

**Florida Commission for the
Transportation Disadvantaged
Annual Performance Report**

Presented January 1, 2009



2008

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Standing Committees

Executive/Personnel Committee

Finance Committee

Program Performance Committee

JR Harding, Ed. D., Chairperson

Lawrence Forman, Vice-Chairperson

Bobby Jernigan, Interim Executive Director

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January 7, 2009

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

Honorable Jeffrey Atwater
President of the Florida Senate
Suite 409, Capitol
Tallahassee, FL 32399-1100

Honorable Ray Soriano
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 2008 Annual Performance Report, pursuant to Section 427.013(13), Florida Statute.

This was an exciting year for the Commission and the coordinated system. Not only did the coordinated system provide over 50 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. The Commission continues 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. The Coordinated Transportation System provided, via fixed route, over 66% of all trips reported in the 2008 Annual Performance Report. The Commission will continue to encourage the utilization of this cost-saving means of transportation.

Clearly, unmet needs still exist given the Coordinated System denied 1,009,436 trips 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 Disadvantaged definition.

Here are a few highlights of the 2008 Annual Performance Report:

- Served 680,274 Floridians;
- Provided 50,269,997 trips with a breakdown as follows:
 - 16,203,714 Medical trips,

- 8,674,243 Employment trips,
- 10,547,852 Education/Training/Dayscare trips,
- 6,996,297 Nutritional trips, and
- 7,847,891 Life-Sustaining/Other trips; and
- Traveled 136,901,393 Vehicle miles;
- Decreased Complaints by 16.01%.

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

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Executive Summary

This was an exciting year for the Commission and the coordinated system. Not only did the coordinated system provide over 50 million trips to Florida's most vulnerable citizens, the Agency for 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. The Commission continues to move forward with its efforts 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. The Coordinated Transportation System provided, via fixed route, over 64% of all trips reported in the 2008 Annual Performance Report. The Commission will continue to encourage the utilization of this cost-saving means of transportation.

Clearly, unmet needs still exist given the Coordinated System denied 1,009,436 trips 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 Disadvantaged definition.

The results of this 2007/2008 Annual Performance Report reveal:

- Served 680,274 Floridians;
- Provided 50,269,997 trips with a breakdown as follows:
 - 16,203,714 Medical trips,

- 8,674,243 Employment trips,
- 10,547,852 Education/Training/Daycare trips,
- 6,996,297 Nutritional trips, and
- 7,847,891 Life-Sustaining/Other trips; and
- Traveled 136,907,393 Vehicle miles;
- Decreased Complaints by 16.01%.

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

The 2008 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, 2007 - June 30, 2008.

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. Commission staff compiled this information 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

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 the Agency for Health Care Administration, the Director of the 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.

Commissioner	Representing
Chairman J.R. Harding, Ed. D.	Users with a Disability
Vice-Chairman Larry Forman	The Business Community
Peter Gianino	The Business Community
Donna Loggie	The Business Community
Walter Schoenig	The Business Community
Ernest Smith	Users with a Disability
Charlotte Temple	The Business Community

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 for transportation disadvantaged persons. During 2008, 446 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 the Commission approves. 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 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 Veterans 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 one (1) part-time Other Personal Services (OPS) staff, who provide support and administer the statewide Transportation Disadvantaged Program. The Executive Director provides oversight for all staff and is directly accountable to the Commission.

Oversight and Compliance

This unit is responsible for four (4) 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 2008 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 2007/2008, the Quality Assurance and Program Evaluation team completed twenty-five (25) 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 2007/2008, the QAPE team conducted twenty-six (26) 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.

Staff conducted five (5) planning agency reviews during the 2007/2008 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 meetings 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 that 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 Community Transportation Coordinators collect 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 the coordinated system was providing quality customer service 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 Representative serves as a liaison between the caller and the CTC or the NET Service Provider.

During fiscal year 2007/2008, the Ombudsman Committee continued its efforts towards ensuring consumers' satisfaction with transportation services. The Committee met to review the number and type of calls as well as reviewing customer satisfaction survey reports.

TD Helpline

During this reporting period, staff received a total of 1,819 calls from consumers regarding questions, general information and concerns, including 1,437 from NET Medicaid riders. Staff referred the majority of quality of service calls to the local area for intervention. Staff accomplished this 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, staff operates the toll free number, 800-983-2435, 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 Roadeo, 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. Staff also 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 4,594 toll permits re-issued since the recertification process was complete in 2004; 589 toll permits issued in FY 2007-2008. When the 2004 recertification process was completed, the toll permits had a five year expiration date. There will be recertification process to begin in 2009 as the five year period for renewals becomes due.

Project Administration Team

The Project Administration Team provided training and technical assistance to all contracted Community Transportation Coordinators (CTCs), 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 reviewed twenty-two (22) Transportation Disadvantaged Service Plans, as well as contract deliverables. Staff conducted fact-finding research and provided information on various topics that affect 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. The Florida Commission for the Transportation Disadvantaged sponsors the conference. Staff is responsible for coordinating conference sessions and events to ensure attendees gain additional knowledge of the TD Program.

Contract Management and Monitoring

Staff provided contract management for over 167 contracts, which included 13 Memoranda of Agreements and Transportation Disadvantaged Service Plans, 55 Trip and

Equipment Grants, 55 Medicaid Non-Emergency Transportation Service Subcontracts, 35 Planning Grants, 21 Shirley Conroy Rural Capital Equipment Grants, and one outside contract for assistance with the Commission's annual conference.

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. Through a competitive procurement process, the Commission selected and provided funding for twenty-three (23) counties. 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.

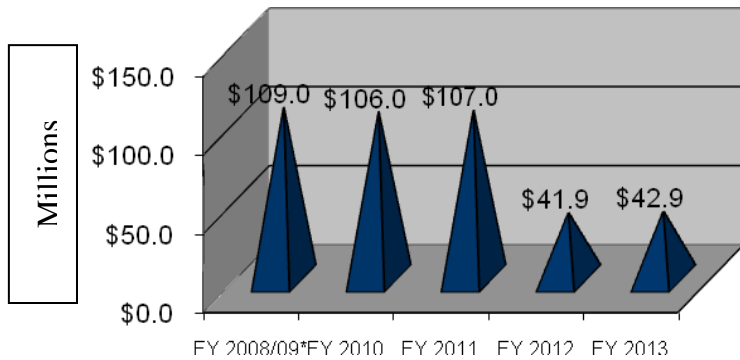
Financial Status of the Transportation Disadvantaged Trust Fund

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 2007/2008, over 50 million trips were provided throughout the transportation disadvantaged coordinated systems, with a reported 6.5 million non-sponsored trips provided by the TD Trust Fund.

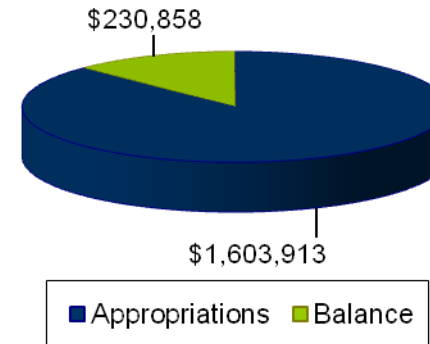
Revenue Estimates

The chart on the following page 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 2011 time period.



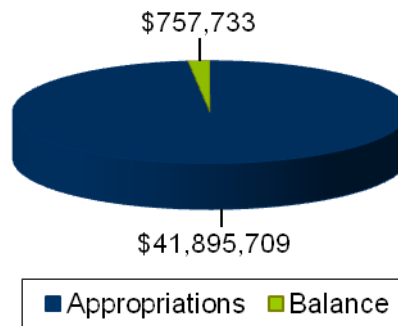
Operating Budget Status

This chart reflects the status of the operating expenses for the Commission during fiscal year 2007/2008.



Grant Program Status

The chart below reflects the status of the grant program for fiscal year 2007/2008. This chart reveals that the appropriations authorized were committed for expenditures, with minimal funding anticipated for roll forward.



Budget Request for Fiscal Year 2009

For FY 2008/2009, the Commission requested a total budget initiative of \$109 million. Of the total requested, approximately 35% 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. The Commission uses approximately 1.5% of the total budget for the operational costs. The Commission will use the remaining funds to implement the Medicaid Non-Emergency Transportation Program.

Medicaid Non Emergency Transportation

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.

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.

On June 11, 2004, AHCA and the CTD originally 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. It is anticipated that AHCA and the CTD will be executing a new multi-year agreement to continue to coordinate and provide NET services to eligible Medicaid enrollees.

All counties in Florida are currently 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 ten (10) counties where the CTC has declined to participate due to the lack of funding: Brevard, Broward, Duval, Hillsborough, Manatee, Miami-Dade, Palm Beach, St. Lucie, Sarasota and Volusia. 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. During FY 2007/2008, the CTD, through its network of STPs and as reported in the Non-Emergency Transportation Encounter Data (NETED) system, provided 1,929,597 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 63,482 unduplicated individuals requiring non-emergency transportation to receive appropriate medical assessments and treatments. This number (63,482) represents approximately 2.88% of the 2.2 million Medicaid eligibles in Florida.

Pursuant to AHCA Contract No. MED099 between AHCA and 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 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, 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 Centers for Medicare and Medicaid Services (CMS) reviewed the CTD Medicaid NET program and gave the 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. 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. The Commission will continue to revise funding allocations during the upcoming reporting period.

Improvements needed by county are noted in the CTD Quality Assurance Review Summary that will be provided to AHCA on January 1, 2009.

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, 2009.

During FY 2007-2008, the Commission staff monitored STPs 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.

The total number of trips by type of provider by county

During FY 2007-08, the CTD, through its network of STPs, provided 1,929,597 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, 2009.

The total unduplicated transportation users by county

During FY 2007-08, the CTD, through its network of STPs, provided services to 63,482 unduplicated individuals requiring non-emergency transportation to receive appropriate medical assessments and treatments. This number (63,482) represents approximately 2.88% of the 2.2 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, 2009.

Transportation provided

During FY 2007-08, the CTD, through its network of STPs, provided 1,929,597 trips to beneficiaries who required non-emergency transportation to receive appropriate medical assessments and treatments.

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 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, 2009.

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 Family CAFÉ Conference, and attendance and participation in other conferences and training sessions.

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 2007-2008 was \$66,022,204. 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 2007-2008, which will be provided to AHCA on January 1, 2009.

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.

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.

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Major Accomplishments

The Commission accomplished the following statutory requirements as directed by the Florida Legislature:

(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 48 Community Transportation Coordinators statewide representing 67 counties. The data indicated that coordinated transportation network provided over 50 million one-way passenger trips. In addition, the coordinated transportation network documented 1,009,436 unmet trip requests.
- Assisted 1,819 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 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 AHCA on the implementation of Medicaid non-emergency transportation.
- Continued to assist the Department of Transportation with the non-revenue Sun Pass and E-Pass transponders procedures for qualified disabled drivers.
- 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 1,819 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.
- 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 provided as a result of funds deposited in the Transportation Disadvantaged Trust Fund.
- Awarded \$39.6 million in grants to local Community Transportation Coordinators to provide non-sponsored trips, and to designated planning agencies to provide assistance to local Coordinating Boards to ensure local implementation is accomplished.
- Distributed \$1.4 million for the Rural Capital Assistance Grant Program with funds provided by the Department of Transportation. These funds have allowed for the purchase of vehicles and other capital equipment, which results in improved safety and reduced maintenance costs. Additionally, some of the purchases will allow for expanded services in those counties where funds are available.
- Held 13 business meetings of the Commission, seven of which were conference call.
- Held the 16th Annual Transportation Training and Technology Conference in Orlando on August 25-29, 2008, 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.

(7) Assure that all procedures, guidelines, and directives issued by purchasing agencies 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 AHCA on the implementation of Medicaid non-emergency transportation.

(8)(a) Ensure that purchasing agencies purchase all trips within the coordinated system, unless they have fulfilled the requirements of s. 427.0135(3) and use a more cost-effective alternative provider that meets comparable quality and standards. [s.427.013(8)(a), F.S.]

(8)(b) Unless the purchasing agency has negotiated with the commission pursuant to the requirements of s. 427.0135(3), provide, by rule, criteria and procedures for purchasing agencies to use if they wish to use an alternative provider. Agencies must demonstrate that the proposed alternative provider can provide a trip of comparable quality and standards for the clients at a lower cost than that provided within the coordinated system, or that the coordinated system cannot accommodate the agency'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 \$179 million.

- Continued to implement a statewide procedure for use by purchasing agencies and Community Transportation Coordinators to evaluate if an alternative transportation provider can provide a service in a more cost effective manner.

(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.]

(9)(a) 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)(a), F.S.]

(9)(b) 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)(b), F.S.]

- Developed and include in rule, standards for community transportation coordinators and all transportation operators or coordination contractors. The Quality Assurance team and the local coordinating board evaluate the community transportation coordinator and all operators to ensure compliance.
- Developed the 2007/2008 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 Commission approved 21 Community Transportation Coordinators during this reporting 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 renegotiated 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.

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

(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 2007/08 Annual Performance Report herein submitted.
- Distributed 2006/07 Annual Performance Report to the Governor, the Legislature and other requesting entities. Presented results of the 2007 Annual Performance Report to committees of the Florida Legislature during the 2008 legislative session.

(14) Consolidate, for each state agency, the amounts of each agency's actual expenditures, together with the actual expenditures of each local government and directly federally funded agency and the amounts collected by each official planning agency. [s. 427.013(14), F.S.]

- Consolidated actual expenditures by agencies that expended transportation funds which resulted in transportation disadvantaged expenditures totaling \$179 million.

(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.

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

- Maintained and distributed a transportation disadvantaged program manual to the coordinated system. 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 16th 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 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-five (35) 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 moneys. [s.427.013(23), F.S.]

- Maintained fifty-five (55) 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.]

- CTD completed this statutory requirement 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. [s. 427.013(26), F.S.]

- Completed twenty-five (25) Community Transportation Coordinator reviews.
- Conducted five (5) planning agency reviews to evaluate compliance with state law and local Coordinating Board satisfaction.
- Conducted twenty-six (26) 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.

(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.)

- Continued communications with the Agency for Health Care Administration and the Department of Transportation concerning the distribution of funds.

(29) Incur expenses for the purchase of advertisements, marketing services, and promotional items.

- Legislators added this item effective July 1, 2008.

2009 Planned Activities

The 2008 Fiscal Year was one of continued transition for the Commission. The 2008 Legislature made numerous changes to Chapter 427 and the 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:

- 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 2009 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.
- Continue to ensure compliance with the Rate Methodology for all CTCs.
- Continue to closely work with the Department of Transportation to ensure the Transportation Disadvantage Service plans (TDSP) comply with new federal legislation that ensures coordinated planning.
- Advocate to the 2009 Florida Legislature concerning the Transportation Disadvantaged Program.
- 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 disadvantage program continues to remain one of the best in the nation.
- Continue implementation of statutory and rule responsibilities.
- Continue to ensure accountabilities.
- Continue to ensure accountability for funds deposited into the Transportation Disadvantage Trust Fund.
- Continue to Review, update and create policies and procedures to improve program implementation.
- Continue to develop and expand technology through the utilization for 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 no-emergency transportation services.
- Expand statewide technical assistance and training to improve program implementation and communications.

- 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 17th Annual Transportation and Technology Conference in Lake Buena Vista, Florida during August 17-21, 2009.
- 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.
- Host the Tenth Annual TD Legislative Day on April 16, 2009, 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.

County Summaries

County: Alachua
 CTC: MV Transportation Inc
 Contact: Darryll Simpson
 3713 SW 42nd St Suite 3
 Gainesville, FL 32608
 352-375-2784
 Email: darryll.simpson@mvtransit.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	247,600	1.33%
Potential TD Population / Percent of County Total	90,954	36.73%
UDPHC / Percent of TD Passengers Served	3,159	3.47%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	72,840	43,840	-39.81%
Deviated FR	-	-	NA
Ambulatory	100,200	81,535	-18.63%
Non-Ambulatory	36,694	33,435	-8.88%
Stretcher	1,854	2,126	14.67%
School Board	-	-	NA
TOTAL TRIPS	211,588	160,936	-23.94%

Vehicle Data	2007	2008	% Change
Vehicle Miles	1,273,691	1,383,250	8.60%
Revenue Miles	1,222,558	1,150,846	-5.87%
Roadcalls	36	22	-38.89%
Accidents	27	26	-3.70%
Vehicles	52	44	-15.38%
Driver Hours	125,088	109,690	-12.31%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	104,241	86,624	-16.90%
Employment	68,908	50,398	-26.86%
Ed/Train/DayCare	21,115	5,432	-74.27%
Nutritional	1,447	2,177	50.45%
Life-Sustaining/Other	15,877	16,305	2.70%
TOTAL TRIPS	211,588	160,936	-23.94%

Financial and General Data	2007	2008	% Change
Expenses	\$3,252,949	\$3,261,339	0.26%
Revenues	\$3,137,620	\$2,796,992	-10.86%
Commendations	88	25	-71.59%
Complaints	168	104	-38.10%
Passenger No-Shows	9,330	6,921	-25.82%
Unmet Trip Requests	32	11	-65.63%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	68,691	55,184	-19.66%
AHCA	78,331	57,845	-26.15%
APD/DCF	26,376	3,469	-86.85%
DOEA	1,233	1,111	-9.89%
DOE	-	-	NA
Other	36,957	43,327	17.24%
TOTAL TRIPS	211,588	160,936	-23.94%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	2.12	1.88	-11.32%
Miles between Roadcalls	35,380	62,875	77.71%
Avg. Trips per Driver Hour	1.11	1.07	-3.60%
Avg. Trips per Para Pass.	44.9	41.88	-6.73%
Cost per Trip	15.37	20.26	31.82%
Cost per Paratransit Trip	23.19	27.71	19.49%
Cost per Driver Hour	25.72	29.58	15.01%
Cost per Total Mile	2.53	2.35	-7.11%

County: Baker
 CTC: Baker County Council On Aging, Inc.
 Contact: Mary F. Baxla
 101 E Macclenny Ave
 Macclenny, FL 32063
 904-259-2223
 Email: marybbcoa@nefcom.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	25,600	0.14%
Potential TD Population / Percent of County Total	7,906	30.88%
UDPHC / Percent of TD Passengers Served	414	5.24%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	12,358	12,387	0.23%
Non-Ambulatory	1,514	5,291	249.47%
Stretcher	2	-	-100.00%
School Board	-	-	NA
TOTAL TRIPS	13,874	17,678	27.42%

Vehicle Data	2007	2008	% Change
Vehicle Miles	215,218	227,187	5.56%
Revenue Miles	166,700	161,211	-3.29%
Roadcalls	2	3	50.00%
Accidents	1	-	-100.00%
Vehicles	16	16	0.00%
Driver Hours	11,719	13,541	15.55%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	7,643	8,985	17.56%
Employment	120	58	-51.67%
Ed/Train/DayCare	-	-	NA
Nutritional	4,170	5,545	32.97%
Life-Sustaining/Other	1,941	3,090	59.20%
TOTAL TRIPS	13,874	17,678	27.42%

Financial and General Data	2007	2008	% Change
Expenses	\$429,808	\$484,197	12.65%
Revenues	\$537,587	\$515,299	-4.15%
Commendations	-	-	NA
Complaints	3	-	-100.00%
Passenger No-Shows	255	323	26.67%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2007	2008	% Change
CTD	8,851	10,018	13.18%
AHCA	4,485	3,164	-29.45%
APD/DCF	-	-	NA
DOEA	-	-	NA
DOE	-	-	NA
Other	538	4,496	735.69%
TOTAL TRIPS	13,874	17,678	27.42%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.46	0	-100.00%
Miles between Roadcalls	107,609	75,729	-29.63%
Avg. Trips per Driver Hour	1.18	1.31	11.02%
Avg. Trips per Para Pass.	30.56	42.7	39.73%
Cost per Trip	30.98	27.39	-11.59%
Cost per Paratransit Trip	30.98	27.39	-11.59%
Cost per Driver Hour	36.68	35.76	-2.51%
Cost per Total Mile	2	2.13	6.50%

County: Bay
 CTC: Tri-County Community Council, Inc.
 Contact: Annette Stewart
 302 North Oklahoma Street, POST OFFICE BOX 1210
 Bonifay, FL 32425
 850-547-3689
 Email: annette.tccc@mchsi.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	167,600	0.90%
Potential TD Population / Percent of County Total	61,201	36.52%
UDPHC / Percent of TD Passengers Served	9,484	15.50%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	1,440	1,920	33.33%
Deviated FR	-	-	NA
Ambulatory	140,925	140,230	-0.49%
Non-Ambulatory	30,865	31,114	0.81%
Stretcher	1,151	1,168	1.48%
School Board	-	-	NA
TOTAL TRIPS	174,381	174,432	0.03%

Vehicle Data	2007	2008	% Change
Vehicle Miles	1,326,367	1,387,006	4.57%
Revenue Miles	1,326,024	1,371,767	3.45%
Roadcalls	9	10	11.11%
Accidents	3	2	-33.33%
Vehicles	39	40	2.56%
Driver Hours	63,724	71,276	11.85%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	61,382	61,400	0.03%
Employment	6,800	6,803	0.04%
Ed/Train/DayCare	84,226	84,024	-0.24%
Nutritional	21,568	21,786	1.01%
Life-Sustaining/Other	405	419	3.46%
TOTAL TRIPS	174,381	174,432	0.03%

Financial and General Data	2007	2008	% Change
Expenses	\$1,866,789	\$1,988,979	6.55%
Revenues	\$1,941,797	\$1,982,004	2.07%
Commendations	-	9	NA
Complaints	-	5	NA
Passenger No-Shows	217	250	15.21%
Unmet Trip Requests	645	695	7.75%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	28,719	28,100	-2.16%
AHCA	35,506	33,986	-4.28%
APD/DCF	51,674	53,967	4.44%
DOEA	23,178	14,142	-38.99%
DOE	-	-	NA
Other	35,304	44,237	25.30%
TOTAL TRIPS	174,381	174,432	0.03%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.23	0.14	-39.13%
Miles between Roadcalls	147,374	138,701	-5.89%
Avg. Trips per Driver Hour	2.71	2.42	-10.70%
Avg. Trips per Para Pass.	18.27	18.2	-0.38%
Cost per Trip	10.71	11.4	6.44%
Cost per Paratransit Trip	10.79	11.53	6.86%
Cost per Driver Hour	29.29	27.9	-4.75%
Cost per Total Mile	1.41	1.43	1.42%

County: Bradford
 CTC: Suwannee River Economic Council, Inc.
 Contact: Frances Terry
 P.O. Box 70
 Live Oak, FL 32064
 386.362.4115
 Email: suwanneeec@alltel.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	29,100	0.16%
Potential TD Population / Percent of CountyTotal	9,640	33.13%
UDPHC / Percent of TD Passengers Served	515	5.34%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	26,553	11,606	-56.29%
Non-Ambulatory	4,298	1,352	-68.54%
Stretcher	261	110	-57.85%
School Board	-	-	NA
TOTAL TRIPS	31,112	13,068	-58.00%

Vehicle Data	2007	2008	% Change
Vehicle Miles	109,812	123,926	12.85%
Revenue Miles	80,614	90,618	12.41%
Roadcalls	-	-	NA
Accidents	-	-	NA
Vehicles	12	8	-33.33%
Driver Hours	18,000	13,930	-22.61%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	11,672	8,966	-23.18%
Employment	-	-	NA
Ed/Train/DayCare	15,555	-	-100.00%
Nutritional	2,747	3,112	13.29%
Life-Sustaining/Other	1,138	990	-13.01%
TOTAL TRIPS	31,112	13,068	-58.00%

Financial and General Data	2007	2008	% Change
Expenses	\$558,339	\$393,420	-29.54%
Revenues	\$562,652	\$308,096	-45.24%
Commendations	-	-	NA
Complaints	2	2	0.00%
Passenger No-Shows	65	71	9.23%
Unmet Trip Requests	33	31	-6.06%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	7,489	3,838	-48.75%
AHCA	5,183	5,128	-1.06%
APD/DCF	15,555	-	-100.00%
DOEA	2,747	4,100	49.25%
DOE	-	-	NA
Other	-	2	NA
TOTAL TRIPS	30,974	13,068	-57.81%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	-	-	NA
Avg. Trips per Driver Hour	1.73	0.94	-45.66%
Avg. Trips per Para Pass.	53.83	25.37	-52.87%
Cost per Trip	17.95	30.11	67.74%
Cost per Paratransit Trip	17.95	30.11	67.74%
Cost per Driver Hour	31.02	28.24	-8.96%
Cost per Total Mile	5.08	3.17	-37.60%

County: Brevard
 CTC: Space Coast Area Transit
 Contact: Bob Roberson
 401 South Varr Ave
 Cocoa, FL 32922
 321.635.7815
 Email: bob@ridescat.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	552,100	2.96%
Potential TD Population / Percent of CountyTotal	212,185	38.43%
UDPHC / Percent of TD Passengers Served	8,841	4.17%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	109,293	171,861	57.25%
Deviated FR	-	-	NA
Ambulatory	479,635	486,681	1.47%
Non-Ambulatory	47,490	50,773	6.91%
Stretcher	-	-	NA
School Board	41,796	62,151	48.70%
TOTAL TRIPS	678,214	771,466	13.75%

Vehicle Data	2007	2008	% Change
Vehicle Miles	3,042,176	2,885,529	-5.15%
Revenue Miles	2,782,849	2,618,980	-5.89%
Roadcalls	67	85	26.87%
Accidents	8	12	50.00%
Vehicles	188	159	-15.43%
Driver Hours	151,620	128,620	-15.17%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	108,514	109,255	0.68%
Employment	162,771	154,878	-4.85%
Ed/Train/DayCare	88,167	134,060	52.05%
Nutritional	101,734	105,110	3.32%
Life-Sustaining/Other	217,028	268,163	23.56%
TOTAL TRIPS	678,214	771,466	13.75%

Financial and General Data	2007	2008	% Change
Expenses	\$5,474,561	\$4,123,214	-24.68%
Revenues	\$6,324,164	\$4,522,496	-28.49%
Commendations	12	58	383.33%
Complaints	42	70	66.67%
Passenger No-Shows	15,807	14,044	-11.15%
Unmet Trip Requests	47	21	-55.32%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	61,333	64,519	5.19%
AHCA	-	-	NA
APD/DCF	60,118	120,389	100.25%
DOEA	23,437	6,932	-70.42%
DOE	2,212	12,480	464.20%
Other	228,484	567,146	148.22%
TOTAL TRIPS	375,584	771,466	105.40%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.26	0.42	61.54%
Miles between Roadcalls	45,406	33,947	-25.24%
Avg. Trips per Driver Hour	3.75	4.66	24.27%
Avg. Trips per Para Pass.	83.33	82.69	-0.77%
Cost per Trip	8.07	5.34	-33.83%
Cost per Paratransit Trip	9.6	6.85	-28.65%
Cost per Driver Hour	36.02	31.95	-11.30%
Cost per Total Mile	1.8	1.42	-21.11%

County: Broward
 CTC: Broward County Board of County Commissioners
 Contact: Andrea Busada
 3201 W Copans Rd
 Pompano Beach, FL 33069
 954.357.8494
 Email: abusada@broward.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	1,765,700	9.45%
Potential TD Population / Percent of CountyTotal	632,147	35.80%
UDPHC / Percent of TD Passengers Served	15,094	2.39%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	1,920,792	3,759,832	95.74%
Deviated FR	107,506	105,737	-1.65%
Ambulatory	1,257,577	1,228,522	-2.31%
Non-Ambulatory	298,957	291,320	-2.55%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	3,584,832	5,385,411	50.23%

Vehicle Data	2007	2008	% Change
Vehicle Miles	13,382,543	15,133,152	13.08%
Revenue Miles	11,867,459	12,788,871	7.76%
Roadcalls	366	431	17.76%
Accidents	69	81	17.39%
Vehicles	591	616	4.23%
Driver Hours	950,814	950,839	0.00%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	798,274	1,425,035	78.51%
Employment	427,309	560,692	31.21%
Ed/Train/DayCare	814,008	945,955	16.21%
Nutritional	713,210	1,023,035	43.44%
Life-Sustaining/Other	832,031	1,430,694	71.95%
TOTAL TRIPS	3,584,832	5,385,411	50.23%

Financial and General Data	2007	2008	% Change
Expenses	\$34,093,992	\$46,008,392	34.95%
Revenues	\$31,106,509	\$38,909,010	25.08%
Commendations	302	275	-8.94%
Complaints	978	482	-50.72%
Passenger No-Shows	16,592	47,302	185.09%
Unmet Trip Requests	8,190	15,045	83.70%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	291,552	342,957	17.63%
AHCA	233,535	94,087	-59.71%
APD/DCF	229,167	212,033	-7.48%
DOEA	107,521	108,462	0.88%
DOE	266,997	216,373	-18.96%
Other	2,447,738	4,411,499	80.23%
TOTAL TRIPS	3,576,510	5,385,411	50.58%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.52	0.54	3.85%
Miles between Roadcalls	36,564	35,112	-3.97%
Avg. Trips per Driver Hour	1.75	1.71	-2.29%
Avg. Trips per Para Pass.	70.53	109.3	54.97%
Cost per Trip	9.51	8.54	-10.20%
Cost per Paratransit Trip	20.37	28.06	37.75%
Cost per Driver Hour	35.65	47.97	34.56%
Cost per Total Mile	2.53	3.01	18.97%

County: Calhoun
 CTC: Calhoun County Senior Citizens
 Contact: Marilyn Russell
 16859 NE Cayson St
 Blountstown, FL 32424
 850.674.4163
 Email: senior1@gtcom.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	14,500	0.08%
Potential TD Population / Percent of CountyTotal	5,413	37.33%
UDPHC / Percent of TD Passengers Served	697	12.88%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	34,704	34,383	-0.92%
Non-Ambulatory	3,533	3,344	-5.35%
Stretcher	725	736	1.52%
School Board	-	-	NA
TOTAL TRIPS	38,962	38,463	-1.28%

Vehicle Data	2007	2008	% Change
Vehicle Miles	378,915	310,111	-18.16%
Revenue Miles	363,394	305,209	-16.01%
Roadcalls	2	2	0.00%
Accidents	2	2	0.00%
Vehicles	17	18	5.88%
Driver Hours	18,775	18,308	-2.49%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	12,772	12,500	-2.13%
Employment	5,601	5,545	-1.00%
Ed/Train/DayCare	3,304	3,419	3.48%
Nutritional	6,095	6,125	0.49%
Life-Sustaining/Other	11,190	10,874	-2.82%
TOTAL TRIPS	38,962	38,463	-1.28%

Financial and General Data	2007	2008	% Change
Expenses	\$539,369	\$556,584	3.19%
Revenues	\$540,880	\$562,145	3.93%
Commendations	1	2	100.00%
Complaints	-	3	NA
Passenger No-Shows	32	26	-18.75%
Unmet Trip Requests	3	3	0.00%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	13,208	12,668	-4.09%
AHCA	12,873	12,407	-3.62%
APD/DCF	6,180	6,210	0.49%
DOEA	6,701	7,175	7.07%
DOE	-	-	NA
Other	-	3	NA
TOTAL TRIPS	38,962	38,463	-1.28%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.53	0.64	20.75%
Miles between Roadcalls	189,458	155,056	-18.16%
Avg. Trips per Driver Hour	2.08	2.1	0.96%
Avg. Trips per Para Pass.	57.05	55.18	-3.28%
Cost per Trip	13.84	14.47	4.55%
Cost per Paratransit Trip	13.84	14.47	4.55%
Cost per Driver Hour	28.73	30.4	5.81%
Cost per Total Mile	1.42	1.79	26.06%

County: Charlotte
 CTC: Charlotte County Transit
 Contact: Rich Weingarten
 25490 Airport Road
 Punta Gorda, FL 33950
 941.833.6244
 Email: rich.weingarten@charlottefl.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	164,600	0.88%
Potential TD Population / Percent of CountyTotal	103,121	62.65%
UDPHC / Percent of TD Passengers Served	15,092	14.64%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	831	-	-100.00%
Deviated FR	27,239	27,961	2.65%
Ambulatory	146,246	146,615	0.25%
Non-Ambulatory	12,522	12,156	-2.92%
Stretcher	128	118	-7.81%
School Board	-	-	NA
TOTAL TRIPS	186,966	186,850	-0.06%

Vehicle Data	2007	2008	% Change
Vehicle Miles	595,285	646,596	8.62%
Revenue Miles	547,360	418,659	-23.51%
Roadcalls	14	17	21.43%
Accidents	8	11	37.50%
Vehicles	44	45	2.27%
Driver Hours	67,500	67,500	0.00%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	56,097	57,103	1.79%
Employment	780	704	-9.74%
Ed/Train/DayCare	61,583	61,321	-0.43%
Nutritional	60,826	60,642	-0.30%
Life-Sustaining/Other	7,680	7,080	-7.81%
TOTAL TRIPS	186,966	186,850	-0.06%

Financial and General Data	2007	2008	% Change
Expenses	\$1,763,284	\$1,892,551	7.33%
Revenues	\$1,763,284	\$1,952,699	10.74%
Commendations	33	31	-6.06%
Complaints	165	155	-6.06%
Passenger No-Shows	-	1,764	NA
Unmet Trip Requests	9,705	9,585	-1.24%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	59,514	64,658	8.64%
AHCA	16,664	13,702	-17.77%
APD/DCF	24	850	3441.67%
DOEA	10,838	10,989	1.39%
DOE	-	-	NA
Other	99,059	96,651	-2.43%
TOTAL TRIPS	186,099	186,850	0.40%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	1.34	1.7	26.87%
Miles between Roadcalls	42,520	38,035	-10.55%
Avg. Trips per Driver Hour	2.76	2.77	0.36%
Avg. Trips per Para Pass.	12.09	12.38	2.40%
Cost per Trip	9.43	10.13	7.42%
Cost per Paratransit Trip	9.44	10.13	7.31%
Cost per Driver Hour	26.03	28.04	7.72%
Cost per Total Mile	2.95	2.93	-0.68%

County: Citrus
 CTC: Citrus County Transit
 Contact: Catherine Pearson
 2804 Marc Knighton Court , Suite B Room 129
 Lecanto, FL 34461
 352.527.5900
 Email: Cathy.Pearson@bocc.citrus.fl.us

Demographics	Number	Percentage
Total County Population / Percent of State Total	140,100	0.75%
Potential TD Population / Percent of CountyTotal	81,010	57.82%
UDPHC / Percent of TD Passengers Served	2,261	2.79%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	168,974	163,009	-3.53%
Non-Ambulatory	21,570	22,026	2.11%
Stretcher	1,085	909	-16.22%
School Board	-	2	NA
TOTAL TRIPS	191,629	185,946	-2.97%

Vehicle Data	2007	2008	% Change
Vehicle Miles	1,044,820	1,053,771	0.86%
Revenue Miles	926,804	939,211	1.34%
Roadcalls	23	74	221.74%
Accidents	14	5	-64.29%
Vehicles	65	73	12.31%
Driver Hours	78,000	78,000	0.00%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	38,672	34,105	-11.81%
Employment	21,044	20,664	-1.81%
Ed/Train/DayCare	85,696	85,282	-0.48%
Nutritional	17,738	18,790	5.93%
Life-Sustaining/Other	28,479	27,105	-4.82%
TOTAL TRIPS	191,629	185,946	-2.97%

Financial and General Data	2007	2008	% Change
Expenses	\$2,558,948	\$3,022,576	18.12%
Revenues	\$2,652,768	\$2,854,385	7.60%
Commendations	65	29	-55.38%
Complaints	20	17	-15.00%
Passenger No-Shows	523	740	41.49%
Unmet Trip Requests	233	516	121.46%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	35,555	38,899	9.41%
AHCA	26,967	16,657	-38.23%
APD/DCF	-	115,098	NA
DOEA	12,575	14,766	17.42%
DOE	-	-	NA
Other	116,532	526	-99.55%
TOTAL TRIPS	191,629	185,946	-2.97%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	1.34	0.47	-64.93%
Miles between Roadcalls	45,427	14,240	-68.65%
Avg. Trips per Driver Hour	2.46	2.38	-3.25%
Avg. Trips per Para Pass.	78.22	82.24	5.14%
Cost per Trip	13.35	16.26	21.80%
Cost per Paratransit Trip	13.35	16.26	21.80%
Cost per Driver Hour	32.81	38.75	18.10%
Cost per Total Mile	2.45	2.87	17.14%

County: Clay
 CTC: Clay County Council on Aging, Inc.
 Contact: Sheryl Hartzog/Becky Knowles
 604 Walnut Street
 Green Cove Springs, FL 32043
 904.284.5977
 Email: sherylh@clayccoa.org & beckyk@clayccoa.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	184,600	0.99%
Potential TD Population / Percent of CountyTotal	47,371	25.66%
UDPHC / Percent of TD Passengers Served	1,885	3.98%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	4,784	3,507	-26.69%
Ambulatory	58,898	60,380	2.52%
Non-Ambulatory	12,154	12,049	-0.86%
Stretcher	765	654	-14.51%
School Board	-	-	NA
TOTAL TRIPS	76,601	76,590	-0.01%

Vehicle Data	2007	2008	% Change
Vehicle Miles	785,070	828,866	5.58%
Revenue Miles	758,730	742,880	-2.09%
Roadcalls	43	64	48.84%
Accidents	2	3	50.00%
Vehicles	34	40	17.65%
Driver Hours	51,701	57,800	11.80%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	24,881	25,524	2.58%
Employment	16,575	15,631	-5.70%
Ed/Train/DayCare	18,476	18,010	-2.52%
Nutritional	11,541	12,089	4.75%
Life-Sustaining/Other	5,128	5,336	4.06%
TOTAL TRIPS	76,601	76,590	-0.01%

Financial and General Data	2007	2008	% Change
Expenses	\$1,435,305	\$1,634,489	13.88%
Revenues	\$1,472,581	\$1,625,011	10.35%
Commendations	19	11	-42.11%
Complaints	297	165	-44.44%
Passenger No-Shows	3,048	3,394	11.35%
Unmet Trip Requests	1,862	1,330	-28.57%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	15,313	14,151	-7.59%
AHCA	11,584	11,548	-0.31%
APD/DCF	21,532	21,688	0.72%
DOEA	11,556	12,623	9.23%
DOE	300	383	27.67%
Other	16,316	16,197	-0.73%
TOTAL TRIPS	76,601	76,590	-0.01%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.25	0.36	44.00%
Miles between Roadcalls	18,257	12,951	-29.06%
Avg. Trips per Driver Hour	1.48	1.33	-10.14%
Avg. Trips per Para Pass.	34.2	40.63	18.80%
Cost per Trip	18.74	21.34	13.87%
Cost per Paratransit Trip	18.74	21.34	13.87%
Cost per Driver Hour	27.76	28.28	1.87%
Cost per Total Mile	1.83	1.97	7.65%

County: Collier
 CTC: Collier County Board of County Commissioners
 Contact: Sue Faulkner
 2885 South Horseshoe Drive
 Naples, FL 34104
 239.252.5889
 Email: suefaulkner@colliergov.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	333,900	1.79%
Potential TD Population / Percent of County Total	122,912	36.81%
UDPHC / Percent of TD Passengers Served	2,305	1.88%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	52,868	85,764	62.22%
Deviated FR	-	-	NA
Ambulatory	74,723	82,482	10.38%
Non-Ambulatory	17,810	21,047	18.18%
Stretcher	779	935	20.03%
School Board	-	-	NA
TOTAL TRIPS	146,180	190,228	30.13%

Vehicle Data	2007	2008	% Change
Vehicle Miles	1,432,164	1,320,379	-7.81%
Revenue Miles	1,155,468	1,104,340	-4.42%
Roadcalls	17	29	70.59%
Accidents	24	37	54.17%
Vehicles	25	25	0.00%
Driver Hours	73,967	73,967	0.00%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	52,880	117,211	121.65%
Employment	17,872	29,110	62.88%
Ed/Train/DayCare	1,918	3,391	76.80%
Nutritional	11,860	21,699	82.96%
Life-Sustaining/Other	61,650	18,817	-69.48%
TOTAL TRIPS	146,180	190,228	30.13%

Financial and General Data	2007	2008	% Change
Expenses	\$3,593,099	\$3,281,370	-8.68%
Revenues	\$3,275,773	\$2,938,669	-10.29%
Commendations	35	70	100.00%
Complaints	27	51	88.89%
Passenger No-Shows	1,511	1,613	6.75%
Unmet Trip Requests	56	42	-25.00%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	59,373	56,245	-5.27%
AHCA	20,872	25,910	24.14%
APD/DCF	5,066	-	-100.00%
DOEA	6,066	4,819	-20.56%
DOE	-	-	NA
Other	48,051	103,254	114.88%
TOTAL TRIPS	139,428	190,228	36.43%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	1.68	2.8	66.67%
Miles between Roadcalls	84,245	45,530	-45.96%
Avg. Trips per Driver Hour	1.26	1.41	11.90%
Avg. Trips per Para Pass.	13.31	79.44	496.84%
Cost per Trip	24.58	17.25	-29.82%
Cost per Paratransit Trip	29.65	22.6	-23.78%
Cost per Driver Hour	37.4	31.92	-14.65%
Cost per Total Mile	1.93	1.79	-7.25%

County: Columbia
 CTC: Suwannee Valley Transit Authority
 Contact: James Swisher
 1907 Voyles St.
 Live Oak, FL 32064
 386.362.5332
 Email: jimmys@svta-liveoak.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	65,400	0.35%
Potential TD Population / Percent of County Total	23,087	35.30%
UDPHC / Percent of TD Passengers Served	9,321	40.37%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	92,816	-	-100.00%
Deviated FR	56,901	150,744	164.92%
Ambulatory	76,256	76,379	0.16%
Non-Ambulatory	6,797	6,816	0.28%
Stretcher	3,763	3,793	0.80%
School Board	-	-	NA
TOTAL TRIPS	236,533	237,732	0.51%

Vehicle Data	2007	2008	% Change
Vehicle Miles	748,451	1,121,440	49.83%
Revenue Miles	715,895	1,060,300	48.11%
Roadcalls	3	4	33.33%
Accidents	-	-	NA
Vehicles	56	56	0.00%
Driver Hours	49,985	50,018	0.07%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	184,476	184,275	-0.11%
Employment	2,522	2,585	2.50%
Ed/Train/DayCare	38,265	37,852	-1.08%
Nutritional	9,125	9,123	-0.02%
Life-Sustaining/Other	2,145	3,897	81.68%
TOTAL TRIPS	236,533	237,732	0.51%

Financial and General Data	2007	2008	% Change
Expenses	\$1,387,011	\$1,479,718	6.68%
Revenues	\$1,387,011	\$1,482,701	6.90%
Commendations	1	1	0.00%
Complaints	7	7	0.00%
Passenger No-Shows	53	51	-3.77%
Unmet Trip Requests	45	47	4.44%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	9,847	9,874	0.27%
AHCA	148,558	168,417	13.37%
APD/DCF	17,845	17,894	0.27%
DOEA	16,215	-	-100.00%
DOE	-	-	NA
Other	44,068	41,547	-5.72%
TOTAL TRIPS	236,533	237,732	0.51%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	249,484	280,360	12.38%
Avg. Trips per Driver Hour	2.88	4.75	64.93%
Avg. Trips per Para Pass.	12.25	25.5	108.16%
Cost per Trip	5.86	6.22	6.14%
Cost per Paratransit Trip	9.65	6.22	-35.54%
Cost per Driver Hour	27.75	29.58	6.59%
Cost per Total Mile	1.85	1.32	-28.65%

County: Desoto
 CTC: Veolia Transportation Services
 Contact: Tim Banks
 1103 US 27 S
 Sebring, FL 33870
 863.382.6004
 Email: Tim.Banks@Veoliatrtransportation.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	34,000	0.18%
Potential TD Population / Percent of CountyTotal	15,535	45.69%
UDPHC / Percent of TD Passengers Served	584	3.76%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	23,285	25,993	11.63%
Non-Ambulatory	3,808	4,539	19.20%
Stretcher	27	5	-81.48%
School Board	7,449	7,175	-3.68%
TOTAL TRIPS	34,569	37,712	9.09%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	16,257	16,933	4.16%
Employment	1,954	4,130	111.36%
Ed/Train/DayCare	8,914	8,993	0.89%
Nutritional	4,499	4,893	8.76%
Life-Sustaining/Other	2,945	2,763	-6.18%
TOTAL TRIPS	34,569	37,712	9.09%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	3,764	4,026	6.96%
AHCA	9,187	9,645	4.99%
APD/DCF	10,869	10,817	-0.48%
DOEA	4,043	3,549	-12.22%
DOE	-	99	NA
Other	5,255	9,576	82.23%
TOTAL TRIPS	33,118	37,712	13.87%

Vehicle Data	2007	2008	% Change
Vehicle Miles	355,332	395,231	11.23%
Revenue Miles	299,308	310,212	3.64%
Roadcalls	4	2	-50.00%
Accidents	1	1	0.00%
Vehicles	23	22	-4.35%
Driver Hours	31,171	39,077	25.36%

Financial and General Data	2007	2008	% Change
Expenses	\$795,617	\$902,155	13.39%
Revenues	\$812,686	\$907,145	11.62%
Commendations	8	7	-12.50%
Complaints	26	11	-57.69%
Passenger No-Shows	350	303	-13.43%
Unmet Trip Requests	125	145	16.00%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.28	0.25	-10.71%
Miles between Roadcalls	88,833	197,616	122.46%
Avg. Trips per Driver Hour	1.11	0.97	-12.61%
Avg. Trips per Para Pass.	55.05	64.58	17.31%
Cost per Trip	23.02	23.92	3.91%
Cost per Paratransit Trip	23.02	23.92	3.91%
Cost per Driver Hour	25.52	23.09	-9.52%
Cost per Total Mile	2.24	2.28	1.79%

County: Dixie
 CTC: Suwannee River Economic Council, Inc.
 Contact: Frances Terry
 P.O. Box 70
 Live Oak, FL 32064
 386.362.4115
 Email: suwanneeec@alltel.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	15,800	0.08%
Potential TD Population / Percent of CountyTotal	8,060	51.01%
UDPHC / Percent of TD Passengers Served	402	4.99%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	9,456	8,442	-10.72%
Non-Ambulatory	1,236	2,111	70.79%
Stretcher	725	614	-15.31%
School Board	-	-	NA
TOTAL TRIPS	11,417	11,167	-2.19%

Vehicle Data	2007	2008	% Change
Vehicle Miles	196,483	189,814	-3.39%
Revenue Miles	144,844	137,460	-5.10%
Roadcalls	1	1	0.00%
Accidents	-	-	NA
Vehicles	8	8	0.00%
Driver Hours	7,795	7,790	-0.06%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	10,466	9,983	-4.61%
Employment	-	-	NA
Ed/Train/DayCare	-	-	NA
Nutritional	823	1,071	30.13%
Life-Sustaining/Other	128	113	-11.72%
TOTAL TRIPS	11,417	11,167	-2.19%

Financial and General Data	2007	2008	% Change
Expenses	\$437,295	\$441,658	1.00%
Revenues	\$509,211	\$427,788	-15.99%
Commendations	-	-	NA
Complaints	2	2	0.00%
Passenger No-Shows	58	55	-5.17%
Unmet Trip Requests	37	41	10.81%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	5,422	5,053	-6.81%
AHCA	5,044	4,930	-2.26%
APD/DCF	-	-	NA
DOEA	951	1,182	24.29%
DOE	-	-	NA
Other	-	2	NA
TOTAL TRIPS	11,417	11,167	-2.19%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	196,483	189,814	-3.39%
Avg. Trips per Driver Hour	1.46	1.43	-2.05%
Avg. Trips per Para Pass.	26.68	27.78	4.12%
Cost per Trip	38.3	39.55	3.26%
Cost per Paratransit Trip	38.3	39.55	3.26%
Cost per Driver Hour	56.1	56.7	1.07%
Cost per Total Mile	2.23	2.33	4.48%

County: Duval
 CTC: Jacksonville Transportation Authority
 Contact: Patricia Collins
 5711 Richard Street, Suite #1
 Jacksonville, FL 32216
 904.265.8930
 Email: pcollins@jtafla.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	897,600	4.81%
Potential TD Population / Percent of CountyTotal	278,027	30.97%
UDPHC / Percent of TD Passengers Served	4,163	1.50%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	12,960	-	-100.00%
Deviated FR	-	-	NA
Ambulatory	237,519	179,946	-24.24%
Non-Ambulatory	147,114	121,354	-17.51%
Stretcher	507	-	-100.00%
School Board	-	-	NA
TOTAL TRIPS	398,100	301,300	-24.32%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	82,006	67,606	-17.56%
Employment	87,874	48,883	-44.37%
Ed/Train/DayCare	27,407	37,068	35.25%
Nutritional	-	-	NA
Life-Sustaining/Other	200,813	147,743	-26.43%
TOTAL TRIPS	398,100	301,300	-24.32%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	62,970	48,675	-22.70%
AHCA	14,663	-	-100.00%
APD/DCF	-	-	NA
DOEA	44	150	240.91%
DOE	-	-	NA
Other	320,423	252,475	-21.21%
TOTAL TRIPS	398,100	301,300	-24.32%

Vehicle Data	2007	2008	% Change
Vehicle Miles	4,437,567	3,578,663	-19.36%
Revenue Miles	3,913,908	3,036,533	-22.42%
Roadcalls	258	374	44.96%
Accidents	228	244	7.02%
Vehicles	89	91	2.25%
Driver Hours	281,700	238,536	-15.32%

Financial and General Data	2007	2008	% Change
Expenses	\$12,905,921	\$12,050,519	-6.63%
Revenues	\$12,905,921	\$12,050,519	-6.63%
Commendations	170	251	47.65%
Complaints	1,198	921	-23.12%
Passenger No-Shows	39,998	19,228	-51.93%
Unmet Trip Requests	-	-	NA

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	5.14	6.82	32.68%
Miles between Roadcalls	17,200	9,569	-44.37%
Avg. Trips per Driver Hour	1.37	1.26	-8.03%
Avg. Trips per Para Pass.	62.46	72.38	15.88%
Cost per Trip	32.42	40	23.38%
Cost per Paratransit Trip	33.48	40	19.47%
Cost per Driver Hour	45.77	50.52	10.38%
Cost per Total Mile	2.91	3.37	15.81%

County: Escambia
 CTC: Pensacola Bay Transportation
 Contact: LaTricia Johnson
 3100 McCormick Street
 Pensacola, FL 32514
 850.476.8130
 Email: ljohnson@pensacolabaytransportation.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	311,800	1.67%
Potential TD Population / Percent of County Total	117,056	37.54%
UDPHC / Percent of TD Passengers Served	2,735	2.34%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	46,804	18,710	-60.02%
Deviated FR	-	-	NA
Ambulatory	102,710	110,182	7.27%
Non-Ambulatory	36,488	35,177	-3.59%
Stretcher	173	354	104.62%
School Board	160,575	-	-100.00%
TOTAL TRIPS	346,750	164,423	-52.58%

Vehicle Data	2007	2008	% Change
Vehicle Miles	1,724,797	1,785,504	3.52%
Revenue Miles	1,320,940	1,285,113	-2.71%
Roadcalls	88	20	-77.27%
Accidents	7	4	-42.86%
Vehicles	80	64	-20.00%
Driver Hours	239,439	161,035	-32.74%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	68,377	48,904	-28.48%
Employment	48,406	43,946	-9.21%
Ed/Train/DayCare	201,534	10,944	-94.57%
Nutritional	507	1,090	114.99%
Life-Sustaining/Other	27,926	59,539	113.20%
TOTAL TRIPS	346,750	164,423	-52.58%

Financial and General Data	2007	2008	% Change
Expenses	\$3,698,427	\$3,384,476	-8.49%
Revenues	\$3,796,280	\$2,688,933	-29.17%
Commendations	53	49	-7.55%
Complaints	77	59	-23.38%
Passenger No-Shows	4,049	4,073	0.59%
Unmet Trip Requests	3,922	2,653	-32.36%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	26,013	21,095	-18.91%
AHCA	46,081	59,759	29.68%
APD/DCF	1,909	3,823	100.26%
DOEA	20,203	11,776	-41.71%
DOE	12,545	2,658	-78.81%
Other	235,746	65,312	-72.30%
TOTAL TRIPS	342,497	164,423	-51.99%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.41	0.22	-46.34%
Miles between Roadcalls	19,600	89,275	355.48%
Avg. Trips per Driver Hour	1.25	0.9	-28.00%
Avg. Trips per Para Pass.	85.92	55.22	-35.73%
Cost per Trip	10.67	20.58	92.88%
Cost per Paratransit Trip	12.07	23.08	91.22%
Cost per Driver Hour	15.13	20.89	38.07%
Cost per Total Mile	2.1	1.88	-10.48%

County: Flagler
 CTC: Flagler County Public Transportation
 Contact: Jesus Lopez
 1769 East Moody Blvd., Bldg. 5
 Bunnell, FL 32110
 386.313.4189
 Email: jlopez@flaglercounty.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	93,600	0.50%
Potential TD Population / Percent of CountyTotal	25,151	26.87%
UDPHC / Percent of TD Passengers Served	4,142	16.47%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	86,471	80,847	-6.50%
Non-Ambulatory	9,046	11,910	31.66%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	95,517	92,757	-2.89%

Vehicle Data	2007	2008	% Change
Vehicle Miles	727,738	819,940	12.67%
Revenue Miles	647,261	736,295	13.76%
Roadcalls	6	8	33.33%
Accidents	2	7	250.00%
Vehicles	28	26	-7.14%
Driver Hours	41,865	40,976	-2.12%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	13,958	14,183	1.61%
Employment	21,923	22,426	2.29%
Ed/Train/DayCare	26,875	19,392	-27.84%
Nutritional	21,347	19,790	-7.29%
Life-Sustaining/Other	11,414	16,966	48.64%
TOTAL TRIPS	95,517	92,757	-2.89%

Financial and General Data	2007	2008	% Change
Expenses	\$1,278,612	\$1,226,047	-4.11%
Revenues	\$1,278,612	\$1,226,047	-4.11%
Commendations	5	6	20.00%
Complaints	15	12	-20.00%
Passenger No-Shows	960	1,062	10.63%
Unmet Trip Requests	148	129	-12.84%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	17,068	15,127	-11.37%
AHCA	4,336	3,846	-11.30%
APD/DCF	13,567	13,461	-0.78%
DOEA	25,925	21,285	-17.90%
DOE	-	-	NA
Other	12,597	39,038	209.90%
TOTAL TRIPS	73,493	92,757	26.21%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.27	0.85	214.81%
Miles between Roadcalls	121,290	102,493	-15.50%
Avg. Trips per Driver Hour	2.28	2.26	-0.88%
Avg. Trips per Para Pass.	25.31	22.39	-11.54%
Cost per Trip	13.39	13.22	-1.27%
Cost per Paratransit Trip	13.39	13.22	-1.27%
Cost per Driver Hour	30.54	29.92	-2.03%
Cost per Total Mile	1.76	1.5	-14.77%

County: Franklin
 CTC: Croom's, Inc.
 Contact: John Croom
 133 Highway 98 Post Office Box 6
 Apalachicola, FL 32329-0006
 850.653.2270
 Email: crooms@digitalexp.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	12,200	0.07%
Potential TD Population / Percent of CountyTotal	5,693	46.66%
UDPHC / Percent of TD Passengers Served	1,142	20.06%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	17,204	15,205	-11.62%
Non-Ambulatory	1,067	1,774	66.26%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	18,271	16,979	-7.07%

Vehicle Data	2007	2008	% Change
Vehicle Miles	332,376	331,515	-0.26%
Revenue Miles	323,488	320,419	-0.95%
Roadcalls	3	2	-33.33%
Accidents	-	-	NA
Vehicles	12	12	0.00%
Driver Hours	13,198	12,710	-3.70%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	8,471	8,133	-3.99%
Employment	-	-	NA
Ed/Train/DayCare	4,816	4,916	2.08%
Nutritional	-	-	NA
Life-Sustaining/Other	4,984	3,930	-21.15%
TOTAL TRIPS	18,271	16,979	-7.07%

Financial and General Data	2007	2008	% Change
Expenses	\$609,073	\$610,655	0.26%
Revenues	\$609,063	\$609,714	0.11%
Commendations	4	1	-75.00%
Complaints	1	-	-100.00%
Passenger No-Shows	24	21	-12.50%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2007	2008	% Change
CTD	3,914	4,745	21.23%
AHCA	4,098	3,386	-17.37%
APD/DCF	323	-	-100.00%
DOEA	266	-	-100.00%
DOE	4,952	-	-100.00%
Other	4,718	8,848	87.54%
TOTAL TRIPS	18,271	16,979	-7.07%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	110,792	165,758	49.61%
Avg. Trips per Driver Hour	1.38	1.34	-2.90%
Avg. Trips per Para Pass.	16.21	14.87	-8.27%
Cost per Trip	33.34	35.97	7.89%
Cost per Paratransit Trip	33.34	35.97	7.89%
Cost per Driver Hour	46.15	48.05	4.12%
Cost per Total Mile	1.83	1.84	0.55%

County: Gadsden
 CTC: Big Bend Transit, Inc.
 Contact: TED WATERS
 POST OFFICE BOX 1721
 TALLAHASSEE, FL 32302
 850.574.6266
 Email: TWBBT@AOL.COM

Demographics	Number	Percentage
Total County Population / Percent of State Total	49,400	0.26%
Potential TD Population / Percent of CountyTotal	21,786	44.10%
UDPHC / Percent of TD Passengers Served	3,431	15.75%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	4,677	6,562	40.30%
Ambulatory	72,571	57,897	-20.22%
Non-Ambulatory	5,756	4,287	-25.52%
Stretcher	4	34	750.00%
School Board	-	-	NA
TOTAL TRIPS	83,008	68,780	-17.14%

Vehicle Data	2007	2008	% Change
Vehicle Miles	826,368	709,876	-14.10%
Revenue Miles	699,100	602,397	-13.83%
Roadcalls	22	29	31.82%
Accidents	-	2	NA
Vehicles	23	24	4.35%
Driver Hours	41,808	39,547	-5.41%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	25,328	21,968	-13.27%
Employment	40,638	34,394	-15.36%
Ed/Train/DayCare	13,411	9,862	-26.46%
Nutritional	-	-	NA
Life-Sustaining/Other	3,631	2,556	-29.61%
TOTAL TRIPS	83,008	68,780	-17.14%

Financial and General Data	2007	2008	% Change
Expenses	\$1,683,249	\$1,635,345	-2.85%
Revenues	\$1,225,388	\$1,326,204	8.23%
Commendations	-	-	NA
Complaints	13	5	-61.54%
Passenger No-Shows	1,162	1,730	48.88%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2007	2008	% Change
CTD	41,611	27,492	-33.93%
AHCA	17,975	16,666	-7.28%
APD/DCF	200	18	-91.00%
DOEA	-	-	NA
DOE	-	-	NA
Other	2,289	24,604	974.88%
TOTAL TRIPS	62,075	68,780	10.80%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0	0.28	NA
Miles between Roadcalls	37,562	24,478	-34.83%
Avg. Trips per Driver Hour	1.99	1.74	-12.56%
Avg. Trips per Para Pass.	21.04	20.05	-4.71%
Cost per Trip	20.28	23.78	17.26%
Cost per Paratransit Trip	20.28	23.78	17.26%
Cost per Driver Hour	40.26	41.35	2.71%
Cost per Total Mile	2.04	2.3	12.75%

County: Gilchrist
 CTC: Suwannee River Economic Council, Inc.
 Contact: Frances Terry
 P.O. Box 70
 Live Oak, FL 32064
 386.362.4115
 Email: suwanneec@alltel.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	17,100	0.09%
Potential TD Population / Percent of CountyTotal	6,399	37.42%
UDPHC / Percent of TD Passengers Served	321	5.02%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	4,990	4,625	-7.31%
Non-Ambulatory	1,548	1,625	4.97%
Stretcher	224	170	-24.11%
School Board	-	-	NA
TOTAL TRIPS	6,762	6,420	-5.06%

Vehicle Data	2007	2008	% Change
Vehicle Miles	127,458	119,484	-6.26%
Revenue Miles	92,785	88,650	-4.46%
Roadcalls	-	-	NA
Accidents	-	-	NA
Vehicles	8	8	0.00%
Driver Hours	5,690	5,670	-0.35%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	5,038	5,489	8.95%
Employment	-	-	NA
Ed/Train/DayCare	200	193	-3.50%
Nutritional	1,267	610	-51.85%
Life-Sustaining/Other	257	128	-50.19%
TOTAL TRIPS	6,762	6,420	-5.06%

Financial and General Data	2007	2008	% Change
Expenses	\$211,456	\$207,989	-1.64%
Revenues	\$284,431	\$227,850	-19.89%
Commendations	-	-	NA
Complaints	2	2	0.00%
Passenger No-Shows	74	68	-8.11%
Unmet Trip Requests	36	31	-13.89%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	3,287	3,374	2.65%
AHCA	1,751	1,744	-0.40%
APD/DCF	200	193	-3.50%
DOEA	1,524	1,107	-27.36%
DOE	-	-	NA
Other	-	2	NA
TOTAL TRIPS	6,762	6,420	-5.06%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	-	-	NA
Avg. Trips per Driver Hour	1.19	1.13	-5.04%
Avg. Trips per Para Pass.	18.63	20	7.35%
Cost per Trip	31.27	32.4	3.61%
Cost per Paratransit Trip	31.27	32.4	3.61%
Cost per Driver Hour	37.16	36.68	-1.29%
Cost per Total Mile	1.66	1.74	4.82%

County: Glades
 CTC: Good Wheels, Inc.
 Contact: Gary L. Bryant
 10075 Bavaria Rd.
 Fort Myers, FL 33913
 239.768.6184
 Email: gbryant1@aol.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	11,100	0.06%
Potential TD Population / Percent of CountyTotal	4,827	43.49%
UDPHC / Percent of TD Passengers Served	24	0.50%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	4,184	3,314	-20.79%
Non-Ambulatory	1,144	1,033	-9.70%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	5,328	4,347	-18.41%

Vehicle Data	2007	2008	% Change
Vehicle Miles	96,896	119,530	23.36%
Revenue Miles	84,764	109,238	28.87%
Roadcalls	6	11	83.33%
Accidents	-	-	NA
Vehicles	4	3	-25.00%
Driver Hours	3,406	1,800	-47.15%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	2,930	2,301	-21.47%
Employment	160	656	310.00%
Ed/Train/DayCare	1,385	1,070	-22.74%
Nutritional	800	270	-66.25%
Life-Sustaining/Other	53	50	-5.66%
TOTAL TRIPS	5,328	4,347	-18.41%

Financial and General Data	2007	2008	% Change
Expenses	\$210,433	\$172,192	-18.17%
Revenues	\$222,537	\$368,497	65.59%
Commendations	-	1	NA
Complaints	10	10	0.00%
Passenger No-Shows	252	239	-5.16%
Unmet Trip Requests	62	26	-58.06%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	746	1,041	39.54%
AHCA	2,131	1,260	-40.87%
APD/DCF	1,439	1,070	-25.64%
DOEA	746	270	-63.81%
DOE	-	-	NA
Other	-	706	NA
TOTAL TRIPS	5,062	4,347	-14.12%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	16,149	10,866	-32.71%
Avg. Trips per Driver Hour	1.56	2.42	55.13%
Avg. Trips per Para Pass.	133.2	181.13	35.98%
Cost per Trip	39.5	39.61	0.28%
Cost per Paratransit Trip	39.5	39.61	0.28%
Cost per Driver Hour	61.78	95.66	54.84%
Cost per Total Mile	2.17	1.44	-33.64%

County: Gulf
 CTC: Gulf County Transportation
 Contact: Kathy Balentine
 P.O. Box 8
 Port St. Joe, FL 32457
 850.229.6550
 Email: gtran@fairpoint.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	16,800	0.09%
Potential TD Population / Percent of CountyTotal	5,456	32.48%
UDPHC / Percent of TD Passengers Served	413	7.57%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	18,236	18,087	-0.82%
Non-Ambulatory	2,075	1,721	-17.06%
Stretcher	380	211	-44.47%
School Board	-	-	NA
TOTAL TRIPS	20,691	20,019	-3.25%

Vehicle Data	2007	2008	% Change
Vehicle Miles	257,711	232,282	-9.87%
Revenue Miles	253,814	230,679	-9.11%
Roadcalls	1	-	-100.00%
Accidents	1	-	-100.00%
Vehicles	13	13	0.00%
Driver Hours	9,762	9,104	-6.74%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	8,081	7,496	-7.24%
Employment	-	-	NA
Ed/Train/DayCare	6,828	6,822	-0.09%
Nutritional	4,627	4,395	-5.01%
Life-Sustaining/Other	1,155	1,306	13.07%
TOTAL TRIPS	20,691	20,019	-3.25%

Financial and General Data	2007	2008	% Change
Expenses	\$456,061	\$440,518	-3.41%
Revenues	\$519,653	\$457,546	-11.95%
Commendations	6	4	-33.33%
Complaints	1	1	0.00%
Passenger No-Shows	94	109	15.96%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2007	2008	% Change
CTD	4,359	4,400	0.94%
AHCA	3,625	3,210	-11.45%
APD/DCF	6,926	6,766	-2.31%
DOEA	2,801	1,878	-32.95%
DOE	-	-	NA
Other	2,980	3,765	26.34%
TOTAL TRIPS	20,691	20,019	-3.25%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.39	0	-100.00%
Miles between Roadcalls	257,711	-	-100.00%
Avg. Trips per Driver Hour	2.12	2.2	3.77%
Avg. Trips per Para Pass.	51.99	48.47	-6.77%
Cost per Trip	22.04	22	-0.18%
Cost per Paratransit Trip	22.04	22	-0.18%
Cost per Driver Hour	46.72	48.39	3.57%
Cost per Total Mile	1.77	1.9	7.34%

County: Hamilton
 CTC: Suwannee Valley Transit Authority
 Contact: James Swisher
 1907 Voylesst.
 Live Oak, FL 32064
 386.353.5332
 Email: jimmys@svta-liveoak.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	14,700	0.08%
Potential TD Population / Percent of CountyTotal	6,821	46.40%
UDPHC / Percent of TD Passengers Served	6,761	99.12%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	9,134	9,175	0.45%
Deviated FR	23,752	23,914	0.68%
Ambulatory	33,163	33,306	0.43%
Non-Ambulatory	1,314	1,368	4.11%
Stretcher	945	967	2.33%
School Board	-	-	NA
TOTAL TRIPS	68,308	68,730	0.62%

Vehicle Data	2007	2008	% Change
Vehicle Miles	379,524	679,539	79.05%
Revenue Miles	328,451	594,598	81.03%
Roadcalls	-	-	NA
Accidents	-	-	NA
Vehicles	14	14	0.00%
Driver Hours	30,771	31,013	0.79%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	32,945	33,102	0.48%
Employment	418	501	19.86%
Ed/Train/DayCare	12,856	12,921	0.51%
Nutritional	12,718	12,845	1.00%
Life-Sustaining/Other	9,371	9,361	-0.11%
TOTAL TRIPS	68,308	68,730	0.62%

Financial and General Data	2007	2008	% Change
Expenses	\$1,030,876	\$1,032,645	0.17%
Revenues	\$1,106,212	\$1,063,503	-3.86%
Commendations	-	-	NA
Complaints	1	1	0.00%
Passenger No-Shows	45	43	-4.44%
Unmet Trip Requests	40	42	5.00%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	7,895	9,815	24.32%
AHCA	44,918	45,211	0.65%
APD/DCF	1,852	1	-99.95%
DOEA	13,643	13,700	0.42%
DOE	-	-	NA
Other	-	3	NA
TOTAL TRIPS	68,308	68,730	0.62%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	-	-	NA
Avg. Trips per Driver Hour	1.92	1.92	0.00%
Avg. Trips per Para Pass.	8.78	9.51	8.31%
Cost per Trip	15.09	15.02	-0.46%
Cost per Paratransit Trip	17.42	17.34	-0.46%
Cost per Driver Hour	33.5	33.29	-0.63%
Cost per Total Mile	2.72	1.52	-44.12%

County: Hardee
 CTC: Veolia Transportation Services
 Contact: Tim Banks
 1103 US 27 South
 Sebring, FL 33870
 863.382.6004
 Email: Tim.Banks@veoliatransportation.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	27,500	0.15%
Potential TD Population / Percent of CountyTotal	10,359	37.67%
UDPHC / Percent of TD Passengers Served	529	5.11%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	19,349	18,173	-6.08%
Non-Ambulatory	2,454	2,678	9.13%
Stretcher	149	125	-16.11%
School Board	-	-	NA
TOTAL TRIPS	21,952	20,976	-4.45%

Vehicle Data	2007	2008	% Change
Vehicle Miles	576,318	546,106	-5.24%
Revenue Miles	529,225	513,973	-2.88%
Roadcalls	10	9	-10.00%
Accidents	3	1	-66.67%
Vehicles	14	14	0.00%
Driver Hours	17,530	15,395	-12.18%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	8,250	11,765	42.61%
Employment	3,544	4,777	34.79%
Ed/Train/DayCare	1,793	615	-65.70%
Nutritional	4,478	1,085	-75.77%
Life-Sustaining/Other	3,887	2,734	-29.66%
TOTAL TRIPS	21,952	20,976	-4.45%

Financial and General Data	2007	2008	% Change
Expenses	\$567,381	\$706,654	24.55%
Revenues	\$964,208	\$890,548	-7.64%
Commendations	5	5	0.00%
Complaints	10	10	0.00%
Passenger No-Shows	581	617	6.20%
Unmet Trip Requests	491	503	2.44%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	6,011	4,347	-27.68%
AHCA	7,838	7,769	-0.88%
APD/DCF	4,082	4,372	7.10%
DOEA	599	672	12.19%
DOE	282	225	-20.21%
Other	2,136	3,591	68.12%
TOTAL TRIPS	20,948	20,976	0.13%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.52	0.18	-65.38%
Miles between Roadcalls	57,632	60,678	5.29%
Avg. Trips per Driver Hour	1.25	1.36	8.80%
Avg. Trips per Para Pass.	31.05	39.65	27.70%
Cost per Trip	25.85	33.69	30.33%
Cost per Paratransit Trip	25.85	33.69	30.33%
Cost per Driver Hour	32.37	45.9	41.80%
Cost per Total Mile	0.98	1.29	31.63%

County: Hendry
 CTC: Good Wheels, Inc.
 Contact: Gary L. Bryant
 10075 Bavaria Rd.
 Fort Myers , FL 33913
 239.768.6184
 Email: gbryant1@aol.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	39,700	0.21%
Potential TD Population / Percent of CountyTotal	14,167	35.69%
UDPHC / Percent of TD Passengers Served	231	1.63%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	15,993	14,867	-7.04%
Non-Ambulatory	4,774	4,040	-15.37%
Stretcher	38	64	68.42%
School Board	-	-	NA
TOTAL TRIPS	20,805	18,971	-8.82%

Vehicle Data	2007	2008	% Change
Vehicle Miles	291,530	412,321	41.43%
Revenue Miles	282,852	401,174	41.83%
Roadcalls	11	22	100.00%
Accidents	3	1	-66.67%
Vehicles	12	10	-16.67%
Driver Hours	22,490	21,407	-4.82%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	8,883	11,847	33.37%
Employment	355	2,791	686.20%
Ed/Train/DayCare	9,435	1,442	-84.72%
Nutritional	1,954	2,891	47.95%
Life-Sustaining/Other	178	-	-100.00%
TOTAL TRIPS	20,805	18,971	-8.82%

Financial and General Data	2007	2008	% Change
Expenses	\$1,784,692	\$1,663,958	-6.76%
Revenues	\$1,791,546	\$1,759,920	-1.77%
Commendations	10	20	100.00%
Complaints	33	19	-42.42%
Passenger No-Shows	1,380	1,311	-5.00%
Unmet Trip Requests	274	106	-61.31%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	4,965	4,915	-1.01%
AHCA	4,985	5,589	12.12%
APD/DCF	4,235	2,784	-34.26%
DOEA	3,037	2,891	-4.81%
DOE	-	-	NA
Other	854	2,792	226.93%
TOTAL TRIPS	18,076	18,971	4.95%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	1.03	0.24	-76.70%
Miles between Roadcalls	26,503	18,742	-29.28%
Avg. Trips per Driver Hour	0.93	0.89	-4.30%
Avg. Trips per Para Pass.	107.24	82.13	-23.41%
Cost per Trip	85.78	87.71	2.25%
Cost per Paratransit Trip	85.78	87.71	2.25%
Cost per Driver Hour	79.35	77.73	-2.04%
Cost per Total Mile	6.12	4.04	-33.99%

County: Hernando
 CTC: Mid Florida Community Services, Inc.
 Contact: Michael J. Georgini
 1122 Ponce DeLeon Blvd.
 Brooksville, FL 34601
 352.799.1510
 Email: office@trans-hernando

Demographics	Number	Percentage
Total County Population / Percent of State Total	162,200	0.87%
Potential TD Population / Percent of County Total	101,044	62.30%
UDPHC / Percent of TD Passengers Served	3,617	3.58%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	136,951	151,365	10.52%
Non-Ambulatory	13,814	16,908	22.40%
Stretcher	930	811	-12.80%
School Board	-	-	NA
TOTAL TRIPS	151,695	169,084	11.46%

Vehicle Data	2007	2008	% Change
Vehicle Miles	1,243,521	1,349,884	8.55%
Revenue Miles	1,125,110	1,245,747	10.72%
Roadcalls	31	25	-19.35%
Accidents	5	2	-60.00%
Vehicles	50	54	8.00%
Driver Hours	110,240	109,320	-0.83%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	41,902	46,952	12.05%
Employment	1,539	2,794	81.55%
Ed/Train/DayCare	90,815	101,457	11.72%
Nutritional	13,078	9,918	-24.16%
Life-Sustaining/Other	4,361	7,963	82.60%
TOTAL TRIPS	151,695	169,084	11.46%

Financial and General Data	2007	2008	% Change
Expenses	\$2,009,662	\$2,125,454	5.76%
Revenues	\$2,173,292	\$1,997,130	-8.11%
Commendations	43	47	9.30%
Complaints	62	61	-1.61%
Passenger No-Shows	1,140	1,366	19.82%
Unmet Trip Requests	5,397	4,952	-8.25%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	16,254	19,440	19.60%
AHCA	18,267	19,957	9.25%
APD/DCF	-	960	NA
DOEA	7,464	7,015	-6.02%
DOE	-	2,000	NA
Other	109,710	119,712	9.12%
TOTAL TRIPS	151,695	169,084	11.46%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.4	0.15	-62.50%
Miles between Roadcalls	40,114	53,995	34.60%
Avg. Trips per Driver Hour	1.38	1.55	12.32%
Avg. Trips per Para Pass.	52.67	46.75	-11.24%
Cost per Trip	13.25	12.57	-5.13%
Cost per Paratransit Trip	13.25	12.57	-5.13%
Cost per Driver Hour	18.23	19.44	6.64%
Cost per Total Mile	1.62	1.57	-3.09%

County: Highlands
 CTC: Veolia Transportation Services
 Contact: Tim Banks
 1103 US 27 South
 Sebring, FL 33870
 863.386.6004
 Email: Tim.Banks@veoliatransportation.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	98,700	0.53%
Potential TD Population / Percent of County Total	54,240	54.95%
UDPHC / Percent of TD Passengers Served	2,145	3.95%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	87,785	86,734	-1.20%
Non-Ambulatory	19,268	19,333	0.34%
Stretcher	1,598	1,940	21.40%
School Board	-	-	NA
TOTAL TRIPS	108,651	108,007	-0.59%

Vehicle Data	2007	2008	% Change
Vehicle Miles	1,142,248	1,360,208	19.08%
Revenue Miles	1,072,351	1,141,858	6.48%
Roadcalls	36	35	-2.78%
Accidents	6	6	0.00%
Vehicles	57	56	-1.75%
Driver Hours	66,512	70,820	6.48%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	45,701	40,582	-11.20%
Employment	46,232	51,429	11.24%
Ed/Train/DayCare	2,277	467	-79.49%
Nutritional	7,017	6,829	-2.68%
Life-Sustaining/Other	7,424	8,700	17.19%
TOTAL TRIPS	108,651	108,007	-0.59%

Financial and General Data	2007	2008	% Change
Expenses	\$2,045,437	\$2,225,646	8.81%
Revenues	\$1,926,861	\$1,923,378	-0.18%
Commendations	16	13	-18.75%
Complaints	41	34	-17.07%
Passenger No-Shows	3,184	2,937	-7.76%
Unmet Trip Requests	1,846	2,165	17.28%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	21,488	15,255	-29.01%
AHCA	20,495	22,822	11.35%
APD/DCF	47,254	50,954	7.83%
DOEA	8,437	7,952	-5.75%
DOE	170	404	137.65%
Other	2,235	10,620	375.17%
TOTAL TRIPS	100,079	108,007	7.92%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.53	0.44	-16.98%
Miles between Roadcalls	31,729	38,863	22.48%
Avg. Trips per Driver Hour	1.63	1.53	-6.13%
Avg. Trips per Para Pass.	41.33	50.35	21.82%
Cost per Trip	18.83	20.61	9.45%
Cost per Paratransit Trip	18.83	20.61	9.45%
Cost per Driver Hour	30.75	31.43	2.21%
Cost per Total Mile	1.79	1.64	-8.38%

County: Hillsborough
 CTC: Hillsborough County
 Contact: Karen Smith
 4023 N Armenia Avenue, 3rd Floor
 Tampa, FL 33607
 813.276.8126
 Email: smithk@hillsboroughcounty.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	1,192,900	6.39%
Potential TD Population / Percent of CountyTotal	373,872	31.34%
UDPHC / Percent of TD Passengers Served	15,340	4.10%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	616,256	511,623	-16.98%
Deviated FR	-	-	NA
Ambulatory	709,271	743,339	4.80%
Non-Ambulatory	107,864	78,719	-27.02%
Stretcher	577	465	-19.41%
School Board	-	-	NA
TOTAL TRIPS	1,433,968	1,334,146	-6.96%

Vehicle Data	2007	2008	% Change
Vehicle Miles	6,047,566	5,672,654	-6.20%
Revenue Miles	4,905,148	4,230,806	-13.75%
Roadcalls	113	89	-21.24%
Accidents	86	84	-2.33%
Vehicles	264	243	-7.95%
Driver Hours	406,516	385,699	-5.12%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	657,641	607,801	-7.58%
Employment	106,333	130,621	22.84%
Ed/Train/DayCare	332,524	272,475	-18.06%
Nutritional	44,991	43,058	-4.30%
Life-Sustaining/Other	292,479	280,191	-4.20%
TOTAL TRIPS	1,433,968	1,334,146	-6.96%

Financial and General Data	2007	2008	% Change
Expenses	\$14,686,398	\$14,483,574	-1.38%
Revenues	\$14,941,928	\$13,879,719	-7.11%
Commendations	125	142	13.60%
Complaints	66	109	65.15%
Passenger No-Shows	8,491	13,788	62.38%
Unmet Trip Requests	672	695	3.42%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	345,959	369,854	6.91%
AHCA	159,266	130,474	-18.08%
APD/DCF	211,259	298,374	41.24%
DOEA	41,059	31,293	-23.79%
DOE	-	-	NA
Other	676,425	504,151	-25.47%
TOTAL TRIPS	1,433,968	1,334,146	-6.96%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	1.42	1.48	4.23%
Miles between Roadcalls	53,518	63,738	19.10%
Avg. Trips per Driver Hour	2.01	2.13	5.97%
Avg. Trips per Para Pass.	29.02	89.7	209.10%
Cost per Trip	10.24	10.86	6.05%
Cost per Paratransit Trip	17.2	16.87	-1.92%
Cost per Driver Hour	34.61	35.98	3.96%
Cost per Total Mile	2.33	2.45	5.15%

County: Holmes
 CTC: Tri-County Community Council, Inc.
 Contact: Annette Stewart
 302 North Oklahoma Street, Post Office Box 1210
 Bonifay, FL 32425
 850.547.3689
 Email: annette.tccc@mchsi.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	19,500	0.10%
Potential TD Population / Percent of CountyTotal	8,308	42.61%
UDPHC / Percent of TD Passengers Served	1,875	22.57%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	38,988	44,517	14.18%
Non-Ambulatory	2,290	2,247	-1.88%
Stretcher	227	305	34.36%
School Board	-	-	NA
TOTAL TRIPS	41,505	47,069	13.41%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	22,680	21,881	-3.52%
Employment	5,000	5,672	13.44%
Ed/Train/DayCare	13,213	18,513	40.11%
Nutritional	568	953	67.78%
Life-Sustaining/Other	44	50	13.64%
TOTAL TRIPS	41,505	47,069	13.41%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	19,086	13,144	-31.13%
AHCA	8,594	14,182	65.02%
APD/DCF	5,651	5,157	-8.74%
DOEA	568	953	67.78%
DOE	67	58	-13.43%
Other	7,539	13,575	80.06%
TOTAL TRIPS	41,505	47,069	13.41%

Vehicle Data	2007	2008	% Change
Vehicle Miles	415,466	355,611	-14.41%
Revenue Miles	415,207	355,407	-14.40%
Roadcalls	6	1	-83.33%
Accidents	-	-	NA
Vehicles	25	21	-16.00%
Driver Hours	13,326	12,087	-9.30%

Financial and General Data	2007	2008	% Change
Expenses	\$528,169	\$524,291	-0.73%
Revenues	\$580,254	\$552,144	-4.84%
Commendations	11	13	18.18%
Complaints	-	3	NA
Passenger No-Shows	71	103	45.07%
Unmet Trip Requests	221	277	25.34%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	69,244	355,611	413.56%
Avg. Trips per Driver Hour	3.11	3.89	25.08%
Avg. Trips per Para Pass.	22.14	25.1	13.37%
Cost per Trip	12.73	11.14	-12.49%
Cost per Paratransit Trip	12.73	11.14	-12.49%
Cost per Driver Hour	39.63	43.38	9.46%
Cost per Total Mile	1.27	1.47	15.75%

County: Indian River
 CTC: Senior Resource Association, Inc.
 Contact: Karen Wood
 692 14th Street
 Vero Beach, FL 32960
 772.469.2057
 Email: kwood@sramail.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	139,800	0.75%
Potential TD Population / Percent of CountyTotal	57,916	41.43%
UDPHC / Percent of TD Passengers Served	15,978	27.59%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	99,773	92,440	-7.35%
Non-Ambulatory	6,041	5,656	-6.37%
Stretcher	572	417	-27.10%
School Board	-	-	NA
TOTAL TRIPS	106,386	98,513	-7.40%

Vehicle Data	2007	2008	% Change
Vehicle Miles	715,778	629,748	-12.02%
Revenue Miles	682,685	601,890	-11.83%
Roadcalls	1	2	100.00%
Accidents	5	6	20.00%
Vehicles	66	68	3.03%
Driver Hours	95,754	98,451	2.82%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	45,834	44,003	-3.99%
Employment	5,983	5,635	-5.82%
Ed/Train/DayCare	26,047	24,183	-7.16%
Nutritional	3,799	3,071	-19.16%
Life-Sustaining/Other	24,723	21,621	-12.55%
TOTAL TRIPS	106,386	98,513	-7.40%

Financial and General Data	2007	2008	% Change
Expenses	\$1,809,450	\$1,745,122	-3.56%
Revenues	\$1,575,398	\$1,700,498	7.94%
Commendations	20	21	5.00%
Complaints	8	11	37.50%
Passenger No-Shows	578	462	-20.07%
Unmet Trip Requests	679	771	13.55%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	27,812	28,066	0.91%
AHCA	2,761	12,512	353.17%
APD/DCF	-	31,866	NA
DOEA	5,509	2,713	-50.75%
DOE	-	-	NA
Other	57,777	23,356	-59.58%
TOTAL TRIPS	93,859	98,513	4.96%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.7	0.95	35.71%
Miles between Roadcalls	715,778	314,874	-56.01%
Avg. Trips per Driver Hour	1.11	1	-9.91%
Avg. Trips per Para Pass.	5.72	6.17	7.87%
Cost per Trip	17.01	17.71	4.12%
Cost per Paratransit Trip	17.01	17.71	4.12%
Cost per Driver Hour	18.9	17.73	-6.19%
Cost per Total Mile	2.53	2.77	9.49%

County: Jackson
 CTC: Jackson Co. Trans. dba JTrans
 Contact: Sharon Peeler
 P.O. Box 1117
 Marianna, FL 32446
 850.482.7433
 Email: speeler.jtrans@embarqmail.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	50,400	0.27%
Potential TD Population / Percent of CountyTotal	21,992	43.63%
UDPHC / Percent of TD Passengers Served	1,441	6.55%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	4,505	3,990	-11.43%
Ambulatory	69,106	64,535	-6.61%
Non-Ambulatory	8,891	9,148	2.89%
Stretcher	336	224	-33.33%
School Board	-	-	NA
TOTAL TRIPS	82,838	77,897	-5.96%

Vehicle Data	2007	2008	% Change
Vehicle Miles	827,446	787,934	-4.78%
Revenue Miles	821,236	608,349	-25.92%
Roadcalls	2	-	-100.00%
Accidents	2	3	50.00%
Vehicles	28	28	0.00%
Driver Hours	43,099	39,957	-7.29%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	26,867	24,632	-8.32%
Employment	1	25,709	2570800.00%
Ed/Train/DayCare	41,217	13,544	-67.14%
Nutritional	8,909	7,778	-12.70%
Life-Sustaining/Other	5,844	6,234	6.67%
TOTAL TRIPS	82,838	77,897	-5.96%

Financial and General Data	2007	2008	% Change
Expenses	\$1,464,502	\$1,531,805	4.60%
Revenues	\$1,827,466	\$1,904,048	4.19%
Commendations	-	-	NA
Complaints	-	-	NA
Passenger No-Shows	265	222	-16.23%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2007	2008	% Change
CTD	10,345	8,971	-13.28%
AHCA	15,798	16,387	3.73%
APD/DCF	42,474	39,455	-7.11%
DOEA	8,394	7,323	-12.76%
DOE	-	-	NA
Other	5,827	5,761	-1.13%
TOTAL TRIPS	82,838	77,897	-5.96%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.24	0.38	58.33%
Miles between Roadcalls	413,723	-	-100.00%
Avg. Trips per Driver Hour	1.92	1.95	1.56%
Avg. Trips per Para Pass.	55.6	54.06	-2.77%
Cost per Trip	17.68	19.66	11.20%
Cost per Paratransit Trip	17.68	19.66	11.20%
Cost per Driver Hour	33.98	38.34	12.83%
Cost per Total Mile	1.77	1.94	9.60%

County: Jefferson
 CTC: Big Bend Transit, Inc.
 Contact: TED WATERS
 POST OFFICE BOX 1721
 TALLAHASSEE, FL 32302
 850.574.6266
 Email: TWBBT@AOL.COM

Demographics	Number	Percentage
Total County Population / Percent of State Total	14,500	0.08%
Potential TD Population / Percent of CountyTotal	6,851	47.25%
UDPHC / Percent of TD Passengers Served	2,371	34.61%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	2,680	1,080	-59.70%
Ambulatory	23,039	16,011	-30.50%
Non-Ambulatory	2,295	1,959	-14.64%
Stretcher	68	29	-57.35%
School Board	-	648	NA
TOTAL TRIPS	28,082	19,727	-29.75%

Vehicle Data	2007	2008	% Change
Vehicle Miles	262,744	276,360	5.18%
Revenue Miles	220,839	230,938	4.57%
Roadcalls	6	11	83.33%
Accidents	1	-	-100.00%
Vehicles	14	11	-21.43%
Driver Hours	14,694	13,879	-5.55%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	10,252	11,028	7.57%
Employment	3,776	3,221	-14.70%
Ed/Train/DayCare	4,785	4,267	-10.83%
Nutritional	8,325	406	-95.12%
Life-Sustaining/Other	944	805	-14.72%
TOTAL TRIPS	28,082	19,727	-29.75%

Financial and General Data	2007	2008	% Change
Expenses	\$709,567	\$585,843	-17.44%
Revenues	\$833,124	\$820,152	-1.56%
Commendations	-	-	NA
Complaints	3	-	-100.00%
Passenger No-Shows	234	400	70.94%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2007	2008	% Change
CTD	8,153	8,132	-0.26%
AHCA	8,738	9,793	12.07%
APD/DCF	58	-	-100.00%
DOEA	7,848	-	-100.00%
DOE	81	-	-100.00%
Other	524	1,802	243.89%
TOTAL TRIPS	25,402	19,727	-22.34%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.38	0	-100.00%
Miles between Roadcalls	43,791	25,124	-42.63%
Avg. Trips per Driver Hour	1.91	1.42	-25.65%
Avg. Trips per Para Pass.	14.82	8.32	-43.86%
Cost per Trip	25.27	29.7	17.53%
Cost per Paratransit Trip	25.27	29.7	17.53%
Cost per Driver Hour	48.29	42.21	-12.59%
Cost per Total Mile	2.7	2.12	-21.48%

County: Lafayette
 CTC: Suwannee River Economic Council, Inc.
 Contact: Frances Terry
 P.O. Box 70
 Live Oak, FL 32064
 386.362.4115
 Email: suwanneeec@alltel.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	8,200	0.04%
Potential TD Population / Percent of CountyTotal	3,209	39.13%
UDPHC / Percent of TD Passengers Served	371	11.56%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	8,943	8,220	-8.08%
Non-Ambulatory	822	646	-21.41%
Stretcher	6	26	333.33%
School Board	-	-	NA
TOTAL TRIPS	9,771	8,892	-9.00%

Vehicle Data	2007	2008	% Change
Vehicle Miles	110,318	115,699	4.88%
Revenue Miles	91,503	88,804	-2.95%
Roadcalls	1	2	100.00%
Accidents	-	-	NA
Vehicles	7	7	0.00%
Driver Hours	6,810	6,690	-1.76%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	4,492	4,251	-5.37%
Employment	-	-	NA
Ed/Train/DayCare	1,957	1,182	-39.60%
Nutritional	3,097	3,258	5.20%
Life-Sustaining/Other	225	201	-10.67%
TOTAL TRIPS	9,771	8,892	-9.00%

Financial and General Data	2007	2008	% Change
Expenses	\$267,327	\$265,761	-0.59%
Revenues	\$339,755	\$302,518	-10.96%
Commendations	1	1	0.00%
Complaints	2	2	0.00%
Passenger No-Shows	46	41	-10.87%
Unmet Trip Requests	10	13	30.00%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	3,729	3,441	-7.72%
AHCA	763	810	6.16%
APD/DCF	1,957	1,182	-39.60%
DOEA	3,322	3,457	4.06%
DOE	-	-	NA
Other	-	2	NA
TOTAL TRIPS	9,771	8,892	-9.00%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	110,318	57,850	-47.56%
Avg. Trips per Driver Hour	1.43	1.33	-6.99%
Avg. Trips per Para Pass.	27.22	23.97	-11.94%
Cost per Trip	27.36	29.89	9.25%
Cost per Paratransit Trip	27.36	29.89	9.25%
Cost per Driver Hour	39.26	39.73	1.20%
Cost per Total Mile	2.42	2.3	-4.96%

County:	Lake									Demographics		Number	Percentage		
CTC:	Lake County Board of County Commissioners									Total County Population / Percent of State Total					
Contact:	Kenneth Harley											286,500	1.53%		
	P.O. Box 7800									Potential TD Population / Percent of County Total		113,854	39.74%		
	Tavares, FL 32778-7800														
	352.742.6850									UDPHC / Percent of TD Passengers Served		18,013	15.82%		
Email:	kharley@co.lake.fl.us														
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Trips By Type of Service					2007	2008	% Change	Vehicle Data					2007	2008	% Change
Fixed Route (FR)					-	-	NA	Vehicle Miles				2,362,523	2,399,980	1.59%	
Deviated FR					610	2,707	343.77%	Revenue Miles				2,022,152	2,110,042	4.35%	
Ambulatory					169,906	161,591	-4.89%	Roadcalls				93	118	26.88%	
Non-Ambulatory					34,303	38,556	12.40%	Accidents				45	6	-86.67%	
Stretcher					590	527	-10.68%	Vehicles				85	84	-1.18%	
School Board					36,905	48,499	31.42%	Driver Hours				134,479	177,671	32.12%	
TOTAL TRIPS					242,314	251,880	3.95%								
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Passenger Trips By Trip Purpose								Financial and General Data							
Medical					81,244	79,741	-1.85%	Expenses				\$5,515,813	\$4,748,269	-13.92%	
Employment					53,146	46,459	-12.58%	Revenues				\$5,515,813	\$5,044,490	-8.54%	
Ed/Train/DayCare					63,637	94,792	48.96%	Commendations				42	36	-14.29%	
Nutritional					23,280	21,658	-6.97%	Complaints				72	23	-68.06%	
Life-Sustaining/Other					21,007	9,230	-56.06%	Passenger No-Shows				16,288	11,193	-31.28%	
TOTAL TRIPS					242,314	251,880	3.95%	Unmet Trip Requests				-	18,371	NA	
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Passenger Trips By Funding Source								Performance Measures							
CTD					31,800	31,260	-1.70%	Accidents per 100,000 Miles				1.9	0.25	-86.84%	
AHCA					32,820	33,261	1.34%	Miles between Roadcalls				25,403	20,339	-19.93%	
APD/DCF					45,135	59,395	31.59%	Avg. Trips per Driver Hour				1.8	1.42	-21.11%	
DOEA					19,458	22,074	13.44%	Avg. Trips per Para Pass.				12.9	13.98	8.37%	
DOE					36,905	-	-100.00%	Cost per Trip				22.76	18.85	-17.18%	
Other					40,650	105,890	160.49%	Cost per Paratransit Trip				22.76	18.85	-17.18%	
TOTAL TRIPS					206,768	251,880	21.82%	Cost per Driver Hour				41.02	26.73	-34.84%	
								Cost per Total Mile				2.33	1.98	-15.02%	

County: Lee
 CTC: Good Wheels, Inc.
 Contact: Gary L. Bryant
 10075 Bavaria Rd.
 Fort Myers, FL 33913
 239.768.6184
 Email: gbryant1@aol.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	615,700	3.30%
Potential TD Population / Percent of County Total	214,526	34.84%
UDPHC / Percent of TD Passengers Served	1,654	0.77%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	96	73	-23.96%
Deviated FR	-	-	NA
Ambulatory	113,746	111,643	-1.85%
Non-Ambulatory	26,868	22,974	-14.49%
Stretcher	532	374	-29.70%
School Board	-	-	NA
TOTAL TRIPS	141,242	135,064	-4.37%

Vehicle Data	2007	2008	% Change
Vehicle Miles	1,676,373	1,554,710	-7.26%
Revenue Miles	1,479,921	1,347,324	-8.96%
Roadcalls	44	85	93.18%
Accidents	9	4	-55.56%
Vehicles	72	60	-16.67%
Driver Hours	102,822	100,546	-2.21%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	41,525	46,191	11.24%
Employment	6,200	1,134	-81.71%
Ed/Train/DayCare	69,680	84,287	20.96%
Nutritional	3,100	948	-69.42%
Life-Sustaining/Other	20,737	2,504	-87.92%
TOTAL TRIPS	141,242	135,064	-4.37%

Financial and General Data	2007	2008	% Change
Expenses	\$3,159,990	\$3,746,826	18.57%
Revenues	\$3,880,358	\$3,283,836	-15.37%
Commendations	20	102	410.00%
Complaints	242	170	-29.75%
Passenger No-Shows	6,156	5,856	-4.87%
Unmet Trip Requests	2,900	3,368	16.14%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	19,418	19,007	-2.12%
AHCA	29,936	28,470	-4.90%
APD/DCF	68,867	69,253	0.56%
DOEA	9,627	9,739	1.16%
DOE	-	-	NA
Other	13,394	8,595	-35.83%
TOTAL TRIPS	141,242	135,064	-4.37%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.54	0.26	-51.85%
Miles between Roadcalls	38,099	18,291	-51.99%
Avg. Trips per Driver Hour	1.37	1.34	-2.19%
Avg. Trips per Para Pass.	90.77	82.26	-9.38%
Cost per Trip	22.37	27.74	24.01%
Cost per Paratransit Trip	22.38	27.74	23.95%
Cost per Driver Hour	30.72	37.24	21.22%
Cost per Total Mile	1.88	2.41	28.19%

County: Leon
 CTC: StarMetro-City of Tallahassee
 Contact: Donna Peacock
 555 Appleyard Dr.
 Tallahassee, FL 32304
 850.891.5196
 Email: donna.peacock@talgov.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	272,900	1.46%
Potential TD Population / Percent of County Total	81,347	29.81%
UDPHC / Percent of TD Passengers Served	2,832	3.48%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	100,958	126,706	25.50%
Deviated FR	-	-	NA
Ambulatory	82,373	70,847	-13.99%
Non-Ambulatory	17,136	18,600	8.54%
Stretcher	88	117	32.95%
School Board	-	-	NA
TOTAL TRIPS	200,555	216,270	7.84%

Vehicle Data	2007	2008	% Change
Vehicle Miles	1,318,381	1,258,887	-4.51%
Revenue Miles	1,177,396	1,122,435	-4.67%
Roadcalls	18	22	22.22%
Accidents	3	2	-33.33%
Vehicles	32	30	-6.25%
Driver Hours	65,945	68,333	3.62%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	41,169	44,507	8.11%
Employment	108,284	107,202	-1.00%
Ed/Train/DayCare	41,784	49,914	19.46%
Nutritional	9	15	66.67%
Life-Sustaining/Other	9,309	14,632	57.18%
TOTAL TRIPS	200,555	216,270	7.84%

Financial and General Data	2007	2008	% Change
Expenses	\$2,554,791	\$2,248,014	-12.01%
Revenues	\$1,837,553	\$1,852,793	0.83%
Commendations	2	3	50.00%
Complaints	179	176	-1.68%
Passenger No-Shows	2,926	1,943	-33.60%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2007	2008	% Change
CTD	111,375	126,562	13.64%
AHCA	32,464	27,429	-15.51%
APD/DCF	45,916	44,073	-4.01%
DOEA	-	-	NA
DOE	20	15	-25.00%
Other	7,462	18,191	143.78%
TOTAL TRIPS	197,237	216,270	9.65%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.23	0.16	-30.43%
Miles between Roadcalls	73,243	57,222	-21.87%
Avg. Trips per Driver Hour	1.51	1.31	-13.25%
Avg. Trips per Para Pass.	6.32	75.01	1086.87%
Cost per Trip	12.74	10.39	-18.45%
Cost per Paratransit Trip	24.51	23.54	-3.96%
Cost per Driver Hour	37.02	30.86	-16.64%
Cost per Total Mile	1.85	1.67	-9.73%

County: Levy
 CTC: Levy Board of County Commissioners
 Contact: Desiree Painter
 970 East Hathaway Avenue, Post Office Box 310
 Bronson, FL 32621
 352.486.3485
 Email: desireepainter@bellsouth.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	40,000	0.21%
Potential TD Population / Percent of County Total	18,563	46.41%
UDPHC / Percent of TD Passengers Served	1,020	5.49%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	31,541	32,922	4.38%
Non-Ambulatory	5,703	5,151	-9.68%
Stretcher	129	112	-13.18%
School Board	-	-	NA
TOTAL TRIPS	37,373	38,185	2.17%

Vehicle Data	2007	2008	% Change
Vehicle Miles	1,182,422	1,265,297	7.01%
Revenue Miles	899,976	1,008,971	12.11%
Roadcalls	5	4	-20.00%
Accidents	3	1	-66.67%
Vehicles	22	20	-9.09%
Driver Hours	35,978	33,029	-8.20%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	15,224	18,218	19.67%
Employment	279	159	-43.01%
Ed/Train/DayCare	19,055	14,303	-24.94%
Nutritional	921	495	-46.25%
Life-Sustaining/Other	1,894	5,010	164.52%
TOTAL TRIPS	37,373	38,185	2.17%

Financial and General Data	2007	2008	% Change
Expenses	\$1,231,369	\$1,267,488	2.93%
Revenues	\$1,256,528	\$1,336,124	6.33%
Commendations	8	12	50.00%
Complaints	3	3	0.00%
Passenger No-Shows	655	752	14.81%
Unmet Trip Requests	-	601	NA

Passenger Trips By Funding Source	2007	2008	% Change
CTD	5,870	7,437	26.70%
AHCA	9,960	10,781	8.24%
APD/DCF	17,299	14,303	-17.32%
DOEA	908	495	-45.48%
DOE	-	-	NA
Other	2,688	5,169	92.30%
TOTAL TRIPS	36,725	38,185	3.98%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.25	0.08	-68.00%
Miles between Roadcalls	236,484	316,324	33.76%
Avg. Trips per Driver Hour	1.04	1.16	11.54%
Avg. Trips per Para Pass.	31.01	37.44	20.74%
Cost per Trip	32.95	33.19	0.73%
Cost per Paratransit Trip	32.95	33.19	0.73%
Cost per Driver Hour	34.23	38.38	12.12%
Cost per Total Mile	1.04	1	-3.85%

County: Liberty
 CTC: Liberty County Transit
 Contact: Angelyn Kincaid
 P.O. Box 730
 Bristol, FL 32321
 850.643.2524
 Email: libertyt@gtcom.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	7,800	0.04%
Potential TD Population / Percent of CountyTotal	2,806	35.97%
UDPHC / Percent of TD Passengers Served	1,488	53.03%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	32,657	32,891	0.72%
Non-Ambulatory	1,079	1,083	0.37%
Stretcher	-	6	NA
School Board	-	-	NA
TOTAL TRIPS	33,736	33,980	0.72%

Vehicle Data	2007	2008	% Change
Vehicle Miles	293,478	296,678	1.09%
Revenue Miles	292,828	296,650	1.31%
Roadcalls	-	1	NA
Accidents	-	1	NA
Vehicles	17	17	0.00%
Driver Hours	15,569	15,569	0.00%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	18,206	18,249	0.24%
Employment	165	172	4.24%
Ed/Train/DayCare	8,310	8,440	1.56%
Nutritional	2,375	2,362	-0.55%
Life-Sustaining/Other	4,680	4,757	1.65%
TOTAL TRIPS	33,736	33,980	0.72%

Financial and General Data	2007	2008	% Change
Expenses	\$317,929	\$333,102	4.77%
Revenues	\$326,179	\$331,012	1.48%
Commendations	1	1	0.00%
Complaints	1	1	0.00%
Passenger No-Shows	28	26	-7.14%
Unmet Trip Requests	-	13	NA

Passenger Trips By Funding Source	2007	2008	% Change
CTD	26,188	25,778	-1.57%
AHCA	4,375	4,208	-3.82%
APD/DCF	-	200	NA
DOEA	1,149	1,156	0.61%
DOE	-	-	NA
Other	-	2,638	NA
TOTAL TRIPS	31,712	33,980	7.15%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0	0.34	NA
Miles between Roadcalls	-	296,678	NA
Avg. Trips per Driver Hour	2.17	2.18	0.46%
Avg. Trips per Para Pass.	23.46	22.84	-2.64%
Cost per Trip	9.42	9.8	4.03%
Cost per Paratransit Trip	9.42	9.8	4.03%
Cost per Driver Hour	20.42	21.4	4.80%
Cost per Total Mile	1.08	1.12	3.70%

County: Madison
 CTC: Big Bend Transit, Inc.
 Contact: Ted Waters
 Post Office Box 1721
 Tallahassee, FL 32302
 850.576.6266
 Email: twbbt@aol.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	19,900	0.11%
Potential TD Population / Percent of CountyTotal	8,311	41.76%
UDPHC / Percent of TD Passengers Served	2,145	25.81%

Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	167	-	-100.00%
Ambulatory	25,256	24,908	-1.38%
Non-Ambulatory	2,877	2,815	-2.16%
Stretcher	34	24	-29.41%
School Board	-	-	NA
TOTAL TRIPS	28,334	27,747	-2.07%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	14,118	14,198	0.57%
Employment	4,623	4,288	-7.25%
Ed/Train/DayCare	99	17	-82.83%
Nutritional	6,534	6,563	0.44%
Life-Sustaining/Other	2,960	2,681	-9.43%
TOTAL TRIPS	28,334	27,747	-2.07%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	14,547	13,603	-6.49%
AHCA	6,566	7,247	10.37%
APD/DCF	182	17	-90.66%
DOEA	6,534	6,563	0.44%
DOE	-	-	NA
Other	338	317	-6.21%
TOTAL TRIPS	28,167	27,747	-1.49%

Vehicle Data	2006	2007	% Change
Vehicle Miles	354,736	329,895	-7.00%
Revenue Miles	304,011	284,008	-6.58%
Roadcalls	9	12	33.33%
Accidents	-	-	NA
Vehicles	17	16	-5.88%
Driver Hours	19,668	18,364	-6.63%

Financial and General Data	2006	2007	% Change
Expenses	\$662,941	\$728,827	9.94%
Revenues	\$671,407	\$663,799	-1.13%
Commendations	-	-	NA
Complaints	1	2	100.00%
Passenger No-Shows	227	279	22.91%
Unmet Trip Requests	-	-	NA

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	39,415	27,491	-30.25%
Avg. Trips per Driver Hour	1.44	1.51	4.86%
Avg. Trips per Para Pass.	13.42	12.94	-3.58%
Cost per Trip	23.4	26.27	12.26%
Cost per Paratransit Trip	23.4	26.27	12.26%
Cost per Driver Hour	33.71	39.69	17.74%
Cost per Total Mile	1.87	2.21	18.18%

County: Manatee
 CTC: Manatee County Area Transit
 Contact: Becky Jo Hayes
 1108 26th Avenue East
 Bradenton, FL 34208
 941.747.8621
 Email: becky.hayes@mymanatee.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	315,900	1.69%
Potential TD Population / Percent of CountyTotal	134,992	42.73%
UDPHC / Percent of TD Passengers Served	25,766	19.09%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	96,020	22,721	-76.34%
Deviated FR	-	-	NA
Ambulatory	353,594	227,013	-35.80%
Non-Ambulatory	46,171	36,546	-20.85%
Stretcher	-	-	NA
School Board	540	396	-26.67%
TOTAL TRIPS	496,325	286,676	-42.24%

Vehicle Data	2007	2008	% Change
Vehicle Miles	1,324,154	1,189,859	-10.14%
Revenue Miles	1,149,562	915,682	-20.35%
Roadcalls	65	23	-64.62%
Accidents	8	4	-50.00%
Vehicles	97	91	-6.19%
Driver Hours	90,866	77,753	-14.43%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	83,589	27,365	-67.26%
Employment	65,748	13,953	-78.78%
Ed/Train/DayCare	279,737	209,850	-24.98%
Nutritional	29,188	8,867	-69.62%
Life-Sustaining/Other	38,063	26,641	-30.01%
TOTAL TRIPS	496,325	286,676	-42.24%

Financial and General Data	2007	2008	% Change
Expenses	\$2,927,023	\$3,062,260	4.62%
Revenues	\$2,927,023	\$3,062,263	4.62%
Commendations	4	-	-100.00%
Complaints	20	11	-45.00%
Passenger No-Shows	3,019	1,588	-47.40%
Unmet Trip Requests	168	225	33.93%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	124,760	30,369	-75.66%
AHCA	-	-	NA
APD/DCF	212,086	174,821	-17.57%
DOEA	29,111	8,696	-70.13%
DOE	-	-	NA
Other	130,368	72,790	-44.17%
TOTAL TRIPS	496,325	286,676	-42.24%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.6	0.34	-43.33%
Miles between Roadcalls	20,372	51,733	153.94%
Avg. Trips per Driver Hour	4.41	3.39	-23.13%
Avg. Trips per Para Pass.	26.05	15.6	-40.12%
Cost per Trip	5.9	10.68	81.02%
Cost per Paratransit Trip	7.27	11.6	59.56%
Cost per Driver Hour	32.02	39.38	22.99%
Cost per Total Mile	2.2	2.57	16.82%

County:	Marion									Demographics	Number	Percentage			
CTC:	Marion County Senior Services, Inc.									Total County Population / Percent of State Total					
Contact:	Donna Cart										325,000	1.74%			
	1101 SW 20th Court									Potential TD Population / Percent of County Total	142,570	43.87%			
	Ocala, FL 34471									UDPHC / Percent of TD Passengers Served	5,292	3.71%			
	352.620.3519														
Email:	dcart@mcseniorservices.org														
<hr/>															
Trips By Type of Service					2007	2008	% Change	Vehicle Data					2007	2008	% Change
Fixed Route (FR)					-	-	NA	Vehicle Miles			1,860,893	1,681,524	-9.64%		
Deviated FR					-	-	NA	Revenue Miles			1,472,577	1,611,505	9.43%		
Ambulatory					117,892	123,403	4.67%	Roadcalls			14	16	14.29%		
Non-Ambulatory					58,583	55,970	-4.46%	Accidents			1	4	300.00%		
Stretcher					768	684	-10.94%	Vehicles			78	88	12.82%		
School Board					2,057	1,953	-5.06%	Driver Hours			140,400	135,200	-3.70%		
TOTAL TRIPS					179,300	182,010	1.51%								
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Passenger Trips By Trip Purpose								Financial and General Data							
Medical					140,213	141,968	1.25%	Expenses			\$4,051,439	\$3,899,817	-3.74%		
Employment					1,434	1,710	19.25%	Revenues			\$4,056,615	\$4,168,177	2.75%		
Ed/Train/DayCare					12,551	12,700	1.19%	Commendations			17	17	0.00%		
Nutritional					19,723	20,131	2.07%	Complaints			17	23	35.29%		
Life-Sustaining/Other					5,379	5,501	2.27%	Passenger No-Shows			11,117	10,762	-3.19%		
TOTAL TRIPS					179,300	182,010	1.51%	Unmet Trip Requests			-	927	NA		
<hr/>															
Passenger Trips By Funding Source								Performance Measures							
CTD					39,701	39,155	-1.38%	Accidents per 100,000 Miles			0.05	0.24	380.00%		
AHCA					40,609	44,789	10.29%	Miles between Roadcalls			132,921	105,095	-20.93%		
APD/DCF					50,941	41,359	-18.81%	Avg. Trips per Driver Hour			1.28	1.35	5.47%		
DOEA					2,092	1,538	-26.48%	Avg. Trips per Para Pass.			27.59	34.39	24.65%		
DOE					-	-	NA	Cost per Trip			22.6	21.43	-5.18%		
Other					13,548	55,169	307.21%	Cost per Paratransit Trip			22.6	21.43	-5.18%		
TOTAL TRIPS					146,891	182,010	23.91%	Cost per Driver Hour			28.86	28.84	-0.07%		
								Cost per Total Mile			2.18	2.32	6.42%		

County: Martin
 CTC: Council on Aging of Martin County, Inc
 Contact: Barbara Bertolini Timmerman
 1835 SE Airport Road
 Stuart, FL 34996
 772.320.3043
 Email: btimmerman@coamc.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	143,700	0.77%
Potential TD Population / Percent of CountyTotal	64,675	45.01%
UDPHC / Percent of TD Passengers Served	10,269	15.88%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	19,978	24,381	22.04%
Ambulatory	110,899	70,976	-36.00%
Non-Ambulatory	10,997	7,331	-33.34%
Stretcher	7	-	-100.00%
School Board	-	-	NA
TOTAL TRIPS	141,881	102,688	-27.62%

Vehicle Data	2007	2008	% Change
Vehicle Miles	799,541	566,398	-29.16%
Revenue Miles	643,186	451,398	-29.82%
Roadcalls	10	22	120.00%
Accidents	2	1	-50.00%
Vehicles	55	48	-12.73%
Driver Hours	67,423	88,075	30.63%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	42,814	28,627	-33.14%
Employment	17,604	12,725	-27.72%
Ed/Train/DayCare	12,257	5,596	-54.34%
Nutritional	6,641	4,628	-30.31%
Life-Sustaining/Other	62,565	51,112	-18.31%
TOTAL TRIPS	141,881	102,688	-27.62%

Financial and General Data	2007	2008	% Change
Expenses	\$2,556,812	\$2,030,743	-20.58%
Revenues	\$3,204,421	\$1,936,917	-39.55%
Commendations	30	23	-23.33%
Complaints	32	20	-37.50%
Passenger No-Shows	1,962	1,696	-13.56%
Unmet Trip Requests	3,515	6,172	75.59%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	18,139	23,549	29.83%
AHCA	12,677	2,160	-82.96%
APD/DCF	-	-	NA
DOEA	5,388	7,193	33.50%
DOE	-	-	NA
Other	105,677	69,786	-33.96%
TOTAL TRIPS	141,881	102,688	-27.62%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.25	0.18	-28.00%
Miles between Roadcalls	79,954	25,745	-67.80%
Avg. Trips per Driver Hour	2.1	1.17	-44.29%
Avg. Trips per Para Pass.	10.02	10	-0.20%
Cost per Trip	18.02	19.78	9.77%
Cost per Paratransit Trip	18.02	19.78	9.77%
Cost per Driver Hour	37.92	23.06	-39.19%
Cost per Total Mile	3.2	3.59	12.19%

County: Miami-Dade
 CTC: Miami-Dade
 Contact: Harry A. Rackard
 701 NW 1st Court, 17th Floor
 MIAMI, FL 33136
 786.469.5014
 Email: rackard@miamidade.gov

Demographics	Number	Percentage
Total County Population / Percent of State Total	2,462,300	13.18%
Potential TD Population / Percent of CountyTotal	924,133	37.53%
UDPHC / Percent of TD Passengers Served	275,374	29.80%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	23,145,299	22,442,394	-3.04%
Deviated FR	1,639,174	1,137,703	-30.59%
Ambulatory	2,974,346	2,857,421	-3.93%
Non-Ambulatory	1,028,456	1,002,414	-2.53%
Stretcher	15,751	5,913	-62.46%
School Board	-	-	NA
TOTAL TRIPS	28,803,026	27,445,845	-4.71%

Vehicle Data	2007	2008	% Change
Vehicle Miles	31,272,529	30,299,729	-3.11%
Revenue Miles	29,056,746	28,592,032	-1.60%
Roadcalls	179	165	-7.82%
Accidents	95	66	-30.53%
Vehicles	1,030	908	-11.84%
Driver Hours	2,217,121	2,138,503	-3.55%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	10,167,468	7,845,110	-22.84%
Employment	3,297,946	5,393,602	63.54%
Ed/Train/DayCare	5,746,203	6,444,440	12.15%
Nutritional	5,570,505	4,465,040	-19.84%
Life-Sustaining/Other	4,020,904	3,297,653	-17.99%
TOTAL TRIPS	28,803,026	27,445,845	-4.71%

Financial and General Data	2007	2008	% Change
Expenses	\$138,651,028	\$146,556,234	5.70%
Revenues	\$126,284,310	\$117,307,981	-7.11%
Commendations	177	167	-5.65%
Complaints	6,479	5,194	-19.83%
Passenger No-Shows	47,449	50,230	5.86%
Unmet Trip Requests	664,222	706,460	6.36%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	2,543,307	2,201,107	-13.45%
AHCA	3,946,014	3,567,191	-9.60%
APD/DCF	806,484	836,916	3.77%
DOEA	460,848	3,509,567	661.55%
DOE	138,254	137,199	-0.76%
Other	20,899,479	17,193,865	-17.73%
TOTAL TRIPS	28,794,386	27,445,845	-4.68%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.3	0.22	-26.67%
Miles between Roadcalls	174,707	183,635	5.11%
Avg. Trips per Driver Hour	2.55	2.34	-8.24%
Avg. Trips per Para Pass.	20.75	55.58	167.86%
Cost per Trip	4.81	5.34	11.02%
Cost per Paratransit Trip	23.91	28.68	19.95%
Cost per Driver Hour	61.03	67.1	9.95%
Cost per Total Mile	4.33	4.74	9.47%

County: Monroe
 CTC: Guidance Clinic of the Middle Keys, Inc.
 Contact: Maureen Grynewicz
 3000 41st Street, Ocean
 Marathon, FL 33050
 305.434.9000
 Email: mo.grynewicz@gcmk.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	79,000	0.42%
Potential TD Population / Percent of County Total	35,509	44.95%
UDPHC / Percent of TD Passengers Served	1,844	5.19%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	13,375	10,576	-20.93%
Deviated FR	-	-	NA
Ambulatory	101,413	95,449	-5.88%
Non-Ambulatory	5,199	5,887	13.23%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	119,987	111,912	-6.73%

Vehicle Data	2007	2008	% Change
Vehicle Miles	1,078,761	1,038,812	-3.70%
Revenue Miles	986,158	937,323	-4.95%
Roadcalls	6	1	-83.33%
Accidents	5	10	100.00%
Vehicles	49	48	-2.04%
Driver Hours	89,960	87,360	-2.89%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	39,412	38,941	-1.20%
Employment	5,189	5,331	2.74%
Ed/Train/DayCare	26,933	26,920	-0.05%
Nutritional	8,326	8,273	-0.64%
Life-Sustaining/Other	40,127	32,447	-19.14%
TOTAL TRIPS	119,987	111,912	-6.73%

Financial and General Data	2007	2008	% Change
Expenses	\$2,509,746	\$2,306,042	-8.12%
Revenues	\$2,386,235	\$2,259,100	-5.33%
Commendations	3	4	33.33%
Complaints	2	1	-50.00%
Passenger No-Shows	1,160	1,470	26.72%
Unmet Trip Requests	1	-	-100.00%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	60,543	52,054	-14.02%
AHCA	22,023	24,497	11.23%
APD/DCF	2,511	2,044	-18.60%
DOEA	-	-	NA
DOE	211	-	-100.00%
Other	33,676	33,317	-1.07%
TOTAL TRIPS	118,964	111,912	-5.93%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.46	0.96	108.70%
Miles between Roadcalls	179,794	1,038,812	477.78%
Avg. Trips per Driver Hour	1.19	1.16	-2.52%
Avg. Trips per Para Pass.	50.89	55.62	9.29%
Cost per Trip	20.92	20.61	-1.48%
Cost per Paratransit Trip	23.52	22.71	-3.44%
Cost per Driver Hour	27.87	26.35	-5.45%
Cost per Total Mile	2.32	2.22	-4.31%

County: Nassau
 CTC: Care-A-Van Transportation
 Contact: Al Rizer
 1367 South 18th Street
 Fernandina Beach, FL 32034
 904.261.0701
 Email: nassaucountyctc@aol.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	69,600	0.37%
Potential TD Population / Percent of CountyTotal	17,537	25.20%
UDPHC / Percent of TD Passengers Served	881	5.02%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	42,534	42,300	-0.55%
Non-Ambulatory	4,427	7,292	64.72%
Stretcher	22	16	-27.27%
School Board	-	-	NA
TOTAL TRIPS	46,983	49,608	5.59%

Vehicle Data	2007	2008	% Change
Vehicle Miles	349,275	377,008	7.94%
Revenue Miles	292,706	317,050	8.32%
Roadcalls	1	13	1200.00%
Accidents	2	1	-50.00%
Vehicles	14	14	0.00%
Driver Hours	31,588	34,331	8.68%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	30,846	25,538	-17.21%
Employment	1,247	3,573	186.53%
Ed/Train/DayCare	639	98	-84.66%
Nutritional	10,526	14,816	40.76%
Life-Sustaining/Other	3,725	5,583	49.88%
TOTAL TRIPS	46,983	49,608	5.59%

Financial and General Data	2007	2008	% Change
Expenses	\$734,295	\$767,446	4.51%
Revenues	\$920,328	\$918,886	-0.16%
Commendations	1	-	-100.00%
Complaints	12	-	-100.00%
Passenger No-Shows	616	804	30.52%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2007	2008	% Change
CTD	15,761	18,292	16.06%
AHCA	16,763	16,187	-3.44%
APD/DCF	-	9	NA
DOEA	12,888	14,908	15.67%
DOE	-	4	NA
Other	-	208	NA
TOTAL TRIPS	45,412	49,608	9.24%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.57	0.27	-52.63%
Miles between Roadcalls	349,275	29,001	-91.70%
Avg. Trips per Driver Hour	1.49	1.44	-3.36%
Avg. Trips per Para Pass.	26.96	56.31	108.86%
Cost per Trip	15.63	15.47	-1.02%
Cost per Paratransit Trip	15.63	15.47	-1.02%
Cost per Driver Hour	23.25	22.35	-3.87%
Cost per Total Mile	2.1	2.04	-2.86%

County: Okaloosa
 CTC: Okaloosa County BOCC
 Contact: Lani Birchett
 1804 Lewis Turner Blvd
 Ft. Walton Beach, FL 32547
 850.833.9173
 Email: lbirchett@co.okaloosa.fl.us

Demographics	Number	Percentage
Total County Population / Percent of State Total	196,500	1.05%
Potential TD Population / Percent of CountyTotal	55,367	28.18%
UDPHC / Percent of TD Passengers Served	6,128	11.07%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	35,630	NA
Deviated FR	7,121	-	-100.00%
Ambulatory	76,821	77,638	1.06%
Non-Ambulatory	15,625	16,342	4.59%
Stretcher	1	1	0.00%
School Board	-	-	NA
TOTAL TRIPS	99,568	129,611	30.17%

Vehicle Data	2007	2008	% Change
Vehicle Miles	663,085	705,366	6.38%
Revenue Miles	580,640	614,510	5.83%
Roadcalls	6	5	-16.67%
Accidents	1	3	200.00%
Vehicles	65	65	0.00%
Driver Hours	67,164	73,283	9.11%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	36,648	53,985	47.31%
Employment	37,005	49,252	33.10%
Ed/Train/DayCare	11,391	8,228	-27.77%
Nutritional	9,137	11,665	27.67%
Life-Sustaining/Other	5,387	6,481	20.31%
TOTAL TRIPS	99,568	129,611	30.17%

Financial and General Data	2007	2008	% Change
Expenses	\$1,534,527	\$1,602,809	4.45%
Revenues	\$1,242,677	\$1,774,612	42.81%
Commendations	3	2	-33.33%
Complaints	8	6	-25.00%
Passenger No-Shows	734	574	-21.80%
Unmet Trip Requests	518	492	-5.02%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	54,126	55,207	2.00%
AHCA	11,039	13,411	21.49%
APD/DCF	-	-	NA
DOEA	7,036	6,121	-13.00%
DOE	173	114	-34.10%
Other	17,887	54,758	206.13%
TOTAL TRIPS	90,261	129,611	43.60%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.15	0.43	186.67%
Miles between Roadcalls	110,514	141,073	27.65%
Avg. Trips per Driver Hour	1.48	1.28	-13.51%
Avg. Trips per Para Pass.	20	16.08	-19.60%
Cost per Trip	15.41	12.37	-19.73%
Cost per Paratransit Trip	15.41	17.05	10.64%
Cost per Driver Hour	22.85	21.87	-4.29%
Cost per Total Mile	2.31	2.27	-1.73%

County: Okeechobee
 CTC: Veolia Transportation Services
 Contact: Tim Banks
 1103 US 27 South
 Sebring, FL 33870
 863.386.6004
 Email: Tim.Banks@veoliatransportation.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	39,000	0.21%
Potential TD Population / Percent of CountyTotal	19,966	51.19%
UDPHC / Percent of TD Passengers Served	692	3.47%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	21,274	26,974	26.79%
Non-Ambulatory	5,015	4,238	-15.49%
Stretcher	7	15	114.29%
School Board	-	-	NA
TOTAL TRIPS	26,296	31,227	18.75%

Vehicle Data	2007	2008	% Change
Vehicle Miles	486,626	497,966	2.33%
Revenue Miles	388,086	390,060	0.51%
Roadcalls	14	10	-28.57%
Accidents	2	2	0.00%
Vehicles	14	13	-7.14%
Driver Hours	17,565	17,972	2.32%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	9,703	11,050	13.88%
Employment	7,810	14,637	87.41%
Ed/Train/DayCare	183	15	-91.80%
Nutritional	5,424	2,276	-58.04%
Life-Sustaining/Other	3,176	3,249	2.30%
TOTAL TRIPS	26,296	31,227	18.75%

Financial and General Data	2007	2008	% Change
Expenses	\$644,853	\$708,866	9.93%
Revenues	\$781,505	\$777,708	-0.49%
Commendations	10	8	-20.00%
Complaints	21	17	-19.05%
Passenger No-Shows	686	643	-6.27%
Unmet Trip Requests	473	501	5.92%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	6,401	4,746	-25.86%
AHCA	7,197	7,973	10.78%
APD/DCF	7,100	13,968	96.73%
DOEA	1,388	942	-32.13%
DOE	-	-	NA
Other	556	3,598	547.12%
TOTAL TRIPS	22,642	31,227	37.92%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.41	0.4	-2.44%
Miles between Roadcalls	34,759	49,797	43.26%
Avg. Trips per Driver Hour	1.5	1.74	16.00%
Avg. Trips per Para Pass.	33.16	45.13	36.10%
Cost per Trip	24.52	22.7	-7.42%
Cost per Paratransit Trip	24.52	22.7	-7.42%
Cost per Driver Hour	36.71	39.44	7.44%
Cost per Total Mile	1.33	1.42	6.77%

County: Orange
 CTC: Central Florida Regional Transportation Authority
 Contact: William E. Hearndon
 455 North Garland Avenue
 Orlando, FL 32801
 407.254.6092
 Email: bhearndon@golynx.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	1,105,600	5.92%
Potential TD Population / Percent of CountyTotal	329,909	29.84%
UDPHC / Percent of TD Passengers Served	20,179	6.12%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	795,711	579,969	-27.11%
Deviated FR	-	-	NA
Ambulatory	555,844	586,642	5.54%
Non-Ambulatory	155,969	143,046	-8.29%
Stretcher	7,321	7,403	1.12%
School Board	-	-	NA
TOTAL TRIPS	1,514,845	1,317,060	-13.06%

Vehicle Data	2007	2008	% Change
Vehicle Miles	7,885,515	6,829,482	-13.39%
Revenue Miles	6,592,296	5,686,330	-13.74%
Roadcalls	79	129	63.29%
Accidents	100	141	41.00%
Vehicles	225	207	-8.00%
Driver Hours	433,592	405,372	-6.51%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	517,124	691,223	33.67%
Employment	254,747	201,374	-20.95%
Ed/Train/DayCare	366,329	197,657	-46.04%
Nutritional	163,602	69,859	-57.30%
Life-Sustaining/Other	213,043	156,947	-26.33%
TOTAL TRIPS	1,514,845	1,317,060	-13.06%

Financial and General Data	2007	2008	% Change
Expenses	\$13,518,387	\$12,905,250	-4.54%
Revenues	\$16,881,849	\$14,631,746	-13.33%
Commendations	40	44	10.00%
Complaints	1,099	1,328	20.84%
Passenger No-Shows	14,498	24,283	67.49%
Unmet Trip Requests	33,142	104,195	214.39%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	62,025	70,326	13.38%
AHCA	183,216	197,867	8.00%
APD/DCF	160,621	139,208	-13.33%
DOEA	78,961	60,558	-23.31%
DOE	8	-	-100.00%
Other	1,030,014	849,101	-17.56%
TOTAL TRIPS	1,514,845	1,317,060	-13.06%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	1.27	2.06	62.20%
Miles between Roadcalls	99,817	52,942	-46.96%
Avg. Trips per Driver Hour	1.66	1.82	9.64%
Avg. Trips per Para Pass.	71.46	38.79	-45.72%
Cost per Trip	8.92	9.8	9.87%
Cost per Paratransit Trip	18.8	17.51	-6.86%
Cost per Driver Hour	31.18	31.83	2.08%
Cost per Total Mile	1.71	1.89	10.53%

County: Osceola
 CTC: Central Florida Regional Transportation Authority
 Contact: William E. Hearndon
 455 North Garland Avenue
 Orlando, FL 32801
 407.254.6092
 Email: BEarndon@golynx.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	266,100	1.42%
Potential TD Population / Percent of CountyTotal	75,578	28.40%
UDPHC / Percent of TD Passengers Served	4,870	6.44%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	142,704	139,979	-1.91%
Deviated FR	-	-	NA
Ambulatory	99,685	141,591	42.04%
Non-Ambulatory	27,972	34,526	23.43%
Stretcher	1,313	1,787	36.10%
School Board	-	-	NA
TOTAL TRIPS	271,674	317,883	17.01%

Vehicle Data	2007	2008	% Change
Vehicle Miles	1,414,195	1,648,353	16.56%
Revenue Miles	1,182,268	1,372,444	16.09%
Roadcalls	14	31	121.43%
Accidents	19	34	78.95%
Vehicles	40	50	25.00%
Driver Hours	77,760	97,839	25.82%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	92,742	166,832	79.89%
Employment	45,687	48,603	6.38%
Ed/Train/DayCare	65,698	47,706	-27.39%
Nutritional	29,341	16,862	-42.53%
Life-Sustaining/Other	38,206	37,880	-0.85%
TOTAL TRIPS	271,674	317,883	17.01%

Financial and General Data	2007	2008	% Change
Expenses	\$2,424,400	\$3,091,673	27.52%
Revenues	\$3,027,604	\$3,513,017	16.03%
Commendations	7	10	42.86%
Complaints	197	320	62.44%
Passenger No-Shows	2,600	5,861	125.42%
Unmet Trip Requests	5,944	25,148	323.08%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	11,124	16,974	52.59%
AHCA	32,858	47,757	45.34%
APD/DCF	28,805	33,598	16.64%
DOEA	14,161	14,616	3.21%
DOE	1	-	-100.00%
Other	184,725	204,938	10.94%
TOTAL TRIPS	271,674	317,883	17.01%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	1.34	2.06	53.73%
Miles between Roadcalls	101,014	53,173	-47.36%
Avg. Trips per Driver Hour	1.66	1.82	9.64%
Avg. Trips per Para Pass.	71.45	38.79	-45.71%
Cost per Trip	8.92	9.73	9.08%
Cost per Paratransit Trip	18.8	17.38	-7.55%
Cost per Driver Hour	31.18	31.6	1.35%
Cost per Total Mile	1.71	1.88	9.94%

County: Palm Beach
 CTC: Palm Beach County
 Contact: John Coons
 3044 S. Military Trail, Suite D
 Lake Worth, FL , FL 33463
 561.649.9848
 Email: jcoons@co.palm-beach.fl.us

Demographics	Number	Percentage
Total County Population / Percent of State Total	1,295,000	6.93%
Potential TD Population / Percent of CountyTotal	522,957	40.38%
UDPHC / Percent of TD Passengers Served	16,825	3.22%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	2,671,584	1,635,194	-38.79%
Deviated FR	-	1,612	NA
Ambulatory	995,668	1,052,038	5.66%
Non-Ambulatory	201,539	187,146	-7.14%
Stretcher	2,810	-	-100.00%
School Board	-	-	NA
TOTAL TRIPS	3,871,601	2,875,990	-25.72%

Vehicle Data	2007	2008	% Change
Vehicle Miles	11,927,001	10,597,909	-11.14%
Revenue Miles	11,042,669	9,858,768	-10.72%
Roadcalls	91	1,041	1043.96%
Accidents	266	228	-14.29%
Vehicles	333	414	24.32%
Driver Hours	640,721	537,892	-16.05%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	1,703,504	1,064,117	-37.53%
Employment	619,456	517,678	-16.43%
Ed/Train/DayCare	193,580	172,559	-10.86%
Nutritional	619,456	546,438	-11.79%
Life-Sustaining/Other	735,605	575,198	-21.81%
TOTAL TRIPS	3,871,601	2,875,990	-25.72%

Financial and General Data	2007	2008	% Change
Expenses	\$30,876,140	\$30,568,243	-1.00%
Revenues	\$32,638,730	\$30,131,831	-7.68%
Commendations	1,488	1,081	-27.35%
Complaints	1,453	1,205	-17.07%
Passenger No-Shows	74,057	57,308	-22.62%
Unmet Trip Requests	-	228	NA

Passenger Trips By Funding Source	2007	2008	% Change
CTD	1,003,518	992,930	-1.06%
AHCA	644,208	-	-100.00%
APD/DCF	46,183	69,652	50.82%
DOEA	61,267	109,590	78.87%
DOE	-	-	NA
Other	2,113,551	1,703,818	-19.39%
TOTAL TRIPS	3,868,727	2,875,990	-25.66%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	2.23	2.15	-3.59%
Miles between Roadcalls	131,066	10,181	-92.23%
Avg. Trips per Driver Hour	1.87	2.31	23.53%
Avg. Trips per Para Pass.	61.74	100.43	62.67%
Cost per Trip	7.98	10.63	33.21%
Cost per Paratransit Trip	24.13	23.86	-1.12%
Cost per Driver Hour	45.19	55.04	21.80%
Cost per Total Mile	2.43	2.79	14.81%

County: Pasco
 CTC: Pasco County Public Transportation
 Contact: Michael H. Carroll
 8620 Galen Wilson Boulevard
 Port Richey, FL 34668
 727.834.3200
 Email: mcarroll@ridepcpt.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	434,400	2.33%
Potential TD Population / Percent of County Total	212,025	48.81%
UDPHC / Percent of TD Passengers Served	8,712	4.11%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	217,944	191,660	-12.06%
Deviated FR	-	-	NA
Ambulatory	193,064	187,223	-3.03%
Non-Ambulatory	18,520	15,805	-14.66%
Stretcher	939	334	-64.43%
School Board	13,382	17,994	34.46%
TOTAL TRIPS	443,849	413,016	-6.95%

Vehicle Data	2007	2008	% Change
Vehicle Miles	1,183,334	1,287,441	8.80%
Revenue Miles	1,010,637	1,080,564	6.92%
Roadcalls	13	17	30.77%
Accidents	3	5	66.67%
Vehicles	133	129	-3.01%
Driver Hours	76,429	72,757	-4.80%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	208,658	225,505	8.07%
Employment	27,630	20,452	-25.98%
Ed/Train/DayCare	106,919	90,527	-15.33%
Nutritional	52,846	15,817	-70.07%
Life-Sustaining/Other	47,796	60,715	27.03%
TOTAL TRIPS	443,849	413,016	-6.95%

Financial and General Data	2007	2008	% Change
Expenses	\$2,854,992	\$2,916,080	2.14%
Revenues	\$2,854,993	\$2,916,080	2.14%
Commendations	17	49	188.24%
Complaints	115	142	23.48%
Passenger No-Shows	1,599	1,233	-22.89%
Unmet Trip Requests	447	2,835	534.23%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	96,264	66,834	-30.57%
AHCA	203,111	187,010	-7.93%
APD/DCF	30,975	28,926	-6.62%
DOEA	32,000	21,381	-33.18%
DOE	23,618	1,420	-93.99%
Other	57,881	107,445	85.63%
TOTAL TRIPS	443,849	413,016	-6.95%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.25	0.39	56.00%
Miles between Roadcalls	91,026	75,732	-16.80%
Avg. Trips per Driver Hour	2.96	3.04	2.70%
Avg. Trips per Para Pass.	32.59	33.09	1.53%
Cost per Trip	6.43	7.06	9.80%
Cost per Paratransit Trip	12.63	13.16	4.20%
Cost per Driver Hour	37.33	40.05	7.29%
Cost per Total Mile	2.41	2.26	-6.22%

County: Pinellas
 CTC: Pinellas County MPO
 Contact: Heather Sobush
 600 Cleveland Street, Suite 700
 Clearwater, FL 33755
 727.464.8200
 Email: hsobush@co.pinellas.fl.us

Demographics	Number	Percentage
Total County Population / Percent of State Total	944,200	5.05%
Potential TD Population / Percent of CountyTotal	428,072	45.34%
UDPHC / Percent of TD Passengers Served	40,926	9.56%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	1,058,210	1,251,404	18.26%
Deviated FR	4,284	4,428	3.36%
Ambulatory	669,098	830,359	24.10%
Non-Ambulatory	248,825	184,097	-26.01%
Stretcher	65	1	-98.46%
School Board	-	-	NA
TOTAL TRIPS	1,980,482	2,270,289	14.63%

Vehicle Data	2007	2008	% Change
Vehicle Miles	4,965,050	8,080,797	62.75%
Revenue Miles	3,784,843	6,624,931	75.04%
Roadcalls	91	139	52.75%
Accidents	56	45	-19.64%
Vehicles	630	636	0.95%
Driver Hours	614,815	663,331	7.89%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	682,252	960,750	40.82%
Employment	720,505	599,522	-16.79%
Ed/Train/DayCare	269,910	285,417	5.75%
Nutritional	90,318	82,875	-8.24%
Life-Sustaining/Other	217,497	341,725	57.12%
TOTAL TRIPS	1,980,482	2,270,289	14.63%

Financial and General Data	2007	2008	% Change
Expenses	\$11,997,533	\$16,285,032	35.74%
Revenues	\$10,978,245	\$16,422,890	49.59%
Commendations	475	419	-11.79%
Complaints	93	196	110.75%
Passenger No-Shows	11,647	16,952	45.55%
Unmet Trip Requests	1,808	39,502	2084.85%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	1,023,641	1,063,437	3.89%
AHCA	369,055	374,349	1.43%
APD/DCF	222,193	250,950	12.94%
DOEA	118,404	107,226	-9.44%
DOE	-	1	NA
Other	245,663	474,326	93.08%
TOTAL TRIPS	1,978,956	2,270,289	14.72%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	1.13	0.56	-50.44%
Miles between Roadcalls	54,561	58,135	6.55%
Avg. Trips per Driver Hour	1.5	1.54	2.67%
Avg. Trips per Para Pass.	30.44	29.88	-1.84%
Cost per Trip	6.06	7.17	18.32%
Cost per Paratransit Trip	11.85	14.8	24.89%
Cost per Driver Hour	17.77	22.73	27.91%
Cost per Total Mile	2.2	1.87	-15.00%

County: Polk
 CTC: Polk County Transit Services
 Contact: Sunit Dowudom
 Drawer HS09, P. O. Box 9005
 Bartow, FL 33831-9005
 863.534.5367
 Email: sunitdowudom@polk-county.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	581,100	3.11%
Potential TD Population / Percent of County Total	205,756	35.41%
UDPHC / Percent of TD Passengers Served	24,495	11.90%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	79,419	125,225	57.68%
Deviated FR	-	-	NA
Ambulatory	248,185	245,637	-1.03%
Non-Ambulatory	54,311	55,243	1.72%
Stretcher	1,761	2,289	29.98%
School Board	61,200	58,885	-3.78%
TOTAL TRIPS	444,876	487,279	9.53%

Vehicle Data	2007	2008	% Change
Vehicle Miles	3,393,624	2,568,234	-24.32%
Revenue Miles	2,147,736	2,056,662	-4.24%
Roadcalls	123	92	-25.20%
Accidents	25	45	80.00%
Vehicles	155	157	1.29%
Driver Hours	218,717	213,617	-2.33%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	138,543	184,698	33.31%
Employment	54,060	57,312	6.02%
Ed/Train/DayCare	126,499	116,789	-7.68%
Nutritional	79,358	68,496	-13.69%
Life-Sustaining/Other	46,416	59,984	29.23%
TOTAL TRIPS	444,876	487,279	9.53%

Financial and General Data	2007	2008	% Change
Expenses	\$7,201,324	\$8,485,987	17.84%
Revenues	\$6,584,221	\$7,139,676	8.44%
Commendations	20	4	-80.00%
Complaints	88	41	-53.41%
Passenger No-Shows	14,262	12,206	-14.42%
Unmet Trip Requests	257	414	61.09%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	52,159	27,858	-46.59%
AHCA	56,222	122,703	118.25%
APD/DCF	11,176	246	-97.80%
DOEA	54,443	54,138	-0.56%
DOE	719	23,392	3153.41%
Other	191,771	258,942	35.03%
TOTAL TRIPS	366,490	487,279	32.96%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.74	1.75	136.49%
Miles between Roadcalls	27,590	27,916	1.18%
Avg. Trips per Driver Hour	1.67	1.69	1.20%
Avg. Trips per Para Pass.	21.76	26.71	22.75%
Cost per Trip	16.19	17.42	7.60%
Cost per Paratransit Trip	19.68	23.41	18.95%
Cost per Driver Hour	32.89	39.68	20.64%
Cost per Total Mile	2.12	3.3	55.66%

County: Putnam
 CTC: Ride Solution, Inc.
 Contact: Boyd Thompson
 1209 Westover Drive
 Palatka, FL 32177
 386.325.9999
 Email: ridesol@bellsouth.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	74,800	0.40%
Potential TD Population / Percent of CountyTotal	40,539	54.20%
UDPHC / Percent of TD Passengers Served	8,624	21.27%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	131,081	125,883	-3.97%
Ambulatory	441	422	-4.31%
Non-Ambulatory	16,820	17,648	4.92%
Stretcher	1,706	1,544	-9.50%
School Board	-	-	NA
TOTAL TRIPS	150,048	145,497	-3.03%

Vehicle Data	2007	2008	% Change
Vehicle Miles	812,460	864,286	6.38%
Revenue Miles	662,153	704,391	6.38%
Roadcalls	12	16	33.33%
Accidents	-	2	NA
Vehicles	33	33	0.00%
Driver Hours	55,900	60,045	7.42%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	14,446	14,408	-0.26%
Employment	82,413	71,742	-12.95%
Ed/Train/DayCare	2,440	-	-100.00%
Nutritional	1,708	1,279	-25.12%
Life-Sustaining/Other	49,041	58,068	18.41%
TOTAL TRIPS	150,048	145,497	-3.03%

Financial and General Data	2007	2008	% Change
Expenses	\$1,939,821	\$1,996,306	2.91%
Revenues	\$1,821,073	\$1,930,727	6.02%
Commendations	1	-	-100.00%
Complaints	3	3	0.00%
Passenger No-Shows	12,855	8,199	-36.22%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2007	2008	% Change
CTD	14,708	12,818	-12.85%
AHCA	14,446	13,908	-3.72%
APD/DCF	48,546	49,322	1.60%
DOEA	1,708	891	-47.83%
DOE	-	-	NA
Other	70,640	68,558	-2.95%
TOTAL TRIPS	150,048	145,497	-3.03%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0	0.23	NA
Miles between Roadcalls	67,705	54,018	-20.22%
Avg. Trips per Driver Hour	2.68	2.42	-9.70%
Avg. Trips per Para Pass.	19.54	16.87	-13.66%
Cost per Trip	12.93	13.72	6.11%
Cost per Paratransit Trip	12.91	13.72	6.27%
Cost per Driver Hour	34.66	33.25	-4.07%
Cost per Total Mile	2.38	2.31	-2.94%

County: Saint Johns
 CTC: St. Johns County Council on Aging, Inc.
 Contact: Catherine Brown
 180 Marine St.
 St. Augustine, FL, FL 32084
 904.209.3700
 Email: stjohnscoa.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	173,900	0.93%
Potential TD Population / Percent of County Total	48,109	27.66%
UDPHC / Percent of TD Passengers Served	4,867	10.12%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	92,124	138,277	50.10%
Ambulatory	71,705	57,539	-19.76%
Non-Ambulatory	27,803	29,096	4.65%
Stretcher	2,114	2,745	29.85%
School Board	-	-	NA
TOTAL TRIPS	193,746	227,657	17.50%

Vehicle Data	2007	2008	% Change
Vehicle Miles	1,048,949	1,108,381	5.67%
Revenue Miles	906,069	957,641	5.69%
Roadcalls	20	12	-40.00%
Accidents	2	4	100.00%
Vehicles	52	47	-9.62%
Driver Hours	80,131	80,793	0.83%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	50,769	54,131	6.62%
Employment	-	-	NA
Ed/Train/DayCare	19,433	820	-95.78%
Nutritional	25,017	25,548	2.12%
Life-Sustaining/Other	98,527	147,158	49.36%
TOTAL TRIPS	193,746	227,657	17.50%

Financial and General Data	2007	2008	% Change
Expenses	\$2,427,951	\$2,633,067	8.45%
Revenues	\$2,353,829	\$2,607,266	10.77%
Commendations	12	11	-8.33%
Complaints	4	4	0.00%
Passenger No-Shows	2,212	1,440	-34.90%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2007	2008	% Change
CTD	24,171	21,345	-11.69%
AHCA	32,788	22,598	-31.08%
APD/DCF	-	-	NA
DOEA	116	197	69.83%
DOE	-	-	NA
Other	130,427	183,517	40.70%
TOTAL TRIPS	187,502	227,657	21.42%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.19	0.36	89.47%
Miles between Roadcalls	52,447	92,365	76.11%
Avg. Trips per Driver Hour	2.42	2.82	16.53%
Avg. Trips per Para Pass.	43.86	46.78	6.66%
Cost per Trip	12.53	11.57	-7.66%
Cost per Paratransit Trip	12.53	11.57	-7.66%
Cost per Driver Hour	30.3	32.59	7.56%
Cost per Total Mile	2.31	2.38	3.03%

County: Saint Lucie
 CTC: BOCC of St. Lucie County
 Contact: Corine Williams
 437 North 7th Street
 Fort Pierce, FL, FL 34950
 772.462.1777
 Email: williamsc@stlucieco.gov

Demographics	Number	Percentage
Total County Population / Percent of State Total	272,000	1.46%
Potential TD Population / Percent of County Total	105,059	38.62%
UDPHC / Percent of TD Passengers Served	13,447	12.80%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	210,302	228,332	8.57%
Non-Ambulatory	70,526	76,274	8.15%
Stretcher	865	253	-70.75%
School Board	154,760	66,331	-57.14%
TOTAL TRIPS	436,453	371,190	-14.95%

Vehicle Data	2007	2008	% Change
Vehicle Miles	1,817,632	1,852,204	1.90%
Revenue Miles	1,527,735	1,624,149	6.31%
Roadcalls	35	47	34.29%
Accidents	6	7	16.67%
Vehicles	85	108	27.06%
Driver Hours	125,960	75,447	-40.10%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	101,236	65,971	-34.83%
Employment	37,696	21,480	-43.02%
Ed/Train/DayCare	212,906	162,181	-23.83%
Nutritional	12,356	11,589	-6.21%
Life-Sustaining/Other	72,259	20,512	-71.61%
TOTAL TRIPS	436,453	281,733	-35.45%

Financial and General Data	2007	2008	% Change
Expenses	\$3,714,763	\$4,498,582	21.10%
Revenues	\$5,893,898	\$4,498,582	-23.67%
Commendations	8	12	50.00%
Complaints	34	8	-76.47%
Passenger No-Shows	3,414	3,635	6.47%
Unmet Trip Requests	23,963	26,420	10.25%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	34,484	31,398	-8.95%
AHCA	27,457	27,365	-0.34%
APD/DCF	81,149	110,192	35.79%
DOEA	3,718	4,633	24.61%
DOE	154,760	66,331	-57.14%
Other	112,999	131,271	16.17%
TOTAL TRIPS	414,567	371,190	-10.46%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.33	0.38	15.15%
Miles between Roadcalls	51,932	39,409	-24.11%
Avg. Trips per Driver Hour	3.47	4.92	41.79%
Avg. Trips per Para Pass.	36.07	27.6	-23.48%
Cost per Trip	8.51	12.12	42.42%
Cost per Paratransit Trip	8.51	12.12	42.42%
Cost per Driver Hour	29.49	59.63	102.20%
Cost per Total Mile	2.04	2.43	19.12%

County: Santa Rosa
 CTC: Pensacola Bay Transportation
 Contact: LaTricia Johnson
 3100 McCormick Street
 Pensacola, FL 32514
 850.476.8130
 Email: ljohnson@pensacolabaytransportation.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	142,100	0.76%
Potential TD Population / Percent of CountyTotal	44,881	0.24%
UDPHC / Percent of TD Passengers Served	460	1.02%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	4	-	-100.00%
Deviated FR	-	-	NA
Ambulatory	39,264	36,526	-6.97%
Non-Ambulatory	5,709	4,643	-18.67%
Stretcher	49	38	-22.45%
School Board	-	-	NA
TOTAL TRIPS	45,026	41,207	-8.48%

Vehicle Data	2007	2008	% Change
Vehicle Miles	679,958	570,900	-16.04%
Revenue Miles	495,473	380,643	-23.18%
Roadcalls	6	7	16.67%
Accidents	-	4	NA
Vehicles	18	13	-27.78%
Driver Hours	20,243	21,029	3.88%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	9,508	7,722	-18.78%
Employment	12,785	11,054	-13.54%
Ed/Train/DayCare	11,523	11,388	-1.17%
Nutritional	3,076	2,723	-11.48%
Life-Sustaining/Other	8,134	8,320	2.29%
TOTAL TRIPS	45,026	41,207	-8.48%

Financial and General Data	2007	2008	% Change
Expenses	\$628,940	\$751,613	19.50%
Revenues	\$857,527	\$955,886	11.47%
Commendations	5	5	0.00%
Complaints	19	8	-57.89%
Passenger No-Shows	594	603	1.52%
Unmet Trip Requests	824	2,370	187.62%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	16,091	13,266	-17.56%
AHCA	10,254	10,296	0.41%
APD/DCF	10,300	12,563	21.97%
DOEA	2,082	1,506	-27.67%
DOE	83	22	-73.49%
Other	138	3,554	2475.36%
TOTAL TRIPS	38,948	41,207	5.80%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0	0.7	NA
Miles between Roadcalls	113,326	81,557	-28.03%
Avg. Trips per Driver Hour	2.22	1.96	-11.71%
Avg. Trips per Para Pass.	97.87	89.58	-8.47%
Cost per Trip	13.97	18.24	30.57%
Cost per Paratransit Trip	13.97	18.24	30.57%
Cost per Driver Hour	31.07	35.74	15.03%
Cost per Total Mile	0.92	1.32	43.48%

County: Sarasota
 CTC: Sarasota County Area Transit
 Contact: Beverly Kent
 5303 Pinkney Avenue
 Sarasota, FL 34233
 941.861.1005
 Email: Bkent@scqov.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	387,500	2.07%
Potential TD Population / Percent of County Total	175,836	45.38%
UDPHC / Percent of TD Passengers Served	6,925	3.94%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	596,341	541,040	-9.27%
Deviated FR	-	-	NA
Ambulatory	273,056	261,483	-4.24%
Non-Ambulatory	56,675	70,466	24.33%
Stretcher	76	206	171.05%
School Board	-	-	NA
TOTAL TRIPS	926,148	873,195	-5.72%

Vehicle Data	2007	2008	% Change
Vehicle Miles	2,321,621	2,267,485	-2.33%
Revenue Miles	1,780,637	1,733,444	-2.65%
Roadcalls	15	15	0.00%
Accidents	43	40	-6.98%
Vehicles	88	121	37.50%
Driver Hours	168,700	148,659	-11.88%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	361,198	432,777	19.82%
Employment	129,661	77,255	-40.42%
Ed/Train/DayCare	268,583	226,255	-15.76%
Nutritional	74,092	15,595	-78.95%
Life-Sustaining/Other	92,614	121,313	30.99%
TOTAL TRIPS	926,148	873,195	-5.72%

Financial and General Data	2007	2008	% Change
Expenses	\$9,235,764	\$10,211,278	10.56%
Revenues	\$9,306,879	\$7,130,154	-23.39%
Commendations	17	18	5.88%
Complaints	19	16	-15.79%
Passenger No-Shows	2,165	1,916	-11.50%
Unmet Trip Requests	43	24	-44.19%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	366,503	71,485	-80.50%
AHCA	240,570	17,764	-92.62%
APD/DCF	79,938	17,873	-77.64%
DOEA	18,253	10,289	-43.63%
DOE	11	-	-100.00%
Other	216,415	755,784	249.23%
TOTAL TRIPS	921,690	873,195	-5.26%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	1.85	1.76	-4.86%
Miles between Roadcalls	154,775	151,166	-2.33%
Avg. Trips per Driver Hour	1.95	2.23	14.36%
Avg. Trips per Para Pass.	17.48	49.91	185.53%
Cost per Trip	9.97	11.69	17.25%
Cost per Paratransit Trip	27.92	30.63	9.71%
Cost per Driver Hour	54.59	68.44	25.37%
Cost per Total Mile	3.97	4.49	13.10%

County: Seminole
 CTC: Central Florida Regional Transportation Authority
 Contact: William E. Hearndon
 445 North Garland Avenue
 Orlando, FL 32801
 407.254.6092
 Email: BEarndon@golynx.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	425,700	2.28%
Potential TD Population / Percent of CountyTotal	124,557	29.26%
UDPHC / Percent of TD Passengers Served	5,543	4.45%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	196,856	159,324	-19.07%
Deviated FR	-	-	NA
Ambulatory	137,514	161,158	17.19%
Non-Ambulatory	38,587	39,296	1.84%
Stretcher	1,811	2,034	12.31%
School Board	-	-	NA
TOTAL TRIPS	374,768	361,812	-3.46%

Vehicle Data	2007	2008	% Change
Vehicle Miles	1,950,847	1,876,141	-3.83%
Revenue Miles	1,630,909	1,562,104	-4.22%
Roadcalls	19	36	89.47%
Accidents	25	38	52.00%
Vehicles	56	57	1.79%
Driver Hours	107,269	111,360	3.81%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	127,935	189,887	48.42%
Employment	63,023	55,320	-12.22%
Ed/Train/DayCare	90,628	54,299	-40.09%
Nutritional	40,475	19,191	-52.59%
Life-Sustaining/Other	52,707	43,115	-18.20%
TOTAL TRIPS	374,768	361,812	-3.46%

Financial and General Data	2007	2008	% Change
Expenses	\$3,344,397	\$3,518,915	5.22%
Revenues	\$4,176,504	\$3,998,485	-4.26%
Commendations	10	12	20.00%
Complaints	272	364	33.82%
Passenger No-Shows	3,587	6,671	85.98%
Unmet Trip Requests	8,200	28,623	249.06%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	15,345	19,319	25.90%
AHCA	45,327	54,356	19.92%
APD/DCF	39,737	38,242	-3.76%
DOEA	19,535	16,636	-14.84%
DOE	2	-	-100.00%
Other	254,822	233,259	-8.46%
TOTAL TRIPS	374,768	361,812	-3.46%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	1.28	2.03	58.59%
Miles between Roadcalls	102,676	52,115	-49.24%
Avg. Trips per Driver Hour	1.66	1.82	9.64%
Avg. Trips per Para Pass.	71.48	38.79	-45.73%
Cost per Trip	8.92	9.73	9.08%
Cost per Paratransit Trip	18.8	17.38	-7.55%
Cost per Driver Hour	31.18	31.6	1.35%
Cost per Total Mile	1.71	1.88	9.94%

County: Sumter
 CTC: Board of Sumter County Commissioners
 Contact: Marie Nicolette
 d/b/a Sumter County Transit, 229 East Anderson Avenue
 Bushnell, FL 33513
 352.568.6683
 Email: Marie.Nicolette@sumtercountyfl.gov

Demographics	Number	Percentage
Total County Population / Percent of State Total	89,800	0.48%
Potential TD Population / Percent of County Total	23,480	26.15%
UDPHC / Percent of TD Passengers Served	4,865	20.72%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	11,921	5,495	-53.90%
Ambulatory	104,370	103,855	-0.49%
Non-Ambulatory	7,406	7,970	7.62%
Stretcher	80	659	723.75%
School Board	248	206	-16.94%
TOTAL TRIPS	124,025	118,185	-4.71%

Vehicle Data	2007	2008	% Change
Vehicle Miles	783,015	826,620	5.57%
Revenue Miles	511,886	546,950	6.85%
Roadcalls	15	28	86.67%
Accidents	1	4	300.00%
Vehicles	47	43	-8.51%
Driver Hours	47,399	42,777	-9.75%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	18,450	23,493	27.33%
Employment	3,544	13,216	272.91%
Ed/Train/DayCare	22,341	17,744	-20.58%
Nutritional	15,637	10,939	-30.04%
Life-Sustaining/Other	64,053	52,793	-17.58%
TOTAL TRIPS	124,025	118,185	-4.71%

Financial and General Data	2007	2008	% Change
Expenses	\$1,750,542	\$2,209,195	26.20%
Revenues	\$1,311,452	\$1,806,416	37.74%
Commendations	42	23	-45.24%
Complaints	4	5	25.00%
Passenger No-Shows	484	752	55.37%
Unmet Trip Requests	93	2,346	2422.58%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	10,966	24,511	123.52%
AHCA	7,251	9,244	27.49%
APD/DCF	16,478	17,116	3.87%
DOEA	8,913	7,423	-16.72%
DOE	654	206	-68.50%
Other	36,883	59,685	61.82%
TOTAL TRIPS	81,145	118,185	45.65%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.13	0.48	269.23%
Miles between Roadcalls	52,201	29,522	-43.45%
Avg. Trips per Driver Hour	2.62	2.76	5.34%
Avg. Trips per Para Pass.	22.82	24.29	6.44%
Cost per Trip	14.11	18.69	32.46%
Cost per Paratransit Trip	14.11	18.69	32.46%
Cost per Driver Hour	36.93	51.64	39.83%
Cost per Total Mile	2.24	2.67	19.20%

County: Suwannee
 CTC: Suwannee Valley Transit Authority
 Contact: James Swisher
 1907 Voyles St.
 Live Oak, FL 32064
 386.353.5332
 Email: jimmys@svta-liveoak.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	39,600	0.21%
Potential TD Population / Percent of County Total	15,243	38.49%
UDPHC / Percent of TD Passengers Served	5,792	38.00%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	79,320	80,113	1.00%
Ambulatory	108,080	108,763	0.63%
Non-Ambulatory	13,693	13,807	0.83%
Stretcher	3,885	3,869	-0.41%
School Board	-	-	NA
TOTAL TRIPS	204,978	206,552	0.77%

Vehicle Data	2007	2008	% Change
Vehicle Miles	604,521	1,086,904	79.80%
Revenue Miles	57,898	498,371	760.77%
Roadcalls	2	1	-50.00%
Accidents	-	-	NA
Vehicles	43	43	0.00%
Driver Hours	44,625	44,886	0.58%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	155,384	162,051	4.29%
Employment	3,921	3,822	-2.52%
Ed/Train/DayCare	28,945	28,245	-2.42%
Nutritional	11,235	10,894	-3.04%
Life-Sustaining/Other	5,493	1,540	-71.96%
TOTAL TRIPS	204,978	206,552	0.77%

Financial and General Data	2007	2008	% Change
Expenses	\$1,409,021	\$1,635,974	16.11%
Revenues	\$1,669,900	\$1,687,632	1.06%
Commendations	1	1	0.00%
Complaints	7	6	-14.29%
Passenger No-Shows	66	60	-9.09%
Unmet Trip Requests	30	28	-6.67%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	53,240	53,210	-0.06%
AHCA	138,754	138,102	-0.47%
APD/DCF	3,125	3,145	0.64%
DOEA	-	-	NA
DOE	-	-	NA
Other	2,014	12,095	500.55%
TOTAL TRIPS	197,133	206,552	4.78%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	302,261	1,086,904	259.59%
Avg. Trips per Driver Hour	4.59	4.6	0.22%
Avg. Trips per Para Pass.	35.44	35.66	0.62%
Cost per Trip	6.87	7.92	15.28%
Cost per Paratransit Trip	6.87	7.92	15.28%
Cost per Driver Hour	31.57	36.45	15.46%
Cost per Total Mile	2.33	1.51	-35.19%

County: Taylor
 CTC: Big Bend Transit, Inc.
 Contact: TED WATERS
 POST OFFICE BOX 1721
 TALLAHASSEE, FL 32302
 850.576.6266
 Email: TWBBT@AOL.COM

Demographics	Number	Percentage
Total County Population / Percent of State Total	22,500	0.12%
Potential TD Population / Percent of CountyTotal	8,021	35.65%
UDPHC / Percent of TD Passengers Served	2,287	28.51%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	8,300	6,871	-17.22%
Ambulatory	24,272	23,241	-4.25%
Non-Ambulatory	916	923	0.76%
Stretcher	52	128	146.15%
School Board	-	-	NA
TOTAL TRIPS	33,540	31,163	-7.09%

Vehicle Data	2007	2008	% Change
Vehicle Miles	322,683	310,163	-3.88%
Revenue Miles	280,323	270,758	-3.41%
Roadcalls	10	12	20.00%
Accidents	1	-	-100.00%
Vehicles	17	18	5.88%
Driver Hours	18,266	15,538	-14.93%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	5,530	5,488	-0.76%
Employment	16,576	15,304	-7.67%
Ed/Train/DayCare	5,199	4,624	-11.06%
Nutritional	1,380	1,271	-7.90%
Life-Sustaining/Other	4,855	4,476	-7.81%
TOTAL TRIPS	33,540	31,163	-7.09%

Financial and General Data	2007	2008	% Change
Expenses	\$594,006	\$631,091	6.24%
Revenues	\$596,378	\$639,985	7.31%
Commendations	-	-	NA
Complaints	1	-	-100.00%
Passenger No-Shows	163	146	-10.43%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2007	2008	% Change
CTD	11,414	6,456	-43.44%
AHCA	3,798	3,749	-1.29%
APD/DCF	299	29	-90.30%
DOEA	-	-	NA
DOE	31	10	-67.74%
Other	36	20,919	58008.33%
TOTAL TRIPS	15,578	31,163	100.04%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.31	0	-100.00%
Miles between Roadcalls	32,268	25,847	-19.90%
Avg. Trips per Driver Hour	1.84	2.01	9.24%
Avg. Trips per Para Pass.	12.74	13.63	6.99%
Cost per Trip	17.71	20.25	14.34%
Cost per Paratransit Trip	17.71	20.25	14.34%
Cost per Driver Hour	32.52	40.62	24.91%
Cost per Total Mile	1.84	2.03	10.33%

County: Union
 CTC: A & A Transport, Inc.
 Contact: Curtis E. Allen
 55 North Lake Avenue
 Lake Butler, FL 32054-1733
 386.496.2056
 Email: ceallen1954@yahoo.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	15,700	0.08%
Potential TD Population / Percent of CountyTotal	4,667	29.73%
UDPHC / Percent of TD Passengers Served	445	9.54%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	28,439	28,548	0.38%
Non-Ambulatory	1,381	1,386	0.36%
Stretcher	13	13	0.00%
School Board	-	-	NA
TOTAL TRIPS	29,833	29,947	0.38%

Vehicle Data	2007	2008	% Change
Vehicle Miles	299,222	280,904	-6.12%
Revenue Miles	217,322	204,418	-5.94%
Roadcalls	4	4	0.00%
Accidents	1	1	0.00%
Vehicles	10	10	0.00%
Driver Hours	8,263	7,735	-6.39%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	7,489	7,518	0.39%
Employment	-	-	NA
Ed/Train/DayCare	20,618	20,697	0.38%
Nutritional	1,397	1,402	0.36%
Life-Sustaining/Other	329	330	0.30%
TOTAL TRIPS	29,833	29,947	0.38%

Financial and General Data	2007	2008	% Change
Expenses	\$409,436	\$409,456	0.00%
Revenues	\$474,358	\$430,399	-9.27%
Commendations	-	-	NA
Complaints	-	-	NA
Passenger No-Shows	122	130	6.56%
Unmet Trip Requests	8	8	0.00%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	3,980	4,917	23.54%
AHCA	5,381	4,820	-10.43%
APD/DCF	16,660	17,112	2.71%
DOEA	-	-	NA
DOE	-	-	NA
Other	3,812	3,098	-18.73%
TOTAL TRIPS	29,833	29,947	0.38%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.33	0.36	9.09%
Miles between Roadcalls	74,806	70,226	-6.12%
Avg. Trips per Driver Hour	3.61	3.87	7.20%
Avg. Trips per Para Pass.	67.34	67.3	-0.06%
Cost per Trip	13.72	13.67	-0.36%
Cost per Paratransit Trip	13.72	13.67	-0.36%
Cost per Driver Hour	49.55	52.94	6.84%
Cost per Total Mile	1.37	1.46	6.57%

County: Volusia
 CTC: County of Volusia d/b/a VOTRAN
 Contact: Carole M. Hinkley
 950 Big Tree Road
 South Daytona, FL 32119
 386.756.7496
 Email: cmhinkley@co.volusia.fl.us

Demographics	Number	Percentage
Total County Population / Percent of State Total	508,000	2.72%
Potential TD Population / Percent of County Total	225,905	44.47%
UDPHC / Percent of TD Passengers Served	7,256	3.21%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	448,552	491,409	9.55%
Deviated FR	-	-	NA
Ambulatory	279,706	261,078	-6.66%
Non-Ambulatory	105,895	89,585	-15.40%
Stretcher	2,914	1,486	-49.00%
School Board	-	-	NA
TOTAL TRIPS	837,067	843,558	0.78%

Vehicle Data	2007	2008	% Change
Vehicle Miles	3,413,665	3,052,419	-10.58%
Revenue Miles	3,027,204	2,688,867	-11.18%
Roadcalls	195	172	-11.79%
Accidents	5	4	-20.00%
Vehicles	108	105	-2.78%
Driver Hours	223,489	207,630	-7.10%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	392,726	291,441	-25.79%
Employment	57,519	52,857	-8.11%
Ed/Train/DayCare	159,950	170,391	6.53%
Nutritional	15,596	13,095	-16.04%
Life-Sustaining/Other	211,276	315,774	49.46%
TOTAL TRIPS	837,067	843,558	0.78%

Financial and General Data	2007	2008	% Change
Expenses	\$7,241,348	\$6,875,457	-5.05%
Revenues	\$8,809,963	\$7,108,884	-19.31%
Commendations	180	195	8.33%
Complaints	364	245	-32.69%
Passenger No-Shows	8,034	6,433	-19.93%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2007	2008	% Change
CTD	33,974	34,633	1.94%
AHCA	207,347	122,664	-40.84%
APD/DCF	6,647	7,309	9.96%
DOEA	27,666	19,880	-28.14%
DOE	135,314	145,320	7.39%
Other	422,780	513,752	21.52%
TOTAL TRIPS	833,728	843,558	1.18%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.15	0.13	-13.33%
Miles between Roadcalls	17,506	17,747	1.38%
Avg. Trips per Driver Hour	1.74	1.7	-2.30%
Avg. Trips per Para Pass.	47.59	50.86	6.87%
Cost per Trip	8.65	8.15	-5.78%
Cost per Paratransit Trip	18.61	19.5	4.78%
Cost per Driver Hour	32.36	33.07	2.19%
Cost per Total Mile	2.12	2.25	6.13%

County: Wakulla
 CTC: Wakulla County Senior Citizens/Wakulla Transportation
 Contact: Nell Rozar
 33 Michael Drive
 Crawfordville, FL 32327
 850.926.7145
 Email: nellrozar2002@yahoo.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	29,400	0.16%
Potential TD Population / Percent of County Total	7,274	24.74%
UDPHC / Percent of TD Passengers Served	900	12.37%

Trips By Type of Service	2006	2007	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	28,485	25,162	-11.67%
Non-Ambulatory	373	562	50.67%
Stretcher	5	5	0.00%
School Board	-	-	NA
TOTAL TRIPS	28,863	25,729	-10.86%

Vehicle Data	2006	2007	% Change
Vehicle Miles	294,181	275,931	-6.20%
Revenue Miles	291,181	275,362	-5.43%
Roadcalls	-	-	NA
Accidents	-	-	NA
Vehicles	11	11	0.00%
Driver Hours	16,120	16,120	0.00%

Passenger Trips By Trip Purpose	2006	2007	% Change
Medical	16,336	15,099	-7.57%
Employment	679	622	-8.39%
Ed/Train/DayCare	1,850	1,051	-43.19%
Nutritional	5,319	4,820	-9.38%
Life-Sustaining/Other	4,679	4,137	-11.58%
TOTAL TRIPS	28,863	25,729	-10.86%

Financial and General Data	2006	2007	% Change
Expenses	\$412,481	\$418,407	1.44%
Revenues	\$427,578	\$422,562	-1.17%
Commendations	2	4	100.00%
Complaints	-	-	NA
Passenger No-Shows	-	-	NA
Unmet Trip Requests	16	10	-37.50%

Passenger Trips By Funding Source	2006	2007	% Change
CTD	17,547	15,280	-12.92%
AHCA	2,120	2,210	4.25%
APD/DCF	1,850	1,229	-33.57%
DOEA	5,658	4,800	-15.16%
DOE	-	-	NA
Other	1,688	2,210	30.92%
TOTAL TRIPS	28,863	25,729	-10.86%

Performance Measures	2006	2007	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	-	-	NA
Avg. Trips per Driver Hour	1.79	1.6	-10.61%
Avg. Trips per Para Pass.	30.13	28.59	-5.11%
Cost per Trip	14.29	16.26	13.79%
Cost per Paratransit Trip	14.29	16.26	13.79%
Cost per Driver Hour	25.59	25.96	1.45%
Cost per Total Mile	1.4	1.52	8.57%

County: Walton
 CTC: Tri-County Community Council, Inc.
 Contact: Annette Stewart
 302 North Oklahoma Street, Post Office Box 1210
 Bonifay, FL 32425
 850.547.3689
 Email: annette.tccc@mchsi.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	57,100	0.31%
Potential TD Population / Percent of CountyTotal	17,992	31.51%
UDPHC / Percent of TD Passengers Served	8,371	46.53%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	2,813	1,129	-59.86%
Ambulatory	84,238	78,803	-6.45%
Non-Ambulatory	4,620	4,295	-7.03%
Stretcher	3	82	2633.33%
School Board	-	-	NA
TOTAL TRIPS	91,674	84,309	-8.03%

Vehicle Data	2007	2008	% Change
Vehicle Miles	805,763	709,351	-11.97%
Revenue Miles	800,006	703,870	-12.02%
Roadcalls	8	8	0.00%
Accidents	3	1	-66.67%
Vehicles	30	26	-13.33%
Driver Hours	29,841	29,029	-2.72%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	47,267	35,296	-25.33%
Employment	16,502	15,176	-8.04%
Ed/Train/DayCare	17,418	23,182	33.09%
Nutritional	6,418	6,912	7.70%
Life-Sustaining/Other	4,069	3,743	-8.01%
TOTAL TRIPS	91,674	84,309	-8.03%

Financial and General Data	2007	2008	% Change
Expenses	\$914,793	\$895,108	-2.15%
Revenues	\$982,486	\$975,101	-0.75%
Commendations	2	4	100.00%
Complaints	-	2	NA
Passenger No-Shows	174	254	45.98%
Unmet Trip Requests	246	177	-28.05%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	38,385	34,106	-11.15%
AHCA	13,535	15,046	11.16%
APD/DCF	13,667	14,244	4.22%
DOEA	5,553	6,912	24.47%
DOE	2,489	24	-99.04%
Other	8,073	13,977	73.13%
TOTAL TRIPS	81,702	84,309	3.19%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.37	0.14	-62.16%
Miles between Roadcalls	100,720	88,669	-11.96%
Avg. Trips per Driver Hour	3.07	2.9	-5.54%
Avg. Trips per Para Pass.	11.63	10.07	-13.41%
Cost per Trip	9.98	10.62	6.41%
Cost per Paratransit Trip	9.98	10.62	6.41%
Cost per Driver Hour	30.66	30.83	0.55%
Cost per Total Mile	1.14	1.26	10.53%

County: Washington
 CTC: Tri-County Community Council, Inc.
 Contact: Annette Stewart
 302 North Oklahoma Street, Post Office Box 1210
 Bonifay, FL 32425
 850.547.3689
 Email: annette.tccc@mchsi.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	23,700	0.13%
Potential TD Population / Percent of CountyTotal	10,099	42.61%
UDPHC / Percent of TD Passengers Served	4,003	39.64%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	2,178	824	-62.17%
Ambulatory	47,375	48,602	2.59%
Non-Ambulatory	1,020	1,432	40.39%
Stretcher	225	202	-10.22%
School Board	-	-	NA
TOTAL TRIPS	50,798	51,060	0.52%

Vehicle Data	2007	2008	% Change
Vehicle Miles	446,669	462,264	3.49%
Revenue Miles	431,419	446,544	3.51%
Roadcalls	4	1	-75.00%
Accidents	3	-	-100.00%
Vehicles	23	23	0.00%
Driver Hours	14,671	14,824	1.04%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	19,693	19,796	0.52%
Employment	2,587	2,604	0.66%
Ed/Train/DayCare	28,200	27,648	-1.96%
Nutritional	166	54	-67.47%
Life-Sustaining/Other	152	958	530.26%
TOTAL TRIPS	50,798	51,060	0.52%

Financial and General Data	2007	2008	% Change
Expenses	\$541,728	\$608,963	12.41%
Revenues	\$596,574	\$644,466	8.03%
Commendations	2	5	150.00%
Complaints	-	3	NA
Passenger No-Shows	117	171	46.15%
Unmet Trip Requests	221	103	-53.39%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	14,097	11,247	-20.22%
AHCA	13,445	10,412	-22.56%
APD/DCF	21,501	22,652	5.35%
DOEA	166	54	-67.47%
DOE	-	130	NA
Other	2	6,565	328150.00%
TOTAL TRIPS	49,211	51,060	3.76%

Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.67	0	-100.00%
Miles between Roadcalls	111,667	462,264	313.97%
Avg. Trips per Driver Hour	3.46	3.44	-0.58%
Avg. Trips per Para Pass.	13.93	12.76	-8.40%
Cost per Trip	10.66	11.93	11.91%
Cost per Paratransit Trip	10.66	11.93	11.91%
Cost per Driver Hour	36.93	41.08	11.24%
Cost per Total Mile	1.21	1.32	9.09%

Florida Commission for the
 Transportation Disadvantaged
 Contact: 605 Suwannee Street, MS-49
 Tallahassee, Florida 32399-0450
 850.410.5700
 800.983.2435
 Email: www.dot.state.fl.us/ctd

Demographics	Number	Percentage
Total County Population /		
Percent of State Total	18,680,300	100.00%
Potential TD Population /		
Percent of County Total	7,003,291	37.49%
UDPHC /		
Percent of TD Passengers Served	680,274	9.71%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	32,499,107	32,356,029	-0.44%
Deviated FR	2,231,115	1,852,918	-16.95%
Ambulatory	12,849,079	12,725,232	-0.96%
Non-Ambulatory	3,194,312	3,021,401	-5.41%
Stretcher	63,935	50,177	-21.52%
School Board	478,912	264,240	-44.82%
TOTAL TRIPS	51,316,460	50,269,997	-2.04%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	18,040,832	16,203,714	-10.18%
Employment	6,860,109	8,674,243	26.44%
Ed/Train/DayCare	10,372,030	10,547,852	1.70%
Nutritional	8,049,347	6,996,297	-13.08%
Life-Sustaining/Other	7,994,142	7,847,891	-1.83%
TOTAL TRIPS	51,316,460	50,269,997	-2.04%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	7,275,868	6,561,995	-9.81%
AHCA	7,419,458	6,002,627	-19.10%
APD/DCF	2,884,163	3,112,817	7.93%
DOEA	1,387,481	4,334,007	212.37%
DOE	780,859	608,868	-22.03%
Other	31,568,631	29,649,683	-6.08%
TOTAL TRIPS	51,316,460	50,269,997	-2.04%

Vehicle Data	2007	2008	% Change
Vehicle Miles	136,822,379	136,907,394	0.06%
Revenue Miles	119,295,283	118,899,633	-0.33%
Roadcalls	2,408	3,689	53.20%
Accidents	1,243	1,248	0.40%
Vehicles	5,762	5,690	-1.25%
Driver Hours	9,283,928	8,927,121	-3.84%

Financial and General Data	2007	2008	% Change
Expenses	\$376,633,382	\$401,641,556	6.64%
Revenues	\$372,461,445	\$361,842,788	-2.85%
Commendations	3,680	3,364	-8.59%
Complaints	14,141	11,877	-16.01%
Passenger No-Shows	356,142	360,746	1.29%
Unmet Trip Requests	781,850	1,009,436	29.11%

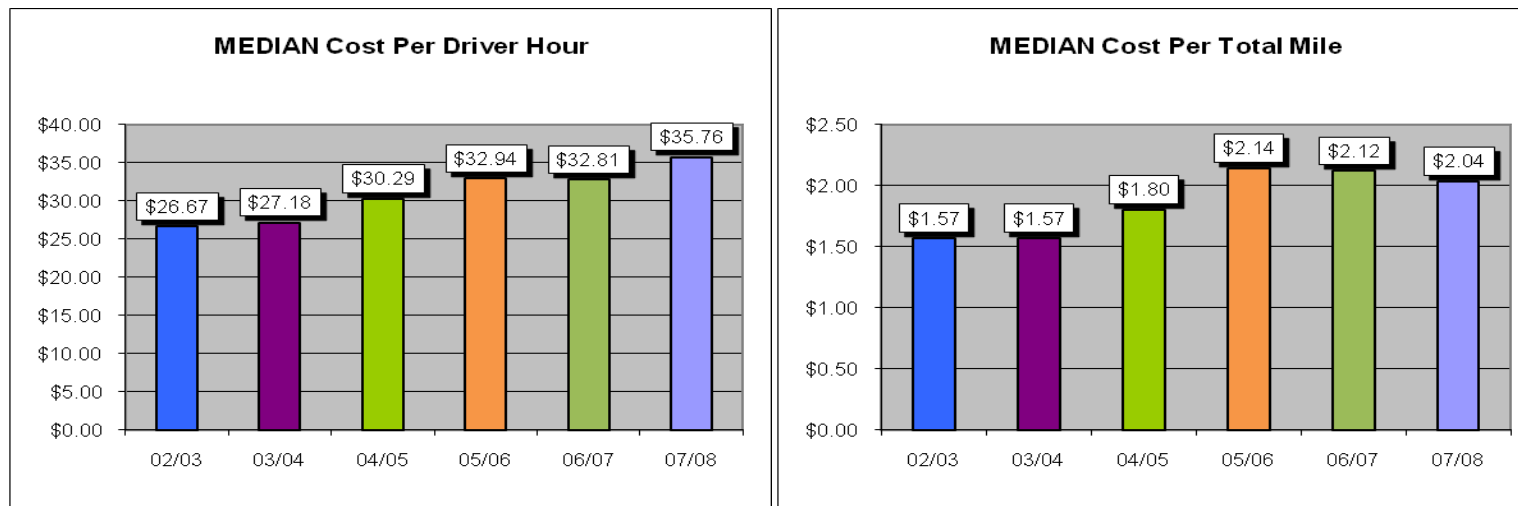
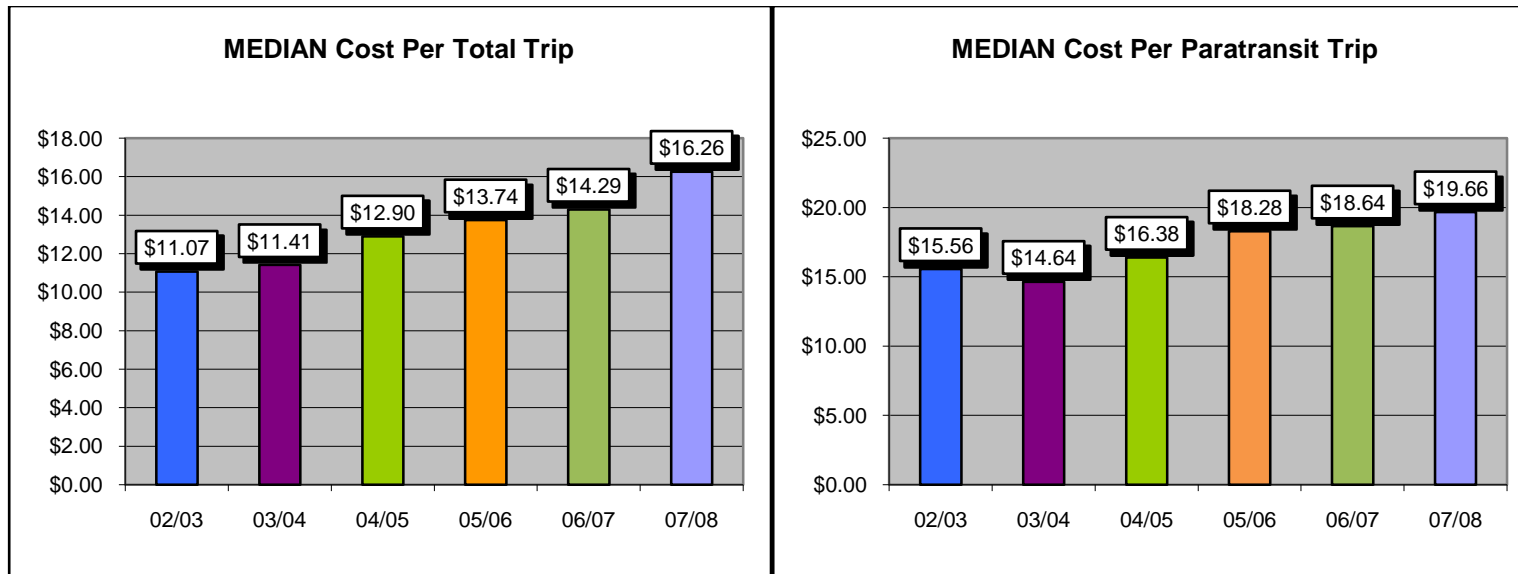
Performance Measures	2007	2008	% Change
Accidents per 100,000 Miles	0.91	0.91	0.00%
Miles between Roadcalls	56820	37112	-34.68%
Ave. Trips per Driver Hour	2.03	2.01	-0.99%
Ave. Trips per Para Pass.	41.17	40.03	-2.77%
Cost per Trip	7.34	7.99	8.86%
Cost per Paratransit Trip	19.57	22.01	12.47%
Cost per Driver Hour	39.67	44.16	11.32%
Cost per Total Mile	2.69	2.88	7.06%

2008 Operating Data

2008 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	\$ 20.16	\$ 27.71	\$ 2.35	\$ 29.58	\$ 0.25	\$ 0.03	\$ 1.07	\$ 37.07	\$ 1.88	\$ 62,875.00
Baker	\$ 27.39	\$ 27.39	\$ 2.13	\$ 35.76	\$ 0.19	\$ 0.05	\$ 1.31	\$ 42.70	\$ -	\$ 75,729.00
Bay	\$ 11.40	\$ 11.53	\$ 1.43	\$ 27.90	\$ 0.03	\$ 0.15	\$ 2.42	\$ 18.19	\$ 0.14	\$ 138,700.60
Bradford	\$ 30.11	\$ 30.11	\$ 3.17	\$ 28.24	\$ 0.04	\$ 0.05	\$ 0.94	\$ 25.37	\$ -	\$ -
Brevard	\$ 5.33	\$ 6.85	\$ 1.42	\$ 31.95	\$ 0.37	\$ 0.04	\$ 4.18	\$ 60.79	\$ 0.42	\$ 33,947.40
Broward	\$ 8.47	\$ 28.06	\$ 3.01	\$ 47.97	\$ 0.79	\$ 0.02	\$ 1.60	\$ 100.69	\$ 0.54	\$ 35,111.72
Calhoun	\$ 14.47	\$ 14.47	\$ 1.79	\$ 30.40	\$ 0.07	\$ 0.13	\$ 2.10	\$ 55.18	\$ 0.64	\$ 155,055.50
Charlotte	\$ 10.13	\$ 10.13	\$ 2.93	\$ 28.04	\$ 0.53	\$ 0.15	\$ 2.35	\$ 10.53	\$ 1.70	\$ 38,035.06
Citrus	\$ 16.26	\$ 16.26	\$ 2.87	\$ 38.75	\$ 0.23	\$ 0.03	\$ 2.38	\$ 82.24	\$ 0.47	\$ 14,240.15
Clay	\$ 21.34	\$ 21.34	\$ 1.97	\$ 28.28	\$ 0.28	\$ 0.04	\$ 1.26	\$ 38.77	\$ 0.36	\$ 12,951.03
Collier	\$ 12.41	\$ 22.60	\$ 1.79	\$ 31.92	\$ 0.43	\$ 0.02	\$ 1.41	\$ 45.32	\$ 2.80	\$ 45,530.31
Columbia	\$ 6.22	\$ 6.22	\$ 1.32	\$ 29.58	\$ 0.05	\$ 0.40	\$ 1.74	\$ 9.33	\$ -	\$ 280,360.00
Desoto	\$ 23.92	\$ 23.92	\$ 2.28	\$ 23.09	\$ 0.03	\$ 0.04	\$ 0.78	\$ 52.29	\$ 0.25	\$ 197,615.50
Dixie	\$ 39.55	\$ 39.55	\$ 2.33	\$ 56.70	\$ 0.05	\$ 0.05	\$ 1.43	\$ 27.78	\$ -	\$ 189,814.00
Duval	\$ 40.00	\$ 40.00	\$ 3.37	\$ 50.52	\$ 0.90	\$ 0.01	\$ 1.26	\$ 72.38	\$ 6.82	\$ 9,568.62
Escambia	\$ 20.46	\$ 23.08	\$ 1.88	\$ 20.89	\$ 0.41	\$ 0.02	\$ 0.90	\$ 53.28	\$ 0.22	\$ 89,275.20
Flagler	\$ 13.22	\$ 13.22	\$ 1.50	\$ 29.92	\$ 0.23	\$ 0.16	\$ 2.26	\$ 22.39	\$ 0.85	\$ 102,492.50
Franklin	\$ 35.97	\$ 35.97	\$ 1.84	\$ 48.05	\$ 0.11	\$ 0.20	\$ 1.34	\$ 14.87	\$ -	\$ 165,757.50
Gadsden	\$ 23.78	\$ 23.78	\$ 2.30	\$ 41.35	\$ 0.14	\$ 0.16	\$ 1.57	\$ 18.13	\$ 0.28	\$ 24,478.48
Gilchrist	\$ 32.40	\$ 32.40	\$ 1.74	\$ 36.68	\$ 0.04	\$ 0.05	\$ 1.13	\$ 20.00	\$ -	\$ -
Glades	\$ 39.61	\$ 39.61	\$ 1.44	\$ 95.66	\$ 0.01	\$ 0.00	\$ 2.42	\$ 181.13	\$ -	\$ 10,866.36
Gulf	\$ 22.00	\$ 22.00	\$ 1.90	\$ 48.39	\$ 0.12	\$ 0.08	\$ 2.20	\$ 48.47	\$ -	\$ -
Hamilton	\$ 15.02	\$ 17.34	\$ 1.52	\$ 33.29	\$ 0.03	\$ 1.08	\$ 1.15	\$ 5.27	\$ -	\$ -
Hardee	\$ 33.69	\$ 33.69	\$ 1.29	\$ 45.90	\$ 0.03	\$ 0.05	\$ 1.36	\$ 39.65	\$ 0.18	\$ 60,678.44
Hendry	\$ 87.71	\$ 87.71	\$ 4.04	\$ 77.73	\$ 0.03	\$ 0.02	\$ 0.89	\$ 82.13	\$ 0.24	\$ 18,741.86
Hernando	\$ 12.57	\$ 12.57	\$ 1.57	\$ 19.44	\$ 0.12	\$ 0.04	\$ 1.55	\$ 46.75	\$ 0.15	\$ 53,995.36
Highlands	\$ 20.61	\$ 20.61	\$ 1.64	\$ 31.43	\$ 0.02	\$ 0.04	\$ 1.53	\$ 50.35	\$ 0.44	\$ 38,863.09
Hillsborough	\$ 10.40	\$ 16.87	\$ 2.45	\$ 35.98	\$ 0.47	\$ 0.04	\$ 2.13	\$ 53.62	\$ 1.48	\$ 63,737.69
Holmes	\$ 11.14	\$ 11.14	\$ 1.47	\$ 43.38	\$ 0.03	\$ 0.23	\$ 3.89	\$ 25.10	\$ -	\$ 355,611.00
Indian River	\$ 17.71	\$ 17.71	\$ 2.77	\$ 17.73	\$ 0.20	\$ 0.28	\$ 1.00	\$ 6.17	\$ 0.95	\$ 314,874.00
Jackson	\$ 19.66	\$ 19.66	\$ 1.94	\$ 38.34	\$ 0.05	\$ 0.07	\$ 1.85	\$ 51.29	\$ 0.38	\$ -
Jefferson	\$ 29.70	\$ 29.70	\$ 2.12	\$ 42.21	\$ 0.05	\$ 0.35	\$ 1.30	\$ 7.59	\$ -	\$ 25,123.64
Lafayette	\$ 29.89	\$ 29.89	\$ 2.30	\$ 39.73	\$ 0.04	\$ 0.12	\$ 1.33	\$ 23.97	\$ -	\$ 57,849.50
Lake	\$ 18.85	\$ 18.85	\$ 1.98	\$ 26.73	\$ 0.53	\$ 0.16	\$ 1.13	\$ 11.14	\$ 0.25	\$ 20,338.81
Lee	\$ 27.72	\$ 27.74	\$ 2.41	\$ 37.24	\$ 0.06	\$ 0.01	\$ 1.34	\$ 81.61	\$ 0.26	\$ 18,290.71
Leon	\$ 9.75	\$ 23.54	\$ 1.67	\$ 30.86	\$ 0.10	\$ 0.03	\$ 1.31	\$ 31.63	\$ 0.16	\$ 57,222.14
Levy	\$ 33.19	\$ 33.19	\$ 1.00	\$ 38.38	\$ 0.09	\$ 0.05	\$ 1.16	\$ 37.44	\$ 0.08	\$ 316,324.25
Liberty	\$ 9.80	\$ 9.80	\$ 1.12	\$ 21.40	\$ 0.04	\$ 0.53	\$ 2.18	\$ 22.84	\$ 0.34	\$ 296,678.00
Madison	\$ 26.27	\$ 26.27	\$ 2.21	\$ 39.69	\$ 0.07	\$ 0.26	\$ 1.51	\$ 12.94	\$ -	\$ 27,491.25
Manatee	\$ 10.68	\$ 11.60	\$ 2.57	\$ 39.38	\$ 0.68	\$ 0.19	\$ 3.39	\$ 10.23	\$ 0.34	\$ 51,733.00
Marion	\$ 21.43	\$ 21.43	\$ 2.32	\$ 28.84	\$ 0.36	\$ 0.04	\$ 1.33	\$ 34.02	\$ 0.24	\$ 105,095.25
Martin	\$ 19.78	\$ 19.78	\$ 3.59	\$ 23.06	\$ 0.38	\$ 0.16	\$ 0.89	\$ 7.63	\$ 0.18	\$ 25,745.36
Miami-Dade	\$ 5.23	\$ 28.68	\$ 4.74	\$ 67.10	\$ 0.78	\$ 0.30	\$ 1.81	\$ 14.04	\$ 0.22	\$ 183,634.72
Monroe	\$ 20.57	\$ 22.71	\$ 2.22	\$ 26.35	\$ 0.47	\$ 0.05	\$ 1.16	\$ 54.95	\$ 0.96	\$ 1,038,812.00
Nassau	\$ 15.47	\$ 15.47	\$ 2.04	\$ 22.35	\$ 0.06	\$ 0.05	\$ 1.44	\$ 56.31	\$ 0.27	\$ 29,000.62
Okaloosa	\$ 12.36	\$ 17.05	\$ 2.27	\$ 21.87	\$ 0.14	\$ 0.11	\$ 1.28	\$ 15.34	\$ 0.43	\$ 141,073.20
Okeechobee	\$ 22.70	\$ 22.70	\$ 1.42	\$ 39.44	\$ 0.03	\$ 0.03	\$ 1.74	\$ 45.13	\$ 0.40	\$ 49,796.60
Orange	\$ 9.80	\$ 17.51	\$ 1.89	\$ 31.83	\$ 0.44	\$ 0.06	\$ 1.82	\$ 36.53	\$ 2.06	\$ 52,941.72
Osceola	\$ 9.73	\$ 17.38	\$ 1.88	\$ 31.60	\$ 0.44	\$ 0.06	\$ 1.82	\$ 36.53	\$ 2.06	\$ 53,172.68
Palm Beach	\$ 10.29	\$ 23.86	\$ 2.79	\$ 55.04	\$ 0.88	\$ 0.03	\$ 2.30	\$ 73.65	\$ 2.15	\$ 10,180.51
Pasco	\$ 7.06	\$ 13.16	\$ 2.26	\$ 40.05	\$ 0.19	\$ 0.04	\$ 2.80	\$ 23.34	\$ 0.39	\$ 75,731.82
Pinellas	\$ 6.64	\$ 14.80	\$ 1.87	\$ 22.73	\$ 0.36	\$ 0.10	\$ 1.53	\$ 24.79	\$ 0.56	\$ 58,135.23
Polk	\$ 17.39	\$ 23.41	\$ 3.30	\$ 39.68	\$ 0.39	\$ 0.12	\$ 1.42	\$ 12.38	\$ 1.75	\$ 27,915.59
Putnam	\$ 13.72	\$ 13.72	\$ 2.31	\$ 33.25	\$ 0.11	\$ 0.21	\$ 0.33	\$ 2.27	\$ 0.23	\$ 54,017.88
Santa Rosa	\$ 18.24	\$ 18.24	\$ 1.32	\$ 35.74	\$ 0.05	\$ 0.01	\$ 1.96	\$ 89.58	\$ 0.70	\$ 81,557.14
Sarasota	\$ 11.65	\$ 30.63	\$ 4.49	\$ 68.44	\$ 0.60	\$ 0.04	\$ 2.23	\$ 47.96	\$ 1.76	\$ 151,165.67
Seminole	\$ 9.73	\$ 17.38	\$ 1.88	\$ 31.60	\$ 0.44	\$ 0.04	\$ 1.82	\$ 36.53	\$ 2.03	\$ 52,115.03
St Johns	\$ 11.57	\$ 11.57	\$ 2.38	\$ 32.59	\$ 0.30	\$ 0.10	\$ 1.11	\$ 18.36	\$ 0.36	\$ 92,365.08
St Lucie	\$ 12.12	\$ 12.12	\$ 2.43	\$ 59.63	\$ 0.17	\$ 0.13	\$ 4.04	\$ 22.67	\$ 0.38	\$ 39,408.60
Sumter	\$ 18.69	\$ 18.69	\$ 2.67	\$ 51.64	\$ 0.48	\$ 0.21	\$ 2.63	\$ 40.89	\$ 0.48	\$ 29,522.14
Suwannee	\$ 7.92	\$ 7.92	\$ 1.51	\$ 36.45	\$ 0.02	\$ 0.38	\$ 2.82	\$ 21.83	\$ -	\$ 1,086,904.00
Taylor	\$ 20.25	\$ 20.25	\$ 2.03	\$ 40.62	\$ 0.15	\$ 0.29	\$ 1.56	\$ 10.62	\$ -	\$ 25,846.92
Union	\$ 13.67	\$ 13.67	\$ 1.46	\$ 52.94	\$ 0.18	\$ 0.10	\$ 3.87	\$ 67.30	\$ 0.36	\$ 70,226.00
Volusia	\$ 8.14	\$ 19.50	\$ 2.25	\$ 33.07	\$ 0.60	\$ 0.03	\$ 1.70	\$ 48.53	\$ 0.13	\$ 17,746.62
Wakulla	\$ 16.26	\$ 16.26	\$ 1.52	\$ 25.96	\$ 0.15	\$ 0.12	\$ 1.60	\$ 28.59	\$ -	\$ -
Walton	\$ 10.62	\$ 10.62	\$ 1.26	\$ 30.83	\$ 0.06	\$ 0.47	\$ 2.87	\$ 9.94	\$ 0.14	\$ 88,668.88
Washington	\$ 11.93	\$ 11.93	\$ 1.32	\$ 41.08	\$ 0.04	\$ 0.40	\$ 3.39	\$ 12.55	\$ -	\$ 462,264.00
Totals	\$ 7.99	\$ 22.01	\$ 2.88	\$ 44.16	\$ 0.59	\$ 0.10	\$ 2.01	\$ 40.03	\$ 0.91	\$ 37,112.33

2008 CTC System Information



2008 CTC System Information

County	Operating Environment	Coordinator's 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	Sole Source
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	Veolia Transportation Services	Private For-Profit	Complete Brokerage
Duval (2)	Rural	Suwannee River Economic Council, Inc.	Private Non-Profit	Partial Brokerage
Duval	Urban	Jacksonville Transportation Authority	Public Transit Authority	Complete 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	Veolia Transportation Services	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	Veolia Transportation Services	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, Inc.	Private Non-Profit	Partial Brokerage
Manatee	Urban	Manatee County Area Transit	County	Partial Brokerage
Marion	Rural	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
Okaloosa(4)	Rural	Veolia Transportation Services	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 MPD	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)	Rural	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 db/a VOTRAN	County	Partial Brokerage
Wakulla	Rural	Wakulla County Senior Citizens/Wakulla Transport	Private Non-Profit	Partial Brokerage
Walton (1)	Rural	Tri-County Community Council, Inc.	Private Non-Profit	Partial Brokerage
Washington	Rural	Tri-County Community Council, Inc.	Private Non-Profit	Partial Brokerage
			Private Non-Profit- 31 Private For-Profit- 7 County- 18 Public Transit Authority- 9	Sole Source- 9 Partial Brokerage- 48 Complete Brokerage- 10
By County	Urban - 34 Rural - 33	Counties- 67	City Government- 1 Metropolitan Planning Organization- 1	
Entity			Private Non-Profit - 20 Private For-Profit - 3 County- 18	
() = multiple counties	Urban - 30 Rural - 18	Counties- 67	Public Transit Authority - 5 City Government- 1 Metropolitan Planning Organization- 1	Sole Source - 8 Partial Brokerage - 33 Complete Brokerage - 7

2008 Passenger Trip by Funding Source

County	CTD	FDOT	APD	AHCA	DOE	DOEA	Other Fed/State	Local Govt	Local Non Govt	Total
Alachua	55,184	8,704	3,469	57,845	-	1,111	-	34,623	-	160,936
Baker	10,018	1	-	3,164	-	-	-	1	4,494	17,678
Bay	28,100	10	53,967	33,986	-	14,142	43,700	435	92	174,432
Bradford	3,838	1	-	5,128	-	4,100	-	-	1	13,068
Brevard	64,519	219,117	120,389	-	12,480	6,932	-	227,969	120,060	771,466
Broward	342,957	988	212,033	94,087	216,373	108,462	2,028	878,492	3,529,991	5,385,411
Calhoun	12,668	1	6,210	12,407	-	7,175	-	1	1	38,463
Charlotte	64,658	956	850	13,702	-	10,989	28,084	21,383	46,228	186,850
Citrus	38,899	1	115,098	16,657	-	14,766	-	524	1	185,946
Clay	14,151	1	21,688	11,548	383	12,623	5,839	3,542	6,815	76,590
Collier	56,245	35,530	-	25,910	-	4,819	17,488	47,021	3,215	190,228
Columbia	9,874	1	17,894	168,417	-	-	-	-	41,546	237,732
Desoto	4,026	1,983	10,817	9,645	99	3,549	18	1,262	6,313	37,712
Dixie	5,053	1	-	4,930	-	1,182	-	-	1	11,167
Duval	48,675	-	-	-	-	150	-	252,475	-	301,300
Escambia	21,095	3,619	3,823	59,759	2,658	11,776	10,443	51,226	24	164,423
Flagler	15,127	27,883	13,461	3,846	-	21,285	-	276	10,879	92,757
Franklin	4,745	1	-	3,386	-	-	3,930	4,916	1	16,979
Gadsden	27,492	16,066	18	16,666	-	-	170	6,562	1,806	68,780
Gilchrist	3,374	1	193	1,744	-	1,107	-	-	1	6,420
Glades	1,041	706	1,070	1,260	-	270	-	-	-	4,347
Gulf	4,400	1	6,766	3,210	-	1,878	2,568	1	1,195	20,019
Hamilton	9,815	1	1	45,211	-	13,700	-	1	1	68,730
Hardee	4,347	2,781	4,372	7,769	225	672	-	809	1	20,976
Hendry	4,915	2,734	2,784	5,589	-	2,891	-	1	57	18,971
Hernando	19,440	1	960	19,957	2,000	7,015	2,071	88,274	29,366	169,084
Highlands	15,255	8,775	50,954	22,822	404	7,952	20	1,808	17	108,007
Hillsborough	369,854	1	298,374	130,474	-	31,293	100,128	346,730	57,292	1,334,146
Holmes	13,144	20	5,157	14,182	58	953	13,358	132	65	47,069
Indian River	28,066	16,635	31,866	12,512	-	2,713	-	5,864	857	98,513
Jackson	8,971	1	39,455	16,387	-	7,323	78	3,989	1,693	77,897
Jefferson	8,132	1,080	-	9,793	-	-	22	648	52	19,727
Lafayette	3,441	1	1,182	810	-	3,457	-	-	1	8,892
Lake	31,260	30,353	59,395	33,261	-	22,074	-	70,778	4,759	251,880
Lee	19,007	1	69,253	28,470	-	9,739	-	1,266	7,328	135,064
Leon	126,562	5,238	44,073	27,429	15	-	-	11,922	1,031	216,270
Levy	7,437	61	14,303	10,781	-	495	-	482	4,626	38,185
Liberty	25,778	1	200	4,208	-	1,156	-	2,637	-	33,980
Madison	13,603	1	17	7,247	-	6,563	42	1	273	27,747
Manatee	30,369	3,121	174,821	-	-	8,696	939	47,447	21,283	286,676
Marion	39,155	38,140	41,359	44,789	-	1,538	-	17,028	1	182,010
Martin	23,549	1	-	2,160	-	7,193	-	69,784	1	102,688
Miami-Dade	2,201,107	13,719	836,916	3,567,191	137,199	3,509,567	1,539,386	3,292,791	12,347,969	27,445,845
Monroe	52,054	611	2,044	24,497	-	-	-	32,705	1	111,912
Nassau	18,292	-	9	16,187	4	14,908	206	-	1	49,608
Okaloosa	55,207	9,366	-	13,411	114	6,121	5,985	395	39,012	129,611
Okeechobee	4,746	2,748	13,968	7,973	-	942	17	832	1	31,227
Orange	70,326	-	139,208	197,867	-	60,558	5,493	243,735	599,873	1,317,060
Osceola	16,974	-	33,598	47,757	-	14,616	1,326	58,828	144,784	317,883
Palm Beach	992,930	1,612	69,652	-	-	109,590	-	1,592,848	109,358	2,875,990
Pasco	66,834	1,612	28,926	187,010	1,420	21,381	31,892	15,342	58,599	413,016
Pinellas	1,063,437	1	250,950	374,349	1	107,226	36,528	254,760	183,037	2,270,289
Polk	27,858	87,637	246	122,703	23,392	54,138	2,955	100,994	67,356	487,279
Putnam	12,818	1	49,322	13,908	-	891	802	322	67,433	145,497
Santa Rosa	13,266	3,311	12,563	10,296	22	1,506	-	242	1	41,207
Sarasota	71,485	4,916	17,873	17,764	-	10,289	2,480	632,815	115,573	873,195
Seminole	19,319	-	38,242	54,356	-	16,636	1,510	66,957	164,792	361,812
St Johns	21,345	14,606	-	22,598	-	197	73	142,397	26,441	227,657
St Lucie	31,398	21,858	110,192	27,365	66,331	4,633	15,100	89,752	4,561	371,190
Sumter	24,511	36,841	17,116	9,244	206	7,423	-	3,197	19,647	118,185
Suwannee	53,210	7,921	3,145	138,102	-	-	-	-	4,174	206,552
Taylor	6,456	1	29	3,749	10	-	33	11,782	9,103	31,163
Union	4,917	1	17,112	4,820	-	-	4	3,092	1	29,947
Volusia	34,633	3,344	7,309	122,664	145,320	19,880	7,492	227,485	275,431	843,558
Wakulla	15,280	1	1,229	2,210	-	4,800	1,386	1	822	25,729
Walton	34,106	2,763	14,244	15,046	24	6,912	9,409	344	1,461	84,309
Washington	11,247	226	22,652	10,412	130	54	5,090	1,000	249	51,060
TOTAL	6,561,995	637,616	3,112,817	6,002,627	608,868	4,334,007	1,898,093	8,972,926	18,141,048	50,269,997

2008 Passenger Trip by Trip Type

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	-	-	43,840	-	81,535	33,435	2,126	-	160,936	8,535	-
Baker	-	-	-	-	12,387	5,291	-	-	17,678	-	-
Bay	-	-	1,920	-	140,230	31,114	1,168	-	174,432	1,168	58,603
Bradford	-	-	-	-	11,606	1,352	110	-	13,068	8,208	-
Brevard	115,242	16,779	39,840	-	486,681	50,773	-	62,151	771,466	448,987	-
Broward	23,092	247,620	3,489,120	105,737	1,228,522	291,320	-	-	5,385,411	4,610,778	739,111
Calhoun	-	-	-	-	34,383	3,344	736	-	38,463	-	-
Charlotte	-	-	-	27,961	146,615	12,156	118	-	186,850	28,887	-
Citrus	-	-	-	-	163,009	22,026	909	2	185,946	111,017	904
Clay	-	-	-	3,507	60,380	12,049	654	-	76,590	688	-
Collier	4,324	-	81,440	-	82,482	21,047	935	-	190,228	104,464	-
Columbia	-	-	-	150,744	76,379	6,816	3,793	-	237,732	78,215	3,378
Desoto	-	-	-	-	25,993	4,539	5	7,175	37,712	28,510	9,202
Dixie	-	-	-	-	8,442	2,111	614	-	11,167	614	-
Duval	-	-	-	-	179,946	121,354	-	-	301,300	4	-
Escambia	210	4,400	14,100	-	110,182	35,177	354	-	164,423	16,264	30,367
Flagler	-	-	-	-	80,847	11,910	-	-	92,757	-	-
Franklin	-	-	-	-	15,205	1,774	-	-	16,979	7,937	-
Gadsden	-	-	-	6,562	57,897	4,287	34	-	68,780	34	-
Gilchrist	-	-	-	-	4,625	1,625	170	-	6,420	170	-
Glades	-	-	-	-	3,314	1,033	-	-	4,347	123	-
Gulf	-	-	-	-	18,087	1,721	211	-	20,019	-	-
Hamilton	9,175	-	-	23,914	33,306	1,368	967	-	68,730	40,012	-
Hardee	-	-	-	-	18,173	2,678	125	-	20,976	20,732	244
Hendry	-	-	-	-	14,867	4,040	64	-	18,971	359	1,342
Hernando	-	-	-	-	151,365	16,908	811	-	169,084	14,651	72,015
Highlands	-	-	-	-	86,734	19,333	1,940	-	108,007	73,160	34,847
Hillsborough	48,960	40	462,623	-	743,339	78,719	465	-	1,334,146	-	661,725
Holmes	-	-	-	-	44,517	2,247	305	-	47,069	305	-
Indian River	-	-	-	-	92,440	5,656	417	-	98,513	-	31,866
Jackson	-	-	-	3,990	64,535	9,148	224	-	77,897	-	-
Jefferson	-	-	-	1,080	16,011	1,959	29	648	19,727	29	-
Lafayette	-	-	-	-	8,220	646	26	-	8,892	26	-
Lake	-	-	-	2,707	161,591	38,556	527	48,499	251,880	214,414	37,466
Lee	-	-	73	-	111,643	22,974	374	-	135,064	1,834	32,923
Leon	7,466	-	119,240	-	70,847	18,600	117	-	216,270	216,270	-
Levy	-	-	-	-	32,922	5,151	112	-	38,185	-	-
Liberty	-	-	-	-	32,891	1,083	6	-	33,980	-	-
Madison	-	-	-	-	24,908	2,815	24	-	27,747	181	6,563
Manatee	21,082	-	1,639	-	227,013	36,546	-	396	286,676	-	164,288
Marion	-	-	-	-	123,403	55,970	684	1,953	182,010	16,001	41,359
Martin	-	-	-	24,381	70,976	7,331	-	-	102,688	109	4,077
Miami-Dade	4,229,458	-	18,212,936	1,137,703	2,857,421	1,002,414	5,913	-	27,445,845	25,114,899	2,330,946
Monroe	-	-	10,576	-	95,449	5,887	-	-	111,912	-	82,042
Nassau	-	-	-	-	42,300	7,292	16	-	49,608	16	16
Okaloosa	-	-	35,630	-	77,638	16,342	1	-	129,611	124,594	5,017
Okeechobee	-	-	-	-	26,974	4,238	15	-	31,227	17,261	13,966
Orange	130,016	67,068	382,885	-	586,642	143,046	7,403	-	1,317,060	737,092	336,118
Osceola	31,380	16,187	92,412	-	141,591	34,526	1,787	-	317,883	177,903	81,125
Palm Beach	69,074	-	1,566,120	1,612	1,052,038	187,146	-	-	2,875,990	867,237	373,559
Pasco	7,440	1,940	182,280	-	187,223	15,805	334	17,994	413,016	180,529	16,027
Pinellas	14,574	40	1,236,790	4,428	830,359	184,097	1	-	2,270,289	614,282	433,508
Polk	108,223	3,550	13,452	-	245,637	55,243	2,289	58,885	487,279	259,492	102,053
Putnam	-	-	-	125,883	-	422	17,648	1,544	145,497	-	-
Santa Rosa	-	-	-	-	36,526	4,643	38	-	41,207	5,796	-
Sarasota	-	-	541,040	-	261,483	70,466	206	-	873,195	126,232	112,371
Seminole	35,717	18,424	105,183	-	161,158	39,296	2,034	-	361,812	202,488	92,336
St Johns	-	-	-	138,277	57,539	29,096	2,745	-	227,657	-	-
St Lucie	-	-	-	-	228,332	76,274	253	66,331	371,190	165,051	206,139
Sumter	-	-	-	5,495	103,855	7,970	659	206	118,185	3,999	30,658
Suwannee	-	-	-	80,113	108,763	13,807	3,869	-	206,552	157,862	2,321
Taylor	-	-	-	6,871	23,241	923	128	-	31,163	177	-
Union	-	-	-	-	28,548	1,386	13	-	29,947	-	17,112
Volusia	102,789	7,020	381,600	-	261,078	89,585	1,486	-	843,558	126,600	55,085
Wakulla	-	-	-	-	25,162	562	5	-	25,729	724	-
Walton	-	-	-	1,129	78,803	4,295	82	-	84,309	19,846	-
Washington	-	-	-	824	48,602	1,432	202	-	51,060	202	-
TOTAL	4,958,222	383,068	27,014,739	1,852,918	12,725,232	3,021,401	50,177	264,240	50,269,997	34,954,968	6,220,679

2008 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	1,351,670	31,580	-	-	1,383,250	1,150,846	22	26	12	44	36	3	82%	7%
Baker	227,187	-	-	-	227,187	161,211	3	-	-	16	14	-	88%	0%
Bay	1,169,970	129,854	87,182	-	1,387,006	1,371,767	10	2	2	40	31	3	78%	8%
Bradford	35,088	88,838	-	-	123,926	90,618	-	-	-	8	8	2	100%	25%
Brevard	932,407	1,905,357	-	47,765	2,885,529	2,618,980	85	12	5	159	64	-	40%	0%
Broward	2	10,977,540	4,155,610	-	15,133,152	12,788,871	431	81	21	616	306	-	50%	0%
Calhoun	310,111	-	-	-	310,111	305,209	2	2	-	18	7	2	39%	11%
Charlotte	393,591	253,005	-	-	646,596	418,659	17	11	-	45	28	2	62%	4%
Citrus	816,286	7,267	230,218	-	1,053,771	939,211	74	5	3	73	40	13	55%	18%
Clay	826,863	2,003	-	-	828,866	742,880	64	3	2	40	29	1	73%	3%
Collier	-	1,320,379	-	-	1,320,379	1,104,340	29	37	27	25	22	2	88%	8%
Columbia	748,241	325,610	47,589	-	1,121,440	1,060,300	4	-	-	56	36	9	64%	16%
Desoto	-	358,660	19,587	16,984	395,231	310,212	2	1	-	22	15	1	68%	5%
Dixie	168,502	21,312	-	-	189,814	137,460	1	-	-	8	8	1	100%	13%
Duval	-	3,578,663	-	-	3,578,663	3,036,533	374	244	62	91	91	-	100%	0%
Escambia	1,479,590	234,569	71,345	-	1,785,504	1,285,113	20	4	2	64	33	2	52%	3%
Flagler	819,940	-	-	-	819,940	736,295	8	7	1	26	17	-	65%	0%
Franklin	169,208	162,307	-	-	331,515	320,419	2	-	-	12	4	-	33%	0%
Gadsden	706,979	2,897	-	-	709,876	602,397	29	2	2	24	15	2	63%	8%
Gilchrist	110,703	8,781	-	-	119,484	88,650	-	-	-	8	8	1	100%	13%
Glades	114,413	5,117	-	-	119,530	109,238	11	-	-	3	3	-	100%	0%
Gulf	232,282	-	-	-	232,282	230,679	-	-	-	13	9	1	69%	8%
Hamilton	381,022	298,517	-	-	679,539	594,598	-	-	-	14	7	2	50%	14%
Hardee	-	545,195	911	-	546,106	513,973	9	1	-	14	10	1	71%	7%
Hendry	341,603	31,044	39,674	-	412,321	401,174	22	1	1	10	8	-	80%	10%
Hernando	490,384	501,035	358,465	-	1,349,884	1,245,747	25	2	-	54	31	5	57%	9%
Highlands	-	1,230,828	129,380	-	1,360,208	1,141,858	35	6	2	56	42	3	75%	5%
Hillsborough	1,262,907	1	4,409,746	-	5,672,654	4,230,806	89	84	27	243	156	2	64%	1%
Holmes	340,228	15,383	-	-	355,611	355,407	1	-	-	21	6	1	29%	5%
Indian River	504,420	-	125,328	-	629,748	601,890	2	6	2	68	62	2	91%	3%
Jackson	787,934	-	-	-	787,934	608,349	-	3	1	28	9	1	32%	4%
Jefferson	275,283	1,077	-	-	276,360	230,938	11	-	-	11	8	2	73%	18%
Lafayette	113,619	2,080	-	-	115,699	88,804	2	-	-	7	6	1	86%	14%
Lake	-	2,259,213	140,767	-	2,399,980	2,110,042	118	6	4	84	60	2	71%	2%
Lee	1,224,568	102,180	227,962	-	1,554,710	1,347,324	85	4	4	60	43	2	72%	3%
Leon	2	1,258,885	-	-	1,258,887	1,122,435	22	2	-	30	23	1	77%	3%
Levy	1,265,297	-	-	-	1,265,297	1,008,971	4	1	-	20	18	2	90%	10%
Liberty	296,678	-	-	-	296,678	296,650	1	1	-	17	4	1	24%	6%
Madison	278,101	11,818	39,976	-	329,895	284,008	12	-	-	16	8	2	50%	13%
Manatee	699,020	-	490,839	-	1,189,859	915,682	23	4	-	91	43	-	47%	0%
Marion	1,155,474	242,047	280,083	3,920	1,681,524	1,611,505	16	4	1	88	54	10	61%	11%
Martin	529,779	578	36,041	-	566,398	451,398	22	1	-	48	35	-	73%	0%
Miami-Dade	6,770,518	16,578,501	6,950,710	-	30,299,729	28,592,032	165	66	52	908	250	22	28%	2%
Monroe	605,521	-	433,291	-	1,038,812	937,323	1	10	7	48	24	-	50%	0%
Nassau	376,645	165	198	-	377,008	317,050	13	1	-	14	12	1	86%	7%
Okaloosa	-	688,871	16,495	-	705,366	614,510	5	3	1	65	43	1	66%	2%
Okeechobee	-	431,316	66,650	-	497,966	390,060	10	2	-	13	8	1	62%	8%
Orange	1	5,296,055	1,533,426	-	6,829,482	5,686,330	129	141	37	207	122	3	59%	1%
Osceola	1	1,278,247	370,105	-	1,648,353	1,372,444	31	34	9	50	29	1	58%	2%
Palm Beach	2	9,355,446	1,242,461	-	10,597,909	9,858,768	1,041	228	91	414	321	-	78%	0%
Pasco	177,749	1,027,308	75,829	6,555	1,287,441	1,080,564	17	5	2	129	34	6	26%	5%
Pinellas	-	3,064,847	5,015,950	-	8,080,797	6,624,931	139	45	15	636	119	10	19%	2%
Polk	651,756	1,213,495	641,632	61,351	2,568,234	2,056,662	92	45	27	157	87	8	55%	5%
Putnam	864,286	-	-	-	864,286	704,391	16	2	2	33	24	2	73%	6%
Santa Rosa	546,316	24,584	-	-	570,900	380,643	7	4	2	13	4	1	31%	8%
Sarasota	715,200	1,280,537	271,748	-	2,267,485	1,733,444	15	40	1	121	95	1	79%	1%
Seminole	1	1,454,890	421,250	-	1,876,141	1,562,104	36	38	10	57	34	1	60%	2%
St Johns	1,108,381	-	-	-	1,108,381	957,641	12	4	2	47	37	3	79%	6%
St Lucie	-	1,196,568	581,390	74,246	1,852,204	1,624,149	47	7	1	108	36	3	33%	3%
Sumter	612,412	90,074	124,134	-	826,620	546,950	28	4	-	43	39	9	91%	21%
Suwannee	604,521	456,125	26,258	-	1,086,904	498,371	1	-	-	43	28	9	65%	21%
Taylor	293,956	16,207	-	-	310,163	270,758	12	-	-	18	11	2	61%	11%
Union	210,933	-	69,971	-	280,904	204,418	4	1	-	10	4	1	40%	10%
Volusia	1,471,192	1,341,419	239,808	-	3,052,419	2,688,867	172	4	1	105	81	2	77%	2%
Wakulla	275,000	931	-	-	275,931	275,362	-	-	-	11	5	1	45%	9%
Walton	685,154	24,197	-	-	709,351	703,870	8	1	1	26	7	1	27%	4%
Washington	451,712	10,552	-	-	462,264	446,544	1	-	-	23	7	1	30%	4%
Totals	36,980,609	70,743,955	28,972,009	210,821	136,907,394	118,899,633	3,689	1,248	442	5,690	2,918	176	51%	3%

2008 Operators by County

County	Private Non Profit	Private For Profit	School Board	Municipality	County1	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	2	0	0	0
Baker	1	0	0	0	0		0	0	1	0	0	0
Bay	1	3	0	0	0		0	0	4	2	0	0
Bradford	1	1	0	0	0		0	0	2	0	0	0
Brevard	0	1	1	0	0		1	0	3	0	0	0
Broward	20	10	0	11	1		0	0	42	27	4	0
Calhoun	1	0	0	0	0		0	0	1	0	0	0
Charlotte	0	3	1	0	1		0	0	5	0	0	0
Citrus	1	1	0	0	1		0	0	3	1	0	0
Clay	1	1	0	0	0		0	0	2	0	0	0
Collier	0	7	0	0	0		0	0	7	0	0	0
Columbia	2	6	0	0	0		1	0	9	2	4	0
Desoto	2	2	1	0	0		0	0	5	2	0	0
Dixie	1	0	0	0	1		0	0	2	0	0	0
Duval	1	3	0	0	0		0	0	4	0	2	0
Escambia	4	4	2	0	0		0	0	10	6	1	0
Flagler	0	0	0	0	1		0	0	1	0	0	0
Franklin	1	1	0	0	0		0	0	2	0	1	0
Gadsden	1	2	0	0	0		0	0	3	0	0	0
Gilchrist	1	0	0	0	1		0	0	2	0	0	0
Glades	1	1	0	0	0		0	0	2	0	1	0
Gulf	1	0	0	0	0		0	0	1	0	0	0
Hamilton	0	3	0	0	0		1	0	4	0	3	0
Hardee	1	2	0	0	0		0	0	3	1	0	0
Hendry	2	1	0	0	0		0	0	3	1	1	0
Hernando	2	1	0	0	0		0	1	4	1	1	0
Highlands	1	3	0	0	0		0	0	4	1	0	0
Hillsborough	9	1	0	1	3		1	0	15	14	0	0
Holmes	1	0	0	0	1		0	0	2	0	0	0
Indian River	1	0	0	0	0		0	0	1	1	0	0
Jackson	1	0	0	0	0		0	0	1	0	0	0
Jefferson	1	2	0	0	0		0	0	3	0	0	0
Lafayette	1	0	0	0	1		0	0	2	0	0	0
Lake	2	6	0	0	0		0	0	8	7	0	0
Lee	1	4	0	0	1		0	0	6	4	0	0
Leon	1	2	0	0	0		0	0	3	0	1	0
Levy	0	0	0	0	1		0	0	1	0	0	0
Liberty	0	0	0	0	1		0	0	1	0	0	0
Madison	2	3	0	0	0		0	0	5	1	0	0
Manatee	9	0	0	0	1		0	0	10	9	0	0
Marion	3	1	1	0	0		0	0	5	2	0	0
Martin	2	0	1	1	1		0	0	5	1	0	0
Miami-Dade	45	10	0	1	2		1	0	59	45	4	0
Monroe	6	0	0	0	1		0	0	7	6	0	0
Nassau	1	1	0	0	0		0	0	2	1	0	0
Okaloosa	3	1	0	0	0		0	0	4	1	0	0
Okeechobee	1	2	0	0	0		0	0	3	1	0	0
Orange	10	5	0	0	0		1	0	16	13	1	0
Osceola	2	1	0	0	0		1	0	4	3	0	0
Palm Beach	22	3	0	0	0		1	0	26	22	1	0
Pasco	13	4	1	0	1		0	0	19	4	0	0
Pinellas	14	4	0	1	1		1	0	21	14	0	0
Polk	4	1	1	0	2		1	0	9	5	0	0
Putnam	1	0	0	0	0		0	0	1	0	0	0
Santa Rosa	0	3	0	0	0		0	0	3	0	1	0
Sarasota	7	7	0	0	0		1	0	15	6	0	0
Seminole	3	2	0	0	0		1	0	6	4	1	0
St Johns	1	0	0	0	0		0	0	1	0	0	0
St Lucie	9	4	1	0	1		0	0	15	12	5	0
Sumter	2	1	0	0	1		0	0	4	2	0	0
Suwannee	1	6	0	0	0		1	0	8	1	2	0
Taylor	1	3	0	0	0		0	0	4	0	0	0
Union	1	0	0	0	0		0	0	1	1	0	0
Volusia	0	7	0	0	1		0	3	11	3	5	0
Wakulla	1	1	0	0	0		0	0	2	0	0	0
Walton	2	1	0	0	1		0	0	4	0	0	0
Washington	1	0	0	0	1		0	0	2	0	0	0
TOTAL	233	143	10	15	28	0	13	4	446	227	39	0

2008 Employee Information

County	Total Drivers- CTC & Oper	CTC & Oper Driver Hours	CTC & Oper Total Employees	CC Drivers	CC Driver Hours	CC Total Employees
Alachua	52	108,690	71	-	-	-
Baker	13	13,541	19	-	-	-
Bay	53	65,036	62	6	6,240	6
Bradford	8	13,930	11	-	-	-
Brevard	149	128,620	172	-	-	-
Broward	305	637,754	427	346	313,085	441
Calhoun	9	18,308	14	-	-	-
Charlotte	54	67,500	70	-	-	-
Citrus	31	59,280	48	18	18,720	30
Clay	48	57,800	54	-	-	-
Collier	42	73,967	65	-	-	-
Columbia	40	47,373	60	2	2,645	2
Desoto	19	37,502	30	3	1,575	4
Dixie	4	7,790	6	-	-	-
Duval	142	238,536	216	-	-	-
Escambia	61	103,903	108	15	57,132	25
Flagler	29	40,976	35	-	-	-
Franklin	8	12,710	12	-	-	-
Gadsden	21	39,547	29	-	-	-
Gilchrist	4	5,670	6	-	-	-
Glades	2	1,800	5	-	-	-
Gulf	9	9,104	11	-	-	-
Hamilton	13	31,013	13	-	-	-
Hardee	9	15,215	15	1	180	2
Hendry	10	19,407	16	8	2,000	9
Hernando	38	79,040	52	16	30,280	21
Highlands	39	62,084	53	42	8,736	46
Hillsborough	56	115,534	88	251	270,165	317
Holmes	13	12,087	18	-	-	-
Indian River	53	79,420	59	17	19,031	21
Jackson	22	39,957	34	-	-	-
Jefferson	8	13,879	16	-	-	-
Lafayette	4	6,690	6	-	-	-
Lake	57	130,501	73	31	47,170	51
Lee	47	83,930	65	21	16,616	28
Leon	20	68,333	35	-	-	-
Levy	14	33,029	19	-	-	-
Liberty	13	15,569	18	-	-	-
Madison	9	17,360	17	4	1,004	5
Manatee	24	49,920	43	131	27,833	176
Marion	69	116,480	96	13	18,720	16
Martin	39	42,840	48	43	45,235	53
Miami-Dade	637	1,753,572	825	199	384,931	291
Monroe	9	11,440	11	52	75,920	70
Nassau	18	34,315	23	1	16	1
Okaloosa	43	69,642	55	2	3,641	5
Okeechobee	11	15,756	15	4	2,216	6
Orange	143	278,964	195	122	126,408	148
Osceola	35	67,330	47	30	30,509	37
Palm Beach	293	480,946	449	111	56,946	167
Pasco	156	67,288	219	28	5,469	34
Pinellas	654	543,210	739	234	120,121	252
Polk	83	171,175	121	55	42,442	79
Putnam	29	60,045	37	-	-	-
Santa Rosa	13	21,029	24	-	-	-
Sarasota	73	132,477	110	34	16,182	53
Seminole	40	76,635	53	33	34,725	40
St Johns	64	80,793	76	-	-	-
St Lucie	24	50,093	40	45	25,354	65
Sumter	27	38,623	42	9	4,154	10
Suwannee	22	40,297	40	2	4,589	2
Taylor	11	15,538	19	-	-	-
Union	5	6,276	8	2	1,459	4
Volusia	94	188,799	140	31	18,831	33
Wakulla	9	16,120	13	-	-	-
Walton	21	29,029	28	-	-	-
Washington	13	14,824	18	-	-	-
TOTAL	4,187	7,086,841	5,662	1,962	1,840,280	2,550

2008 Other Reported Data

County	Paratransit/Deviated Fixed Route/School Brd 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	2,796	363	3,159	11	-	-	11	-	-	11	-	-	-	6,921	104	25
Baker	414	-	414	-	-	-	-	-	-	-	-	-	-	323	-	-
Bay	9,480	4	9,484	695	340	158	192	-	5	-	-	-	-	250	5	9
Bradford	515	-	515	31	-	-	-	-	31	-	-	-	-	71	2	-
Brevard	7,251	1,590	8,841	21	-	-	14	5	2	-	14	7	-	14,044	70	58
Broward	14,872	222	15,094	15,045	1,025	3,781	9,541	693	5	4,369	4,302	104	334	47,302	482	275
Calhoun	697	-	697	3	3	-	-	-	-	3	-	-	-	26	3	2
Charlotte	15,092	-	15,092	9,585	5,149	2,042	1,054	-	1,340	-	-	-	-	1,764	155	31
Citrus	2,261	-	2,261	516	195	45	12	41	223	-	-	-	-	740	17	29
Clay	1,885	-	1,885	1,330	525	75	30	300	400	129	-	124	1	3,394	165	11
Collier	1,315	990	2,305	42	-	-	-	-	42	-	-	-	42	1,613	51	70
Columbia	9,321	-	9,321	47	23	17	7	-	33	-	-	-	7	51	7	1
Desoto	584	-	584	145	85	10	12	-	38	45	4	3	93	303	11	7
Dixie	402	-	402	41	-	-	-	-	41	-	-	-	-	55	2	-
Duval	4,163	-	4,163	-	-	-	-	-	-	-	-	-	-	19,228	921	251
Escambia	2,639	96	2,735	2,653	587	1,309	76	30	651	2,278	-	-	375	4,073	59	49
Flagler	4,142	-	4,142	129	19	70	30	-	10	-	-	-	-	1,062	12	6
Franklin	1,142	-	1,142	-	-	-	-	-	-	-	-	-	-	21	-	1
Gadsden	3,431	-	3,431	-	-	-	-	-	-	-	-	-	-	1,730	5	-
Gilchrist	321	-	321	31	-	-	-	-	31	-	-	-	-	68	2	-
Glades	24	-	24	26	26	-	-	-	-	-	26	-	-	239	10	1
Gulf	413	-	413	-	-	-	-	-	-	-	-	-	-	109	1	4
Hamilton	6,261	500	6,761	42	12	22	8	-	33	-	-	-	9	43	1	-
Hardee	529	-	529	503	154	52	21	18	258	137	12	52	302	617	10	5
Hendry	231	-	231	106	99	5	-	-	2	106	-	-	-	1,311	19	20
Hernando	3,617	-	3,617	4,952	3,561	122	35	1,029	205	4,789	-	-	163	1,366	61	47
Highlands	2,145	-	2,145	2,165	486	204	82	58	1,335	1,453	8	53	651	2,937	34	13
Hillsborough	9,170	6,170	15,340	695	656	3	6	12	18	199	399	-	97	13,788	109	142
Holmes	1,875	-	1,875	277	248	6	2	-	21	-	-	-	-	103	3	13
Indian River	15,978	-	15,978	771	473	91	76	-	131	729	28	33	23	462	11	21
Jackson	1,441	-	1,441	-	-	-	-	-	-	-	-	-	-	222	-	-
Jefferson	2,371	-	2,371	-	-	-	-	-	-	-	-	-	-	400	-	-
Lafayette	371	-	371	13	-	-	-	-	13	-	-	-	-	41	2	1
Lake	18,013	-	18,013	18,371	-	11,092	2,189	-	5,090	18,371	-	-	-	11,193	23	36
Lee	1,641	13	1,654	3,368	3,258	75	14	21	-	3,368	-	-	-	5,856	170	102
Leon	1,194	1,638	2,832	-	-	-	-	-	-	-	-	-	-	1,943	176	3
Levy	1,020	-	1,020	601	-	212	-	-	389	601	-	-	-	752	3	12
Liberty	1,488	-	1,488	13	3	6	4	-	9	2	2	2	-	26	1	1
Madison	2,145	-	2,145	-	-	-	-	-	-	-	-	-	-	279	2	-
Manatee	16,925	8,841	25,766	225	188	-	-	-	37	-	-	-	-	1,588	11	-
Marion	5,292	-	5,292	927	787	70	31	1	38	-	-	-	927	10,762	23	17
Martin	10,269	-	10,269	6,172	1,732	1,745	839	336	1,520	-	-	-	6,178	1,696	20	23
Miami-Dade	90,023	185,351	275,374	706,460	2,932	494	760	953	701,321	-	-	-	-	50,230	5,194	167
Monroe	1,822	22	1,844	-	-	-	-	-	-	-	-	-	-	1,470	1	4
Nassau	881	-	881	-	-	-	-	-	-	-	-	-	-	804	-	-
Okaloosa	5,843	285	6,128	492	34	106	66	10	276	-	-	-	-	574	6	2
Okeechobee	692	-	692	501	154	52	21	18	256	137	12	53	299	643	17	8
Orange	19,002	1,177	20,179	104,195	61,616	16,461	10,262	1,872	13,984	104,195	-	-	-	24,283	1,328	44
Osceola	4,586	284	4,870	25,148	13,198	3,845	3,774	1,334	2,997	25,148	-	-	-	5,861	320	10
Palm Beach	12,355	4,470	16,825	228	171	1	2	3	51	-	-	-	-	57,308	1,205	1,081
Pasco	6,690	2,022	8,712	2,835	2,623	130	28	8	46	2,835	-	-	-	1,233	142	49
Pinellas	34,096	6,830	40,926	39,502	739	38,400	6	72	285	38,400	-	-	-	16,952	196	419
Polk	13,554	10,941	24,495	414	361	1	6	19	27	-	291	-	123	12,206	41	4
Putnam	8,624	-	8,624	-	-	-	-	-	-	-	-	-	-	8,199	3	-
Santa Rosa	460	-	460	2,370	383	1,382	136	56	413	2,326	-	-	44	603	8	5
Sarasota	6,655	270	6,925	24	8	3	7	1	5	-	-	6	-	1,916	16	18
Seminole	5,220	323	5,543	28,623	15,022	4,376	4,296	1,518	3,411	28,624	-	-	-	6,671	364	12
St Johns	4,867	-	4,867	-	-	-	-	-	-	-	-	-	-	1,440	4	11
St Lucie	13,447	-	13,447	26,420	-	19,815	3,963	-	2,642	26,420	-	-	-	3,635	8	12
Sumter	4,865	-	4,865	2,346	815	369	61	264	837	2,252	-	60	34	752	5	23
Suwannee	5,792	-	5,792	28	18	5	5	-	-	12	-	-	15	60	6	1
Taylor	2,287	-	2,287	-	-	-	-	-	-	-	-	-	-	146	-	-
Union	445	-	445	8	2	6	-	-	-	-	-	-	-	130	-	-
Volusia	6,924	332	7,256	-	-	-	-	-	-	-	-	-	-	6,433	245	195
Wakulla	900	-	900	10	-	5	-	-	5	5	5	5	10	-	-	4
Walton	8,371	-	8,371	177	171	4	-	1	1	-	-	-	-	254	2	4
Washington	4,003	-	4,003	103	96	4	-	-	3	-	-	-	-	171	3	5
Totals	447,540	232,734	680,274	1,009,436	117,977	106,671	37,679	8,673	738,436	267,017	5,103	502	9,727	360,746	11,877	3,364

Glossary 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 is a written complaint to document any concern or an unresolved service complaint regarding the separation or administration of TD service by the Transportation Operator, Community Transportation Coordinator, designated official planning agency, or local Coordinating Board.

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

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

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

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

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

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

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

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

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

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

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

arrangement of the provision of transportation disadvantaged services for a designated service area.

Metropolitan Planning Organization (MPO): the area-wide organization responsible for conducting the continuous, cooperative and comprehensive transportation planning and programming in accordance with the provisions of 23 U.S.C. s. 134, as provided in 23 U.S.C. s. 104(f)(3). Also serves as the official planning agency referred to in Chapter 427, F.S.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Passenger Miles: a measure of service utilization which represents the cumulative sum of the distances ridden by each passenger. This is a duplicated mileage count. For example: If 10 people ride together for 10 miles, there would be 100 passenger miles.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

same location, and then returned to the point of origin in the same manner.

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

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

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

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

Transportation Disadvantaged (TD): those persons, including children as defined in s. 411.202 F.S., who because of physical or mental disability, income status, or inability to drive due to age or disability are unable to transport themselves or to purchase transportation and have no other form of transportation available. These persons are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, or medically necessary or life-sustaining activities.

Transportation Disadvantaged Funds: any local government, state or available federal funds that are for the transportation of the transportation disadvantaged. Such funds may include, but are not limited to, funds for planning, Medicaid transportation, transportation provided pursuant to

the ADA, administration of transportation disadvantaged services, operation, procurement and maintenance of vehicles or equipment, and capital investments. Transportation disadvantaged funds do not include funds expended by school districts for the transportation of children to public schools or to receive service as a part of their educational program.

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

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

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

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

coordinated transportation system transportation disadvantaged service plan.

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

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

Trip Priorities: various methods for restricting or rationing trips.

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

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

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

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

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

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

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

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

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

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

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

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

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

Our Mission:

To ensure the availability of efficient, cost-effective and quality transportation services for the transportation disadvantaged persons.

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