-46.77%
Passenger No-Shows	13,161	8,491	-35.48%
Unmet Trip Requests	1,100	672	-38.91%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	294,302	345,959	17.55%
AHCA	162,321	159,266	-1.88%
APD/DCF	257,803	211,259	-18.05%
DOEA	64,884	41,059	-36.72%
DOE	-	-	NA
Other	628,672	676,425	7.60%
<b>TOTAL TRIPS</b>	<b>1,407,982</b>	<b>1,433,968</b>	<b>1.85%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	1.43	1.42	-0.70%
Miles between Roadcalls	35,720	53,518	49.83%
Avg. Trips per Driver Hour	2.19	2.01	-8.22%
Avg. Trips per Para Pass.	31.02	46.85	51.03%
Cost per Trip	9.9	10.24	3.43%
Cost per Paratransit Trip	15.96	17.2	7.77%
Cost per Driver Hour	34.91	34.61	-0.86%
Cost per Total Mile	2.55	2.33	-8.63%



County: Holmes  
 CTC: Tri-County Community Council, Inc.  
 Contact: Annette Stewart  
 302 North Oklahoma Street  
 Bonifay, FL 32425  
 8505473689  
 Email: [t.communitycouncil@mchsi.com](mailto:t.communitycouncil@mchsi.com)

Demographics	Number	Percentage
Total County Population / Percent of State Total	19,200	0.11%
Potential TD Population / Percent of County Total	8,257	43.01%
UDPHC / Percent of TD Passengers Served	1,875	22.71%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	39,857	38,988	-2.18%
Non-Ambulatory	2,512	2,290	-8.84%
Stretcher	213	227	6.57%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>42,582</b>	<b>41,505</b>	<b>-2.53%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	399,510	415,466	3.99%
Revenue Miles	398,389	415,207	4.22%
Roadcalls	6	6	0.00%
Accidents	-	-	NA
Vehicles	22	25	13.64%
Driver Hours	15,081	13,326	-11.64%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	23,439	22,680	-3.24%
Employment	1,277	5,000	291.54%
Ed/Train/DayCare	16,901	13,213	-21.82%
Nutritional	539	568	5.38%
Life-Sustaining/Other	426	44	-89.67%
<b>TOTAL TRIPS</b>	<b>42,582</b>	<b>41,505</b>	<b>-2.53%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$466,350	\$528,169	13.26%
Revenues	\$509,160	\$580,254	13.96%
Commendations	10	11	10.00%
Complaints	-	-	NA
Passenger No-Shows	-	71	NA
Unmet Trip Requests	319	221	-30.72%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	17,780	19,086	7.35%
AHCA	11,322	8,594	-24.09%
APD/DCF	5,849	5,651	-3.39%
DOEA	539	568	5.38%
DOE	79	67	-15.19%
Other	7,013	7,539	7.50%
<b>TOTAL TRIPS</b>	<b>42,582</b>	<b>41,505</b>	<b>-2.53%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	66,585	69,244	3.99%
Avg. Trips per Driver Hour	2.82	3.11	10.28%
Avg. Trips per Para Pass.	21.78	22.14	1.65%
Cost per Trip	10.95	12.73	16.26%
Cost per Paratransit Trip	10.95	12.73	16.26%
Cost per Driver Hour	30.92	39.63	28.17%
Cost per Total Mile	1.17	1.27	8.55%

County: Indian River  
 CTC: Senior Resource Association, Inc.  
 Contact: Karen Wood  
 692 14th Street  
 Vero Beach, FL 32960  
 7724692057  
 Email: [kwood@sramail.org](mailto:kwood@sramail.org)

Demographics	Number	Percentage
Total County Population / Percent of State Total	130,000	0.73%
Potential TD Population / Percent of CountyTotal	56,483	43.45%
UDPHC / Percent of TD Passengers Served	18,601	32.93%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	92,659	99,773	7.68%
Non-Ambulatory	5,785	6,041	4.43%
Stretcher	549	572	4.19%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>98,993</b>	<b>106,386</b>	<b>7.47%</b>

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	41,009	45,834	11.77%
Employment	5,868	5,983	1.96%
Ed/Train/DayCare	23,796	26,047	9.46%
Nutritional	3,865	3,799	-1.71%
Life-Sustaining/Other	24,455	24,723	1.10%
<b>TOTAL TRIPS</b>	<b>98,993</b>	<b>106,386</b>	<b>7.47%</b>

Passenger Trips By Funding Source	2006	2007	% Change
CTD	27,199	27,812	2.25%
AHCA	9,200	2,761	-69.99%
APD/DCF	-	-	NA
DOEA	5,467	5,509	0.77%
DOE	-	-	NA
Other	46,121	70,304	52.43%
<b>TOTAL TRIPS</b>	<b>87,987</b>	<b>106,386</b>	<b>20.91%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	655,450	715,778	9.20%
Revenue Miles	635,811	682,685	7.37%
Roadcalls	2	1	-50.00%
Accidents	6	5	-16.67%
Vehicles	74	66	-10.81%
Driver Hours	83,385	95,754	14.83%

Financial and General Data	2006	2007	% Change
Expenses	\$1,681,636	\$1,809,450	7.60%
Revenues	\$1,443,392	\$1,575,398	9.15%
Commendations	21	20	-4.76%
Complaints	6	8	33.33%
Passenger No-Shows	-	578	NA
Unmet Trip Requests	654	679	3.82%

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.92	0.7	-23.91%
Miles between Roadcalls	327,725	715,778	118.41%
Avg. Trips per Driver Hour	1.19	1.11	-6.72%
Avg. Trips per Para Pass.	5.5	5.72	4.00%
Cost per Trip	16.99	17.01	0.12%
Cost per Paratransit Trip	16.99	17.01	0.12%
Cost per Driver Hour	20.17	18.9	-6.30%
Cost per Total Mile	2.57	2.53	-1.56%

County: Jackson  
 CTC: Jackson Co. Trans. dba JTrans  
 Contact: Sharon Peeler  
 P.O. Box 1117  
 Marianna, FL 32446  
 8504827433  
 Email: [speeler.jtrans@embarqmail.com](mailto:speeler.jtrans@embarqmail.com)

Demographics	Number	Percentage
Total County Population / Percent of State Total	49,700	0.28%
Potential TD Population / Percent of CountyTotal	21,820	43.90%
UDPHC / Percent of TD Passengers Served	1,490	6.83%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	3,551	-	-100.00%
Deviated FR	-	4,505	NA
Ambulatory	66,590	69,106	3.78%
Non-Ambulatory	9,722	8,891	-8.55%
Stretcher	346	336	-2.89%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>80,209</b>	<b>82,838</b>	<b>3.28%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	930,785	827,446	-11.10%
Revenue Miles	925,389	821,236	-11.26%
Roadcalls	1	2	100.00%
Accidents	4	2	-50.00%
Vehicles	31	28	-9.68%
Driver Hours	47,888	43,099	-10.00%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	28,019	26,867	-4.11%
Employment	328	1	-99.70%
Ed/Train/DayCare	38,645	41,217	6.66%
Nutritional	8,539	8,909	4.33%
Life-Sustaining/Other	4,678	5,844	24.93%
<b>TOTAL TRIPS</b>	<b>80,209</b>	<b>82,838</b>	<b>3.28%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$1,498,191	\$1,464,502	-2.25%
Revenues	\$1,699,448	\$1,827,466	7.53%
Commendations	-	-	NA
Complaints	-	-	NA
Passenger No-Shows	289	265	-8.30%
Unmet Trip Requests	5	-	-100.00%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	9,234	10,345	12.03%
AHCA	20,030	15,798	-21.13%
APD/DCF	38,460	42,474	10.44%
DOEA	7,611	8,394	10.29%
DOE	-	-	NA
Other	4,874	5,827	19.55%
<b>TOTAL TRIPS</b>	<b>80,209</b>	<b>82,838</b>	<b>3.28%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.43	0.24	-44.19%
Miles between Roadcalls	930,785	413,723	-55.55%
Avg. Trips per Driver Hour	1.6	1.92	20.00%
Avg. Trips per Para Pass.	66.6	55.6	-16.52%
Cost per Trip	18.68	17.68	-5.35%
Cost per Paratransit Trip	19.54	17.68	-9.52%
Cost per Driver Hour	31.29	33.98	8.60%
Cost per Total Mile	1.61	1.77	9.94%

County: Jefferson  
 CTC: BIG BEND TRANSIT, INC.  
 Contact: TED WATERS  
 POST OFFICE BOX 1721  
 TALLAHASSEE, FL 32302  
 8505746266  
 Email: [TWBBT@AOL.COM](mailto:TWBBT@AOL.COM)

Demographics	Number	Percentage
Total County Population / Percent of State Total	14,200	0.08%
Potential TD Population / Percent of CountyTotal	6,758	47.59%
UDPHC / Percent of TD Passengers Served	1,895	28.04%

## Big Bend Transit, Inc.

Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	3,598	-	-100.00%
Deviated FR	-	2,680	NA
Ambulatory	22,274	23,039	3.43%
Non-Ambulatory	2,122	2,295	8.15%
Stretcher	-	68	NA
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>27,994</b>	<b>28,082</b>	<b>0.31%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	316,883	262,744	-17.08%
Revenue Miles	264,989	220,839	-16.66%
Roadcalls	8	6	-25.00%
Accidents	1	1	0.00%
Vehicles	14	14	0.00%
Driver Hours	17,641	14,694	-16.71%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	12,116	10,252	-15.38%
Employment	4,333	3,776	-12.85%
Ed/Train/DayCare	5,059	4,785	-5.42%
Nutritional	5,403	8,325	54.08%
Life-Sustaining/Other	1,083	944	-12.83%
<b>TOTAL TRIPS</b>	<b>27,994</b>	<b>28,082</b>	<b>0.31%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$670,844	\$709,567	5.77%
Revenues	\$628,434	\$833,124	32.57%
Commendations	-	-	NA
Complaints	6	3	-50.00%
Passenger No-Shows	-	234	NA
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2006	2007	% Change
CTD	8,833	8,153	-7.70%
AHCA	10,401	8,738	-15.99%
APD/DCF	36	58	61.11%
DOEA	4,856	7,848	61.61%
DOE	130	81	-37.69%
Other	140	3,204	2188.57%
<b>TOTAL TRIPS</b>	<b>24,396</b>	<b>28,082</b>	<b>15.11%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.32	0.38	18.75%
Miles between Roadcalls	39,610	43,791	10.56%
Avg. Trips per Driver Hour	1.38	1.91	38.41%
Avg. Trips per Para Pass.	16.76	14.82	-11.58%
Cost per Trip	23.96	25.27	5.47%
Cost per Paratransit Trip	27.5	25.27	-8.11%
Cost per Driver Hour	38.03	48.29	26.98%
Cost per Total Mile	2.12	2.7	27.36%

County: Lafayette  
 CTC: Suwannee River Economic Council, Inc.  
 Contact: Frances Terry  
 P.O. Box 70  
 Live Oak, FL 32064  
 3863624115  
 Email: [suwanneeec@alltel.net](mailto:suwanneeec@alltel.net)

Demographics	Number	Percentage
Total County Population / Percent of State Total	8,000	0.04%
Potential TD Population / Percent of County Total	3,165	39.56%
UDPHC / Percent of TD Passengers Served	359	11.34%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	10,998	8,943	-18.69%
Non-Ambulatory	950	822	-13.47%
Stretcher	-	6	NA
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>11,948</b>	<b>9,771</b>	<b>-18.22%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	122,415	110,318	-9.88%
Revenue Miles	97,669	91,503	-6.31%
Roadcalls	-	1	NA
Accidents	-	-	NA
Vehicles	7	7	0.00%
Driver Hours	7,102	6,810	-4.11%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	5,424	4,492	-17.18%
Employment	-	-	NA
Ed/Train/DayCare	2,189	1,957	-10.60%
Nutritional	4,093	3,097	-24.33%
Life-Sustaining/Other	242	225	-7.02%
<b>TOTAL TRIPS</b>	<b>11,948</b>	<b>9,771</b>	<b>-18.22%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$271,045	\$267,327	-1.37%
Revenues	\$408,740	\$339,755	-16.88%
Commendations	1	1	0.00%
Complaints	1	2	100.00%
Passenger No-Shows	-	46	NA
Unmet Trip Requests	12	10	-16.67%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	4,426	3,729	-15.75%
AHCA	998	763	-23.55%
APD/DCF	2,189	1,957	-10.60%
DOEA	4,335	3,322	-23.37%
DOE	-	-	NA
Other	-	-	NA
<b>TOTAL TRIPS</b>	<b>11,948</b>	<b>9,771</b>	<b>-18.22%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	-	110,318	NA
Avg. Trips per Driver Hour	1.68	1.43	-14.88%
Avg. Trips per Para Pass.	31.86	27.22	-14.56%
Cost per Trip	22.69	27.36	20.58%
Cost per Paratransit Trip	22.69	27.36	20.58%
Cost per Driver Hour	38.16	39.26	2.88%
Cost per Total Mile	2.21	2.42	9.50%

County:	Lake	<b>Demographics</b>	<b>Number</b>	<b>Percentage</b>
CTC:	Lake County Board of County Commissioners	Total County Population /		
Contact:	Kenneth Harley	Percent of State Total	263,000	1.47%
	1300 South Duncan Drive (SR 19), Building E	Potential TD Population /		
	Tavares, FL 32778-7800	Percent of CountyTotal	111,097	42.24%
	3527426850	UDPHC / Percent of TD		
Email:	<a href="mailto:kharley@co.lake.fl.us">kharley@co.lake.fl.us</a>	Passengers Served	18,784	16.91%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	720	610	-15.28%
Ambulatory	161,363	169,906	5.29%
Non-Ambulatory	32,368	34,303	5.98%
Stretcher	459	590	28.54%
School Board	52,267	36,905	-29.39%
<b>TOTAL TRIPS</b>	<b>247,177</b>	<b>242,314</b>	<b>-1.97%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	2,060,641	2,362,523	14.65%
Revenue Miles	1,937,089	2,022,152	4.39%
Roadcalls	77	93	20.78%
Accidents	13	45	246.15%
Vehicles	72	85	18.06%
Driver Hours	110,608	134,479	21.58%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	83,575	81,244	-2.79%
Employment	55,919	53,146	-4.96%
Ed/Train/DayCare	61,413	63,637	3.62%
Nutritional	22,957	23,280	1.41%
Life-Sustaining/Other	23,313	21,007	-9.89%
<b>TOTAL TRIPS</b>	<b>247,177</b>	<b>242,314</b>	<b>-1.97%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$4,645,370	\$5,515,813	18.74%
Revenues	\$4,347,603	\$5,515,813	26.87%
Commendations	38	42	10.53%
Complaints	69	72	4.35%
Passenger No-Shows	9,990	16,288	63.04%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2006	2007	% Change
CTD	30,709	31,800	3.55%
AHCA	31,418	32,820	4.46%
APD/DCF	45,873	45,135	-1.61%
DOEA	20,888	19,458	-6.85%
DOE	52,267	36,905	-29.39%
Other	51,428	76,196	48.16%
<b>TOTAL TRIPS</b>	<b>232,583</b>	<b>242,314</b>	<b>4.18%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.63	1.9	201.59%
Miles between Roadcalls	26,762	25,403	-5.08%
Avg. Trips per Driver Hour	2.23	1.8	-19.28%
Avg. Trips per Para Pass.	13.28	12.9	-2.86%
Cost per Trip	18.79	22.76	21.13%
Cost per Paratransit Trip	18.79	22.76	21.13%
Cost per Driver Hour	42	41.02	-2.33%
Cost per Total Mile	2.25	2.33	3.56%



County: Lee  
 CTC: Good Wheels, Inc.  
 Contact: Gary L. Bryant  
 10075 Bavaria Rd.  
 Fort Myers, FL 33913  
 2397686184  
 Email: [gbryant1@aol.com](mailto:gbryant1@aol.com)

Demographics	Number	Percentage
Total County Population / Percent of State Total	549,400	3.07%
Potential TD Population / Percent of CountyTotal	209,156	38.07%
UDPHC / Percent of TD Passengers Served	1,555	0.74%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	96	96	0.00%
Deviated FR	-	-	NA
Ambulatory	118,898	113,746	-4.33%
Non-Ambulatory	20,568	26,868	30.63%
Stretcher	288	532	84.72%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>139,850</b>	<b>141,242</b>	<b>1.00%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	1,170,981	1,676,373	43.16%
Revenue Miles	1,027,286	1,479,921	44.06%
Roadcalls	37	44	18.92%
Accidents	15	9	-40.00%
Vehicles	32	72	125.00%
Driver Hours	92,825	102,822	10.77%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	40,617	41,525	2.24%
Employment	6,093	6,200	1.76%
Ed/Train/DayCare	69,786	69,680	-0.15%
Nutritional	3,046	3,100	1.77%
Life-Sustaining/Other	20,308	20,737	2.11%
<b>TOTAL TRIPS</b>	<b>139,850</b>	<b>141,242</b>	<b>1.00%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$2,975,645	\$3,159,990	6.20%
Revenues	\$3,117,751	\$3,880,358	24.46%
Commendations	50	20	-60.00%
Complaints	48	242	404.17%
Passenger No-Shows	6,912	6,156	-10.94%
Unmet Trip Requests	1,920	2,900	51.04%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	19,751	19,418	-1.69%
AHCA	27,566	29,936	8.60%
APD/DCF	66,065	68,867	4.24%
DOEA	11,888	9,627	-19.02%
DOE	-	-	NA
Other	14,580	13,394	-8.13%
<b>TOTAL TRIPS</b>	<b>139,850</b>	<b>141,242</b>	<b>1.00%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	1.28	0.54	-57.81%
Miles between Roadcalls	31,648	38,099	20.38%
Avg. Trips per Driver Hour	1.51	1.37	-9.27%
Avg. Trips per Para Pass.	104.29	91.83	-11.95%
Cost per Trip	21.28	22.37	5.12%
Cost per Paratransit Trip	21.29	22.38	5.12%
Cost per Driver Hour	32.06	30.72	-4.18%
Cost per Total Mile	2.54	1.88	-25.98%

County: Leon  
 CTC: StarMetro-City of Tallahassee  
 Contact: Donna Peacock  
 555 Appleyard Dr.  
 Tallahassee, FL 32304  
 8508915196  
 Email: [peacockd@talgov.com](mailto:peacockd@talgov.com)

Demographics	Number	Percentage
Total County Population / Percent of State Total	271,100	1.51%
Potential TD Population / Percent of CountyTotal	78,657	29.01%
UDPHC / Percent of TD Passengers Served	15,763	20.04%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	101,310	100,958	-0.35%
Deviated FR	-	-	NA
Ambulatory	81,904	82,373	0.57%
Non-Ambulatory	22,160	17,136	-22.67%
Stretcher	71	88	23.94%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>205,445</b>	<b>200,555</b>	<b>-2.38%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	1,294,731	1,318,381	1.83%
Revenue Miles	1,119,636	1,177,396	5.16%
Roadcalls	12	18	50.00%
Accidents	7	3	-57.14%
Vehicles	28	32	14.29%
Driver Hours	68,433	65,945	-3.64%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	54,916	41,169	-25.03%
Employment	66,448	108,284	62.96%
Ed/Train/DayCare	68,726	41,784	-39.20%
Nutritional	5	9	80.00%
Life-Sustaining/Other	15,350	9,309	-39.36%
<b>TOTAL TRIPS</b>	<b>205,445</b>	<b>200,555</b>	<b>-2.38%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$2,517,330	\$2,554,791	1.49%
Revenues	\$1,774,280	\$1,837,553	3.57%
Commendations	-	2	NA
Complaints	53	179	237.74%
Passenger No-Shows	3,120	2,926	-6.22%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2006	2007	% Change
CTD	109,132	111,375	2.06%
AHCA	38,308	32,464	-15.26%
APD/DCF	43,426	45,916	5.73%
DOEA	-	-	NA
DOE	-	20	NA
Other	9,083	10,780	18.68%
<b>TOTAL TRIPS</b>	<b>199,949</b>	<b>200,555</b>	<b>0.30%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.54	0.23	-57.41%
Miles between Roadcalls	107,894	73,243	-32.12%
Avg. Trips per Driver Hour	1.52	1.51	-0.66%
Avg. Trips per Para Pass.	8.17	6.95	-14.93%
Cost per Trip	12.25	12.74	4.00%
Cost per Paratransit Trip	23.3	24.51	5.19%
Cost per Driver Hour	35.45	37.02	4.43%
Cost per Total Mile	1.87	1.85	-1.07%

County: Levy  
 CTC: Levy Board of County Commissioners  
 Contact: Desiree Painter  
 970 East Hathaway Avenue, Post Office Box 310  
 Bronson, FL 32621  
 3524863485  
 Email: [desireepainter@bellsouth.net](mailto:desireepainter@bellsouth.net)

Demographics	Number	Percentage
Total County Population / Percent of State Total	38,000	0.21%
Potential TD Population / Percent of County Total	18,140	47.74%
UDPHC / Percent of TD Passengers Served	1,205	6.64%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	29,518	31,541	6.85%
Non-Ambulatory	4,853	5,703	17.51%
Stretcher	118	129	9.32%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>34,489</b>	<b>37,373</b>	<b>8.36%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	1,001,694	1,182,422	18.04%
Revenue Miles	770,211	899,976	16.85%
Roadcalls	5	5	0.00%
Accidents	-	3	NA
Vehicles	19	22	15.79%
Driver Hours	31,114	35,978	15.63%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	15,081	15,224	0.95%
Employment	215	279	29.77%
Ed/Train/DayCare	17,016	19,055	11.98%
Nutritional	802	921	14.84%
Life-Sustaining/Other	1,375	1,894	37.75%
<b>TOTAL TRIPS</b>	<b>34,489</b>	<b>37,373</b>	<b>8.36%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$931,312	\$1,231,369	32.22%
Revenues	\$1,396,244	\$1,256,528	-10.01%
Commendations	4	8	100.00%
Complaints	-	3	NA
Passenger No-Shows	705	655	-7.09%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2006	2007	% Change
CTD	5,454	5,870	7.63%
AHCA	10,168	9,960	-2.05%
APD/DCF	16,360	17,299	5.74%
DOEA	818	908	11.00%
DOE	-	-	NA
Other	1,318	3,336	153.11%
<b>TOTAL TRIPS</b>	<b>34,118</b>	<b>37,373</b>	<b>9.54%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0	0.25	NA
Miles between Roadcalls	200,339	236,484	18.04%
Avg. Trips per Driver Hour	1.11	1.04	-6.31%
Avg. Trips per Para Pass.	24.56	31.01	26.26%
Cost per Trip	27	32.95	22.04%
Cost per Paratransit Trip	27	32.95	22.04%
Cost per Driver Hour	29.93	34.23	14.37%
Cost per Total Mile	0.93	1.04	11.83%

County: Liberty  
 CTC: Liberty County Transit  
 Contact: Angelyn Kincaid  
 P.O. Box 730  
 Bristol, FL 32321  
 8506432524  
 Email: [libertyt@gtcom.net](mailto:libertyt@gtcom.net)

Demographics	Number	Percentage
Total County Population / Percent of State Total	7,600	0.04%
Potential TD Population / Percent of County Total	2,789	36.70%
UDPHC / Percent of TD Passengers Served	1,438	51.56%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	32,479	32,657	0.55%
Non-Ambulatory	1,052	1,079	2.57%
Stretcher	-	-	NA
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>33,531</b>	<b>33,736</b>	<b>0.61%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	290,229	293,478	1.12%
Revenue Miles	289,807	292,828	1.04%
Roadcalls	2	-	-100.00%
Accidents	-	-	NA
Vehicles	16	17	6.25%
Driver Hours	14,327	15,569	8.67%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	18,152	18,206	0.30%
Employment	157	165	5.10%
Ed/Train/DayCare	8,252	8,310	0.70%
Nutritional	2,360	2,375	0.64%
Life-Sustaining/Other	4,610	4,680	1.52%
<b>TOTAL TRIPS</b>	<b>33,531</b>	<b>33,736</b>	<b>0.61%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$312,992	\$317,929	1.58%
Revenues	\$320,778	\$326,179	1.68%
Commendations	-	1	NA
Complaints	-	1	NA
Passenger No-Shows	39	28	-28.21%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2006	2007	% Change
CTD	26,058	26,188	0.50%
AHCA	4,358	4,375	0.39%
APD/DCF	-	-	NA
DOEA	1,104	1,149	4.08%
DOE	-	-	NA
Other	-	2,024	NA
<b>TOTAL TRIPS</b>	<b>31,520</b>	<b>33,736</b>	<b>7.03%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	145,115	-	-100.00%
Avg. Trips per Driver Hour	2.34	2.17	-7.26%
Avg. Trips per Para Pass.	25.4	23.46	-7.64%
Cost per Trip	9.33	9.42	0.96%
Cost per Paratransit Trip	9.33	9.42	0.96%
Cost per Driver Hour	21.85	20.42	-6.54%
Cost per Total Mile	1.08	1.08	0.00%

County: Madison  
 CTC: Big Bend Transit  
 Contact: Ted Waters  
 Post Office Box 1721  
 Tallahassee, FL 32302  
 8505766266  
 Email: [twbbt@aol.com](mailto:twbbt@aol.com)

Demographics	Number	Percentage
Total County Population / Percent of State Total	19,700	0.11%
Potential TD Population / Percent of CountyTotal	8,267	41.96%
UDPHC / Percent of TD Passengers Served	2,112	25.55%

## Big Bend Transit, Inc.

Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	4,037	-	-100.00%
Deviated FR	-	167	NA
Ambulatory	24,431	25,256	3.38%
Non-Ambulatory	2,401	2,877	19.83%
Stretcher	-	34	NA
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>30,869</b>	<b>28,334</b>	<b>-8.21%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	358,400	354,736	-1.02%
Revenue Miles	307,551	304,011	-1.15%
Roadcalls	8	9	12.50%
Accidents	3	-	-100.00%
Vehicles	19	17	-10.53%
Driver Hours	24,839	19,668	-20.82%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	15,576	14,118	-9.36%
Employment	4,929	4,623	-6.21%
Ed/Train/DayCare	55	99	80.00%
Nutritional	7,225	6,534	-9.56%
Life-Sustaining/Other	3,084	2,960	-4.02%
<b>TOTAL TRIPS</b>	<b>30,869</b>	<b>28,334</b>	<b>-8.21%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$806,866	\$662,941	-17.84%
Revenues	\$683,684	\$671,407	-1.80%
Commendations	-	-	NA
Complaints	3	1	-66.67%
Passenger No-Shows	-	227	NA
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2006	2007	% Change
CTD	11,637	14,547	25.01%
AHCA	7,729	6,566	-15.05%
APD/DCF	181	182	0.55%
DOEA	7,225	6,534	-9.56%
DOE	-	-	NA
Other	60	505	741.67%
<b>TOTAL TRIPS</b>	<b>26,832</b>	<b>28,334</b>	<b>5.60%</b>

Perfomance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.84	0	-100.00%
Miles between Roadcalls	44,800	39,415	-12.02%
Avg. Trips per Driver Hour	1.08	1.44	33.33%
Avg. Trips per Para Pass.	12.65	13.42	6.09%
Cost per Trip	26.14	23.4	-10.48%
Cost per Paratransit Trip	30.07	23.4	-22.18%
Cost per Driver Hour	32.48	33.71	3.79%
Cost per Total Mile	2.25	1.87	-16.89%

County: Manatee  
 CTC: Manatee County Area Transit  
 Contact: Becky Jo Hayes  
 1108 26th Avenue East  
 Bradenton, FL 34208  
 9417478621  
 Email: [becky.hayes@co.manatee.fl.us](mailto:becky.hayes@co.manatee.fl.us)

Demographics	Number	Percentage
Total County Population / Percent of State Total	304,400	1.70%
Potential TD Population / Percent of CountyTotal	131,999	43.36%
UDPHC / Percent of TD Passengers Served	15,366	11.64%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	86,764	96,020	10.67%
Deviated FR	-	-	NA
Ambulatory	275,055	353,594	28.55%
Non-Ambulatory	128,524	46,171	-64.08%
Stretcher	-	-	NA
School Board	371	540	45.55%
<b>TOTAL TRIPS</b>	<b>490,714</b>	<b>496,325</b>	<b>1.14%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	1,207,342	1,324,154	9.68%
Revenue Miles	973,647	1,149,562	18.07%
Roadcalls	69	65	-5.80%
Accidents	40	8	-80.00%
Vehicles	66	97	46.97%
Driver Hours	64,114	90,866	41.73%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	121,982	83,589	-31.47%
Employment	21,090	65,748	211.75%
Ed/Train/DayCare	290,938	279,737	-3.85%
Nutritional	42,366	29,188	-31.11%
Life-Sustaining/Other	14,338	38,063	165.47%
<b>TOTAL TRIPS</b>	<b>490,714</b>	<b>496,325</b>	<b>1.14%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$2,964,249	\$2,927,023	-1.26%
Revenues	\$2,478,496	\$2,927,023	18.10%
Commendations	5	4	-20.00%
Complaints	20	20	0.00%
Passenger No-Shows	3,062	3,019	-1.40%
Unmet Trip Requests	162	168	3.70%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	126,964	124,760	-1.74%
AHCA	2,421	-	-100.00%
APD/DCF	121,767	212,086	74.17%
DOEA	10,174	29,111	186.13%
DOE	-	-	NA
Other	229,388	130,368	-43.17%
<b>TOTAL TRIPS</b>	<b>490,714</b>	<b>496,325</b>	<b>1.14%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	3.31	0.6	-81.87%
Miles between Roadcalls	17,498	20,372	16.42%
Avg. Trips per Driver Hour	6.3	4.41	-30.00%
Avg. Trips per Para Pass.	68.35	67.35	-1.46%
Cost per Trip	6.04	5.9	-2.32%
Cost per Paratransit Trip	7.33	7.27	-0.82%
Cost per Driver Hour	46.19	32.02	-30.68%
Cost per Total Mile	2.45	2.2	-10.20%



County: Marion  
 CTC: Marion County Senior Services, Inc.  
 Contact: Donna Cart  
 1101 SW 20th Court  
 Ocala, FL 34474  
 3526203519  
 Email: [dcart@mcseniorservices.org](mailto:dcart@mcseniorservices.org)

Demographics	Number	Percentage
Total County Population / Percent of State Total	304,900	1.70%
Potential TD Population / Percent of CountyTotal	138,818	45.53%
UDPHC / Percent of TD Passengers Served	6,499	4.68%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	114,375	117,892	3.07%
Non-Ambulatory	64,405	58,583	-9.04%
Stretcher	1,040	768	-26.15%
School Board	2,099	2,057	-2.00%
<b>TOTAL TRIPS</b>	<b>181,919</b>	<b>179,300</b>	<b>-1.44%</b>

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	141,897	140,213	-1.19%
Employment	1,490	1,434	-3.76%
Ed/Train/DayCare	13,063	12,551	-3.92%
Nutritional	20,011	19,723	-1.44%
Life-Sustaining/Other	5,458	5,379	-1.45%
<b>TOTAL TRIPS</b>	<b>181,919</b>	<b>179,300</b>	<b>-1.44%</b>

Passenger Trips By Funding Source	2006	2007	% Change
CTD	37,460	39,701	5.98%
AHCA	44,383	40,609	-8.50%
APD/DCF	49,850	50,941	2.19%
DOEA	3,085	2,092	-32.19%
DOE	-	-	NA
Other	13,870	45,957	231.34%
<b>TOTAL TRIPS</b>	<b>148,648</b>	<b>179,300</b>	<b>20.62%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	1,676,902	1,860,893	10.97%
Revenue Miles	1,418,124	1,472,577	3.84%
Roadcalls	16	14	-12.50%
Accidents	2	1	-50.00%
Vehicles	76	78	2.63%
Driver Hours	132,080	140,400	6.30%

Financial and General Data	2006	2007	% Change
Expenses	\$3,674,806	\$4,051,439	10.25%
Revenues	\$3,571,852	\$4,056,615	13.57%
Commendations	16	17	6.25%
Complaints	18	17	-5.56%
Passenger No-Shows	11,101	11,117	0.14%
Unmet Trip Requests	-	-	NA

Perfomance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.12	0.05	-58.33%
Miles between Roadcalls	104,806	132,921	26.83%
Avg. Trips per Driver Hour	1.38	1.28	-7.25%
Avg. Trips per Para Pass.	27.94	27.59	-1.25%
Cost per Trip	20.2	22.6	11.88%
Cost per Paratransit Trip	20.2	22.6	11.88%
Cost per Driver Hour	27.82	28.86	3.74%
Cost per Total Mile	2.19	2.18	-0.46%

County: Martin  
 CTC: Council on Aging of Martin County, Inc  
 Contact: Barbara Bertolini Timmerman  
 1835 SE Airport Road  
 Stuart, FL 34996  
 7723203043  
 Email: [btimmerman@coamc.org](mailto:btimmerman@coamc.org)

Demographics	Number	Percentage
Total County Population / Percent of State Total	141,100	0.79%
Potential TD Population / Percent of CountyTotal	63,102	44.72%
UDPHC / Percent of TD Passengers Served	14,155	22.43%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	20,009	19,978	-0.15%
Ambulatory	108,596	110,899	2.12%
Non-Ambulatory	9,926	10,997	10.79%
Stretcher	51	7	-86.27%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>138,582</b>	<b>141,881</b>	<b>2.38%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	709,838	799,541	12.64%
Revenue Miles	586,580	643,186	9.65%
Roadcalls	9	10	11.11%
Accidents	3	2	-33.33%
Vehicles	40	55	37.50%
Driver Hours	59,207	67,423	13.88%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	40,614	42,814	5.42%
Employment	19,970	17,604	-11.85%
Ed/Train/DayCare	10,585	12,257	15.80%
Nutritional	7,568	6,641	-12.25%
Life-Sustaining/Other	59,845	62,565	4.55%
<b>TOTAL TRIPS</b>	<b>138,582</b>	<b>141,881</b>	<b>2.38%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$2,566,569	\$2,556,812	-0.38%
Revenues	\$2,679,175	\$3,204,421	19.60%
Commendations	31	30	-3.23%
Complaints	20	32	60.00%
Passenger No-Shows	2,604	1,962	-24.65%
Unmet Trip Requests	4,676	3,515	-24.83%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	16,245	18,139	11.66%
AHCA	13,231	12,677	-4.19%
APD/DCF	-	-	NA
DOEA	5,111	5,388	5.42%
DOE	-	-	NA
Other	103,995	105,677	1.62%
<b>TOTAL TRIPS</b>	<b>138,582</b>	<b>141,881</b>	<b>2.38%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.42	0.25	-40.48%
Miles between Roadcalls	78,871	79,954	1.37%
Avg. Trips per Driver Hour	2.34	2.1	-10.26%
Avg. Trips per Para Pass.	10	10.02	0.20%
Cost per Trip	18.52	18.02	-2.70%
Cost per Paratransit Trip	18.52	18.02	-2.70%
Cost per Driver Hour	43.35	37.92	-12.53%
Cost per Total Mile	3.62	3.2	-11.60%

County: Miami-Dade  
 CTC: Miami-Dade  
 Contact: DAVID R. FIALKOFF, P.E.  
 3300 NW 32ND AVENUE  
 MIAMI, FL 33142  
 3056387290  
 Email: [fial@miamidade.gov](mailto:fial@miamidade.gov)

Demographics	Number	Percentage
Total County Population / Percent of State Total	2,422,100	13.52%
Potential TD Population / Percent of County Total	911,130	37.62%
UDPHC / Percent of TD Passengers Served	272,720	29.93%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	24,859,620	23,145,299	-6.90%
Deviated FR	1,004,212	1,639,174	63.23%
Ambulatory	2,757,458	2,974,346	7.87%
Non-Ambulatory	926,472	1,028,456	11.01%
Stretcher	7,232	15,751	117.80%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	29,554,994	28,803,026	-2.54%

Vehicle Data	2006	2007	% Change
Vehicle Miles	32,123,302	31,272,529	-2.65%
Revenue Miles	28,516,930	29,056,746	1.89%
Roadcalls	160	179	11.88%
Accidents	109	95	-12.84%
Vehicles	750	1,030	37.33%
Driver Hours	2,110,376	2,217,121	5.06%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	10,418,135	10,167,468	-2.41%
Employment	3,395,869	3,297,946	-2.88%
Ed/Train/DayCare	5,896,222	5,746,203	-2.54%
Nutritional	5,718,891	5,570,505	-2.59%
Life-Sustaining/Other	4,125,877	4,020,904	-2.54%
<b>TOTAL TRIPS</b>	29,554,994	28,803,026	-2.54%

Financial and General Data	2006	2007	% Change
Expenses	\$135,077,562	\$138,651,028	2.65%
Revenues	\$155,706,071	\$126,284,310	-18.90%
Commendations	197	177	-10.15%
Complaints	4,240	6,479	52.81%
Passenger No-Shows	34,819	47,449	36.27%
Unmet Trip Requests	738,531	664,222	-10.06%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	1,974,274	2,543,307	28.82%
AHCA	4,066,767	3,946,014	-2.97%
APD/DCF	845,273	806,484	-4.59%
DOEA	437,414	460,848	5.36%
DOE	144,819	138,254	-4.53%
Other	22,077,580	20,908,119	-5.30%
<b>TOTAL TRIPS</b>	29,546,127	28,803,026	-2.52%

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.34	0.3	-11.76%
Miles between Roadcalls	200,771	174,707	-12.98%
Avg. Trips per Driver Hour	2.22	2.55	14.86%
Avg. Trips per Para Pass.	16.91	63.06	272.92%
Cost per Trip	4.57	4.81	5.25%
Cost per Paratransit Trip	28.11	23.91	-14.94%
Cost per Driver Hour	62.55	61.03	-2.43%
Cost per Total Mile	4.11	4.33	5.35%

County: Monroe  
 CTC: Guidance Clinic of the Middle Keys, Inc.  
 Contact: Maureen Grynewicz  
 3000 41st Street, Ocean  
 Marathon, FL 33050  
 3054349000  
 Email: [mo.grynewicz@gcmk.org](mailto:mo.grynewicz@gcmk.org)

Demographics	Number	Percentage
Total County Population / Percent of State Total	82,400	0.46%
Potential TD Population / Percent of CountyTotal	34,688	42.10%
UDPHC / Percent of TD Passengers Served	2,095	6.04%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	13,044	13,375	2.54%
Deviated FR	-	-	NA
Ambulatory	87,159	101,413	16.35%
Non-Ambulatory	5,048	5,199	2.99%
Stretcher	2	-	-100.00%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>105,253</b>	<b>119,987</b>	<b>14.00%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	1,099,373	1,078,761	-1.87%
Revenue Miles	995,198	986,158	-0.91%
Roadcalls	16	6	-62.50%
Accidents	2	5	150.00%
Vehicles	45	49	8.89%
Driver Hours	92,560	89,960	-2.81%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	37,796	39,412	4.28%
Employment	5,924	5,189	-12.41%
Ed/Train/DayCare	20,475	26,933	31.54%
Nutritional	5,933	8,326	40.33%
Life-Sustaining/Other	35,125	40,127	14.24%
<b>TOTAL TRIPS</b>	<b>105,253</b>	<b>119,987</b>	<b>14.00%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$2,264,767	\$2,509,746	10.82%
Revenues	\$2,244,781	\$2,386,235	6.30%
Commendations	2	3	50.00%
Complaints	3	2	-33.33%
Passenger No-Shows	2,855	1,160	-59.37%
Unmet Trip Requests	-	1	NA

Passenger Trips By Funding Source	2006	2007	% Change
CTD	51,968	60,543	16.50%
AHCA	20,321	22,023	8.38%
APD/DCF	1,766	2,511	42.19%
DOEA	-	-	NA
DOE	-	211	NA
Other	29,584	34,699	17.29%
<b>TOTAL TRIPS</b>	<b>103,639</b>	<b>119,987</b>	<b>15.77%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.18	0.46	155.56%
Miles between Roadcalls	68,711	179,794	161.67%
Avg. Trips per Driver Hour	1	1.19	19.00%
Avg. Trips per Para Pass.	36.13	50.89	40.85%
Cost per Trip	21.52	20.92	-2.79%
Cost per Paratransit Trip	24.54	23.52	-4.16%
Cost per Driver Hour	24.44	27.87	14.03%
Cost per Total Mile	2.06	2.32	12.62%

County: Nassau  
 CTC: Care-A-Van Transportation  
 Contact: Al Rizer  
 1367 South 18th Street  
 Fernandina Beach, FL 32034  
 9042610701  
 Email: [nassaucountyctc@aol.com](mailto:nassaucountyctc@aol.com)

Demographics	Number	Percentage
Total County Population /		
Percent of State Total	65,800	0.37%
Potential TD Population /		
Percent of County Total	17,180	26.11%
UDPHC / Percent of TD		
Passengers Served	1,743	10.15%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	40,995	42,534	3.75%
Non-Ambulatory	4,300	4,427	2.95%
Stretcher	61	22	-63.93%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>45,356</b>	<b>46,983</b>	<b>3.59%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	336,327	349,275	3.85%
Revenue Miles	285,877	292,706	2.39%
Roadcalls	6	1	-83.33%
Accidents	-	2	NA
Vehicles	14	14	0.00%
Driver Hours	20,938	31,588	50.86%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	28,361	30,846	8.76%
Employment	578	1,247	115.74%
Ed/Train/DayCare	463	639	38.01%
Nutritional	9,067	10,526	16.09%
Life-Sustaining/Other	6,887	3,725	-45.91%
<b>TOTAL TRIPS</b>	<b>45,356</b>	<b>46,983</b>	<b>3.59%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$905,823	\$734,295	-18.94%
Revenues	\$981,989	\$920,328	-6.28%
Commendations	-	1	NA
Complaints	18	12	-33.33%
Passenger No-Shows	685	616	-10.07%
Unmet Trip Requests	92	-	-100.00%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	15,293	15,761	3.06%
AHCA	8,753	16,763	91.51%
APD/DCF	-	-	NA
DOEA	8,964	12,888	43.78%
DOE	-	-	NA
Other	-	1,571	NA
<b>TOTAL TRIPS</b>	<b>33,010</b>	<b>46,983</b>	<b>42.33%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0	0.57	NA
Miles between Roadcalls	56,055	349,275	523.09%
Avg. Trips per Driver Hour	2.17	1.49	-31.34%
Avg. Trips per Para Pass.	25.11	26.96	7.37%
Cost per Trip	19.97	15.63	-21.73%
Cost per Paratransit Trip	19.97	15.63	-21.73%
Cost per Driver Hour	43.26	23.25	-46.26%
Cost per Total Mile	2.69	2.1	-21.93%

County: Okaloosa  
 CTC: Okaloosa County BOCC  
 Contact: Lani Birchett  
 1804 Lewis Turner Blvd  
 Ft. Walton Beach, FL 32547  
 8508339173  
 Email: [lbirchett@co.okaloosa.fl.us](mailto:lbirchett@co.okaloosa.fl.us)

Demographics	Number	Percentage
Total County Population / Percent of State Total	188,900	1.05%
Potential TD Population / Percent of CountyTotal	54,101	28.64%
UDPHC / Percent of TD Passengers Served	4,978	9.20%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	6,335	7,121	12.41%
Ambulatory	116,582	76,821	-34.11%
Non-Ambulatory	17,215	15,625	-9.24%
Stretcher	11	1	-90.91%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>140,143</b>	<b>99,568</b>	<b>-28.95%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	764,551	663,085	-13.27%
Revenue Miles	671,031	580,640	-13.47%
Roadcalls	14	6	-57.14%
Accidents	4	1	-75.00%
Vehicles	65	65	0.00%
Driver Hours	72,336	67,164	-7.15%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	39,179	36,648	-6.46%
Employment	47,396	37,005	-21.92%
Ed/Train/DayCare	39,504	11,391	-71.16%
Nutritional	5,176	9,137	76.53%
Life-Sustaining/Other	8,888	5,387	-39.39%
<b>TOTAL TRIPS</b>	<b>140,143</b>	<b>99,568</b>	<b>-28.95%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$1,884,111	\$1,534,527	-18.55%
Revenues	\$1,956,044	\$1,242,677	-36.47%
Commendations	7	3	-57.14%
Complaints	14	8	-42.86%
Passenger No-Shows	759	734	-3.29%
Unmet Trip Requests	518	518	0.00%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	55,072	54,126	-1.72%
AHCA	13,548	11,039	-18.52%
APD/DCF	14,348	-	-100.00%
DOEA	4,653	7,036	51.21%
DOE	12	173	1341.67%
Other	41,966	27,194	-35.20%
<b>TOTAL TRIPS</b>	<b>129,599</b>	<b>99,568</b>	<b>-23.17%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.52	0.15	-71.15%
Miles between Roadcalls	54,611	110,514	102.37%
Avg. Trips per Driver Hour	1.94	1.48	-23.71%
Avg. Trips per Para Pass.	21.72	20	-7.92%
Cost per Trip	13.44	15.41	14.66%
Cost per Paratransit Trip	13.44	15.41	14.66%
Cost per Driver Hour	26.05	22.85	-12.28%
Cost per Total Mile	2.46	2.31	-6.10%



County: Okeechobee  
 CTC: ATC/Vancom  
 Contact: Tim Banks  
 1103 US 27 South  
 Sebring, FL 33870  
 8633866004  
 Email: [Tim.Banks@veoliatrtransportation.com](mailto:Tim.Banks@veoliatrtransportation.com)

Demographics	Number	Percentage
Total County Population / Percent of State Total	37,800	0.21%
Potential TD Population / Percent of CountyTotal	19,570	51.77%
UDPHC / Percent of TD Passengers Served	793	4.05%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	27,160	21,274	-21.67%
Non-Ambulatory	4,939	5,015	1.54%
Stretcher	-	7	NA
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>32,099</b>	<b>26,296</b>	<b>-18.08%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	492,076	486,626	-1.11%
Revenue Miles	395,124	388,086	-1.78%
Roadcalls	12	14	16.67%
Accidents	4	2	-50.00%
Vehicles	13	14	7.69%
Driver Hours	17,206	17,565	2.09%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	10,926	9,703	-11.19%
Employment	14,738	7,810	-47.01%
Ed/Train/DayCare	6	183	2950.00%
Nutritional	4,234	5,424	28.11%
Life-Sustaining/Other	2,195	3,176	44.69%
<b>TOTAL TRIPS</b>	<b>32,099</b>	<b>26,296</b>	<b>-18.08%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$547,806	\$644,853	17.72%
Revenues	\$577,760	\$781,505	35.26%
Commendations	10	10	0.00%
Complaints	20	21	5.00%
Passenger No-Shows	1,126	686	-39.08%
Unmet Trip Requests	634	473	-25.39%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	6,354	6,401	0.74%
AHCA	7,394	7,197	-2.66%
APD/DCF	11,989	7,100	-40.78%
DOEA	1,416	1,388	-1.98%
DOE	-	-	NA
Other	588	4,210	615.99%
<b>TOTAL TRIPS</b>	<b>27,741</b>	<b>26,296</b>	<b>-5.21%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.81	0.41	-49.38%
Miles between Roadcalls	41,006	34,759	-15.23%
Avg. Trips per Driver Hour	1.87	1.5	-19.79%
Avg. Trips per Para Pass.	35.63	33.16	-6.93%
Cost per Trip	17.07	24.52	43.64%
Cost per Paratransit Trip	17.07	24.52	43.64%
Cost per Driver Hour	31.84	36.71	15.30%
Cost per Total Mile	1.11	1.33	19.82%

County: Orange  
 CTC: Central Florida Regional Transportation Authority  
 Contact: William E. Hearndon  
 455 North Garland Avenue  
 Orlando, FL 32801  
 4072546092  
 Email: [bhearndon@golynx.com](mailto:bhearndon@golynx.com)

Demographics	Number	Percentage
Total County Population / Percent of State Total	1,043,400	5.82%
Potential TD Population / Percent of County Total	319,847	30.65%
UDPHC / Percent of TD Passengers Served	10,063	3.15%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	765,322	795,711	3.97%
Deviated FR	-	-	NA
Ambulatory	521,400	555,844	6.61%
Non-Ambulatory	153,018	155,969	1.93%
Stretcher	7,280	7,321	0.56%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>1,447,020</b>	<b>1,514,845</b>	<b>4.69%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	6,365,691	7,885,515	23.88%
Revenue Miles	5,338,661	6,592,296	23.48%
Roadcalls	161	79	-50.93%
Accidents	143	100	-30.07%
Vehicles	198	225	13.64%
Driver Hours	375,163	433,592	15.57%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	748,716	517,124	-30.93%
Employment	230,629	254,747	10.46%
Ed/Train/DayCare	203,699	366,329	79.84%
Nutritional	93,007	163,602	75.90%
Life-Sustaining/Other	170,969	213,043	24.61%
<b>TOTAL TRIPS</b>	<b>1,447,020</b>	<b>1,514,845</b>	<b>4.69%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$14,084,349	\$13,518,387	-4.02%
Revenues	\$13,124,302	\$16,881,849	28.63%
Commendations	58	40	-31.03%
Complaints	1,946	1,099	-43.53%
Passenger No-Shows	-	14,498	NA
Unmet Trip Requests	1,136	33,142	2817.43%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	74,891	62,025	-17.18%
AHCA	176,932	183,216	3.55%
APD/DCF	158,788	160,621	1.15%
DOEA	77,195	78,961	2.29%
DOE	118	8	-93.22%
Other	959,096	1,030,014	7.39%
<b>TOTAL TRIPS</b>	<b>1,447,020</b>	<b>1,514,845</b>	<b>4.69%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	2.25	1.27	-43.56%
Miles between Roadcalls	39,538	99,817	152.46%
Avg. Trips per Driver Hour	1.82	1.66	-8.79%
Avg. Trips per Para Pass.	49.53	87.28	76.22%
Cost per Trip	9.73	8.92	-8.32%
Cost per Paratransit Trip	20.66	18.8	-9.00%
Cost per Driver Hour	37.54	31.18	-16.94%
Cost per Total Mile	2.21	1.71	-22.62%

County: Osceola  
 CTC: Central Florida Regional Transportation Authority  
 Contact: William E. Hearndon  
 455 North Garland Avenue  
 Orlando, FL 32801  
 4072546092  
 Email: [BHearndon@golynx.com](mailto:BHearndon@golynx.com)

Demographics	Number	Percentage
Total County Population / Percent of State Total	235,200	1.31%
Potential TD Population / Percent of CountyTotal	72,429	30.79%
UDPHC / Percent of TD Passengers Served	1,805	2.49%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	132,288	142,704	7.87%
Deviated FR	-	-	NA
Ambulatory	90,126	99,685	10.61%
Non-Ambulatory	26,449	27,972	5.76%
Stretcher	1,258	1,313	4.37%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>250,121</b>	<b>271,674</b>	<b>8.62%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	942,004	1,414,195	50.13%
Revenue Miles	791,310	1,182,268	49.41%
Roadcalls	28	14	-50.00%
Accidents	22	19	-13.64%
Vehicles	34	40	17.65%
Driver Hours	64,848	77,760	19.91%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	129,418	92,742	-28.34%
Employment	39,865	45,687	14.60%
Ed/Train/DayCare	35,210	65,698	86.59%
Nutritional	16,077	29,341	82.50%
Life-Sustaining/Other	29,551	38,206	29.29%
<b>TOTAL TRIPS</b>	<b>250,121</b>	<b>271,674</b>	<b>8.62%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$2,434,521	\$2,424,400	-0.42%
Revenues	\$2,268,577	\$3,027,604	33.46%
Commendations	10	7	-30.00%
Complaints	334	197	-41.02%
Passenger No-Shows	3,064	2,600	-15.14%
Unmet Trip Requests	195	5,944	2948.21%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	12,945	11,124	-14.07%
AHCA	30,583	32,858	7.44%
APD/DCF	27,447	28,805	4.95%
DOEA	13,343	14,161	6.13%
DOE	20	1	-95.00%
Other	165,783	184,725	11.43%
<b>TOTAL TRIPS</b>	<b>250,121</b>	<b>271,674</b>	<b>8.62%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	2.34	1.34	-42.74%
Miles between Roadcalls	33,643	101,014	200.25%
Avg. Trips per Driver Hour	1.82	1.66	-8.79%
Avg. Trips per Para Pass.	49.53	87.26	76.18%
Cost per Trip	9.73	8.92	-8.32%
Cost per Paratransit Trip	20.66	18.8	-9.00%
Cost per Driver Hour	37.54	31.18	-16.94%
Cost per Total Mile	2.58	1.71	-33.72%

County: Palm Beach  
 CTC: Palm Beach County  
 Contact: John Coons  
 3044 S. Military Trail, Suite D  
 Lake Worth, FL , FL 33463  
 5616499848  
 Email: [jcoons@co.palm-beach.fl.us](mailto:jcoons@co.palm-beach.fl.us)

Demographics	Number	Percentage
Total County Population / Percent of State Total	1,265,900	7.06%
Potential TD Population / Percent of CountyTotal	509,447	40.24%
UDPHC / Percent of TD Passengers Served	19,436	3.82%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	2,215,582	2,671,584	20.58%
Deviated FR	-	-	NA
Ambulatory	865,633	995,668	15.02%
Non-Ambulatory	209,136	201,539	-3.63%
Stretcher	3,403	2,810	-17.43%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>3,293,754</b>	<b>3,871,601</b>	<b>17.54%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	11,498,855	11,927,001	3.72%
Revenue Miles	10,781,683	11,042,669	2.42%
Roadcalls	110	91	-17.27%
Accidents	317	266	-16.09%
Vehicles	363	333	-8.26%
Driver Hours	632,831	640,721	1.25%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	1,548,064	1,703,504	10.04%
Employment	494,063	619,456	25.38%
Ed/Train/DayCare	131,750	193,580	46.93%
Nutritional	527,001	619,456	17.54%
Life-Sustaining/Other	592,876	735,605	24.07%
<b>TOTAL TRIPS</b>	<b>3,293,754</b>	<b>3,871,601</b>	<b>17.54%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$29,864,388	\$30,876,140	3.39%
Revenues	\$26,489,365	\$28,360,937	7.07%
Commendations	1,042	1,488	42.80%
Complaints	1,924	1,453	-24.48%
Passenger No-Shows	-	74,057	NA
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2006	2007	% Change
CTD	941,086	1,003,518	6.63%
AHCA	349,571	644,208	84.29%
APD/DCF	59,835	46,183	-22.82%
DOEA	71,806	61,267	-14.68%
DOE	-	-	NA
Other	1,871,456	2,116,425	13.09%
<b>TOTAL TRIPS</b>	<b>3,293,754</b>	<b>3,871,601</b>	<b>17.54%</b>

Perfomance Measures	2006	2007	% Change
Accidents per 100,000 Miles	2.76	2.23	-19.20%
Miles between Roadcalls	104,535	131,066	25.38%
Avg. Trips per Driver Hour	1.7	1.87	10.00%
Avg. Trips per Para Pass.	52.97	80.47	51.92%
Cost per Trip	9.07	7.98	-12.02%
Cost per Paratransit Trip	27.7	24.13	-12.89%
Cost per Driver Hour	47.19	45.19	-4.24%
Cost per Total Mile	2.6	2.43	-6.54%

County: Pasco  
 CTC: Pasco County Public Transportation  
 Contact: Michael H. Carroll  
 8620 Galen Wilson Boulevard  
 Port Richey, FL 34668  
 7278343200  
 Email: [mcarroll@ridepcpt.com](mailto:mcarroll@ridepcpt.com)

Demographics	Number	Percentage
Total County Population / Percent of State Total	406,900	2.27%
Potential TD Population / Percent of CountyTotal	206,862	50.84%
UDPHC / Percent of TD Passengers Served	6,931	3.35%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	230,996	217,944	-5.65%
Deviated FR	-	-	NA
Ambulatory	190,882	193,064	1.14%
Non-Ambulatory	14,394	18,520	28.66%
Stretcher	942	939	-0.32%
School Board	15,977	13,382	-16.24%
<b>TOTAL TRIPS</b>	<b>453,191</b>	<b>443,849</b>	<b>-2.06%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	1,119,921	1,183,334	5.66%
Revenue Miles	992,129	1,010,637	1.87%
Roadcalls	9	13	44.44%
Accidents	7	3	-57.14%
Vehicles	132	133	0.76%
Driver Hours	83,249	76,429	-8.19%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	179,242	208,658	16.41%
Employment	21,018	27,630	31.46%
Ed/Train/DayCare	102,236	106,919	4.58%
Nutritional	48,430	52,846	9.12%
Life-Sustaining/Other	102,265	47,796	-53.26%
<b>TOTAL TRIPS</b>	<b>453,191</b>	<b>443,849</b>	<b>-2.06%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$2,825,353	\$2,854,992	1.05%
Revenues	\$2,825,353	\$2,854,993	1.05%
Commendations	27	17	-37.04%
Complaints	117	115	-1.71%
Passenger No-Shows	1,945	1,599	-17.79%
Unmet Trip Requests	1,115	447	-59.91%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	80,250	96,264	19.96%
AHCA	242,996	203,111	-16.41%
APD/DCF	11,446	30,975	170.62%
DOEA	31,862	32,000	0.43%
DOE	7,040	23,618	235.48%
Other	79,597	57,881	-27.28%
<b>TOTAL TRIPS</b>	<b>453,191</b>	<b>443,849</b>	<b>-2.06%</b>

Perfomance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.63	0.25	-60.32%
Miles between Roadcalls	124,436	91,026	-26.85%
Avg. Trips per Driver Hour	2.67	2.96	10.86%
Avg. Trips per Para Pass.	27.05	41.47	53.31%
Cost per Trip	6.23	6.43	3.21%
Cost per Paratransit Trip	12.72	12.63	-0.71%
Cost per Driver Hour	33.94	37.33	9.99%
Cost per Total Mile	2.52	2.41	-4.37%

County: Pinellas  
 CTC: Pinellas County MPO  
 Contact: Heather Sobush  
 600 Cleveland Street, Suite 700  
 Clearwater, FL 33755  
 7274648200  
 Email: [hsobush@co.pinellas.fl.us](mailto:hsobush@co.pinellas.fl.us)

Demographics	Number	Percentage
Total County Population / Percent of State Total	947,700	5.29%
Potential TD Population / Percent of County Total	421,090	44.43%
UDPHC / Percent of TD Passengers Served	32,550	7.73%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	1,074,486	1,058,210	-1.51%
Deviated FR	3,830	4,284	11.85%
Ambulatory	630,143	807,314	28.12%
Non-Ambulatory	238,895	326,204	36.55%
Stretcher	85	65	-23.53%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>1,947,439</b>	<b>2,196,077</b>	<b>12.77%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	4,395,081	8,720,127	98.41%
Revenue Miles	3,024,923	6,513,109	115.31%
Roadcalls	87	91	4.60%
Accidents	45	56	24.44%
Vehicles	690	614	-11.01%
Driver Hours	845,805	592,587	-29.94%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	785,206	690,876	-12.01%
Employment	687,318	724,817	5.46%
Ed/Train/DayCare	229,164	280,690	22.48%
Nutritional	90,552	96,785	6.88%
Life-Sustaining/Other	155,199	402,909	159.61%
<b>TOTAL TRIPS</b>	<b>1,947,439</b>	<b>2,196,077</b>	<b>12.77%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$9,896,954	\$15,939,025	61.05%
Revenues	\$10,078,385	\$11,608,547	15.18%
Commendations	369	475	28.73%
Complaints	105	207	97.14%
Passenger No-Shows	11,174	11,647	4.23%
Unmet Trip Requests	1,440	1,808	25.56%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	966,518	1,023,641	5.91%
AHCA	392,719	369,055	-6.03%
APD/DCF	210,613	222,193	5.50%
DOEA	119,831	118,404	-1.19%
DOE	-	-	NA
Other	253,808	462,784	82.34%
<b>TOTAL TRIPS</b>	<b>1,943,489</b>	<b>2,196,077</b>	<b>13.00%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	1.02	0.64	-37.25%
Miles between Roadcalls	50,518	95,826	89.69%
Avg. Trips per Driver Hour	1.03	1.92	86.41%
Avg. Trips per Para Pass.	30.73	42.44	38.11%
Cost per Trip	5.08	7.26	42.91%
Cost per Paratransit Trip	10.18	13.07	28.39%
Cost per Driver Hour	10.51	25.09	138.73%
Cost per Total Mile	2.02	1.71	-15.35%



County: Polk  
 CTC: Polk County Transit Services  
 Contact: Sunit Dowudom  
 Drawer HS09, P. O. Box 9005  
 Bartow, FL 33831-9005  
 8635345367  
 Email: [sunitdowudom@polk-county.net](mailto:sunitdowudom@polk-county.net)

Demographics	Number	Percentage
Total County Population / Percent of State Total	541,800	3.02%
Potential TD Population / Percent of CountyTotal	202,203	37.32%
UDPHC / Percent of TD Passengers Served	16,795	8.31%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	96,489	79,419	-17.69%
Deviated FR	-	-	NA
Ambulatory	258,924	248,185	-4.15%
Non-Ambulatory	43,890	54,311	23.74%
Stretcher	1,744	1,761	0.97%
School Board	63,024	61,200	-2.89%
<b>TOTAL TRIPS</b>	<b>464,071</b>	<b>444,876</b>	<b>-4.14%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	2,840,415	3,393,624	19.48%
Revenue Miles	2,112,770	2,147,736	1.65%
Roadcalls	167	123	-26.35%
Accidents	30	25	-16.67%
Vehicles	161	155	-3.73%
Driver Hours	210,822	218,717	3.74%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	142,715	138,543	-2.92%
Employment	86,077	54,060	-37.20%
Ed/Train/DayCare	123,666	126,499	2.29%
Nutritional	71,769	79,358	10.57%
Life-Sustaining/Other	39,844	46,416	16.49%
<b>TOTAL TRIPS</b>	<b>464,071</b>	<b>444,876</b>	<b>-4.14%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$6,318,542	\$7,201,324	13.97%
Revenues	\$5,947,680	\$6,584,221	10.70%
Commendations	13	20	53.85%
Complaints	54	88	62.96%
Passenger No-Shows	5,312	14,262	168.49%
Unmet Trip Requests	219	257	17.35%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	43,831	52,159	19.00%
AHCA	41,350	56,222	35.97%
APD/DCF	31,372	11,176	-64.38%
DOEA	57,272	54,443	-4.94%
DOE	603	719	19.24%
Other	177,249	270,157	52.42%
<b>TOTAL TRIPS</b>	<b>351,677</b>	<b>444,876</b>	<b>26.50%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	1.06	0.74	-30.19%
Miles between Roadcalls	17,008	27,590	62.22%
Avg. Trips per Driver Hour	1.74	1.67	-4.02%
Avg. Trips per Para Pass.	25.46	29.88	17.36%
Cost per Trip	13.62	16.19	18.87%
Cost per Paratransit Trip	17.17	19.68	14.62%
Cost per Driver Hour	29.95	32.89	9.82%
Cost per Total Mile	2.22	2.12	-4.50%

County: Putnam  
 CTC: Ride Solution, Inc.  
 Contact: Boyd Thompson  
 1209 Westover Drive  
 Palatka, FL 32177  
 3863259999  
 Email: [ridesol@bellsouth.net](mailto:ridesol@bellsouth.net)

Demographics	Number	Percentage
Total County Population / Percent of State Total	73,800	0.41%
Potential TD Population / Percent of CountyTotal	39,807	53.94%
UDPHC / Percent of TD Passengers Served	7,678	19.29%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	127,455	131,081	2.84%
Ambulatory	457	441	-3.50%
Non-Ambulatory	16,472	16,820	2.11%
Stretcher	2,153	1,706	-20.76%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>146,537</b>	<b>150,048</b>	<b>2.40%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	832,670	812,460	-2.43%
Revenue Miles	678,625	662,153	-2.43%
Roadcalls	14	12	-14.29%
Accidents	2	-	-100.00%
Vehicles	33	33	0.00%
Driver Hours	54,164	55,900	3.21%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	15,581	14,446	-7.28%
Employment	73,151	82,413	12.66%
Ed/Train/DayCare	688	2,440	254.65%
Nutritional	1,206	1,708	41.63%
Life-Sustaining/Other	55,911	49,041	-12.29%
<b>TOTAL TRIPS</b>	<b>146,537</b>	<b>150,048</b>	<b>2.40%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$1,964,203	\$1,939,821	-1.24%
Revenues	\$1,842,191	\$1,821,073	-1.15%
Commendations	1	1	0.00%
Complaints	3	3	0.00%
Passenger No-Shows	14,935	12,855	-13.93%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2006	2007	% Change
CTD	13,963	14,708	5.34%
AHCA	15,581	14,446	-7.28%
APD/DCF	46,943	48,546	3.41%
DOEA	1,206	1,708	41.63%
DOE	-	-	NA
Other	68,844	70,640	2.61%
<b>TOTAL TRIPS</b>	<b>146,537</b>	<b>150,048</b>	<b>2.40%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.24	0	-100.00%
Miles between Roadcalls	59,476	67,705	13.84%
Avg. Trips per Driver Hour	2.71	2.68	-1.11%
Avg. Trips per Para Pass.	21.97	19.54	-11.06%
Cost per Trip	13.4	12.93	-3.51%
Cost per Paratransit Trip	13.39	12.91	-3.58%
Cost per Driver Hour	36.21	34.66	-4.28%
Cost per Total Mile	2.36	2.38	0.85%

County: Santa Rosa  
 CTC: Pensacola Bay Transportation  
 Contact: Patricia Wariner  
 3100 McCormick Street  
 Pensacola, FL 32514  
 8504768130  
 Email: [pwariner@pensacolabaytransportation.com](mailto:pwariner@pensacolabaytransportation.com)

Demographics	Number	Percentage
Total County Population / Percent of State Total	136,400	0.76%
Potential TD Population / Percent of County Total	43,535	31.92%
UDPHC / Percent of TD Passengers Served	460	1.06%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	4	NA
Deviated FR	-	-	NA
Ambulatory	42,878	39,264	-8.43%
Non-Ambulatory	6,571	5,709	-13.12%
Stretcher	39	49	25.64%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>49,488</b>	<b>45,026</b>	<b>-9.02%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	698,211	679,958	-2.61%
Revenue Miles	504,064	495,473	-1.70%
Roadcalls	5	6	20.00%
Accidents	1	-	-100.00%
Vehicles	18	18	0.00%
Driver Hours	18,657	20,243	8.50%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	11,977	9,508	-20.61%
Employment	9,414	12,785	35.81%
Ed/Train/DayCare	18,215	11,523	-36.74%
Nutritional	2,056	3,076	49.61%
Life-Sustaining/Other	7,826	8,134	3.94%
<b>TOTAL TRIPS</b>	<b>49,488</b>	<b>45,026</b>	<b>-9.02%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$727,547	\$628,940	-13.55%
Revenues	\$992,237	\$857,527	-13.58%
Commendations	4	5	25.00%
Complaints	23	19	-17.39%
Passenger No-Shows	-	594	NA
Unmet Trip Requests	640	824	28.75%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	19,110	16,091	-15.80%
AHCA	10,334	10,254	-0.77%
APD/DCF	13,341	10,300	-22.79%
DOEA	1,435	2,082	45.09%
DOE	225	83	-63.11%
Other	70	6,216	8780.00%
<b>TOTAL TRIPS</b>	<b>44,515</b>	<b>45,026</b>	<b>1.15%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.14	0	-100.00%
Miles between Roadcalls	139,642	113,326	-18.85%
Avg. Trips per Driver Hour	2.65	2.22	-16.23%
Avg. Trips per Para Pass.	92.67	97.87	5.61%
Cost per Trip	14.7	13.97	-4.97%
Cost per Paratransit Trip	14.7	13.97	-4.97%
Cost per Driver Hour	39	31.07	-20.33%
Cost per Total Mile	1.04	0.92	-11.54%

County: Sarasota  
 CTC: Sarasota County Area Transit  
 Contact: Beverly Kent  
 5303 Pinkney Avenue  
 Sarasota, FL 34233  
 9418611005  
 Email: [Bkent@scgov.net](mailto:Bkent@scgov.net)

Demographics	Number	Percentage
Total County Population / Percent of State Total	367,900	2.05%
Potential TD Population / Percent of CountyTotal	171,883	46.72%
UDPHC / Percent of TD Passengers Served	18,863	10.97%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	740,780	596,341	-19.50%
Deviated FR	4,885	-	-100.00%
Ambulatory	209,723	273,056	30.20%
Non-Ambulatory	61,993	56,675	-8.58%
Stretcher	289	76	-73.70%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>1,017,670</b>	<b>926,148</b>	<b>-8.99%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	2,260,275	2,321,621	2.71%
Revenue Miles	1,540,438	1,780,637	15.59%
Roadcalls	48	15	-68.75%
Accidents	23	43	86.96%
Vehicles	119	88	-26.05%
Driver Hours	158,450	168,700	6.47%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	130,690	361,198	176.38%
Employment	452,783	129,661	-71.36%
Ed/Train/DayCare	372,162	268,583	-27.83%
Nutritional	25,637	74,092	189.00%
Life-Sustaining/Other	36,398	92,614	154.45%
<b>TOTAL TRIPS</b>	<b>1,017,670</b>	<b>926,148</b>	<b>-8.99%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$8,144,779	\$9,235,764	13.39%
Revenues	\$8,240,824	\$9,306,879	12.94%
Commendations	18	17	-5.56%
Complaints	19	19	0.00%
Passenger No-Shows	-	2,165	NA
Unmet Trip Requests	19	43	126.32%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	22,282	366,503	1544.84%
AHCA	35,588	240,570	575.99%
APD/DCF	62,404	79,938	28.10%
DOEA	33,510	18,253	-45.53%
DOE	-	11	NA
Other	862,775	220,873	-74.40%
<b>TOTAL TRIPS</b>	<b>1,016,559</b>	<b>926,148</b>	<b>-8.89%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	1.02	1.85	81.37%
Miles between Roadcalls	47,089	154,775	228.69%
Avg. Trips per Driver Hour	1.75	1.95	11.43%
Avg. Trips per Para Pass.	14.95	19.13	27.96%
Cost per Trip	8	9.97	24.63%
Cost per Paratransit Trip	29.41	27.92	-5.07%
Cost per Driver Hour	51.39	54.59	6.23%
Cost per Total Mile	3.6	3.97	10.28%

County: Seminole  
 CTC: Central Florida Regional Transportation Authority  
 Contact: William E. Hearndon  
 445 North Garland Avenue  
 Orlando, FL 32801  
 4072546092  
 Email: [BHearndon@golynx.com](mailto:BHearndon@golynx.com)

Demographics	Number	Percentage
Total County Population / Percent of State Total	411,700	2.30%
Potential TD Population / Percent of County Total	119,679	29.07%
UDPHC / Percent of TD Passengers Served	2,489	2.08%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	162,392	196,856	21.22%
Deviated FR	-	-	NA
Ambulatory	110,635	137,514	24.30%
Non-Ambulatory	32,469	38,587	18.84%
Stretcher	1,545	1,811	17.22%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>307,041</b>	<b>374,768</b>	<b>22.06%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	1,156,370	1,950,847	68.70%
Revenue Miles	971,384	1,630,909	67.90%
Roadcalls	34	19	-44.12%
Accidents	27	25	-7.41%
Vehicles	42	56	33.33%
Driver Hours	79,606	107,269	34.75%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	158,869	127,935	-19.47%
Employment	48,937	63,023	28.78%
Ed/Train/DayCare	43,222	90,628	109.68%
Nutritional	19,735	40,475	105.09%
Life-Sustaining/Other	36,278	52,707	45.29%
<b>TOTAL TRIPS</b>	<b>307,041</b>	<b>374,768</b>	<b>22.06%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$2,988,535	\$3,344,397	11.91%
Revenues	\$2,784,860	\$4,176,504	49.97%
Commendations	12	10	-16.67%
Complaints	412	272	-33.98%
Passenger No-Shows	555	3,587	546.31%
Unmet Trip Requests	241	8,200	3302.49%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	15,891	15,345	-3.44%
AHCA	37,543	45,327	20.73%
APD/DCF	33,693	39,737	17.94%
DOEA	16,380	19,535	19.26%
DOE	25	2	-92.00%
Other	203,509	254,822	25.21%
<b>TOTAL TRIPS</b>	<b>307,041</b>	<b>374,768</b>	<b>22.06%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	2.33	1.28	-45.06%
Miles between Roadcalls	34,011	102,676	201.89%
Avg. Trips per Driver Hour	1.82	1.66	-8.79%
Avg. Trips per Para Pass.	49.54	87.3	76.22%
Cost per Trip	9.73	8.92	-8.32%
Cost per Paratransit Trip	20.66	18.8	-9.00%
Cost per Driver Hour	37.54	31.18	-16.94%
Cost per Total Mile	2.58	1.71	-33.72%

County: Saint Johns  
 CTC: St. Johns County Council on Aging, Inc.  
 Contact: Catherine Brown  
 180 Marine St.  
 St. Augustine, FL, FL 32084  
 9042093700  
 Email: [coa@aug.com](mailto:coa@aug.com)

Demographics	Number	Percentage
Total County Population / Percent of State Total	157,300	0.88%
Potential TD Population / Percent of CountyTotal	46,680	29.68%
UDPHC / Percent of TD Passengers Served	4,417	9.46%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	56,269	92,124	63.72%
Ambulatory	91,580	71,705	-21.70%
Non-Ambulatory	30,579	27,803	-9.08%
Stretcher	2,505	2,114	-15.61%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>180,933</b>	<b>193,746</b>	<b>7.08%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	1,127,564	1,048,949	-6.97%
Revenue Miles	973,976	906,069	-6.97%
Roadcalls	25	20	-20.00%
Accidents	1	2	100.00%
Vehicles	46	52	13.04%
Driver Hours	84,854	80,131	-5.57%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	54,342	50,769	-6.58%
Employment	-	-	NA
Ed/Train/DayCare	34,163	19,433	-43.12%
Nutritional	26,738	25,017	-6.44%
Life-Sustaining/Other	65,690	98,527	49.99%
<b>TOTAL TRIPS</b>	<b>180,933</b>	<b>193,746</b>	<b>7.08%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$2,095,893	\$2,427,951	15.84%
Revenues	\$2,051,078	\$2,353,829	14.76%
Commendations	16	12	-25.00%
Complaints	7	4	-42.86%
Passenger No-Shows	2,787	2,212	-20.63%
Unmet Trip Requests	2	-	-100.00%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	20,674	24,171	16.91%
AHCA	44,384	32,788	-26.13%
APD/DCF	-	-	NA
DOEA	146	116	-20.55%
DOE	-	-	NA
Other	110,922	136,671	23.21%
<b>TOTAL TRIPS</b>	<b>176,126</b>	<b>193,746</b>	<b>10.00%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.09	0.19	111.11%
Miles between Roadcalls	45,103	52,447	16.28%
Avg. Trips per Driver Hour	2.13	2.42	13.62%
Avg. Trips per Para Pass.	42.29	43.86	3.71%
Cost per Trip	11.58	12.53	8.20%
Cost per Paratransit Trip	11.58	12.53	8.20%
Cost per Driver Hour	24.7	30.3	22.67%
Cost per Total Mile	1.86	2.31	24.19%



County: Saint Lucie  
 CTC: BOCC of St. Lucie County  
 Contact: Corine Williams  
 437 North 7th Street  
 Fort Pierce, FL, FL 34950  
 7724621777  
 Email: [williamsc@stlucieco.gov](mailto:williamsc@stlucieco.gov)

Demographics	Number	Percentage
Total County Population / Percent of State Total	240,000	1.34%
Potential TD Population / Percent of CountyTotal	102,322	42.63%
UDPHC / Percent of TD Passengers Served	12,101	11.83%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	299,591	210,302	-29.80%
Non-Ambulatory	57,391	70,526	22.89%
Stretcher	866	865	-0.12%
School Board	157,998	154,760	-2.05%
<b>TOTAL TRIPS</b>	<b>515,846</b>	<b>436,453</b>	<b>-15.39%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	1,457,948	1,817,632	24.67%
Revenue Miles	1,153,354	1,527,735	32.46%
Roadcalls	70	35	-50.00%
Accidents	10	6	-40.00%
Vehicles	87	85	-2.30%
Driver Hours	116,490	125,960	8.13%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	69,034	101,236	46.65%
Employment	20,126	37,696	87.30%
Ed/Train/DayCare	268,103	212,906	-20.59%
Nutritional	12,772	12,356	-3.26%
Life-Sustaining/Other	145,811	72,259	-50.44%
<b>TOTAL TRIPS</b>	<b>515,846</b>	<b>436,453</b>	<b>-15.39%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$3,499,158	\$3,714,763	6.16%
Revenues	\$3,578,587	\$5,893,898	64.70%
Commendations	35	8	-77.14%
Complaints	27	34	25.93%
Passenger No-Shows	3,832	3,414	-10.91%
Unmet Trip Requests	16,484	23,963	45.37%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	26,368	34,484	30.78%
AHCA	28,321	27,457	-3.05%
APD/DCF	174,621	81,149	-53.53%
DOEA	3,627	3,718	2.51%
DOE	-	154,760	NA
Other	257,878	134,885	-47.69%
<b>TOTAL TRIPS</b>	<b>490,815</b>	<b>436,453</b>	<b>-11.08%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.69	0.33	-52.17%
Miles between Roadcalls	20,828	51,932	149.34%
Avg. Trips per Driver Hour	4.43	3.47	-21.67%
Avg. Trips per Para Pass.	41.87	36.07	-13.85%
Cost per Trip	6.78	8.51	25.52%
Cost per Paratransit Trip	6.78	8.51	25.52%
Cost per Driver Hour	30.04	29.49	-1.83%
Cost per Total Mile	2.4	2.04	-15.00%

County: Sumter  
 CTC: Board of Sumter County Commissioners  
 Contact: Lilla Holt  
 229 East Anderson Avenue  
 Bushnell, FL 33513  
 3527930282  
 Email: [Lilla.Holt@sumtercountyfl.gov](mailto:Lilla.Holt@sumtercountyfl.gov)

Demographics	Number	Percentage
Total County Population / Percent of State Total	74,100	0.41%
Potential TD Population / Percent of CountyTotal	22,976	31.01%
UDPHC / Percent of TD Passengers Served	5,436	23.66%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	17,896	11,921	-33.39%
Ambulatory	101,803	104,370	2.52%
Non-Ambulatory	6,637	7,406	11.59%
Stretcher	124	80	-35.48%
School Board	201	248	23.38%
<b>TOTAL TRIPS</b>	<b>126,661</b>	<b>124,025</b>	<b>-2.08%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	820,305	783,015	-4.55%
Revenue Miles	559,912	511,886	-8.58%
Roadcalls	22	15	-31.82%
Accidents	3	1	-66.67%
Vehicles	36	47	30.56%
Driver Hours	40,583	47,399	16.80%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	20,788	18,450	-11.25%
Employment	16,428	3,544	-78.43%
Ed/Train/DayCare	30,173	22,341	-25.96%
Nutritional	12,666	15,637	23.46%
Life-Sustaining/Other	46,606	64,053	37.44%
<b>TOTAL TRIPS</b>	<b>126,661</b>	<b>124,025</b>	<b>-2.08%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$1,403,186	\$1,750,542	24.75%
Revenues	\$1,428,459	\$1,311,452	-8.19%
Commendations	11	42	281.82%
Complaints	1	4	300.00%
Passenger No-Shows	683	484	-29.14%
Unmet Trip Requests	184	93	-49.46%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	8,895	10,966	23.28%
AHCA	7,919	7,251	-8.44%
APD/DCF	16,144	16,478	2.07%
DOEA	6,881	8,913	29.53%
DOE	1,913	654	-65.81%
Other	56,360	79,763	41.52%
<b>TOTAL TRIPS</b>	<b>98,112</b>	<b>124,025</b>	<b>26.41%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.37	0.13	-64.86%
Miles between Roadcalls	37,287	52,201	40.00%
Avg. Trips per Driver Hour	3.12	2.62	-16.03%
Avg. Trips per Para Pass.	24.1	22.82	-5.31%
Cost per Trip	11.08	14.11	27.35%
Cost per Paratransit Trip	11.08	14.11	27.35%
Cost per Driver Hour	34.58	36.93	6.80%
Cost per Total Mile	1.71	2.24	30.99%

County: Suwannee  
 CTC: Suwannee Valley Transit Authority  
 Contact: James Swisher  
 1907 Voyles St.  
 Live Oak, FL 32064  
 3863535332  
 Email: [jimmys@svta-liveoak.org](mailto:jimmys@svta-liveoak.org)

Demographics	Number	Percentage
Total County Population / Percent of State Total	38,200	0.21%
Potential TD Population / Percent of County Total	14,984	39.23%
UDPHC / Percent of TD Passengers Served	5,784	38.60%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	77,135	79,320	2.83%
Ambulatory	104,867	108,080	3.06%
Non-Ambulatory	13,626	13,693	0.49%
Stretcher	3,665	3,885	6.00%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>199,293</b>	<b>204,978</b>	<b>2.85%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	592,210	604,521	2.08%
Revenue Miles	578,122	57,898	-89.99%
Roadcalls	3	2	-33.33%
Accidents	-	-	NA
Vehicles	43	43	0.00%
Driver Hours	44,456	44,625	0.38%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	153,335	155,384	1.34%
Employment	3,812	3,921	2.86%
Ed/Train/DayCare	28,894	28,945	0.18%
Nutritional	10,987	11,235	2.26%
Life-Sustaining/Other	2,265	5,493	142.52%
<b>TOTAL TRIPS</b>	<b>199,293</b>	<b>204,978</b>	<b>2.85%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$1,361,454	\$1,409,021	3.49%
Revenues	\$1,828,729	\$1,669,900	-8.69%
Commendations	1	1	0.00%
Complaints	10	7	-30.00%
Passenger No-Shows	66	66	0.00%
Unmet Trip Requests	34	30	-11.76%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	52,023	53,240	2.34%
AHCA	129,733	138,754	6.95%
APD/DCF	2,901	3,125	7.72%
DOEA	-	-	NA
DOE	-	-	NA
Other	7,522	9,859	31.07%
<b>TOTAL TRIPS</b>	<b>192,179</b>	<b>204,978</b>	<b>6.66%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	197,403	302,261	53.12%
Avg. Trips per Driver Hour	4.48	4.59	2.46%
Avg. Trips per Para Pass.	35.03	35.44	1.17%
Cost per Trip	6.83	6.87	0.59%
Cost per Paratransit Trip	6.83	6.87	0.59%
Cost per Driver Hour	30.62	31.57	3.10%
Cost per Total Mile	2.3	2.33	1.30%

County: Taylor  
 CTC: BIG BEND TRANSIT, INC.  
 Contact: TED WATERS  
 POST OFFICE BOX 1721  
 TALLAHASSEE, FL 32302  
 8505766266  
 Email: [TWBBT@AOL.COM](mailto:TWBBT@AOL.COM)

Demographics	Number	Percentage
Total County Population /		
Percent of State Total	21,300	0.12%
Potential TD Population /		
Percent of CountyTotal	7,974	37.44%
UDPHC / Percent of TD		
Passengers Served	2,633	33.02%

## Big Bend Transit, Inc.

Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	11,062	-	-100.00%
Deviated FR	-	8,300	NA
Ambulatory	26,714	24,272	-9.14%
Non-Ambulatory	944	916	-2.97%
Stretcher	4	52	1200.00%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>38,724</b>	<b>33,540</b>	<b>-13.39%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	333,806	322,683	-3.33%
Revenue Miles	288,905	280,323	-2.97%
Roadcalls	9	10	11.11%
Accidents	1	1	0.00%
Vehicles	14	17	21.43%
Driver Hours	19,492	18,266	-6.29%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	6,942	5,530	-20.34%
Employment	17,581	16,576	-5.72%
Ed/Train/DayCare	7,006	5,199	-25.79%
Nutritional	1,593	1,380	-13.37%
Life-Sustaining/Other	5,602	4,855	-13.33%
<b>TOTAL TRIPS</b>	<b>38,724</b>	<b>33,540</b>	<b>-13.39%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$702,198	\$594,006	-15.41%
Revenues	\$646,157	\$596,378	-7.70%
Commendations	-	-	NA
Complaints	1	1	0.00%
Passenger No-Shows	-	163	NA
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2006	2007	% Change
CTD	5,684	11,414	100.81%
AHCA	4,997	3,798	-23.99%
APD/DCF	49	299	510.20%
DOEA	-	-	NA
DOE	-	31	NA
Other	16,932	17,998	6.30%
<b>TOTAL TRIPS</b>	<b>27,662</b>	<b>33,540</b>	<b>21.25%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.3	0.31	3.33%
Miles between Roadcalls	37,090	32,268	-13.00%
Avg. Trips per Driver Hour	1.42	1.84	29.58%
Avg. Trips per Para Pass.	9.09	12.74	40.15%
Cost per Trip	18.13	17.71	-2.32%
Cost per Paratransit Trip	25.38	17.71	-30.22%
Cost per Driver Hour	36.02	32.52	-9.72%
Cost per Total Mile	2.1	1.84	-12.38%

County: Union  
 CTC: A & A Transport, Inc.  
 Contact: Curtis E. Allen  
 55 North Lake Avenue  
 Lake Butler, FL 32054-1733  
 3864962056  
 Email: [ceallen1954@yahoo.com](mailto:ceallen1954@yahoo.com)

Demographics	Number	Percentage
Total County Population / Percent of State Total	15,000	0.08%
Potential TD Population / Percent of CountyTotal	4,589	30.59%
UDPHC / Percent of TD Passengers Served	443	9.65%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	26,747	28,439	6.33%
Non-Ambulatory	1,716	1,381	-19.52%
Stretcher	16	13	-18.75%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>28,479</b>	<b>29,833</b>	<b>4.75%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	263,169	299,222	13.70%
Revenue Miles	191,902	217,322	13.25%
Roadcalls	1	4	300.00%
Accidents	1	1	0.00%
Vehicles	10	10	0.00%
Driver Hours	9,045	8,263	-8.65%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	7,224	7,489	3.67%
Employment	-	-	NA
Ed/Train/DayCare	19,739	20,618	4.45%
Nutritional	1,327	1,397	5.28%
Life-Sustaining/Other	189	329	74.07%
<b>TOTAL TRIPS</b>	<b>28,479</b>	<b>29,833</b>	<b>4.75%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$351,313	\$409,436	16.54%
Revenues	\$355,614	\$474,358	33.39%
Commendations	-	-	NA
Complaints	-	-	NA
Passenger No-Shows	115	122	6.09%
Unmet Trip Requests	10	8	-20.00%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	3,651	3,980	9.01%
AHCA	5,081	5,381	5.90%
APD/DCF	16,850	16,660	-1.13%
DOEA	-	-	NA
DOE	-	-	NA
Other	2,897	3,812	31.58%
<b>TOTAL TRIPS</b>	<b>28,479</b>	<b>29,833</b>	<b>4.75%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.38	0.33	-13.16%
Miles between Roadcalls	263,169	74,806	-71.57%
Avg. Trips per Driver Hour	3.15	3.61	14.60%
Avg. Trips per Para Pass.	66.08	67.34	1.91%
Cost per Trip	12.34	13.72	11.18%
Cost per Paratransit Trip	12.34	13.72	11.18%
Cost per Driver Hour	38.84	49.55	27.57%
Cost per Total Mile	1.33	1.37	3.01%

County: Volusia  
 CTC: County of Volusia d/b/a VOTRAN  
 Contact: Carole M. Hinkley  
 950 Big Tree Road  
 South Daytona, FL 32119  
 3867567496  
 Email: [cmhinkley@co.volusia.fl.us](mailto:cmhinkley@co.volusia.fl.us)

Demographics	Number	Percentage
Total County Population / Percent of State Total	494,600	2.76%
Potential TD Population / Percent of CountyTotal	218,207	44.12%
UDPHC / Percent of TD Passengers Served	8,163	3.74%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	395,779	448,552	13.33%
Deviated FR	-	-	NA
Ambulatory	270,906	279,706	3.25%
Non-Ambulatory	112,895	105,895	-6.20%
Stretcher	4,620	2,914	-36.93%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>784,200</b>	<b>837,067</b>	<b>6.74%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	3,313,573	3,413,665	3.02%
Revenue Miles	2,932,964	3,027,204	3.21%
Roadcalls	138	195	41.30%
Accidents	4	5	25.00%
Vehicles	109	108	-0.92%
Driver Hours	234,937	223,489	-4.87%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	413,114	392,726	-4.94%
Employment	52,196	57,519	10.20%
Ed/Train/DayCare	122,532	159,950	30.54%
Nutritional	16,579	15,596	-5.93%
Life-Sustaining/Other	179,779	211,276	17.52%
<b>TOTAL TRIPS</b>	<b>784,200</b>	<b>837,067</b>	<b>6.74%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$7,100,947	\$7,241,348	1.98%
Revenues	\$7,100,947	\$8,809,963	24.07%
Commendations	165	180	9.09%
Complaints	388	364	-6.19%
Passenger No-Shows	8,911	8,034	-9.84%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2006	2007	% Change
CTD	32,389	33,974	4.89%
AHCA	227,812	207,347	-8.98%
APD/DCF	10,169	6,647	-34.63%
DOEA	27,167	27,666	1.84%
DOE	96,765	135,314	39.84%
Other	385,736	426,119	10.47%
<b>TOTAL TRIPS</b>	<b>780,038</b>	<b>837,067</b>	<b>7.31%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.12	0.15	25.00%
Miles between Roadcalls	24,011	17,506	-27.09%
Avg. Trips per Driver Hour	1.65	1.74	5.45%
Avg. Trips per Para Pass.	44.74	51.88	15.96%
Cost per Trip	9.06	8.65	-4.53%
Cost per Paratransit Trip	18.28	18.61	1.81%
Cost per Driver Hour	30.22	32.36	7.08%
Cost per Total Mile	2.14	2.12	-0.93%



County: Wakulla  
 CTC: Wakulla County Senior Citizens  
 Contact: Nell Rozar  
 33 Michael Drive  
 Crawfordville, FL 32327  
 8509267145  
 Email: [nellrozar2002@yahoo.com](mailto:nellrozar2002@yahoo.com)

Demographics	Number	Percentage
Total County Population / Percent of State Total	26,900	0.15%
Potential TD Population / Percent of CountyTotal	7,113	26.44%
UDPHC / Percent of TD Passengers Served	958	13.47%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	26,479	28,485	7.58%
Non-Ambulatory	205	373	81.95%
Stretcher	5	5	0.00%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>26,689</b>	<b>28,863</b>	<b>8.15%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	294,089	294,181	0.03%
Revenue Miles	291,861	291,181	-0.23%
Roadcalls	-	-	NA
Accidents	-	-	NA
Vehicles	11	11	0.00%
Driver Hours	16,536	16,120	-2.52%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	16,192	16,336	0.89%
Employment	490	679	38.57%
Ed/Train/DayCare	901	1,850	105.33%
Nutritional	6,106	5,319	-12.89%
Life-Sustaining/Other	3,000	4,679	55.97%
<b>TOTAL TRIPS</b>	<b>26,689</b>	<b>28,863</b>	<b>8.15%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$418,938	\$412,481	-1.54%
Revenues	\$395,201	\$427,578	8.19%
Commendations	6	2	-66.67%
Complaints	-	-	NA
Passenger No-Shows	47	-	-100.00%
Unmet Trip Requests	19	16	-15.79%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	16,839	17,547	4.20%
AHCA	2,288	2,120	-7.34%
APD/DCF	1,985	1,850	-6.80%
DOEA	3,688	5,658	53.42%
DOE	-	-	NA
Other	1,889	1,688	-10.64%
<b>TOTAL TRIPS</b>	<b>26,689</b>	<b>28,863</b>	<b>8.15%</b>

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	-	-	NA
Avg. Trips per Driver Hour	1.61	1.79	11.18%
Avg. Trips per Para Pass.	31.07	30.13	-3.03%
Cost per Trip	15.7	14.29	-8.98%
Cost per Paratransit Trip	15.7	14.29	-8.98%
Cost per Driver Hour	25.33	25.59	1.03%
Cost per Total Mile	1.42	1.4	-1.41%

County: Walton  
 CTC: Tri-County Community Council, Inc.  
 Contact: Annette Stewart  
 302 North Oklahoma Street  
 Bonifay, FL 32425  
 8505473689  
 Email: [annette.tccc@mchsi.com](mailto:annette.tccc@mchsi.com)

Demographics	Number	Percentage
Total County Population / Percent of State Total	53,500	0.30%
Potential TD Population / Percent of CountyTotal	17,579	32.86%
UDPHC / Percent of TD Passengers Served	7,882	44.84%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	4,957	2,813	-43.25%
Ambulatory	76,576	84,238	10.01%
Non-Ambulatory	3,845	4,620	20.16%
Stretcher	86	3	-96.51%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>85,464</b>	<b>91,674</b>	<b>7.27%</b>

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	44,064	47,267	7.27%
Employment	15,320	16,502	7.72%
Ed/Train/DayCare	15,719	17,418	10.81%
Nutritional	5,234	6,418	22.62%
Life-Sustaining/Other	5,127	4,069	-20.64%
<b>TOTAL TRIPS</b>	<b>85,464</b>	<b>91,674</b>	<b>7.27%</b>

Passenger Trips By Funding Source	2006	2007	% Change
CTD	31,289	38,385	22.68%
AHCA	12,775	13,535	5.95%
APD/DCF	13,133	13,667	4.07%
DOEA	5,234	5,553	6.09%
DOE	2	2,489	124350.00%
Other	7,711	18,045	134.02%
<b>TOTAL TRIPS</b>	<b>70,144</b>	<b>91,674</b>	<b>30.69%</b>

Vehicle Data	2006	2007	% Change
Vehicle Miles	684,983	805,763	17.63%
Revenue Miles	680,289	800,006	17.60%
Roadcalls	10	8	-20.00%
Accidents	3	3	0.00%
Vehicles	26	30	15.38%
Driver Hours	24,297	29,841	22.82%

Financial and General Data	2006	2007	% Change
Expenses	\$812,083	\$914,793	12.65%
Revenues	\$866,194	\$982,486	13.43%
Commendations	2	2	0.00%
Complaints	-	-	NA
Passenger No-Shows	-	174	NA
Unmet Trip Requests	164	246	50.00%

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.44	0.37	-15.91%
Miles between Roadcalls	68,498	100,720	47.04%
Avg. Trips per Driver Hour	3.52	3.07	-12.78%
Avg. Trips per Para Pass.	10.13	11.63	14.81%
Cost per Trip	9.5	9.98	5.05%
Cost per Paratransit Trip	9.5	9.98	5.05%
Cost per Driver Hour	33.42	30.66	-8.26%
Cost per Total Mile	1.19	1.14	-4.20%

County: Washington  
 CTC: Tri-County Community Council, Inc.  
 Contact: Annette Stewart  
 302 North Oklahoma Street  
 Bonifay, FL 32425  
 8505433689  
 Email: [t.communitycouncil@mchsi.com](mailto:t.communitycouncil@mchsi.com)

Demographics	Number	Percentage
Total County Population / Percent of State Total	23,100	0.13%
Potential TD Population / Percent of CountyTotal	9,963	43.13%
UDPHC / Percent of TD Passengers Served	3,646	36.60%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	3,115	2,178	-30.08%
Ambulatory	48,304	47,375	-1.92%
Non-Ambulatory	1,109	1,020	-8.03%
Stretcher	263	225	-14.45%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>52,791</b>	<b>50,798</b>	<b>-3.78%</b>

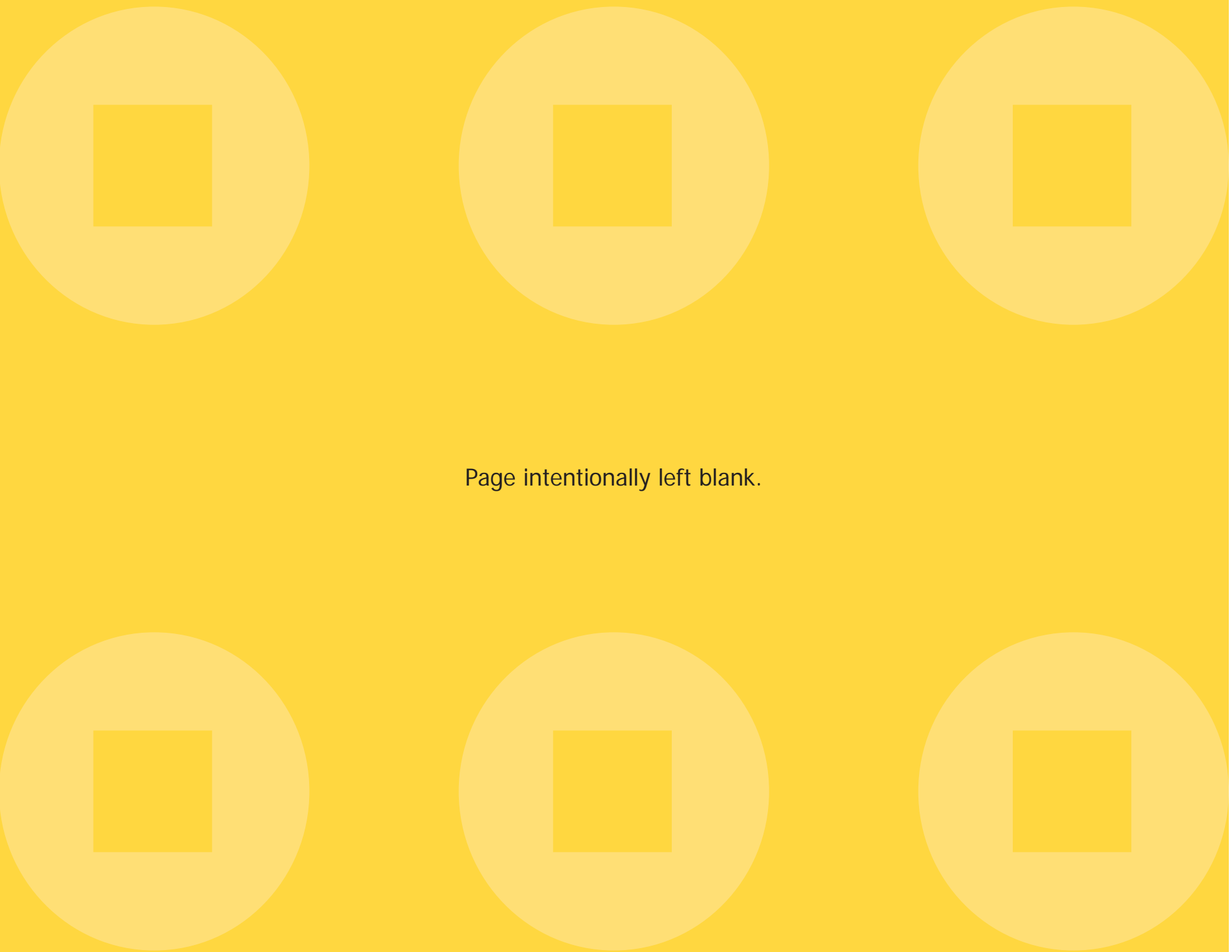
Vehicle Data	2006	2007	% Change
Vehicle Miles	407,768	446,669	9.54%
Revenue Miles	406,968	431,419	6.01%
Roadcalls	4	4	0.00%
Accidents	3	3	0.00%
Vehicles	26	23	-11.54%
Driver Hours	15,600	14,671	-5.96%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	22,436	19,693	-12.23%
Employment	3,537	2,587	-26.86%
Ed/Train/DayCare	24,706	28,200	14.14%
Nutritional	528	166	-68.56%
Life-Sustaining/Other	1,584	152	-90.40%
<b>TOTAL TRIPS</b>	<b>52,791</b>	<b>50,798</b>	<b>-3.78%</b>

Financial and General Data	2006	2007	% Change
Expenses	\$513,848	\$541,728	5.43%
Revenues	\$552,555	\$596,574	7.97%
Commendations	1	2	100.00%
Complaints	-	-	NA
Passenger No-Shows	-	117	NA
Unmet Trip Requests	134	221	64.93%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	15,268	14,097	-7.67%
AHCA	13,157	13,445	2.19%
APD/DCF	21,914	21,501	-1.88%
DOEA	532	166	-68.80%
DOE	-	-	NA
Other	13	1,589	12123.08%
<b>TOTAL TRIPS</b>	<b>50,884</b>	<b>50,798</b>	<b>-0.17%</b>

Perfomance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0.74	0.67	-9.46%
Miles between Roadcalls	101,942	111,667	9.54%
Avg. Trips per Driver Hour	3.38	3.46	2.37%
Avg. Trips per Para Pass.	14.52	13.93	-4.06%
Cost per Trip	9.73	10.66	9.56%
Cost per Paratransit Trip	9.73	10.66	9.56%
Cost per Driver Hour	32.94	36.93	12.11%
Cost per Total Mile	1.26	1.21	-3.97%



Page intentionally left blank.



# *Statewide Summary*



# 2007 Statewide Summary

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	17,918,100	100.00%
Potential TD Population / Percent of CountyTotal	6,846,629	38.21%
UDPHC / Percent of TD Passengers Served	697,159	10.18%



Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	35,095,791	32,499,107	-7.40%
Deviated FR	1,675,427	2,231,115	33.17%
Ambulatory	12,481,454	12,987,295	4.05%
Non-Ambulatory	3,123,635	3,271,691	4.74%
Stretcher	63,442	63,935	0.78%
School Board	357,235	478,912	34.06%
<b>TOTAL TRIPS</b>	<b>52,796,984</b>	<b>51,532,055</b>	<b>-2.40%</b>

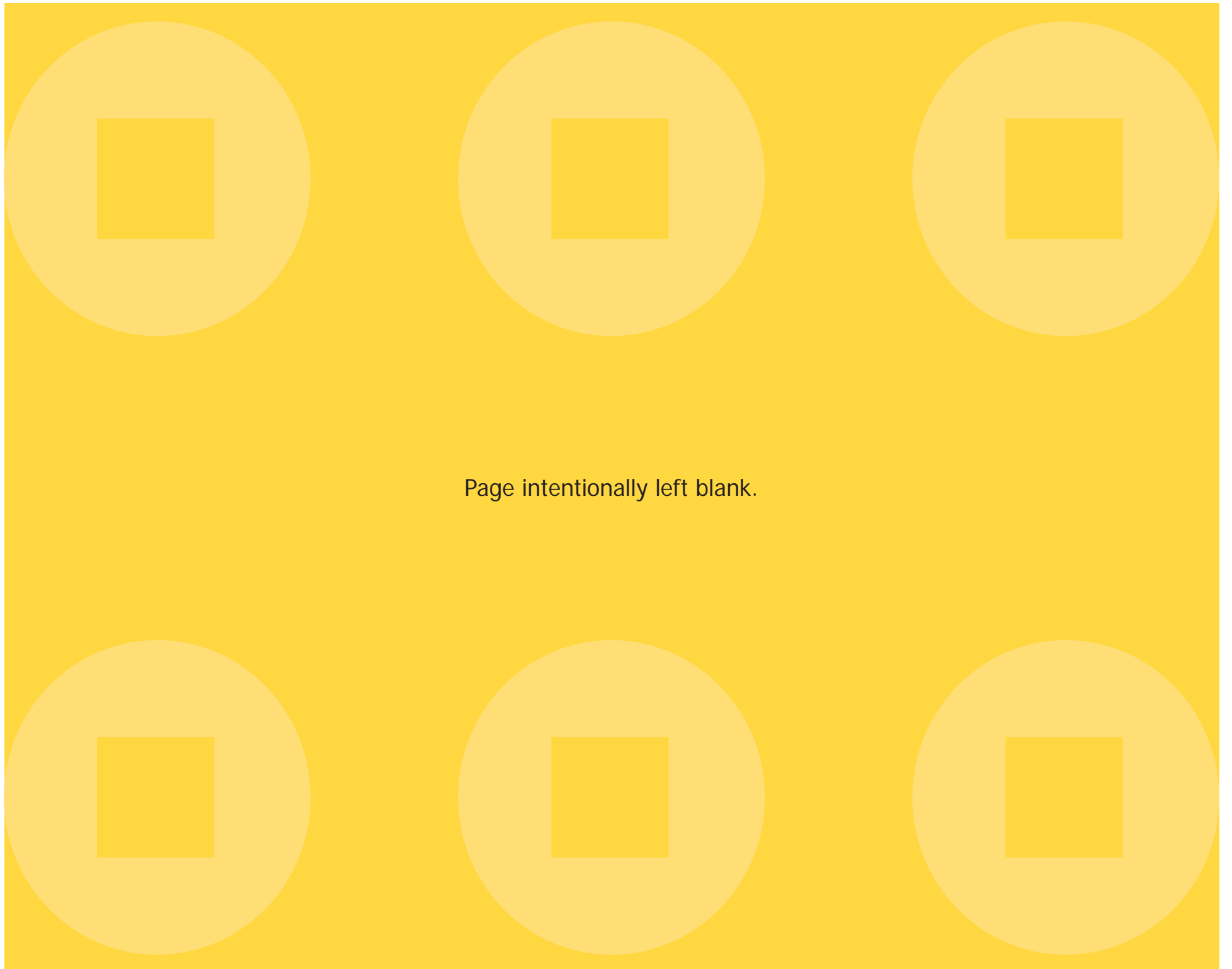
Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	18,858,663	18,049,456	-4.29%
Employment	7,115,091	6,864,421	-3.52%
Ed/Train/DayCare	10,374,454	10,382,810	0.08%
Nutritional	8,175,687	8,055,814	-1.47%
Life-Sustaining/Other	8,273,089	8,179,554	-1.13%
<b>TOTAL TRIPS</b>	<b>52,796,984</b>	<b>51,532,055</b>	<b>-2.40%</b>

Passenger Trips By Funding Source	2006	2007	% Change
CTD	6,163,195	7,275,868	18.05%
AHCA	7,160,686	7,419,458	3.61%
APD/DCF	3,171,785	2,884,163	-9.07%
DOEA	1,365,370	1,387,481	1.62%
DOE	581,121	780,859	34.37%
Other	34,354,827	31,784,226	-7.48%
<b>TOTAL TRIPS</b>	<b>52,796,984</b>	<b>51,532,055</b>	<b>-2.40%</b>

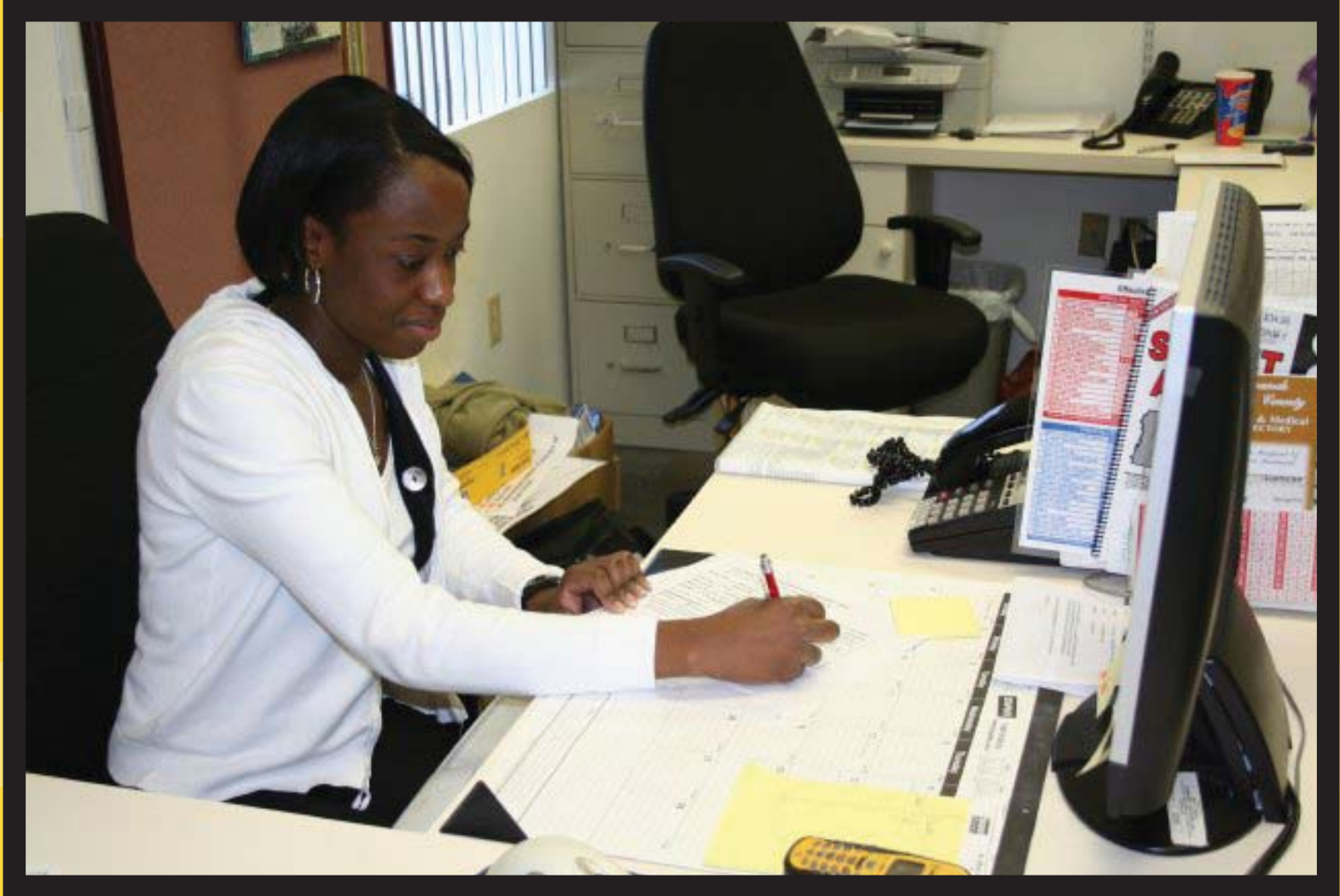
Vehicle Data	2006	2007	% Change
Vehicle Miles	132,549,830	140,577,456	6.06%
Revenue Miles	113,580,414	122,023,549	7.43%
Roadcalls	2,697	2,408	-10.72%
Accidents	1,427	1,243	-12.89%
Vehicles	5,362	5,746	7.16%
Driver Hours	9,356,621	9,261,700	-1.01%

Financial and General Data	2006	2007	% Change
Expenses	\$355,591,547	\$380,574,874	7.03%
Revenues	\$372,102,862	\$368,813,954	-0.88%
Commendations	3,016	3,680	22.02%
Complaints	15,099	14,255	-5.59%
Passenger No-Shows	319,780	356,142	11.37%
Unmet Trip Requests	829,183	781,850	-5.71%

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	1.08	0.88	-18.52%
Miles between Roadcalls	49,147.00	58,379.00	18.78%
Ave. Trips per Driver Hour	1.89	2.06	8.99%
Ave. Trips per Para Pass.	36.02	41.44	15.05%
Cost per Trip	6.74	7.39	9.64%
Cost per Paratransit Trip	20.09	20.00	-0.45%
Cost per Driver Hour	38.00	40.19	5.76%
Cost per Total Mile	2.68	2.71	1.12%



Page intentionally left blank.



# 2007 Operating Data

# 2007 Summary of Revenues

County	CTD	FDOT	DCF	AHCA	DOH	DOE	DOEA	DCA	WAGES	DJJ	OTHER FED	LOCAL GOVT	LOCAL NON GOVT	FAREBOX	Total
Alachua	\$549,021	\$19,193	\$307,751	\$1,413,121	\$0	\$0	\$28,005	\$0	\$0	\$0	\$0	\$770,466	\$0	\$50,063	\$3,137,620
Baker	\$179,011	\$141,586	\$0	\$151,544	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$48,733	\$14,269	\$2,444	\$537,567
Bay	\$295,814	\$393,407	\$401,031	\$594,204	\$0	\$0	\$103,465	\$68,230	\$0	\$0	\$75,679	\$4,549	\$0	\$5,418	\$1,941,797
Bradford	\$151,979	\$70,411	\$178,666	\$122,949	\$0	\$0	\$21,761	\$0	\$0	\$0	\$0	\$0	\$16,886	\$0	\$562,652
Brevard	\$1,156,159	\$3,546,305	\$135,749	\$0	\$0	\$2,455	\$83,000	\$0	\$0	\$0	\$0	\$1,036,807	\$107,231	\$256,458	\$6,324,164
Broward	\$3,618,675	\$72,658	\$2,664,605	\$1,448,259	\$149,767	\$656,988	\$812,590	\$0	\$0	\$0	\$0	\$17,887,922	\$1,980,305	\$1,814,740	\$31,106,509
Calhoun	\$135,500	\$28,220	\$98,500	\$232,932	\$0	\$2,109	\$6,795	\$0	\$0	\$0	\$0	\$18,399	\$0	\$18,425	\$540,880
Charlotte	\$266,165	\$29,800	\$144	\$440,006	\$0	\$0	\$46,662	\$0	\$0	\$0	\$11,930	\$964,337	\$4,240	\$0	\$1,763,284
Citrus	\$352,707	\$596,458	\$0	\$636,739	\$0	\$0	\$97,072	\$0	\$0	\$0	\$384,650	\$483,501	\$47,685	\$53,956	\$2,652,768
Clay	\$274,683	\$101,057	\$274,341	\$284,536	\$0	\$8,357	\$94,364	\$0	\$0	\$0	\$103,025	\$242,631	\$73,977	\$15,610	\$1,472,581
Collier	\$641,056	\$103,372	\$0	\$528,402	\$8,839	\$0	\$91,779	\$0	\$0	\$0	\$0	\$1,782,937	\$0	\$119,388	\$3,275,773
Columbia	\$256,821	\$109,452	\$0	\$918,574	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$28,323	\$22,576	\$51,265	\$1,387,011
Desoto	\$214,388	\$33,795	\$103,796	\$394,097	\$0	\$0	\$48,334	\$0	\$0	\$0	\$0	\$11,254	\$0	\$7,022	\$812,686
Dixie	\$225,986	\$106,190	\$0	\$129,928	\$0	\$0	\$11,793	\$0	\$0	\$0	\$0	\$0	\$30,394	\$4,920	\$509,211
Duval	\$1,351,304	\$595,519	\$0	\$326,568	\$0	\$7,385	\$1,232	\$0	\$0	\$0	\$0	\$9,768,490	\$18,234	\$837,189	\$12,905,921
Escambia	\$459,473	\$73,676	\$31,995	\$961,080	\$0	\$67,692	\$221,232	\$0	\$11,631	\$0	\$800,875	\$1,038,102	\$1,200	\$129,324	\$3,796,280
Flagler	\$169,189	\$208,378	\$93,056	\$86,661	\$0	\$0	\$463,667	\$0	\$0	\$0	\$0	\$179,408	\$0	\$78,053	\$1,278,612
Franklin	\$146,963	\$28,244	\$1,200	\$341,570	\$1,097	\$0	\$2,425	\$0	\$0	\$5,722	\$0	\$80,727	\$0	\$1,115	\$609,063
Gadsden	\$200,207	\$197,177	\$0	\$660,894	\$6,408	\$0	\$0	\$0	\$109	\$0	\$0	\$12,858	\$62,958	\$84,777	\$1,225,388
Gilchrist	\$108,104	\$64,839	\$5,329	\$74,443	\$0	\$0	\$18,898	\$0	\$0	\$0	\$0	\$0	\$12,011	\$807	\$284,431
Glades	\$51,751	\$20,352	\$30,047	\$99,082	\$0	\$0	\$16,818	\$0	\$0	\$0	\$0	\$0	\$2,624	\$1,863	\$222,537
Gulf	\$174,964	\$92,641	\$26,256	\$127,350	\$0	\$0	\$6,818	\$13,117	\$0	\$0	\$4,565	\$36,467	\$27,983	\$9,492	\$519,653
Hamilton	\$106,548	\$21,250	\$13,231	\$921,547	\$0	\$0	\$15,000	\$0	\$0	\$0	\$0	\$12,884	\$0	\$15,752	\$1,106,212
Hardee	\$300,530	\$96,191	\$90,535	\$411,158	\$0	\$3,266	\$8,404	\$0	\$0	\$0	\$0	\$41,661	\$11,423	\$1,040	\$964,208
Hendry	\$356,980	\$81,407	\$70,132	\$1,139,443	\$10,623	\$0	\$67,272	\$0	\$0	\$0	\$0	\$40,100	\$14,866	\$10,723	\$1,791,546
Hernando	\$347,149	\$49,864	\$18,541	\$1,456,613	\$0	\$0	\$96,620	\$0	\$0	\$0	\$0	\$140,956	\$31,485	\$32,064	\$2,173,292
Highlands	\$496,935	\$227,111	\$286,054	\$772,188	\$971	\$2,184	\$70,125	\$0	\$0	\$0	\$0	\$62,088	\$66	\$9,139	\$1,926,861
Hillsborough	\$1,406,373	\$1,047,659	\$1,220,717	\$3,399,432	\$0	\$0	\$410,572	\$282,445	\$0	\$0	\$574,632	\$5,009,139	\$1,304,139	\$286,820	\$14,941,928
Holmes	\$181,782	\$47,835	\$67,092	\$237,760	\$423	\$964	\$4,723	\$0	\$2,125	\$0	\$15,920	\$1,000	\$1,432	\$19,198	\$580,254
Indian River	\$284,851	\$626,864	\$153,849	\$196,667	\$0	\$0	\$35,090	\$0	\$0	\$0	\$0	\$226,085	\$4,445	\$47,547	\$1,575,398
Jackson	\$395,076	\$181,438	\$359,264	\$726,069	\$1,724	\$0	\$58,995	\$1,263	\$0	\$0	\$0	\$26,900	\$0	\$76,737	\$1,827,466
Jefferson	\$99,778	\$65,255	\$0	\$595,124	\$2,161	\$4,011	\$13,408	\$0	\$905	\$0	\$0	\$13,022	\$8,529	\$30,931	\$833,124
Lafayette	\$135,587	\$57,864	\$28,474	\$75,000	\$0	\$0	\$27,753	\$0	\$0	\$0	\$0	\$0	\$15,065	\$12	\$339,755
Lake	\$542,851	\$810,624	\$497,878	\$1,015,392	\$0	\$0	\$185,051	\$0	\$0	\$0	\$0	\$2,377,504	\$0	\$86,513	\$5,515,813
Lee	\$544,901	\$760,517	\$905,488	\$1,264,263	\$0	\$0	\$190,906	\$0	\$0	\$0	\$0	\$74,930	\$107,837	\$31,516	\$3,880,358
Leon	\$448,781	\$59,901	\$540,530	\$643,735	\$0	\$296	\$0	\$0	\$0	\$0	\$0	\$74,796	\$16,311	\$53,203	\$1,837,553
Levy	\$312,586	\$167,169	\$253,921	\$467,150	\$0	\$0	\$13,494	\$0	\$0	\$0	\$0	\$0	\$24,646	\$17,562	\$1,256,528
Liberty	\$168,715	\$19,783	\$24,329	\$87,673	\$0	\$0	\$12,250	\$0	\$0	\$0	\$0	\$13,429	\$65	\$0	\$326,179
Madison	\$122,342	\$73,762	\$0	\$361,260	\$3,092	\$0	\$75,523	\$0	\$0	\$0	\$0	\$3,049	\$0	\$4,165	\$671,407
Manatee	\$566,754	\$72,056	\$325,359	\$0	\$0	\$0	\$184,974	\$0	\$11,978	\$0	\$0	\$1,069,758	\$507,747	\$198,397	\$2,927,023
Marion	\$969,315	\$331,279	\$397,068	\$1,267,733	\$0	\$0	\$23,007	\$0	\$0	\$0	\$0	\$624,415	\$469,301	\$75,497	\$4,056,615
Martin	\$224,327	\$1,849,184	\$0	\$257,535	\$0	\$0	\$63,544	\$0	\$0	\$0	\$0	\$499,286	\$230,137	\$60,408	\$3,204,421
Miami-Dade	\$7,149,295	\$490,951	\$5,491,819	\$20,556,529	\$16,545	\$864,480	\$2,254,557	\$80,533	\$271,522	\$3,067,357	\$68,859,880	\$6,318,270	\$10,862,572	\$126,284,310	
Monroe	\$264,904	\$54,739	\$26,320	\$872,787	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,135,255	\$993	\$31,237	\$2,386,235
Nassau	\$261,367	\$197,627	\$0	\$362,588	\$0	\$40	\$57,656	\$0	\$0	\$0	\$0	\$11,500	\$18,807	\$10,743	\$920,328
Okaloosa	\$361,903	\$334,362	\$0	\$207,219	\$634	\$2,863	\$52,998	\$1,822	\$0	\$64,952	\$39,064	\$53,965	\$122,895	\$1,242,677	
Okeechobee	\$262,540	\$119,599	\$44,945	\$299,974	\$0	\$0	\$15,157	\$0	\$0	\$0	\$0	\$36,721	\$241	\$2,328	\$781,505
Orange	\$1,549,988	\$0	\$2,721,746	\$4,198,349	\$928	\$296	\$774,722	\$0	\$0	\$1,152,981	\$5,456,578	\$318,842	\$707,419	\$16,881,849	
Osceola	\$277,976	\$0	\$488,120	\$752,935	\$167	\$53	\$138,939	\$0	\$0	\$0	\$206,777	\$978,587	\$57,181	\$126,869	\$3,027,604
Palm Beach	\$2,085,350	\$93,016	\$617,265	\$3,464,343	\$0	\$0	\$799,749	\$0	\$0	\$459,831	\$17,219,275	\$2,504,187	\$1,117,921	\$28,360,937	
Pasco	\$591,547	\$141,239	\$222,899	\$787,911	\$0	\$1,170	\$310,600	\$0	\$0	\$10,564	\$454,600	\$57	\$331,254	\$3,152	\$2,854,993
Pinellas	\$1,653,384	\$283,214	\$2,955,588	\$3,251,940	\$0	\$346	\$1,108,675	\$0	\$0	\$0	\$238,148	\$556,768	\$617,889	\$942,595	\$11,608,547
Polk	\$927,105	\$1,582,298	\$197,159	\$1,699,522	\$58,459	\$32,183	\$186,451	\$0	\$0	\$0	\$1,586,295	\$155,050	\$159,699	\$6,584,221	
Putnam	\$291,202	\$108,953	\$504,705	\$549,969	\$0	\$0	\$6,916	\$680	\$800	\$0	\$38,725	\$185,046	\$103,118	\$33,959	\$1,821,073
Santa Rosa	\$212,872	\$74,737	\$228,045	\$283,739	\$0	\$2,936	\$21,303	\$0	\$0	\$0	\$0	\$18,571	\$0	\$15,324	\$857,527
Sarasota	\$849,114	\$185,744	\$999,584	\$529,631	\$2,250	\$6	\$436,934	\$200	\$0	\$0	\$900	\$6,057,957	\$99,769	\$144,790	\$9,306,879
Seminole	\$383,461	\$0	\$673,349	\$1,038,656	\$229	\$73	\$191,663	\$0	\$0	\$0	\$285,243	\$1,349,937	\$78,880	\$175,013	\$4,176,504
St Johns	\$312,560	\$468,745	\$0	\$670,146	\$0	\$0	\$1,448	\$2,668	\$0	\$0	\$500,716	\$350,398	\$47,148	\$2,353,829	
St Lucie	\$371,741	\$672,848	\$605,636	\$609,881	\$0	\$154,760	\$54,580	\$0	\$120,125	\$287,534	\$2,787,580	\$199,595	\$39,618	\$5,893,898	
Sumter	\$248,321	\$475,237	\$167,183	\$216,372	\$0	\$1,264	\$41,690	\$0	\$0	\$0	\$55,365	\$65,226	\$40,794	\$1,311,452	
Suwannee	\$254,789	\$110,458	\$13,488	\$1,245,872	\$0	\$0	\$1,348	\$0	\$0	\$0	\$15,000	\$0	\$28,945	\$0	\$1,669,900
Taylor	\$164,275	\$121,526	\$0	\$259,960	\$696	\$1,535	\$0	\$0	\$427	\$0	\$0	\$12,013	\$18,800	\$17,246	\$596,378
Union	\$66,615	\$110,103	\$91,624	\$87,408	\$0	\$75	\$0	\$0	\$0	\$0	\$0	\$51,607	\$66,248	\$0	\$474,358
Volusia	\$961,687	\$696,574	\$0	\$1,863,275	\$133,800	\$65,907	\$119,708	\$0	\$0	\$31,561	\$4,095,279	\$476,234	\$365,938	\$8,809,963	
Wakulla	\$201,648	\$67,811	\$32,531	\$47,891	\$7,623	\$0	\$12,553	\$19,187	\$0	\$0	\$16,302	\$0	\$22,032	\$0	\$427,578
Walton	\$319,852	\$166,473	\$125,031	\$268,262	\$422	\$10,742	\$39,525	\$0	\$0	\$0	\$6,684	\$10,000	\$9,956	\$25,539	\$982,486
Washington	\$123,003	\$79,503	\$116,372	\$263,146	\$0	\$827	\$0	\$0	\$0	\$0	\$56	\$6,000	\$7,667	\$0	\$596,574
Totals	\$39,027,580	\$19,915,500	\$25,928,337	\$69,656,986	\$407,436	\$1,894,436	\$10,361,620	\$387,790	\$110,330	\$407,933	\$8,266,569	\$155,742,322	\$17,015,070	\$19,692,045	\$368,813,954

# 2007 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	\$1,548,921	\$47,533	\$92,454	\$683,087	\$10,425	\$270,651	\$154,775	\$35,070	\$0	\$78,438	\$2,068	\$48,807	\$102,422	\$178,298	\$0	\$0	\$3,252,949
Baker	\$182,562	\$11,514	\$19,268	\$66,388	\$4,183	\$73,370	\$331	\$0	\$0	\$255	\$629	\$0	\$9,219	\$59,749	\$2,340	\$0	\$429,808
Bay	\$884,680	\$270,988	\$12,986	\$397,905	\$29,590	\$156,242	\$544	\$540	\$0	\$104,865	\$1,249	\$0	\$7,200	\$0	\$0	\$0	\$1,866,789
Bradford	\$79,579	\$46,471	\$11,548	\$79,446	\$8,036	\$15,681	\$116	\$0	\$0	\$296,600	\$1,012	\$0	\$2,964	\$0	\$16,886	\$0	\$558,339
Brevard	\$1,798,896	\$845,427	\$2,026,509	\$443,309	\$71,917	\$93,158	\$940	\$13,433	\$0	\$129,302	\$26,595	\$14,832	\$7,743	\$2,500	\$0	\$0	\$5,474,561
Broward	\$15,034,737	\$2,206,487	\$581,529	\$4,919,295	\$562,989	\$2,434,877	\$279,438	\$194,341	\$0	\$5,130,986	\$198,802	\$106,171	\$1,070,361	\$1,106,442	\$33,942	\$233,595	\$34,093,992
Calhoun	\$295,885	\$95,465	\$22,900	\$66,746	\$7,595	\$45,538	\$0	\$0	\$0	\$2,490	\$2,750	\$0	\$0	\$0	\$0	\$0	\$539,369
Charlotte	\$438,659	\$195,537	\$245,433	\$101,904	\$9,504	\$28,462	\$163	\$6,138	\$0	\$414,916	\$16,200	\$0	\$6,349	\$160,114	\$139,905	\$0	\$1,763,284
Citrus	\$1,033,495	\$369,686	\$38,779	\$452,743	\$14,230	\$116,350	\$845	\$0	\$0	\$268,850	\$5,084	\$0	\$0	\$241,461	\$0	\$17,425	\$2,558,948
Clay	\$650,768	\$171,093	\$64,650	\$203,700	\$36,119	\$128,770	\$660	\$0	\$0	\$58,315	\$36,427	\$0	\$0	\$37,020	\$47,783	\$0	\$1,435,305
Collier	\$969,769	\$5,443	\$144,041	\$93,567	\$41,979	\$210,993	\$15,864	\$826,696	\$0	\$29,474	\$49,512	\$21,565	\$17,205	\$1,166,991	\$0	\$0	\$3,593,999
Columbia	\$235,865	\$146,782	\$3,549	\$21,275	\$19,878	\$41,265	\$0	\$0	\$0	\$873,734	\$0	\$0	\$29,878	\$0	\$14,785	\$0	\$1,387,011
Desoto	\$35,848	\$3,528	\$8,276	\$4,754	\$3,734	\$4,609	\$196	\$0	\$0	\$728,181	\$502	\$0	\$1,444	\$1,333	\$0	\$3,212	\$795,617
Dixie	\$106,065	\$53,760	\$6,272	\$166,363	\$7,714	\$16,470	\$372	\$0	\$0	\$45,996	\$673	\$0	\$3,216	\$0	\$30,394	\$0	\$437,295
Duval	\$971,235	\$364,801	\$0	\$1,318,154	\$50,353	\$226,432	\$149	\$12,960	\$0	\$9,585,019	\$79,986	\$0	\$0	\$0	\$276,421	\$12,905,921	\$12,905,921
Escambia	\$1,633,810	\$169,370	\$364,450	\$628,956	\$53,787	\$359,984	\$15,544	\$76,827	\$44,357	\$5,779	\$36,271	\$22,103	\$111,655	\$131,559	\$0	\$0	\$3,698,427
Flagler	\$574,675	\$322,424	\$75,395	\$173,257	\$6,440	\$62,101	\$0	\$0	\$0	\$0	\$0	\$0	\$64,320	\$0	\$0	\$0	\$1,278,612
Franklin	\$187,917	\$222,353	\$37,200	\$41,380	\$14,200	\$76,809	\$102	\$0	\$0	\$0	\$7,800	\$2,012	\$18,000	\$1,300	\$0	\$0	\$609,073
Gadsden	\$812,012	\$317,433	\$32,352	\$233,557	\$19,203	\$71,389	\$553	\$0	\$0	\$357	\$11,385	\$0	\$21,764	\$163,264	\$0	\$0	\$1,683,249
Gilchrist	\$76,024	\$38,288	\$6,711	\$43,113	\$5,201	\$10,253	\$53	\$0	\$0	\$18,536	\$515	\$0	\$734	\$0	\$12,011	\$0	\$211,456
Glades	\$102,010	\$25,589	\$9,387	\$28,043	\$2,628	\$14,777	\$122	\$0	\$0	\$5,321	\$2,737	\$3,409	\$1,016	\$15,394	\$0	\$0	\$210,433
Gulf	\$200,534	\$43,370	\$11,808	\$54,654	\$5,758	\$28,867	\$283	\$0	\$0	\$3,441	\$9,741	\$0	\$13,255	\$76,140	\$7,210	\$0	\$456,061
Hamilton	\$62,458	\$33,578	\$0	\$9,125	\$2,485	\$26,645	\$0	\$0	\$0	\$884,310	\$0	\$0	\$0	\$12,275	\$0	\$0	\$1,030,876
Hardee	\$40,087	\$5,036	\$17,956	\$1,213	\$7,373	\$0	\$178	\$0	\$0	\$493,070	\$588	\$0	\$1,691	\$0	\$189	\$0	\$567,381
Henry	\$843,281	\$211,530	\$79,072	\$256,489	\$21,725	\$137,261	\$1,017	\$0	\$0	\$47,889	\$22,601	\$28,173	\$8,396	\$127,258	\$0	\$0	\$1,784,692
Hernando	\$605,987	\$207,443	\$25,737	\$224,859	\$28,306	\$47,372	\$684	\$0	\$0	\$606,309	\$40,363	\$0	\$0	\$91,576	\$0	\$131,026	\$2,009,662
Highlands	\$213,959	\$45,515	\$14,186	\$44,860	\$19,278	\$19,669	\$1,628	\$0	\$0	\$1,621,651	\$3,275	\$0	\$4,780	\$44,414	\$0	\$12,222	\$2,045,437
Hillsborough	\$6,978,790	\$1,961,887	\$760,543	\$1,362,071	\$142,757	\$842,390	\$33,339	\$618,347	\$0	\$3,838	\$34,256	\$6,007	\$166,307	\$291,028	\$32,371	\$1,452,467	\$14,686,398
Holmes	\$224,542	\$65,654	\$3,763	\$118,793	\$11,359	\$56,410	\$402	\$0	\$0	\$22,933	\$0	\$0	\$3,799	\$20,514	\$0	\$0	\$528,169
Indian River	\$681,294	\$172,646	\$133,347	\$166,290	\$28,675	\$120,857	\$1,302	\$0	\$0	\$244,584	\$26,374	\$0	\$28,722	\$205,359	\$0	\$0	\$1,809,450
Jackson	\$700,182	\$179,611	\$31,179	\$238,584	\$23,826	\$121,704	\$799	\$0	\$0	\$0	\$17,249	\$0	\$8,103	\$143,265	\$0	\$0	\$1,464,502
Jefferson	\$354,825	\$138,709	\$11,550	\$97,069	\$6,730	\$29,818	\$231	\$0	\$0	\$8,997	\$3,884	\$0	\$7,232	\$50,522	\$0	\$0	\$709,567
Lafayette	\$104,076	\$52,482	\$13,368	\$50,762	\$5,672	\$22,413	\$190	\$0	\$0	\$329	\$868	\$0	\$2,102	\$0	\$15,065	\$0	\$267,327
Lake	\$223,895	\$63,076	\$5,474	\$76,429	\$4,920	\$33,556	\$709	\$0	\$0	\$4,539,855	\$6,584	\$8,200	\$15,000	\$538,115	\$0	\$0	\$5,515,813
Lee	\$1,495,093	\$331,511	\$174,210	\$373,048	\$42,447	\$260,249	\$1,593	\$900	\$0	\$83,811	\$35,441	\$44,154	\$113,157	\$200,340	\$4,000	\$0	\$3,159,990
Leon	\$192,846	\$69,849	\$0	\$0	\$0	\$0	\$0	\$113,679	\$0	\$2,178,417	\$0	\$0	\$0	\$0	\$0	\$0	\$2,554,791
Levy	\$428,610	\$160,142	\$34,746	\$404,397	\$9,183	\$35,000	\$0	\$0	\$0	\$5,636	\$0	\$0	\$0	\$153,655	\$0	\$0	\$1,231,369
Liberty	\$171,259	\$42,154	\$17,535	\$26,850	\$6,232	\$28,939	\$0	\$0	\$0	\$7,560	\$0	\$0	\$4,944	\$12,456	\$0	\$0	\$317,929
Madison	\$320,827	\$125,418	\$12,376	\$83,686	\$7,458	\$25,500	\$198	\$0	\$0	\$5,392	\$4,518	\$0	\$8,555	\$69,013	\$0	\$0	\$662,941
Manatee	\$1,344,201	\$574,788	\$224,468	\$219,568	\$93,216	\$194,379	\$76	\$17,508	\$958	\$0	\$15,680	\$468	\$95,831	\$6,074	\$125,152	\$2,927,023	\$2,927,023
Marion	\$1,511,459	\$419,956	\$205,417	\$479,826	\$33,538	\$254,746	\$31,197	\$9,263	\$0	\$453,203	\$373,045	\$27,520	\$4,055	\$203,895	\$0	\$44,329	\$4,051,439
Martin	\$1,307,406	\$323,141	\$168,768	\$197,005	\$45,081	\$80,316	\$610	\$0	\$0	\$0	\$37,136	\$120	\$58,409	\$338,820	\$0	\$0	\$2,556,812
Miami-Dade	\$42,487,153	\$8,490,251	\$2,242,000	\$5,035,835	\$2,151,506	\$5,021,232	\$1,197,216	\$3,350,074	\$0	\$54,021,487	\$2,359,922	\$877,926	\$5,220,391	\$3,948,816	\$1,071,813	\$1,175,406	\$138,651,028
Monroe	\$1,015,615	\$349,618	\$439,484	\$163,282	\$37,765	\$130,627	\$149	\$2,355	\$0	\$293	\$43,255	\$1,971	\$1,289	\$164,118	\$0	\$0	\$2,509,746
Nassau	\$399,461	\$120,963	\$21,565	\$98,108	\$11,644	\$52,582	\$220	\$0	\$0	\$9,361	\$0	\$0	\$5,491	\$0	\$0	\$14,900	\$734,295
Ocala	\$739,392	\$131,598	\$275,447	\$180,793	\$19,238	\$160,177	\$2,117	\$0	\$0	\$22,844	\$0	\$0	\$1,421	\$0	\$1,500	\$0	\$1,534,527
Okaloosa	\$74,526	\$10,518	\$3,565	\$20,538	\$9,004	\$11,208	\$299	\$0	\$0	\$494,980	\$918	\$0	\$1,633	\$17,500	\$0	\$164	\$644,853
Orange	\$6,437,316	\$694,651	\$472,749	\$2,320,598	\$137,832	\$1,092,805	\$453,335	\$288	\$0	\$784	\$203,642	\$75,791	\$590,673	\$408,577	\$247	\$629,099	\$13,518,387
Osceola	\$1,154,474	\$124,579	\$84,784	\$416,178	\$24,719	\$195,984	\$81,301	\$52	\$0	\$141	\$36,522	\$13,593	\$105,932	\$73,274	\$44	\$112,823	\$2,424,400
Palm Beach	\$4,637,820	\$1,553,046	\$221,310	\$514,904	\$86,854	\$437,096	\$8,183	\$1,922,123	\$0	\$20,379,834	\$371,777	\$32,239	\$390,735	\$259,544	\$41,400	\$19,275	\$30,876,140
Palms	\$820,309	\$279,595	\$69,710	\$268,543	\$16,209	\$147,951	\$2,055	\$2,206	\$20,859	\$1,004,644	\$8,878	\$1,263	\$24,673	\$92,034	\$0	\$96,063	\$2,854,992
Pinellas	\$4,312,053	\$970,080	\$210,984	\$1,367,435	\$86,861	\$1,020,528	\$70,078	\$1,070,241	\$0	\$5,442,498	\$119,275	\$39,480	\$72,556	\$866,921	\$69,348	\$220,687	\$15,939,025
Polk	\$3,749,454	\$1,171,735	\$422,412	\$1,213,875	\$108,926	\$210,024	\$25,891	\$8,279	\$0	\$0	\$53,253	\$0	\$158,714	\$78,761	\$0	\$0	\$7,201,324
Putnam	\$781,711	\$188,130	\$168,436	\$361,965	\$28,518	\$171,418	\$1,771	\$2,179	\$0	\$2,179	\$0	\$0	\$24,049	\$192,151	\$0	\$0	\$1,939,821
Santa Rosa	\$149,249	\$14,014	\$58,302	\$324,855	\$15,683	\$19,079	\$4,884	\$0	\$0	\$3,120	\$18,340	\$3,688	\$9,464	\$8,262	\$0	\$0	\$628,940
Sarasota	\$3,591,696	\$793,148	\$282,453	\$624,647	\$0	\$186,938	\$5,868	\$26,265	\$0	\$2,836,622	\$0	\$27,508	\$347,135	\$384,322	\$44,580	\$84,582	\$9,235,764
Seminole	\$1,592,568	\$171,854	\$116,956	\$574,107	\$34,099	\$270,356	\$112,153	\$71	\$0	\$194	\$50,380	\$18,751	\$146,130	\$101,080	\$61	\$155,637	\$3,344,397
St Johns	\$1,235,432	\$254,700	\$138,603	\$336,682	\$53,199	\$149,089	\$0	\$0	\$0	\$2,844	\$150	\$0	\$32,309	\$209,514	\$0	\$15,429	\$2,427,951
St Lucie	\$1,450,866	\$342,059	\$574,925	\$303,777	\$30,844	\$406,134	\$1,045	\$0	\$0	\$392,109	\$19,225	\$0	\$88,257	\$51,741	\$0	\$53,781	\$3,714,763
Sumter	\$596,177	\$261,000	\$32,572	\$736,948	\$11,373	\$73,635	\$1,266	\$0	\$0	\$18,482	\$4,766	\$14	\$10,576	\$2,588	\$0	\$11,145	\$1,750,542
Suwannee	\$175,848	\$87,254	\$5,241	\$72,854	\$15,234	\$41,225	\$0	\$0	\$0	\$987,456	\$7,845	\$0	\$3,789	\$0	\$12,275	\$0	\$1,409,021
Taylor	\$281,538	\$110,059	\$11,016	\$77,600	\$6,601	\$23,653	\$183	\$0	\$0	\$9,701	\$4,022	\$0	\$7,632	\$62,001	\$0	\$0	\$594,006
Union	\$168,403	\$27,381	\$30,248	\$44,268	\$6,672	\$24,173	\$1,254	\$0	\$0	\$0	\$70,137	\$0	\$6,900	\$30,000	\$0	\$0	\$409,436
Volusia	\$3,584,128	\$911,065	\$66,840	\$1,006,308	\$31,309	\$292,125	\$122,390	\$10,200	\$0	\$391,120	\$42,194	\$17,078	\$130,929	\$17,078	\$0	\$618,584	\$7,241,348
Wakulla	\$187,739	\$30,585	\$1,485	\$52,042	\$5,335	\$36,652	\$160	\$0	\$0	\$14,373	\$0	\$0	\$110	\$44,000	\$0	\$0	\$412,481
Walton	\$399,572	\$123,715	\$8,990	\$202,055	\$15,925	\$76,474	\$674	\$0	\$0	\$31,739	\$0	\$0	\$3,980	\$41,703	\$9,956	\$0	\$914,793
Washington	\$234,224	\$63,793	\$4,336	\$117,288	\$15,222	\$54,399	\$367	\$0	\$0	\$29,618	\$0	\$0	\$3,679	\$18,802	\$0	\$0	\$541,728
TOTAL</																	

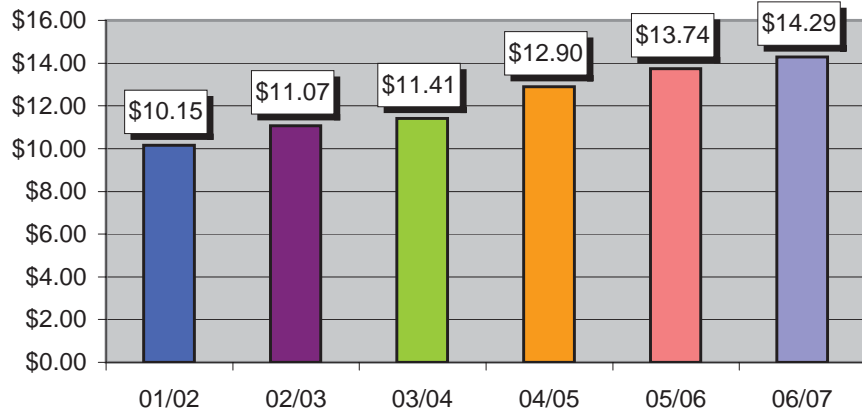


# 2007 Performance Measures

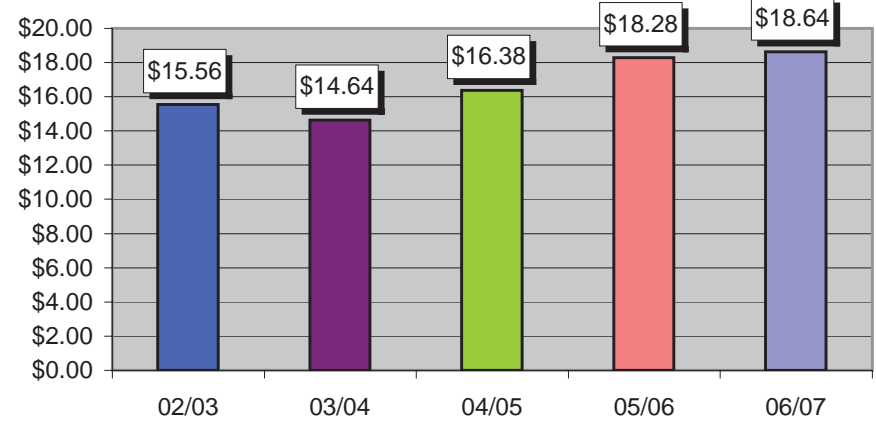
County	Operating Expense Per Total Passenger Trip	Operating Expense Per Paratransit Passenger Trip	Operating Expense Per Vehicle Mile	Operating Expense Per Driver Hour	Local Funding of System	Potential TD Population Served	Average Trips Per Driver Hour	Average Trips Per Paratransit Passenger	Accidents Per 100,000 Miles	Miles Between Roadcalls
Alachua	\$ 15.21	\$ 23.19	\$ 2.53	\$ 25.72	26.15%	3.46%	1.11	44.90	2.12	35,380.31
Baker	\$ 30.98	\$ 30.98	\$ 2.00	\$ 36.68	12.17%	5.85%	1.18	30.56	0.46	107,609.00
Bay	\$ 10.70	\$ 10.79	\$ 1.41	\$ 29.29	0.51%	15.79%	2.71	18.27	0.23	147,374.11
Bradford	\$ 17.95	\$ 17.95	\$ 5.08	\$ 31.02	3.00%	6.04%	1.73	53.83	0.00	0.00
Brevard	\$ 8.05	\$ 9.60	\$ 1.80	\$ 36.02	22.15%	3.31%	3.48	77.21	0.26	45,405.61
Broward	\$ 9.46	\$ 20.37	\$ 2.53	\$ 35.65	69.71%	3.81%	1.64	65.98	0.52	36,564.33
Calhoun	\$ 13.84	\$ 13.84	\$ 1.42	\$ 28.73	6.81%	12.84%	2.08	57.05	0.53	189,457.50
Charlotte	\$ 9.40	\$ 9.44	\$ 2.95	\$ 26.03	54.93%	15.41%	2.35	10.32	1.34	42,520.36
Citrus	\$ 13.35	\$ 13.35	\$ 2.45	\$ 32.81	22.06%	3.11%	2.46	78.22	1.34	45,426.96
Clay	\$ 18.74	\$ 18.74	\$ 1.83	\$ 27.76	22.56%	4.92%	1.39	32.06	0.25	18,257.44
Collier	\$ 18.92	\$ 29.65	\$ 1.93	\$ 37.40	58.07%	5.90%	1.26	13.31	1.68	84,244.94
Columbia	\$ 5.86	\$ 9.65	\$ 1.85	\$ 27.75	7.37%	51.74%	1.74	7.40	0.00	249,483.67
Desoto	\$ 23.02	\$ 23.02	\$ 2.24	\$ 25.52	2.25%	4.12%	0.87	43.18	0.28	88,833.00
Dixie	\$ 38.30	\$ 38.30	\$ 2.23	\$ 56.10	6.94%	5.41%	1.46	26.68	0.00	196,483.00
Duval	\$ 32.39	\$ 33.48	\$ 2.91	\$ 45.77	82.32%	2.26%	1.37	62.46	5.14	17,199.87
Escambia	\$ 10.44	\$ 12.07	\$ 2.10	\$ 15.13	30.78%	3.02%	0.58	39.92	0.41	19,599.97
Flagler	\$ 13.39	\$ 13.39	\$ 1.76	\$ 30.54	20.14%	15.48%	2.28	25.31	0.27	121,289.67
Franklin	\$ 33.34	\$ 33.34	\$ 1.83	\$ 46.15	13.44%	20.04%	1.38	16.21	0.00	110,792.00
Gadsden	\$ 20.28	\$ 20.28	\$ 2.04	\$ 40.26	13.11%	18.21%	1.87	19.85	0.00	37,562.18
Gilchrist	\$ 31.27	\$ 31.27	\$ 1.66	\$ 37.16	4.51%	5.85%	1.19	18.63	0.00	0.00
Glades	\$ 39.50	\$ 39.50	\$ 2.17	\$ 61.78	2.02%	0.84%	1.56	133.20	0.00	16,149.33
Guif	\$ 22.04	\$ 22.04	\$ 1.77	\$ 46.72	14.23%	7.35%	2.12	51.99	0.39	257,711.00
Hamilton	\$ 15.09	\$ 17.42	\$ 2.72	\$ 33.50	2.59%	108.83%	1.15	5.25	0.00	0.00
Hardee	\$ 25.85	\$ 25.85	\$ 0.98	\$ 32.37	5.61%	6.86%	1.25	31.05	0.52	57,631.80
Hendry	\$ 85.78	\$ 85.78	\$ 6.12	\$ 79.35	3.67%	1.40%	0.93	107.24	1.03	26,502.73
Hernando	\$ 13.25	\$ 13.25	\$ 1.62	\$ 18.23	9.41%	2.95%	1.38	52.67	0.40	40,113.58
Highlands	\$ 18.83	\$ 18.83	\$ 1.79	\$ 30.75	3.70%	4.95%	1.63	41.33	0.53	31,729.11
Hillsboroug	\$ 9.81	\$ 17.20	\$ 2.33	\$ 34.61	44.17%	7.65%	2.01	29.02	1.42	53,518.28
Holmes	\$ 12.73	\$ 12.73	\$ 1.27	\$ 39.63	3.73%	22.71%	3.11	22.14	0.00	69,244.33
Indian River	\$ 17.01	\$ 17.01	\$ 2.53	\$ 18.90	17.65%	32.93%	1.11	5.72	0.70	715,778.00
Jackson	\$ 17.68	\$ 17.68	\$ 1.77	\$ 33.98	5.67%	6.83%	1.82	52.57	0.24	413,723.00
Jefferson	\$ 25.27	\$ 25.27	\$ 2.70	\$ 48.29	6.30%	28.04%	1.73	13.40	0.38	43,790.67
Lafayette	\$ 27.36	\$ 27.36	\$ 2.42	\$ 39.26	4.44%	11.34%	1.43	27.22	0.00	110,318.00
Lake	\$ 22.76	\$ 22.76	\$ 2.33	\$ 41.02	44.67%	16.91%	1.52	10.90	1.90	25,403.47
Lee	\$ 22.37	\$ 22.38	\$ 1.88	\$ 30.72	5.52%	0.74%	1.37	90.77	0.54	38,099.39
Leon	\$ 12.17	\$ 24.51	\$ 1.85	\$ 37.02	7.85%	20.04%	1.51	6.32	0.23	73,243.39
Levy	\$ 32.95	\$ 32.95	\$ 1.04	\$ 34.23	3.36%	6.64%	1.04	31.01	0.25	236,484.40
Liberty	\$ 9.42	\$ 9.42	\$ 1.08	\$ 20.42	4.12%	51.56%	2.17	23.46	0.00	0.00
Madison	\$ 23.40	\$ 23.40	\$ 1.87	\$ 33.71	5.28%	25.55%	1.43	13.34	0.00	39,415.11
Manatee	\$ 5.86	\$ 7.27	\$ 2.20	\$ 32.02	60.67%	11.64%	4.40	26.02	0.60	20,371.60
Marion	\$ 22.60	\$ 22.60	\$ 2.18	\$ 28.86	28.82%	4.68%	1.26	27.27	0.05	132,920.93
Martin	\$ 18.02	\$ 18.02	\$ 3.20	\$ 37.92	25.27%	22.43%	1.81	8.61	0.25	79,954.10
Miami-Dade	\$ 4.70	\$ 23.91	\$ 4.33	\$ 61.03	68.13%	29.93%	1.81	14.74	0.30	174,706.87
Monroe	\$ 20.90	\$ 23.52	\$ 2.32	\$ 27.87	48.93%	6.04%	1.19	50.89	0.46	179,793.50
Nassau	\$ 15.63	\$ 15.63	\$ 2.10	\$ 23.25	4.46%	10.15%	1.49	26.96	0.57	349,275.00
Okaloosa	\$ 15.41	\$ 15.41	\$ 2.31	\$ 22.85	17.38%	9.20%	1.38	18.57	0.15	110,514.17
Okeechobee	\$ 24.52	\$ 24.52	\$ 1.33	\$ 36.71	5.03%	4.05%	1.50	33.16	0.41	34,759.00
Orange	\$ 8.92	\$ 18.80	\$ 1.71	\$ 31.18	38.40%	2.58%	1.66	71.46	1.27	99,816.65
Osceola	\$ 8.92	\$ 18.80	\$ 1.71	\$ 31.18	38.40%	2.04%	1.66	71.45	1.34	101,013.93
Palm Beach	\$ 7.48	\$ 24.13	\$ 2.43	\$ 45.19	73.49%	3.82%	1.87	61.74	2.23	131,065.95
Pasco	\$ 6.43	\$ 12.63	\$ 2.41	\$ 37.33	11.72%	3.35%	2.78	30.66	0.25	91,025.69
Pinellas	\$ 6.77	\$ 13.07	\$ 1.71	\$ 25.09	18.24%	7.73%	1.91	34.83	0.64	95,825.57
Polk	\$ 16.17	\$ 19.68	\$ 2.12	\$ 32.89	28.87%	8.31%	1.39	18.12	0.74	27,590.44
Putnam	\$ 12.91	\$ 12.91	\$ 2.38	\$ 34.66	17.52%	19.29%	0.34	2.47	0.00	67,705.00
Santa Rosa	\$ 13.97	\$ 13.97	\$ 0.92	\$ 31.07	3.95%	1.06%	2.22	97.87	0.00	113,326.33
Sarasota	\$ 9.94	\$ 27.92	\$ 3.97	\$ 54.59	67.72%	10.97%	1.95	17.48	1.85	154,774.73
Seminole	\$ 8.92	\$ 18.80	\$ 1.71	\$ 31.18	38.40%	1.70%	1.66	71.48	1.28	102,676.16
St Johns	\$ 12.53	\$ 12.53	\$ 2.31	\$ 30.30	38.16%	9.46%	1.27	23.01	0.19	52,447.45
St Lucie	\$ 8.51	\$ 8.51	\$ 2.04	\$ 29.49	51.19%	11.83%	2.24	23.28	0.33	51,932.34
Sumter	\$ 14.11	\$ 14.11	\$ 2.24	\$ 36.93	12.31%	23.66%	2.36	20.58	0.13	52,201.00
Suwannee	\$ 6.87	\$ 6.87	\$ 2.33	\$ 31.57	2.63%	38.60%	2.82	21.73	0.00	302,260.50
Taylor	\$ 17.71	\$ 17.71	\$ 1.84	\$ 32.52	8.06%	33.02%	1.38	9.59	0.31	32,268.30
Union	\$ 13.72	\$ 13.72	\$ 1.37	\$ 49.55	24.85%	9.65%	3.61	67.34	0.33	74,805.50
Volusia	\$ 8.64	\$ 18.61	\$ 2.12	\$ 32.36	56.04%	3.74%	1.74	47.59	0.15	17,505.97
Wakulla	\$ 14.29	\$ 14.29	\$ 1.40	\$ 25.59	8.97%	13.47%	1.79	30.13	0.00	0.00
Walton	\$ 9.98	\$ 9.98	\$ 1.14	\$ 30.66	4.63%	44.84%	2.98	11.27	0.37	100,720.38
Washington	\$ 10.66	\$ 10.66	\$ 1.21	\$ 36.93	2.30%	36.60%	3.31	13.34	0.67	111,667.25
Totals	\$ 7.39	\$ 20.00	\$ 2.71	\$ 41.09	52%	10.18%	2.06	41.44	0.88	58,379.34

# Statewide Medians

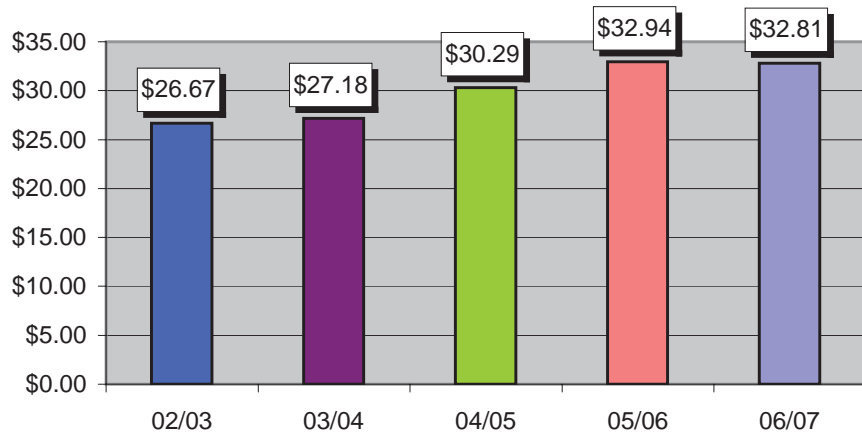
**MEDIAN Cost Per Total Trip**



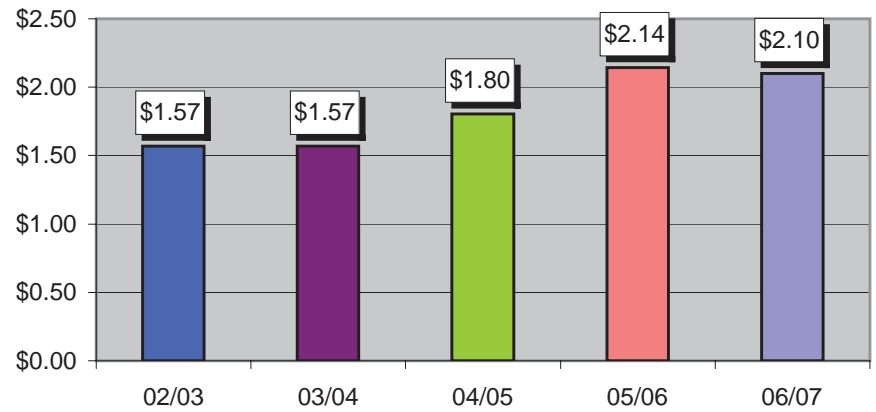
**MEDIAN Cost Per Paratransit Trip**



**MEDIAN Cost Per Driver Hour**



**MEDIAN Cost Per Total Mile**



# 2007 Community Transportation Coordinator System Information

County	Operating Environment	Coordinators' Name	Organization Type	Network Type
Alachua	Urban	MV Transportation Inc	Private For-Profit	Partial Brokerage
Baker	Rural	Baker County Council On Aging, Inc.	Private Non-Profit	Partial Brokerage
Bay (1)	Urban	Tri-County Community Council, Inc.	Private Non-Profit	Partial Brokerage
Bradford (2)	Rural	Suwannee River Economic Council, Inc.	Private Non-Profit	Partial Brokerage
Brevard	Urban	Space Coast Area Transit	County	Partial Brokerage
Broward	Urban	Broward County Board of County Commissioners	County	Partial Brokerage
Calhoun	Rural	Calhoun County Senior Citizens	Private Non-Profit	Sole Source
Charlotte	Urban	Charlotte County Transit	County	Partial Brokerage
Citrus	Urban	Citrus County Transit	County	Partial Brokerage
Clay	Urban	Clay County Council on Aging, Inc.	Private Non-Profit	Partial Brokerage
Collier	Urban	Collier County Board of County Commissioners	County	Complete Brokerage
Columbia (3)	Rural	Suwannee Valley Transit Authority	Public Transit Authority	Partial Brokerage
Desoto (4)	Rural	ATC/Vancom	Private For-Profit	Complete Brokerage
Dixie (2)	Rural	Suwannee River Economic Council, Inc.	Private Non-Profit	Partial Brokerage
Duval	Urban	Jacksonville Transportation Authority	Public Transit Authority	Partial Brokerage
Escambia (5)	Urban	Pensacola Bay Transportation	Private For-Profit	Partial Brokerage
Flagler	Rural	Flagler County Public Transportation	County	Sole Source
Franklin	Rural	Croom's, Inc.	Private Non-Profit	Partial Brokerage
Gadsden (6)	Rural	Big Bend Transit, Inc.	Private Non-Profit	Partial Brokerage
Gilchrist (2)	Rural	Suwannee River Economic Council, Inc.	Private Non-Profit	Partial Brokerage
Glades (7)	Rural	Good Wheels, Inc.	Private Non-Profit	Partial Brokerage
Gulf	Rural	Gulf County Transportation	Private Non-Profit	Sole Source
Hamilton (3)	Rural	Suwannee Valley Transit Authority	Public Transit Authority	Partial Brokerage
Hardee (4)	Rural	ATC/Vancom	Private For-Profit	Complete Brokerage
Hendry (7)	Rural	Good Wheels, Inc.	Private Non-Profit	Partial Brokerage
Hernando	Urban	Mid Florida Community Services, Inc.	Private Non-Profit	Partial Brokerage
Highlands (4)	Rural	ATC/Vancom	Private For-Profit	Complete Brokerage
Hillsborough	Urban	Hillsborough County	County	Partial Brokerage
Holmes (1)	Rural	Tri-County Community Council, Inc.	Private Non-Profit	Partial Brokerage
Indian River	Urban	Senior Resource Association, Inc.	Private Non-Profit	Partial Brokerage
Jackson	Rural	Jackson Co. Trans. dba JTrans	Private Non-Profit	Sole Source
Jefferson (6)	Rural	Big Bend Transit, Inc.	Private Non-Profit	Partial Brokerage
Lafayette (2)	Rural	Suwannee River Economic Council, Inc.	Private Non-Profit	Partial Brokerage
Lake	Urban	Lake County Board of County Commissioners	County	Complete Brokerage
Lee (7)	Urban	Good Wheels, Inc.	Private Non-Profit	Partial Brokerage
Leon	Urban	StarMetro-City of Tallahassee	City Government	Partial Brokerage
Levy	Rural	Levy Board of County Commissioners	County	Sole Source
Liberty	Rural	Liberty County Transit	County	Sole Source
Madison (6)	Rural	Big Bend Transit	Private Non-Profit	Partial Brokerage
Manatee	Urban	Manatee County Area Transit	County	Partial Brokerage
Marion	Urban	Marion County Senior Services, Inc.	Private Non-Profit	Partial Brokerage
Martin	Urban	Council on Aging of Martin County, Inc	Private Non-Profit	Partial Brokerage
Miami-Dade	Urban	Miami-Dade	Public Transit Authority	Partial Brokerage
Monroe	Urban	Guidance Clinic of the Middle Keys, Inc.	Private Non-Profit	Partial Brokerage
Nassau	Rural	Care-A-Van Transportation	Private Non-Profit	Partial Brokerage
Okaloosa	Urban	Okaloosa County BOCC	County	Complete Brokerage
Okeechobee (4)	Rural	ATC/Vancom	Private For-Profit	Complete Brokerage
Orange (8)	Urban	Central Florida Regional Transportation Authority	Public Transit Authority	Partial Brokerage
Osceola (8)	Urban	Central Florida Regional Transportation Authority	Public Transit Authority	Partial Brokerage
Palm Beach	Urban	Palm Beach County	County	Partial Brokerage
Pasco	Urban	Pasco County Public Transportation	County	Partial Brokerage
Pinellas	Urban	Pinellas County MPO	Metropolitan Planning Organization	Complete Brokerage
Polk	Urban	Polk County Transit Services	County	Partial Brokerage
Putnam	Rural	Ride Solution, Inc.	Private Non-Profit	Sole Source
Santa Rosa (5)	Urban	Pensacola Bay Transportation	Private For-Profit	Partial Brokerage
Sarasota	Urban	Sarasota County Area Transit	Public Transit Authority	Partial Brokerage
Seminole (8)	Urban	Central Florida Regional Transportation Authority	Public Transit Authority	Partial Brokerage
St Johns	Urban	St. Johns County Council on Aging, Inc.	Private Non-Profit	Sole Source
St Lucie	Urban	BOCC of St. Lucie County	County	Complete Brokerage
Sumter	Rural	Board of Sumter County Commissioners	County	Partial Brokerage
Suwannee (3)	Rural	Suwannee Valley Transit Authority	Public Transit Authority	Partial Brokerage
Taylor (6)	Rural	Big Bend Transit, Inc.	Private Non-Profit	Partial Brokerage
Union	Rural	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 Senior Citizens	Private Non-Profit	Complete Brokerage
Walton (1)	Rural	Tri-County Community Council, Inc.	Private Non-Profit	Partial Brokerage
Washington (1)	Rural	Tri-County Community Council, Inc.	Private Non-Profit	Partial Brokerage
<b>By County</b>	Provided by FDOT Urban- 34 Rural- 33	Counties- 67	Private Non-Profit- 31 Private For-Profit- 7 County- 19 Public Transit Authority- 8 City Government- 1 Metropolitan Planning Organization- 1	Sole Source- 8 Partial Brokerage- 49 Complete Brokerage- 10
<b>By Operational Entity</b> ( ) = CTC in multiple Counties	Provided by FDOT Urban- 30 Rural- 18	Community Transp. Coordinators - 48	Private Non-Profit- 20 Private For-Profit- 3 County- 18 Public Transit Authority- 5 City Government- 1 Metropolitan Planning Organization- 1	Sole Source- 8 Partial Brokerage- 33 Complete Brokerage- 7

## 2007 Passenger Trips by Trip Purpose

County	Medical	Employment	Education/Training	Nutritional	Life-Sustaining/Other	Total
Alachua	104,241	68,908	21,115	1,447	15,877	211,588
Baker	7,643	120	0	4,170	1,941	13,874
Bay	61,382	6,800	84,226	21,568	405	174,381
Bradford	11,672	0	15,555	2,747	1,138	31,112
Brevard	108,514	162,771	88,167	101,734	217,028	678,214
Broward	798,274	427,309	814,008	713,210	832,031	3,584,832
Calhoun	12,772	5,601	3,304	6,095	11,190	38,962
Charlotte	56,097	780	61,583	60,826	7,680	186,966
Citrus	38,672	21,044	85,696	17,738	28,479	191,629
Clay	24,881	16,575	18,476	11,541	5,128	76,601
Collier	52,880	17,872	1,918	11,860	61,650	146,180
Columbia	184,476	2,522	38,265	9,125	2,145	236,533
Desoto	16,257	1,954	8,914	4,499	2,945	34,569
Dixie	10,466	0	0	823	128	11,417
Duval	82,006	87,874	27,407	0	200,813	398,100
Escambia	68,377	48,406	201,534	507	27,926	346,750
Flagler	13,958	21,923	26,875	21,347	11,414	95,517
Franklin	8,471	0	4,816	0	4,984	18,271
Gadsden	25,328	40,638	13,411	0	3,631	83,008
Gilchrist	5,038	0	200	1,267	257	6,762
Glades	2,930	160	1,385	800	53	5,328
Gulf	8,081	0	6,828	4,627	1,155	20,691
Hamilton	32,945	418	12,856	12,718	9,371	68,308
Hardee	8,250	3,544	1,793	4,478	3,887	21,952
Hendry	8,883	355	9,435	1,954	178	20,805
Hernando	41,902	1,539	90,815	13,078	4,361	151,695
Highlands	45,701	46,232	2,277	7,017	7,424	108,651
Hillsborough	657,641	106,333	332,524	44,991	292,479	1,433,968
Holmes	22,680	5,000	13,213	568	44	41,505
Indian River	45,834	5,983	26,047	3,799	24,723	106,386
Jackson	26,867	1	41,217	8,909	5,844	82,838
Jefferson	10,252	3,776	4,785	8,325	944	28,082
Lafayette	4,492	0	1,957	3,097	225	9,771
Lake	81,244	53,146	63,637	23,280	21,007	242,314
Lee	41,525	6,200	69,680	3,100	20,737	141,242
Leon	41,169	108,284	41,784	9	9,309	200,555
Levy	15,224	279	19,055	921	1,894	37,373
Liberty	18,206	165	8,310	2,375	4,680	33,736
Madison	14,118	4,623	99	6,534	2,960	28,334
Manatee	83,589	65,748	279,737	29,188	38,063	496,325
Marion	140,213	1,434	12,551	19,723	5,379	179,300
Martin	42,814	17,604	12,257	6,641	62,565	141,881
Miami-Dade	10,167,468	3,297,946	5,746,203	5,570,505	4,020,904	28,803,026
Monroe	39,412	5,189	26,933	8,326	40,127	119,987
Nassau	30,846	1,247	639	10,526	3,725	46,983
Okaloosa	36,648	37,005	11,391	9,137	5,387	99,568
Okeechobee	9,703	7,810	183	5,424	3,176	26,296
Orange	517,124	254,747	366,329	163,602	213,043	1,514,845
Osceola	92,742	45,687	65,698	29,341	38,206	271,674
Palm Beach	1,703,504	619,456	193,580	619,456	735,605	3,871,601
Pasco	208,658	27,630	106,919	52,846	47,796	443,849
Pinellas	690,876	724,817	280,690	96,785	402,909	2,196,077
Polk	138,543	54,060	126,499	79,358	46,416	444,876
Putnam	14,446	82,413	2,440	1,708	49,041	150,048
Santa Rosa	9,508	12,785	11,523	3,076	8,134	45,026
Sarasota	361,198	129,661	268,583	74,092	92,614	926,148
Seminole	127,935	63,023	90,628	40,475	52,707	374,768
St Johns	50,769	0	19,433	25,017	98,527	193,746
St Lucie	101,236	37,696	212,906	12,356	72,259	436,453
Sumter	18,450	3,544	22,341	15,637	64,053	124,025
Suwannee	155,384	3,921	28,945	11,235	5,493	204,978
Taylor	5,530	16,576	5,199	1,380	4,855	33,540
Union	7,489	0	20,618	1,397	329	29,833
Volusia	392,726	57,519	159,950	15,596	211,276	837,067
Wakulla	16,336	679	1,850	5,319	4,679	28,863
Walton	47,267	16,502	17,418	6,418	4,069	91,674
Washington	19,693	2,587	28,200	166	152	50,798
<b>TOTAL</b>	<b>18,049,456</b>	<b>6,864,421</b>	<b>10,382,810</b>	<b>8,055,814</b>	<b>8,179,554</b>	<b>51,532,055</b>

## 2007 Passenger Trips by Type of Passenger

County	Elderly	Children	Low Income	Disabled	Low Income/Disabled	Other	Total
Alachua	58,830	20,899	41,057	21,646	69,156	0	211,588
Baker	11,012	495	0	24	2,337	6	13,874
Bay	58,259	45,816	4,063	50,221	9,794	6,228	174,381
Bradford	10,266	623	4,978	13,067	2,178	0	31,112
Brevard	208,105	107,156	183,228	106,479	44,083	29,163	678,214
Broward	1,831,161	126,359	1,633	960,516	658,401	6,762	3,584,832
Calhoun	23,076	3,419	1,932	533	7,912	2,090	38,962
Charlotte	111,798	43,549	25,922	4,747	950	0	186,966
Citrus	50,231	3,912	17,910	1,326	105,558	12,692	191,629
Clay	36,189	3,678	21,022	0	0	15,712	76,601
Collier	41,194	5,282	21,616	21,061	4,159	52,868	146,180
Columbia	108,338	48,761	19,845	2,584	1,524	55,481	236,533
Desoto	12,536	1,484	1,274	9,293	1,605	8,377	34,569
Dixie	5,595	1,027	3,768	342	685	0	11,417
Duval	106,165	14,241	116,575	116,163	39,153	5,803	398,100
Escambia	62,064	171,856	26,686	32,052	35,419	18,673	346,750
Flagler	54,630	4,706	1,424	1,051	4,458	29,248	95,517
Franklin	6,969	5,650	3,500	0	2,152	0	18,271
Gadsden	24,951	10,982	24,835	462	4,972	16,806	83,008
Gilchrist	3,544	460	2,034	462	262	0	6,762
Glades	4,794	373	0	0	0	161	5,328
Gulf	11,307	413	1,714	663	6,149	445	20,691
Hamilton	30,658	27,094	0	0	0	10,556	68,308
Hardee	8,291	1,838	949	2,694	1,758	6,422	21,952
Hendry	16,344	1,421	0	0	3,040	0	20,805
Hernando	34,641	19,952	21,334	72,920	1,823	1,025	151,695
Highlands	39,769	2,898	2,257	42,278	4,658	16,791	108,651
Hillsborough	380,202	144,210	565,401	140,630	194,432	9,093	1,433,968
Holmes	16,602	14,945	3,113	1,042	5,188	615	41,505
Indian River	60,470	1,510	12,982	21,711	8,904	809	106,386
Jackson	31,485	2,414	6,800	1,374	38,921	1,844	82,838
Jefferson	18,403	1,661	6,992	955	71	0	28,082
Lafayette	4,770	1,375	1,401	1,558	667	0	9,771
Lake	77,015	43,476	36,023	46,671	25,465	13,664	242,314
Lee	107,987	30,010	1,039	1,133	1,073	0	141,242
Leon	21,788	3,205	0	0	175,562	0	200,555
Levy	15,858	3,921	0	14,789	0	2,805	37,373
Liberty	20,326	4,833	6,515	2,062	0	0	33,736
Madison	20,579	251	2,081	0	5,423	0	28,334
Manatee	168,400	184,743	40,104	3,717	81,169	18,192	496,325
Marion	116,366	32,453	14,344	10,758	1,793	3,586	179,300
Martin	56,818	8,867	753	2,119	234	73,090	141,881
Miami-Dade	11,362,791	5,374,642	570,299	1,149,240	10,052,256	293,798	28,803,026
Monroe	31,405	15,903	36,226	1,562	22,545	12,346	119,987
Nassau	24,332	495	16,253	1,057	4,846	0	46,983
Okaloosa	24,812	14,696	22,902	9,967	9,239	17,952	99,568
Okeechobee	10,654	2,679	1,079	7,644	456	3,784	26,296
Orange	507,720	38,055	335,821	330,138	293,415	9,696	1,514,845
Osceola	91,055	6,825	60,226	59,207	52,621	1,740	271,674
Palm Beach	2,099,019	182,158	29,288	1,183,072	168,935	209,129	3,871,601
Pasco	92,377	113,668	152,486	35,618	23,492	25,848	443,849
Pinellas	870,698	104,375	771,434	16,224	430,776	2,570	2,196,077
Polk	263,317	22,235	18,361	107,508	29,996	3,459	444,876
Putnam	1,708	2,440	0	0	0	145,900	150,048
Santa Rosa	12,636	1,020	3,180	6,184	16,188	5,818	45,026
Sarasota	514,730	277,834	31,000	26,000	44,173	32,411	926,148
Seminole	125,608	9,415	83,081	81,675	72,590	2,399	374,768
St Johns	122,366	4,910	18,128	35,501	4,532	8,309	193,746
St Lucie	99,735	181,228	29,788	15,755	76,685	33,262	436,453
Sumter	22,305	36,834	17,985	3,691	35,007	8,203	124,025
Suwannee	42,701	45,789	43,625	27,895	21,365	23,603	204,978
Taylor	9,814	444	5,159	2,953	5,508	9,662	33,540
Union	3,929	4,086	4,905	0	16,913	0	29,833
Volusia	375,596	258,850	0	194,264	0	8,357	837,067
Wakulla	15,720	8,289	153	3,891	148	662	28,863
Walton	36,669	27,500	8,250	9,801	5,501	3,953	91,674
Washington	29,411	10,211	3,708	4,470	1,524	1,474	50,798
<b>TOTAL</b>	<b>20,879,254</b>	<b>7,896,799</b>	<b>3,510,441</b>	<b>5,022,420</b>	<b>12,939,799</b>	<b>1,283,342</b>	<b>51,532,055</b>

# 2007 Passenger Trips by Funding Source

County	CTD	FDOT	APD	AHCA	DOE	DOEA	Other Fed/State	Local Govt	Local Non Govt	Total
Alachua	68,691	0	26,376	78,331	0	1,233	0	36,957	0	211,588
Baker	8,851	0	0	4,485	0	0	0	0	538	13,874
Bay	28,719	0	51,674	35,506	0	23,178	35,029	0	275	174,381
Bradford	7,489	138	15,555	5,183	0	2,747	0	0	0	31,112
Brevard	61,333	302,630	60,118	0	2,212	23,437	0	189,207	39,277	678,214
Broward	291,552	8,322	229,167	233,535	266,997	107,521	5,502	717,867	1,724,369	3,584,832
Calhoun	13,208	0	6,180	12,873	0	6,701	0	0	0	38,962
Charlotte	59,514	867	24	16,664	0	10,838	27,239	25,319	46,501	186,966
Citrus	35,555	0	0	26,967	0	12,575	110,641	5,891	0	191,629
Clay	15,313	0	21,532	11,584	300	11,556	6,938	1,756	7,622	76,601
Collier	59,373	6,752	5,066	20,872	0	6,066	110	47,941	0	146,180
Columbia	9,847	0	17,845	148,558	0	16,215	0	0	44,068	236,533
Desoto	3,764	1,451	10,869	9,187	0	4,043	0	0	5,255	34,569
Dixie	5,422	0	0	5,044	0	951	0	0	0	11,417
Duval	62,970	0	0	14,663	0	44	63	320,360	0	398,100
Escambia	26,013	4,253	1,909	46,081	12,545	20,203	222,015	13,688	43	346,750
Flagler	17,068	22,024	13,567	4,336	0	25,925	0	302	12,295	95,517
Franklin	3,914	0	323	4,098	4,952	266	3,992	0	726	18,271
Gadsden	41,611	20,933	200	17,975	0	0	6	0	2,283	83,008
Gilchrist	3,287	0	200	1,751	0	1,524	0	0	0	6,762
Glades	746	266	1,439	2,131	0	746	0	0	0	5,328
Gulf	4,359	0	6,926	3,625	0	2,801	1,838	0	1,142	20,691
Hamilton	7,895	0	1,852	44,918	0	13,643	0	0	0	68,308
Hardee	6,011	1,004	4,082	7,838	282	599	0	1,385	751	21,952
Hendry	4,965	2,729	4,235	4,985	0	3,037	204	500	150	20,805
Hernando	16,254	0	0	18,267	0	7,464	0	91,424	18,286	151,695
Highlands	21,488	8,572	47,254	20,495	170	8,437	12	2,221	2	108,651
Hillsborough	345,959	0	211,259	159,266	0	41,059	170,809	425,599	80,017	1,433,968
Holmes	19,086	0	5,651	8,594	67	568	7,506	0	33	41,505
Indian River	27,812	12,527	0	2,761	0	5,509	43,961	6,579	7,237	106,386
Jackson	10,345	0	42,474	15,798	0	8,394	50	4,505	1,272	82,838
Jefferson	8,153	2,680	58	8,738	81	7,848	22	440	62	28,082
Lafayette	3,729	0	1,957	763	0	3,322	0	0	0	9,771
Lake	31,800	35,546	45,135	32,820	36,905	19,458	0	40,650	0	242,314
Lee	19,418	0	68,867	29,936	0	9,627	0	12,666	728	141,242
Leon	111,375	3,318	45,916	32,464	20	0	0	6,101	1,361	200,555
Levy	5,870	648	17,299	9,960	0	908	0	0	2,688	37,373
Liberty	26,188	2,024	0	4,375	0	1,149	0	0	0	33,736
Madison	14,547	167	182	6,566	0	6,534	0	0	338	28,334
Manatee	124,760	0	212,086	0	0	29,111	21,863	4,143	104,362	496,325
Marion	39,701	32,409	50,941	40,609	0	2,092	0	13,548	0	179,300
Martin	18,139	0	0	12,677	0	5,388	0	73,036	32,641	141,881
Miami-Dade	2,543,307	8,640	806,484	3,946,014	138,254	460,848	679,755	3,456,363	16,763,361	28,803,026
Monroe	60,543	1,023	2,511	22,023	211	0	0	33,548	128	119,987
Nassau	15,761	1,571	0	16,763	0	12,888	0	0	0	46,983
Okaloosa	54,126	9,307	0	11,039	173	7,036	10,060	0	7,827	99,568
Okeechobee	6,401	3,654	7,100	7,197	0	1,388	0	554	2	26,296
Orange	62,025	0	160,621	183,216	8	78,961	17,437	156,708	855,869	1,514,845
Osceola	11,124	0	28,805	32,858	1	14,161	3,127	28,104	153,494	271,674
Palm Beach	1,003,518	2,874	46,183	644,208	0	61,267	1,658	2,024,215	87,678	3,871,601
Pasco	96,264	0	30,975	203,111	23,618	32,000	21,795	7,832	28,254	443,849
Pinellas	1,023,641	1,526	222,193	369,055	0	118,404	32,955	70,653	357,650	2,196,077
Polk	52,159	78,386	11,176	56,222	719	54,443	6,927	160,897	23,947	444,876
Putnam	14,708	0	48,546	14,446	0	1,708	1,300	441	68,899	150,048
Santa Rosa	16,091	6,078	10,300	10,254	83	2,082	0	138	0	45,026
Sarasota	366,503	4,458	79,938	240,570	11	18,253	5,987	141,003	69,425	926,148
Seminole	15,345	0	39,737	45,327	2	19,535	4,314	38,769	211,739	374,768
St Johns	24,171	6,244	0	32,788	0	116	82	94,734	35,611	193,746
St Lucie	34,484	21,886	81,149	27,457	154,760	3,718	20,330	87,698	4,971	436,453
Sumter	10,966	42,880	16,478	7,251	654	8,913	0	19,567	17,316	124,025
Suwannee	53,240	7,845	3,125	138,754	0	0	0	0	2,014	204,978
Taylor	11,414	17,962	299	3,798	31	0	0	0	36	33,540
Union	3,980	0	16,660	5,381	0	0	21	3,751	40	29,833
Volusia	33,974	3,339	6,647	207,347	135,314	27,666	6,438	250,657	165,685	837,067
Wakulla	17,547	0	1,850	2,120	0	5,658	1,354	0	334	28,863
Walton	38,385	9,972	13,667	13,535	2,489	5,553	8,073	0	0	91,674
Washington	14,097	1,587	21,501	13,445	0	166	0	0	2	50,798
<b>TOTAL</b>	<b>7,275,868</b>	<b>698,492</b>	<b>2,884,163</b>	<b>7,419,458</b>	<b>780,859</b>	<b>1,387,481</b>	<b>1,479,413</b>	<b>8,617,717</b>	<b>20,988,604</b>	<b>51,532,055</b>

# 2007 Passenger Trips by Type of Trip

County	Daily Tickets	Weekly Passes	Monthly Passes	Deviated Fixed Route	Ambulatory	Non Ambulatory	Stretcher	School Board	Total	Trips by Trans Operators	Trips by Coordination Contractors
Alachua	0	0	72,840	0	100,200	36,694	1,854	0	211,588	13,965	0
Baker	0	0	0	0	12,358	1,514	2	0	13,874	2	0
Bay	0	0	1,440	0	140,925	30,865	1,151	0	174,381	1,240	55,203
Bradford	0	0	0	0	26,553	4,298	261	0	31,112	24,639	0
Brevard	96,911	5,922	6,460	0	479,635	47,490	0	41,796	678,214	400,289	0
Broward	8,642	165,050	1,747,100	107,506	1,257,577	298,957	0	0	3,584,832	2,739,601	845,231
Calhoun	0	0	0	0	34,704	3,533	725	0	38,962	0	0
Charlotte	831	0	0	27,239	146,246	12,522	128	0	186,966	29,104	46,505
Citrus	0	0	0	0	168,974	21,570	1,085	0	191,629	5,374	110,641
Clay	0	0	0	4,784	58,898	12,154	765	0	76,601	898	0
Collier	5,828	0	47,040	0	74,723	17,810	779	0	146,180	146,180	0
Columbia	92,816	0	0	56,901	76,256	6,797	3,763	0	236,533	77,845	3,305
Desoto	0	0	0	0	23,285	3,808	27	7,449	34,569	25,271	9,298
Dixie	0	0	0	0	9,456	1,236	725	0	11,417	725	0
Duval	0	0	12,960	0	237,519	147,114	507	0	398,100	378,154	6,986
Escambia	3,214	1,950	41,640	0	102,710	36,488	173	160,575	346,750	33,513	188,501
Flagler	0	0	0	0	86,471	9,046	0	0	95,517	0	0
Franklin	0	0	0	0	17,204	1,067	0	0	18,271	9,006	0
Gadsden	0	0	0	4,677	72,571	5,756	4	0	83,008	4	0
Gilchrist	0	0	0	0	4,990	1,548	224	0	6,762	242	0
Glades	0	0	0	0	4,184	1,144	0	0	5,328	123	0
Gulf	0	0	0	0	18,236	2,075	380	0	20,691	0	0
Hamilton	9,134	0	0	23,752	33,163	1,314	945	0	68,308	39,645	0
Hardee	0	0	0	0	19,349	2,454	149	0	21,952	20,217	1,735
Hendry	0	0	0	0	15,993	4,774	38	0	20,805	367	3,040
Hernando	0	0	0	0	136,951	13,814	930	0	151,695	12,628	72,345
Highlands	0	0	0	0	87,785	19,268	1,598	0	108,651	76,095	32,556
Hillsborough	62,329	0	553,927	0	709,271	107,864	577	0	1,433,968	0	679,836
Holmes	0	0	0	0	38,988	2,290	227	0	41,505	0	0
Indian River	0	0	0	0	99,773	6,041	572	0	106,386	0	30,284
Jackson	0	0	0	4,505	69,106	8,891	336	0	82,838	0	0
Jefferson	0	0	0	2,680	23,039	2,295	68	0	28,082	68	7,848
Lafayette	0	0	0	0	8,943	822	6	0	9,771	0	0
Lake	0	0	610	169,906	34,303	590	36,905	0	242,314	218,002	24,312
Lee	54	0	42	0	113,746	26,868	532	0	141,242	2,566	37,710
Leon	4,038	0	96,920	0	82,373	17,136	88	0	200,555	99,597	0
Levy	0	0	0	0	31,541	5,703	129	0	37,373	0	0
Liberty	0	0	0	0	32,657	1,079	0	0	33,736	0	0
Madison	0	0	0	167	25,256	2,877	34	0	28,334	163	6,534
Manatee	17,460	0	78,560	0	353,594	46,171	0	540	496,325	0	302,861
Marion	0	0	0	0	117,892	58,583	768	2,057	179,300	12,625	50,941
Martin	0	0	0	19,978	110,899	10,997	7	0	141,881	104	4,077
Miami-Dade	4,498,320	0	18,646,979	1,639,174	2,974,346	1,028,456	15,751	0	28,803,026	2,887,357	2,239,174
Monroe	0	0	13,375	0	101,413	5,199	0	0	119,987	0	92,188
Nassau	0	0	0	0	42,534	4,427	22	0	46,983	22	46,961
Okaloosa	0	0	0	7,121	76,821	15,625	1	0	99,568	92,753	6,815
Okeechobee	0	0	0	0	21,274	5,015	7	0	26,296	19,576	6,720
Orange	108,016	152,095	535,600	0	555,844	155,969	7,321	0	1,514,845	326,494	392,640
Osceola	19,372	27,277	96,055	0	99,685	27,972	1,313	0	271,674	58,554	70,416
Palm Beach	99,744	0	2,571,840	0	995,668	201,539	2,810	0	3,871,601	958,449	241,568
Pasco	7,104	0	210,840	0	193,064	18,520	939	13,382	443,849	187,546	14,571
Pinellas	1,200	0	1,057,010	4,284	807,314	326,204	65	0	2,196,077	687,239	445,277
Polk	13,861	13,392	52,166	0	248,185	54,311	1,761	61,200	444,876	274,812	106,898
Putnam	0	0	0	131,081	441	16,820	1,706	0	150,048	0	0
Santa Rosa	4	0	0	0	39,264	5,709	49	0	45,026	2,698	0
Sarasota	7,411	0	588,930	0	273,056	56,675	76	0	926,148	108,749	108,749
Seminole	26,723	37,628	132,505	0	137,514	38,587	1,811	0	374,768	80,773	97,139
St Johns	0	0	0	92,124	71,705	27,803	2,114	0	193,746	0	0
St Lucie	0	0	0	0	210,302	70,526	865	154,760	436,453	151,273	285,180
Sumter	0	0	0	11,921	104,370	7,406	80	248	124,025	522	34,925
Suwannee	0	0	0	79,320	108,080	13,693	3,885	0	204,978	156,234	2,315
Taylor	0	0	0	8,300	24,272	916	52	0	33,540	136	0
Union	0	0	0	0	28,439	1,381	13	0	29,833	0	16,660
Volusia	105,682	6,510	336,360	0	279,706	105,895	2,914	0	837,067	154,127	56,327
Wakulla	0	0	0	0	28,485	373	5	0	28,863	0	0
Walton	0	0	0	2,813	84,238	4,620	3	0	91,674	0	0
Washington	0	0	0	2,178	47,375	1,020	225	0	50,798	0	0
<b>TOTAL</b>	<b>5,188,694</b>	<b>409,824</b>	<b>26,900,589</b>	<b>2,231,115</b>	<b>12,987,295</b>	<b>3,271,691</b>	<b>63,935</b>	<b>478,912</b>	<b>51,532,055</b>	<b>10,515,566</b>	<b>6,784,272</b>



# 2007 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	1,222,041	51,650	0	0	1,273,691	1,222,558	36	27	17	52	40	3	77%	6%
Baker	215,218	0	0	0	215,218	166,700	2	1	1	16	13	0	81%	0%
Bay	1,147,298	96,821	82,248	0	1,326,367	1,326,024	9	3	0	39	33	3	85%	8%
Bradford	29,517	80,295	0	0	109,812	80,614	0	0	0	12	10	2	83%	17%
Brevard	881,745	2,122,405	0	38,026	3,042,176	2,782,849	67	8	0	188	85	0	45%	0%
Broward	0	9,034,604	4,347,939	0	13,382,543	11,867,459	366	69	23	591	268	0	45%	0%
Calhoun	378,915	0	0	0	378,915	363,394	2	2	0	17	7	2	41%	12%
Charlotte	312,349	116,037	166,899	0	595,285	547,360	14	8	0	44	27	2	61%	5%
Citrus	767,883	64,227	212,710	0	1,044,820	926,804	23	14	5	65	40	9	62%	14%
Clay	779,681	5,389	0	0	785,070	758,730	43	2	0	34	23	11	68%	32%
Collier	0	1,432,164	0	0	1,432,164	1,155,468	17	24	12	25	22	2	88%	8%
Columbia	748,451	0	0	0	748,451	715,895	3	0	0	56	36	9	64%	16%
Desoto	0	324,717	15,115	15,500	355,332	299,308	4	1	0	23	14	1	61%	4%
Dixie	173,579	22,904	0	0	196,483	144,844	1	0	0	8	8	1	100%	13%
Duval	3,955,844	468,080	13,643	0	4,437,567	3,913,908	258	228	228	89	88	1	99%	1%
Escambia	1,379,090	282,153	63,554	0	1,724,797	1,320,940	88	7	3	80	33	2	41%	3%
Flagler	727,738	0	0	0	727,738	647,261	6	2	0	28	19	0	68%	0%
Franklin	168,300	164,076	0	0	332,376	323,488	3	0	0	12	4	0	33%	0%
Gadsden	826,203	165	0	0	826,368	699,100	22	0	0	23	11	2	48%	9%
Gilchrist	115,720	11,738	0	0	127,458	92,785	0	0	0	8	7	1	88%	13%
Glades	91,729	5,167	0	0	96,896	84,764	6	0	0	4	3	0	75%	0%
Gulf	257,711	0	0	0	257,711	253,814	1	1	1	13	8	0	62%	15%
Hamilton	379,524	0	0	0	379,524	328,451	0	0	0	14	7	2	50%	14%
Hardee	0	561,835	14,483	0	576,318	529,225	10	3	1	14	8	1	57%	7%
Hendry	267,725	23,805	0	0	291,530	282,852	11	3	0	12	10	1	83%	8%
Hernando	457,065	409,530	376,926	0	1,243,521	1,125,110	31	5	0	50	27	7	54%	14%
Highlands	0	1,009,038	133,210	0	1,142,248	1,072,351	36	6	2	57	36	4	63%	7%
Hillsborough	1,224,822	0	4,822,744	0	6,047,566	4,905,148	113	86	10	264	148	3	56%	1%
Holmes	391,121	24,345	0	0	415,466	415,207	6	0	0	25	8	1	32%	4%
Indian River	591,563	0	124,215	0	715,778	682,685	1	5	2	66	57	5	86%	8%
Jackson	827,446	0	0	0	827,446	821,236	2	2	1	28	10	1	36%	4%
Jefferson	253,960	3,830	4,954	0	262,744	220,839	6	1	1	14	9	2	64%	14%
Lafayette	110,318	0	0	0	110,318	91,503	1	0	0	7	6	1	86%	14%
Lake	0	2,258,643	103,880	0	2,362,523	2,022,152	93	45	17	85	57	2	67%	2%
Lee	1,306,179	142,959	227,235	0	1,676,373	1,479,921	44	9	8	72	39	1	54%	1%
Leon	0	1,318,381	0	0	1,318,381	1,177,396	18	3	2	32	28	1	88%	3%
Levy	1,182,422	0	0	0	1,182,422	899,976	5	3	0	22	20	3	91%	14%
Liberty	293,478	0	0	0	293,478	292,828	0	0	0	17	5	1	29%	6%
Madison	307,413	7,434	39,889	0	354,736	304,011	9	0	0	17	9	2	53%	12%
Manatee	738,984	0	585,170	0	1,324,154	1,149,562	65	8	5	97	41	0	42%	0%
Marion	1,112,147	432,506	312,350	3,890	1,860,893	1,472,577	14	1	0	78	41	8	53%	10%
Martin	760,653	6,069	32,819	0	799,541	643,186	10	2	0	55	37	6	67%	11%
Miami-Dade	6,867,972	17,172,176	7,232,381	0	31,272,529	29,056,746	179	95	64	1,030	297	22	29%	2%
Monroe	596,119	0	482,642	0	1,078,761	986,158	6	5	2	49	25	0	51%	0%
Nassau	348,926	349	0	0	349,275	292,706	1	2	1	14	11	0	79%	0%
Okaloosa	0	646,497	16,588	0	663,085	580,640	6	1	1	65	43	1	66%	2%
Okeechobee	0	454,356	32,270	0	486,626	388,086	14	2	0	14	7	1	50%	7%
Orange	0	4,930,868	2,954,647	0	7,885,515	6,592,296	79	100	43	225	131	3	58%	1%
Osceola	0	884,306	529,889	0	1,414,195	1,182,268	14	19	9	40	24	1	60%	3%
Palm Beach	0	10,980,255	946,746	0	11,927,001	11,042,669	91	266	113	333	320	13	96%	4%
Pasco	158,125	943,802	74,846	6,561	1,183,334	1,010,637	13	3	2	133	31	5	23%	4%
Pinellas	0	3,576,931	5,143,196	0	8,720,127	6,513,109	91	56	16	614	113	10	18%	2%
Polk	542,220	1,797,943	971,901	81,560	3,393,624	2,147,736	123	25	13	155	82	8	59%	5%
Putnam	812,460	0	0	0	812,460	662,153	12	0	0	33	24	2	73%	6%
Santa Rosa	649,739	30,219	0	0	679,958	495,473	6	0	0	18	7	1	39%	6%
Sarasota	664,026	1,372,289	285,306	0	2,321,621	1,780,637	15	43	1	88	88	4	100%	5%
Seminole	0	1,219,878	730,969	0	1,950,847	1,630,909	19	25	11	56	32	1	57%	2%
St Johns	1,048,949	0	0	0	1,048,949	906,069	20	2	1	52	31	3	60%	6%
St Lucie	0	585,244	1,157,992	74,396	1,817,632	1,527,735	35	6	0	85	34	3	40%	4%
Sumter	645,749	14,865	122,401	0	783,015	511,886	15	1	1	47	37	7	79%	15%
Suwannee	604,521	0	0	0	604,521	57,898	2	0	0	43	28	9	65%	21%
Taylor	312,303	10,380	0	0	322,683	280,323	10	1	1	17	10	2	59%	12%
Union	227,362	0	71,860	0	299,222	217,322	4	1	0	10	4	1	40%	10%
Volusia	1,441,911	1,699,764	271,990	0	3,413,665	3,027,204	195	5	1	108	85	12	79%	11%
Wakulla	278,211	15,970	0	0	294,181	291,181	0	0	0	11	5	1	45%	9%
Walton	717,965	87,798	0	0	805,763	800,006	8	3	0	30	8	1	27%	3%
Washington	437,331	9,338	0	0	446,669	431,419	4	3	0	23	7	1	30%	4%
<b>Totals</b>	<b>40,737,721</b>	<b>66,914,195</b>	<b>32,705,607</b>	<b>219,933</b>	<b>140,577,456</b>	<b>122,023,549</b>	<b>2,408</b>	<b>1,243</b>	<b>619</b>	<b>5,746</b>	<b>2,896</b>	<b>217</b>	<b>50%</b>	<b>4%</b>

# 2007 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 CMBEs (transportation services)	Number of CMBEs (other services)
Alachua	1	1	0	0	0	0	0	0	2	0	0	0
Baker	1	0	0	0	0	0	0	0	1	0	0	0
Bay	2	2	0	0	0	0	1	0	5	2	0	0
Bradford	2	1	0	0	0	0	0	0	3	0	0	0
Brevard	0	1	1	0	0	0	1	0	3	0	0	3
Broward	22	10	0	10	1	0	0	0	43	29	5	0
Calhoun	1	0	0	0	0	0	0	0	1	0	0	0
Charlotte	6	2	1	0	1	0	0	0	10	9	0	2
Citrus	1	1	0	0	1	0	0	0	3	1	0	0
Clay	1	1	0	0	0	0	0	0	2	0	0	0
Collier	0	6	0	0	0	0	0	0	6	0	1	0
Columbia	2	6	0	0	0	0	1	0	9	2	4	0
Desoto	2	2	1	0	0	0	0	0	5	2	0	0
Dixie	1	0	0	0	1	0	0	0	2	0	0	0
Duval	1	3	0	0	0	0	1	0	5	1	3	0
Escambia	3	4	1	0	0	0	0	0	8	4	2	0
Flagler	0	0	0	0	1	0	0	0	1	0	0	0
Franklin	1	1	0	0	0	0	0	0	2	0	1	0
Gadsden	1	2	0	0	0	0	0	0	3	0	0	0
Gilchrist	1	0	0	0	1	0	0	0	2	0	0	0
Glades	1	1	0	0	0	0	0	0	2	0	1	0
Gulf	1	0	0	0	0	0	0	0	1	0	0	0
Hamilton	0	3	0	0	0	0	1	0	4	0	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	0	0	0	0	0	1	4	1	1	0
Highlands	1	3	0	0	0	0	0	0	4	1	0	0
Hillsborough	10	1	0	1	3	1	0	0	16	15	0	0
Holmes	1	0	0	0	1	0	0	0	2	0	0	0
Indian River	3	0	0	0	0	0	0	0	3	2	0	0
Jackson	1	0	0	0	0	0	0	0	1	0	0	0
Jefferson	2	2	0	0	0	0	0	0	4	1	0	0
Lafayette	1	0	0	0	1	0	0	0	2	0	0	0
Lake	2	2	0	0	0	0	0	0	4	3	0	0
Lee	1	4	0	0	1	0	0	0	6	3	0	0
Leon	1	1	0	1	0	0	0	0	3	0	1	0
Levy	0	0	0	0	1	0	0	0	1	0	0	0
Liberty	0	0	0	0	1	0	0	0	1	0	0	0
Madison	2	3	0	0	0	0	0	0	5	1	0	0
Manatee	9	0	0	0	1	0	0	0	10	9	0	0
Marion	3	1	1	0	0	0	0	0	5	2	0	0
Martin	2	0	0	0	1	0	0	0	3	1	0	0
Miami-Dade	40	10	0	2	2	1	0	0	55	40	3	0
Monroe	6	0	0	0	1	0	0	0	7	6	0	0
Nassau	1	1	0	0	0	0	0	0	2	1	0	0
Okaloosa	3	0	0	0	0	0	0	0	3	1	0	0
Okeechobee	1	2	0	0	0	0	0	0	3	1	0	0
Orange	11	12	0	0	0	0	1	0	24	22	2	8
Osceola	2	2	0	0	0	0	1	0	5	4	0	1
Palm Beach	22	3	0	0	0	0	1	0	26	22	1	0
Pasco	11	4	1	0	1	0	0	0	17	3	0	0
Pinellas	15	5	0	1	0	0	1	0	22	14	2	0
Polk	5	1	1	0	2	0	1	0	10	6	0	0
Putnam	1	0	0	0	0	0	0	0	1	0	0	0
Santa Rosa	0	4	0	0	0	0	0	0	4	0	1	0
Sarasota	7	8	0	0	0	0	1	0	16	5	0	0
Seminole	4	3	0	0	0	0	1	0	8	6	1	2
St Johns	1	0	0	0	0	0	0	0	1	0	0	0
St Lucie	8	0	1	0	1	0	0	0	10	8	0	6
Sumter	2	1	0	0	2	0	0	0	5	2	0	1
Suwannee	1	6	0	0	0	0	1	0	8	1	2	0
Taylor	1	3	0	0	0	0	0	0	4	0	0	0
Union	2	0	0	0	0	0	0	0	2	1	0	0
Volusia	0	7	0	0	2	0	0	3	12	3	5	7
Wakulla	1	1	0	0	0	0	0	0	2	0	0	0
Walton	2	1	0	0	1	0	0	0	4	0	0	0
Washington	1	0	0	0	1	0	0	0	2	0	0	0
<b>TOTAL</b>	<b>243</b>	<b>142</b>	<b>8</b>	<b>15</b>	<b>29</b>	<b>0</b>	<b>15</b>	<b>4</b>	<b>456</b>	<b>237</b>	<b>40</b>	<b>30</b>

# 2007 Employee Information

County	Total Drivers- CTC & Oper	CTC & Oper Driver Hours	CTC & Oper Total Employees	CC Drivers	CC Driver Hours	CC Total Employees
Alachua	68	125,088	88	0	0	0
Baker	14	11,719	18	0	0	0
Bay	38	57,484	47	6	6,240	6
Bradford	14	18,000	17	0	0	0
Brevard	167	151,620	193	0	0	0
Broward	240	570,734	338	367	380,080	485
Calhoun	10	18,775	16	0	0	0
Charlotte	31	51,820	47	23	15,680	23
Citrus	31	59,280	47	18	18,720	30
Clay	54	51,701	60	0	0	0
Collier	42	73,967	62	0	0	0
Columbia	40	47,360	60	2	2,625	2
Desoto	17	29,673	27	3	1,498	4
Dixie	4	7,795	6	0	0	0
Duval	141	271,380	166	5	10,320	20
Escambia	102	190,240	149	31	49,199	43
Flagler	31	41,865	37	0	0	0
Franklin	8	13,198	12	0	0	0
Gadsden	18	41,808	28	0	0	0
Gilchrist	4	5,690	6	0	0	0
Glades	2	3,406	6	0	0	0
Gulf	11	9,762	13	0	0	0
Hamilton	13	30,771	13	0	0	0
Hardee	9	16,030	15	1	1,500	2
Hendry	12	21,450	18	5	1,040	6
Hernando	37	76,960	53	16	33,280	21
Highlands	31	58,232	44	40	8,280	44
Hillsborough	53	116,588	84	456	289,928	588
Holmes	13	13,326	17	0	0	0
Indian River	51	77,226	57	16	18,528	21
Jackson	23	43,099	35	0	0	0
Jefferson	8	14,190	19	2	504	4
Lafayette	4	6,810	6	0	0	0
Lake	65	130,365	84	13	4,114	16
Lee	95	88,419	115	11	14,403	15
Leon	30	65,945	46	0	0	0
Levy	16	35,978	22	0	0	0
Liberty	13	15,569	18	0	0	0
Madison	10	17,644	21	4	2,024	6
Manatee	24	47,537	40	131	43,329	160
Marion	70	121,680	91	13	18,720	16
Martin	31	65,311	44	4	2,112	7
Miami-Dade	603	1,524,640	811	402	692,481	658
Monroe	6	9,880	8	55	80,080	72
Nassau	16	31,490	19	2	98	3
Okaloosa	39	63,589	50	2	3,575	5
Okeechobee	11	16,085	15	4	1,480	6
Orange	137	289,380	190	175	144,212	245
Osceola	25	51,897	36	31	25,863	44
Palm Beach	299	589,525	433	129	51,196	175
Pasco	155	70,156	211	18	6,273	27
Pinellas	614	472,126	680	236	120,461	251
Polk	95	169,089	135	67	49,628	98
Putnam	33	55,900	41	0	0	0
Santa Rosa	17	20,243	28	0	0	0
Sarasota	85	141,434	119	26	27,266	30
Seminole	35	71,591	48	44	35,678	62
St Johns	64	80,131	76	0	0	0
St Lucie	21	44,765	45	83	81,195	109
Sumter	55	43,341	71	9	4,058	10
Suwannee	22	40,060	40	2	4,565	2
Taylor	12	18,266	23	0	0	0
Union	7	6,765	11	2	1,498	4
Volusia	98	201,646	147	32	21,843	34
Wakulla	9	16,120	13	0	0	0
Walton	19	29,841	26	0	0	0
Washington	13	14,671	18	0	0	0
<b>TOTAL</b>	<b>4,185</b>	<b>6,988,126</b>	<b>5,579</b>	<b>2,486</b>	<b>2,273,574</b>	<b>3,354</b>

# 2007 Other Reported Data

County	Paratransit/Deviated Fixed Route/ School Bld Head Count	Fixed Route Head Count	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	Commendations
Alachua	2,237	853	3,090	32	19	4	9	0	0	0	0	0	0	9,330	168	88
Baker	454	0	454	0	0	0	0	0	0	0	0	0	0	255	3	0
Bay	9,462	3	9,465	645	302	140	170	0	33	0	0	0	0	217	0	0
Bradford	578	0	578	33	0	0	0	0	33	0	0	0	0	65	2	0
Brevard	5,735	1,092	6,827	47	0	25	22	0	0	0	40	7	0	15,807	42	12
Broward	23,232	360	23,592	8,190	300	884	6,556	139	311	3,867	3,855	128	340	16,592	978	302
Calhoun	683	0	683	3	0	3	0	0	0	3	0	0	0	32	0	1
Charlotte	15,293	98	15,391	9,705	4,929	2,083	1,153	0	1,540	0	0	0	0	0	165	33
Citrus	2,450	0	2,450	233	58	27	21	27	100	0	0	0	0	523	20	65
Clay	2,240	0	2,240	1,862	776	100	24	462	500	1,400	0	462	0	3,048	297	19
Collier	1,181	5,828	7,009	56	0	0	0	0	56	0	0	0	56	1,511	27	35
Columbia	9,214	2,517	11,731	45	22	15	8	0	0	38	0	0	7	53	7	1
Desoto	628	0	628	125	56	0	0	0	69	52	0	0	69	350	26	8
Dixie	428	0	428	37	0	0	0	0	37	0	0	0	0	58	2	0
Duval	5,842	324	6,166	0	0	0	0	0	0	0	0	0	0	39,998	1,198	170
Escambia	2,995	496	3,491	3,922	2,236	902	117	39	628	3,220	0	0	702	4,049	77	53
Flagler	3,774	0	3,774	148	24	80	24	0	20	0	0	0	0	960	15	5
Franklin	1,127	0	1,127	0	0	0	0	0	0	0	0	0	0	24	1	4
Gadsden	3,946	0	3,946	0	0	0	0	0	0	0	0	0	0	1,162	13	0
Gilchrist	363	0	363	36	0	0	0	0	36	0	0	0	0	74	2	0
Glades	40	0	40	62	49	7	4	2	0	0	58	4	0	252	10	0
Guif	398	0	398	0	0	0	0	0	0	0	0	0	0	94	1	6
Hamilton	6,254	489	6,743	40	12	21	7	0	0	32	0	0	8	45	1	0
Hardee	707	0	707	491	141	62	18	21	249	117	10	62	302	581	10	5
Hendry	194	0	194	274	214	27	28	3	2	225	49	0	0	1,380	33	10
Hernando	2,880	0	2,880	5,397	3,927	134	46	1,056	234	4,997	0	0	400	1,140	62	43
Highlands	2,629	0	2,629	1,846	528	234	70	80	934	996	6	93	751	3,184	41	16
Hillsborough	17,452	10,724	28,176	672	552	5	5	43	67	18	342	10	285	8,491	66	125
Holmes	1,875	0	1,875	221	189	5	6	4	17	0	0	0	0	71	0	11
Indian River	18,601	0	18,601	679	524	50	24	0	81	565	38	54	22	578	8	20
Jackson	1,490	0	1,490	0	0	0	0	0	0	0	0	0	0	265	0	0
Jefferson	1,895	0	1,895	0	0	0	0	0	0	0	0	0	0	234	3	0
Lafayette	359	0	359	10	0	0	0	0	10	0	0	0	10	46	2	1
Lake	18,784	0	18,784	0	0	0	0	0	0	0	0	0	0	16,288	72	42
Lee	1,537	18	1,555	2,900	1,740	290	145	725	0	2,610	203	87	0	6,156	242	20
Leon	14,329	1,434	15,763	0	0	0	0	0	0	0	0	0	0	2,926	179	2
Levy	1,205	0	1,205	0	0	0	0	0	0	0	0	0	0	655	3	8
Liberty	1,438	0	1,438	0	0	0	0	0	0	0	0	0	0	28	1	1
Madison	2,112	0	2,112	0	0	0	0	0	0	0	0	0	0	227	1	0
Manatee	5,944	9,422	15,366	168	128	0	0	0	40	0	168	0	0	3,019	20	4
Marion	6,499	0	6,499	0	0	0	0	0	0	0	0	0	0	11,117	17	17
Martin	14,155	0	14,155	3,515	726	683	368	297	1,441	0	0	0	3,513	1,962	32	30
Miami-Dade	89,720	183,000	272,720	664,222	3,321	531	664	1,063	658,643	579,857	2,334	911	2,934	47,449	6,479	177
Monroe	2,095	0	2,095	1	1	0	0	0	0	0	0	1	0	1,160	2	3
Nassau	1,743	0	1,743	0	0	0	0	0	0	0	0	0	0	616	12	1
Okaloosa	4,978	0	4,978	518	46	93	84	11	284	0	0	0	0	734	8	3
Okeechobee	793	0	793	473	136	60	17	20	240	102	8	58	305	686	21	10
Orange	8,239	1,824	10,063	33,142	11,314	5,573	8,015	3,579	4,661	0	0	0	0	14,498	1,099	40
Osceola	1,478	327	1,805	5,944	2,029	1,000	1,437	642	836	0	0	0	0	2,600	197	7
Palm Beach	14,913	4,523	19,436	0	0	0	0	0	0	0	0	0	0	74,057	1,453	1,488
Pasco	5,447	1,484	6,931	447	137	11	8	46	245	447	0	0	0	1,599	115	17
Pinellas	26,809	5,741	32,550	1,808	920	0	2	119	767	1,061	270	460	265	11,647	207	475
Polk	12,230	4,565	16,795	257	167	0	1	1	88	3	76	49	62	14,262	88	20
Putnam	7,678	0	7,678	0	0	0	0	0	0	0	0	0	0	12,855	3	1
Santa Rosa	460	0	460	824	288	255	32	10	239	676	0	0	148	594	19	5
Sarasota	17,243	1,620	18,863	43	3	23	3	4	10	0	0	0	0	2,165	19	17
Seminole	2,038	451	2,489	8,200	2,799	1,379	1,983	886	1,153	0	0	0	0	3,587	272	10
St Johns	4,417	0	4,417	0	0	0	0	0	0	0	0	0	0	2,212	4	12
St Lucie	12,101	0	12,101	23,963	0	17,972	3,594	0	2,397	23,963	0	0	0	3,414	34	8
Sumter	5,436	0	5,436	93	47	10	3	9	24	0	0	44	82	484	4	42
Suwannee	5,784	0	5,784	30	19	6	5	0	0	11	0	0	16	66	7	1
Taylor	2,633	0	2,633	0	0	0	0	0	0	0	0	0	0	163	1	0
Union	443	0	443	8	4	4	0	0	0	0	0	0	8	122	0	0
Volusia	7,489	674	8,163	0	0	0	0	0	0	0	0	0	0	8,034	364	180
Wakulla	958	0	958	16	10	4	2	0	0	16	0	0	0	0	0	2
Walton	7,882	0	7,882	246	195	26	3	1	21	0	0	0	0	174	0	2
Washington	3,646	0	3,646	221	189	5	6	4	17	0	0	0	0	117	0	2
Totals	459,292	237,867	697,159	781,850	39,077	32,733	24,684	9,293	676,063	624,276	7,457	2,430	10,285	356,142	14,255	3,680



**SERVICE AREA**  
**AUTHORIZED**  
**PERSONNEL**  
***ONLY***

**SAFETY**  
**FIRST**

*2007 Medicaid NET  
Annual Performance Report*



## 2007 Medicaid Non-Emergency Transportation Services Annual Performance Report

According to the Community Transportation Association of America (CTAA), an estimated 3.4 million beneficiaries (approximately 10% of the covered population) depend on Medicaid Non Emergency Transportation (NET) services to ensure access to physicians and other medical providers. These are people who are either unable to drive or do not have the financial capability to own or maintain their own vehicle and do not have access to affordable transportation. Medicaid NET services are particularly crucial in rural areas, where distances to medical providers are often greater than in urban areas and where public transit alternatives are frequently non-existent. The Commission's efforts to date toward ensuring and improving this needed access contributed in part to Florida receiving the United States Federal Transit Administration's United We Ride award in 2004.

In Florida, the Agency for Health Care Administration (AHCA) administers the state's Medicaid program which consists of both mandated and optional programs to carry out its mission. Transportation services for Medicaid beneficiaries is a federally mandated service that is described in AHCA's 1115 waiver and the Florida Medicaid Transportation Services, Coverage and Limitations Handbook. These services are designed to be purchased through Florida's coordinated transportation system, pursuant to Part I, Chapter 427, Florida Statutes, in an effort to obtain maximum efficiencies and ensure the safety and well-being of riders. Since 1979, Medicaid NET services have been secured through the coordinated system in Florida after AHCA recognized the Commission's proven experience with the establishment and coordination of efficient, cost-effective and quality transportation systems. As a result of this coordination, the Medicaid NET program enjoyed tremendous cost savings over the past 10 years. During the Fiscal Year (FY) year period from 1995-2005, AHCA reduced its reported expenditures from \$105,564,922 (FY 1995) to \$73,200,447 (FY 2005). This \$32,364,475 reduction in expenditures represents an annualized savings to AHCA of 31% on Medicaid NET services. This figure is not adjusted for inflation.

On June 11, 2004, AHCA and the CTD formalized their cooperative relationship by executing an agreement to transfer the administration and management of the Medicaid NET program

to the CTD. The Commission was charged with eliminating fraud and abuses in the system, reducing costs per trip and providing a forecasting capability for future funding considerations and began providing transportation for AHCA under a fixed fee basis on November 1, 2004. Each month, the Commission receives a fixed amount of funding to provide all Medicaid NET services to eligible Medicaid enrollees. One of the first steps in this ground-breaking process, where AHCA became a "purchaser" of services rather than a direct "payer" of services consistent with its other managed care efforts, was for the CTD to secure a network of Subcontracted Transportation Providers (STP). The STPs are able to spend their allocated dollars in the most cost efficient manner possible, including bus passes or tickets, gas vouchers, and mileage reimbursement.

All counties in Florida are under contract with the CTD to administer the NET program. The Commission currently contracts with CTCs to administer the Transportation Disadvantaged Trust Fund and the CTD Medicaid NET program in their service delivery areas. There are six (6) counties where the CTC has declined to participate due to the lack of funding: Brevard, Broward, Duval, Hillsborough, Manatee, and Palm Beach. These areas are operated by STPs who were either procured through a Request for Proposals (RFP) process or the Commission appointed the entity under emergency procedures. Beginning in January 2008, four (4) more CTCs will decline to participate due to lack of funding: Escambia, Miami-Dade, Sarasota and Volusia. The Commission will utilize emergency procedures to locate providers in these four (4) counties.

During FY 2006-07, the CTD, through its network of STPs and as reported in the Non-Emergency Transportation Encounter Data (NETED) system, provided 2,105,040 trips to beneficiaries who required non-emergency transportation to receive appropriate medical assessments and treatments. Additionally, during this same period, Medicaid NET services were provided to 73,441 unduplicated individuals requiring non-emergency transportation to receive appropriate medical assessments and treatments. This number (73,441) represents 3.46% of the approximately 2.1 million Medicaid eligibles in Florida and is well below the national average of 10% utilization according to the Community Transportation Association of America (CTAA). It must be noted that this number

is the state average, however, there is a disproportionately higher rate experienced in the 33 rural counties in the state due to limited medical and transportation options in these underserved areas.

Pursuant to AHCA Contract No. M0501 between the Agency for Health Care Administration (AHCA) and the Commission for the Transportation Disadvantaged (CTD) for the provision of Medicaid Non-Emergency Transportation (NET) services to qualified beneficiaries throughout Florida, the CTD must submit to AHCA, by January 1st of each year, an Annual Performance Report (APR) that includes the CTD Medicaid NET services that were provided during the contract period. The report must be based on the monitoring elements outlined in the Monitoring Plan Section, and contain the following:

[A trends and conditions statement outlining initiatives developed and implemented through monthly strategy development meetings as specified in the Strategy Development Section;](#)

Staff representing AHCA and the CTD communicate regularly by telephone, email communication, in face-to-face meetings and participate in joint training and technical assistance (T&TA) opportunities when necessary. These T&TA opportunities include the initial meetings with Subcontracted Transportation Providers (STPs) prior to implementation to instruct them on the strategies developed to ensure gatekeeping and cost control, the annual Transportation Disadvantaged Training and Technology Conference breakout sessions on the CTD Medicaid NET program, the annual Family CAFÉ Conference, and attendance and participation in other conferences and training sessions.

All program materials currently utilized in the daily operation of the CTD Medicaid NET program were developed, reviewed and approved in joint collaboration by staff representing both AHCA and the CTD pursuant to the requirements outlined in the Agreement. Staffs have worked collaboratively during numerous discussions to resolve conflicts between the Handbook and the Agreement, provide interpretation and clarification on myriad elements contained within the Agreement to STPs, health services providers, and beneficiaries. Those elements that can be identified as a “Best Practices” model for STPs have been included in proposed revisions to the Handbook and the Agreement in an effort to successfully implement the contract.

[An assessment of transportation improvement needs outlining improvement plans and improvements made by county;](#)

The CTD Medicaid NET program has been reviewed by the Centers for Medicare and Medicaid Services (CMS) and the program received very positive comments on the progress made when compared to other states. Discussions with CMS regarding program improvement highlighted the need for:

- a dedicated funding source and line item for Medicaid NET services within the state's Medicaid budget, and
- increased longevity in contracting to ensure a viable provider network that adequately capitalizes their cumulative investment in the state.

Annual contracts with the CTD for Medicaid NET services do not lend themselves to a condition that secures and stabilizes coordinated transportation efforts in the state. Dramatic shifts in funding levels from year to year discourage transportation providers from adequately capitalizing their hardware and software upgrades to improve efficiencies as well as procuring the numbers and types of vehicles necessary to achieve improved services at reduced costs.

An additional improvement needed is need for additional funding for the Commission to better implement the NET Program. As noted earlier, ten (10) CTCs have opted to not continue forward with the fixed fee per month contract, all ten (10) cited the lack of funding as being the reason they are declining to continue forward. When the Commission must appoint an STP that is not the CTC, there is a potential for fragmenting the coordinated transportation system and a loss of economies of scale. This lack of funding is causing STPs to “trip limit” the service, which is allowable in the Handbook, but is not ideal for Medicaid Beneficiaries who need access to services.

Improvements needed by county are noted in the CTD Quality Assurance Review Summary that will be provided to AHCA on January 1, 2008.

[Yearly quality control/quality assurance measures;](#)

This information has been collected as a result of the Quality Assurance monitoring conducted by the CTD pursuant to Chapter 427, Florida Statutes and the implementation of Section 2.3, Monitoring Plan, in the Agreement. The Monitoring Plan was submitted by the CTD and was approved by AHCA and a copy of the CTD Quality Assurance Review Summary, containing the requested information, will be provided to AHCA on January 1, 2008.

During FY 2006-2007, the STPs were monitored pursuant to the requirements contained within the Agreement. As a part of this quality assurance process, each STP provided contractor contact information, beneficiary contact information and a Self-Certification to the CTD. The CTD then conducted on-site reviews that included beneficiary surveys and issued an STP specific report outlining areas that need improvement. After each review, the STPs are required to provide a status report to the CTD addressing recommendations in the review and their progress on implementing improvements. In addition to the monitoring, the CTD held regional T&TA sessions throughout the state to ensure that all STPs are up-to-date with new information, policies and "Best Practices" that should result in improved gatekeeping and cost saving measures. Further, CTD attends regularly scheduled Local Coordinating Board (LCB) meetings when requested and provides on-site T&TA visits on an ad hoc basis when necessary.

Feedback from STPs on the CTD Medicaid NET program presentations at the 14th Annual Transportation Disadvantaged Training and Technology Conference in Orlando were very positive and reflect the increasing comfort with the program that our STPs are beginning to enjoy. Toward further improving efforts to ensure quality, CTD Medicaid NET staff participated in a panel discussion entitled "FHCA's Focus on Quality" at the Florida Health Care Association's (FHCA) Annual Conference in Orlando. The FHCA provides assistance to the administrators and Directors of Nursing (DON) who operate the 630 skilled nursing facilities in the state and provide necessary care for one of our most fragile and vulnerable population groups. The success of efforts like this will be realized as STPs begin interacting with more knowledgeable groups of medical care providers throughout the state and provide greater assistance to the beneficiaries they serve.

During FY 2006-07, the CTD, through its network of STPs, provided 2,105,040 trips to beneficiaries who required non-emergency transportation to receive appropriate medical assessments and treatments.

This information is collected by the CTD from the STPs on a monthly or semi-monthly basis as a condition of payment through the CTD's Non-Emergency Transportation Encounter Data (NETED) system. The data set "Total Number of Trips by Provider by County" is a subset of the data collected through the NETED system. This information is captured as STPs report and then provided semi-monthly to AHCA as a part of the invoicing process pursuant to Section 2.4 a., Monthly Reports in the Agreement. This cumulative information has also been tabulated and will be provided to AHCA on January 1, 2008.

#### The total unduplicated transportation users by county;

During FY 2005-06, the CTD, through its network of STPs, provided services to 73,441 unduplicated individuals requiring non-emergency transportation to receive appropriate medical assessments and treatments. This number (73,441) represents 3.46% of the approximately 2.1 million Medicaid eligibles in Florida and is well below the national average of 10% utilization according to the Community Transportation Association of America (CTAA). It must be noted that this number is the state average, however, there is a disproportionately higher rate experienced in the 33 rural counties in the state due to limited medical and transportation options in these underserved areas.

This information is collected by the CTD from the STPs on a monthly or semi-monthly basis as a condition of payment through the CTD's Non-Emergency Transportation Encounter Data (NETED) system. The data set "Total Unduplicated Transportation Users by County" is a subset of the data collected through the NETED system. This information is captured as STPs report and then provided semi-monthly to AHCA as a part of the invoicing process pursuant to Section 2.4 a., Monthly Reports in the Agreement. This cumulative information has also been tabulated and will be provided to AHCA on January 1, 2008.

The types of transportation provided as a percent of total trips by county;

During FY 2005-06, the CTD, through its network of STPs, provided 2,105,040 trips to beneficiaries who required non-emergency transportation to receive appropriate medical assessments and treatments. The breakdown on the modes of transportation reported in the CTD's NETED system is as follows:

Mode of Transportation	No. of Trips	Perc. of Total Trips
Commercial Air	1	0.00%
Bus Pass	59,005	2.80%
Multi-Load Vehicle	1,140,828	54.20%
Over-the-road bus	4	0.00%
Private Volunteer Transport	253	0.01%
Public Transportation	364,631	17.32%
Stretcher	65,743	3.12%
Wheelchair	474,575	22.54%
	<b>2,105,040</b>	<b>100.00%</b>

As reported in the NETED System

This information is collected by the CTD from the STPs on a monthly or semi-monthly basis as a condition of payment through the CTD's Non-Emergency Transportation Encounter Data (NETED) system. The data set "Total Number of Trips by Provider by County" is a subset of the data collected through the NETED system. This information is captured as STPs report and then provided semi-monthly to AHCA as a part of the invoicing process pursuant to Section 2.4 a., Monthly Reports in the Agreement. This cumulative information has also been tabulated and will be provided to AHCA on January 1, 2008.

Provider/beneficiary education;

Provider Education and Outreach. Staff representing AHCA and the CTD communicate regularly by telephone, email communication, in face-to-face meetings and participate in joint training and technical assistance (T&TA) opportunities when necessary. These T&TA opportunities include the initial meetings with Subcontracted Transportation Providers (STPs) prior to implementation to instruct them on the strategies developed to ensure gatekeeping and cost control, the annual Transportation

Disadvantaged Training and Technology Conference breakout sessions on the CTD Medicaid NET program, the annual Family CAFÉ Conference, and attendance and participation in other conferences and training sessions.

All program materials currently utilized in the daily operation of the CTD Medicaid NET program were developed, reviewed and approved in joint collaboration by staff representing both AHCA and the CTD pursuant to the requirements outlined in the Agreement. Staffs have worked collaboratively during numerous discussions to resolve conflicts between the Handbook and the Agreement, provide interpretation and clarification on myriad elements contained within the Agreement to STPs, health services providers, and beneficiaries. Those elements that can be identified as a "Best Practices" model for STPs have been included in proposed revisions to the Handbook and the Agreement in an effort to successfully implement the contract.

Beneficiary Education and Outreach. These activities are outlined in Section 6.4, Education Plan, in the Agreement. The CTD Medicaid NET Education and Outreach Plan was developed collaboratively and approved by AHCA. This plan required that each STP provide beneficiaries in their respective county(s) of operation the following information within 30 days of execution of their service agreements:

- Contractor contact information by county;
- Process to apply for CTD Medicaid NET services;
- CTD Medicaid NET application (Beneficiary Intake Form);
- Customers Rights and Responsibilities information;
- No-Show and Cancellation policy;
- Denial of service process; and
- Complaint and grievance policy.

Reimbursement information: Vendor's total reimbursements to each subcontracted transportation provider, sorted by county;

The total amount of STP reimbursements during FY 2005-2006 was \$70,544,146. As a condition of payment, this information on STP reimbursements is reported semi-monthly to AHCA as a part of the invoicing process pursuant to Section 2.4 a., Monthly Reports in the Agreement. This cumulative information has also been tabulated and included in the Vendor's Total Reimbursement for FY 2006-2007, which will be provided to AHCA on January 1, 2008.

Issues requiring AHCA's response;

Staff representing AHCA and the CTD communicate regularly via telephone, email communication and in face-to-face meetings when necessary. No items during this reporting period are outstanding; however, the funding for the Medicaid NET program continues to decline. Transportation services for Medicaid beneficiaries is a federally mandated service that is described in AHCA's 1115 waiver and the Florida Medicaid Transportation Services, Coverage and Limitations Handbook. These services are designed to be purchased through Florida's coordinated transportation system, pursuant to Part I, Chapter 427, Florida Statutes, in an effort to obtain maximum efficiencies and ensure the safety and well-being of riders. Since 1979, Medicaid NET services have been secured through the coordinated system in Florida after AHCA recognized the Commission's proven experience with the establishment and coordination of efficient, cost-effective and quality transportation systems. As a result of this coordination, the Medicaid NET program enjoyed tremendous cost savings over the past 10 years. During the Fiscal Year (FY) year period from 1995-2005, AHCA reduced its reported expenditures from \$105,564,922 (FY 1995) to \$73,200,447 (FY 2005). This \$32,364,475 reduction in expenditures represents an annualized savings to AHCA of 31% on Medicaid NET services. This figure is not adjusted for inflation.

The funding for the Medicaid NET Program continues to decline as Managed Care Organizations are approved to provide non-emergency transportation services as an optional benefit to their clients. This fragments the coordinated transportation system and the entire state loses the economies of scale that is realized

when all funding sources are coordinated at the local level. The Commission hopes to continue to work with AHCA to ensure the funding remains in the coordinated transportation system and that the level of funding is adequate to cover the needs of the Medicaid beneficiaries.

Total direct cost (agency manager, staff, salary, rent), profit margin and/or retained earnings, allocation of indirect expenditures (i.e., G & A), and total transportation costs.

The following financial totals for the CTD Medicaid NET Program are found in the FDOT Expenditure Detail Report dated June 30, 2007, for the period from July 1, 2006 through June 30, 2007 to correspond with the State Fiscal Year. This detail has been provided as an attachment to the report that will be submitted to AHCA on January 1, 2008.

\$483,000.00 Administrative Costs (Includes G&A)
\$70,544,146.00 Contractual Costs (STP Agreements)
<b>\$71,027,146.00 TOTAL COSTS</b>









# *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 or 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.

