

Florida Commission for the



**Transportation
Disadvantaged**

*30 Years
of
Innovation
& Success*

2009 Annual Performance Report

Standing Committees

Executive/Personnel Committee

JR Harding, Ed. D., Chairperson
Lawrence Forman, Vice-Chairperson
Bobby Jernigan, Executive Director

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Charlie Crist
Governor

JR Harding, Ed. D.
Chairperson

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Bobby Jernigan
Executive Director

January 1, 2010

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

Dear Governor:

The Florida Commission for the Transportation Disadvantaged (CTD) is pleased to submit the 2009 Annual Performance Report, pursuant to Section 427.013(13), Florida Statutes.

CTD celebrated 30 years of Service in 2009! Last year marked increased ingenuity and productivity for the CTD and our Community Transportation Coordinators (CTCs). *The statewide contractors provided 51.6 million trips to Florida's most vulnerable citizens.* The Agency for Health Care Administration and the CTD continued their contract to allow the Commission to administer and manage the Medicaid Non-Emergency Transportation Program. The Florida Tax-Watch Program recognized the Commission as the 2009 Agency of the Year for improving a well established coordinated transportation model.

Here are the 2009 Annual Performance Report highlights:

- Served 819,500 Floridians;
- Provided 51,631,703 trips with a breakdown as follows:
 - 15,212,018 Medical trips,
 - 9,175,834 Employment trips,
 - 10,681,113 Education/Training/Daycare trips,
 - 6,932,970 Nutritional trips, and
 - 9,629,768 Life-Sustaining/Other trips;
- Travelled 134,871,348 Vehicle miles;
- Decreased Complaints by 5.14%; and
- Decreased Passenger No-Shows by 17.53%.

A valuable key to our productivity is the utilization of the bus pass program. The bus pass program enables our contractors to keep costs down, provide a much needed service and empower Floridians with mobility flexibility. As documented in the 2009 Annual Performance Report (enclosed), the CTCs provided 34.2 million trips via the fixed-route system. The CTD will continue to encourage the utilization of this proven cost-saving means of transportation and advance the development of related delivery systems.

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January 1, 2010

The unmet transportation need of Floridians who are transportation disadvantaged is still too high at 1,057,419. The CTD could possibly provide this unmet need with additional resources. These resources would yield an \$8.35 return per dollar as documented in FSU 2008 ROI Study. Moreover, 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 CTD will continue to partner with the CTCs and other local entities to identify and implement innovative approaches to meet the growing number of unmet mobility trips for Floridians who are transportation disadvantaged.

CTD looks forward to working with you to continue providing this necessary and economically valuable transportation for Floridians. Without quality, reliable, and affordable transportation, nearly 1 million unduplicated riders will have difficulties managing their mobility.

Please do not hesitate to call upon me or my staff for an in person briefing. The CTD appreciates your continued dedication to the award winning Transportation Disadvantaged Program in Florida.

Sincerely,


JR Harding, Ed. D.
Chairperson

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Executive Summary

We celebrated 30 years of Service in 2009! Last year marked increased ingenuity and productivity for the Commission and the Coordinated Transportation System. Our statewide contractors provided 51.6 million trips to Florida's most vulnerable citizens. The Agency for 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.

A valuable key to our productivity is the utilization of the bus pass program. The bus pass program enables our contractors to keep costs down and provide a much needed service. As reported in the 2009 Annual Performance Report, the Coordinated Transportation System provided 34.2 million trips via the fixed-route system. 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 1,057,419 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 *2009 Annual Performance Report*:

- Served 819,500 Floridians;
- Provided 51,631,703 trips with a breakdown as follows:
 - 15,212,018 Medical trips,
 - 9,175,834 Employment trips,
 - 10,681,113 Education/Training/Daycare trips,
 - 6,932,970 Nutritional trips, and
 - 9,629,768 Life-Sustaining/Other trips;
- Travelled 134,871,348 Vehicle miles;
- Decreased Complaints by 5.14%; and
- Decreased Passenger No-Shows by 17.53%.

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 2009 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, 2008 - June 30, 2009.

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), F.S., 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 denial of transportation continues to be reported, reflecting an unmet need for this population.



Commission Membership

According to Chapter 427.012(1), F.S., 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.

Commissioners

Chairman J.R. Harding, Ed. D.

Representing Users with a Disability

Vice-Chairman Larry Forman

Representing the Business Community

David Darm

Representing Users with a Disability

Jill Houghton

Representing the Business Community

Donna Loggie

Representing the Business Community

Walter Schoenig

Representing the Business Community

Charlotte Temple

Representing the Business Community



Program Organization

The Commission for the Transportation Disadvantaged (Commission) 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 2009, 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

During the 2008-2009 fiscal year, the Commission had fifteen (15) full-time staff and one (1) part-time Other Personal Services (OPS) staff, who provided support and administered the statewide Transportation Disadvantaged Program. The Executive Director provided oversight for all staff and was directly accountable to the Commission.

Oversight and Compliance

During the 2009 fiscal year, this unit was responsible for three (3) teams which included Quality Assurance and Program Evaluation, Public Relations, and Project Administration. The unit was lead by the Assistant Director of Oversight and

Compliance who reported directly to Executive Director and provided guidance and direction to ensure program consistency and compliance.

Quality Assurance and Program Evaluation Team

During the 2009 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 2008/2009, the Quality Assurance and Program Evaluation team completed twenty (27) 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 reviewed 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 (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 the contract year 2008/2009, the QAPE team conducted forty-one (41) 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.

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 CTC's Annual Operating Report, which CTCs 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

During the 2009 fiscal year, the Public Relations Team had two (2) full-time and one (1) contracted staff. 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 provides 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 and assistance with complaint resolutions, 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 and provides assistance with resolving customer complaints and grievances.

TD Helpline

During this reporting period, staff received a total of 2,173 calls from consumers regarding questions, general information and concerns, including 1,386 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. These calls are not reflected in the total calls reported. 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, and American Cancer Society's Lifeline Coalition. 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, 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.



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. Toll Permits were all recertified in 2004 and since that date there have been a total of 5,971 toll permits issued. Once the 2004 recertification process was completed, the toll permits had a five year expiration date. As a result of this, a new recertification process began in 2009.

There were a total of 1,377 toll permits issued in FY 2008-2009.

Project Administration Team

During the 2009 fiscal year, the Public Relations Team had three (3) full-time staff. The Project Administration Team continuously provides training and technical assistance to all Community Transportation Coordinators, Designated Official Planning Agencies, Subcontracted Transportation Providers, and others regarding the requirements of the Transportation Disadvantaged Program. This year with the new requirements of the Medicaid Non-Emergency Transportation Services contract, the Team (along with other staff members) developed, trained, and implemented new procedures to collect, track, analyze and report on data required by the Agency for Health Care Administration. The Team participated in Quality Improvement initiatives, Transportation Disadvantaged Service Plan reviews, and coordinated the recommendation and Commission approval of 23 Community Transportation Coordinators. In addition, the Team participated in various research projects assigned by the Commission.

Contract Management and Monitoring

Staff provided contract management for 231 contracts, which included 63 Memorandums of Agreement, 55 Trip and Equipment Grants, 55 Medicaid Non-Emergency Transportation Service Subcontracts, 34 Planning Grants, 23 Shirley Conroy Rural Capital Equipment Grants, and one contract for assistance with the Commission's annual conference.

The Florida Department of Transportation again transferred \$1.4 million dollars to the Transportation Disadvantaged Trust Fund to assist rural areas with the purchase of capital equipment. Through a competitive application process, the Commission selected and provided funding for 31 counties.

Annual Transportation Training And Technology Conference

The 16th Annual Transportation Disadvantaged Training and Technology Conference was held August 25 – 28, 2008, in Orlando, Florida. This annual conference continues to provide an opportunity for Community Transportation Coordinators, Planning Agencies, Purchasing Agencies, and Local Coordinating Board members to learn about the Transportation Disadvantaged Program and to share “best practices” as they relate to providing transportation services to the transportation disadvantaged. The conference also provides an opportunity to formally recognize outstanding achievements of individuals and/or agencies for their dedication and service to those who are considered transportation disadvantaged. Approximately 200 people attended the conference and attended various training sessions and workshops.



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

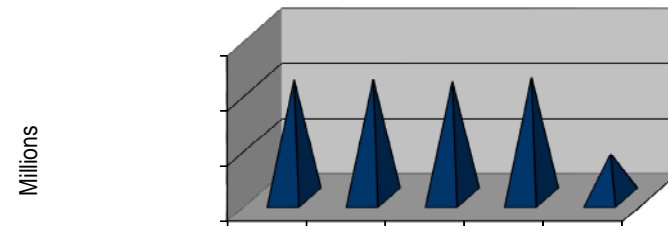
All 67 of Florida’s counties expended trust fund dollars for the provision of transportation services for local transportation disadvantaged citizens whose transportation was not being subsidized by other funding programs. Planning agencies across the state also utilized trust fund dollars to assist 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 2008/2009, over 51.6 million trips were provided throughout the transportation disadvantaged coordinated systems, with a reported 6.6 million non-sponsored trips provided by the TD Trust Fund.

Revenue Estimates

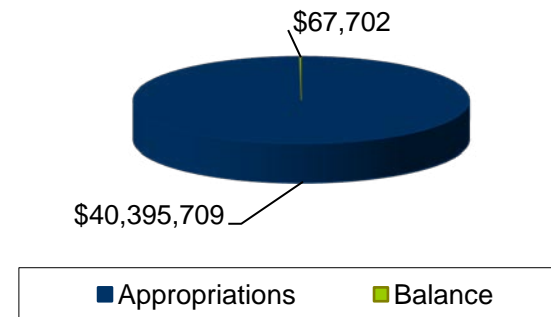
The following chart reflects projected revenue estimates for the period from FY 2008/2009 through the next four years. The Commission anticipates a contract extension through 2013, after that, the Commission will negotiate the contract with the Agency for Health Care Administration for future years. There is an estimated increase beginning 2011 as a result of 2009

Legislation that increases revenue from the Highway Safety and Motor Vehicles Trust Fund.



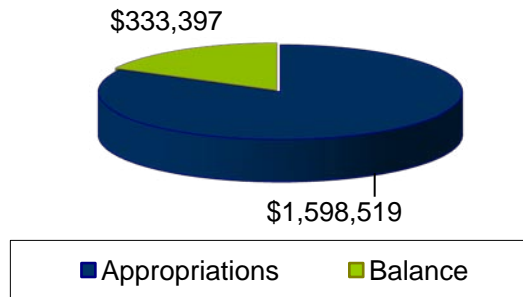
Grant Program Status

The chart below page reflects the status of the grant program for fiscal year 2008/2009. This chart reveals that the appropriations authorized were committed for expenditures, with minimal funding anticipated for roll forward.



Operating Budget Status

This chart reflects the status of the operating expenses for the Commission during fiscal year 2008/2009.



Budget Request for Fiscal Year 2010

For FY 2009/2010, the Commission requested a total budget initiative of \$108.3 million. Of the total requested, approximately 37% 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 3.85 million beneficiaries nationwide (approximately 10% of the Medicaid eligible 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 Commission originally formalized their cooperative relationship by executing an agreement to transfer the administration and management of the Medicaid NET program to the Commission. The Commission was charged with eliminating fraud and abuse in the system, reducing costs per trip and providing a forecasting capability for future funding considerations. The Commission 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 beneficiaries. 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 Commission 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. On January 1, 2009, AHCA and the Commission executed a new multi-year agreement to continue to coordinate and provide NET services to eligible Medicaid beneficiaries.

The Commission currently contracts with CTCs to administer the Transportation Disadvantaged Trust Fund and the 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 2008/2009, the Commission, through its network of STPs and as reported in the Non-Emergency Transportation Encounter Data (NETED) system and Annual Operations Report (AOR), provided 5,333,946 trips to 74,027 unduplicated beneficiaries who required non-emergency transportation to receive appropriate medical assessments and treatments. This number (74,027) represents approximately 3% of the 2.4 million (as of June 2009) Medicaid eligibles in Florida.

Staff representing AHCA and the Commission continuously strive to better the coordinated transportation system and the transportation services provided. These staff members communicate regularly by telephone, email communication, in face-to-face meetings and participate in joint training and technical assistance opportunities when necessary. These opportunities include the initial meetings with STPs prior to implementation of new contract requirements to instruct them on the strategies developed to ensure gate keeping and cost control, the annual Transportation Disadvantaged Training and Technology Conference breakout sessions on the Medicaid NET Program, the annual Family CAFÉ Conference, and attendance and participation in other conferences and training sessions.

During FY 2008-2009, 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 Commission. The Commission then conducted on-site reviews that included beneficiary surveys and issued an STP specific report outlining areas that need improvement. As required after each review, the STPs provided status reports to the Commission addressing recommendations in the reviews and their progress on implementing improvements. In addition to the monitoring, the Commission held regional training 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 gate keeping and cost saving measures. Further, the Commission attends regularly scheduled local Coordinating

Board meetings when requested and provides on-site visits when necessary.

Below is a summary of the provided through the Non Emergency Transportation Encounter Data System. A detailed chart is located on pages 113 and 114. This data is for all sixty-seven (67) counties and includes services provided by the ten (10) STPS, who did not also serve as the Community Transportation Coordinator who may not have had coordination contracts in place at this time.

Medicaid Funding	\$ 64,429,422
Bus Pass Trips	83,838
Commercial Air Trips	15
Multi-Load Vehicle Trips	1,156,599
Private Volunteer Trans. Trips	337
Public Trans. Trips	570,017
Stretcher Trips	59,386
Wheelchair Trips	460,154
Total Trips	2,330,346
Unduplicated Pass. Head Count	74,027
Total Miles	25,641,527

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 51 million one-way passenger trips. In addition, the coordinated transportation network documented 1,057,419 unmet trip requests.

(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 the Agency for Health Care Administration 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.
- 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.
- Continued to develop and distribute educational information 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 6 (six) Commission business meetings.
- Held the 16th Annual Transportation Training and Technology Conference in Orlando on August 25-28, 2008, where over 200 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.

(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 the Agency for Health Care Administration 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.]

- 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 included 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 2008/2009 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 23 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 successfully negotiated a new contract with the Agency for Health Care Administration to provide management and oversight for the provision of Non-Emergency Medicaid Transportation. The contract began December 1, 2008, with no lapse in services.
- Commission staff continues to explore, with the Agency for Persons with Disabilities staff, 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 2008/09 Annual Performance Report herein submitted.
- Distributed 2008/09 Annual Performance Report to the Governor, the Legislature and other requesting entities. Presented results of the 2008 Annual Performance Report to committees of the Florida Legislature during the 2009 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.]

- Developed fiscal year 2008/2009 Summary Report of Actual Expenditures, which included state, federal, and local governmental Transportation Disadvantaged funds.

(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.]

- 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-three (63) 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-four (34) grants to approved planning agencies serving all 67 counties to assist the local Coordinating Boards with implementation of the program at the local level.
- Continued review of designated planning agencies ensuring compliance with contracts, laws and rules of the program.

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

- The Commission 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-seven (27) Community Transportation Coordinator reviews during the fiscal year.
- Conducted forty-one (41) NET Service Provider reviews to evaluate compliance with Medicaid NET Contract and program requirements during the contract year.
- 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.

- Continued to purchase promotional items and distributed at public presentations and training sessions.

2010 Planned Activities

The 2009 Fiscal Year marked 30 years of service for the Coordinated Transportation System. To build upon that rich history, the Commission will focus on the following items next year:

- 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 2010 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 Disadvantaged Service plans (TDSP) comply with new federal legislation that ensures coordinated planning.
- Advocate to the 2010 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.
- Continue to further explore Regionalization as indicated in our Strategic Planning Workshops.
- Outsource Quality Assurance Reviews by utilizing a CPA firm to conduct the reviews and provide third party evaluations.
- 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 of the worldwide web in order to provide information in an accurate and timely manner.
- Continue to work with 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 our 18th Annual transportation and Technology Conference in Lake Buena Vista, Florida during July 12-15, 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.
- 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 program.
- Host the 11th Annual TD Legislative Day on March 25, 2010, with the Florida Association of Coordinated Transportation Systems, in order to continue educational efforts with the Florida Legislature.
- 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: Helen Perez
 3713 SW 42nd St Suite 3
 Gainesville, FL 32608
 352-375-2784
 Email: hperez@mvtransit.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	252,400	1.34%
Potential TD Population / Percent of CountyTotal	92,565	36.67%
UDPHC / Percent of TD Passengers Served	2,989	3.23%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	43,840	45,400	3.56%
Deviated FR	-	-	NA
Ambulatory	81,535	76,432	-6.26%
Non-Ambulatory	33,435	34,273	2.51%
Stretcher	2,126	1,892	-11.01%
School Board	-	-	NA
TOTAL TRIPS	160,936	157,997	-1.83%

Vehicle Data	2008	2009	% Change
Vehicle Miles	1,383,250	1,339,100	-3.19%
Revenue Miles	1,150,846	1,126,324	-2.13%
Roadcalls	22	29	31.82%
Accidents	26	41	57.69%
Vehicles	44	41	-6.82%
Driver Hours	109,690	96,970	-11.60%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	86,624	81,363	-6.07%
Employment	50,398	55,536	10.19%
Ed/Train/DayCare	5,432	2,149	-60.44%
Nutritional	2,177	1,669	-23.33%
Life-Sustaining/Other	16,305	17,280	5.98%
TOTAL TRIPS	160,936	157,997	-1.83%

Financial and General Data	2008	2009	% Change
Expenses	\$3,261,339	\$3,310,684	1.51%
Revenues	\$2,796,992	\$3,183,962	13.84%
Commendations	25	46	84.00%
Complaints	104	48	-53.85%
Passenger No-Shows	6,921	6,990	1.00%
Unmet Trip Requests	11	-	-100.00%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	55,184	58,783	6.52%
AHCA	57,845	50,729	-12.30%
APD	3,469	-	-100.00%
DOEA	1,111	1,243	11.88%
DOE	-	-	NA
Other	43,327	47,242	9.04%
TOTAL TRIPS	160,936	157,997	-1.83%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	1.88	3.06	62.77%
Miles between Roadcalls	62,875	46,176	-26.56%
Avg. Trips per Driver Hour	1.07	1.16	8.41%
Avg. Trips per Para Pass.	41.88	42.46	1.38%
Cost per Trip	20.26	20.95	3.41%
Cost per Paratransit Trip	27.71	29.27	5.63%
Cost per Driver Hour	29.58	33.99	14.91%
Cost per Total Mile	2.35	2.46	4.68%

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	25,900	0.14%
Potential TD Population / Percent of CountyTotal	8,061	31.12%
UDPHC / Percent of TD Passengers Served	393	4.88%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	12,387	12,737	2.83%
Non-Ambulatory	5,291	7,882	48.97%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	17,678	20,619	16.64%

Vehicle Data	2008	2009	% Change
Vehicle Miles	227,187	375,403	65.24%
Revenue Miles	161,211	234,071	45.20%
Roadcalls	3	12	300.00%
Accidents	-	5	NA
Vehicles	16	13	-18.75%
Driver Hours	13,541	14,951	10.41%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	8,985	11,532	28.35%
Employment	58	221	281.03%
Ed/Train/DayCare	-	-	NA
Nutritional	5,545	6,157	11.04%
Life-Sustaining/Other	3,090	2,709	-12.33%
TOTAL TRIPS	17,678	20,619	16.64%

Financial and General Data	2008	2009	% Change
Expenses	\$484,197	\$457,218	-5.57%
Revenues	\$515,299	\$597,019	15.86%
Commendations	-	-	NA
Complaints	-	-	NA
Passenger No-Shows	323	197	-39.01%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2008	2009	% Change
CTD	10,018	12,156	21.34%
AHCA	3,164	2,217	-29.93%
APD	-	-	NA
DOEA	-	-	NA
DOE	-	-	NA
Other	4,496	6,246	38.92%
TOTAL TRIPS	17,678	20,619	16.64%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0	1.33	NA
Miles between Roadcalls	75,729	31,284	-58.69%
Avg. Trips per Driver Hour	1.31	1.38	5.34%
Avg. Trips per Para Pass.	42.7	52.47	22.88%
Cost per Trip	27.39	22.17	-19.06%
Cost per Paratransit Trip	27.39	22.17	-19.06%
Cost per Driver Hour	35.76	30.58	-14.49%
Cost per Total Mile	2.13	1.22	-42.72%

County: Bay
 CTC: Tri-County Community Council, Inc.
 Contact: Joel Paul
 302 North Oklahoma Street
 Bonifay, FL 32425
 850-547-3689
 Email: joelpaul.tccc@mchsi.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	169,300	0.90%
Potential TD Population / Percent of CountyTotal	62,495	36.91%
UDPHC / Percent of TD Passengers Served	2,413	3.86%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	1,920	-	-100.00%
Deviated FR	-	-	NA
Ambulatory	140,230	161,610	15.25%
Non-Ambulatory	31,114	21,467	-31.01%
Stretcher	1,168	1,497	28.17%
School Board	-	-	NA
TOTAL TRIPS	174,432	184,574	5.81%

Vehicle Data	2008	2009	% Change
Vehicle Miles	1,387,006	789,592	-43.07%
Revenue Miles	1,371,767	694,044	-49.41%
Roadcalls	10	5	-50.00%
Accidents	2	7	250.00%
Vehicles	40	38	-5.00%
Driver Hours	71,276	56,002	-21.43%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	61,400	64,970	5.81%
Employment	6,803	7,198	5.81%
Ed/Train/DayCare	84,024	88,964	5.88%
Nutritional	21,786	23,071	5.90%
Life-Sustaining/Other	419	371	-11.46%
TOTAL TRIPS	174,432	184,574	5.81%

Financial and General Data	2008	2009	% Change
Expenses	\$1,988,979	\$1,688,782	-15.09%
Revenues	\$1,982,004	\$1,744,140	-12.00%
Commendations	9	10	11.11%
Complaints	5	6	20.00%
Passenger No-Shows	250	115	-54.00%
Unmet Trip Requests	695	263	-62.16%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	28,100	24,052	-14.41%
AHCA	33,986	32,812	-3.45%
APD	53,967	53,755	-0.39%
DOEA	14,142	18,715	32.34%
DOE	-	-	NA
Other	44,237	55,240	24.87%
TOTAL TRIPS	174,432	184,574	5.81%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0.14	0.89	535.71%
Miles between Roadcalls	138,701	157,918	13.85%
Avg. Trips per Driver Hour	2.42	3.3	36.36%
Avg. Trips per Para Pass.	18.2	76.49	320.27%
Cost per Trip	11.4	9.15	-19.74%
Cost per Paratransit Trip	11.53	9.15	-20.64%
Cost per Driver Hour	27.9	30.16	8.10%
Cost per Total Mile	1.43	2.14	49.65%

County: Bradford
 CTC: Suwannee River Economic Council, Inc.
 Contact: Frances Terry
 P.O. Box 70
 Live Oak, FL 32064
 386-362-4115
 Email: franceserry@suwanneec.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	29,100	0.15%
Potential TD Population / Percent of CountyTotal	9,712	33.37%
UDPHC / Percent of TD Passengers Served	478	4.92%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	11,606	10,365	-10.69%
Non-Ambulatory	1,352	2,932	116.86%
Stretcher	110	320	190.91%
School Board	-	-	NA
TOTAL TRIPS	13,068	13,617	4.20%

Vehicle Data	2008	2009	% Change
Vehicle Miles	123,926	176,384	42.33%
Revenue Miles	90,618	155,052	71.11%
Roadcalls	-	-	NA
Accidents	-	-	NA
Vehicles	8	14	75.00%
Driver Hours	13,930	23,445	68.31%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	8,966	8,274	-7.72%
Employment	-	-	NA
Ed/Train/DayCare	-	2,169	100.00%
Nutritional	3,112	2,714	-12.79%
Life-Sustaining/Other	990	460	-53.54%
TOTAL TRIPS	13,068	13,617	4.20%

Financial and General Data	2008	2009	% Change
Expenses	\$393,420	\$626,443	59.23%
Revenues	\$308,096	\$623,353	102.32%
Commendations	-	-	NA
Complaints	2	2	0.00%
Passenger No-Shows	71	77	8.45%
Unmet Trip Requests	31	28	-9.68%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	3,838	3,096	-19.33%
AHCA	5,128	4,889	-4.66%
APD	-	2,169	100.00%
DOEA	4,100	3,174	-22.59%
DOE	-	-	NA
Other	2	289	14350.00%
TOTAL TRIPS	13,068	13,617	4.20%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	-	-	NA
Avg. Trips per Driver Hour	0.94	0.58	-38.30%
Avg. Trips per Para Pass.	25.37	28.49	12.30%
Cost per Trip	30.11	46	52.77%
Cost per Paratransit Trip	30.11	46	52.77%
Cost per Driver Hour	28.24	26.72	-5.38%
Cost per Total Mile	3.17	3.55	11.99%

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	556,200	2.96%
Potential TD Population / Percent of CountyTotal	218,163	39.22%
UDPHC / Percent of TD Passengers Served	11,191	5.13%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	171,861	203,025	18.13%
Deviated FR	-	-	NA
Ambulatory	486,681	553,065	13.64%
Non-Ambulatory	50,773	54,322	6.99%
Stretcher	-	-	NA
School Board	62,151	50,982	-17.97%
TOTAL TRIPS	771,466	861,394	11.66%

Vehicle Data	2008	2009	% Change
Vehicle Miles	2,885,529	3,107,651	7.70%
Revenue Miles	2,618,980	2,915,592	11.33%
Roadcalls	85	78	-8.24%
Accidents	12	10	-16.67%
Vehicles	159	167	5.03%
Driver Hours	128,620	121,678	-5.40%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	109,255	137,823	26.15%
Employment	154,878	155,050	0.11%
Ed/Train/DayCare	134,060	163,664	22.08%
Nutritional	105,110	120,595	14.73%
Life-Sustaining/Other	268,163	284,262	6.00%
TOTAL TRIPS	771,466	861,394	11.66%

Financial and General Data	2008	2009	% Change
Expenses	\$4,123,214	\$3,675,392	-10.86%
Revenues	\$4,522,496	\$5,355,163	18.41%
Commendations	58	128	120.69%
Complaints	70	72	2.86%
Passenger No-Shows	14,044	10,252	-27.00%
Unmet Trip Requests	21	9	-57.14%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	64,519	72,357	12.15%
AHCA	-	-	NA
APD	120,389	134,377	11.62%
DOEA	6,932	6,891	-0.59%
DOE	12,480	13,782	10.43%
Other	567,146	633,987	11.79%
TOTAL TRIPS	771,466	861,394	11.66%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0.42	0.32	-23.81%
Miles between Roadcalls	33,947	39,842	17.37%
Avg. Trips per Driver Hour	4.66	5.41	16.09%
Avg. Trips per Para Pass.	82.69	68.22	-17.50%
Cost per Trip	5.34	4.27	-20.04%
Cost per Paratransit Trip	6.85	5.56	-18.83%
Cost per Driver Hour	31.95	30.09	-5.82%
Cost per Total Mile	1.42	1.18	-16.90%

County: Broward
 CTC: Broward County BOCC
 Contact: Patrick E Cavanaugh
 3201 W Copans Rd
 Pompano Beach, FL 33069
 954-357-8494
 Email: pcavanaugh@broward.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	1,758,500	9.35%
Potential TD Population / Percent of CountyTotal	645,419	36.70%
UDPHC / Percent of TD Passengers Served	13,913	2.16%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	3,759,832	2,705,954	-28.03%
Deviated FR	105,737	-	-100.00%
Ambulatory	1,228,522	1,028,012	-16.32%
Non-Ambulatory	291,320	296,719	1.85%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	5,385,411	4,030,685	-25.16%

Vehicle Data	2008	2009	% Change
Vehicle Miles	15,133,152	14,499,230	-4.19%
Revenue Miles	12,788,871	11,772,937	-7.94%
Roadcalls	431	74	-82.83%
Accidents	81	29	-64.20%
Vehicles	616	340	-44.81%
Driver Hours	950,839	771,668	-18.84%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	1,425,035	1,116,741	-21.63%
Employment	560,692	345,628	-38.36%
Ed/Train/DayCare	945,955	653,050	-30.96%
Nutritional	1,023,035	831,940	-18.68%
Life-Sustaining/Other	1,430,694	1,083,326	-24.28%
TOTAL TRIPS	5,385,411	4,030,685	-25.16%

Financial and General Data	2008	2009	% Change
Expenses	\$46,008,392	\$34,941,300	-24.05%
Revenues	\$38,909,010	\$36,203,859	-6.95%
Commendations	275	12	-95.64%
Complaints	482	209	-56.64%
Passenger No-Shows	47,302	34,172	-27.76%
Unmet Trip Requests	15,045	33,057	119.72%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	342,957	337,466	-1.60%
AHCA	94,087	-	-100.00%
APD	212,033	137,263	-35.26%
DOEA	108,462	49,388	-54.47%
DOE	216,373	26,621	-87.70%
Other	4,411,499	3,479,947	-21.12%
TOTAL TRIPS	5,385,411	4,030,685	-25.16%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0.54	0.2	-62.96%
Miles between Roadcalls	35,112	195,936	458.03%
Avg. Trips per Driver Hour	1.71	1.72	0.58%
Avg. Trips per Para Pass.	109.3	99.22	-9.22%
Cost per Trip	8.54	8.67	1.52%
Cost per Paratransit Trip	28.06	26.3	-6.27%
Cost per Driver Hour	47.97	45.15	-5.88%
Cost per Total Mile	3.01	2.4	-20.27%

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	14,300	0.08%
Potential TD Population / Percent of CountyTotal	5,508	38.52%
UDPHC / Percent of TD Passengers Served	675	12.25%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	34,383	20,980	-38.98%
Non-Ambulatory	3,344	1,987	-40.58%
Stretcher	736	301	-59.10%
School Board	-	-	NA
TOTAL TRIPS	38,463	23,268	-39.51%

Vehicle Data	2008	2009	% Change
Vehicle Miles	310,111	255,601	-17.58%
Revenue Miles	305,209	250,980	-17.77%
Roadcalls	2	4	100.00%
Accidents	2	2	0.00%
Vehicles	18	13	-27.78%
Driver Hours	18,308	14,560	-20.47%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	12,500	8,913	-28.70%
Employment	5,545	2,435	-56.09%
Ed/Train/DayCare	3,419	3,249	-4.97%
Nutritional	6,125	2,543	-58.48%
Life-Sustaining/Other	10,874	6,128	-43.65%
TOTAL TRIPS	38,463	23,268	-39.51%

Financial and General Data	2008	2009	% Change
Expenses	\$556,584	\$544,226	-2.22%
Revenues	\$562,145	\$580,301	3.23%
Commendations	2	2	0.00%
Complaints	3	2	-33.33%
Passenger No-Shows	26	38	46.15%
Unmet Trip Requests	3	11	266.67%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	12,668	8,133	-35.80%
AHCA	12,407	5,526	-55.46%
APD	6,210	5,447	-12.29%
DOEA	7,175	4,159	-42.03%
DOE	-	-	NA
Other	3	3	0.00%
TOTAL TRIPS	38,463	23,268	-39.51%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0.64	0.78	21.88%
Miles between Roadcalls	155,056	63,900	-58.79%
Avg. Trips per Driver Hour	2.1	1.6	-23.81%
Avg. Trips per Para Pass.	55.18	34.47	-37.53%
Cost per Trip	14.47	23.39	61.64%
Cost per Paratransit Trip	14.47	23.39	61.64%
Cost per Driver Hour	30.4	37.38	22.96%
Cost per Total Mile	1.79	2.13	18.99%

County: Charlotte
 CTC: Charlotte County Transit
 Contact: Rich Weingarten
 25490 Airport Road
 Punta Gorda, FL 33950
 941-833-4075
 Email: rich.weingarten@charlottefl.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	165,800	0.88%
Potential TD Population / Percent of CountyTotal	106,500	64.23%
UDPHC / Percent of TD Passengers Served	14,650	13.76%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	27,961	26,953	-3.61%
Ambulatory	146,615	143,115	-2.39%
Non-Ambulatory	12,156	11,656	-4.11%
Stretcher	118	61	-48.31%
School Board	-	-	NA
TOTAL TRIPS	186,850	181,785	-2.71%

Passenger Trips By Trip Purpose

Medical	57,103	55,203	-3.33%
Employment	704	696	-1.14%
Ed/Train/DayCare	61,321	59,254	-3.37%
Nutritional	60,642	59,552	-1.80%
Life-Sustaining/Other	7,080	7,080	0.00%
TOTAL TRIPS	186,850	181,785	-2.71%

Passenger Trips By Funding Source

CTD	64,658	59,593	-7.83%
AHCA	13,702	14,552	6.20%
APD	850	-	-100.00%
DOEA	10,989	10,989	0.00%
DOE	-	-	NA
Other	96,651	96,651	0.00%
TOTAL TRIPS	186,850	181,785	-2.71%

Vehicle Data	2008	2009	% Change
Vehicle Miles	646,596	612,366	-5.29%
Revenue Miles	418,659	439,149	4.89%
Roadcalls	17	6	-64.71%
Accidents	11	6	-45.45%
Vehicles	45	45	0.00%
Driver Hours	67,500	59,840	-11.35%

Financial and General Data

Expenses	\$1,892,551	\$1,919,743	1.44%
Revenues	\$1,952,699	\$1,919,743	-1.69%
Commendations	31	40	29.03%
Complaints	155	129	-16.77%
Passenger No-Shows	1,764	1,795	1.76%
Unmet Trip Requests	9,585	10,799	12.67%

Performance Measures

Accidents per 100,000 Miles	1.7	0.98	-42.35%
Miles between Roadcalls	38,035	102,061	168.33%
Avg. Trips per Driver Hour	2.77	3.04	9.75%
Avg. Trips per Para Pass.	12.38	12.41	0.24%
Cost per Trip	10.13	10.56	4.24%
Cost per Paratransit Trip	10.13	10.56	4.24%
Cost per Driver Hour	28.04	32.08	14.41%
Cost per Total Mile	2.93	3.13	6.83%

County: Citrus
 CTC: Citrus County Transit
 Contact: Michael Webster
 PO Box 1930,
 Lecanto, FL 34460
 352-527-7637
 Email: Michael.Webster@bocc.citrus.fl.us

Demographics	Number	Percentage
Total County Population / Percent of State Total	142,000	0.76%
Potential TD Population / Percent of CountyTotal	83,378	58.72%
UDPHC / Percent of TD Passengers Served	2,157	2.59%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	1,234	NA
Ambulatory	163,009	160,363	-1.62%
Non-Ambulatory	22,026	20,014	-9.13%
Stretcher	909	674	-25.85%
School Board	2	-	-100.00%
TOTAL TRIPS	185,946	182,285	-1.97%

Vehicle Data	2008	2009	% Change
Vehicle Miles	1,053,771	995,633	-5.52%
Revenue Miles	939,211	888,649	-5.38%
Roadcalls	74	67	-9.46%
Accidents	5	17	240.00%
Vehicles	73	76	4.11%
Driver Hours	78,000	84,240	8.00%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	34,105	31,522	-7.57%
Employment	20,664	26,251	27.04%
Ed/Train/DayCare	85,282	83,768	-1.78%
Nutritional	18,790	17,045	-9.29%
Life-Sustaining/Other	27,105	23,699	-12.57%
TOTAL TRIPS	185,946	182,285	-1.97%

Financial and General Data	2008	2009	% Change
Expenses	\$3,022,576	\$2,807,148	-7.13%
Revenues	\$2,854,385	\$3,416,677	19.70%
Commendations	29	38	31.03%
Complaints	17	31	82.35%
Passenger No-Shows	740	685	-7.43%
Unmet Trip Requests	516	445	-13.76%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	38,899	37,771	-2.90%
AHCA	16,657	9,551	-42.66%
APD	115,098	120,220	4.45%
DOEA	14,766	12,927	-12.45%
DOE	-	-	NA
Other	526	1,816	245.25%
TOTAL TRIPS	185,946	182,285	-1.97%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0.47	1.71	263.83%
Miles between Roadcalls	14,240	14,860	4.35%
Avg. Trips per Driver Hour	2.38	2.16	-9.24%
Avg. Trips per Para Pass.	82.24	84.51	2.76%
Cost per Trip	16.26	15.4	-5.29%
Cost per Paratransit Trip	16.26	15.4	-5.29%
Cost per Driver Hour	38.75	33.32	-14.01%
Cost per Total Mile	2.87	2.82	-1.74%

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@claycoa.org & beckyk@claycoa.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	185,200	0.98%
Potential TD Population / Percent of CountyTotal	49,353	26.65%
UDPHC / Percent of TD Passengers Served	1,662	3.37%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	3,507	7,548	115.23%
Ambulatory	60,380	61,709	2.20%
Non-Ambulatory	12,049	11,347	-5.83%
Stretcher	654	303	-53.67%
School Board	-	-	NA
TOTAL TRIPS	76,590	80,907	5.64%

Passenger Trips By Trip Purpose

Medical	25,524	26,720	4.69%
Employment	15,631	21,113	35.07%
Ed/Train/DayCare	18,010	16,578	-7.95%
Nutritional	12,089	12,238	1.23%
Life-Sustaining/Other	5,336	4,258	-20.20%
TOTAL TRIPS	76,590	80,907	5.64%

Passenger Trips By Funding Source

CTD	14,151	12,244	-13.48%
AHCA	11,548	10,106	-12.49%
APD	21,688	21,128	-2.58%
DOEA	12,623	11,983	-5.07%
DOE	383	184	-51.96%
Other	16,197	25,262	55.97%
TOTAL TRIPS	76,590	80,907	5.64%

Vehicle Data	2008	2009	% Change
Vehicle Miles	828,866	872,260	5.24%
Revenue Miles	742,880	721,670	-2.86%
Roadcalls	64	12	-81.25%
Accidents	3	3	0.00%
Vehicles	40	36	-10.00%
Driver Hours	57,800	57,847	0.08%

Financial and General Data

Expenses	\$1,634,489	\$1,757,141	7.50%
Revenues	\$1,625,011	\$1,990,833	22.51%
Commendations	11	4	-63.64%
Complaints	165	11	-93.33%
Passenger No-Shows	3,394	2,775	-18.24%
Unmet Trip Requests	1,330	1,277	-3.98%

Performance Measures

Accidents per 100,000 Miles	0.36	0.34	-5.56%
Miles between Roadcalls	12,951	72,688	461.25%
Avg. Trips per Driver Hour	1.33	1.4	5.26%
Avg. Trips per Para Pass.	40.63	48.68	19.81%
Cost per Trip	21.34	21.72	1.78%
Cost per Paratransit Trip	21.34	21.72	1.78%
Cost per Driver Hour	28.28	30.38	7.43%
Cost per Total Mile	1.97	2.01	2.03%

County: Collier
 CTC: Collier County BOCC
 Contact: Glama Carter
 2885 South Horseshoe Drive
 Naples, FL 34104
 239-252-5832
 Email: GlamaCarter@colliergov.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	332,900	1.77%
Potential TD Population / Percent of CountyTotal	127,163	38.20%
UDPHC / Percent of TD Passengers Served	2,480	1.95%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	85,764	231,181	169.55%
Deviated FR	-	-	NA
Ambulatory	82,482	88,061	6.76%
Non-Ambulatory	21,047	23,921	13.66%
Stretcher	935	1,403	50.05%
School Board	-	-	NA
TOTAL TRIPS	190,228	344,566	81.13%

Passenger Trips By Trip Purpose

Medical	117,211	72,893	-37.81%
Employment	29,110	15,231	-47.68%
Ed/Train/DayCare	3,391	2,495	-26.42%
Nutritional	21,699	13,080	-39.72%
Life-Sustaining/Other	18,817	240,867	1180.05%
TOTAL TRIPS	190,228	344,566	81.13%

Passenger Trips By Funding Source

CTD	56,245	58,379	3.79%
AHCA	25,910	29,488	13.81%
APD	-	-	NA
DOEA	4,819	4,772	-0.98%
DOE	-	-	NA
Other	103,254	251,927	143.99%
TOTAL TRIPS	190,228	344,566	81.13%

Vehicle Data	2008	2009	% Change
Vehicle Miles	1,320,379	1,337,980	1.33%
Revenue Miles	1,104,340	1,130,544	2.37%
Roadcalls	29	95	227.59%
Accidents	37	31	-16.22%
Vehicles	25	27	8.00%
Driver Hours	73,967	79,215	7.10%

Financial and General Data

Expenses	\$3,281,370	\$3,652,743	11.32%
Revenues	\$2,938,669	\$3,317,988	12.91%
Commendations	70	38	-45.71%
Complaints	51	20	-60.78%
Passenger No-Shows	1,613	2,300	42.59%
Unmet Trip Requests	42	46	9.52%

Performance Measures

Accidents per 100,000 Miles	2.8	2.32	-17.14%
Miles between Roadcalls	45,530	14,084	-69.07%
Avg. Trips per Driver Hour	1.41	1.43	1.42%
Avg. Trips per Para Pass.	79.44	82.64	4.03%
Cost per Trip	17.25	10.6	-38.55%
Cost per Paratransit Trip	22.6	28.58	26.46%
Cost per Driver Hour	31.92	40.91	28.16%
Cost per Total Mile	1.79	2.42	35.20%

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	66,100	0.35%
Potential TD Population / Percent of CountyTotal	23,513	35.57%
UDPHC / Percent of TD Passengers Served	9,351	39.77%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	150,744	151,711	0.64%
Ambulatory	76,379	76,886	0.66%
Non-Ambulatory	6,816	6,807	-0.13%
Stretcher	3,793	3,892	2.61%
School Board	-	-	NA
TOTAL TRIPS	237,732	239,296	0.66%

Passenger Trips By Trip Purpose

Medical	184,275	185,272	0.54%
Employment	2,585	2,622	1.43%
Ed/Train/DayCare	37,852	37,821	-0.08%
Nutritional	9,123	9,118	-0.05%
Life-Sustaining/Other	3,897	4,463	14.52%
TOTAL TRIPS	237,732	239,296	0.66%

Passenger Trips By Funding Source

CTD	9,874	9,921	0.48%
AHCA	168,417	169,216	0.47%
APD	17,894	17,892	-0.01%
DOEA	-	-	NA
DOE	-	-	NA
Other	41,547	42,267	1.73%
TOTAL TRIPS	237,732	239,296	0.66%

Vehicle Data	2008	2009	% Change
Vehicle Miles	1,121,440	1,121,761	0.03%
Revenue Miles	1,060,300	1,060,336	0.00%
Roadcalls	4	4	0.00%
Accidents	-	-	NA
Vehicles	56	56	0.00%
Driver Hours	50,018	50,253	0.47%

Financial and General Data

Expenses	\$1,479,718	\$1,479,718	0.00%
Revenues	\$1,482,701	\$1,482,701	0.00%
Commendations	1	1	0.00%
Complaints	7	7	0.00%
Passenger No-Shows	51	48	-5.88%
Unmet Trip Requests	47	45	-4.26%

Performance Measures

Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	280,360	280,440	0.03%
Avg. Trips per Driver Hour	4.75	4.76	0.21%
Avg. Trips per Para Pass.	25.5	25.59	0.35%
Cost per Trip	6.22	6.18	-0.64%
Cost per Paratransit Trip	6.22	6.18	-0.64%
Cost per Driver Hour	29.58	29.45	-0.44%
Cost per Total Mile	1.32	1.32	0.00%

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	34,500	0.18%
Potential TD Population / Percent of CountyTotal	15,823	45.86%
UDPHC / Percent of TD Passengers Served	564	3.56%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	25,993	26,303	1.19%
Non-Ambulatory	4,539	5,297	16.70%
Stretcher	5	1	-80.00%
School Board	7,175	606	-91.55%
TOTAL TRIPS	37,712	32,207	-14.60%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	16,933	15,220	-10.12%
Employment	4,130	9,640	133.41%
Ed/Train/DayCare	8,993	81	-99.10%
Nutritional	4,893	4,364	-10.81%
Life-Sustaining/Other	2,763	2,902	5.03%
TOTAL TRIPS	37,712	32,207	-14.60%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	4,026	4,533	12.59%
AHCA	9,645	9,591	-0.56%
APD	10,817	9,640	-10.88%
DOEA	3,549	1,838	-48.21%
DOE	99	6	-93.94%
Other	9,576	6,599	-31.09%
TOTAL TRIPS	37,712	32,207	-14.60%

Vehicle Data	2008	2009	% Change
Vehicle Miles	395,231	369,241	-6.58%
Revenue Miles	310,212	296,881	-4.30%
Roadcalls	2	3	50.00%
Accidents	1	3	200.00%
Vehicles	22	21	-4.55%
Driver Hours	39,077	40,091	2.59%

Financial and General Data	2008	2009	% Change
Expenses	\$902,155	\$820,871	-9.01%
Revenues	\$907,145	\$859,801	-5.22%
Commendations	7	6	-14.29%
Complaints	11	13	18.18%
Passenger No-Shows	303	349	15.18%
Unmet Trip Requests	145	82	-43.45%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0.25	0.81	224.00%
Miles between Roadcalls	197,616	123,080	-37.72%
Avg. Trips per Driver Hour	0.97	0.8	-17.53%
Avg. Trips per Para Pass.	64.58	57.1	-11.58%
Cost per Trip	23.92	25.49	6.56%
Cost per Paratransit Trip	23.92	25.49	6.56%
Cost per Driver Hour	23.09	20.48	-11.30%
Cost per Total Mile	2.28	2.22	-2.63%

County: Dixie
 CTC: Suwannee River Economic Council, Inc.
 Contact: Frances Terry
 P.O. Box 70
 Live Oak, FL 32064
 386-362-4115
 Email: franceserry@suwanneec.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	16,000	0.09%
Potential TD Population / Percent of CountyTotal	8,215	51.34%
UDPHC / Percent of TD Passengers Served	378	4.60%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	8,442	7,398	-12.37%
Non-Ambulatory	2,111	1,048	-50.36%
Stretcher	614	145	-76.38%
School Board	-	-	NA
TOTAL TRIPS	11,167	8,591	-23.07%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	9,983	7,645	-23.42%
Employment	-	-	NA
Ed/Train/DayCare	-	-	NA
Nutritional	1,071	844	-21.20%
Life-Sustaining/Other	113	102	-9.73%
TOTAL TRIPS	11,167	8,591	-23.07%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	5,053	2,978	-41.06%
AHCA	4,930	4,667	-5.33%
APD	-	-	NA
DOEA	1,182	945	-20.05%
DOE	-	-	NA
Other	2	1	-50.00%
TOTAL TRIPS	11,167	8,591	-23.07%

Vehicle Data	2008	2009	% Change
Vehicle Miles	189,814	178,700	-5.86%
Revenue Miles	137,460	129,846	-5.54%
Roadcalls	1	1	0.00%
Accidents	-	-	NA
Vehicles	8	8	0.00%
Driver Hours	7,790	7,660	-1.67%

Financial and General Data	2008	2009	% Change
Expenses	\$441,658	\$373,359	-15.46%
Revenues	\$427,788	\$428,013	0.05%
Commendations	-	-	NA
Complaints	2	2	0.00%
Passenger No-Shows	55	58	5.45%
Unmet Trip Requests	41	38	-7.32%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	189,814	178,700	-5.86%
Avg. Trips per Driver Hour	1.43	1.12	-21.68%
Avg. Trips per Para Pass.	27.78	22.73	-18.18%
Cost per Trip	39.55	43.46	9.89%
Cost per Paratransit Trip	39.55	43.46	9.89%
Cost per Driver Hour	56.7	48.74	-14.04%
Cost per Total Mile	2.33	2.09	-10.30%

County: Duval
 CTC: Jacksonville Transportation Authority
 Contact: Joel T. Morris
 5711 Richard Street, Suite #1
 Jacksonville, FL 32216
 904-265-8930
 Email: jtmorris@jtafla.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	905,000	4.81%
Potential TD Population / Percent of CountyTotal	283,384	31.31%
UDPHC / Percent of TD Passengers Served	78,593	27.73%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	540,932	NA
Deviated FR	-	-	NA
Ambulatory	179,946	166,589	-7.42%
Non-Ambulatory	121,354	146,710	20.89%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	301,300	854,231	183.52%

Vehicle Data	2008	2009	% Change
Vehicle Miles	3,578,663	3,692,245	3.17%
Revenue Miles	3,036,533	3,131,958	3.14%
Roadcalls	374	102	-72.73%
Accidents	244	270	10.66%
Vehicles	91	92	1.10%
Driver Hours	238,536	240,656	0.89%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	67,606	177,685	162.82%
Employment	48,883	128,858	163.60%
Ed/Train/DayCare	37,068	106,601	187.58%
Nutritional	-	5,554	NA
Life-Sustaining/Other	147,743	435,533	194.79%
TOTAL TRIPS	301,300	854,231	183.52%

Financial and General Data	2008	2009	% Change
Expenses	\$12,050,519	\$16,849,182	39.82%
Revenues	\$12,050,519	\$16,849,282	39.82%
Commendations	251	396	57.77%
Complaints	921	843	-8.47%
Passenger No-Shows	19,228	7,631	-60.31%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2008	2009	% Change
CTD	48,675	48,681	0.01%
AHCA	-	-	NA
APD	-	-	NA
DOEA	150	110	-26.67%
DOE	-	-	NA
Other	252,475	805,440	219.02%
TOTAL TRIPS	301,300	854,231	183.52%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	6.82	7.31	7.18%
Miles between Roadcalls	9,569	36,198	278.28%
Avg. Trips per Driver Hour	1.26	1.3	3.17%
Avg. Trips per Para Pass.	72.38	75.35	4.10%
Cost per Trip	40	19.72	-50.70%
Cost per Paratransit Trip	40	38.93	-2.68%
Cost per Driver Hour	50.52	50.68	0.32%
Cost per Total Mile	3.37	3.3	-2.08%

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	313,500	1.67%
Potential TD Population / Percent of CountyTotal	118,466	37.79%
UDPHC / Percent of TD Passengers Served	5,657	4.78%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	18,710	128,703	587.88%
Deviated FR	-	-	NA
Ambulatory	110,182	136,046	23.47%
Non-Ambulatory	35,177	26,372	-25.03%
Stretcher	354	238	-32.77%
School Board	-	-	NA
TOTAL TRIPS	164,423	291,359	77.20%

Passenger Trips By Trip Purpose

Medical	48,904	54,746	11.95%
Employment	43,946	26,749	-39.13%
Ed/Train/DayCare	10,944	143,512	1211.33%
Nutritional	1,090	17,009	1460.46%
Life-Sustaining/Other	59,539	49,343	-17.12%
TOTAL TRIPS	164,423	291,359	77.20%

Passenger Trips By Funding Source

CTD	21,095	22,425	6.30%
AHCA	59,759	60,922	1.95%
APD	3,823	507	-86.74%
DOEA	11,776	10,213	-13.27%
DOE	2,658	2,580	-2.93%
Other	65,312	194,712	198.13%
TOTAL TRIPS	164,423	291,359	77.20%

Vehicle Data	2008	2009	% Change
Vehicle Miles	1,785,504	1,768,552	-0.95%
Revenue Miles	1,285,113	1,256,262	-2.25%
Roadcalls	20	37	85.00%
Accidents	4	6	50.00%
Vehicles	64	39	-39.06%
Driver Hours	161,035	69,909	-56.59%

Financial and General Data

Expenses	\$3,384,476	\$3,379,009	-0.16%
Revenues	\$2,688,933	\$3,157,760	17.44%
Commendations	49	4	-91.84%
Complaints	59	5	-91.53%
Passenger No-Shows	4,073	3,632	-10.83%
Unmet Trip Requests	2,653	1,250	-52.88%

Performance Measures

Accidents per 100,000 Miles	0.22	0.34	54.55%
Miles between Roadcalls	89,275	47,799	-46.46%
Avg. Trips per Driver Hour	0.9	2.33	158.89%
Avg. Trips per Para Pass.	55.22	75.41	36.56%
Cost per Trip	20.58	11.6	-43.63%
Cost per Paratransit Trip	23.08	20.49	-11.22%
Cost per Driver Hour	20.89	47.68	128.24%
Cost per Total Mile	1.88	1.88	0.00%

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	95,500	0.51%
Potential TD Population / Percent of CountyTotal	25,943	27.17%
UDPHC / Percent of TD Passengers Served	4,521	17.43%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	80,847	62,751	-22.38%
Non-Ambulatory	11,910	9,918	-16.73%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	92,757	72,669	-21.66%

Passenger Trips By Trip Purpose

Medical	14,183	13,991	-1.35%
Employment	22,426	18,476	-17.61%
Ed/Train/DayCare	19,392	7,578	-60.92%
Nutritional	19,790	12,075	-38.98%
Life-Sustaining/Other	16,966	20,549	21.12%
TOTAL TRIPS	92,757	72,669	-21.66%

Passenger Trips By Funding Source

CTD	15,127	17,743	17.29%
AHCA	3,846	3,930	2.18%
APD	13,461	9,366	-30.42%
DOEA	21,285	11,148	-47.63%
DOE	-	-	NA
Other	39,038	30,482	-21.92%
TOTAL TRIPS	92,757	72,669	-21.66%

Vehicle Data	2008	2009	% Change
Vehicle Miles	819,940	682,261	-16.79%
Revenue Miles	736,295	604,562	-17.89%
Roadcalls	8	7	-12.50%
Accidents	7	3	-57.14%
Vehicles	26	30	15.38%
Driver Hours	40,976	42,640	4.06%

Financial and General Data

Expenses	\$1,226,047	\$1,214,834	-0.91%
Revenues	\$1,226,047	\$1,214,834	-0.91%
Commendations	6	3	-50.00%
Complaints	12	12	0.00%
Passenger No-Shows	1,062	688	-35.22%
Unmet Trip Requests	129	392	203.88%

Performance Measures

Accidents per 100,000 Miles	0.85	0.44	-48.24%
Miles between Roadcalls	102,493	97,466	-4.90%
Avg. Trips per Driver Hour	2.26	1.7	-24.78%
Avg. Trips per Para Pass.	22.39	16.07	-28.23%
Cost per Trip	13.22	16.72	26.48%
Cost per Paratransit Trip	13.22	16.72	26.48%
Cost per Driver Hour	29.92	28.49	-4.78%
Cost per Total Mile	1.5	1.78	18.67%

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@digitalex.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	12,300	0.07%
Potential TD Population / Percent of CountyTotal	5,763	46.85%
UDPHC / Percent of TD Passengers Served	1,158	20.09%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	15,205	15,020	-1.22%
Non-Ambulatory	1,774	1,714	-3.38%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	16,979	16,734	-1.44%

Passenger Trips By Trip Purpose

Medical	8,133	8,316	2.25%
Employment	-	112	NA
Ed/Train/DayCare	4,916	4,892	-0.49%
Nutritional	-	-	NA
Life-Sustaining/Other	3,930	3,414	-13.13%
TOTAL TRIPS	16,979	16,734	-1.44%

Passenger Trips By Funding Source

CTD	4,745	4,697	-1.01%
AHCA	3,386	3,416	0.89%
APD	-	12	NA
DOEA	-	-	NA
DOE	-	-	NA
Other	8,848	8,609	-2.70%
TOTAL TRIPS	16,979	16,734	-1.44%

Vehicle Data	2008	2009	% Change
Vehicle Miles	331,515	334,097	0.78%
Revenue Miles	320,419	323,414	0.93%
Roadcalls	2	-	-100.00%
Accidents	-	-	NA
Vehicles	12	14	16.67%
Driver Hours	12,710	12,820	0.87%

Financial and General Data

Expenses	\$610,655	\$630,801	3.30%
Revenues	\$609,714	\$603,272	-1.06%
Commendations	1	2	100.00%
Complaints	-	-	NA
Passenger No-Shows	21	19	-9.52%
Unmet Trip Requests	-	-	NA

Performance Measures

Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	165,758	-	-100.00%
Avg. Trips per Driver Hour	1.34	1.31	-2.24%
Avg. Trips per Para Pass.	14.87	14.45	-2.82%
Cost per Trip	35.97	37.7	4.81%
Cost per Paratransit Trip	35.97	37.7	4.81%
Cost per Driver Hour	48.05	49.2	2.39%
Cost per Total Mile	1.84	1.89	2.72%

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	50,600	0.27%
Potential TD Population / Percent of CountyTotal	21,900	43.28%
UDPHC / Percent of TD Passengers Served	5,696	26.01%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	6,562	7,700	17.34%
Ambulatory	57,897	42,672	-26.30%
Non-Ambulatory	4,287	3,107	-27.53%
Stretcher	34	58	70.59%
School Board	-	-	NA
TOTAL TRIPS	68,780	53,537	-22.16%

Vehicle Data	2008	2009	% Change
Vehicle Miles	709,876	601,327	-15.29%
Revenue Miles	602,397	511,698	-15.06%
Roadcalls	29	12	-58.62%
Accidents	2	1	-50.00%
Vehicles	24	22	-8.33%
Driver Hours	39,547	32,457	-17.93%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	21,968	17,084	-22.23%
Employment	34,394	28,069	-18.39%
Ed/Train/DayCare	9,862	6,714	-31.92%
Nutritional	-	-	NA
Life-Sustaining/Other	2,556	1,670	-34.66%
TOTAL TRIPS	68,780	53,537	-22.16%

Financial and General Data	2008	2009	% Change
Expenses	\$1,635,345	\$1,488,576	-8.97%
Revenues	\$1,326,204	\$1,260,120	-4.98%
Commendations	-	-	NA
Complaints	5	7	40.00%
Passenger No-Shows	1,730	786	-54.57%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2008	2009	% Change
CTD	27,492	14,562	-47.03%
AHCA	16,666	13,607	-18.35%
APD	18	-	-100.00%
DOEA	-	-	NA
DOE	-	-	NA
Other	24,604	25,368	3.11%
TOTAL TRIPS	68,780	53,537	-22.16%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0.28	0.17	-39.29%
Miles between Roadcalls	24,478	50,111	104.72%
Avg. Trips per Driver Hour	1.74	1.65	-5.17%
Avg. Trips per Para Pass.	20.05	9.4	-53.12%
Cost per Trip	23.78	27.8	16.90%
Cost per Paratransit Trip	23.78	27.8	16.90%
Cost per Driver Hour	41.35	45.86	10.91%
Cost per Total Mile	2.3	2.48	7.83%

County: Gilchrist
 CTC: Suwannee River Economic Council, Inc.
 Contact: Frances Terry
 P.O. Box 70
 Live Oak, FL 32064
 386-362-4115
 Email: franceserry@suwanneec.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	17,300	0.09%
Potential TD Population / Percent of CountyTotal	6,603	38.17%
UDPHC / Percent of TD Passengers Served	298	4.51%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	4,625	3,507	-24.17%
Non-Ambulatory	1,625	1,307	-19.57%
Stretcher	170	78	-54.12%
School Board	-	-	NA
TOTAL TRIPS	6,420	4,892	-23.80%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	5,489	3,841	-30.02%
Employment	-	147	NA
Ed/Train/DayCare	193	-	-100.00%
Nutritional	610	680	11.48%
Life-Sustaining/Other	128	224	75.00%
TOTAL TRIPS	6,420	4,892	-23.80%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	3,374	2,088	-38.11%
AHCA	1,744	1,753	0.52%
APD	193	147	-23.83%
DOEA	1,107	903	-18.43%
DOE	-	-	NA
Other	2	1	-50.00%
TOTAL TRIPS	6,420	4,892	-23.80%

Vehicle Data	2008	2009	% Change
Vehicle Miles	119,484	111,288	-6.86%
Revenue Miles	88,650	81,224	-8.38%
Roadcalls	-	-	NA
Accidents	-	-	NA
Vehicles	8	8	0.00%
Driver Hours	5,670	5,834	2.89%

Financial and General Data	2008	2009	% Change
Expenses	\$207,989	\$192,748	-7.33%
Revenues	\$227,850	\$237,581	4.27%
Commendations	-	-	NA
Complaints	2	2	0.00%
Passenger No-Shows	68	74	8.82%
Unmet Trip Requests	31	28	-9.68%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	-	-	NA
Avg. Trips per Driver Hour	1.13	0.84	-25.66%
Avg. Trips per Para Pass.	20	16.42	-17.90%
Cost per Trip	32.4	39.4	21.60%
Cost per Paratransit Trip	32.4	39.4	21.60%
Cost per Driver Hour	36.68	33.04	-9.92%
Cost per Total Mile	1.74	1.73	-0.57%

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	11,300	0.06%
Potential TD Population / Percent of CountyTotal	4,918	43.52%
UDPHC / Percent of TD Passengers Served	30	0.61%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	3,314	2,743	-17.23%
Non-Ambulatory	1,033	798	-22.75%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	4,347	3,541	-18.54%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	2,301	1,796	-21.95%
Employment	656	256	-60.98%
Ed/Train/DayCare	1,070	1,206	12.71%
Nutritional	270	283	4.81%
Life-Sustaining/Other	50	-	-100.00%
TOTAL TRIPS	4,347	3,541	-18.54%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	1,041	500	-51.97%
AHCA	1,260	1,296	2.86%
APD	1,070	1,206	12.71%
DOEA	270	283	4.81%
DOE	-	-	NA
Other	706	256	-63.74%
TOTAL TRIPS	4,347	3,541	-18.54%

Vehicle Data	2008	2009	% Change
Vehicle Miles	119,530	130,551	9.22%
Revenue Miles	109,238	108,753	-0.44%
Roadcalls	11	12	9.09%
Accidents	-	-	NA
Vehicles	3	2	-33.33%
Driver Hours	1,800	1,938	7.67%

Financial and General Data	2008	2009	% Change
Expenses	\$172,192	\$310,817	80.51%
Revenues	\$368,497	\$326,890	-11.29%
Commendations	1	1	0.00%
Complaints	10	11	10.00%
Passenger No-Shows	239	127	-46.86%
Unmet Trip Requests	26	31	19.23%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	10,866	10,879	0.12%
Avg. Trips per Driver Hour	2.42	1.83	-24.38%
Avg. Trips per Para Pass.	181.13	118.03	-34.84%
Cost per Trip	39.61	87.78	121.61%
Cost per Paratransit Trip	39.61	87.78	121.61%
Cost per Driver Hour	95.66	160.38	67.66%
Cost per Total Mile	1.44	2.38	65.28%

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	16,900	0.09%
Potential TD Population / Percent of CountyTotal	5,498	32.53%
UDPHC / Percent of TD Passengers Served	418	7.60%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	18,087	18,314	1.26%
Non-Ambulatory	1,721	1,420	-17.49%
Stretcher	211	138	-34.60%
School Board	-	-	NA
TOTAL TRIPS	20,019	19,872	-0.73%

Passenger Trips By Trip Purpose

Medical	7,496	6,260	-16.49%
Employment	-	-	NA
Ed/Train/DayCare	6,822	7,112	4.25%
Nutritional	4,395	5,018	14.18%
Life-Sustaining/Other	1,306	1,482	13.48%
TOTAL TRIPS	20,019	19,872	-0.73%

Passenger Trips By Funding Source

CTD	4,400	3,835	-12.84%
AHCA	3,210	2,361	-26.45%
APD	6,766	7,245	7.08%
DOEA	1,878	2,260	20.34%
DOE	-	-	NA
Other	3,765	4,171	10.78%
TOTAL TRIPS	20,019	19,872	-0.73%

Vehicle Data	2008	2009	% Change
Vehicle Miles	232,282	185,032	-20.34%
Revenue Miles	230,679	182,676	-20.81%
Roadcalls	-	1	NA
Accidents	-	4	NA
Vehicles	13	13	0.00%
Driver Hours	9,104	7,405	-18.66%

Financial and General Data

Expenses	\$440,518	\$435,749	-1.08%
Revenues	\$457,546	\$494,399	8.05%
Commendations	4	1	-75.00%
Complaints	1	1	0.00%
Passenger No-Shows	109	125	14.68%
Unmet Trip Requests	-	18	NA

Performance Measures

Accidents per 100,000 Miles	0	2.16	NA
Miles between Roadcalls	-	185,032	NA
Avg. Trips per Driver Hour	2.2	2.68	21.82%
Avg. Trips per Para Pass.	48.47	47.54	-1.92%
Cost per Trip	22	21.93	-0.32%
Cost per Paratransit Trip	22	21.93	-0.32%
Cost per Driver Hour	48.39	58.85	21.62%
Cost per Total Mile	1.9	2.35	23.68%

County: Hamilton
 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	14,800	0.08%
Potential TD Population / Percent of CountyTotal	6,368	43.03%
UDPHC / Percent of TD Passengers Served	6,839	107.40%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	9,175	9,145	-0.33%
Deviated FR	23,914	24,102	0.79%
Ambulatory	33,306	33,329	0.07%
Non-Ambulatory	1,368	1,374	0.44%
Stretcher	967	969	0.21%
School Board	-	-	NA
TOTAL TRIPS	68,730	68,919	0.27%

Vehicle Data	2008	2009	% Change
Vehicle Miles	679,539	680,659	0.16%
Revenue Miles	594,598	595,309	0.12%
Roadcalls	-	-	NA
Accidents	-	-	NA
Vehicles	14	14	0.00%
Driver Hours	31,013	31,167	0.50%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	33,102	33,201	0.30%
Employment	501	585	16.77%
Ed/Train/DayCare	12,921	12,805	-0.90%
Nutritional	12,845	12,865	0.16%
Life-Sustaining/Other	9,361	9,463	1.09%
TOTAL TRIPS	68,730	68,919	0.27%

Financial and General Data	2008	2009	% Change
Expenses	\$1,032,645	\$235,848	-77.16%
Revenues	\$1,063,503	\$1,063,503	0.00%
Commendations	-	-	NA
Complaints	1	1	0.00%
Passenger No-Shows	43	42	-2.33%
Unmet Trip Requests	42	42	0.00%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	9,815	9,822	0.07%
AHCA	45,211	45,316	0.23%
APD	1	1	0.00%
DOEA	13,700	13,777	0.56%
DOE	-	-	NA
Other	3	3	0.00%
TOTAL TRIPS	68,730	68,919	0.27%

Performance Measures	2008	2009	% 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.	9.51	9.46	-0.53%
Cost per Trip	15.02	3.42	-77.23%
Cost per Paratransit Trip	17.34	3.94	-77.28%
Cost per Driver Hour	33.29	7.56	-77.29%
Cost per Total Mile	1.52	0.35	-76.97%

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	27,900	0.15%
Potential TD Population / Percent of CountyTotal	10,411	37.32%
UDPHC / Percent of TD Passengers Served	450	4.32%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	18,173	16,068	-11.58%
Non-Ambulatory	2,678	2,698	0.75%
Stretcher	125	118	-5.60%
School Board	-	-	NA
TOTAL TRIPS	20,976	18,884	-9.97%

Vehicle Data	2008	2009	% Change
Vehicle Miles	546,106	457,955	-16.14%
Revenue Miles	513,973	410,325	-20.17%
Roadcalls	9	11	22.22%
Accidents	1	2	100.00%
Vehicles	14	14	0.00%
Driver Hours	15,395	13,215	-14.16%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	11,765	12,485	6.12%
Employment	4,777	3,495	-26.84%
Ed/Train/DayCare	615	118	-80.81%
Nutritional	1,085	956	-11.89%
Life-Sustaining/Other	2,734	1,830	-33.07%
TOTAL TRIPS	20,976	18,884	-9.97%

Financial and General Data	2008	2009	% Change
Expenses	\$706,654	\$742,902	5.13%
Revenues	\$890,548	\$818,878	-8.05%
Commendations	5	4	-20.00%
Complaints	10	9	-10.00%
Passenger No-Shows	617	473	-23.34%
Unmet Trip Requests	503	823	63.62%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	4,347	4,987	14.72%
AHCA	7,769	7,244	-6.76%
APD	4,372	2,995	-31.50%
DOEA	672	539	-19.79%
DOE	225	190	-15.56%
Other	3,591	2,929	-18.43%
TOTAL TRIPS	20,976	18,884	-9.97%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0.18	0.44	144.44%
Miles between Roadcalls	60,678	41,632	-31.39%
Avg. Trips per Driver Hour	1.36	1.43	5.15%
Avg. Trips per Para Pass.	39.65	41.96	5.83%
Cost per Trip	33.69	39.34	16.77%
Cost per Paratransit Trip	33.69	39.34	16.77%
Cost per Driver Hour	45.9	56.22	22.48%
Cost per Total Mile	1.29	1.62	25.58%

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	41,200	0.22%
Potential TD Population / Percent of CountyTotal	14,459	35.09%
UDPHC / Percent of TD Passengers Served	673	4.65%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	14,867	15,014	0.99%
Non-Ambulatory	4,040	5,195	28.59%
Stretcher	64	43	-32.81%
School Board	-	-	NA
TOTAL TRIPS	18,971	20,252	6.75%

Passenger Trips By Trip Purpose

Medical	11,847	12,954	9.34%
Employment	2,791	1,945	-30.31%
Ed/Train/DayCare	1,442	3,237	124.48%
Nutritional	2,891	2,103	-27.26%
Life-Sustaining/Other	-	13	NA
TOTAL TRIPS	18,971	20,252	6.75%

Passenger Trips By Funding Source

CTD	4,915	5,682	15.61%
AHCA	5,589	7,272	30.11%
APD	2,784	2,788	0.14%
DOEA	2,891	2,103	-27.26%
DOE	-	-	NA
Other	2,792	2,407	-13.79%
TOTAL TRIPS	18,971	20,252	6.75%

Vehicle Data	2008	2009	% Change
Vehicle Miles	412,321	439,761	6.66%
Revenue Miles	401,174	429,494	7.06%
Roadcalls	22	16	-27.27%
Accidents	1	2	100.00%
Vehicles	10	15	50.00%
Driver Hours	21,407	24,173	12.92%

Financial and General Data

Expenses	\$1,663,958	\$1,470,758	-11.61%
Revenues	\$1,759,920	\$1,630,829	-7.34%
Commendations	20	24	20.00%
Complaints	19	18	-5.26%
Passenger No-Shows	1,311	853	-34.94%
Unmet Trip Requests	106	110	3.77%

Performance Measures

Accidents per 100,000 Miles	0.24	0.45	87.50%
Miles between Roadcalls	18,742	27,485	46.65%
Avg. Trips per Driver Hour	0.89	0.84	-5.62%
Avg. Trips per Para Pass.	82.13	30.09	-63.36%
Cost per Trip	87.71	72.62	-17.20%
Cost per Paratransit Trip	87.71	72.62	-17.20%
Cost per Driver Hour	77.73	60.84	-21.73%
Cost per Total Mile	4.04	3.34	-17.33%

County: Hernando
 CTC: Mid Florida Community Services, Inc.
 Contact: Jan Malik
 1122 Ponce DeLeon Blvd.
 Brooksville, FL 34601
 352-799-1510
 Email: jmalik@mfcs.us.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	164,900	0.88%
Potential TD Population / Percent of CountyTotal	104,522	63.39%
UDPHC / Percent of TD Passengers Served	3,438	3.29%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	151,365	159,431	5.33%
Non-Ambulatory	16,908	18,177	7.51%
Stretcher	811	1,313	61.90%
School Board	-	-	NA
TOTAL TRIPS	169,084	178,921	5.82%

Passenger Trips By Trip Purpose

Medical	46,952	48,937	4.23%
Employment	2,794	2,830	1.29%
Ed/Train/DayCare	101,457	107,095	5.56%
Nutritional	9,918	11,219	13.12%
Life-Sustaining/Other	7,963	8,840	11.01%
TOTAL TRIPS	169,084	178,921	5.82%

Passenger Trips By Funding Source

CTD	19,440	16,588	-14.67%
AHCA	19,957	64,267	222.03%
APD	960	13,333	1288.85%
DOEA	7,015	5,395	-23.09%
DOE	2,000	-	-100.00%
Other	119,712	79,338	-33.73%
TOTAL TRIPS	169,084	178,921	5.82%

Vehicle Data	2008	2009	% Change
Vehicle Miles	1,349,884	1,553,899	15.11%
Revenue Miles	1,245,747	1,401,071	12.47%
Roadcalls	25	27	8.00%
Accidents	2	5	150.00%
Vehicles	54	63	16.67%
Driver Hours	109,320	120,640	10.35%

Financial and General Data

Expenses	\$2,125,454	\$2,046,548	-3.71%
Revenues	\$1,997,130	\$1,735,828	-13.08%
Commendations	47	50	6.38%
Complaints	61	69	13.11%
Passenger No-Shows	1,366	1,410	3.22%
Unmet Trip Requests	4,952	5,760	16.32%

Performance Measures

Accidents per 100,000 Miles	0.15	0.32	113.33%
Miles between Roadcalls	53,995	57,552	6.59%
Avg. Trips per Driver Hour	1.55	1.48	-4.52%
Avg. Trips per Para Pass.	46.75	52.04	11.32%
Cost per Trip	12.57	11.44	-8.99%
Cost per Paratransit Trip	12.57	11.44	-8.99%
Cost per Driver Hour	19.44	16.96	-12.76%
Cost per Total Mile	1.57	1.32	-15.92%

County: Highlands
 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	100,200	0.53%
Potential TD Population / Percent of CountyTotal	55,342	55.23%
UDPHC / Percent of TD Passengers Served	2,491	4.50%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	86,734	79,949	-7.82%
Non-Ambulatory	19,333	16,928	-12.44%
Stretcher	1,940	1,288	-33.61%
School Board	-	-	NA
TOTAL TRIPS	108,007	98,165	-9.11%

Vehicle Data	2008	2009	% Change
Vehicle Miles	1,360,208	1,220,817	-10.25%
Revenue Miles	1,141,858	1,060,566	-7.12%
Roadcalls	35	44	25.71%
Accidents	6	9	50.00%
Vehicles	56	54	-3.57%
Driver Hours	70,820	75,484	6.59%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	40,582	46,794	15.31%
Employment	51,429	40,591	-21.07%
Ed/Train/DayCare	467	220	-52.89%
Nutritional	6,829	6,532	-4.35%
Life-Sustaining/Other	8,700	4,028	-53.70%
TOTAL TRIPS	108,007	98,165	-9.11%

Financial and General Data	2008	2009	% Change
Expenses	\$2,225,646	\$1,871,428	-15.92%
Revenues	\$1,923,378	\$1,762,246	-8.38%
Commendations	13	13	0.00%
Complaints	34	36	5.88%
Passenger No-Shows	2,937	2,483	-15.46%
Unmet Trip Requests	2,165	3,359	55.15%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	15,255	14,709	-3.58%
AHCA	22,822	23,119	1.30%
APD	50,954	39,335	-22.80%
DOEA	7,952	5,625	-29.26%
DOE	404	257	-36.39%
Other	10,620	15,120	42.37%
TOTAL TRIPS	108,007	98,165	-9.11%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0.44	0.74	68.18%
Miles between Roadcalls	38,863	27,746	-28.61%
Avg. Trips per Driver Hour	1.53	1.3	-15.03%
Avg. Trips per Para Pass.	50.35	39.41	-21.73%
Cost per Trip	20.61	19.06	-7.52%
Cost per Paratransit Trip	20.61	19.06	-7.52%
Cost per Driver Hour	31.43	24.79	-21.13%
Cost per Total Mile	1.64	1.53	-6.71%

County: Hillsborough
 CTC: Hillsborough County BOCC
 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	1,200,500	6.38%
Potential TD Population / Percent of CountyTotal	379,634	31.62%
UDPHC / Percent of TD Passengers Served	15,355	4.04%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	511,623	297,018	-41.95%
Deviated FR	-	-	NA
Ambulatory	743,339	682,823	-8.14%
Non-Ambulatory	78,719	81,665	3.74%
Stretcher	465	76	-83.66%
School Board	-	-	NA
TOTAL TRIPS	1,334,146	1,061,582	-20.43%

Vehicle Data	2008	2009	% Change
Vehicle Miles	5,672,654	5,731,381	1.04%
Revenue Miles	4,230,806	4,207,108	-0.56%
Roadcalls	89	111	24.72%
Accidents	84	85	1.19%
Vehicles	243	260	7.00%
Driver Hours	385,699	433,274	12.33%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	607,801	378,583	-37.71%
Employment	130,621	159,832	22.36%
Ed/Train/DayCare	272,475	236,927	-13.05%
Nutritional	43,058	42,191	-2.01%
Life-Sustaining/Other	280,191	244,049	-12.90%
TOTAL TRIPS	1,334,146	1,061,582	-20.43%

Financial and General Data	2008	2009	% Change
Expenses	\$14,483,574	\$15,423,220	6.49%
Revenues	\$13,879,719	\$14,909,844	7.42%
Commendations	142	105	-26.06%
Complaints	109	83	-23.85%
Passenger No-Shows	13,788	13,186	-4.37%
Unmet Trip Requests	695	964	38.71%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	369,854	169,590	-54.15%
AHCA	130,474	114,364	-12.35%
APD	298,374	166,860	-44.08%
DOEA	31,293	35,527	13.53%
DOE	-	1	NA
Other	504,151	575,240	14.10%
TOTAL TRIPS	1,334,146	1,061,582	-20.43%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	1.48	1.48	0.00%
Miles between Roadcalls	63,738	51,634	-18.99%
Avg. Trips per Driver Hour	2.13	1.76	-17.37%
Avg. Trips per Para Pass.	89.7	103.38	15.25%
Cost per Trip	10.86	14.53	33.79%
Cost per Paratransit Trip	16.87	19.52	15.71%
Cost per Driver Hour	35.98	34.44	-4.28%
Cost per Total Mile	2.45	2.6	6.12%

County: Holmes
 CTC: Tri-County Community Council, Inc.
 Contact: Joel Paul
 302 North Oklahoma Street
 Bonifay, FL 32425
 850-547-3689
 Email: joelpaul.tccc@mchsi.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	19,800	0.11%
Potential TD Population / Percent of CountyTotal	8,359	42.22%
UDPHC / Percent of TD Passengers Served	2,838	33.95%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	44,517	39,640	-10.96%
Non-Ambulatory	2,247	1,996	-11.17%
Stretcher	305	320	4.92%
School Board	-	-	NA
TOTAL TRIPS	47,069	41,956	-10.86%

Passenger Trips By Trip Purpose

Medical	21,881	19,299	-11.80%
Employment	5,672	5,034	-11.25%
Ed/Train/DayCare	18,513	16,557	-10.57%
Nutritional	953	1,004	5.35%
Life-Sustaining/Other	50	62	24.00%
TOTAL TRIPS	47,069	41,956	-10.86%

Passenger Trips By Funding Source

CTD	13,144	11,505	-12.47%
AHCA	14,182	13,917	-1.87%
APD	5,157	5,122	-0.68%
DOEA	953	830	-12.91%
DOE	58	-	-100.00%
Other	13,575	10,582	-22.05%
TOTAL TRIPS	47,069	41,956	-10.86%

Vehicle Data	2008	2009	% Change
Vehicle Miles	355,611	421,105	18.42%
Revenue Miles	355,407	312,580	-12.05%
Roadcalls	1	2	100.00%
Accidents	-	-	NA
Vehicles	21	21	0.00%
Driver Hours	12,087	9,583	-20.72%

Financial and General Data

Expenses	\$524,291	\$492,755	-6.01%
Revenues	\$552,144	\$535,892	-2.94%
Commendations	13	7	-46.15%
Complaints	3	5	66.67%
Passenger No-Shows	103	94	-8.74%
Unmet Trip Requests	277	248	-10.47%

Performance Measures

Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	355,611	210,553	-40.79%
Avg. Trips per Driver Hour	3.89	4.38	12.60%
Avg. Trips per Para Pass.	25.1	14.78	-41.12%
Cost per Trip	11.14	11.74	5.39%
Cost per Paratransit Trip	11.14	11.74	5.39%
Cost per Driver Hour	43.38	51.42	18.53%
Cost per Total Mile	1.47	1.17	-20.41%

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	141,700	0.75%
Potential TD Population / Percent of CountyTotal	59,389	41.91%
UDPHC / Percent of TD Passengers Served	12,981	21.86%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	92,440	79,969	-13.49%
Non-Ambulatory	5,656	5,338	-5.62%
Stretcher	417	365	-12.47%
School Board	-	-	NA
TOTAL TRIPS	98,513	85,672	-13.03%

Passenger Trips By Trip Purpose

Medical	44,003	41,075	-6.65%
Employment	5,635	5,084	-9.78%
Ed/Train/DayCare	24,183	22,564	-6.69%
Nutritional	3,071	2,967	-3.39%
Life-Sustaining/Other	21,621	13,982	-35.33%
TOTAL TRIPS	98,513	85,672	-13.03%

Passenger Trips By Funding Source

CTD	28,066	29,740	5.96%
AHCA	12,512	9,848	-21.29%
APD	31,866	26,419	-17.09%
DOEA	2,713	2,601	-4.13%
DOE	-	-	NA
Other	23,356	17,064	-26.94%
TOTAL TRIPS	98,513	85,672	-13.03%

Vehicle Data	2008	2009	% Change
Vehicle Miles	629,748	646,055	2.59%
Revenue Miles	601,890	619,745	2.97%
Roadcalls	2	4	100.00%
Accidents	6	9	50.00%
Vehicles	68	70	2.94%
Driver Hours	98,451	63,384	-35.62%

Financial and General Data

Expenses	\$1,745,122	\$1,698,807	-2.65%
Revenues	\$1,700,498	\$1,691,276	-0.54%
Commendations	21	24	14.29%
Complaints	11	13	18.18%
Passenger No-Shows	462	429	-7.14%
Unmet Trip Requests	771	1,119	45.14%

Performance Measures

Accidents per 100,000 Miles	0.95	1.39	46.32%
Miles between Roadcalls	314,874	161,514	-48.71%
Avg. Trips per Driver Hour	1	1.35	35.00%
Avg. Trips per Para Pass.	6.17	6.6	6.97%
Cost per Trip	17.71	19.83	11.97%
Cost per Paratransit Trip	17.71	19.83	11.97%
Cost per Driver Hour	17.73	26.8	51.16%
Cost per Total Mile	2.77	2.63	-5.05%

County: Jackson
 CTC: Jackson Co. Trans. d/b/a 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	52,600	0.28%
Potential TD Population / Percent of CountyTotal	22,165	42.14%
UDPHC / Percent of TD Passengers Served	1,238	5.59%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	3,990	3,795	-4.89%
Ambulatory	64,535	52,182	-19.14%
Non-Ambulatory	9,148	8,955	-2.11%
Stretcher	224	161	-28.13%
School Board	-	-	NA
TOTAL TRIPS	77,897	65,093	-16.44%

Vehicle Data	2008	2009	% Change
Vehicle Miles	787,934	700,451	-11.10%
Revenue Miles	608,349	527,257	-13.33%
Roadcalls	-	2	NA
Accidents	3	1	-66.67%
Vehicles	28	28	0.00%
Driver Hours	39,957	34,922	-12.60%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	24,632	20,905	-15.13%
Employment	25,709	22,588	-12.14%
Ed/Train/DayCare	13,544	10,395	-23.25%
Nutritional	7,778	6,083	-21.79%
Life-Sustaining/Other	6,234	5,122	-17.84%
TOTAL TRIPS	77,897	65,093	-16.44%

Financial and General Data	2008	2009	% Change
Expenses	\$1,531,805	\$1,474,407	-3.75%
Revenues	\$1,904,048	\$1,765,696	-7.27%
Commendations	-	-	NA
Complaints	-	-	NA
Passenger No-Shows	222	263	18.47%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2008	2009	% Change
CTD	8,971	7,491	-16.50%
AHCA	16,387	13,628	-16.84%
APD	39,455	33,133	-16.02%
DOEA	7,323	5,796	-20.85%
DOE	-	-	NA
Other	5,761	5,045	-12.43%
TOTAL TRIPS	77,897	65,093	-16.44%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0.38	0.14	-63.16%
Miles between Roadcalls	-	350,226	NA
Avg. Trips per Driver Hour	1.95	1.86	-4.62%
Avg. Trips per Para Pass.	54.06	52.58	-2.74%
Cost per Trip	19.66	22.65	15.21%
Cost per Paratransit Trip	19.66	22.65	15.21%
Cost per Driver Hour	38.34	42.22	10.12%
Cost per Total Mile	1.94	2.1	8.25%

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	14,600	0.08%
Potential TD Population / Percent of CountyTotal	6,945	47.57%
UDPHC / Percent of TD Passengers Served	2,625	37.80%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	1,080	-	-100.00%
Ambulatory	16,011	13,543	-15.41%
Non-Ambulatory	1,959	1,626	-17.00%
Stretcher	29	97	234.48%
School Board	648	-	-100.00%
TOTAL TRIPS	19,727	15,266	-22.61%

Vehicle Data	2008	2009	% Change
Vehicle Miles	276,360	214,040	-22.55%
Revenue Miles	230,938	179,463	-22.29%
Roadcalls	11	4	-63.64%
Accidents	-	-	NA
Vehicles	11	10	-9.09%
Driver Hours	13,879	10,852	-21.81%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	11,028	8,734	-20.80%
Employment	3,221	1,400	-56.54%
Ed/Train/DayCare	4,267	4,616	8.18%
Nutritional	406	166	-59.11%
Life-Sustaining/Other	805	350	-56.52%
TOTAL TRIPS	19,727	15,266	-22.61%

Financial and General Data	2008	2009	% Change
Expenses	\$585,843	\$511,973	-12.61%
Revenues	\$820,152	\$793,602	-3.24%
Commendations	-	-	NA
Complaints	-	5	NA
Passenger No-Shows	400	156	-61.00%
Unmet Trip Requests	-	237	NA

Passenger Trips By Funding Source	2008	2009	% Change
CTD	8,132	3,735	-54.07%
AHCA	9,793	8,150	-16.78%
APD	-	-	NA
DOEA	-	-	NA
DOE	-	-	NA
Other	1,802	3,381	87.62%
TOTAL TRIPS	19,727	15,266	-22.61%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	25,124	53,510	112.98%
Avg. Trips per Driver Hour	1.42	1.41	-0.70%
Avg. Trips per Para Pass.	8.32	5.82	-30.05%
Cost per Trip	29.7	33.54	12.93%
Cost per Paratransit Trip	29.7	33.54	12.93%
Cost per Driver Hour	42.21	47.18	11.77%
Cost per Total Mile	2.12	2.39	12.74%

County: Lafayette
 CTC: Suwannee River Economic Council, Inc.
 Contact: Frances Terry
 P.O. Box 70
 Live Oak, FL 32064
 386-362-4115
 Email: franceserry@suwanneec.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	8,300	0.04%
Potential TD Population / Percent of CountyTotal	3,255	39.22%
UDPHC / Percent of TD Passengers Served	313	9.62%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	8,220	3,896	-52.60%
Non-Ambulatory	646	585	-9.44%
Stretcher	26	4	-84.62%
School Board	-	-	NA
TOTAL TRIPS	8,892	4,485	-49.56%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	4,251	2,846	-33.05%
Employment	-	-	NA
Ed/Train/DayCare	1,182	568	-51.95%
Nutritional	3,258	1,071	-67.13%
Life-Sustaining/Other	201	-	-100.00%
TOTAL TRIPS	8,892	4,485	-49.56%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	3,441	2,141	-37.78%
AHCA	810	705	-12.96%
APD	1,182	568	-51.95%
DOEA	3,457	1,070	-69.05%
DOE	-	-	NA
Other	2	1	-50.00%
TOTAL TRIPS	8,892	4,485	-49.56%

Vehicle Data	2008	2009	% Change
Vehicle Miles	115,699	98,192	-15.13%
Revenue Miles	88,804	76,312	-14.07%
Roadcalls	2	1	-50.00%
Accidents	-	-	NA
Vehicles	7	7	0.00%
Driver Hours	6,690	6,280	-6.13%

Financial and General Data	2008	2009	% Change
Expenses	\$265,761	\$305,282	14.87%
Revenues	\$302,518	\$335,578	10.93%
Commendations	1	-	-100.00%
Complaints	2	1	-50.00%
Passenger No-Shows	41	44	7.32%
Unmet Trip Requests	13	16	23.08%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	57,850	98,192	69.74%
Avg. Trips per Driver Hour	1.33	0.71	-46.62%
Avg. Trips per Para Pass.	23.97	14.33	-40.22%
Cost per Trip	29.89	68.07	127.74%
Cost per Paratransit Trip	29.89	68.07	127.74%
Cost per Driver Hour	39.73	48.61	22.35%
Cost per Total Mile	2.3	3.11	35.22%

County: Lake
 CTC: Lake County BOCC
 Contact: Kenneth Harley
 P.O. Box 7800
 Tavares, FL 32778-7800
 352-742-6580
 Email: kharley@co.lake.fl.us

Demographics	Number	Percentage
Total County Population / Percent of State Total	288,400	1.53%
Potential TD Population / Percent of CountyTotal	116,681	40.46%
UDPHC / Percent of TD Passengers Served	17,268	14.80%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	2,707	1,310	-51.61%
Ambulatory	161,591	178,362	10.38%
Non-Ambulatory	38,556	42,787	10.97%
Stretcher	527	417	-20.87%
School Board	48,499	48,278	-0.46%
TOTAL TRIPS	251,880	271,154	7.65%

Vehicle Data	2008	2009	% Change
Vehicle Miles	2,399,980	2,595,156	8.13%
Revenue Miles	2,110,042	2,214,628	4.96%
Roadcalls	118	76	-35.59%
Accidents	6	5	-16.67%
Vehicles	84	95	13.10%
Driver Hours	177,671	145,772	-17.95%

Passenger Trips By Trip Purpose

Medical	79,741	73,491	-7.84%
Employment	46,459	48,978	5.42%
Ed/Train/DayCare	94,792	109,478	15.49%
Nutritional	21,658	23,166	6.96%
Life-Sustaining/Other	9,230	16,041	73.79%
TOTAL TRIPS	251,880	271,154	7.65%

Financial and General Data

Expenses	\$4,748,269	\$5,789,958	21.94%
Revenues	\$5,044,490	\$6,912,759	37.04%
Commendations	36	54	50.00%
Complaints	23	13	-43.48%
Passenger No-Shows	11,193	12,905	15.30%
Unmet Trip Requests	18,371	45	-99.76%

Passenger Trips By Funding Source

CTD	31,260	25,158	-19.52%
AHCA	33,261	35,955	8.10%
APD	59,395	85,171	43.40%
DOEA	22,074	19,204	-13.00%
DOE	-	-	NA
Other	105,890	105,666	-0.21%
TOTAL TRIPS	251,880	271,154	7.65%

Performance Measures

Accidents per 100,000 Miles	0.25	0.19	-24.00%
Miles between Roadcalls	20,339	34,147	67.89%
Avg. Trips per Driver Hour	1.42	1.86	30.99%
Avg. Trips per Para Pass.	13.98	15.7	12.30%
Cost per Trip	18.85	21.35	13.26%
Cost per Paratransit Trip	18.85	21.35	13.26%
Cost per Driver Hour	26.73	39.72	48.60%
Cost per Total Mile	1.98	2.23	12.63%

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	623,700	3.32%
Potential TD Population / Percent of CountyTotal	220,007	35.27%
UDPHC / Percent of TD Passengers Served	1,690	0.77%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	73	160	119.18%
Deviated FR	-	-	NA
Ambulatory	111,643	85,287	-23.61%
Non-Ambulatory	22,974	23,843	3.78%
Stretcher	374	452	20.86%
School Board	-	-	NA
TOTAL TRIPS	135,064	109,742	-18.75%

Vehicle Data	2008	2009	% Change
Vehicle Miles	1,554,710	1,429,262	-8.07%
Revenue Miles	1,347,324	1,205,198	-10.55%
Roadcalls	85	33	-61.18%
Accidents	4	4	0.00%
Vehicles	60	47	-21.67%
Driver Hours	100,546	89,539	-10.95%

Passenger Trips By Trip Purpose

Medical	46,191	55,171	19.44%
Employment	1,134	-	-100.00%
Ed/Train/DayCare	84,287	53,462	-36.57%
Nutritional	948	1,109	16.98%
Life-Sustaining/Other	2,504	-	-100.00%
TOTAL TRIPS	135,064	109,742	-18.75%

Financial and General Data

Expenses	\$3,746,826	\$3,249,138	-13.28%
Revenues	\$3,283,836	\$2,944,163	-10.34%
Commendations	102	109	6.86%
Complaints	170	60	-64.71%
Passenger No-Shows	5,856	5,900	0.75%
Unmet Trip Requests	3,368	4,173	23.90%

Passenger Trips By Funding Source

CTD	19,007	19,001	-0.03%
AHCA	28,470	36,304	27.52%
APD	69,253	39,677	-42.71%
DOEA	9,739	8,201	-15.79%
DOE	-	-	NA
Other	8,595	6,559	-23.69%
TOTAL TRIPS	135,064	109,742	-18.75%

Performance Measures

Accidents per 100,000 Miles	0.26	0.28	7.69%
Miles between Roadcalls	18,291	43,311	136.79%
Avg. Trips per Driver Hour	1.34	1.22	-8.96%
Avg. Trips per Para Pass.	82.26	66.33	-19.37%
Cost per Trip	27.74	29.61	6.74%
Cost per Paratransit Trip	27.74	29.62	6.78%
Cost per Driver Hour	37.24	36.25	-2.66%
Cost per Total Mile	2.41	2.27	-5.81%

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	274,900	1.46%
Potential TD Population / Percent of CountyTotal	84,192	30.63%
UDPHC / Percent of TD Passengers Served	3,499	4.16%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	126,706	154,909	22.26%
Deviated FR	-	-	NA
Ambulatory	70,847	65,924	-6.95%
Non-Ambulatory	18,600	16,502	-11.28%
Stretcher	117	39	-66.67%
School Board	-	-	NA
TOTAL TRIPS	216,270	237,374	9.76%

Passenger Trips By Trip Purpose

Medical	44,507	33,971	-23.67%
Employment	107,202	154,721	44.33%
Ed/Train/DayCare	49,914	34,290	-31.30%
Nutritional	15	10,247	68213.33%
Life-Sustaining/Other	14,632	4,145	-71.67%
TOTAL TRIPS	216,270	237,374	9.76%

Passenger Trips By Funding Source

CTD	126,562	148,650	17.45%
AHCA	27,429	33,743	23.02%
APD	44,073	38,352	-12.98%
DOEA	-	-	NA
DOE	15	68	353.33%
Other	18,191	16,561	-8.96%
TOTAL TRIPS	216,270	237,374	9.76%

Vehicle Data	2008	2009	% Change
Vehicle Miles	1,258,887	1,166,366	-7.35%
Revenue Miles	1,122,435	1,039,119	-7.42%
Roadcalls	22	11	-50.00%
Accidents	2	6	200.00%
Vehicles	30	28	-6.67%
Driver Hours	68,333	56,711	-17.01%

Financial and General Data

Expenses	\$2,248,014	\$1,882,343	-16.27%
Revenues	\$1,852,793	\$1,882,343	1.59%
Commendations	3	4	33.33%
Complaints	176	82	-53.41%
Passenger No-Shows	1,943	2,085	7.31%
Unmet Trip Requests	-	83	NA

Performance Measures

Accidents per 100,000 Miles	0.16	0.51	218.75%
Miles between Roadcalls	57,222	106,033	85.30%
Avg. Trips per Driver Hour	1.31	1.45	10.69%
Avg. Trips per Para Pass.	75.01	52.36	-30.20%
Cost per Trip	10.39	7.93	-23.68%
Cost per Paratransit Trip	23.54	20.69	-12.11%
Cost per Driver Hour	30.86	30.09	-2.50%
Cost per Total Mile	1.67	1.46	-12.57%

County: Levy
 CTC: Levy County BOCC
 Contact: Desiree Painter
 970 East Hathaway Avenue
 Bronson, FL 32621
 352-486-3485
 Email: desireepainter@bellsouth.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	40,800	0.22%
Potential TD Population / Percent of CountyTotal	19,000	46.57%
UDPHC / Percent of TD Passengers Served	1,038	5.46%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	32,922	33,424	1.52%
Non-Ambulatory	5,151	5,647	9.63%
Stretcher	112	108	-3.57%
School Board	-	-	NA
TOTAL TRIPS	38,185	39,179	2.60%

Vehicle Data	2008	2009	% Change
Vehicle Miles	1,265,297	1,301,079	2.83%
Revenue Miles	1,008,971	810,993	-19.62%
Roadcalls	4	19	375.00%
Accidents	1	-	-100.00%
Vehicles	20	18	-10.00%
Driver Hours	33,029	30,160	-8.69%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	18,218	19,022	4.41%
Employment	159	198	24.53%
Ed/Train/DayCare	14,303	14,790	3.40%
Nutritional	495	686	38.59%
Life-Sustaining/Other	5,010	4,483	-10.52%
TOTAL TRIPS	38,185	39,179	2.60%

Financial and General Data	2008	2009	% Change
Expenses	\$1,267,488	\$1,367,713	7.91%
Revenues	\$1,336,124	\$1,696,995	27.01%
Commendations	12	11	-8.33%
Complaints	3	3	0.00%
Passenger No-Shows	752	877	16.62%
Unmet Trip Requests	601	698	16.14%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	7,437	8,984	20.80%
AHCA	10,781	10,037	-6.90%
APD	14,303	14,289	-0.10%
DOEA	495	686	38.59%
DOE	-	-	NA
Other	5,169	5,183	0.27%
TOTAL TRIPS	38,185	39,179	2.60%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0.08	0	-100.00%
Miles between Roadcalls	316,324	68,478	-78.35%
Avg. Trips per Driver Hour	1.16	1.3	12.07%
Avg. Trips per Para Pass.	37.44	37.74	0.80%
Cost per Trip	33.19	34.91	5.18%
Cost per Paratransit Trip	33.19	34.91	5.18%
Cost per Driver Hour	38.38	45.35	18.16%
Cost per Total Mile	1	1.05	5.00%

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	8,200	0.04%
Potential TD Population / Percent of CountyTotal	2,822	34.41%
UDPHC / Percent of TD Passengers Served	1,513	53.61%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	32,891	32,985	0.29%
Non-Ambulatory	1,083	1,125	3.88%
Stretcher	6	8	33.33%
School Board	-	-	NA
TOTAL TRIPS	33,980	34,118	0.41%

Passenger Trips By Trip Purpose

Medical	18,249	18,286	0.20%
Employment	172	196	13.95%
Ed/Train/DayCare	8,440	8,489	0.58%
Nutritional	2,362	2,354	-0.34%
Life-Sustaining/Other	4,757	4,793	0.76%
TOTAL TRIPS	33,980	34,118	0.41%

Passenger Trips By Funding Source

CTD	25,778	25,930	0.59%
AHCA	4,208	4,238	0.71%
APD	200	104	-48.00%
DOEA	1,156	1,189	2.85%
DOE	-	-	NA
Other	2,638	2,657	0.72%
TOTAL TRIPS	33,980	34,118	0.41%

Vehicle Data	2008	2009	% Change
Vehicle Miles	296,678	392,180	32.19%
Revenue Miles	296,650	392,138	32.19%
Roadcalls	1	1	0.00%
Accidents	1	1	0.00%
Vehicles	17	19	11.76%
Driver Hours	15,569	21,736	39.61%

Financial and General Data

Expenses	\$333,102	\$397,007	19.18%
Revenues	\$331,012	\$404,166	22.10%
Commendations	1	2	100.00%
Complaints	1	3	200.00%
Passenger No-Shows	26	34	30.77%
Unmet Trip Requests	13	16	23.08%

Performance Measures

Accidents per 100,000 Miles	0.34	0.25	-26.47%
Miles between Roadcalls	296,678	392,180	32.19%
Avg. Trips per Driver Hour	2.18	1.57	-27.98%
Avg. Trips per Para Pass.	22.84	22.55	-1.27%
Cost per Trip	9.8	11.64	18.78%
Cost per Paratransit Trip	9.8	11.64	18.78%
Cost per Driver Hour	21.4	18.26	-14.67%
Cost per Total Mile	1.12	1.01	-9.82%

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	20,200	0.11%
Potential TD Population / Percent of CountyTotal	8,355	41.36%
UDPHC / Percent of TD Passengers Served	3,623	43.36%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	24,908	22,373	-10.18%
Non-Ambulatory	2,815	1,853	-34.17%
Stretcher	24	6	-75.00%
School Board	-	-	NA
TOTAL TRIPS	27,747	24,232	-12.67%

Vehicle Data	2008	2009	% Change
Vehicle Miles	329,895	316,884	-3.94%
Revenue Miles	284,008	272,236	-4.14%
Roadcalls	12	5	-58.33%
Accidents	-	1	NA
Vehicles	16	17	6.25%
Driver Hours	18,364	19,067	3.83%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	14,198	10,667	-24.87%
Employment	4,288	2,060	-51.96%
Ed/Train/DayCare	17	4,330	25370.59%
Nutritional	6,563	5,887	-10.30%
Life-Sustaining/Other	2,681	1,288	-51.96%
TOTAL TRIPS	27,747	24,232	-12.67%

Financial and General Data	2008	2009	% Change
Expenses	\$728,827	\$691,170	-5.17%
Revenues	\$663,799	\$684,942	3.19%
Commendations	-	-	NA
Complaints	2	3	50.00%
Passenger No-Shows	279	197	-29.39%
Unmet Trip Requests	-	420	NA

Passenger Trips By Funding Source	2008	2009	% Change
CTD	13,603	6,336	-53.42%
AHCA	7,247	6,970	-3.82%
APD	17	-	-100.00%
DOEA	6,563	5,887	-10.30%
DOE	-	20	NA
Other	317	5,019	1483.28%
TOTAL TRIPS	27,747	24,232	-12.67%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0	0.32	NA
Miles between Roadcalls	27,491	63,377	130.54%
Avg. Trips per Driver Hour	1.51	1.27	-15.89%
Avg. Trips per Para Pass.	12.94	6.69	-48.30%
Cost per Trip	26.27	28.52	8.56%
Cost per Paratransit Trip	26.27	28.52	8.56%
Cost per Driver Hour	39.69	36.25	-8.67%
Cost per Total Mile	2.21	2.18	-1.36%

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	317,700	1.69%
Potential TD Population / Percent of CountyTotal	138,059	43.46%
UDPHC / Percent of TD Passengers Served	8,267	5.99%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	22,721	117,068	415.24%
Deviated FR	-	-	NA
Ambulatory	227,013	210,646	-7.21%
Non-Ambulatory	36,546	35,270	-3.49%
Stretcher	-	147	NA
School Board	396	2	-99.49%
TOTAL TRIPS	286,676	363,133	26.67%

Passenger Trips By Trip Purpose

Medical	27,365	27,459	0.34%
Employment	13,953	13,566	-2.77%
Ed/Train/DayCare	209,850	112,909	-46.20%
Nutritional	8,867	16,667	87.97%
Life-Sustaining/Other	26,641	192,532	622.69%
TOTAL TRIPS	286,676	363,133	26.67%

Passenger Trips By Funding Source

CTD	30,369	26,578	-12.48%
AHCA	-	-	NA
APD	174,821	134,795	-22.90%
DOEA	8,696	19,212	120.93%
DOE	-	256	NA
Other	72,790	182,292	150.44%
TOTAL TRIPS	286,676	363,133	26.67%

Vehicle Data	2008	2009	% Change
Vehicle Miles	1,189,859	1,021,267	-14.17%
Revenue Miles	915,682	844,202	-7.81%
Roadcalls	23	16	-30.43%
Accidents	4	18	350.00%
Vehicles	91	65	-28.57%
Driver Hours	77,753	69,864	-10.15%

Financial and General Data

Expenses	\$3,062,260	\$3,048,444	-0.45%
Revenues	\$3,062,263	\$3,048,444	-0.45%
Commendations	-	-	NA
Complaints	11	13	18.18%
Passenger No-Shows	1,588	2,760	73.80%
Unmet Trip Requests	225	205	-8.89%

Performance Measures

Accidents per 100,000 Miles	0.34	1.76	417.65%
Miles between Roadcalls	51,733	63,829	23.38%
Avg. Trips per Driver Hour	3.39	3.52	3.83%
Avg. Trips per Para Pass.	15.6	48.46	210.64%
Cost per Trip	10.68	8.39	-21.44%
Cost per Paratransit Trip	11.6	12.15	4.74%
Cost per Driver Hour	39.38	42.8	8.68%
Cost per Total Mile	2.57	2.93	14.01%

County: Marion
 CTC: Marion County Senior Services, Inc.
 Contact: Donna Cart
 1101 SW 20th Court
 Ocala, FL 34471
 352-620-3519
 Email: dcart@mcseniorservices.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	329,400	1.75%
Potential TD Population / Percent of CountyTotal	146,433	44.45%
UDPHC / Percent of TD Passengers Served	6,810	4.65%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	123,403	142,071	15.13%
Non-Ambulatory	55,970	53,439	-4.52%
Stretcher	684	781	14.18%
School Board	1,953	322	-83.51%
TOTAL TRIPS	182,010	196,613	8.02%

Vehicle Data	2008	2009	% Change
Vehicle Miles	1,681,524	1,782,006	5.98%
Revenue Miles	1,611,505	1,642,589	1.93%
Roadcalls	16	12	-25.00%
Accidents	4	6	50.00%
Vehicles	88	94	6.82%
Driver Hours	135,200	142,480	5.38%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	141,968	148,009	4.26%
Employment	1,710	2,122	24.09%
Ed/Train/DayCare	12,700	10,833	-14.70%
Nutritional	20,131	23,873	18.59%
Life-Sustaining/Other	5,501	11,776	114.07%
TOTAL TRIPS	182,010	196,613	8.02%

Financial and General Data	2008	2009	% Change
Expenses	\$3,899,817	\$4,807,039	23.26%
Revenues	\$4,168,177	\$4,863,785	16.69%
Commendations	17	17	0.00%
Complaints	23	29	26.09%
Passenger No-Shows	10,762	12,094	12.38%
Unmet Trip Requests	927	1,089	17.48%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	39,155	38,312	-2.15%
AHCA	44,789	50,961	13.78%
APD	41,359	49,006	18.49%
DOEA	1,538	1,742	13.26%
DOE	-	-	NA
Other	55,169	56,592	2.58%
TOTAL TRIPS	182,010	196,613	8.02%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0.24	0.34	41.67%
Miles between Roadcalls	105,095	148,501	41.30%
Avg. Trips per Driver Hour	1.35	1.38	2.22%
Avg. Trips per Para Pass.	34.39	28.87	-16.05%
Cost per Trip	21.43	24.45	14.09%
Cost per Paratransit Trip	21.43	24.45	14.09%
Cost per Driver Hour	28.84	33.74	16.99%
Cost per Total Mile	2.32	2.7	16.38%

County: Martin
 CTC: Medical Transportation Management, Inc.
 Contact: Ron Marovich
 16 Hawk Ridge Dr
 Lake St Louis, FL 63367
 636-561-5686
 Email: rmarovich@mtm-inc.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	143,900	0.77%
Potential TD Population / Percent of CountyTotal	66,287	46.06%
UDPHC / Percent of TD Passengers Served	3,702	5.58%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	24,381	6,379	-73.84%
Ambulatory	70,976	31,480	-55.65%
Non-Ambulatory	7,331	6,227	-15.06%
Stretcher	-	24	NA
School Board	-	-	NA
TOTAL TRIPS	102,688	44,110	-57.04%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	28,627	17,248	-39.75%
Employment	12,725	8,201	-35.55%
Ed/Train/DayCare	5,596	3,134	-44.00%
Nutritional	4,628	1,867	-59.66%
Life-Sustaining/Other	51,112	13,660	-73.27%
TOTAL TRIPS	102,688	44,110	-57.04%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	23,549	19,160	-18.64%
AHCA	2,160	4,975	130.32%
APD	-	-	NA
DOEA	7,193	1,670	-76.78%
DOE	-	-	NA
Other	69,786	18,305	-73.77%
TOTAL TRIPS	102,688	44,110	-57.04%

Vehicle Data	2008	2009	% Change
Vehicle Miles	566,398	307,287	-45.75%
Revenue Miles	451,398	150,251	-66.71%
Roadcalls	22	-	-100.00%
Accidents	1	4	300.00%
Vehicles	48	94	95.83%
Driver Hours	88,075	17,680	-79.93%

Financial and General Data	2008	2009	% Change
Expenses	\$2,030,743	\$1,159,968	-42.88%
Revenues	\$1,936,917	\$1,069,998	-44.76%
Commendations	23	34	47.83%
Complaints	20	99	395.00%
Passenger No-Shows	1,696	203	-88.03%
Unmet Trip Requests	6,172	2,076	-66.36%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0.18	1.3	622.22%
Miles between Roadcalls	25,745	-	-100.00%
Avg. Trips per Driver Hour	1.17	2.49	112.82%
Avg. Trips per Para Pass.	10	11.92	19.20%
Cost per Trip	19.78	26.3	32.96%
Cost per Paratransit Trip	19.78	26.3	32.96%
Cost per Driver Hour	23.06	65.61	184.52%
Cost per Total Mile	3.59	3.77	5.01%

County: Miami-Dade
 CTC: Miami-Dade Transit Agency
 Contact: Harry A. Rackard
 701 NW 1st Court, 12th Floor
 MIAMI, FL 33136
 786-469-5014
 Email: rackard@miamidade.gov

Demographics	Number	Percentage
Total County Population / Percent of State Total	2,477,300	13.17%
Potential TD Population / Percent of CountyTotal	937,372	37.84%
UDPHC / Percent of TD Passengers Served	313,627	33.46%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	22,442,394	21,790,029	-2.91%
Deviated FR	1,137,703	1,243,332	9.28%
Ambulatory	2,857,421	2,928,656	2.49%
Non-Ambulatory	1,002,414	1,110,749	10.81%
Stretcher	5,913	-	-100.00%
School Board	-	-	NA
TOTAL TRIPS	27,445,845	27,072,766	-1.36%

Vehicle Data	2008	2009	% Change
Vehicle Miles	30,299,729	30,077,183	-0.73%
Revenue Miles	28,592,032	29,000,191	1.43%
Roadcalls	165	157	-4.85%
Accidents	66	56	-15.15%
Vehicles	908	797	-12.22%
Driver Hours	2,138,503	1,595,360	-25.40%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	7,845,110	7,147,213	-8.90%
Employment	5,393,602	5,143,825	-4.63%
Ed/Train/DayCare	6,444,440	6,605,754	2.50%
Nutritional	4,465,040	4,656,515	4.29%
Life-Sustaining/Other	3,297,653	3,519,459	6.73%
TOTAL TRIPS	27,445,845	27,072,766	-1.36%

Financial and General Data	2008	2009	% Change
Expenses	\$146,556,234	\$142,291,287	-2.91%
Revenues	\$117,307,981	\$102,506,437	-12.62%
Commendations	167	176	5.39%
Complaints	5,194	6,666	28.34%
Passenger No-Shows	50,230	36,707	-26.92%
Unmet Trip Requests	706,460	730,417	3.39%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	2,201,107	2,484,188	12.86%
AHCA	3,567,191	1,961,955	-45.00%
APD	836,916	822,177	-1.76%
DOEA	3,509,567	3,439,375	-2.00%
DOE	137,199	134,455	-2.00%
Other	17,193,865	18,230,616	6.03%
TOTAL TRIPS	27,445,845	27,072,766	-1.36%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0.22	0.19	-13.64%
Miles between Roadcalls	183,635	191,574	4.32%
Avg. Trips per Driver Hour	2.34	3.31	41.45%
Avg. Trips per Para Pass.	55.58	48.13	-13.40%
Cost per Trip	5.34	5.26	-1.50%
Cost per Paratransit Trip	28.68	25.91	-9.66%
Cost per Driver Hour	67.1	85.81	27.88%
Cost per Total Mile	4.74	4.55	-4.01%

County: Monroe
 CTC: Guidance Clinic of the Middle Keys, Inc.
 Contact: Maureen Grynewicz
 3000 41st Street, Ocean
 Marathon, FL 33050
 305-434-9000
 Email: maureen.grynewicz@gcmk.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	76,100	0.40%
Potential TD Population / Percent of CountyTotal	36,354	47.77%
UDPHC / Percent of TD Passengers Served	1,938	5.33%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	10,576	9,180	-13.20%
Deviated FR	-	-	NA
Ambulatory	95,449	89,219	-6.53%
Non-Ambulatory	5,887	6,188	5.11%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	111,912	104,587	-6.55%

Vehicle Data	2008	2009	% Change
Vehicle Miles	1,038,812	966,090	-7.00%
Revenue Miles	937,323	861,467	-8.09%
Roadcalls	1	4	300.00%
Accidents	10	3	-70.00%
Vehicles	48	46	-4.17%
Driver Hours	87,360	92,560	5.95%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	38,941	35,976	-7.61%
Employment	5,331	4,286	-19.60%
Ed/Train/DayCare	26,920	28,593	6.21%
Nutritional	8,273	6,712	-18.87%
Life-Sustaining/Other	32,447	29,020	-10.56%
TOTAL TRIPS	111,912	104,587	-6.55%

Financial and General Data	2008	2009	% Change
Expenses	\$2,306,042	\$2,144,020	-7.03%
Revenues	\$2,259,100	\$2,037,712	-9.80%
Commendations	4	4	0.00%
Complaints	1	-	-100.00%
Passenger No-Shows	1,470	586	-60.14%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2008	2009	% Change
CTD	52,054	47,844	-8.09%
AHCA	24,497	20,675	-15.60%
APD	2,044	5,409	164.63%
DOEA	-	-	NA
DOE	-	-	NA
Other	33,317	30,659	-7.98%
TOTAL TRIPS	111,912	104,587	-6.55%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0.96	0.31	-67.71%
Miles between Roadcalls	1,038,812	241,523	-76.75%
Avg. Trips per Driver Hour	1.16	1.03	-11.21%
Avg. Trips per Para Pass.	55.62	49.74	-10.57%
Cost per Trip	20.61	20.5	-0.53%
Cost per Paratransit Trip	22.71	22.4	-1.37%
Cost per Driver Hour	26.35	23.09	-12.37%
Cost per Total Mile	2.22	2.21	-0.45%

County: Nassau
 CTC: Nassau County Council on Aging, Inc.
 Contact: Greg Frick
 1367 South 18th Street
 Fernandina Beach, FL 32034
 904-261-0701
 Email: gregfrick@ymail.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	71,900	0.38%
Potential TD Population / Percent of CountyTotal	17,903	24.90%
UDPHC / Percent of TD Passengers Served	962	5.37%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	42,300	49,367	16.71%
Non-Ambulatory	7,292	6,503	-10.82%
Stretcher	16	78	387.50%
School Board	-	-	NA
TOTAL TRIPS	49,608	55,948	12.78%

Passenger Trips By Trip Purpose

Medical	25,538	30,566	19.69%
Employment	3,573	3,898	9.10%
Ed/Train/DayCare	98	85	-13.27%
Nutritional	14,816	14,559	-1.73%
Life-Sustaining/Other	5,583	6,840	22.51%
TOTAL TRIPS	49,608	55,948	12.78%

Passenger Trips By Funding Source

CTD	18,292	21,273	16.30%
AHCA	16,187	19,341	19.48%
APD	9	-	-100.00%
DOEA	14,908	14,078	-5.57%
DOE	4	4	0.00%
Other	208	1,252	501.92%
TOTAL TRIPS	49,608	55,948	12.78%

Vehicle Data	2008	2009	% Change
Vehicle Miles	377,008	425,219	12.79%
Revenue Miles	317,050	336,812	6.23%
Roadcalls	13	15	15.38%
Accidents	1	-	-100.00%
Vehicles	14	16	14.29%
Driver Hours	34,331	31,536	-8.14%

Financial and General Data

Expenses	\$767,446	\$1,016,291	32.43%
Revenues	\$918,886	\$1,074,439	16.93%
Commendations	-	-	NA
Complaints	-	-	NA
Passenger No-Shows	804	371	-53.86%
Unmet Trip Requests	-	75	NA

Performance Measures

Accidents per 100,000 Miles	0.27	0	-100.00%
Miles between Roadcalls	29,001	28,348	-2.25%
Avg. Trips per Driver Hour	1.44	1.77	22.92%
Avg. Trips per Para Pass.	56.31	58.16	3.29%
Cost per Trip	15.47	18.16	17.39%
Cost per Paratransit Trip	15.47	18.16	17.39%
Cost per Driver Hour	22.35	32.23	44.21%
Cost per Total Mile	2.04	2.39	17.16%

County: Okaloosa
 CTC: Okaloosa County BOCC
 Contact: Lani Birchett
 600 Transit Way
 Ft. Walton Beach, FL 32547
 850-833-9173
 Email: lbirchett@co.okaloosa.fl.us

Demographics	Number	Percentage
Total County Population / Percent of State Total	197,600	1.05%
Potential TD Population / Percent of CountyTotal	56,670	28.68%
UDPHC / Percent of TD Passengers Served	6,269	11.06%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	35,630	34,208	-3.99%
Deviated FR	-	-	NA
Ambulatory	77,638	78,797	1.49%
Non-Ambulatory	16,342	17,765	8.71%
Stretcher	1	4	300.00%
School Board	-	-	NA
TOTAL TRIPS	129,611	130,774	0.90%

Vehicle Data	2008	2009	% Change
Vehicle Miles	705,366	697,290	-1.14%
Revenue Miles	614,510	600,583	-2.27%
Roadcalls	5	5	0.00%
Accidents	3	1	-66.67%
Vehicles	65	65	0.00%
Driver Hours	73,283	70,572	-3.70%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	53,985	54,467	0.89%
Employment	49,252	45,771	-7.07%
Ed/Train/DayCare	8,228	10,140	23.24%
Nutritional	11,665	11,770	0.90%
Life-Sustaining/Other	6,481	8,626	33.10%
TOTAL TRIPS	129,611	130,774	0.90%

Financial and General Data	2008	2009	% Change
Expenses	\$1,602,809	\$1,700,312	6.08%
Revenues	\$1,774,612	\$1,496,824	-15.65%
Commendations	2	3	50.00%
Complaints	6	8	33.33%
Passenger No-Shows	574	560	-2.44%
Unmet Trip Requests	492	542	10.16%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	55,207	53,135	-3.75%
AHCA	13,411	13,600	1.41%
APD	-	-	NA
DOEA	6,121	6,389	4.38%
DOE	114	324	184.21%
Other	54,758	57,326	4.69%
TOTAL TRIPS	129,611	130,774	0.90%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0.43	0.14	-67.44%
Miles between Roadcalls	141,073	139,458	-1.14%
Avg. Trips per Driver Hour	1.28	1.37	7.03%
Avg. Trips per Para Pass.	16.08	16.23	0.93%
Cost per Trip	12.37	13	5.09%
Cost per Paratransit Trip	17.05	17.61	3.28%
Cost per Driver Hour	21.87	24.09	10.15%
Cost per Total Mile	2.27	2.44	7.49%

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	40,000	0.21%
Potential TD Population / Percent of CountyTotal	20,370	50.93%
UDPHC / Percent of TD Passengers Served	590	2.90%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	26,974	31,635	17.28%
Non-Ambulatory	4,238	4,588	8.26%
Stretcher	15	2	-86.67%
School Board	-	-	NA
TOTAL TRIPS	31,227	36,225	16.01%

Vehicle Data	2008	2009	% Change
Vehicle Miles	497,966	527,275	5.89%
Revenue Miles	390,060	416,947	6.89%
Roadcalls	10	8	-20.00%
Accidents	2	3	50.00%
Vehicles	13	14	7.69%
Driver Hours	17,972	22,834	27.05%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	11,050	14,026	26.93%
Employment	14,637	19,470	33.02%
Ed/Train/DayCare	15	4	-73.33%
Nutritional	2,276	1,880	-17.40%
Life-Sustaining/Other	3,249	845	-73.99%
TOTAL TRIPS	31,227	36,225	16.01%

Financial and General Data	2008	2009	% Change
Expenses	\$708,866	\$713,604	0.67%
Revenues	\$777,708	\$743,236	-4.43%
Commendations	8	6	-25.00%
Complaints	17	15	-11.76%
Passenger No-Shows	643	669	4.04%
Unmet Trip Requests	501	456	-8.98%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	4,746	4,338	-8.60%
AHCA	7,973	9,186	15.21%
APD	13,968	18,412	31.82%
DOEA	942	818	-13.16%
DOE	-	-	NA
Other	3,598	3,471	-3.53%
TOTAL TRIPS	31,227	36,225	16.01%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0.4	0.57	42.50%
Miles between Roadcalls	49,797	65,909	32.36%
Avg. Trips per Driver Hour	1.74	1.59	-8.62%
Avg. Trips per Para Pass.	45.13	61.4	36.05%
Cost per Trip	22.7	19.7	-13.22%
Cost per Paratransit Trip	22.7	19.7	-13.22%
Cost per Driver Hour	39.44	31.25	-20.77%
Cost per Total Mile	1.42	1.35	-4.93%

County: Orange
 CTC: Central Florida RTA
 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	1,115,000	5.93%
Potential TD Population / Percent of County Total	340,370	30.53%
UDPHC / Percent of TD Passengers Served	23,037	6.77%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	579,969	1,421,681	145.13%
Deviated FR	-	-	NA
Ambulatory	586,642	575,037	-1.98%
Non-Ambulatory	143,046	166,469	16.37%
Stretcher	7,403	6,178	-16.55%
School Board	-	-	NA
TOTAL TRIPS	1,317,060	2,169,365	64.71%

Passenger Trips By Trip Purpose

Medical	691,223	1,160,748	67.93%
Employment	201,374	329,038	63.40%
Ed/Train/DayCare	197,657	258,860	30.96%
Nutritional	69,859	89,205	27.69%
Life-Sustaining/Other	156,947	331,514	111.23%
TOTAL TRIPS	1,317,060	2,169,365	64.71%

Passenger Trips By Funding Source

CTD	70,326	84,100	19.59%
AHCA	197,867	208,542	5.40%
APD	139,208	155,620	11.79%
DOEA	60,558	65,652	8.41%
DOE	-	-	NA
Other	849,101	1,655,451	94.97%
TOTAL TRIPS	1,317,060	2,169,365	64.71%

Vehicle Data	2008	2009	% Change
Vehicle Miles	6,829,482	7,638,406	11.84%
Revenue Miles	5,686,330	5,577,034	-1.92%
Roadcalls	129	180	39.53%
Accidents	141	132	-6.38%
Vehicles	207	234	13.04%
Driver Hours	405,372	556,222	37.21%

Financial and General Data

Expenses	\$12,905,250	\$14,746,841	14.27%
Revenues	\$14,631,746	\$16,323,563	11.56%
Commendations	44	61	38.64%
Complaints	1,328	556	-58.13%
Passenger No-Shows	24,283	25,830	6.37%
Unmet Trip Requests	104,195	127,793	22.65%

Performance Measures

Accidents per 100,000 Miles	2.06	1.73	-16.02%
Miles between Roadcalls	52,942	42,436	-19.84%
Avg. Trips per Driver Hour	1.82	1.34	-26.37%
Avg. Trips per Para Pass.	38.79	37.7	-2.81%
Cost per Trip	9.8	6.8	-30.61%
Cost per Paratransit Trip	17.51	19.72	12.62%
Cost per Driver Hour	31.83	26.51	-16.71%
Cost per Total Mile	1.89	1.93	2.12%

County: Osceola
 CTC: Central Florida RTA
 Contact: William E. Hearndon
 455 North Garland Avenue
 Orlando, FL 32801
 407-254-6092
 Email: BHeardon@golynx.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	273,700	1.46%
Potential TD Population / Percent of CountyTotal	78,883	28.82%
UDPHC / Percent of TD Passengers Served	6,120	7.76%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	139,979	377,718	169.84%
Deviated FR	-	-	NA
Ambulatory	141,591	152,778	7.90%
Non-Ambulatory	34,526	44,228	28.10%
Stretcher	1,787	1,642	-8.11%
School Board	-	-	NA
TOTAL TRIPS	317,883	576,366	81.31%

Passenger Trips By Trip Purpose

Medical	166,832	308,392	84.85%
Employment	48,603	87,420	79.87%
Ed/Train/DayCare	47,706	68,775	44.16%
Nutritional	16,862	23,700	40.55%
Life-Sustaining/Other	37,880	88,079	132.52%
TOTAL TRIPS	317,883	576,366	81.31%

Passenger Trips By Funding Source

CTD	16,974	22,339	31.61%
AHCA	47,757	55,406	16.02%
APD	33,598	41,351	23.08%
DOEA	14,616	17,443	19.34%
DOE	-	-	NA
Other	204,938	439,827	114.61%
TOTAL TRIPS	317,883	576,366	81.31%

Vehicle Data	2008	2009	% Change
Vehicle Miles	1,648,353	2,029,405	23.12%
Revenue Miles	1,372,444	1,481,731	7.96%
Roadcalls	31	48	54.84%
Accidents	34	37	8.82%
Vehicles	50	62	24.00%
Driver Hours	97,839	147,779	51.04%

Financial and General Data

Expenses	\$3,091,673	\$3,858,009	24.79%
Revenues	\$3,513,017	\$4,329,481	23.24%
Commendations	10	16	60.00%
Complaints	320	146	-54.38%
Passenger No-Shows	5,861	6,863	17.10%
Unmet Trip Requests	25,148	33,953	35.01%

Performance Measures

Accidents per 100,000 Miles	2.06	1.82	-11.65%
Miles between Roadcalls	53,173	42,279	-20.49%
Avg. Trips per Driver Hour	1.82	1.34	-26.37%
Avg. Trips per Para Pass.	38.79	37.7	-2.81%
Cost per Trip	9.73	6.69	-31.24%
Cost per Paratransit Trip	17.38	19.42	11.74%
Cost per Driver Hour	31.6	26.11	-17.37%
Cost per Total Mile	1.88	1.9	1.06%

County: Palm Beach
 CTC: Palm Beach County BOCC
 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	1,294,700	6.88%
Potential TD Population / Percent of CountyTotal	536,872	41.47%
UDPHC / Percent of TD Passengers Served	22,331	4.16%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	1,635,194	2,947,272	80.24%
Deviated FR	1,612	8,945	454.90%
Ambulatory	1,052,038	904,776	-14.00%
Non-Ambulatory	187,146	173,465	-7.31%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	2,875,990	4,034,458	40.28%

Vehicle Data	2008	2009	% Change
Vehicle Miles	10,597,909	10,338,424	-2.45%
Revenue Miles	9,858,768	9,400,144	-4.65%
Roadcalls	1,041	733	-29.59%
Accidents	228	206	-9.65%
Vehicles	414	246	-40.58%
Driver Hours	537,892	435,524	-19.03%

Passenger Trips By Trip Purpose

Medical	1,064,117	968,270	-9.01%
Employment	517,678	766,547	48.07%
Ed/Train/DayCare	172,559	282,412	63.66%
Nutritional	546,438	484,135	-11.40%
Life-Sustaining/Other	575,198	1,533,094	166.53%
TOTAL TRIPS	2,875,990	4,034,458	40.28%

Financial and General Data

Expenses	\$30,568,243	\$28,747,533	-5.96%
Revenues	\$30,131,831	\$27,786,527	-7.78%
Commendations	1,081	1,108	2.50%
Complaints	1,205	1,071	-11.12%
Passenger No-Shows	57,308	44,139	-22.98%
Unmet Trip Requests	228	238	4.39%

Passenger Trips By Funding Source

CTD	992,930	904,839	-8.87%
AHCA	-	-	NA
APD	69,652	56,936	-18.26%
DOEA	109,590	96,132	-12.28%
DOE	-	-	NA
Other	1,703,818	2,976,551	74.70%
TOTAL TRIPS	2,875,990	4,034,458	40.28%

Performance Measures

Accidents per 100,000 Miles	2.15	1.99	-7.44%
Miles between Roadcalls	10,181	14,104	38.53%
Avg. Trips per Driver Hour	2.31	2.5	8.23%
Avg. Trips per Para Pass.	100.43	65.05	-35.23%
Cost per Trip	10.63	7.13	-32.93%
Cost per Paratransit Trip	23.86	24.83	4.07%
Cost per Driver Hour	55.04	61.98	12.61%
Cost per Total Mile	2.79	2.61	-6.45%

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	438,700	2.33%
Potential TD Population / Percent of CountyTotal	217,334	49.54%
UDPHC / Percent of TD Passengers Served	8,419	3.87%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	191,660	167,171	-12.78%
Deviated FR	-	-	NA
Ambulatory	187,223	156,727	-16.29%
Non-Ambulatory	15,805	13,549	-14.27%
Stretcher	334	629	88.32%
School Board	17,994	13,482	-25.08%
TOTAL TRIPS	413,016	351,558	-14.88%

Vehicle Data	2008	2009	% Change
Vehicle Miles	1,287,441	1,252,971	-2.68%
Revenue Miles	1,080,564	1,020,520	-5.56%
Roadcalls	17	18	5.88%
Accidents	5	5	0.00%
Vehicles	129	119	-7.75%
Driver Hours	72,757	71,124	-2.24%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	225,505	208,773	-7.42%
Employment	20,452	15,334	-25.02%
Ed/Train/DayCare	90,527	52,994	-41.46%
Nutritional	15,817	14,714	-6.97%
Life-Sustaining/Other	60,715	59,743	-1.60%
TOTAL TRIPS	413,016	351,558	-14.88%

Financial and General Data	2008	2009	% Change
Expenses	\$2,916,080	\$2,703,184	-7.30%
Revenues	\$2,916,080	\$2,703,184	-7.30%
Commendations	49	24	-51.02%
Complaints	142	51	-64.08%
Passenger No-Shows	1,233	1,303	5.68%
Unmet Trip Requests	2,835	4	-99.86%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	66,834	27,691	-58.57%
AHCA	187,010	157,030	-16.03%
APD	28,926	35,847	23.93%
DOEA	21,381	21,327	-0.25%
DOE	1,420	855	-39.79%
Other	107,445	108,808	1.27%
TOTAL TRIPS	413,016	351,558	-14.88%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0.39	0.4	2.56%
Miles between Roadcalls	75,732	69,610	-8.08%
Avg. Trips per Driver Hour	3.04	2.59	-14.80%
Avg. Trips per Para Pass.	33.09	28.2	-14.78%
Cost per Trip	7.06	7.69	8.92%
Cost per Paratransit Trip	13.16	14.65	11.32%
Cost per Driver Hour	40.05	37.98	-5.17%
Cost per Total Mile	2.26	2.16	-4.42%

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	938,500	4.99%
Potential TD Population / Percent of County Total	435,202	46.37%
UDPHC / Percent of TD Passengers Served	44,857	10.31%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	1,251,404	1,363,791	8.98%
Deviated FR	4,428	-	-100.00%
Ambulatory	830,359	846,116	1.90%
Non-Ambulatory	184,097	191,160	3.84%
Stretcher	1	1	0.00%
School Board	-	-	NA
TOTAL TRIPS	2,270,289	2,401,068	5.76%

Vehicle Data	2008	2009	% Change
Vehicle Miles	8,080,797	7,920,824	-1.98%
Revenue Miles	6,624,931	6,070,389	-8.37%
Roadcalls	139	153	10.07%
Accidents	45	48	6.67%
Vehicles	636	672	5.66%
Driver Hours	663,331	666,606	0.49%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	960,750	741,769	-22.79%
Employment	599,522	820,999	36.94%
Ed/Train/DayCare	285,417	359,242	25.87%
Nutritional	82,875	141,878	71.20%
Life-Sustaining/Other	341,725	337,180	-1.33%
TOTAL TRIPS	2,270,289	2,401,068	5.76%

Financial and General Data	2008	2009	% Change
Expenses	\$16,285,032	\$17,312,761	6.31%
Revenues	\$16,422,890	\$17,265,387	5.13%
Commendations	419	200	-52.27%
Complaints	196	320	63.27%
Passenger No-Shows	16,952	14,137	-16.61%
Unmet Trip Requests	39,502	11,020	-72.10%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	1,063,437	1,210,906	13.87%
AHCA	374,349	442,267	18.14%
APD	250,950	225,835	-10.01%
DOEA	107,226	68,292	-36.31%
DOE	1	2,644	264300.00%
Other	474,326	451,124	-4.89%
TOTAL TRIPS	2,270,289	2,401,068	5.76%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0.56	0.61	8.93%
Miles between Roadcalls	58,135	51,770	-10.95%
Avg. Trips per Driver Hour	1.54	1.56	1.30%
Avg. Trips per Para Pass.	29.88	27.27	-8.73%
Cost per Trip	7.17	7.21	0.56%
Cost per Paratransit Trip	14.8	15.59	5.34%
Cost per Driver Hour	22.73	24.26	6.73%
Cost per Total Mile	1.87	2.04	9.09%

County: Polk
 CTC: Polk County Transit Services
 Contact: Sunit Dowdom
 Drawer HS09, P. O. Box 9005
 Bartow, FL 33831-9005
 863-534-5367
 Email: sunitdowdom@polk-county.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	585,700	3.11%
Potential TD Population / Percent of CountyTotal	209,379	35.75%
UDPHC / Percent of TD Passengers Served	25,324	12.09%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	125,225	148,878	18.89%
Deviated FR	-	-	NA
Ambulatory	245,637	233,868	-4.79%
Non-Ambulatory	55,243	58,528	5.95%
Stretcher	2,289	2,010	-12.19%
School Board	58,885	56,678	-3.75%
TOTAL TRIPS	487,279	499,962	2.60%

Vehicle Data	2008	2009	% Change
Vehicle Miles	2,568,234	2,560,397	-0.31%
Revenue Miles	2,056,662	2,029,061	-1.34%
Roadcalls	92	119	29.35%
Accidents	45	42	-6.67%
Vehicles	157	151	-3.82%
Driver Hours	213,617	207,768	-2.74%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	184,698	230,252	24.66%
Employment	57,312	100,046	74.56%
Ed/Train/DayCare	116,789	64,604	-44.68%
Nutritional	68,496	37,230	-45.65%
Life-Sustaining/Other	59,984	67,830	13.08%
TOTAL TRIPS	487,279	499,962	2.60%

Financial and General Data	2008	2009	% Change
Expenses	\$8,485,987	\$7,027,300	-17.19%
Revenues	\$7,139,676	\$6,981,491	-2.22%
Commendations	4	3	-25.00%
Complaints	41	44	7.32%
Passenger No-Shows	12,206	12,112	-0.77%
Unmet Trip Requests	414	199	-51.93%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	27,858	27,346	-1.84%
AHCA	122,703	126,337	2.96%
APD	246	12,752	5083.74%
DOEA	54,138	62,783	15.97%
DOE	23,392	27,602	18.00%
Other	258,942	243,142	-6.10%
TOTAL TRIPS	487,279	499,962	2.60%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	1.75	1.64	-6.29%
Miles between Roadcalls	27,916	21,516	-22.93%
Avg. Trips per Driver Hour	1.69	1.69	0.00%
Avg. Trips per Para Pass.	26.71	28.28	5.88%
Cost per Trip	17.42	14.06	-19.29%
Cost per Paratransit Trip	23.41	19.97	-14.69%
Cost per Driver Hour	39.68	33.75	-14.94%
Cost per Total Mile	3.3	2.74	-16.97%

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	75,000	0.40%
Potential TD Population / Percent of CountyTotal	41,290	55.05%
UDPHC / Percent of TD Passengers Served	8,624	20.89%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	125,883	130,310	3.52%
Ambulatory	422	446	5.69%
Non-Ambulatory	17,648	16,750	-5.09%
Stretcher	1,544	1,560	1.04%
School Board	-	-	NA
TOTAL TRIPS	145,497	149,066	2.45%

Vehicle Data	2008	2009	% Change
Vehicle Miles	864,286	745,249	-13.77%
Revenue Miles	704,391	573,742	-18.55%
Roadcalls	16	16	0.00%
Accidents	2	5	150.00%
Vehicles	33	33	0.00%
Driver Hours	60,045	56,186	-6.43%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	14,408	11,875	-17.58%
Employment	71,742	67,734	-5.59%
Ed/Train/DayCare	-	-	NA
Nutritional	1,279	896	-29.95%
Life-Sustaining/Other	58,068	68,561	18.07%
TOTAL TRIPS	145,497	149,066	2.45%

Financial and General Data	2008	2009	% Change
Expenses	\$1,996,306	\$1,827,504	-8.46%
Revenues	\$1,930,727	\$1,943,946	0.68%
Commendations	-	-	NA
Complaints	3	3	0.00%
Passenger No-Shows	8,199	5,904	-27.99%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2008	2009	% Change
CTD	12,818	15,333	19.62%
AHCA	13,908	11,875	-14.62%
APD	49,322	48,604	-1.46%
DOEA	891	896	0.56%
DOE	-	-	NA
Other	68,558	72,358	5.54%
TOTAL TRIPS	145,497	149,066	2.45%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0.23	0.67	191.30%
Miles between Roadcalls	54,018	46,578	-13.77%
Avg. Trips per Driver Hour	2.42	2.65	9.50%
Avg. Trips per Para Pass.	16.87	17.29	2.49%
Cost per Trip	13.72	12.26	-10.64%
Cost per Paratransit Trip	13.72	12.26	-10.64%
Cost per Driver Hour	33.25	32.53	-2.17%
Cost per Total Mile	2.31	2.45	6.06%

County: Saint Johns
 CTC: St. Johns County Council on Aging, Inc.
 Contact: Catherine Brown
 180 Marine St.
 St. Augustine, FL 32084
 904-209-3700
 Email: stjohscoa.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	181,200	0.96%
Potential TD Population / Percent of CountyTotal	49,588	27.37%
UDPHC / Percent of TD Passengers Served	4,964	10.01%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	138,277	162,919	17.82%
Ambulatory	57,539	55,521	-3.51%
Non-Ambulatory	29,096	29,817	2.48%
Stretcher	2,745	1,780	-35.15%
School Board	-	-	NA
TOTAL TRIPS	227,657	250,037	9.83%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	54,131	52,930	-2.22%
Employment	-	-	NA
Ed/Train/DayCare	820	956	16.59%
Nutritional	25,548	23,341	-8.64%
Life-Sustaining/Other	147,158	172,810	17.43%
TOTAL TRIPS	227,657	250,037	9.83%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	21,345	21,417	0.34%
AHCA	22,598	20,666	-8.55%
APD	-	-	NA
DOEA	197	748	279.70%
DOE	-	-	NA
Other	183,517	207,206	12.91%
TOTAL TRIPS	227,657	250,037	9.83%

Vehicle Data	2008	2009	% Change
Vehicle Miles	1,108,381	1,132,768	2.20%
Revenue Miles	957,641	978,711	2.20%
Roadcalls	12	21	75.00%
Accidents	4	3	-25.00%
Vehicles	47	46	-2.13%
Driver Hours	80,793	83,235	3.02%

Financial and General Data	2008	2009	% Change
Expenses	\$2,633,067	\$2,661,710	1.09%
Revenues	\$2,607,266	\$2,376,161	-8.86%
Commendations	11	14	27.27%
Complaints	4	6	50.00%
Passenger No-Shows	1,440	1,116	-22.50%
Unmet Trip Requests	-	-	NA

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0.36	0.26	-27.78%
Miles between Roadcalls	92,365	53,941	-41.60%
Avg. Trips per Driver Hour	2.82	3	6.38%
Avg. Trips per Para Pass.	46.78	50.37	7.67%
Cost per Trip	11.57	10.65	-7.95%
Cost per Paratransit Trip	11.57	10.65	-7.95%
Cost per Driver Hour	32.59	31.98	-1.87%
Cost per Total Mile	2.38	2.35	-1.26%

County: Saint Lucie
 CTC: St. Lucie County BOCC
 Contact: Corine Williams
 437 North 7th Street
 Fort Pierce, FL 34950
 772-462-1777
 Email: williamsc@stlucieco.gov

Demographics	Number	Percentage
Total County Population / Percent of State Total	276,600	1.47%
Potential TD Population / Percent of CountyTotal	107,875	39.00%
UDPHC / Percent of TD Passengers Served	14,132	13.10%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	20,670	NA
Deviated FR	-	-	NA
Ambulatory	228,332	230,776	1.07%
Non-Ambulatory	76,274	82,399	8.03%
Stretcher	253	207	-18.18%
School Board	66,331	2,275	-96.57%
TOTAL TRIPS	371,190	336,327	-9.39%

Vehicle Data	2008	2009	% Change
Vehicle Miles	1,852,204	1,782,847	-3.74%
Revenue Miles	1,624,149	1,474,894	-9.19%
Roadcalls	47	58	23.40%
Accidents	7	7	0.00%
Vehicles	108	170	57.41%
Driver Hours	75,447	89,274	18.33%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	65,971	63,441	-3.84%
Employment	21,480	29,875	39.08%
Ed/Train/DayCare	162,181	102,222	-36.97%
Nutritional	101,046	20,637	-79.58%
Life-Sustaining/Other	20,512	120,152	485.76%
TOTAL TRIPS	371,190	336,327	-9.39%

Financial and General Data	2008	2009	% Change
Expenses	\$4,498,582	\$4,597,114	2.19%
Revenues	\$4,498,582	\$4,028,391	-10.45%
Commendations	12	7	-41.67%
Complaints	8	7	-12.50%
Passenger No-Shows	3,635	2,844	-21.76%
Unmet Trip Requests	26,420	45,549	72.40%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	31,398	41,824	33.21%
AHCA	27,365	3,983	-85.44%
APD	110,192	102,435	-7.04%
DOEA	4,633	4,007	-13.51%
DOE	66,331	-	-100.00%
Other	131,271	184,078	40.23%
TOTAL TRIPS	371,190	336,327	-9.39%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0.38	0.39	2.63%
Miles between Roadcalls	39,409	30,739	-22.00%
Avg. Trips per Driver Hour	4.92	3.54	-28.05%
Avg. Trips per Para Pass.	27.6	25.3	-8.33%
Cost per Trip	12.12	13.67	12.79%
Cost per Paratransit Trip	12.12	14.5	19.64%
Cost per Driver Hour	59.63	51.26	-14.04%
Cost per Total Mile	2.43	2.57	5.76%

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	144,100	0.77%
Potential TD Population / Percent of CountyTotal	46,279	32.12%
UDPHC / Percent of TD Passengers Served	376	0.81%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	36,526	33,606	-7.99%
Non-Ambulatory	4,643	5,595	20.50%
Stretcher	38	17	-55.26%
School Board	-	-	NA
TOTAL TRIPS	41,207	39,218	-4.83%

Passenger Trips By Trip Purpose

Medical	7,722	9,254	19.84%
Employment	11,054	10,699	-3.21%
Ed/Train/DayCare	11,388	7,106	-37.60%
Nutritional	2,723	2,269	-16.67%
Life-Sustaining/Other	8,320	9,890	18.87%
TOTAL TRIPS	41,207	39,218	-4.83%

Passenger Trips By Funding Source

CTD	13,266	13,628	2.73%
AHCA	10,296	11,510	11.79%
APD	12,563	5,786	-53.94%
DOEA	1,506	1,148	-23.77%
DOE	22	139	531.82%
Other	3,554	7,007	97.16%
TOTAL TRIPS	41,207	39,218	-4.83%

Vehicle Data	2008	2009	% Change
Vehicle Miles	570,900	519,148	-9.06%
Revenue Miles	380,643	398,329	4.65%
Roadcalls	7	9	28.57%
Accidents	4	4	0.00%
Vehicles	13	14	7.69%
Driver Hours	21,029	17,322	-17.63%

Financial and General Data

Expenses	\$751,613	\$665,108	-11.51%
Revenues	\$955,883	\$914,390	-4.34%
Commendations	5	10	100.00%
Complaints	8	13	62.50%
Passenger No-Shows	603	770	27.69%
Unmet Trip Requests	2,370	903	-61.90%

Performance Measures

Accidents per 100,000 Miles	0.7	0.77	10.00%
Miles between Roadcalls	81,557	57,683	-29.27%
Avg. Trips per Driver Hour	1.96	2.26	15.31%
Avg. Trips per Para Pass.	89.58	104.3	16.43%
Cost per Trip	18.24	16.96	-7.02%
Cost per Paratransit Trip	18.24	16.96	-7.02%
Cost per Driver Hour	35.74	38.4	7.44%
Cost per Total Mile	1.32	1.28	-3.03%

County: Sarasota
 CTC: Sarasota County Area Transit
 Contact: Beverly Kent
 5303 Pinkney Avenue
 Sarasota, FL 34233
 941-861-1005
 Email: Bkent@scgov.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	393,600	2.09%
Potential TD Population / Percent of CountyTotal	179,890	45.70%
UDPHC / Percent of TD Passengers Served	3,783	2.10%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	541,040	659,720	21.94%
Deviated FR	-	-	NA
Ambulatory	261,483	243,151	-7.01%
Non-Ambulatory	70,466	51,681	-26.66%
Stretcher	206	-	-100.00%
School Board	-	-	NA
TOTAL TRIPS	873,195	954,552	9.32%

Vehicle Data	2008	2009	% Change
Vehicle Miles	2,267,485	2,035,357	-10.24%
Revenue Miles	1,733,444	1,611,725	-7.02%
Roadcalls	15	14	-6.67%
Accidents	40	37	-7.50%
Vehicles	121	115	-4.96%
Driver Hours	148,659	135,369	-8.94%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	432,777	315,804	-27.03%
Employment	77,255	219,713	184.40%
Ed/Train/DayCare	226,255	295,968	30.81%
Nutritional	15,595	17,482	12.10%
Life-Sustaining/Other	121,313	105,585	-12.96%
TOTAL TRIPS	873,195	954,552	9.32%

Financial and General Data	2008	2009	% Change
Expenses	\$10,211,278	\$11,297,015	10.63%
Revenues	\$7,130,154	\$9,199,794	29.03%
Commendations	18	22	22.22%
Complaints	16	24	50.00%
Passenger No-Shows	1,916	1,631	-14.87%
Unmet Trip Requests	24	5	-79.17%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	71,485	78,708	10.10%
AHCA	17,764	49,839	180.56%
APD	17,873	75,672	323.39%
DOEA	10,289	8,155	-20.74%
DOE	-	-	NA
Other	755,784	742,178	-1.80%
TOTAL TRIPS	873,195	954,552	9.32%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	1.76	1.82	3.41%
Miles between Roadcalls	151,166	145,383	-3.83%
Avg. Trips per Driver Hour	2.23	2.18	-2.24%
Avg. Trips per Para Pass.	49.91	122.39	145.22%
Cost per Trip	11.69	11.83	1.20%
Cost per Paratransit Trip	30.63	38.18	24.65%
Cost per Driver Hour	68.44	83.17	21.52%
Cost per Total Mile	4.49	5.53	23.16%

County: Seminole
 CTC: Central Florida RTA
 Contact: William E. Hearndon
 445 North Garland Avenue
 Orlando, FL 32801
 407-254-6092
 Email: BHearndon@golynx.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	426,400	2.27%
Potential TD Population / Percent of CountyTotal	129,674	30.41%
UDPHC / Percent of TD Passengers Served	5,645	4.35%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	159,324	348,348	118.64%
Deviated FR	-	-	NA
Ambulatory	161,158	140,898	-12.57%
Non-Ambulatory	39,296	40,789	3.80%
Stretcher	2,034	1,514	-25.57%
School Board	-	-	NA
TOTAL TRIPS	361,812	531,549	46.91%

Vehicle Data	2008	2009	% Change
Vehicle Miles	1,876,141	1,871,601	-0.24%
Revenue Miles	1,562,104	1,366,514	-12.52%
Roadcalls	36	44	22.22%
Accidents	38	31	-18.42%
Vehicles	57	57	0.00%
Driver Hours	111,360	136,288	22.39%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	189,887	284,412	49.78%
Employment	55,320	80,623	45.74%
Ed/Train/DayCare	54,299	63,427	16.81%
Nutritional	19,191	21,857	13.89%
Life-Sustaining/Other	43,115	81,230	88.40%
TOTAL TRIPS	361,812	531,549	46.91%

Financial and General Data	2008	2009	% Change
Expenses	\$3,518,915	\$3,613,350	2.68%
Revenues	\$3,998,485	\$3,992,825	-0.14%
Commendations	12	15	25.00%
Complaints	364	136	-62.64%
Passenger No-Shows	6,671	6,329	-5.13%
Unmet Trip Requests	28,623	31,314	9.40%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	19,319	20,602	6.64%
AHCA	54,356	51,098	-5.99%
APD	38,242	38,131	-0.29%
DOEA	16,636	16,086	-3.31%
DOE	-	-	NA
Other	233,259	405,632	73.90%
TOTAL TRIPS	361,812	531,549	46.91%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	2.03	1.66	-18.23%
Miles between Roadcalls	52,115	42,536	-18.38%
Avg. Trips per Driver Hour	1.82	1.34	-26.37%
Avg. Trips per Para Pass.	38.79	37.7	-2.81%
Cost per Trip	9.73	6.8	-30.11%
Cost per Paratransit Trip	17.38	19.72	13.46%
Cost per Driver Hour	31.6	26.51	-16.11%
Cost per Total Mile	1.88	1.93	2.66%

County: Sumter
 CTC: Board of Sumter County Commissioners
 Contact: Joseph Quinn
 229 East Anderson Avenue
 Bushnell, FL 33513
 352-568-6683
 Email: joseph.quinn@sumtercountyfl.gov

Demographics	Number	Percentage
Total County Population / Percent of State Total	93,000	0.49%
Potential TD Population / Percent of CountyTotal	23,997	25.80%
UDPHC / Percent of TD Passengers Served	3,023	12.60%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	5,495	5,577	1.49%
Ambulatory	103,855	83,418	-19.68%
Non-Ambulatory	7,970	8,449	6.01%
Stretcher	659	524	-20.49%
School Board	206	253	22.82%
TOTAL TRIPS	118,185	98,221	-16.89%

Passenger Trips By Trip Purpose

Medical	23,493	25,322	7.79%
Employment	13,216	14,845	12.33%
Ed/Train/DayCare	17,744	37,272	110.05%
Nutritional	10,939	9,721	-11.13%
Life-Sustaining/Other	52,793	11,061	-79.05%
TOTAL TRIPS	118,185	98,221	-16.89%

Passenger Trips By Funding Source

CTD	24,511	26,744	9.11%
AHCA	9,244	8,526	-7.77%
APD	17,116	15,536	-9.23%
DOEA	7,423	7,143	-3.77%
DOE	206	-	-100.00%
Other	59,685	40,272	-32.53%
TOTAL TRIPS	118,185	98,221	-16.89%

Vehicle Data	2008	2009	% Change
Vehicle Miles	826,620	833,921	0.88%
Revenue Miles	546,950	520,354	-4.86%
Roadcalls	28	17	-39.29%
Accidents	4	-	-100.00%
Vehicles	43	45	4.65%
Driver Hours	42,777	56,386	31.81%

Financial and General Data

Expenses	\$2,209,195	\$2,119,215	-4.07%
Revenues	\$1,806,416	\$2,119,215	17.32%
Commendations	23	121	426.09%
Complaints	5	9	80.00%
Passenger No-Shows	752	704	-6.38%
Unmet Trip Requests	2,346	2,736	16.62%

Performance Measures

Accidents per 100,000 Miles	0.48	0	-100.00%
Miles between Roadcalls	29,522	49,054	66.16%
Avg. Trips per Driver Hour	2.76	1.74	-36.96%
Avg. Trips per Para Pass.	24.29	32.49	33.76%
Cost per Trip	18.69	21.58	15.46%
Cost per Paratransit Trip	18.69	21.58	15.46%
Cost per Driver Hour	51.64	37.58	-27.23%
Cost per Total Mile	2.67	2.54	-4.87%

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	40,900	0.22%
Potential TD Population / Percent of CountyTotal	15,509	37.92%
UDPHC / Percent of TD Passengers Served	5,789	37.33%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	80,113	79,921	-0.24%
Ambulatory	108,763	108,928	0.15%
Non-Ambulatory	13,807	13,812	0.04%
Stretcher	3,869	3,909	1.03%
School Board	-	-	NA
TOTAL TRIPS	206,552	206,570	0.01%

Vehicle Data	2008	2009	% Change
Vehicle Miles	1,086,904	1,096,459	0.88%
Revenue Miles	498,371	498,823	0.09%
Roadcalls	1	1	0.00%
Accidents	-	-	NA
Vehicles	43	43	0.00%
Driver Hours	44,886	44,983	0.22%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	162,051	161,584	-0.29%
Employment	3,822	3,798	-0.63%
Ed/Train/DayCare	28,245	28,754	1.80%
Nutritional	10,894	10,894	0.00%
Life-Sustaining/Other	1,540	1,540	0.00%
TOTAL TRIPS	206,552	206,570	0.01%

Financial and General Data	2008	2009	% Change
Expenses	\$1,635,974	\$1,635,974	0.00%
Revenues	\$1,687,632	\$1,687,632	0.00%
Commendations	1	1	0.00%
Complaints	6	6	0.00%
Passenger No-Shows	60	61	1.67%
Unmet Trip Requests	28	28	0.00%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	53,210	53,221	0.02%
AHCA	138,102	137,994	-0.08%
APD	3,145	3,142	-0.10%
DOEA	-	-	NA
DOE	-	-	NA
Other	12,095	12,213	0.98%
TOTAL TRIPS	206,552	206,570	0.01%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	1,086,904	1,096,459	0.88%
Avg. Trips per Driver Hour	4.6	4.59	-0.22%
Avg. Trips per Para Pass.	35.66	35.68	0.06%
Cost per Trip	7.92	7.92	0.00%
Cost per Paratransit Trip	7.92	7.92	0.00%
Cost per Driver Hour	36.45	36.37	-0.22%
Cost per Total Mile	1.51	1.49	-1.32%

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	23,200	0.12%
Potential TD Population / Percent of CountyTotal	8,070	34.78%
UDPHC / Percent of TD Passengers Served	4,274	52.96%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	6,871	5,202	-24.29%
Ambulatory	23,241	16,944	-27.09%
Non-Ambulatory	923	527	-42.90%
Stretcher	128	64	-50.00%
School Board	-	-	NA
TOTAL TRIPS	31,163	22,737	-27.04%

Vehicle Data	2008	2009	% Change
Vehicle Miles	310,163	231,373	-25.40%
Revenue Miles	270,758	202,908	-25.06%
Roadcalls	12	4	-66.67%
Accidents	-	1	NA
Vehicles	18	17	-5.56%
Driver Hours	15,538	11,179	-28.05%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	5,488	4,473	-18.49%
Employment	15,304	13,598	-11.15%
Ed/Train/DayCare	4,624	625	-86.48%
Nutritional	1,271	895	-29.58%
Life-Sustaining/Other	4,476	3,146	-29.71%
TOTAL TRIPS	31,163	22,737	-27.04%

Financial and General Data	2008	2009	% Change
Expenses	\$631,091	\$523,599	-17.03%
Revenues	\$639,985	\$638,539	-0.23%
Commendations	-	-	NA
Complaints	-	3	NA
Passenger No-Shows	146	150	2.74%
Unmet Trip Requests	-	282	NA

Passenger Trips By Funding Source	2008	2009	% Change
CTD	6,456	4,935	-23.56%
AHCA	3,749	3,096	-17.42%
APD	29	-	-100.00%
DOEA	-	-	NA
DOE	10	-	-100.00%
Other	20,919	14,706	-29.70%
TOTAL TRIPS	31,163	22,737	-27.04%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0	0.43	NA
Miles between Roadcalls	25,847	57,843	123.79%
Avg. Trips per Driver Hour	2.01	2.03	1.00%
Avg. Trips per Para Pass.	13.63	5.32	-60.97%
Cost per Trip	20.25	23.03	13.73%
Cost per Paratransit Trip	20.25	23.03	13.73%
Cost per Driver Hour	40.62	46.84	15.31%
Cost per Total Mile	2.03	2.26	11.33%

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	16,000	0.09%
Potential TD Population / Percent of CountyTotal	4,744	29.65%
UDPHC / Percent of TD Passengers Served	517	10.90%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	28,548	25,491	-10.71%
Non-Ambulatory	1,386	887	-36.00%
Stretcher	13	4	-69.23%
School Board	-	-	NA
TOTAL TRIPS	29,947	26,382	-11.90%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	7,518	7,258	-3.46%
Employment	-	-	NA
Ed/Train/DayCare	20,697	18,387	-11.16%
Nutritional	1,402	238	-83.02%
Life-Sustaining/Other	330	499	51.21%
TOTAL TRIPS	29,947	26,382	-11.90%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	4,917	3,816	-22.39%
AHCA	4,820	4,355	-9.65%
APD	17,112	13,978	-18.31%
DOEA	-	-	NA
DOE	-	-	NA
Other	3,098	4,233	36.64%
TOTAL TRIPS	29,947	26,382	-11.90%

Vehicle Data	2008	2009	% Change
Vehicle Miles	280,904	289,075	2.91%
Revenue Miles	204,418	211,819	3.62%
Roadcalls	4	7	75.00%
Accidents	1	-	-100.00%
Vehicles	10	10	0.00%
Driver Hours	7,735	6,921	-10.52%

Financial and General Data	2008	2009	% Change
Expenses	\$409,456	\$526,696	28.63%
Revenues	\$430,399	\$540,668	25.62%
Commendations	-	-	NA
Complaints	-	2	100.00%
Passenger No-Shows	130	162	24.62%
Unmet Trip Requests	8	2,312	28800.00%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0.36	0	-100.00%
Miles between Roadcalls	70,226	41,296	-41.20%
Avg. Trips per Driver Hour	3.87	3.81	-1.55%
Avg. Trips per Para Pass.	67.3	51.03	-24.18%
Cost per Trip	13.67	19.96	46.01%
Cost per Paratransit Trip	13.67	19.96	46.01%
Cost per Driver Hour	52.94	76.1	43.75%
Cost per Total Mile	1.46	1.82	24.66%

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	510,800	2.72%
Potential TD Population / Percent of CountyTotal	233,893	45.79%
UDPHC / Percent of TD Passengers Served	46,490	19.88%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	491,409	477,957	-2.74%
Deviated FR	-	-	NA
Ambulatory	261,078	181,980	-30.30%
Non-Ambulatory	89,585	119,966	33.91%
Stretcher	1,486	1	-99.93%
School Board	-	-	NA
TOTAL TRIPS	843,558	779,904	-7.55%

Vehicle Data	2008	2009	% Change
Vehicle Miles	3,052,419	2,570,131	-15.80%
Revenue Miles	2,688,867	2,271,228	-15.53%
Roadcalls	172	181	5.23%
Accidents	4	5	25.00%
Vehicles	105	98	-6.67%
Driver Hours	207,630	188,260	-9.33%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	291,441	172,663	-40.76%
Employment	52,857	62,404	18.06%
Ed/Train/DayCare	170,391	192,858	13.19%
Nutritional	13,095	12,445	-4.96%
Life-Sustaining/Other	315,774	339,534	7.52%
TOTAL TRIPS	843,558	779,904	-7.55%

Financial and General Data	2008	2009	% Change
Expenses	\$6,875,457	\$6,178,282	-10.14%
Revenues	\$7,108,884	\$6,205,582	-12.71%
Commendations	195	178	-8.72%
Complaints	245	194	-20.82%
Passenger No-Shows	6,433	4,736	-26.38%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2008	2009	% Change
CTD	34,633	33,772	-2.49%
AHCA	122,664	-	-100.00%
APD	7,309	4,187	-42.71%
DOEA	19,880	18,881	-5.03%
DOE	145,320	168,995	16.29%
Other	513,752	554,069	7.85%
TOTAL TRIPS	843,558	779,904	-7.55%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0.13	0.19	46.15%
Miles between Roadcalls	17,747	14,200	-19.99%
Avg. Trips per Driver Hour	1.7	1.6	-5.88%
Avg. Trips per Para Pass.	50.86	53.49	5.17%
Cost per Trip	8.15	7.92	-2.82%
Cost per Paratransit Trip	19.5	20.43	4.77%
Cost per Driver Hour	33.07	32.76	-0.94%
Cost per Total Mile	2.25	2.4	6.67%

County: Wakulla
 CTC: Wakulla County Senior Citizens
 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	30,700	0.16%
Potential TD Population / Percent of CountyTotal	7,439	24.23%
UDPHC / Percent of TD Passengers Served	862	11.59%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	25,162	26,437	5.07%
Non-Ambulatory	562	360	-35.94%
Stretcher	5	32	540.00%
School Board	-	-	NA
TOTAL TRIPS	25,729	26,829	4.28%

Passenger Trips By Trip Purpose

Medical	15,099	16,713	10.69%
Employment	622	2,000	221.54%
Ed/Train/DayCare	1,051	416	-60.42%
Nutritional	4,820	4,980	3.32%
Life-Sustaining/Other	4,137	2,720	-34.25%
TOTAL TRIPS	25,729	26,829	4.28%

Passenger Trips By Funding Source

CTD	15,280	18,751	22.72%
AHCA	2,210	1,796	-18.73%
APD	1,229	1	-99.92%
DOEA	4,800	4,174	-13.04%
DOE	-	-	NA
Other	2,210	2,107	-4.66%
TOTAL TRIPS	25,729	26,829	4.28%

Vehicle Data	2008	2009	% Change
Vehicle Miles	275,931	280,906	1.80%
Revenue Miles	275,362	275,810	0.16%
Roadcalls	-	-	NA
Accidents	-	-	NA
Vehicles	11	11	0.00%
Driver Hours	16,120	14,560	-9.68%

Financial and General Data

Expenses	\$418,407	\$435,152	4.00%
Revenues	\$422,562	\$437,005	3.42%
Commendations	4	4	0.00%
Complaints	-	-	NA
Passenger No-Shows	-	-	NA
Unmet Trip Requests	10	4	-60.00%

Performance Measures

Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	-	-	NA
Avg. Trips per Driver Hour	1.6	1.84	15.00%
Avg. Trips per Para Pass.	28.59	31.12	8.85%
Cost per Trip	16.26	16.22	-0.25%
Cost per Paratransit Trip	16.26	16.22	-0.25%
Cost per Driver Hour	25.96	29.89	15.14%
Cost per Total Mile	1.52	1.55	1.97%

County: Walton
 CTC: Tri-County Community Council, Inc.
 Contact: Joel Paul
 302 North Oklahoma Street
 Bonifay, FL 32425
 850-547-3689
 Email: joelpaul.tccc@mchi.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	57,800	0.31%
Potential TD Population / Percent of CountyTotal	18,419	31.87%
UDPHC / Percent of TD Passengers Served	7,185	39.01%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	1,129	401	-64.48%
Ambulatory	78,803	73,425	-6.82%
Non-Ambulatory	4,295	4,309	0.33%
Stretcher	82	76	-7.32%
School Board	-	-	NA
TOTAL TRIPS	84,309	78,211	-7.23%

Vehicle Data	2008	2009	% Change
Vehicle Miles	709,351	689,325	-2.82%
Revenue Miles	703,870	633,129	-10.05%
Roadcalls	8	4	-50.00%
Accidents	1	4	300.00%
Vehicles	26	25	-3.85%
Driver Hours	29,029	16,019	-44.82%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	35,296	32,770	-7.16%
Employment	15,176	14,078	-7.24%
Ed/Train/DayCare	23,182	21,508	-7.22%
Nutritional	6,912	6,413	-7.22%
Life-Sustaining/Other	3,743	3,442	-8.04%
TOTAL TRIPS	84,309	78,211	-7.23%

Financial and General Data	2008	2009	% Change
Expenses	\$895,108	\$820,311	-8.36%
Revenues	\$975,101	\$895,019	-8.21%
Commendations	4	3	-25.00%
Complaints	2	5	150.00%
Passenger No-Shows	254	229	-9.84%
Unmet Trip Requests	177	199	12.43%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	34,106	23,328	-31.60%
AHCA	15,046	14,954	-0.61%
APD	14,244	13,932	-2.19%
DOEA	6,912	6,896	-0.23%
DOE	24	10	-58.33%
Other	13,977	19,091	36.59%
TOTAL TRIPS	84,309	78,211	-7.23%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0.14	0.58	314.29%
Miles between Roadcalls	88,669	172,331	94.35%
Avg. Trips per Driver Hour	2.9	4.88	68.28%
Avg. Trips per Para Pass.	10.07	10.89	8.14%
Cost per Trip	10.62	10.49	-1.22%
Cost per Paratransit Trip	10.62	10.49	-1.22%
Cost per Driver Hour	30.83	51.21	66.10%
Cost per Total Mile	1.26	1.19	-5.56%

County: Washington
 CTC: Tri-County Community Council, Inc.
 Contact: Joel Paul
 302 North Oklahoma Street
 Bonifay, FL 32425
 850-547-3689
 Email: joelpaul.tccc@mchsi.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	24,800	0.13%
Potential TD Population / Percent of CountyTotal	10,237	41.28%
UDPHC / Percent of TD Passengers Served	4,046	39.52%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	824	168	-79.61%
Ambulatory	48,602	39,443	-18.84%
Non-Ambulatory	1,432	1,684	17.60%
Stretcher	202	252	24.75%
School Board	-	-	NA
TOTAL TRIPS	51,060	41,547	-18.63%

Vehicle Data	2008	2009	% Change
Vehicle Miles	462,264	347,647	-24.79%
Revenue Miles	446,544	315,779	-29.28%
Roadcalls	1	-	-100.00%
Accidents	-	-	NA
Vehicles	23	22	-4.35%
Driver Hours	14,824	11,933	-19.50%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	19,796	16,120	-18.57%
Employment	2,604	2,119	-18.63%
Ed/Train/DayCare	27,648	22,477	-18.70%
Nutritional	54	42	-22.22%
Life-Sustaining/Other	958	789	-17.64%
TOTAL TRIPS	51,060	41,547	-18.63%

Financial and General Data	2008	2009	% Change
Expenses	\$608,963	\$565,012	-7.22%
Revenues	\$644,466	\$606,547	-5.88%
Commendations	5	2	-60.00%
Complaints	3	3	0.00%
Passenger No-Shows	171	158	-7.60%
Unmet Trip Requests	103	88	-14.56%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	11,247	11,797	4.89%
AHCA	10,412	11,125	6.85%
APD	22,652	12,843	-43.30%
DOEA	54	35	-35.19%
DOE	130	2	-98.46%
Other	6,565	5,745	-12.49%
TOTAL TRIPS	51,060	41,547	-18.63%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	462,264	-	-100.00%
Avg. Trips per Driver Hour	3.44	3.48	1.16%
Avg. Trips per Para Pass.	12.76	10.27	-19.51%
Cost per Trip	11.93	13.6	14.00%
Cost per Paratransit Trip	11.93	13.6	14.00%
Cost per Driver Hour	41.08	47.35	15.26%
Cost per Total Mile	1.32	1.63	23.48%

Contact: Florida Commission for the
 Transportation Disadvantaged
 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	18,807,600	100.00%
Potential TD Population / Percent of CountyTotal	7,164,641	38.09%
UDPHC / Percent of TD Passengers Served	819,500	11.44%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	32,356,029	34,200,118	5.70%
Deviated FR	1,852,918	1,867,507	0.79%
Ambulatory	12,725,232	12,160,514	-4.44%
Non-Ambulatory	3,021,401	3,192,465	5.66%
Stretcher	50,177	38,221	-23.83%
School Board	264,240	172,878	-34.58%
TOTAL TRIPS	50,269,997	51,631,703	2.71%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	16,203,714	15,212,018	-6.12%
Employment	8,674,243	9,175,834	5.78%
Ed/Train/DayCare	10,547,852	10,681,113	1.26%
Nutritional	6,996,297	6,932,970	-0.91%
Life-Sustaining/Other	7,847,891	9,629,768	22.71%
TOTAL TRIPS	50,269,997	51,631,703	2.71%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	6,561,995	6,665,967	1.58%
AHCA	6,002,627	4,266,798	-28.92%
APD	3,112,817	2,880,908	-7.45%
DOEA	4,334,007	4,143,453	-4.40%
DOE	608,868	378,995	-37.75%
Other	29,649,683	33,295,582	12.30%
TOTAL TRIPS	50,269,997	51,631,703	2.71%

Vehicle Data	2008	2009	% Change
Vehicle Miles	136,907,394	134,871,348	-1.49%
Revenue Miles	118,899,633	114,535,850	-3.67%
Roadcalls	3,689	2,772	-24.86%
Accidents	1,248	1,226	-1.76%
Vehicles	5,690	5,276	-7.28%
Driver Hours	8,927,121	8,073,862	-9.56%

Financial and General Data	2008	2009	% Change
Expenses	\$401,641,556	\$390,950,376	-2.66%
Revenues	\$361,842,788	\$355,232,453	-1.83%
Commendations	3,364	3,168	-5.83%
Complaints	11,877	11,266	-5.14%
Passenger No-Shows	360,746	297,492	-17.53%
Unmet Trip Requests	1,009,436	1,057,419	4.75%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	0.91	0.91	0.00%
Miles between Roadcalls	37,112	48,655	31.10%
Ave. Trips per Driver Hour	2.01	2.16	7.46%
Ave. Trips per Para Pass.	40.03	39.24	-1.97%
Cost per Trip	7.99	7.57	-5.26%
Cost per Paratransit Trip	22.01	21.6	-1.86%
Cost per Driver Hour	44.16	46.64	5.62%
Cost per Total Mile	2.88	2.79	-3.13%

2009 Operating Data

2009 Revenue Summary

County	CTD	FDOT	APD	AHCA	DOH	DOE	DOEA	DCA	WAGES	DJJ	OTHER FED	LOCAL GOVT	LOCAL NON GOVT	FAREBOX	Total
Alachua	\$ 449,918	\$ -	\$ -	\$ 1,561,633	\$ -	\$ -	\$ 33,713	\$ -	\$ -	\$ -	\$ -	\$ 1,092,010	\$ -	\$ 46,688	\$ 3,183,962
Baker	\$ 141,942	\$ 208,821	\$ -	\$ 146,904	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 34,676	\$ 53,671	\$ 11,005	\$ 597,019
Bay	\$ 332,828	\$ 374,511	\$ 347,937	\$ 565,680	\$ -	\$ -	\$ 3,500	\$ 3,545	\$ -	\$ -	\$ 92,510	\$ 3,852	\$ 3,775	\$ 16,002	\$ 1,744,140
Bradford	\$ 141,119	\$ 82,538	\$ 237,433	\$ 118,034	\$ -	\$ -	\$ 11,438	\$ -	\$ -	\$ -	\$ -	\$ 6,287	\$ 26,504	\$ -	\$ 623,353
Breadford	\$ 1,013,082	\$ 2,457,828	\$ 190,895	\$ -	\$ -	\$ 6,836	\$ 164,883	\$ -	\$ -	\$ -	\$ -	\$ 1,215,977	\$ 24,103	\$ 281,559	\$ 5,355,163
Broward	\$ 2,954,642	\$ 335,998	\$ 1,041,192	\$ -	\$ -	\$ 379,197	\$ 760,200	\$ 717	\$ -	\$ -	\$ 51,679	\$ 26,472,935	\$ 572,547	\$ 3,634,332	\$ 36,203,859
Calhoun	\$ 163,331	\$ 49,568	\$ 106,185	\$ 219,347	\$ -	\$ -	\$ 8,566	\$ -	\$ -	\$ -	\$ -	\$ 21,530	\$ -	\$ 11,774	\$ 580,301
Charlotte	\$ 284,961	\$ 68,799	\$ -	\$ 456,365	\$ -	\$ -	\$ 62,339	\$ -	\$ -	\$ -	\$ 52,140	\$ 990,639	\$ 4,500	\$ -	\$ 1,919,743
Citrus	\$ 336,562	\$ 1,213,345	\$ 440,952	\$ 450,190	\$ -	\$ -	\$ 450,190	\$ -	\$ -	\$ -	\$ -	\$ 752,677	\$ 69,425	\$ 56,573	\$ 3,416,677
Clay	\$ 319,262	\$ 308,784	\$ 222,890	\$ 273,191	\$ -	\$ 26,934	\$ 80,074	\$ -	\$ -	\$ -	\$ 98,009	\$ 379,293	\$ 243,769	\$ 38,627	\$ 1,990,833
Collier	\$ 665,911	\$ 121,999	\$ -	\$ 507,268	\$ 14,686	\$ -	\$ 73,022	\$ -	\$ -	\$ -	\$ 197,870	\$ 1,695,365	\$ 20,488	\$ 21,379	\$ 3,317,988
Columbia	\$ 256,821	\$ 142,225	\$ 35,264	\$ 973,574	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 22,576	\$ 52,241	\$ 1,482,701
Desoto	\$ 216,408	\$ 139,128	\$ 70,261	\$ 375,204	\$ -	\$ 267	\$ 44,548	\$ -	\$ -	\$ -	\$ -	\$ 4,534	\$ 3,673	\$ 5,778	\$ 859,801
Dixie	\$ 202,643	\$ 67,844	\$ -	\$ 124,733	\$ -	\$ -	\$ 9,087	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 22,516	\$ 1,190	\$ 428,013
Duval	\$ 1,200,664	\$ 800,000	\$ -	\$ -	\$ -	\$ -	\$ 3,080	\$ -	\$ -	\$ -	\$ -	\$ 14,337,940	\$ -	\$ 507,598	\$ 16,849,282
Escambia	\$ 497,350	\$ 74,322	\$ 12,904	\$ 892,715	\$ -	\$ 60,749	\$ 108,312	\$ -	\$ 341,074	\$ -	\$ 1,000	\$ 974,830	\$ 672	\$ 193,832	\$ 3,157,760
Flagler	\$ 250,597	\$ 290,310	\$ 59,175	\$ 83,192	\$ -	\$ -	\$ 80,409	\$ -	\$ -	\$ -	\$ -	\$ 373,531	\$ -	\$ 77,620	\$ 1,214,834
Franklin	\$ 170,386	\$ 41,705	\$ 863	\$ 325,176	\$ -	\$ -	\$ -	\$ -	\$ 1,475	\$ -	\$ -	\$ 62,263	\$ -	\$ 1,404	\$ 603,272
Gadsden	\$ 283,902	\$ 206,336	\$ -	\$ 609,560	\$ 4,438	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 31,176	\$ 78,898	\$ 45,810	\$ 1,260,120
Gilchrist	\$ 85,908	\$ 58,258	\$ 2,789	\$ 71,464	\$ -	\$ -	\$ 8,671	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 9,545	\$ 946	\$ 237,581
Glades	\$ 71,475	\$ 9,725	\$ 23,000	\$ 218,690	\$ -	\$ -	\$ 4,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 326,890
Gulf	\$ 167,073	\$ 77,684	\$ 33,518	\$ 122,481	\$ -	\$ -	\$ 5,470	\$ 12,573	\$ -	\$ -	\$ 3,473	\$ 32,525	\$ 30,076	\$ 9,526	\$ 494,399
Hamilton	\$ 106,548	\$ 23,268	\$ 13,231	\$ 876,287	\$ -	\$ -	\$ 15,000	\$ -	\$ -	\$ -	\$ -	\$ 12,884	\$ -	\$ 16,285	\$ 1,063,503
Hardee	\$ 187,776	\$ 124,771	\$ 80,526	\$ 391,416	\$ -	\$ 6,877	\$ 4,768	\$ -	\$ -	\$ -	\$ -	\$ 21,608	\$ -	\$ 1,136	\$ 818,878
Hendry	\$ 392,812	\$ 91,214	\$ 44,837	\$ 970,289	\$ -	\$ -	\$ 61,413	\$ -	\$ -	\$ -	\$ -	\$ 38,507	\$ 15,610	\$ 16,147	\$ 1,630,829
Hernando	\$ 333,957	\$ -	\$ 15,817	\$ 1,017,988	\$ -	\$ -	\$ 52,522	\$ 64,710	\$ -	\$ -	\$ -	\$ 170,148	\$ 31,932	\$ 48,754	\$ 1,735,828
Highlands	\$ 373,227	\$ 345,798	\$ 219,121	\$ 735,120	\$ 438	\$ 5,164	\$ 37,171	\$ -	\$ -	\$ -	\$ -	\$ 39,437	\$ 1,066	\$ 5,704	\$ 1,762,246
Hillsborough	\$ 1,383,731	\$ 816,726	\$ 601,900	\$ 3,437,506	\$ -	\$ 3,418	\$ 349,065	\$ 265,718	\$ -	\$ -	\$ 1,339,518	\$ 5,654,747	\$ 738,965	\$ 318,550	\$ 14,909,844
Holmes	\$ 143,967	\$ 66,660	\$ 60,628	\$ 228,307	\$ -	\$ -	\$ 5,040	\$ -	\$ 2,091	\$ -	\$ -	\$ 13,203	\$ -	\$ 15,996	\$ 535,892
Indian River	\$ 258,355	\$ 720,646	\$ 130,048	\$ 188,800	\$ -	\$ -	\$ 15,967	\$ -	\$ -	\$ -	\$ -	\$ 314,510	\$ 3,590	\$ 59,360	\$ 1,691,276
Jackson	\$ 349,290	\$ 318,104	\$ 274,291	\$ 688,470	\$ 336	\$ -	\$ 46,745	\$ 778	\$ -	\$ -	\$ -	\$ 27,875	\$ -	\$ 59,807	\$ 1,765,696
Jefferson	\$ 123,576	\$ 50,248	\$ -	\$ 548,905	\$ 581	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 36	\$ 46,910	\$ 23,346	\$ 793,602
Lafayette	\$ 165,638	\$ 60,503	\$ 10,400	\$ 72,000	\$ -	\$ -	\$ 8,570	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 18,404	\$ 63	\$ 335,578
Lake	\$ 576,420	\$ 2,163,553	\$ 325,421	\$ 984,096	\$ -	\$ -	\$ 182,087	\$ -	\$ -	\$ -	\$ -	\$ 2,557,379	\$ -	\$ 123,803	\$ 6,912,759
Lee	\$ 577,586	\$ 345,555	\$ 554,179	\$ 1,205,882	\$ -	\$ -	\$ 155,984	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 75,500	\$ 29,477	\$ 2,944,163
Leon	\$ 428,209	\$ 187,535	\$ 423,661	\$ 617,987	\$ -	\$ 195	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 155,488	\$ -	\$ 69,268	\$ 1,882,343
Levy	\$ 375,681	\$ 416,286	\$ 267,875	\$ 448,460	\$ -	\$ -	\$ 12,791	\$ -	\$ -	\$ -	\$ -	\$ 120,000	\$ 35,900	\$ 20,002	\$ 1,696,995
Liberty	\$ 214,060	\$ 25,000	\$ 16,929	\$ 123,506	\$ -	\$ -	\$ 5,000	\$ -	\$ -	\$ -	\$ -	\$ 19,671	\$ -	\$ -	\$ 404,166
Madison	\$ 151,273	\$ 81,179	\$ -	\$ 333,206	\$ 1,110	\$ 1,162	\$ 29,440	\$ -	\$ -	\$ -	\$ -	\$ 5,381	\$ 51,857	\$ 30,334	\$ 684,942
Manatee	\$ 506,164	\$ 132,349	\$ 263,905	\$ -	\$ -	\$ 2,568	\$ 208,408	\$ -	\$ -	\$ -	\$ 70,320	\$ 1,418,664	\$ 318,744	\$ 127,322	\$ 3,048,444
Marion	\$ 639,139	\$ 747,150	\$ 365,337	\$ 1,217,027	\$ -	\$ -	\$ 16,468	\$ -	\$ -	\$ -	\$ -	\$ 920,252	\$ 887,580	\$ 70,832	\$ 4,863,785
Martin	\$ 231,226	\$ 414,929	\$ -	\$ 225,676	\$ -	\$ -	\$ 20,858	\$ -	\$ -	\$ -	\$ -	\$ 165,842	\$ 11,467	\$ -	\$ 1,069,998
Miami-Dade	\$ 7,330,801	\$ 737,000	\$ 6,412,054	\$ 3,392,000	\$ 15,745	\$ 6,842,647	\$ 1,833,706	\$ 98,772	\$ 77,579	\$ 281,734	\$ 14,240,729	\$ 45,897,718	\$ 11,310,512	\$ 4,035,440	\$ 102,506,437
Monroe	\$ 271,180	\$ 67,802	\$ 33,135	\$ 1,052,457	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 582,650	\$ 2,100	\$ 28,388	\$ 2,037,712
Nassau	\$ 278,610	\$ 273,253	\$ -	\$ 348,092	\$ -	\$ 1,814	\$ 105,773	\$ -	\$ -	\$ -	\$ 2,569	\$ 11,500	\$ 51,930	\$ 898	\$ 1,074,439
Okaloosa	\$ 352,992	\$ 624,679	\$ -	\$ 198,916	\$ -	\$ 6,166	\$ 52,489	\$ -	\$ 522	\$ -	\$ 43,910	\$ 60,037	\$ 21,709	\$ 135,404	\$ 1,496,824
Okeechobee	\$ 217,020	\$ 161,049	\$ 49,085	\$ 285,576	\$ -	\$ -	\$ 8,093	\$ -	\$ -	\$ -	\$ -	\$ 19,420	\$ 105	\$ 2,888	\$ 743,236
Orange	\$ 1,816,163	\$ 51,166	\$ 1,179,865	\$ 3,825,367	\$ -	\$ -	\$ 716,512	\$ -	\$ -	\$ -	\$ 1,184,532	\$ 6,411,596	\$ 317,645	\$ 820,717	\$ 16,323,563
Osceola	\$ 482,526	\$ 6,159	\$ 313,472	\$ 1,016,340	\$ -	\$ -	\$ 190,366	\$ -	\$ -	\$ -	\$ 314,711	\$ 1,703,461	\$ 84,394	\$ 218,052	\$ 4,329,481
Palm Beach	\$ 2,098,543	\$ 274,109	\$ 419,674	\$ -	\$ -	\$ -	\$ 775,666	\$ -	\$ -	\$ -	\$ -	\$ 21,850,634	\$ 200,447	\$ 2,167,454	\$ 27,786,527
Pasco	\$ 485,920	\$ 115,285	\$ 232,191	\$ 826,030	\$ -	\$ 4,295	\$ 316,216	\$ -	\$ -	\$ -	\$ 249,869	\$ 59	\$ 404,468	\$ 68,851	\$ 2,703,184
Pinellas	\$ 1,675,855	\$ 489,477	\$ 2,911,319	\$ 4,239,821	\$ -	\$ 38,815	\$ 822,187	\$ -	\$ -	\$ -	\$ 487,670	\$ 4,647,128	\$ 790,305	\$ 1,162,810	\$ 17,265,387
Polk	\$ 756,049	\$ 1,265,677	\$ 32,775	\$ 2,273,194	\$ 16,462	\$ 65,530	\$ 262,179	\$ -	\$ -	\$ -	\$ -	\$ 2,174,035	\$ 1,431	\$ 134,159	\$ 6,981,491
Putnam	\$ 275,622	\$ 264,505	\$ 478,893	\$ 527,962	\$ 500	\$ -	\$ 4,400	\$ -	\$ 3,200	\$ -	\$ -	\$ 158,164	\$ 131,808	\$ 56,696	\$ 1,943,946
Santa Rosa	\$ 307,715	\$ 91,277	\$ 146,615	\$ 297,447	\$ -	\$ 2,675	\$ 15,522	\$ -	\$ -	\$ -	\$ -	\$ 18,000	\$ 7,752	\$ 27,387	\$ 914,390
Sarasota	\$ 531,877	\$ 119,515	\$ 655,983	\$ 122,513	\$ -	\$ -	\$ 153,360	\$ -	\$ -	\$ -	\$ 396,629	\$ 6,569,238	\$ 193,221	\$ 457,458	\$ 9,199,794
Seminole	\$ 445,005	\$ 5,680	\$ 289,097	\$ 937,311	\$ -	\$ -	\$ 175,563	\$ -	\$ -	\$ -	\$ 290,240	\$ 1,571,002	\$ 77,831	\$ 201,096	\$ 3,992,825
St Johns	\$ 324,074	\$ 625,685	\$ -	\$ 643,339	\$ -	\$ -	\$ 6,296	\$ 1,498	\$ -	\$ -	\$ -	\$ 488,815	\$ 204,496	\$ 81,958	\$ 2,376,161
St Lucie	\$ 326,659	\$ 801,875	\$ 544,129	\$ 205,100	\$ 8,575	\$ -	\$ 54,442	\$ -	\$ -	\$ -	\$ 285,295	\$ 1,511,671	\$ 245,983	\$ 44,662	\$ 4,028,391
Sumter	\$ 352,933	\$ 296,585	\$ 131,498	\$ 309,120	\$ -	\$ -	\$ 50,313	\$ -	\$ -	\$ -	\$ -	\$ 835,410	\$ 94,777	\$ 48,579	\$ 2,119,215
Suwannee	\$ 254,789	\$ 110,458	\$ 47,062	\$ 1,245,872	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 29,451	\$ 1,687,632
Taylor	\$ 185,363	\$ 113,110	\$ -	\$ 239,769	\$ 872	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 50,196	\$ 31,754	\$ 17,475	\$ 638,539
Union	\$ 118,266	\$ 118,261	\$ 131,154	\$ 83,909	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 55,079	\$ 33,542	\$ 457	\$ 540,668
Volusia	\$ 809,098	\$ 804,793	\$ 135,173	\$ -	\$ -	\$ 26,580	\$ 79,352	\$ -	\$ -	\$ -	\$ 18,860	\$ 3,354,997	\$ 572,925	\$ 403,804	\$ 6,205,582
Wakulla	\$ 193,981	\$ 109,930	\$ 3,735	\$ 50,804	\$ -	\$ -	\$ 11,129	\$ 21,215	\$ -	\$ -	\$ -	\$ 31,155	\$ -	\$ 15,056	\$ 437,005
Walton	\$ 290,936	\$ 176,987	\$ 80,917	\$ 257,605	\$ 716	\$ 321	\$ 42,498	\$ -	\$ -	\$ -	\$ 11,224	\$ 22,105	\$ 328	\$ 11,382	\$ 895,019
Washington	\$ 168,971	\$ 81,017	\$ 72,501	\$ 252,491	\$ 157	\$ 29	\$ 425	\$ -	\$ 1,760	\$ -	\$ -	\$ 19,320	\$ 4,212	\$ 703	\$ 606,547
Totals	\$ 38,076,368	\$ 22,046,536	\$ 20,793,691	\$ 45,037,364	\$ 64,616	\$ 7,482,239	\$ 8,462,469	\$ 469,526	\$ 426,226	\$ 283,209	\$ 19,507,476	\$ 158,152,751	\$ 18,204,429	\$ 16,225,553	\$ 355,232,453

2009 Expense Summary

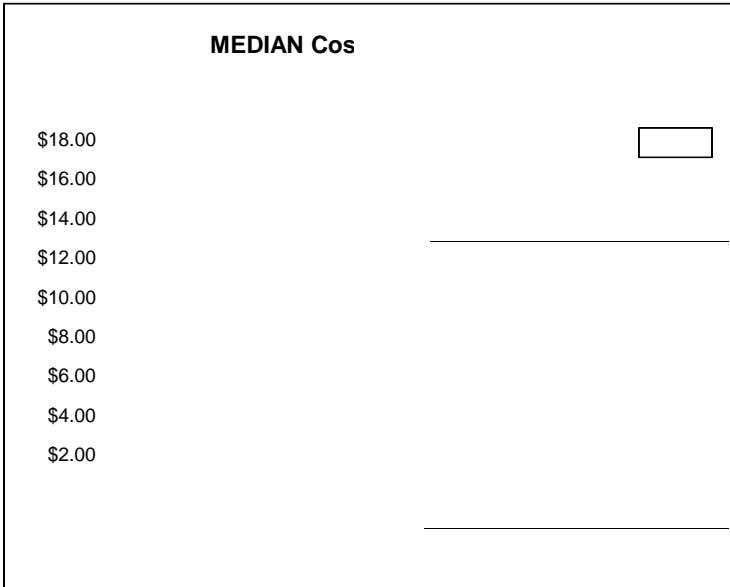
County	Labor	Fringe Benefits	Services	Materials and Sup.	Utilities	Insurance	Taxes	Bus Pass	School Bus	Purchased Service	Misc. Exp	Interest Exp	Leases & Rentals	Depreciation	Contributed Serv.	Allocated Indirect	Total
Alachua	\$ 1,606,972	\$ 27,813	\$ 49,884	\$ 768,463	\$ 42,736	\$ 264,522	\$ 6,203	\$ 14,916	\$ -	\$ 26,462	\$ 51,325	\$ 46,521	\$ 84,401	\$ 110,947	\$ -	\$ 209,519	\$ 3,310,684
Baker	\$ 239,636	\$ 39,301	\$ 20,312	\$ 85,884	\$ 6,785	\$ 48,615	\$ 140	\$ -	\$ -	\$ 585	\$ 3,182	\$ -	\$ 12,778	\$ -	\$ -	\$ -	\$ 457,218
Bay	\$ 801,214	\$ 217,112	\$ 8,387	\$ 414,604	\$ 28,389	\$ 100,920	\$ 525	\$ -	\$ -	\$ 103,682	\$ 6,749	\$ -	\$ 7,200	\$ -	\$ -	\$ -	\$ 1,688,782
Bradford	\$ 211,168	\$ 75,967	\$ 7,008	\$ 170,519	\$ 9,937	\$ 35,210	\$ 78	\$ -	\$ -	\$ 48,778	\$ 1,031	\$ -	\$ 4,428	\$ 36,582	\$ 15,680	\$ 10,047	\$ 626,443
Brevard	\$ 825,000	\$ 247,500	\$ 1,698,505	\$ 576,663	\$ 50,081	\$ 72,434	\$ 974	\$ 14,201	\$ 20,306	\$ -	\$ 3,778	\$ -	\$ 7,465	\$ 158,485	\$ -	\$ -	\$ 3,675,392
Broward	\$ 16,512,189	\$ 1,944,529	\$ 921,835	\$ 5,645,395	\$ 839,562	\$ 2,302,941	\$ 737,937	\$ 99,437	\$ -	\$ 7,576	\$ 920,330	\$ 472,315	\$ 2,589,979	\$ 1,540,338	\$ 276,973	\$ 129,964	\$ 34,941,300
Calhoun	\$ 313,516	\$ 73,500	\$ 25,590	\$ 76,175	\$ 7,985	\$ 44,960	\$ -	\$ -	\$ -	\$ -	\$ 2,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 544,226
Charlotte	\$ 560,216	\$ 213,522	\$ 250,532	\$ 104,479	\$ 10,144	\$ 35,410	\$ -	\$ -	\$ -	\$ 384,342	\$ 19,187	\$ -	\$ 7,900	\$ 145,423	\$ 82,965	\$ 105,623	\$ 1,919,743
Citrus	\$ 1,167,046	\$ 435,769	\$ 41,532	\$ 410,227	\$ 16,271	\$ 127,900	\$ 1,741	\$ -	\$ -	\$ 40,075	\$ 24,068	\$ -	\$ -	\$ 469,949	\$ -	\$ 72,570	\$ 2,807,148
Clay	\$ 783,127	\$ 199,252	\$ 57,373	\$ 236,943	\$ 40,300	\$ 152,169	\$ 560	\$ -	\$ -	\$ 30,140	\$ 35,067	\$ -	\$ -	\$ 45,804	\$ 176,406	\$ -	\$ 1,757,141
Collier	\$ 1,086,587	\$ 32,499	\$ 753,146	\$ 674,139	\$ 36,326	\$ 282,801	\$ 56,248	\$ 411,906	\$ -	\$ -	\$ 31,134	\$ 27,543	\$ 83,229	\$ 177,185	\$ -	\$ -	\$ 3,652,743
Columbia	\$ 280,422	\$ 163,703	\$ 33,585	\$ 22,172	\$ 20,300	\$ 41,174	\$ -	\$ -	\$ -	\$ 873,916	\$ -	\$ -	\$ 29,661	\$ -	\$ 14,785	\$ -	\$ 1,479,718
Desoto	\$ 45,288	\$ 3,139	\$ 5,367	\$ 2,132	\$ 3,973	\$ 2,174	\$ 171	\$ -	\$ -	\$ 747,774	\$ 2,838	\$ -	\$ 1,748	\$ 6,212	\$ -	\$ 55	\$ 820,871
Dixie	\$ 111,082	\$ 59,775	\$ 7,741	\$ 124,140	\$ 9,361	\$ 12,723	\$ 139	\$ -	\$ -	\$ 18,266	\$ 732	\$ -	\$ 6,884	\$ -	\$ 22,516	\$ -	\$ 373,359
Duval	\$ 9,377,735	\$ 726,059	\$ -	\$ 1,487,692	\$ 78,399	\$ 44,872	\$ 670	\$ 4,653,749	\$ -	\$ -	\$ 16,689	\$ -	\$ 90,960	\$ -	\$ -	\$ 372,357	\$ 16,849,182
Escambia	\$ 1,153,472	\$ 395,363	\$ 183,038	\$ 457,127	\$ 49,779	\$ 207,489	\$ 101,079	\$ 45,518	\$ 248	\$ 617,469	\$ 17,416	\$ 21,810	\$ 88,933	\$ 40,268	\$ -	\$ -	\$ 3,379,009
Flagler	\$ 542,209	\$ 227,075	\$ 124,743	\$ 197,731	\$ 2,402	\$ 51,434	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 69,240	\$ -	\$ -	\$ 1,214,834
Franklin	\$ 386,422	\$ 43,515	\$ 37,808	\$ 47,689	\$ 13,825	\$ 72,638	\$ 128	\$ -	\$ -	\$ 11,737	\$ -	\$ 2,014	\$ 14,400	\$ 625	\$ -	\$ -	\$ 630,801
Gadsden	\$ 642,279	\$ 272,691	\$ 29,098	\$ 179,435	\$ 17,256	\$ 55,583	\$ 592	\$ -	\$ -	\$ 8,424	\$ 9,672	\$ -	\$ 19,192	\$ 254,354	\$ -	\$ -	\$ 1,488,576
Gilchrist	\$ 71,708	\$ 38,487	\$ 4,169	\$ 42,806	\$ 5,566	\$ 7,872	\$ 2	\$ -	\$ -	\$ 10,941	\$ 508	\$ -	\$ 1,144	\$ -	\$ 9,545	\$ -	\$ 192,748
Glades	\$ 131,427	\$ 33,280	\$ 16,671	\$ 48,409	\$ 5,509	\$ 14,174	\$ 191	\$ -	\$ -	\$ 11,801	\$ 3,915	\$ 4,961	\$ 1,817	\$ 38,662	\$ -	\$ -	\$ 310,817
Gulf	\$ 186,582	\$ 46,187	\$ 9,905	\$ 40,507	\$ 6,492	\$ 26,688	\$ 282	\$ -	\$ -	\$ 8,381	\$ 6,715	\$ 4,093	\$ 6,523	\$ 85,564	\$ -	\$ -	\$ 435,749
Hamilton	\$ 62,584	\$ 33,985	\$ -	\$ 9,140	\$ 2,496	\$ 26,645	\$ -	\$ 200	\$ -	\$ 88,523	\$ -	\$ -	\$ -	\$ -	\$ 12,275	\$ -	\$ 235,848
Hardee	\$ 30,012	\$ 2,344	\$ 3,699	\$ 1,003	\$ 5,916	\$ -	\$ 140	\$ -	\$ -	\$ 692,433	\$ 1,615	\$ -	\$ 1,283	\$ 4,383	\$ -	\$ 74	\$ 742,902
Hendry	\$ 603,145	\$ 153,971	\$ 82,992	\$ 230,285	\$ 25,562	\$ 75,606	\$ 883	\$ -	\$ -	\$ 55,006	\$ 18,375	\$ 23,021	\$ 8,420	\$ 193,492	\$ -	\$ -	\$ 1,470,758
Hernando	\$ 558,161	\$ 190,264	\$ 12,508	\$ 269,082	\$ 32,139	\$ 65,301	\$ 575	\$ -	\$ -	\$ 691,914	\$ 41,613	\$ -	\$ -	\$ 48,516	\$ -	\$ 136,475	\$ 2,046,548
Highlands	\$ 214,393	\$ 40,156	\$ 14,043	\$ 40,100	\$ 19,273	\$ 3,002	\$ -	\$ -	\$ -	\$ 1,445,688	\$ 3,379	\$ 10,039	\$ 4,838	\$ 56,723	\$ -	\$ 214	\$ 1,871,428
Hillsborough	\$ 7,287,010	\$ 2,219,518	\$ 602,139	\$ 2,002,713	\$ 153,888	\$ 690,321	\$ 71,388	\$ 499,767	\$ -	\$ 141,860	\$ 45,732	\$ 42,846	\$ 167,456	\$ 329,411	\$ 4,626	\$ 1,164,545	\$ 15,423,220
Holmes	\$ 225,000	\$ 54,500	\$ 3,000	\$ 102,500	\$ 12,000	\$ 53,100	\$ 300	\$ -	\$ -	\$ 23,000	\$ 2,662	\$ -	\$ 4,000	\$ 12,668	\$ 25	\$ -	\$ 492,755
Indian River	\$ 778,952	\$ 156,579	\$ 166,235	\$ 208,108	\$ 26,685	\$ 122,199	\$ 1,471	\$ -	\$ -	\$ 199,609	\$ 21,461	\$ -	\$ 7,838	\$ 9,670	\$ -	\$ -	\$ 1,698,807
Jackson	\$ 687,084	\$ 218,422	\$ 33,561	\$ 192,827	\$ 27,698	\$ 100,745	\$ 798	\$ -	\$ -	\$ -	\$ 18,932	\$ -	\$ 8,477	\$ 185,863	\$ -	\$ -	\$ 1,474,407
Jefferson	\$ 208,196	\$ 88,326	\$ 13,588	\$ 62,779	\$ 5,752	\$ 19,485	\$ 208	\$ -	\$ -	\$ 14,336	\$ 3,268	\$ -	\$ 6,946	\$ 89,089	\$ -	\$ -	\$ 511,973
Lafayette	\$ 91,434	\$ 49,935	\$ 6,080	\$ 108,506	\$ 7,134	\$ 16,578	\$ 123	\$ -	\$ -	\$ 741	\$ 628	\$ -	\$ 5,719	\$ -	\$ 18,404	\$ -	\$ 305,282
Lake	\$ 335,269	\$ 102,284	\$ 190,784	\$ 708,392	\$ 1,254	\$ 30,399	\$ 2,244	\$ -	\$ -	\$ 3,809,562	\$ 11,107	\$ -	\$ 9,856	\$ 588,807	\$ -	\$ -	\$ 5,789,958
Lee	\$ 1,699,706	\$ 430,428	\$ 131,207	\$ 389,022	\$ 42,382	\$ 130,180	\$ 1,516	\$ 3,261	\$ -	\$ 24,011	\$ 26,867	\$ 38,170	\$ 32,759	\$ 297,439	\$ 2,100	\$ -	\$ 3,249,138
Leon	\$ 178,891	\$ 43,558	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 175,819	\$ -	\$ 1,484,075	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,882,343
Levy	\$ 426,884	\$ 173,870	\$ 36,687	\$ 378,332	\$ 20,206	\$ 30,000	\$ -	\$ -	\$ -	\$ -	\$ 151,734	\$ -	\$ -	\$ 150,000	\$ -	\$ -	\$ 1,367,713
Liberty	\$ 186,671	\$ 46,729	\$ 21,088	\$ 38,210	\$ 6,803	\$ 28,939	\$ -	\$ -	\$ -	\$ -	\$ 8,194	\$ -	\$ 7,800	\$ 52,573	\$ -	\$ -	\$ 397,007
Madison	\$ 299,785	\$ 127,182	\$ 14,226	\$ 83,966	\$ 6,008	\$ 26,283	\$ 279	\$ -	\$ -	\$ 2,628	\$ 3,683	\$ -	\$ 7,394	\$ 119,736	\$ -	\$ -	\$ 691,170
Manatee	\$ 1,422,444	\$ 628,381	\$ 30,045	\$ 198,513	\$ 42,196	\$ 135,575	\$ 585	\$ 58,521	\$ -	\$ 212,587	\$ 19,150	\$ -	\$ 153	\$ 124,643	\$ 16,901	\$ 158,750	\$ 3,048,444
Marion	\$ 1,814,685	\$ 380,087	\$ 213,462	\$ 655,490	\$ 46,064	\$ 219,059	\$ 53,334	\$ -	\$ 803	\$ 869,228	\$ 43,632	\$ 48,249	\$ 4,695	\$ 412,973	\$ -	\$ 45,278	\$ 4,807,039
Martin	\$ 365,267	\$ 88,095	\$ 20,999	\$ 102,034	\$ 19,605	\$ 45,536	\$ 191	\$ -	\$ -	\$ 262,608	\$ 13,077	\$ -	\$ 30,372	\$ 150,271	\$ -	\$ -	\$ 1,159,968
Miami-Dade	\$ 36,971,020	\$ 7,356,120	\$ 3,053,777	\$ 6,917,044	\$ 2,505,432	\$ 6,275,255	\$ 2,501,011	\$ 5,400,000	\$ -	\$ 47,039,718	\$ 12,300,000	\$ 1,083,415	\$ 5,367,569	\$ 3,645,201	\$ 1,024,038	\$ 851,687	\$ 142,291,287
Monroe	\$ 898,554	\$ 217,859	\$ 397,941	\$ 208,087	\$ 39,019	\$ 108,633	\$ 36	\$ 6,700	\$ -	\$ 134	\$ 39,519	\$ -	\$ 4,084	\$ 59,456	\$ 2,100	\$ 161,898	\$ 2,144,020
Nassau	\$ 470,686	\$ 85,557	\$ 97,315	\$ 175,858	\$ 13,805	\$ 44,472	\$ -	\$ -	\$ -	\$ 11,829	\$ 3,505	\$ -	\$ 8,764	\$ 104,500	\$ -	\$ -	\$ 1,016,291
Okaloosa	\$ 735,620	\$ 170,361	\$ 391,769	\$ 204,241	\$ 24,182	\$ 130,477	\$ 465	\$ 200	\$ -	\$ 35,501	\$ 5,664	\$ -	\$ 332	\$ -	\$ 1,500	\$ -	\$ 1,700,312
Okneechee	\$ 64,434	\$ 9,280	\$ 3,205	\$ 22,622	\$ 8,869	\$ 5,678	\$ 204	\$ -	\$ -	\$ 579,383	\$ 930	\$ -	\$ 1,209	\$ 17,724	\$ -	\$ 66	\$ 713,604
Orange	\$ 7,514,141	\$ 557,671	\$ 534,280	\$ 2,030,466	\$ 271,118	\$ 1,038,567	\$ 452,844	\$ 1	\$ -	\$ 2,436	\$ 435,174	\$ 55,631	\$ 777,433	\$ 273,263	\$ -	\$ 803,816	\$ 14,746,841
Osceola	\$ 1,996,389	\$ 148,168	\$ 141,950	\$ 539,463	\$ 72,032	\$ 275,931	\$ 120,314	\$ 1	\$ -	\$ 647	\$ 115,619	\$ 14,780	\$ 206,552	\$ 72,601	\$ -	\$ 153,562	\$ 3,858,009
Palm Beach	\$ 3,464,102	\$ 1,673,179	\$ 361,636	\$ 554,203	\$ 109,258	\$ 266,047	\$ 1,450	\$ 1,755,244	\$ -	\$ 20,169,454	\$ 81,728	\$ 1,271	\$ 62,617	\$ 217,324	\$ -	\$ 30,020	\$ 28,747,533
Pasco	\$ 725,859	\$ 308,436	\$ 14,890	\$ 201,322	\$ 6,390	\$ 108,167	\$ 2,093	\$ 1,708	\$ 17,681	\$ 1,153,359	\$ 7,652	\$ 3,273	\$ 7,984	\$ 96,277	\$ 3,470	\$ 44,623	\$ 2,703,184
Pinellas	\$ 4,805,106	\$ 819,626	\$ 279,493	\$ 1,199,458	\$ 82,094	\$ 1,476,279	\$ 24,677	\$ 1,139,768	\$ -	\$ 5,561,670	\$ 150,365	\$ 38,085	\$ 82,250	\$ 1,120,373	\$ 209,021	\$ 324,496	\$ 17,312,761
Polk	\$ 3,885,328	\$ 1,448,828	\$ 291,044	\$ 951,053	\$ 196,828	\$ 130,480	\$ 25,640	\$ 15,905	\$ -	\$ -	\$ -	\$ 10,925	\$ 25,263	\$ 46,006	\$ -	\$ -	\$ 7,027,300
Putnam	\$ 757,929	\$ 170,152	\$ 167,548	\$ 446,549	\$ 33,123	\$ 128,044	\$ 1,966	\$ -	\$ -	\$ 675	\$ 17,280	\$ -	\$ 17,881	\$ 86,357	\$ -	\$ -	\$ 1,827,504
Santa Rosa	\$ 211,312	\$ 71,444	\$ 66,923	\$ 134,752	\$ 12,218	\$ 69,163	\$ 19,872	\$ -	\$ -	\$ 43,974	\$ 6,123	\$ 8,066	\$ 7,839	\$ 13,422	\$ -	\$ -	\$ 665,108
Sarasota	\$ 4,710,527	\$ 812,129	\$ 619,676	\$ 888,012	\$ 106,462	\$ 286,435	\$ 37,638	\$ 39,041	\$ -	\$ 3,472,667	\$ 106,576	\$ 22,816	\$ 35,787	\$ 78,582	\$ 43,536	\$ 36,861	\$ 11,297,015
Seminole	\$ 1,841,153	\$ 136,646	\$ 130,912	\$ 497,516	\$ 66,431	\$ 254,475	\$ 110,957	\$ 1	\$ -	\$ 597	\$ 106,629						

2009 Performance Measures

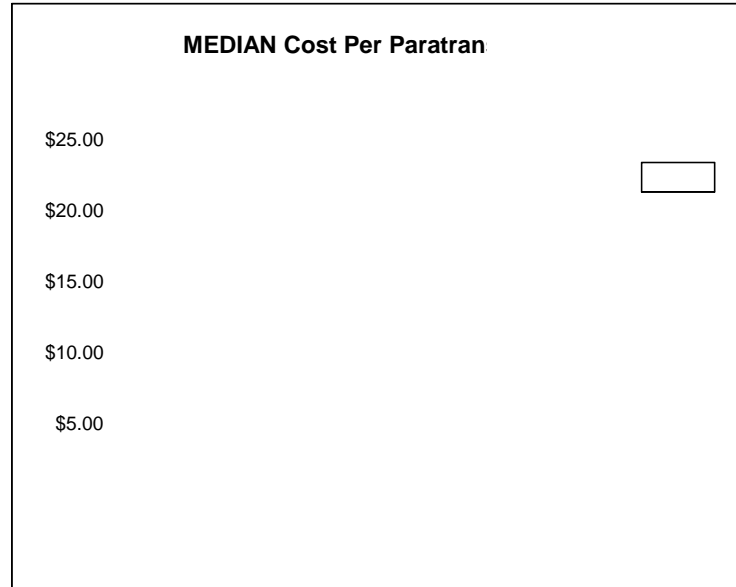
County	Operating Expense Per Total Passenger Trip	Operating Expense Per Paratransit Passenger Trip	Operating Expense Per Vehicle Mile	Operating Expense Per Driver Hour	Local Funding of System	Potential TD Population Served	Average Trips Per Driver Hour	Average Trips Per Paratransit Passenger	Accidents Per 100,000 Miles	Miles Between Roadcuts
Alachua	\$ 20.86	\$ 29.27	\$ 2.46	\$ 33.99	35.76%	3.23%	1.16	37.67	3.06	46,175.86
Baker	\$ 22.17	\$ 22.17	\$ 1.22	\$ 30.58	16.64%	4.88%	1.38	52.47	1.33	31,283.58
Bay	\$ 9.15	\$ 9.15	\$ 2.14	\$ 30.16	1.36%	3.86%	3.30	76.49	0.89	157,918.40
Bradford	\$ 46.00	\$ 46.00	\$ 3.55	\$ 26.72	5.26%	4.92%	0.58	28.49	-	-
Brevard	\$ 4.25	\$ 5.56	\$ 1.18	\$ 30.09	28.41%	5.13%	4.99	54.27	0.32	39,841.68
Broward	\$ 8.64	\$ 26.30	\$ 2.40	\$ 45.15	48.74%	2.16%	1.72	95.22	0.20	195,935.54
Calhoun	\$ 23.39	\$ 23.39	\$ 2.13	\$ 37.38	5.74%	12.25%	1.60	34.47	0.78	63,900.25
Charlotte	\$ 10.56	\$ 10.56	\$ 3.13	\$ 32.08	51.84%	13.76%	2.59	10.57	0.98	102,061.00
Citrus	\$ 15.40	\$ 15.40	\$ 2.82	\$ 33.32	25.72%	2.59%	2.15	83.94	1.71	14,860.19
Clay	\$ 21.72	\$ 21.72	\$ 2.01	\$ 30.38	33.24%	3.37%	1.27	44.14	0.34	72,688.33
Collier	\$ 9.41	\$ 28.58	\$ 2.42	\$ 40.91	52.36%	1.95%	1.43	45.72	2.32	14,084.00
Columbia	\$ 6.18	\$ 6.18	\$ 1.32	\$ 29.45	5.05%	39.77%	1.74	9.37	-	280,440.25
Desoto	\$ 25.49	\$ 25.49	\$ 2.22	\$ 20.48	1.63%	3.56%	0.79	56.03	0.81	123,080.33
Dixie	\$ 43.46	\$ 43.46	\$ 2.09	\$ 48.74	5.54%	4.60%	1.12	22.73	-	178,700.00
Duval	\$ 14.28	\$ 38.93	\$ 3.30	\$ 50.68	88.11%	27.73%	1.30	3.99	7.31	36,198.48
Escambia	\$ 11.44	\$ 20.49	\$ 1.88	\$ 47.68	37.03%	4.78%	2.33	28.75	0.34	47,798.70
Flagler	\$ 16.72	\$ 16.72	\$ 1.78	\$ 28.49	37.14%	17.43%	1.70	16.07	0.44	97,465.86
Franklin	\$ 37.70	\$ 37.70	\$ 1.89	\$ 49.20	10.55%	20.09%	1.31	14.45	-	-
Gadsden	\$ 27.80	\$ 27.80	\$ 2.48	\$ 45.86	12.37%	26.01%	1.41	8.05	0.17	50,110.58
Gilchrist	\$ 39.40	\$ 39.40	\$ 1.73	\$ 33.04	4.42%	4.51%	0.84	16.42	-	-
Glades	\$ 87.78	\$ 87.78	\$ 2.38	\$ 160.38	0.00%	0.81%	1.83	118.03	-	10,879.25
Gulf	\$ 21.93	\$ 21.93	\$ 2.35	\$ 58.85	14.59%	7.60%	2.68	47.54	2.16	185,032.00
Hamilton	\$ 3.42	\$ 3.94	\$ 0.35	\$ 7.56	2.74%	107.40%	1.14	5.22	-	-
Hardee	\$ 39.34	\$ 39.34	\$ 1.62	\$ 56.22	2.78%	4.32%	1.43	41.96	0.44	41,632.27
Hendry	\$ 72.62	\$ 72.62	\$ 3.34	\$ 60.84	4.31%	4.65%	0.84	30.09	0.45	27,485.06
Hernando	\$ 11.44	\$ 11.44	\$ 1.32	\$ 16.96	14.45%	3.29%	1.48	52.04	0.32	57,551.81
Highlands	\$ 19.06	\$ 19.06	\$ 1.53	\$ 24.79	2.62%	4.50%	1.30	39.41	0.74	27,745.84
Hillsborough	\$ 14.06	\$ 19.52	\$ 2.60	\$ 34.44	45.02%	4.04%	1.76	49.79	1.48	51,634.06
Holmes	\$ 11.74	\$ 11.74	\$ 1.17	\$ 51.42	2.98%	33.95%	4.38	14.78	-	210,552.50
Indian River	\$ 19.83	\$ 19.83	\$ 2.63	\$ 26.80	22.32%	21.86%	1.35	6.60	1.39	161,513.75
Jackson	\$ 22.65	\$ 22.65	\$ 2.10	\$ 42.22	4.97%	5.59%	1.76	49.51	0.14	350,225.50
Jefferson	\$ 33.54	\$ 33.54	\$ 2.39	\$ 47.18	8.86%	37.80%	1.41	5.82	-	53,510.00
Lafayette	\$ 68.07	\$ 68.07	\$ 3.11	\$ 48.61	5.50%	9.62%	0.71	14.33	-	98,192.00
Lake	\$ 21.35	\$ 21.35	\$ 2.23	\$ 39.72	38.79%	14.80%	1.52	12.83	0.19	34,146.79
Lee	\$ 29.58	\$ 29.62	\$ 2.27	\$ 36.25	3.57%	0.77%	1.22	64.84	0.28	43,310.97
Leon	\$ 7.19	\$ 20.69	\$ 1.46	\$ 30.09	11.94%	4.16%	1.45	23.57	0.51	106,033.27
Levy	\$ 34.91	\$ 34.91	\$ 1.05	\$ 45.35	10.37%	5.46%	1.30	37.74	-	68,477.84
Liberty	\$ 11.64	\$ 11.64	\$ 1.01	\$ 18.26	4.87%	53.61%	1.57	22.55	0.25	392,180.00
Madison	\$ 28.52	\$ 28.52	\$ 2.18	\$ 36.25	12.79%	43.36%	1.27	6.69	0.32	63,376.80
Manatee	\$ 8.23	\$ 12.15	\$ 2.93	\$ 42.80	61.17%	5.99%	3.52	29.76	1.76	63,829.19
Marion	\$ 24.45	\$ 24.45	\$ 2.70	\$ 33.74	38.63%	4.65%	1.38	28.82	0.34	148,500.50
Martin	\$ 26.30	\$ 26.30	\$ 3.77	\$ 65.61	16.57%	5.58%	2.13	10.19	1.30	-
Miami-Dade	\$ 5.06	\$ 25.91	\$ 4.55	\$ 85.81	59.75%	33.46%	2.53	12.88	0.19	191,574.41
Monroe	\$ 20.44	\$ 22.40	\$ 2.21	\$ 23.09	30.09%	5.33%	1.03	49.23	0.31	241,522.50
Nassau	\$ 18.16	\$ 18.16	\$ 2.39	\$ 32.23	5.99%	5.37%	1.77	58.16	-	28,347.93
Okaloosa	\$ 13.00	\$ 17.61	\$ 2.44	\$ 24.09	14.51%	11.06%	1.37	15.40	0.14	139,458.00
Okeechobee	\$ 19.70	\$ 19.70	\$ 1.35	\$ 31.25	3.02%	2.90%	1.59	61.40	0.57	65,909.38
Orange	\$ 6.80	\$ 19.72	\$ 1.93	\$ 26.51	46.25%	6.77%	1.34	32.46	1.73	42,435.59
Osceola	\$ 6.69	\$ 19.42	\$ 1.90	\$ 26.11	46.33%	7.76%	1.34	32.46	1.82	42,279.27
Palm Beach	\$ 6.69	\$ 24.83	\$ 2.61	\$ 61.98	87.16%	4.16%	2.48	48.28	1.99	14,104.26
Pasco	\$ 7.68	\$ 14.65	\$ 2.16	\$ 37.98	17.51%	3.87%	2.40	20.30	0.40	69,609.50
Pinellas	\$ 6.74	\$ 15.59	\$ 2.04	\$ 24.26	38.23%	10.31%	1.56	23.12	0.61	51,770.09
Polk	\$ 14.02	\$ 19.97	\$ 2.74	\$ 33.75	33.08%	12.09%	1.42	11.63	1.64	21,515.94
Putnam	\$ 12.26	\$ 12.26	\$ 2.45	\$ 32.53	17.83%	20.89%	0.33	2.17	0.67	46,578.06
Santa Rosa	\$ 16.96	\$ 16.96	\$ 1.28	\$ 38.40	5.81%	0.81%	2.26	104.30	0.77	57,683.11
Sarasota	\$ 11.79	\$ 38.18	\$ 5.53	\$ 83.17	78.48%	2.10%	2.18	77.94	1.82	145,382.64
Seminole	\$ 6.80	\$ 19.72	\$ 1.93	\$ 26.51	46.33%	4.35%	1.34	32.45	1.66	42,536.39
St Johns	\$ 10.65	\$ 10.65	\$ 2.35	\$ 31.98	32.63%	10.01%	1.05	17.55	0.26	53,941.33
St Lucie	\$ 13.61	\$ 14.50	\$ 2.57	\$ 51.26	44.74%	13.10%	3.51	22.18	0.39	30,738.74
Sumter	\$ 21.58	\$ 21.58	\$ 2.54	\$ 37.58	46.19%	12.60%	1.64	30.56	-	49,054.18
Suwannee	\$ 7.92	\$ 7.92	\$ 1.49	\$ 36.37	1.75%	37.33%	2.82	21.88	-	1,096,459.00
Taylor	\$ 23.03	\$ 23.03	\$ 2.26	\$ 46.84	15.57%	52.96%	1.57	4.10	0.43	57,843.25
Union	\$ 19.96	\$ 19.96	\$ 1.82	\$ 76.10	16.48%	10.90%	3.81	51.03	-	41,296.43
Volusia	\$ 7.91	\$ 20.43	\$ 2.40	\$ 32.76	69.80%	19.88%	1.60	6.49	0.19	14,199.62
Wakulla	\$ 16.22	\$ 16.22	\$ 1.55	\$ 29.89	10.57%	11.59%	1.84	31.12	-	-
Walton	\$ 10.49	\$ 10.49	\$ 1.19	\$ 51.21	3.78%	39.01%	4.86	10.83	0.58	172,331.25
Washington	\$ 13.60	\$ 13.60	\$ 1.63	\$ 47.35	1.63%	39.52%	3.47	10.23	-	-
Totals	\$ 7.57	\$ 21.60	\$ 2.79	\$ 46.64	54%	11.44%	2.16	39.24	0.91	48,654.89

2009 Statewide Medians

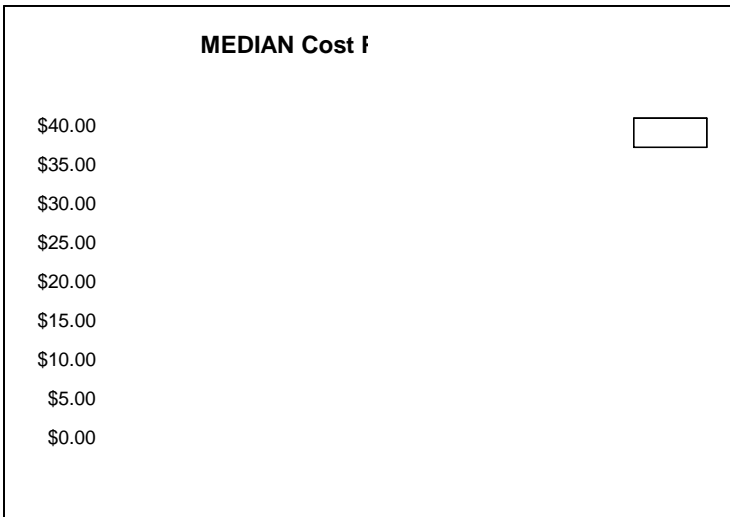
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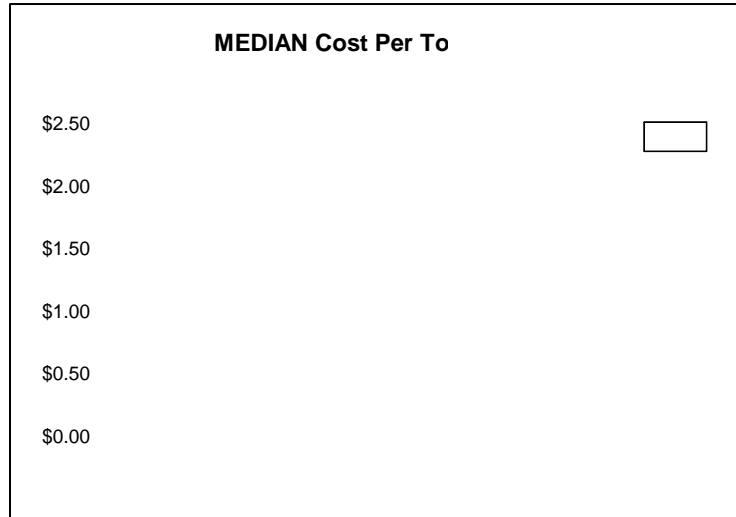
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2009 CTC System Information

County	Operating Environment	Coordinators' Name	Organization Type	Network Type
Alachua	Urban	MV Transportation Inc	Private For-Profit	Partial Brokerage
Baker	Rural	Baker County Council On Aging, Inc.	Private Non-Profit	Sole Source
Bay	Urban	Tri-County Community Council, Inc.	Private Non-Profit	Partial Brokerage
Bradford	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	Complete Brokerage
Calhoun	Rural	Calhoun County Senior Citizens	Private Non-Profit	Sole Source
Charlotte	Urban	Charlotte County Transit	County	Partial Brokerage
Citrus	Rural	Citrus County Transit	County	Partial Brokerage
Clay	Rural	Clay County Council on Aging, Inc.	Private Non-Profit	Partial Brokerage
Collier	Urban	Collier County Board of County Commissioners	County	Complete Brokerage
Columbia	Rural	Suwannee Valley Transit Authority	Public Transit Authority	Partial Brokerage
Desoto	Rural	Veolia Transportation Services	Private For-Profit	Complete Brokerage
Dixie	Rural	Suwannee River Economic Council, Inc.	Private Non-Profit	Partial Brokerage
Duval	Urban	Jacksonville Transportation Authority	Public Transit Authority	Complete Brokerage
Escambia	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	Rural	Big Bend Transit	Private Non-Profit	Partial Brokerage
Gilchrist	Rural	Suwannee River Economic Council, Inc.	Private Non-Profit	Partial Brokerage
Glades	Rural	Good Wheels, Inc.	Private Non-Profit	Partial Brokerage
Gulf	Rural	Gulf County Transportation	Private Non-Profit	Sole Source
Hamilton	Rural	Suwannee Valley Transit Authority	Public Transit Authority	Partial Brokerage
Hardee	Rural	Veolia Transportation Services	Private For-Profit	Complete Brokerage
Hendry	Rural	Good Wheels, Inc.	Private Non-Profit	Partial Brokerage
Hernando	Rural	Mid Florida Community Services, Inc.	Private Non-Profit	Partial Brokerage
Highlands	Rural	Veolia Transportation Services	Private For-Profit	Complete Brokerage
Hillsborough	Urban	Hillsborough County	County	Partial Brokerage
Holmes	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	Rural	Big Bend Transit	Private Non-Profit	Partial Brokerage
Lafayette	Rural	Suwannee River Economic Council, Inc.	Private Non-Profit	Partial Brokerage
Lake	Rural	Lake County Board of County Commissioners	County	Complete Brokerage
Lee	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	Rural	Big Bend Transit	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	Medical Transportation Management, Inc.	Private For-Profit	Complete Brokerage
Miami-Dade	Urban	Miami-Dade Transit	Public Transit Authority	Partial Brokerage
Monroe	Rural	Guidance Clinic of the Middle Keys, Inc.	Private Non-Profit	Partial Brokerage
Nassau	Rural	Nassau County Council on Aging, Inc.	Private Non-Profit	Partial Brokerage
Okaloosa	Urban	Okaloosa County BOCC	County	Complete Brokerage
Okeechobee	Rural	Veolia Transportation Services	Private For-Profit	Complete Brokerage
Orange	Urban	Central Florida Regional Transportation Authority	Public Transit Authority	Complete Brokerage
Osceola	Urban	Central Florida Regional Transportation Authority	Public Transit Authority	Complete Brokerage
Palm Beach	Urban	Palm Beach County	County	Partial Brokerage
Pasco	Urban	Pasco County Public Transportation	County	Partial Brokerage
Pinellas	Urban	Pinellas County MPO	Metropolitan Planning Organization	Complete Brokerage
Polk	Urban	Polk County Transit Services	County	Partial Brokerage
Putnam	Rural	Ride Solution, Inc.	Private Non-Profit	Sole Source
St Johns	Rural	St. Johns County Council on Aging, Inc.	Private Non-Profit	Sole Source
St Lucie	Urban	BOCC of St. Lucie County	County	Complete Brokerage
Santa Rosa	Rural	Pensacola Bay Transportation	Private For-Profit	Partial Brokerage
Sarasota	Urban	Sarasota County Area Transit	Public Transit Authority	Partial Brokerage
Seminole	Urban	Central Florida Regional Transportation Authority	Public Transit Authority	Complete Brokerage
Sumter	Rural	Board of Sumter County Commissioners	County	Partial Brokerage
Suwannee	Rural	Suwannee Valley Transit Authority	Public Transit Authority	Partial Brokerage
Taylor	Rural	Big Bend Transit	Private Non-Profit	Partial Brokerage
Union	Rural	A & A Transport, Inc.	Private Non-Profit	Partial Brokerage
Volusia	Urban	County of Volusia d/b/a VOTRAN	County	Partial Brokerage
Wakulla	Rural	Wakulla Transportation	Private Non-Profit	Sole Source
Walton	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- 30 Private For-Profit- 8 County- 18 Public Transit Authority- 9 City Government- 1 Metropolitan Planning Organization- 1	Sole Source- 10 Partial Brokerage- 42 Complete Brokerage- 15
By County	Urban- 26 Rural- 41	Counties- 67		

2009 Trips by Purpose

County	Medical	Employment	Education/Training	Nutritional	Life-Sustaining/Other	Total
Alachua	81,363	55,536	2,149	1,669	17,280	157,997
Baker	11,532	221	-	6,157	2,709	20,619
Bay	64,970	7,198	88,964	23,071	371	184,574
Bradford	8,274	-	2,169	2,714	460	13,617
Brevard	137,823	155,050	163,664	120,595	284,262	861,394
Broward	1,116,741	345,628	653,050	831,940	1,083,326	4,030,685
Calhoun	8,913	2,435	3,249	2,543	6,128	23,268
Charlotte	55,203	696	59,254	59,552	7,080	181,785
Citrus	31,522	26,251	83,768	17,045	23,699	182,285
Clay	26,720	21,113	16,578	12,238	4,258	80,907
Collier	72,893	15,231	2,495	13,080	240,867	344,566
Columbia	185,272	2,622	37,821	9,118	4,463	239,296
Desoto	15,220	9,640	81	4,364	2,902	32,207
Dixie	7,645	-	-	844	102	8,591
Duval	177,685	128,858	106,601	5,554	435,533	854,231
Escambia	54,746	26,749	143,512	17,009	49,343	291,359
Flagler	13,991	18,476	7,578	12,075	20,549	72,669
Franklin	8,316	112	4,892	-	3,414	16,734
Gadsden	17,084	28,069	6,714	-	1,670	53,537
Gilchrist	3,841	147	-	680	224	4,892
Glades	1,796	256	1,206	283	-	3,541
Gulf	6,260	-	7,112	5,018	1,482	19,872
Hamilton	33,201	585	12,805	12,865	9,463	68,919
Hardee	12,485	3,495	118	956	1,830	18,884
Hendry	12,954	1,945	3,237	2,103	13	20,252
Hernando	48,937	2,830	107,095	11,219	8,840	178,921
Highlands	46,794	40,591	220	6,532	4,028	98,165
Hillsborough	378,583	159,832	236,927	42,191	244,049	1,061,582
Holmes	19,299	5,034	16,557	1,004	62	41,956
Indian River	41,075	5,084	22,564	2,967	13,982	85,672
Jackson	20,905	22,588	10,395	6,083	5,122	65,093
Jefferson	8,734	1,400	4,616	166	350	15,266
Lafayette	2,846	-	568	1,071	-	4,485
Lake	73,491	48,978	109,478	23,166	16,041	271,154
Lee	55,171	-	53,462	1,109	-	109,742
Leon	33,971	154,721	34,290	10,247	4,145	237,374
Levy	19,022	198	14,790	686	4,483	39,179
Liberty	18,286	196	8,489	2,354	4,793	34,118
Madison	10,667	2,060	4,330	5,887	1,288	24,232
Manatee	27,459	13,566	112,909	16,667	192,532	363,133
Marion	148,009	2,122	10,833	23,873	11,776	196,613
Martin	17,248	8,201	3,134	1,867	13,660	44,110
Miami-Dade	7,147,213	5,143,825	6,605,754	4,656,515	3,519,459	27,072,766
Monroe	35,976	4,286	28,593	6,712	29,020	104,587
Nassau	30,566	3,898	85	14,559	6,840	55,948
Okaloosa	54,467	45,771	10,140	11,770	8,626	130,774
Okeechobee	14,026	19,470	4	1,880	845	36,225
Orange	1,160,748	329,038	258,860	89,205	331,514	2,169,365
Osceola	308,392	87,420	68,775	23,700	88,079	576,366
Palm Beach	968,270	766,547	282,412	484,135	1,533,094	4,034,458
Pasco	208,773	15,334	52,994	14,714	59,743	351,558
Pinellas	741,769	820,999	359,242	141,878	337,180	2,401,068
Polk	230,252	100,046	64,604	37,230	67,830	499,962
Putnam	11,875	67,734	-	896	68,561	149,066
Santa Rosa	9,254	10,699	7,106	2,269	9,890	39,218
Sarasota	315,804	219,713	295,968	17,482	105,585	954,552
Seminole	284,412	80,623	63,427	21,857	81,230	531,549
St Johns	52,930	-	956	23,341	172,810	250,037
St Lucie	63,441	29,875	102,222	20,637	120,152	336,327
Sumter	25,322	14,845	37,272	9,721	11,061	98,221
Suwannee	161,584	3,798	28,754	10,894	1,540	206,570
Taylor	4,473	13,598	625	895	3,146	22,737
Union	7,258	-	18,387	238	499	26,382
Volusia	172,663	62,404	192,858	12,445	339,534	779,904
Wakulla	16,713	2,000	416	4,980	2,720	26,829
Walton	32,770	14,078	21,508	6,413	3,442	78,211
Washington	16,120	2,119	22,477	42	789	41,547
TOTAL	15,212,018	9,175,834	10,681,113	6,932,970	9,629,768	51,631,703

2009 Trips by Type of Passenger

County	Elderly	Children	Low Income	Disabled	Low Income/Disabled	Other	Total
Alachua	43,929	15,607	30,658	16,163	51,640	-	157,997
Baker	16,977	434	23	263	2,917	5	20,619
Bay	61,462	48,357	4,245	53,157	10,336	7,017	184,574
Bradford	6,420	764	3,820	389	2,224	-	13,617
Brevard	486,616	143,527	117,937	66,831	27,519	18,964	861,394
Broward	2,151,133	82,090	-	1,043,332	754,130	-	4,030,685
Calhoun	12,614	3,591	1,688	499	4,138	738	23,268
Charlotte	106,724	43,824	25,575	1,058	4,604	-	181,785
Citrus	45,160	1,618	18,417	2,337	107,037	7,716	182,285
Clay	28,379	2,868	8,787	5,127	18,201	17,545	80,907
Collier	47,721	2,460	9,751	11,257	42,196	231,181	344,566
Columbia	108,586	23,286	19,997	1,857	83,005	-	239,296
Desoto	12,989	5,215	4,265	3,802	3,961	1,975	32,207
Dixie	5,187	905	2,275	99	125	-	8,591
Duval	263,861	191,517	91,743	91,419	30,813	184,878	854,231
Escambia	90,046	9,098	22,503	23,665	16,828	129,219	291,359
Flagler	43,948	4,535	1,200	957	3,567	18,462	72,669
Franklin	5,800	8,634	2,300	-	-	-	16,734
Gadsden	14,312	5,860	13,172	786	2,697	16,710	53,537
Gilchrist	3,029	321	1,321	105	116	-	4,892
Glades	3,275	182	84	-	-	-	3,541
Gulf	10,469	534	1,447	700	6,190	532	19,872
Hamilton	30,821	27,159	-	-	-	10,939	68,919
Hardee	6,151	1,407	3,122	2,001	976	5,227	18,884
Hendry	16,122	1,042	-	3,088	-	-	20,252
Hernando	42,768	32,792	16,534	85,390	831	606	178,921
Highlands	35,411	1,720	12,104	10,694	31,946	6,290	98,165
Hillsborough	263,467	47,314	273,719	141,205	323,487	12,390	1,061,582
Holmes	16,770	15,145	3,146	1,048	5,244	603	41,956
Indian River	50,338	1,113	9,116	18,824	6,004	277	85,672
Jackson	23,155	1,169	5,402	4,331	29,463	1,573	65,093
Jefferson	7,991	870	3,012	350	3,043	-	15,266
Lafayette	2,621	402	1,216	120	126	-	4,485
Lake	72,762	41,078	34,024	86,701	24,048	12,541	271,154
Lee	61,991	17,649	2,236	8,671	18,188	1,007	109,742
Leon	17,834	2,785	-	-	216,755	-	237,374
Levy	28,249	10,078	-	-	-	852	39,179
Liberty	20,576	4,912	6,534	2,096	-	-	34,118
Madison	15,006	307	1,551	-	7,368	-	24,232
Manatee	162,854	7,101	3,494	1,232	90,962	97,490	363,133
Marion	122,013	37,320	18,304	12,885	2,100	3,991	196,613
Martin	19,396	1,426	149	298	-	22,841	44,110
Miami-Dade	9,012,526	5,847,718	533,333	1,074,788	7,683,250	2,921,151	27,072,766
Monroe	30,398	15,973	18,259	2,966	29,281	7,710	104,587
Nassau	33,594	4,500	9,559	2,425	1,225	4,645	55,948
Okaloosa	24,045	15,325	33,819	15,539	13,711	28,335	130,774
Okeechobee	8,538	1,459	3,239	21,166	954	869	36,225
Orange	744,727	102,050	181,278	721,482	393,448	26,380	2,169,365
Osceola	197,863	27,113	48,163	191,685	104,533	7,009	576,366
Palm Beach	2,327,471	25,318	12,659	1,254,808	340,282	73,920	4,034,458
Pasco	82,519	52,048	116,683	8,282	50,154	41,872	351,558
Pinellas	826,238	106,000	977,539	43,760	445,875	1,656	2,401,068
Polk	95,579	129,546	56,064	142,358	47,753	28,662	499,962
Putnam	896	5,188	-	-	-	142,982	149,066
Santa Rosa	14,482	484	3,716	5,761	10,405	4,370	39,218
Sarasota	585,152	251,865	25,186	25,186	41,977	25,186	954,552
Seminole	182,477	25,005	44,418	176,780	96,405	6,464	531,549
St Johns	184,484	3,746	17,793	22,007	12,174	9,833	250,037
St Lucie	131,974	34,662	28,652	28,765	112,274	-	336,327
Sumter	26,149	12,045	16,896	-	37,004	6,337	98,221
Suwannee	42,963	46,200	43,687	26,985	25,652	21,083	206,570
Taylor	6,768	301	3,001	1,947	1,604	9,116	22,737
Union	3,410	4,666	3,742	-	14,564	-	26,382
Volusia	325,453	255,060	-	196,869	-	2,522	779,904
Wakulla	20,464	2,610	200	2,409	55	1,091	26,829
Walton	31,282	23,462	7,039	8,368	4,692	3,368	78,211
Washington	24,055	8,349	3,032	3,656	1,246	1,209	41,547
TOTAL	19,548,440	7,848,709	2,962,618	5,726,855	11,274,737	4,270,344	51,631,703

2009 Passenger Trip by Funding Source

County	CTD	FDOT	APD	AHCA	DOE	DOEA	Other Fed/State	Local Govt	Local Non Govt	Total
Alachua	58,783	-	-	50,729	-	1,243	-	47,241	-	157,997
Baker	12,156	-	-	2,217	-	-	-	1	6,245	20,619
Bay	24,052	837	53,755	32,812	-	18,715	53,861	420	122	184,574
Bradford	3,096	-	2,169	4,889	-	3,174	-	1	288	13,617
Brevard	72,357	241,190	134,377	-	13,782	6,891	-	254,111	138,686	861,394
Broward	337,466	22,715	137,263	-	26,621	49,388	2,101	2,991,862	463,269	4,030,685
Calhoun	8,133	1	5,447	5,526	-	4,159	-	1	1	23,268
Charlotte	59,593	956	-	14,552	-	10,989	28,084	21,383	46,228	181,785
Citrus	37,771	1,234	120,220	9,551	-	12,927	-	581	1	182,285
Clay	12,244	-	21,128	10,106	184	11,983	9,634	4,755	10,873	80,907
Collier	58,379	165,984	-	29,488	-	4,772	20,746	62,897	2,300	344,566
Columbia	9,921	1	17,892	169,216	-	-	-	-	42,266	239,296
Desoto	4,533	3,505	9,640	9,591	6	1,838	-	1	3,093	32,207
Dixie	2,978	-	-	4,667	-	945	-	-	1	8,591
Duval	48,681	-	-	-	-	110	-	805,439	1	854,231
Escambia	22,425	4,607	507	60,922	2,580	10,213	140,508	49,414	183	291,359
Flagler	17,743	22,933	9,366	3,930	-	11,148	-	146	7,403	72,669
Franklin	4,697	-	12	3,416	-	-	3,636	4,972	1	16,734
Gadsden	14,562	-	-	13,607	-	-	93	7,978	17,297	53,537
Gilchrist	2,088	-	147	1,753	-	903	-	-	1	4,892
Glades	500	256	1,206	1,296	-	283	-	-	-	3,541
Gulf	3,835	1	7,245	2,361	-	2,260	2,850	40	1,280	19,872
Hamilton	9,822	1	1	45,316	-	13,777	-	1	1	68,919
Hardee	4,987	2,374	2,995	7,244	190	539	-	554	1	18,884
Hendry	5,682	1,945	2,788	7,272	-	2,103	-	449	13	20,252
Hernando	16,588	-	13,333	64,267	-	5,395	2,355	46,656	30,327	178,921
Highlands	14,709	13,518	39,335	23,119	257	5,625	7	1,548	47	98,165
Hillsborough	169,590	27,201	166,860	114,364	1	35,527	159,703	317,967	70,369	1,061,582
Holmes	11,505	381	5,122	13,917	-	830	10,126	-	75	41,956
Indian River	29,740	13,372	26,419	9,848	-	2,601	-	3,185	507	85,672
Jackson	7,491	1	33,133	13,628	-	5,796	36	3,795	1,213	65,093
Jefferson	3,735	-	-	8,150	-	-	3	1	3,377	15,266
Lafayette	2,141	-	568	705	-	1,070	-	-	1	4,485
Lake	25,158	38,025	85,171	35,955	-	19,204	-	61,620	6,021	271,154
Lee	19,001	1	39,677	36,304	-	8,201	-	-	6,558	109,742
Leon	148,650	6,496	38,352	33,743	68	-	-	10,064	1	237,374
Levy	8,984	1	14,289	10,037	-	686	-	4,116	1,066	39,179
Liberty	25,930	1	104	4,238	-	1,189	-	2,656	-	34,118
Madison	6,336	-	-	6,970	20	5,887	25	1	4,993	24,232
Manatee	26,578	25,973	134,795	-	256	19,212	1,571	6,874	147,874	363,133
Marion	38,312	37,813	49,006	50,961	-	1,742	-	18,778	1	196,613
Martin	19,160	-	-	4,975	-	1,670	-	18,304	1	44,110
Miami-Dade	2,484,188	16,642	822,177	1,961,955	134,455	3,439,375	1,893,698	4,594,689	11,725,587	27,072,766
Monroe	47,844	1,288	5,409	20,675	-	-	-	26,892	2,479	104,587
Nassau	21,273	-	-	19,341	4	14,078	187	1	1,064	55,948
Okaloosa	53,135	12,820	-	13,600	324	6,389	7,305	415	36,786	130,774
Okeechobee	4,338	2,997	18,412	9,186	-	818	-	468	6	36,225
Orange	84,100	1,165	155,620	208,542	-	65,652	2,418	200,663	1,451,205	2,169,365
Osceola	22,339	310	41,351	55,406	-	17,443	642	53,313	385,562	576,366
Palm Beach	904,839	19,582	56,936	-	-	96,132	-	2,906,664	50,305	4,034,458
Pasco	27,691	-	35,847	157,030	855	21,327	13,932	26,867	68,009	351,558
Pinellas	1,210,906	1,039	225,835	442,267	2,644	68,292	51,136	224,332	174,617	2,401,068
Polk	27,346	88,859	12,752	126,337	27,602	62,783	3,364	92,791	58,128	499,962
Putnam	15,333	1	48,604	11,875	-	896	3,202	446	68,709	149,066
St Johns	21,417	11,922	-	20,666	-	748	40	165,319	29,925	250,037
St Lucie	41,824	45,549	102,435	3,983	-	4,007	20,500	85,690	32,339	336,327
Santa Rosa	13,628	6,846	5,786	11,510	139	1,148	-	1	160	39,218
Sarasota	78,708	3,952	75,672	49,839	-	8,155	94	678,623	59,509	954,552
Seminole	20,602	286	38,131	51,098	-	16,086	591	49,173	355,582	531,549
Sumter	26,744	6,502	15,536	8,526	-	7,143	-	21,265	12,505	98,221
Suwannee	53,221	7,899	3,142	137,994	-	-	-	-	4,314	206,570
Taylor	4,935	-	-	3,096	-	-	29	5,202	9,475	22,737
Union	3,816	-	13,978	4,355	-	-	-	4,232	1	26,382
Volusia	33,772	1,861	4,187	-	168,995	18,881	5,814	221,171	325,223	779,904
Wakulla	18,751	1	1	1,796	-	4,174	-	1,542	563	26,829
Walton	23,328	3,513	13,932	14,954	10	6,896	11,261	4,000	317	78,211
Washington	11,797	112	12,843	11,125	2	35	-	5,182	238	41,547
TOTAL	6,665,967	864,469	2,880,908	4,266,798	378,995	4,143,453	2,456,276	14,110,268	15,864,569	51,631,703

2009 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	-	-	45,400	-	76,432	34,273	1,892	-	157,997	5,889	-
Baker	-	-	-	-	12,737	7,882	-	-	20,619	-	-
Bay	-	-	-	-	161,610	21,467	1,497	-	184,574	-	78,881
Bradford	-	-	-	-	10,365	2,932	320	-	13,617	320	2,169
Brevard	123,764	36,389	42,872	-	553,065	54,322	-	50,982	861,394	462,065	-
Broward	92,584	58,450	2,554,920	-	1,028,012	296,719	-	-	4,030,685	3,527,915	435,130
Calhoun	-	-	-	-	20,980	1,987	301	-	23,268	-	-
Charlotte	-	-	-	26,953	143,115	11,656	61	-	181,785	22,887	-
Citrus	-	-	-	1,234	160,363	20,014	674	-	182,285	1,012	112,801
Clay	-	-	-	7,548	61,709	11,347	303	-	80,907	442	-
Collier	10,171	1,730	219,280	-	88,061	23,921	1,403	-	344,566	113,385	-
Columbia	-	-	-	151,711	76,886	6,807	3,892	-	239,296	78,304	3,387
Desoto	-	-	-	-	26,303	5,297	1	606	32,207	26,329	3,094
Dixie	-	-	-	-	7,398	1,048	145	-	8,591	145	-
Duval	-	-	540,932	-	166,589	146,710	-	-	854,231	313,299	-
Escambia	13,757	-	114,946	-	136,046	26,372	238	-	291,359	24,028	140,504
Flagler	-	-	-	-	62,751	9,918	-	-	72,669	-	-
Franklin	-	-	-	-	15,020	1,714	-	-	16,734	7,812	-
Gadsden	-	-	-	7,700	42,672	3,107	58	-	53,537	58	-
Gilchrist	-	-	-	-	3,507	1,307	78	-	4,892	78	-
Glades	-	-	-	-	2,743	798	-	-	3,541	-	-
Gulf	-	-	-	-	18,314	1,420	138	-	19,872	-	-
Hamilton	9,145	-	-	24,102	33,329	1,374	969	-	68,919	41,003	-
Hardee	-	-	-	-	16,068	2,698	118	-	18,884	18,884	-
Hendry	-	-	-	-	15,014	5,195	43	-	20,252	701	1,796
Hernando	-	-	-	-	159,431	18,177	1,313	-	178,921	19,861	76,503
Highlands	-	-	-	-	79,949	16,928	1,288	-	98,165	71,408	26,757
Hillsborough	69,858	-	227,160	-	682,823	81,665	76	-	1,061,582	-	578,393
Holmes	-	-	-	-	39,640	1,996	320	-	41,956	1,470	-
Indian River	-	-	-	-	79,969	5,338	365	-	85,672	-	34,992
Jackson	-	-	-	3,795	52,182	8,955	161	-	65,093	-	-
Jefferson	-	-	-	-	13,543	1,626	97	-	15,266	97	-
Lafayette	-	-	-	-	3,896	585	4	-	4,485	4	-
Lake	-	-	-	1,310	178,362	42,787	417	48,278	271,154	205,568	65,586
Lee	-	-	160	-	85,287	23,843	452	-	109,742	906	5,760
Leon	4,869	-	150,040	-	65,924	16,502	39	-	237,374	82,465	-
Levy	-	-	-	-	33,424	5,647	108	-	39,179	-	-
Liberty	-	-	-	-	32,985	1,125	8	-	34,118	-	-
Madison	-	-	-	-	22,373	1,853	6	-	24,232	182	5,887
Manatee	17,788	2,520	96,760	-	210,646	35,270	147	2	363,133	-	25,468
Marion	-	-	-	-	142,071	53,439	781	322	196,613	22,998	49,006
Martin	-	-	-	6,379	31,480	6,227	24	-	44,110	44,110	-
Miami-Dade	3,812,968	-	17,977,061	1,243,332	2,928,656	1,110,749	-	-	27,072,766	24,906,945	2,165,821
Monroe	-	-	9,180	-	89,219	6,188	-	-	104,587	-	76,809
Nassau	-	-	-	-	49,367	6,503	78	-	55,948	78	-
Okaloosa	-	-	34,208	-	78,797	17,765	4	-	130,774	124,164	6,610
Okeechobee	-	-	-	-	31,635	4,588	2	-	36,225	17,813	18,412
Orange	145,678	91,063	1,184,940	-	575,037	166,469	6,178	-	2,169,365	403,115	344,569
Osceola	38,704	24,194	314,820	-	152,778	44,228	1,642	-	576,366	107,101	91,547
Palm Beach	33,472	-	2,913,800	8,945	904,776	173,465	-	-	4,034,458	841,035	246,151
Pasco	5,200	491	161,480	-	156,727	13,549	629	13,482	351,558	124,365	16,902
Pinellas	9,151	-	1,354,640	-	846,116	191,160	1	-	2,401,068	612,202	441,179
Polk	135,718	2,320	10,840	-	233,868	58,528	2,010	56,678	499,962	252,879	104,387
Putnam	-	-	-	130,310	446	16,750	1,560	-	149,066	-	-
St Johns	-	-	-	162,919	55,521	29,817	1,780	-	250,037	-	-
St Lucie	16,510	-	4,160	-	230,776	82,399	207	2,275	336,327	172,863	163,464
Santa Rosa	-	-	-	-	33,606	5,595	17	-	39,218	2,049	-
Sarasota	400	-	659,320	-	243,151	51,681	-	-	954,552	94,902	114,591
Seminole	35,695	22,313	290,340	-	140,898	40,789	1,514	-	531,549	98,773	84,428
Sumter	-	-	-	5,577	83,418	8,449	524	253	98,221	3,283	29,240
Suwannee	-	-	-	79,921	108,928	13,812	3,909	-	206,570	158,122	2,365
Taylor	-	-	-	5,202	16,944	527	64	-	22,737	64	-
Union	-	-	-	-	25,491	887	4	-	26,382	13,978	-
Volusia	101,487	8,350	368,120	-	181,980	119,966	1	-	779,904	102,024	51,701
Wakulla	-	-	-	-	26,437	360	32	-	26,829	-	-
Walton	-	-	-	401	73,425	4,309	76	-	78,211	14,022	-
Washington	-	-	-	168	39,443	1,684	252	-	41,547	265	-
TOTAL	4,676,919	247,820	29,275,379	1,867,507	12,160,514	3,192,465	38,221	172,878	51,631,703	33,143,667	5,604,290

2009 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	1,317,311	21,789	-	-	1,339,100	1,126,324	29	41	23	41	41	3	100%	7%
Baker	375,403	-	-	-	375,403	234,071	12	5	-	13	13	-	100%	0%
Bay	710,657	-	78,935	-	789,592	694,044	5	7	-	38	31	2	82%	5%
Bradford	127,305	4,160	44,919	-	176,384	155,052	-	-	-	14	14	1	100%	7%
Brevard	1,136,890	1,926,526	-	44,235	3,107,651	2,915,592	78	10	1	167	61	-	37%	0%
Broward	-	11,882,715	2,616,515	-	14,499,230	11,772,937	74	29	29	340	197	-	58%	0%
Calhoun	255,601	-	-	-	255,601	250,980	4	2	-	13	5	1	38%	8%
Charlotte	393,157	219,209	-	-	612,366	439,149	6	6	6	45	28	2	62%	4%
Citrus	755,901	7,396	232,336	-	995,633	888,649	67	17	8	76	45	11	59%	14%
Clay	870,635	1,625	-	-	872,260	721,670	12	3	1	36	27	1	75%	3%
Collier	-	1,337,980	-	-	1,337,980	1,130,544	95	31	14	27	25	2	93%	7%
Columbia	748,256	325,610	47,895	-	1,121,761	1,060,336	4	-	-	56	36	9	64%	16%
Desoto	-	357,463	10,203	1,575	369,241	296,881	3	3	-	21	13	1	62%	5%
Dixie	161,280	17,420	-	-	178,700	129,846	1	-	-	8	8	2	100%	25%
Duval	-	3,692,245	-	-	3,692,245	3,131,958	102	270	134	92	92	-	100%	0%
Escambia	1,601,203	132,349	35,000	-	1,768,552	1,256,262	37	6	1	39	14	2	36%	5%
Flagler	682,261	-	-	-	682,261	604,562	7	3	3	30	23	-	77%	0%
Franklin	170,509	163,588	-	-	334,097	323,414	-	-	-	14	5	-	36%	0%
Gadsden	597,794	3,533	-	-	601,327	511,698	12	1	1	22	12	1	55%	5%
Gilchrist	104,660	6,628	-	-	111,288	81,224	-	-	-	8	8	2	100%	25%
Glades	125,501	5,050	-	-	130,551	108,753	12	-	-	2	2	-	100%	0%
Gulf	185,032	-	-	-	185,032	182,676	1	4	2	13	9	1	69%	8%
Hamilton	382,145	298,514	-	-	680,659	595,309	-	-	-	14	7	2	50%	14%
Hardee	-	457,955	-	-	457,955	410,325	11	2	1	14	10	1	71%	7%
Hendry	364,297	32,030	43,434	-	439,761	429,494	16	2	-	15	10	1	67%	7%
Hernando	466,122	718,754	369,023	-	1,553,899	1,401,071	27	5	-	63	32	5	51%	8%
Highlands	-	1,110,828	109,989	-	1,220,817	1,060,566	44	9	1	54	42	3	78%	6%
Hillsborough	1,341,631	-	4,389,750	-	5,731,381	4,207,108	111	85	21	260	140	3	54%	1%
Holmes	405,391	15,714	-	-	421,105	312,580	2	-	-	21	6	1	29%	5%
Indian River	506,239	-	139,816	-	646,055	619,745	4	9	2	70	66	3	94%	4%
Jackson	700,451	-	-	-	700,451	527,257	2	1	-	28	9	1	32%	4%
Jefferson	209,556	4,484	-	-	214,040	179,463	4	-	-	10	8	1	80%	10%
Lafayette	97,872	320	-	-	98,192	76,312	1	-	-	7	6	1	86%	14%
Lake	-	2,354,615	240,541	-	2,595,156	2,214,628	76	5	3	95	56	2	58%	2%
Lee	1,376,749	7,843	44,670	-	1,429,262	1,205,198	33	4	3	47	46	1	98%	2%
Leon	2	1,166,364	-	-	1,166,366	1,039,119	11	6	2	28	22	1	79%	4%
Levy	1,301,079	-	-	-	1,301,079	810,993	19	-	-	18	17	3	94%	17%
Liberty	392,180	-	-	-	392,180	392,138	1	1	-	19	5	1	26%	5%
Madison	270,595	7,472	38,817	-	316,884	272,236	5	1	1	17	9	2	53%	12%
Manatee	671,524	-	349,743	-	1,021,267	844,202	16	18	1	65	48	1	74%	2%
Marion	1,175,164	327,023	279,499	320	1,782,006	1,642,589	12	6	2	94	60	11	64%	12%
Martin	-	307,287	-	-	307,287	150,251	-	4	2	94	54	7	57%	7%
Miami-Dade	6,677,135	16,452,219	6,947,829	-	30,077,183	29,000,191	157	56	40	797	263	-	33%	0%
Monroe	613,024	-	353,066	-	966,090	861,467	4	3	1	46	21	-	46%	0%
Nassau	422,713	2,506	-	-	425,219	336,812	15	-	-	16	13	1	81%	6%
Okaloosa	-	674,280	23,010	-	697,290	600,583	5	1	1	65	43	1	66%	2%
Okeechobee	-	436,835	90,440	-	527,275	416,947	8	3	-	14	7	1	50%	7%
Orange	-	5,484,274	2,154,132	-	7,638,406	5,577,034	180	132	49	234	137	3	59%	1%
Osceola	-	1,457,086	572,319	-	2,029,405	1,481,731	48	37	14	62	36	1	58%	2%
Palm Beach	2	9,210,713	1,127,709	-	10,338,424	9,400,144	733	206	78	246	-	-	100%	0%
Pasco	357,935	827,229	62,479	5,328	1,252,971	1,020,520	18	5	1	119	28	6	24%	5%
Pinellas	-	3,428,010	4,492,814	-	7,920,824	6,070,389	153	48	7	672	184	9	27%	1%
Polk	706,000	1,151,644	646,001	56,752	2,560,397	2,029,061	119	42	23	151	84	8	56%	5%
Putnam	745,249	-	-	-	745,249	573,742	16	5	2	33	24	2	73%	6%
St Johns	1,132,768	-	-	-	1,132,768	978,711	21	3	-	46	39	3	85%	7%
St Lucie	-	821,670	915,677	45,500	1,782,847	1,474,894	58	7	3	170	54	3	32%	2%
Santa Rosa	499,782	19,366	-	-	519,148	398,329	9	4	1	14	4	1	29%	7%
Sarasota	824,493	884,598	326,266	-	2,035,357	1,611,725	14	37	3	115	78	-	68%	0%
Seminole	-	1,343,785	527,816	-	1,871,601	1,366,514	44	31	12	57	34	1	60%	2%
Sumter	654,490	64,779	114,652	-	833,921	520,354	17	-	-	45	42	7	93%	16%
Suwannee	614,022	456,152	26,285	-	1,096,459	498,823	1	-	-	43	28	9	65%	21%
Taylor	225,782	5,591	-	-	231,373	202,908	4	1	-	17	11	2	65%	12%
Union	214,595	74,480	-	-	289,075	211,819	7	-	-	10	4	1	40%	10%
Volusia	1,300,581	1,061,364	208,186	-	2,570,131	2,271,228	181	5	2	98	71	4	72%	4%
Wakulla	280,906	-	-	-	280,906	275,810	-	-	-	11	5	1	45%	9%
Walton	578,396	110,929	-	-	689,325	633,129	4	4	-	25	6	1	24%	4%
Washington	336,721	10,926	-	-	347,647	315,779	-	-	-	22	6	1	27%	5%
Totals	36,164,947	70,892,925	27,659,766	153,710	134,871,348	114,535,850	2,772	1,226	499	5,276	2,829	158	54%	3%

2009 Operators by County

County	Private Non Profit	Private For Profit	School Board	Municipality	County	City	Transit Authority	Other Operators	Total Operators	Number of Coordination Contractors
Alachua	1	1	0	0	0	0	0	0	2	0
Baker	1	0	0	0	0	0	0	0	1	0
Bay	1	2	0	0	0	0	0	0	3	2
Bradford	2	0	0	0	0	0	0	0	2	1
Brevard	0	1	1	0	0	0	1	0	3	0
Broward	24	2	2	11	0	0	1	0	40	32
Calhoun	1	0	0	0	0	0	0	0	1	0
Charlotte	7	3	0	0	1	0	0	0	11	0
Citrus	1	1	0	0	1	0	0	0	3	1
Clay	1	1	0	0	0	0	0	0	2	0
Collier	0	7	0	0	0	0	0	0	7	0
Columbia	2	6	0	0	0	0	1	0	9	2
Desoto	1	2	1	0	0	0	0	0	4	1
Dixie	1	0	0	0	1	0	0	0	2	0
Duval	1	3	0	0	0	0	0	0	4	0
Escambia	5	3	0	0	0	0	0	0	8	4
Flagler	0	0	0	0	1	0	0	0	1	0
Franklin	1	1	0	0	0	0	0	0	2	0
Gadsden	1	2	0	0	0	0	0	0	3	0
Gilchrist	1	0	0	0	1	0	0	0	2	0
Glades	1	1	0	0	0	0	0	0	2	0
Gulf	1	0	0	0	0	0	0	0	1	0
Hamilton	0	3	0	0	0	0	1	0	4	0
Hardee	0	2	0	0	0	0	0	0	2	0
Hendry	2	1	0	0	0	0	0	0	3	1
Hernando	2	1	0	0	0	0	0	1	4	1
Highlands	1	3	0	0	0	0	0	0	4	1
Hillsborough	10	1	0	1	2	1	1	0	15	14
Holmes	1	0	0	0	1	0	0	0	2	0
Indian River	1	0	0	0	0	0	0	0	1	1
Jackson	1	0	0	0	0	0	0	0	1	0
Jefferson	1	2	0	0	0	0	0	0	3	0
Lafayette	1	0	0	0	1	0	0	0	2	0
Lake	1	6	0	0	0	0	0	0	7	6
Lee	1	1	0	0	1	0	0	0	3	1
Leon	1	3	0	0	0	0	0	0	4	0
Levy	0	0	0	0	1	0	0	0	1	0
Liberty	0	0	0	0	1	0	0	0	1	0
Madison	2	3	0	0	0	0	0	0	5	1
Manatee	6	0	0	0	1	0	0	0	7	6
Marion	3	1	0	0	0	0	0	0	4	2
Martin	2	8	0	0	0	0	0	0	10	0
Miami-Dade	44	9	0	0	2	1	1	0	56	44
Monroe	6	0	0	0	1	0	0	0	7	6
Nassau	1	1	0	0	0	0	0	0	2	0
Okaloosa	3	1	0	0	0	0	0	0	4	1
Okeechobee	1	2	0	0	0	0	0	0	3	1
Orange	7	14	0	0	0	0	1	0	22	19
Osceola	2	5	0	0	0	0	0	0	7	6
Palm Beach	15	3	0	0	0	1	1	0	19	15
Pasco	10	4	1	0	1	0	0	0	16	3
Pinellas	16	5	0	1	0	0	1	0	23	18
Polk	4	1	1	0	2	0	1	0	9	5
Putnam	1	0	0	0	0	0	0	0	1	0
St Johns	1	0	0	0	0	0	0	0	1	0
St Lucie	12	1	1	0	1	0	0	0	15	12
Santa Rosa	1	2	0	0	0	0	0	0	3	0
Sarasota	7	7	0	0	0	0	1	0	15	7
Seminole	2	5	0	0	0	0	0	0	7	6
Sumter	2	1	0	0	1	0	0	0	4	2
Suwannee	1	6	0	0	0	0	1	0	8	1
Taylor	1	2	0	0	0	0	0	0	3	0
Union	2	0	0	0	0	0	0	0	2	0
Volusia	0	5	0	0	1	0	3	0	9	3
Wakulla	1	0	0	0	0	0	0	0	1	0
Walton	2	3	0	0	0	0	0	0	5	0
Washington	1	0	0	0	1	0	0	0	2	0
TOTAL	233	148	7	13	23	0	12	4	440	226

2009 Employee Information

County	Total Drivers CTC & Oper	CTC & Oper Driver Hours	CTC & Oper Total Employees	CC Drivers	CC Driver Hours	CC Total Employees
Alachua	45	96,970	61	-	-	-
Baker	15	14,951	23	-	-	-
Bay	40	52,882	49	3	3,120	3
Bradford	8	14,145	11	6	9,300	6
Brevard	165	121,678	186	-	-	-
Broward	322	597,894	423	227	173,774	303
Calhoun	7	14,560	12	-	-	-
Charlotte	52	59,840	68	-	-	-
Citrus	33	63,440	49	20	20,800	29
Clay	40	57,847	46	-	-	-
Collier	39	79,215	63	-	-	-
Columbia	40	47,614	60	2	2,639	2
Desoto	20	39,493	31	2	598	3
Dixie	4	7,660	6	-	-	-
Duval	129	240,656	197	-	-	-
Escambia	59	69,872	106	3	37	4
Flagler	31	42,640	37	-	-	-
Franklin	8	12,820	12	-	-	-
Gadsden	15	32,457	24	-	-	-
Gilchrist	4	5,834	6	-	-	-
Glades	2	1,938	5	-	-	-
Gulf	9	7,405	11	-	-	-
Hamilton	13	31,167	13	-	-	-
Hardee	8	13,215	14	-	-	-
Hendry	11	23,173	17	5	1,000	6
Hernando	43	89,440	57	18	31,200	27
Highlands	41	68,204	56	35	7,280	39
Hillsborough	60	120,985	88	246	312,289	317
Holmes	13	9,583	18	-	-	-
Indian River	30	43,384	36	17	20,000	21
Jackson	19	34,922	31	-	-	-
Jefferson	5	10,852	14	-	-	-
Lafayette	4	6,280	6	-	-	-
Lake	68	124,403	82	20	21,369	26
Lee	50	88,339	68	7	1,200	11
Leon	22	56,711	37	-	-	-
Levy	15	30,160	20	-	-	-
Liberty	14	21,736	19	-	-	-
Madison	10	16,987	19	4	2,080	5
Manatee	24	50,636	43	130	19,228	141
Marion	71	121,680	101	15	20,800	18
Martin	23	17,680	32	-	-	-
Miami-Dade	625	1,250,080	735	182	345,280	287
Monroe	9	12,480	11	56	80,080	72
Nassau	19	31,536	22	-	-	-
Okaloosa	43	67,097	57	2	3,475	5
Okeechobee	10	20,424	15	3	2,410	5
Orange	158	291,489	206	206	264,733	245
Osceola	43	77,444	55	55	70,335	65
Palm Beach	273	375,954	431	100	59,570	135
Pasco	141	67,582	195	6	3,542	9
Pinellas	701	555,047	788	240	111,559	255
Polk	84	171,773	122	51	35,995	75
Putnam	27	56,186	35	-	-	-
St. Johns	76	83,235	89	-	-	-
St. Lucie	33	56,837	57	78	32,437	112
Santa Rosa	11	17,322	20	-	-	-
Sarasota	60	115,738	95	36	19,631	58
Seminole	39	71,422	50	50	64,866	60
Sumter	32	51,918	43	10	4,468	11
Suwannee	22	40,385	40	2	4,598	2
Taylor	8	11,179	19	-	-	-
Union	7	6,921	12	-	-	-
Volusia	86	169,093	129	33	19,167	35
Wakulla	8	14,560	12	-	-	-
Walton	16	16,019	23	-	-	-
Washington	14	11,933	19	-	-	-
TOTAL	4,176	6,305,002	5,537	1,870	1,768,860	2,392

2009 Other Reported Data

County	Paratransit / Deviated Fixed Route/ School Bus 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	2,652	337	2,989	-	-	-	-	-	-	-	-	-	-	6,990	48	46
Baker	393	-	393	-	-	-	-	-	-	-	-	-	-	197	-	-
Bay	2,413	-	2,413	263	237	9	15	-	2	-	-	-	-	115	6	10
Bradford	478	-	478	28	-	-	-	-	28	-	-	-	-	77	2	-
Brevard	9,650	1,541	11,191	9	-	-	7	1	1	-	9	-	-	10,252	72	128
Broward	13,352	561	13,913	33,057	144	-	32,744	165	4	32,649	-	378	-	34,172	209	12
Calhoun	675	-	675	11	11	-	-	-	-	-	6	5	-	38	2	2
Charlotte	14,650	-	14,650	10,799	6,421	2,102	1,056	-	1,220	-	-	-	-	1,795	129	40
Citrus	2,157	-	2,157	445	120	40	15	45	225	-	-	-	-	685	31	38
Clay	1,662	-	1,662	1,277	420	120	48	264	425	-	-	-	-	2,775	11	4
Collier	1,372	1,108	2,480	46	-	-	-	-	46	-	-	-	46	2,300	20	38
Columbia	9,351	-	9,351	45	20	19	6	-	-	32	-	-	7	48	7	1
Desoto	564	-	564	82	54	5	12	-	11	16	3	2	61	349	13	6
Dixie	378	-	378	38	-	-	-	-	38	-	-	-	-	58	2	-
Duval	4,158	74,435	78,593	-	-	-	-	-	-	-	-	-	-	7,631	843	396
Escambia	2,157	3,500	5,657	1,250	185	203	366	64	432	-	-	-	-	3,632	5	4
Flagler	4,521	-	4,521	392	6	106	31	248	1	-	-	-	-	688	12	3
Franklin	1,158	-	1,158	-	-	-	-	-	-	-	-	-	-	19	-	2
Gadsden	5,696	-	5,696	-	-	-	-	-	-	-	-	-	-	786	7	-
Gilchrist	298	-	298	28	-	-	-	-	28	-	-	-	-	74	2	-
Glades	30	-	30	31	31	-	-	-	-	31	-	-	-	127	11	1
Gulf	418	-	418	18	-	13	5	-	-	23	-	-	-	125	1	1
Hamilton	6,318	521	6,839	42	12	21	9	-	-	32	-	-	11	42	1	-
Hardee	450	-	450	823	124	218	-	23	458	520	2	6	295	473	9	4
Hendry	673	-	673	110	101	4	1	1	3	109	-	-	-	853	18	24
Hernando	3,438	-	3,438	5,760	3,459	350	559	1,104	288	5,184	-	-	576	1,410	69	50
Highlands	2,491	-	2,491	3,359	568	504	186	5	2,096	2,647	8	53	651	2,483	36	13
Hillsborough	7,396	7,959	15,355	964	859	21	8	62	14	80	711	-	166	13,186	83	105
Holmes	2,838	-	2,838	248	215	20	2	3	8	-	-	-	-	94	5	7
Indian River	12,981	-	12,981	1,119	642	156	135	-	186	1,032	31	19	37	429	13	24
Jackson	1,238	-	1,238	-	-	-	-	-	-	-	-	-	-	263	-	-
Jefferson	2,625	-	2,625	237	17	133	56	-	31	237	-	-	-	156	5	-
Lafayette	313	-	313	16	-	-	-	-	16	-	-	-	-	44	1	-
Lake	17,268	-	17,268	45	-	5	15	-	25	45	-	-	-	12,905	13	54
Lee	1,652	38	1,690	4,173	4,051	81	12	29	-	4,176	-	-	-	5,900	60	109
Leon	1,575	1,924	3,499	83	15	-	40	28	-	84	-	-	-	2,085	82	4
Levy	1,038	-	1,038	698	-	233	-	-	465	310	-	-	-	877	3	11
Liberty	1,513	-	1,513	16	4	8	4	-	-	10	3	3	-	34	3	2
Madison	3,623	-	3,623	420	180	184	12	-	44	420	-	-	-	197	3	-
Manatee	5,078	3,189	8,267	205	171	-	-	-	34	-	205	-	-	2,760	13	-
Marion	6,810	-	6,810	1,089	-	987	13	13	76	-	-	-	-	12,094	29	17
Martin	3,702	-	3,702	2,076	672	584	245	85	490	-	-	-	-	203	99	34
Miami-Dade	109,769	203,858	313,627	730,417	3,372	568	874	1,096	724,507	411,292	1,928	802	1,425	36,707	6,666	176
Monroe	1,918	20	1,938	-	-	-	-	-	-	-	-	-	-	586	-	4
Nassau	962	-	962	75	38	-	-	37	-	-	38	37	-	371	-	-
Okaloosa	5,951	318	6,269	542	36	133	78	12	283	-	-	-	-	560	8	3
Okeechobee	590	-	590	456	128	38	22	15	253	15	25	48	368	669	15	6
Orange	19,833	3,204	23,037	127,793	2,080	2,941	353	121,821	598	127,793	-	-	-	25,830	556	61
Osceola	5,269	851	6,120	33,953	553	781	94	32,366	159	33,953	-	-	-	6,863	146	16
Palm Beach	16,714	5,617	22,331	238	177	5	3	6	47	-	-	-	-	44,139	1,071	1,108
Pasco	6,538	1,881	8,419	4	-	-	-	4	-	-	4	-	-	1,303	51	24
Pinellas	38,041	6,816	44,857	11,020	961	9,600	20	70	369	9,600	-	-	-	14,137	320	200
Polk	12,415	12,909	25,324	199	184	1	-	5	9	-	102	-	97	12,112	44	3
Putnam	8,624	-	8,624	-	-	-	-	-	-	-	-	-	-	5,904	3	-
St Johns	4,964	-	4,964	-	-	-	-	-	-	-	-	-	-	1,116	6	14
St Lucie	12,478	1,654	14,132	45,549	-	33,854	6,733	4,962	-	45,549	-	-	-	2,844	7	7
Santa Rosa	376	-	376	903	527	234	77	5	60	-	-	-	-	770	13	10
Sarasota	2,409	1,374	3,783	5	-	-	-	3	2	-	-	-	5	1,631	24	22
Seminole	4,860	785	5,645	31,314	510	721	87	29,849	147	31,314	-	-	-	6,329	136	15
Sumter	3,023	-	3,023	2,736	1,036	440	124	222	914	2,736	-	-	-	704	9	121
Suwannee	5,789	-	5,789	28	18	5	5	-	-	12	-	-	15	61	6	1
Taylor	4,274	-	4,274	282	102	78	48	-	54	282	-	-	-	150	3	-
Union	517	-	517	2,312	1,957	-	-	-	355	2,312	-	-	-	162	2	-
Volusia	5,645	40,845	46,490	-	-	-	-	-	-	-	-	-	-	4,736	194	178
Wakulla	862	-	862	4	2	1	-	-	1	-	-	-	4	-	-	4
Walton	7,185	-	7,185	199	188	3	2	2	4	-	-	-	-	229	5	3
Washington	4,046	-	4,046	88	81	4	1	-	2	-	-	-	-	158	3	2
Totals	444,255	375,245	819,500	1,057,419	30,689	55,533	44,123	192,615	734,459	712,495	3,075	1,353	3,764	297,492	11,266	3,168

2009 Medicaid Statistics

County/Provider	Funding	Trips								UPHC	Total Miles
		Bus Pass	Commercial Air	Multi-Load Vehicle	Private Volunteer Trans.	Public Trans.	Stretcher	Wheelchair	Total Trips		
Alachua MV Transit	\$ 1,356,595.00	0	0	25248	0	0	1609	14614	41471	1243	289068
Baker Baker County COA	\$ 146,903.00	0	0	2430	0	0	0	0	2430	114	39105
Bay Tri-County Community Council, Inc.	\$ 570,442.00	0	0	31545	0	0	0	0	31545	1237	234745
Bradford, Dixie, Gilchrist, Lafayette Suwannee River Economic Council	\$ 386,231.00	0	0	12015	0	0	0	0	12015	602	324820
Brevard TMS of Brevard, Inc.	\$ 1,594,881.00	617	0	0	0	41480	1365	10960	54422	1762	683279
Broward TMS of Brevard, Inc.	\$ 2,578,308.00	1716	0	0	0	77343	2734	35194	116987	2735	903188
Calhoun Calhoun Co. Senior Citizens Assoc.	\$ 219,347.00	0	0	2426	0	0	277	1197	3900	366	159965
Charlotte Charlotte County Transit	\$ 456,365.00	0	0	5362	0	0	22	5437	10821	733	134369
Citrus Citrus County Transit	\$ 450,190.00	0	0	9330	0	0	0	0	9330	796	144710
Clay Clay County Council on Aging, Inc.	\$ 273,191.00	0	0	6762	0	0	274	3348	10384	485	84473
Collier Collier Area Transit	\$ 507,266.00	0	0	23263	0	0	0	0	23263	1008	586960
Columbia, Hamilton, Suwannee Suwannee Valley Transit Authority	\$ 2,806,957.00	0	0	40363	0	0	457	6837	47657	2856	2969514
DeSoto Veolia	\$ 378,357.00	0	0	6464	0	0	0	0	6464	380	91571
Duval MV Contract Transportation, Inc.	\$ 3,164,095.00	0	0	86178	0	0	4895	0	91073	2180	695279
Escambia Logistics Solutions LLC (1st half of contract)	\$ 191,341.00	0	0	14435	0	2532	42	3803	20812	654	133569
Escambia Pensacola Bay Trans. (2nd half of contract)	\$ 710,462.00	69366	0	19752	0	0	26	2611	91755	1216	232547
Flagler Flagler County Public Transportation	\$ 83,192.00	0	0	2387	0	0	1543	0	3930	264	65312
Franklin Croome's, Inc.	\$ 327,905.00	0	0	2400	0	0	0	0	2400	128	120983
Gadsden Big Bend Transit, Inc.	\$ 634,458.00	0	0	12417	36	0	19	0	12472	425	285155
Glades, Hendry Good Wheels, Inc.	\$ 1,188,979.00	0	0	6406	0	0	27	2125	8558	886	298447
Gulf Gulf County ARC	\$ 122,256.00	0	0	1901	0	0	58	436	2395	135	110889
Hardee, Highlands, Okeechobee Veolia	\$ 1,423,982.00	0	0	31712	0	0	0	0	31712	1843	512679
Hernando MidFlorida Community Services, Inc.	\$ 1,017,988.00	0	0	21346	0	0	34	1298	22678	1579	845724
Hillsborough MMG	\$ 3,263,391.00	7368	0	0	0	87692	209	20415	115684	5050	849212
Holmes, Walton, Washington Tri-County Community Council, Inc.	\$ 738,404.00	0	0	37868	0	0	322	1236	39426	1310	729935
Indian River Senior Resource Association, Inc.	\$ 188,801.00	0	0	6882	0	1067	12	1462	9423	444	174972
Jackson Jtrans	\$ 688,470.00	0	0	13985	0	0	86	0	14071	623	305936
Jefferson Big Bend Transit, Inc.	\$ 571,317.00	0	0	7319	42	0	56	0	7417	249	258514
Lake Lake County Program Analysis	\$ 974,724.00	0	0	25966	0	0	164	10420	36550	850	415624
Totals	\$ 27,014,798.00	79067	0	456162	78	210114	14231	121393	881045	32153	12680544

2009 Medicaid Statistics

County/Provider	Funding	Trips								UPHC	Total Miles
		Bus Pass	Commercial Air	Multi-Load Vehicle	Private Volunteer Trans.	Public Trans.	Stretcher	Wheelchair	Total Trips		
Lee Good Wheels, Inc.	\$ 1,205,885.00	0	0	27079	0	0	446	8588	36113	1538	395556
Leon StarMetro	\$ 617,985.00	336	0	9273	0	921	39	4459	15028	520	157354
Levy Levy County Transit	\$ 448,462.00	0	0	8528	0	0	0	0	8528	577	246122
Liberty Liberty County Transit	\$ 123,506.00	0	0	9491	0	0	2	157	9650	122	111579
Madison Big Bend Transit, Inc.	\$ 346,810.00	0	0	5868	218	0	0	1	6087	217	133420
Manatee TMS of Brevard, Inc.	\$ 787,772.00	129	0	0	0	22033	515	10214	32891	999	380059
Marion Marion Transit Services	\$ 1,217,025.00	0	0	27828	0	0	785	18203	46816	2579	546466
Martin COA of Martin Co. (1st half of contract)	\$ 118,073.00	0	0	1263	0	0	3	325	1591	167	34695
Martin MTM (2nd half of contract)	\$ 116,123.00	2	0	2303	0	0	20	514	2839	371	43315
Miami-Dade Logisticare Solutions LLC	\$ 9,314,058.00	0	15	270876	0	116431	9759	67088	464169	4655	2758280
Monroe Guidance Clinic of the Middle Keys	\$ 661,357.00	0	0	9448	0	0	0	177	9625	632	352830
Nassau Nassau Co. Council on Aging, Inc.	\$ 348,083.00	0	0	4917	0	0	14779	0	19696	335	103494
Okaloosa Okaloosa County BOCC	\$ 198,916.00	0	0	9776	0	0	4	3786	13566	658	116272
Orange, Osceola, Seminole LYNX	\$ 5,770,800.00	0	0	82138	0	77396	8314	58177	226025	4903	1676510
Palm Beach MV Contract Transportation, Inc.	\$ 4,396,285.00	0	0	101723	0	0	2949	22212	126884	1885	825028
Pasco Pasco County Public Transportation	\$ 826,030.00	3428	0	0	2	25078	645	6030	35183	2041	341583
Pinellas Pinellas County MPO	\$ 3,676,522.00	2	0	0	0	105123	5	79435	184565	9302	1397471
Polk Polk County Transit Services	\$ 1,997,683.00	0	0	35256	0	0	1618	11843	48717	2130	759423
Putnam Ride Solution	\$ 527,962.00	0	0	4526	0	2953	1051	3345	11875	821	151007
Santa Rosa Pensacola Bay Transportation	\$ 297,158.00	0	0	7155	0	0	15	941	8111	277	29828
Sarasota TMS of Brevard, Inc.	\$ 564,653.00	874	0	0	0	9968	234	11176	22252	821	261971
St. Johns St. Johns County COA	\$ 643,340.00	0	0	9336	0	0	792	10326	20454	728	153779
St. Lucie St. Lucie County BOCC (1st half of contract)	\$ 205,100.00	0	0	7444	0	0	235	2248	9927	1024	139318
St. Lucie MV Contract Trans., Inc. (2nd half of contract)	\$ 400,115.00	0	0	14246	0	0	331	0	14577	797	659314
Sumter Sumter County BOCC	\$ 276,509.00	0	0	6472	0	0	214	1342	8028	427	182936
Taylor Big Bend Transit, Inc.	\$ 249,564.00	0	0	2746	39	0	36	0	2821	140	77443
Union A & A Transport, Inc.	\$ 83,912.00	0	0	4382	0	0	1	52	4435	357	112277
Volusia MV Contract Transportation, Inc.	\$ 1,953,297.00	0	0	36519	0	0	2363	18122	57004	2750	744999
Wakulla Wakulla Co. Senior Citizen's Council	\$ 41,639.00	0	0	1844	0	0	0	0	1844	101	68654
Totals	\$ 37,414,624.00	4771	15	700437	259	359903	45155	338761	1449301	41874	12960983

Glossary of Terms

The following glossary is intended to coordinate terminology within the Florida Coordinated Transportation System. It is imperative that when certain words or phrases are used, the definition must be universally acknowledged.

Accidents: when used in reference to the AOR, the total number of reportable accidents that occurred whereby the result was either property damage of \$1000.00 or more, or personal injury that required evacuation to a medical facility, or a combination of both.

Actual Expenditure Report (AER): an annual report completed by each state member agency and each official planning agency, to inform the Commission in writing, before September 15 of each year, of the specific amount of funds the agency expended for transportation disadvantaged services.

Advance Reservation Service: shared or individual paratransit service that is readily delivered with at least prior day notification, seven days a week, 24 hours a day.

Agency: an official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private non-profit transportation service providing entity.

Americans with Disabilities Act (ADA): a federal law, P .L. 101-336, signed by the President of the United States on July 26, 1990 providing protection for persons with disabilities.

Annual Operating Report (AOR): an annual report prepared by the community transportation coordinator detailing its

designated service area operating statistics for the most recent operating year.

Annual Performance Report (APR): an annual report issued by the Commission for the Transportation Disadvantaged that combines all the data submitted in the Annual Operating Reports and the Commission's 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 (Commission): 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, as established in accordance with Chapter 287, Florida Statutes.

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 Commission for the Transportation Disadvantaged 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: 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 grievance 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 Chapters 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 NET 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 five-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 transportation disadvantaged persons.

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