

2010 Annual Performance Report



Florida Commission
for the
Transportation
Disadvantaged





January 1, 2011

Honorable Rick Scott
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 2010 Annual Performance Report, pursuant to Section 427.013(13), Florida Statutes. The Coordinated Transportation System provided 51.6 million trips to Florida's most vulnerable citizens.

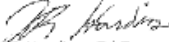
Here are a few highlights of the *2010 Annual Performance Report*:

- Served 827,469 Floridians;
- Provided 51,596,487 trips with a breakdown as follows:
 - 17,892,479 Medical trips,
 - 6,917,089 Employment trips,
 - 9,608,394 Education/Training/Daycare trips,
 - 3,765,680 Nutritional trips, and
 - 13,412,845 Life-Sustaining/Other trips;
- Travelled 130,634,598 Vehicle miles;
- Complaints decreased by 12.2% from 11,266 to 9,890; and
- Complaints are .02% of trip totals.

The Coordinated Transportation System is a manifestation of the hard work and support of elected and appointed officials, transportation professionals, and local partners who dedicate themselves to serve those unable to serve themselves. The Commission looks forward to building upon a great system!

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

Sincerely,



JR Harding, Ed.D.
Chairperson

Standing Committees

Executive/Personnel Committee

JR Harding, Ed. D., Chairperson
David Darm, Vice-Chairperson
Bobby Jernigan, Executive Director

Commission for the Transportation Disadvantaged

605 Suwannee Street, MS-49
Tallahassee, FL 32399-0450

850.410.5700
800.983.2435 toll free
850.410.5751 fax
800.955.8770 Florida Relay Service - voice
800.955.8771 Florida Relay Service – TDD
www.dot.state.fl.us/ctd/

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Executive Summary

The Coordinated Transportation System, using statewide transportation professionals, provided 51.6 million trips to the statewide transportation disadvantaged population. The Commission for the Transportation Disadvantaged (Commission) continued its administration of the Medicaid Non Emergency Transportation Program for the Agency for Health Care Administration. The Commission continues to promote the use of pooled resources, both human and financial, to build upon a solid system.

A great example of the pooled resources is the paratransit shared ride system, a ride in which multiple riders share the cost of a trip. Using this system, the Coordinated Transportation System provided 18.6 million trips to our most vulnerable citizens. Another example of pooled resources is the utilization of the transit bus pass program. The bus pass program enables our contractors to provide transportation service for a fraction of the cost of a shared ride trip. When possible, contractors transfer every person from paratransit to transit. As reported in the 2010 Annual Performance Report, the Coordinated Transportation System provided 32.9 million trips via the fixed-route system. Cost-savings will continue to be a goal of the Commission.

While we are doing a great job providing transportation, the Coordinated System was unable to provide 677,966 requested trips. This number, although decreasing from last year, may increase at an alarming rate by 2015, as 8.25 million Floridians

may potentially fall under the Transportation Disadvantaged definition.

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Introduction

The 2010 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, 2009 - June 30, 2010.

Mission

“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 (Commission) 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 authority of the Commission 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 (CUTR) prepared the State of Florida 5 & 20 Year Transportation Disadvantaged Plan. Further, CUTR 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.

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 the Agency for Workforce Innovation, the Executive Director of the Department of Veterans' Affairs, the Secretary of the Agency for Health Care Administration, the Director of the Agency for Persons with Disabilities, and a county manager or administrator who is appointed by the Governor, or a senior management level of each, shall serve as ex officio non-voting advisors to the Commission.

Commissioner Representing

<i>Chairman</i> J.R. Harding, Ed. D.	Users with a Disability
<i>Vice-Chairman</i> David Darm	Users with a Disability
Larry Forman	The Business Community
Jill Houghton	The Business Community
Donna Loggie	The Business Community
Walter Schoenig	The Business Community
Charlotte Temple	The Business Community

Program Organization

The 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 fiscal year 2009/2010, 447 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 by identifying local service needs and providing information, advice and direction to CTCs on the coordination of services. Each Local Coordinating Board 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 2009-2010 fiscal year, the Commission had 12 FTE positions and two (2) part-time Other Personal Services (OPS) staff, who provided support and administered the statewide Transportation Disadvantaged Program. Where staffing levels are limited, the Commission outsources functions to independent contractors. The Executive Director provided oversight for all staff and was directly accountable to the Commission.

Oversight and Compliance

During the 2009/2010 fiscal year, this unit began with three (3) teams, which included Quality Assurance and Program Evaluation, Public Relations, and Project Administration. In

September 2009 staff reorganization consolidated these teams under 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 Function

The Quality Assurance (QA) function was enhanced by outsourcing to a private CPA firm to provide for greater objectivity and better financial oversight. During 2010, this independent contractor conducted 29 QA reviews of transportation providers.

Public Relations function

In a concerted effort towards public awareness and assistance to Florida's Transportation Disadvantaged (TD), the Commission provides an Ombudsman Program and Toll Free TD Helpline to provide program information and assistance with resolving concerns. In order to create awareness, education, and inclusion of the Transportation Disadvantaged, Commission Staff participates in conferences, public meetings and forums. In addition, the Commission Staff continues to assist the Department of Transportation with the implementation of the Toll Permit Program for qualified disabled drivers.

In 2009/2010 Commission Members and Staff attended and participated in meetings with different groups throughout the

state. Members and Staff attended and presented at transportation related conferences throughout the state and nation as well. These included, but are not limited to, the Family CAFÉ and Florida Sportsability. Commission Staff also volunteered to assist with other related program functions in a public relations effort. These included the Able Trust's Youth Leadership Forum, Disability Mentoring Day, Ambassadors for Aging Day, and Disabilities Forum.

Ombudsman Program/TD Helpline

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 Medicaid Non Emergency Transportation (NET) Service Provider and provides assistance with resolving customer complaints and grievances.

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.

Toll Permit/SunPass

The 1988 Florida Legislature created the Beverly Chapman Act that allowed qualified disabled drivers with upper limb impairments, to obtain a toll permit providing them non-revenue access to toll roads throughout Florida. Commission staff has provided assistance to the Department of Transportation with the implementation of this program and the development and implementation of the non-revenue SunPass transponder procedures. There were a total of 1,170 toll permits issued in FY 2009-2010. There has been a total of 8,263 Toll Permits issued to date.

Project Administration Function

During the 2010 fiscal year, the Project Administration Team consists of six (6) full-time positions. The Project Administration Team continuously provides training and technical assistance to all CTCs, Designated Official Planning

Agencies, Subcontracted Transportation Providers, and others regarding the requirements of the Transportation Disadvantaged Program.

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, and one contract for assistance with the Commission's annual conference.

Annual Transportation Training And Technology Conference

The 17th Annual Transportation Disadvantaged Training and Technology Conference was held August 17 – 20, 2009, in Orlando, Florida. This annual conference continues to provide an opportunity for CTCs, 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.

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.

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.

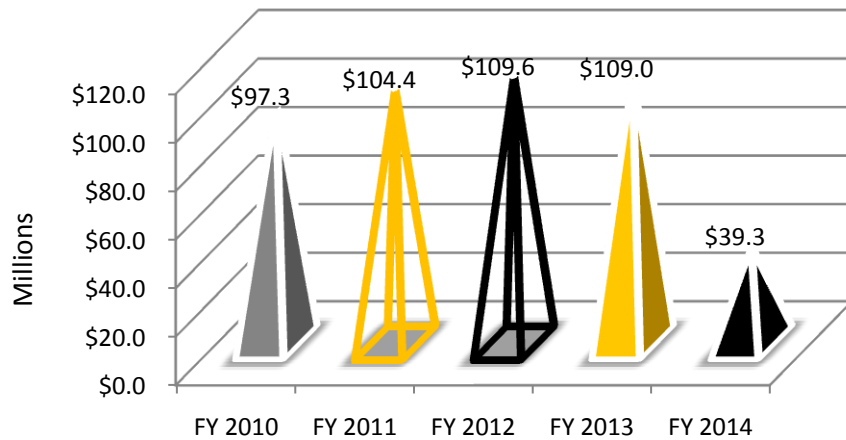
Financial Status of the Transportation Disadvantaged Trust Fund

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 2009/2010, over 51.6 million trips were provided throughout the transportation disadvantaged coordinated systems, with a reported 8.5 million non-sponsored trips provided by the TD Trust Fund

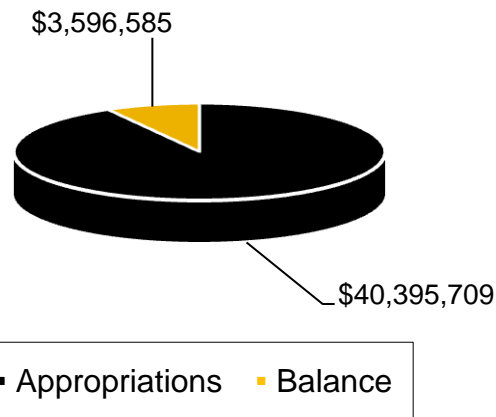
Budget Request for Fiscal Year 2011

For FY 2010/2011, the Commission requested a total budget initiative of \$109.4 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.



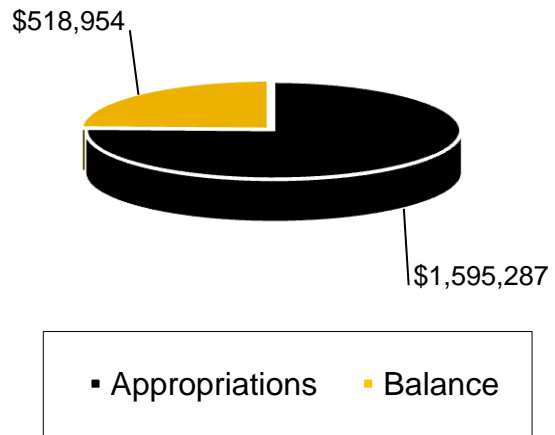
Revenue Estimates

This chart reflects projected revenue estimates for the period from FY 2009/2010 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

This chart reflects the status of the grant program for fiscal year 2009/2010. 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 2009/2010.

Medicaid Non Emergency Transportation

There are millions of people nationwide who depend upon their Medicaid coverage to provide transportation to and from essential medical services. Medicaid funding is essential to Transportation providers to ensure Medicaid recipients have access to non-emergency health care.

Medicaid Non Emergency Transportation (NET) services ensure access to physicians and other medical providers. These are people who are either unable to drive, 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 recipients is a federally mandated service. These services are designed to be purchased through Florida's coordinated transportation system (Chapter 427, F.S.) in an effort to obtain maximum efficiencies and ensure the safety and well-being of riders.

The Commission currently contracts with CTCs to administer the Transportation Disadvantaged Trust Fund and the Medicaid

NET Program in their service areas. There are ten (10) counties where the designated CTC has declined to participate in the program and the services are provided by Subcontracted Transportation Providers (STPs). These areas include: Brevard, Broward, Duval, Hillsborough, Manatee, Miami-Dade, Palm Beach, St. Lucie, Sarasota and Volusia. This year, the Commission issued Requests for Proposals to competitively procure transportation providers for each of these areas.

Commission staff establishes policies for program implementation, collects and analyzes operational data from each CTC/STP, and develops and submits statewide reports to AHCA. Additionally, Commission staff provides technical assistance to CTCs/STPs regarding contractual requirements. Staff also operates an Ombudsman program to provide assistance to Medicaid beneficiaries who experience transportation problems.

The statewide allocation for transportation services for FY 2009/2010 was \$64,429,422.00. During this time period, there were 2.5 million Medicaid non-emergency medical trips provided to approximately 79,000 Medicaid beneficiaries.

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 677,966 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 CTCs, 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 \$36.8 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.
- Held four Commission business meetings.
- The 17th Annual Transportation Disadvantaged Training and Technology Conference was held August 17 – 20, 2009, in Orlando, Florida, where approximately 200 people attended and received training and accessed the latest in technology. An 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 CTCs 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 CTCs 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 2009/2010 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 3 CTCs 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.

(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 2009/2010 Annual Performance Report to the Governor, the Legislature and other requesting entities. Presented results of the 2009 Annual Performance Report to committees of the Florida Legislature during the 2010 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 2009/2010 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 CTCS 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 monthly 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 CTCs’ training needs.

- Worked toward enhanced statewide training programs including specific on-site training for program partners.
- Developed and held the 17th Annual Transportation Training and Technology Conference. Numerous workshops were held and vendors displayed the latest technology and vehicles used for the coordinated systems.

(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 CTCs 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.]

- Outsourced this function to an accounting firm.

(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.

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	256,200	1.37%
Potential TD Population / Percent of County Total	94,221	36.78%
UDPHC / Percent of TD Passengers Served	2,143	2.27%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	45,400	13,960	-69.25%
Deviated FR	-	-	NA
Ambulatory	76,432	73,629	-3.67%
Non-Ambulatory	34,273	31,624	-7.73%
Stretcher	1,892	1,619	-14.43%
School Board	-	-	NA
TOTAL TRIPS	157,997	120,832	-23.52%

Vehicle Data	2009	2010	% Change
Vehicle Miles	1,339,100	1,239,074	-7.47%
Revenue Miles	1,126,324	1,050,116	-6.77%
Roadcalls	29	85	193.10%
Accidents	41	27	-34.15%
Vehicles	41	41	0.00%
Driver Hours	96,970	84,978	-12.37%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	81,363	79,828	-1.89%
Employment	55,536	23,692	-57.34%
Ed/Train/DayCare	2,149	1,516	-29.46%
Nutritional	1,669	1,402	-16.00%
Life-Sustaining/Other	17,280	14,394	-16.70%
TOTAL TRIPS	157,997	120,832	-23.52%

Financial and General Data	2009	2010	% Change
Expenses	\$3,310,684	\$2,903,072	-12.31%
Revenues	\$3,183,962	\$3,059,528	-3.91%
Commendations	46	35	-23.91%
Complaints	48	23	-52.08%
Passenger No-Shows	6,990	8,872	26.92%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2009	2010	% Change
CTD	58,783	26,415	-55.06%
AHCA	50,729	48,777	-3.85%
APD	-	-	NA
DOEA	1,243	1,267	1.93%
DOE	-	-	NA
Other	47,242	44,373	-6.07%
TOTAL TRIPS	157,997	120,832	-23.52%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	3.06	2.18	-28.76%
Miles between Roadcalls	46,176	14,577	-68.43%
Avg. Trips per Driver Hour	1.16	1.26	8.62%
Avg. Trips per Para Pass.	42.46	51.36	20.96%
Cost per Trip	20.95	24.03	14.70%
Cost per Paratransit Trip	29.27	27.11	-7.38%
Cost per Driver Hour	33.99	34.09	0.29%
Cost per Total Mile	2.46	2.34	-4.88%

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	8,221	31.74%
UDPHC / Percent of TD Passengers Served	490	5.96%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	12,737	12,262	-3.73%
Non-Ambulatory	7,882	5,746	-27.10%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	20,619	18,008	-12.66%

Vehicle Data	2009	2010	% Change
Vehicle Miles	375,403	225,183	-40.02%
Revenue Miles	234,071	183,518	-21.60%
Roadcalls	12	6	-50.00%
Accidents	5	8	60.00%
Vehicles	13	17	30.77%
Driver Hours	14,951	15,737	5.26%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	11,532	10,086	-12.54%
Employment	221	493	123.08%
Ed/Train/DayCare	-	-	NA
Nutritional	6,157	5,587	-9.26%
Life-Sustaining/Other	2,709	1,842	-32.00%
TOTAL TRIPS	20,619	18,008	-12.66%

Financial and General Data	2009	2010	% Change
Expenses	\$457,218	\$476,885	4.30%
Revenues	\$597,019	\$1,070,407	79.29%
Commendations	-	-	NA
Complaints	-	-	NA
Passenger No-Shows	197	64	-67.51%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2009	2010	% Change
CTD	12,156	14,240	17.14%
AHCA	2,217	2,543	14.70%
APD	-	-	NA
DOEA	-	-	NA
DOE	-	-	NA
Other	6,246	1,225	-80.39%
TOTAL TRIPS	20,619	18,008	-12.66%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	1.33	3.55	166.92%
Miles between Roadcalls	31,284	37,531	19.97%
Avg. Trips per Driver Hour	1.38	1.14	-17.39%
Avg. Trips per Para Pass.	52.47	36.75	-29.96%
Cost per Trip	22.17	26.48	19.44%
Cost per Paratransit Trip	22.17	26.48	19.44%
Cost per Driver Hour	30.58	30.3	-0.92%
Cost per Total Mile	1.22	2.12	73.77%

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	169,600	0.90%
Potential TD Population / Percent of CountyTotal	63,821	37.63%
UDPHC / Percent of TD Passengers Served	2,256	3.53%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	161,610	161,940	0.20%
Non-Ambulatory	21,467	23,233	8.23%
Stretcher	1,497	1,461	-2.40%
School Board	-	-	NA
TOTAL TRIPS	184,574	186,634	1.12%

Passenger Trips By Trip Purpose

Medical	64,970	76,245	17.35%
Employment	7,198	6,894	-4.22%
Ed/Train/DayCare	88,964	80,252	-9.79%
Nutritional	23,071	22,879	-0.83%
Life-Sustaining/Other	371	364	-1.89%
TOTAL TRIPS	184,574	186,634	1.12%

Passenger Trips By Funding Source

CTD	24,052	20,430	-15.06%
AHCA	32,812	31,660	-3.51%
APD	53,755	52,540	-2.26%
DOEA	18,715	10,489	-43.95%
DOE	-	-	NA
Other	55,240	71,515	29.46%
TOTAL TRIPS	184,574	186,634	1.12%

Vehicle Data	2009	2010	% Change
Vehicle Miles	789,592	746,153	-5.50%
Revenue Miles	694,044	600,240	-13.52%
Roadcalls	5	2	-60.00%
Accidents	7	7	0.00%
Vehicles	38	38	0.00%
Driver Hours	56,002	67,084	19.79%

Financial and General Data

Expenses	\$1,688,782	\$1,519,551	-10.02%
Revenues	\$1,744,140	\$1,846,696	5.88%
Commendations	10	9	-10.00%
Complaints	6	4	-33.33%
Passenger No-Shows	115	115	0.00%
Unmet Trip Requests	263	90	-65.78%

Performance Measures

Accidents per 100,000 Miles	0.89	0.94	5.62%
Miles between Roadcalls	157,918	373,077	136.25%
Avg. Trips per Driver Hour	3.3	2.78	-15.76%
Avg. Trips per Para Pass.	76.49	82.73	8.16%
Cost per Trip	9.15	8.14	-11.04%
Cost per Paratransit Trip	9.15	8.14	-11.04%
Cost per Driver Hour	30.16	22.65	-24.90%
Cost per Total Mile	2.14	2.04	-4.67%

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	0.16%
Potential TD Population / Percent of CountyTotal	9,784	33.62%
UDPHC / Percent of TD Passengers Served	462	4.72%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	10,365	12,141	17.13%
Non-Ambulatory	2,932	2,373	-19.07%
Stretcher	320	575	79.69%
School Board	-	-	NA
TOTAL TRIPS	13,617	15,089	10.81%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	8,274	7,599	-8.16%
Employment	-	-	NA
Ed/Train/DayCare	2,169	4,818	122.13%
Nutritional	2,714	2,280	-15.99%
Life-Sustaining/Other	460	392	-14.78%
TOTAL TRIPS	13,617	15,089	10.81%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	3,096	3,439	11.08%
AHCA	4,889	4,158	-14.95%
APD	2,169	4,820	122.22%
DOEA	3,174	2,425	-23.60%
DOE	-	-	NA
Other	289	247	-14.53%
TOTAL TRIPS	13,617	15,089	10.81%

Vehicle Data	2009	2010	% Change
Vehicle Miles	176,384	229,200	29.94%
Revenue Miles	155,052	206,638	33.27%
Roadcalls	-	-	NA
Accidents	-	-	NA
Vehicles	14	14	0.00%
Driver Hours	23,445	23,502	0.24%

Financial and General Data	2009	2010	% Change
Expenses	\$626,443	\$558,285	-10.88%
Revenues	\$623,353	\$639,130	2.53%
Commendations	-	-	NA
Complaints	2	2	0.00%
Passenger No-Shows	77	125	62.34%
Unmet Trip Requests	28	24	-14.29%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	-	-	NA
Avg. Trips per Driver Hour	0.58	0.64	10.34%
Avg. Trips per Para Pass.	28.49	32.66	14.64%
Cost per Trip	46	37	-19.57%
Cost per Paratransit Trip	46	37	-19.57%
Cost per Driver Hour	26.72	23.75	-11.12%
Cost per Total Mile	3.55	2.44	-31.27%

County: Brevard
 CTC: Space Coast Area Transit
 Contact: Jim Liesenfelt
 401 South Varr Ave
 Cocoa, FL 32922
 321-635-7815
 Email: jim.liesenfelt@brevardcounty.us

Demographics	Number	Percentage
Total County Population / Percent of State Total	555,700	2.96%
Potential TD Population / Percent of CountyTotal	224,335	40.37%
UDPHC / Percent of TD Passengers Served	12,388	5.52%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	203,025	295,004	45.30%
Deviated FR	-	-	NA
Ambulatory	553,065	568,846	2.85%
Non-Ambulatory	54,322	15,878	-70.77%
Stretcher	-	-	NA
School Board	50,982	34,260	-32.80%
TOTAL TRIPS	861,394	913,988	6.11%

Vehicle Data	2009	2010	% Change
Vehicle Miles	3,107,651	3,220,810	3.64%
Revenue Miles	2,915,592	3,038,742	4.22%
Roadcalls	78	86	10.26%
Accidents	10	16	60.00%
Vehicles	167	182	8.98%
Driver Hours	121,678	147,573	21.28%

Passenger Trips By Trip Purpose

Medical	137,823	101,705	-26.21%
Employment	155,050	215,346	38.89%
Ed/Train/DayCare	163,664	160,013	-2.23%
Nutritional	120,595	27,904	-76.86%
Life-Sustaining/Other	284,262	409,020	43.89%
TOTAL TRIPS	861,394	913,988	6.11%

Financial and General Data

Expenses	\$3,675,392	\$3,277,779	-10.82%
Revenues	\$5,355,163	\$3,474,042	-35.13%
Commendations	128	111	-13.28%
Complaints	72	47	-34.72%
Passenger No-Shows	10,252	10,521	2.62%
Unmet Trip Requests	9	28	211.11%

Passenger Trips By Funding Source

CTD	72,357	59,005	-18.45%
AHCA	-	-	NA
APD	134,377	32,340	-75.93%
DOEA	6,891	28,664	315.96%
DOE	13,782	27,280	97.94%
Other	633,987	766,699	20.93%
TOTAL TRIPS	861,394	913,988	6.11%

Performance Measures

Accidents per 100,000 Miles	0.32	0.5	56.25%
Miles between Roadcalls	39,842	37,451	-6.00%
Avg. Trips per Driver Hour	5.41	4.19	-22.55%
Avg. Trips per Para Pass.	68.22	56.85	-16.67%
Cost per Trip	4.27	3.59	-15.93%
Cost per Paratransit Trip	5.56	5.26	-5.40%
Cost per Driver Hour	30.09	22.04	-26.75%
Cost per Total Mile	1.18	1.01	-14.41%

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	1,744,900	9.31%
Potential TD Population / Percent of CountyTotal	659,034	37.77%
UDPHC / Percent of TD Passengers Served	11,058	1.68%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	2,705,954	135,254	-95.00%
Deviated FR	-	-	NA
Ambulatory	1,028,012	2,503,708	143.55%
Non-Ambulatory	296,719	1,534,532	417.17%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	4,030,685	4,173,494	3.54%

Passenger Trips By Trip Purpose

Medical	1,116,741	1,010,306	-9.53%
Employment	345,628	315,971	-8.58%
Ed/Train/DayCare	653,050	747,707	14.49%
Nutritional	831,940	1,092,240	31.29%
Life-Sustaining/Other	1,083,326	1,007,270	-7.02%
TOTAL TRIPS	4,030,685	4,173,494	3.54%

Passenger Trips By Funding Source

CTD	337,466	222,800	-33.98%
AHCA	-	61,640	NA
APD	137,263	101,679	-25.92%
DOEA	49,388	108,118	118.92%
DOE	26,621	47,517	78.49%
Other	3,479,947	3,631,740	4.36%
TOTAL TRIPS	4,030,685	4,173,494	3.54%

Vehicle Data	2009	2010	% Change
Vehicle Miles	14,499,230	15,231,253	5.05%
Revenue Miles	11,772,937	12,276,897	4.28%
Roadcalls	74	80	8.11%
Accidents	29	30	3.45%
Vehicles	340	491	44.41%
Driver Hours	771,668	951,991	23.37%

Financial and General Data

Expenses	\$34,941,300	\$30,794,095	-11.87%
Revenues	\$36,203,859	\$34,776,516	-3.94%
Commendations	12	15	25.00%
Complaints	209	266	27.27%
Passenger No-Shows	34,172	62,784	83.73%
Unmet Trip Requests	33,057	17,773	-46.24%

Performance Measures

Accidents per 100,000 Miles	0.2	0.2	0.00%
Miles between Roadcalls	195,936	190,391	-2.83%
Avg. Trips per Driver Hour	1.72	4.24	146.51%
Avg. Trips per Para Pass.	99.22	456.25	359.84%
Cost per Trip	8.67	7.38	-14.88%
Cost per Paratransit Trip	26.3	7.03	-73.27%
Cost per Driver Hour	45.15	29.8	-34.00%
Cost per Total Mile	2.4	1.86	-22.50%

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	14,600	0.08%
Potential TD Population / Percent of CountyTotal	5,606	38.40%
UDPHC / Percent of TD Passengers Served	601	10.72%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	20,980	15,557	-25.85%
Non-Ambulatory	1,987	4,162	109.46%
Stretcher	301	558	85.38%
School Board	-	-	NA
TOTAL TRIPS	23,268	20,277	-12.85%

Passenger Trips By Trip Purpose

Medical	8,913	9,500	6.59%
Employment	2,435	2,339	-3.94%
Ed/Train/DayCare	3,249	1,673	-48.51%
Nutritional	2,543	3,756	47.70%
Life-Sustaining/Other	6,128	3,009	-50.90%
TOTAL TRIPS	23,268	20,277	-12.85%

Passenger Trips By Funding Source

CTD	8,133	6,695	-17.68%
AHCA	5,526	5,761	4.25%
APD	5,447	4,044	-25.76%
DOEA	4,159	3,773	-9.28%
DOE	-	-	NA
Other	3	4	33.33%
TOTAL TRIPS	23,268	20,277	-12.85%

Vehicle Data	2009	2010	% Change
Vehicle Miles	255,601	227,647	-10.94%
Revenue Miles	250,980	225,079	-10.32%
Roadcalls	4	4	0.00%
Accidents	2	2	0.00%
Vehicles	13	15	15.38%
Driver Hours	14,560	14,560	0.00%

Financial and General Data

Expenses	\$544,226	\$534,048	-1.87%
Revenues	\$580,301	\$732,632	26.25%
Commendations	2	2	0.00%
Complaints	2	2	0.00%
Passenger No-Shows	38	48	26.32%
Unmet Trip Requests	11	12	9.09%

Performance Measures

Accidents per 100,000 Miles	0.78	0.88	12.82%
Miles between Roadcalls	63,900	56,912	-10.94%
Avg. Trips per Driver Hour	1.6	1.39	-13.13%
Avg. Trips per Para Pass.	34.47	33.74	-2.12%
Cost per Trip	23.39	26.34	12.61%
Cost per Paratransit Trip	23.39	26.34	12.61%
Cost per Driver Hour	37.38	36.68	-1.87%
Cost per Total Mile	2.13	2.35	10.33%

County: Charlotte
 CTC: Charlotte County Transit
 Contact: Rich Weingarten
 25490 Airport Road
 Punta Gorda, FL 33950
 941-764-4189
 Email: rich.weingarten@charlottefl.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	165,500	0.88%
Potential TD Population / Percent of CountyTotal	109,995	66.46%
UDPHC / Percent of TD Passengers Served	13,456	12.23%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	26,953	26,004	-3.52%
Ambulatory	143,115	138,061	-3.53%
Non-Ambulatory	11,656	10,596	-9.09%
Stretcher	61	-	-100.00%
School Board	-	-	NA
TOTAL TRIPS	181,785	174,661	-3.92%

Vehicle Data	2009	2010	% Change
Vehicle Miles	612,366	583,376	-4.73%
Revenue Miles	439,149	570,659	29.95%
Roadcalls	6	8	33.33%
Accidents	6	1	-83.33%
Vehicles	45	45	0.00%
Driver Hours	59,840	58,640	-2.01%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	55,203	54,132	-1.94%
Employment	696	532	-23.56%
Ed/Train/DayCare	59,254	56,342	-4.91%
Nutritional	59,552	57,361	-3.68%
Life-Sustaining/Other	7,080	6,294	-11.10%
TOTAL TRIPS	181,785	174,661	-3.92%

Financial and General Data	2009	2010	% Change
Expenses	\$1,919,743	\$1,848,819	-3.69%
Revenues	\$1,919,743	\$1,848,819	-3.69%
Commendations	40	37	-7.50%
Complaints	129	111	-13.95%
Passenger No-Shows	1,795	1,570	-12.53%
Unmet Trip Requests	10,799	10,604	-1.81%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	59,593	59,074	-0.87%
AHCA	14,552	14,320	-1.59%
APD	-	-	NA
DOEA	10,989	11,922	8.49%
DOE	-	-	NA
Other	96,651	89,345	-7.56%
TOTAL TRIPS	181,785	174,661	-3.92%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	0.98	0.17	-82.65%
Miles between Roadcalls	102,061	72,922	-28.55%
Avg. Trips per Driver Hour	3.04	2.98	-1.97%
Avg. Trips per Para Pass.	12.41	12.98	4.59%
Cost per Trip	10.56	10.59	0.28%
Cost per Paratransit Trip	10.56	10.59	0.28%
Cost per Driver Hour	32.08	31.53	-1.71%
Cost per Total Mile	3.13	3.17	1.28%

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	142,600	0.76%
Potential TD Population / Percent of CountyTotal	85,822	60.18%
UDPHC / Percent of TD Passengers Served	3,899	4.54%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	1,234	7,017	468.64%
Ambulatory	160,363	195,787	22.09%
Non-Ambulatory	20,014	19,290	-3.62%
Stretcher	674	579	-14.09%
School Board	-	-	NA
TOTAL TRIPS	182,285	222,673	22.16%

Passenger Trips By Trip Purpose

Medical	31,522	34,566	9.66%
Employment	26,251	28,266	7.68%
Ed/Train/DayCare	83,768	110,247	31.61%
Nutritional	17,045	15,705	-7.86%
Life-Sustaining/Other	23,699	33,889	43.00%
TOTAL TRIPS	182,285	222,673	22.16%

Passenger Trips By Funding Source

CTD	37,771	36,665	-2.93%
AHCA	9,551	9,618	0.70%
APD	120,220	157,452	30.97%
DOEA	12,927	11,561	-10.57%
DOE	-	-	NA
Other	1,816	7,377	306.22%
TOTAL TRIPS	182,285	222,673	22.16%

Vehicle Data	2009	2010	% Change
Vehicle Miles	995,633	1,069,554	7.42%
Revenue Miles	888,649	951,309	7.05%
Roadcalls	67	28	-58.21%
Accidents	17	3	-82.35%
Vehicles	76	73	-3.95%
Driver Hours	84,240	89,440	6.17%

Financial and General Data

Expenses	\$2,807,148	\$3,543,490	26.23%
Revenues	\$3,416,677	\$2,760,339	-19.21%
Commendations	38	49	28.95%
Complaints	31	22	-29.03%
Passenger No-Shows	685	517	-24.53%
Unmet Trip Requests	445	487	9.44%

Performance Measures

Accidents per 100,000 Miles	1.71	0.28	-83.63%
Miles between Roadcalls	14,860	38,198	157.05%
Avg. Trips per Driver Hour	2.16	2.49	15.28%
Avg. Trips per Para Pass.	84.51	57.11	-32.42%
Cost per Trip	15.4	15.91	3.31%
Cost per Paratransit Trip	15.4	15.91	3.31%
Cost per Driver Hour	33.32	39.62	18.91%
Cost per Total Mile	2.82	3.31	17.38%

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	185,200	0.99%
Potential TD Population / Percent of CountyTotal	51,439	27.77%
UDPHC / Percent of TD Passengers Served	1,975	3.84%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	7,548	24,398	223.24%
Ambulatory	61,709	69,155	12.07%
Non-Ambulatory	11,347	12,480	9.99%
Stretcher	303	465	53.47%
School Board	-	-	NA
TOTAL TRIPS	80,907	106,498	31.63%

Vehicle Data	2009	2010	% Change
Vehicle Miles	872,260	1,069,200	22.58%
Revenue Miles	721,670	932,181	29.17%
Roadcalls	12	15	25.00%
Accidents	3	1	-66.67%
Vehicles	36	46	27.78%
Driver Hours	57,847	69,729	20.54%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	26,720	28,466	6.53%
Employment	21,113	38,477	82.24%
Ed/Train/DayCare	16,578	18,726	12.96%
Nutritional	12,238	17,146	40.10%
Life-Sustaining/Other	4,258	3,683	-13.50%
TOTAL TRIPS	80,907	106,498	31.63%

Financial and General Data	2009	2010	% Change
Expenses	\$1,757,141	\$2,000,238	13.83%
Revenues	\$1,990,833	\$2,024,863	1.71%
Commendations	4	16	300.00%
Complaints	11	14	27.27%
Passenger No-Shows	2,775	1,530	-44.86%
Unmet Trip Requests	1,277	679	-46.83%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	12,244	12,636	3.20%
AHCA	10,106	15,628	54.64%
APD	21,128	19,925	-5.69%
DOEA	11,983	17,704	47.74%
DOE	184	272	47.83%
Other	25,262	40,333	59.66%
TOTAL TRIPS	80,907	106,498	31.63%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	0.34	0.09	-73.53%
Miles between Roadcalls	72,688	71,280	-1.94%
Avg. Trips per Driver Hour	1.4	1.53	9.29%
Avg. Trips per Para Pass.	48.68	53.92	10.76%
Cost per Trip	21.72	18.78	-13.54%
Cost per Paratransit Trip	21.72	18.78	-13.54%
Cost per Driver Hour	30.38	28.69	-5.56%
Cost per Total Mile	2.01	1.87	-6.97%

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	333,000	1.78%
Potential TD Population / Percent of CountyTotal	131,575	39.51%
UDPHC / Percent of TD Passengers Served	2,660	2.02%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	231,181	290,340	25.59%
Deviated FR	-	-	NA
Ambulatory	88,061	88,044	-0.02%
Non-Ambulatory	23,921	27,517	15.03%
Stretcher	1,403	801	-42.91%
School Board	-	-	NA
TOTAL TRIPS	344,566	406,702	18.03%

Vehicle Data	2009	2010	% Change
Vehicle Miles	1,337,980	1,476,166	10.33%
Revenue Miles	1,130,544	1,241,324	9.80%
Roadcalls	95	53	-44.21%
Accidents	31	20	-35.48%
Vehicles	27	27	0.00%
Driver Hours	79,215	91,701	15.76%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	72,893	77,597	6.45%
Employment	15,231	14,939	-1.92%
Ed/Train/DayCare	2,495	3,348	34.19%
Nutritional	13,080	13,961	6.74%
Life-Sustaining/Other	240,867	296,857	23.25%
TOTAL TRIPS	344,566	406,702	18.03%

Financial and General Data	2009	2010	% Change
Expenses	\$3,652,743	\$4,161,683	13.93%
Revenues	\$3,317,988	\$3,460,167	4.29%
Commendations	38	35	-7.89%
Complaints	20	44	120.00%
Passenger No-Shows	2,300	1,771	-23.00%
Unmet Trip Requests	46	52	13.04%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	58,379	59,105	1.24%
AHCA	29,488	29,258	-0.78%
APD	-	-	NA
DOEA	4,772	4,453	-6.68%
DOE	-	-	NA
Other	251,927	313,886	24.59%
TOTAL TRIPS	344,566	406,702	18.03%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	2.32	1.35	-41.81%
Miles between Roadcalls	14,084	27,852	97.76%
Avg. Trips per Driver Hour	1.43	1.27	-11.19%
Avg. Trips per Para Pass.	82.64	83.12	0.58%
Cost per Trip	10.6	10.23	-3.49%
Cost per Paratransit Trip	28.58	28.04	-1.89%
Cost per Driver Hour	40.91	35.59	-13.00%
Cost per Total Mile	2.42	2.21	-8.68%

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	66,400	0.35%
Potential TD Population / Percent of CountyTotal	23,948	36.07%
UDPHC / Percent of TD Passengers Served	9,425	39.36%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	151,711	154,859	2.07%
Ambulatory	76,886	76,943	0.07%
Non-Ambulatory	6,807	6,847	0.59%
Stretcher	3,892	3,883	-0.23%
School Board	-	-	NA
TOTAL TRIPS	239,296	242,532	1.35%

Vehicle Data	2009	2010	% Change
Vehicle Miles	1,121,761	1,121,746	0.00%
Revenue Miles	1,060,336	1,062,179	0.17%
Roadcalls	4	3	-25.00%
Accidents	-	-	NA
Vehicles	56	56	0.00%
Driver Hours	50,253	50,126	-0.25%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	185,272	197,514	6.61%
Employment	2,622	2,001	-23.68%
Ed/Train/DayCare	37,821	29,681	-21.52%
Nutritional	9,118	9,021	-1.06%
Life-Sustaining/Other	4,463	4,315	-3.32%
TOTAL TRIPS	239,296	242,532	1.35%

Financial and General Data	2009	2010	% Change
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	48	55	14.58%
Unmet Trip Requests	45	56	24.44%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	9,921	9,954	0.33%
AHCA	169,216	170,101	0.52%
APD	17,892	17,458	-2.43%
DOEA	-	-	NA
DOE	-	-	NA
Other	42,267	45,019	6.51%
TOTAL TRIPS	239,296	242,532	1.35%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	280,440	373,915	33.33%
Avg. Trips per Driver Hour	4.76	4.84	1.68%
Avg. Trips per Para Pass.	25.59	25.73	0.55%
Cost per Trip	6.18	6.1	-1.29%
Cost per Paratransit Trip	6.18	6.1	-1.29%
Cost per Driver Hour	29.45	29.52	0.24%
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	34,800	0.19%
Potential TD Population / Percent of CountyTotal	16,118	46.32%
UDPHC / Percent of TD Passengers Served	686	4.26%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	26,303	30,609	16.37%
Non-Ambulatory	5,297	5,280	-0.32%
Stretcher	1	20	1900.00%
School Board	606	-	-100.00%
TOTAL TRIPS	32,207	35,909	11.49%

Vehicle Data	2009	2010	% Change
Vehicle Miles	369,241	411,530	11.45%
Revenue Miles	296,881	390,503	31.54%
Roadcalls	3	4	33.33%
Accidents	3	3	0.00%
Vehicles	21	19	-9.52%
Driver Hours	40,091	35,432	-11.62%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	15,220	15,884	4.36%
Employment	9,640	13,445	39.47%
Ed/Train/DayCare	81	5	-93.83%
Nutritional	4,364	3,764	-13.75%
Life-Sustaining/Other	2,902	2,811	-3.14%
TOTAL TRIPS	32,207	35,909	11.49%

Financial and General Data	2009	2010	% Change
Expenses	\$820,871	\$943,579	14.95%
Revenues	\$859,801	\$820,781	-4.54%
Commendations	6	5	-16.67%
Complaints	13	11	-15.38%
Passenger No-Shows	349	425	21.78%
Unmet Trip Requests	82	408	397.56%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	4,533	5,110	12.73%
AHCA	9,591	12,409	29.38%
APD	9,640	13,193	36.86%
DOEA	1,838	2,209	20.18%
DOE	6	6	0.00%
Other	6,599	2,982	-54.81%
TOTAL TRIPS	32,207	35,909	11.49%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	0.81	0.73	-9.88%
Miles between Roadcalls	123,080	102,883	-16.41%
Avg. Trips per Driver Hour	0.8	1.01	26.25%
Avg. Trips per Para Pass.	57.1	52.35	-8.32%
Cost per Trip	25.49	26.28	3.10%
Cost per Paratransit Trip	25.49	26.28	3.10%
Cost per Driver Hour	20.48	26.63	30.03%
Cost per Total Mile	2.22	2.29	3.15%

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	16,200	0.09%
Potential TD Population / Percent of CountyTotal	8,373	51.69%
UDPHC / Percent of TD Passengers Served	351	4.19%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	7,398	6,090	-17.68%
Non-Ambulatory	1,048	985	-6.01%
Stretcher	145	149	2.76%
School Board	-	-	NA
TOTAL TRIPS	8,591	7,224	-15.91%

Passenger Trips By Trip Purpose

Medical	7,645	6,359	-16.82%
Employment	-	-	NA
Ed/Train/DayCare	-	-	NA
Nutritional	844	766	-9.24%
Life-Sustaining/Other	102	99	-2.94%
TOTAL TRIPS	8,591	7,224	-15.91%

Passenger Trips By Funding Source

CTD	2,978	3,059	2.72%
AHCA	4,667	3,336	-28.52%
APD	-	-	NA
DOEA	945	828	-12.38%
DOE	-	-	NA
Other	1	1	0.00%
TOTAL TRIPS	8,591	7,224	-15.91%

Vehicle Data	2009	2010	% Change
Vehicle Miles	178,700	169,330	-5.24%
Revenue Miles	129,846	123,771	-4.68%
Roadcalls	1	1	0.00%
Accidents	-	-	NA
Vehicles	8	8	0.00%
Driver Hours	7,660	7,343	-4.14%

Financial and General Data

Expenses	\$373,359	\$281,316	-24.65%
Revenues	\$428,013	\$356,211	-16.78%
Commendations	-	-	NA
Complaints	2	3	50.00%
Passenger No-Shows	58	49	-15.52%
Unmet Trip Requests	38	34	-10.53%

Performance Measures

Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	178,700	169,330	-5.24%
Avg. Trips per Driver Hour	1.12	0.98	-12.50%
Avg. Trips per Para Pass.	22.73	20.58	-9.46%
Cost per Trip	43.46	38.94	-10.40%
Cost per Paratransit Trip	43.46	38.94	-10.40%
Cost per Driver Hour	48.74	38.31	-21.40%
Cost per Total Mile	2.09	1.66	-20.57%

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	900,500	4.80%
Potential TD Population / Percent of CountyTotal	288,895	32.08%
UDPHC / Percent of TD Passengers Served	6,990	2.42%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	540,932	112,334	-79.23%
Deviated FR	-	-	NA
Ambulatory	166,589	243,204	45.99%
Non-Ambulatory	146,710	123,519	-15.81%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	854,231	479,057	-43.92%

Passenger Trips By Trip Purpose

Medical	177,685	105,317	-40.73%
Employment	128,858	67,467	-47.64%
Ed/Train/DayCare	106,601	27,691	-74.02%
Nutritional	5,554	35,803	544.63%
Life-Sustaining/Other	435,533	242,779	-44.26%
TOTAL TRIPS	854,231	479,057	-43.92%

Passenger Trips By Funding Source

CTD	48,681	58,831	20.85%
AHCA	-	-	NA
APD	-	-	NA
DOEA	110	165	50.00%
DOE	-	-	NA
Other	805,440	420,061	-47.85%
TOTAL TRIPS	854,231	479,057	-43.92%

Vehicle Data	2009	2010	% Change
Vehicle Miles	3,692,245	4,525,709	22.57%
Revenue Miles	3,131,958	3,924,045	25.29%
Roadcalls	102	217	112.75%
Accidents	270	13	-95.19%
Vehicles	92	80	-13.04%
Driver Hours	240,656	240,112	-0.23%

Financial and General Data

Expenses	\$16,849,182	\$12,320,665	-26.88%
Revenues	\$16,849,282	\$12,320,665	-26.88%
Commendations	396	388	-2.02%
Complaints	843	973	15.42%
Passenger No-Shows	7,631	11,807	54.72%
Unmet Trip Requests	-	-	NA

Performance Measures

Accidents per 100,000 Miles	7.31	0.29	-96.03%
Miles between Roadcalls	36,198	20,856	-42.38%
Avg. Trips per Driver Hour	1.3	1.53	17.69%
Avg. Trips per Para Pass.	75.35	87.69	16.38%
Cost per Trip	19.72	25.72	30.43%
Cost per Paratransit Trip	38.93	33.32	-14.41%
Cost per Driver Hour	50.68	50.9	0.43%
Cost per Total Mile	3.3	2.7	-18.18%

County: Escambia
 CTC: Pensacola Bay Transportation
 Contact: Robert Dones
 3100 McCormick Street
 Pensacola, FL 32514
 850-476-8130
 Email: rdones@pensacolabaytransportation.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	313,000	1.67%
Potential TD Population / Percent of CountyTotal	119,900	38.31%
UDPHC / Percent of TD Passengers Served	3,213	2.68%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	128,703	143,543	11.53%
Deviated FR	-	-	NA
Ambulatory	136,046	102,957	-24.32%
Non-Ambulatory	26,372	36,605	38.80%
Stretcher	238	182	-23.53%
School Board	-	-	NA
TOTAL TRIPS	291,359	283,287	-2.77%

Vehicle Data	2009	2010	% Change
Vehicle Miles	1,768,552	1,315,148	-25.64%
Revenue Miles	1,256,262	1,133,270	-9.79%
Roadcalls	37	55	48.65%
Accidents	6	2	-66.67%
Vehicles	39	28	-28.21%
Driver Hours	69,909	75,913	8.59%

Passenger Trips By Trip Purpose

Medical	54,746	59,713	9.07%
Employment	26,749	169,080	532.10%
Ed/Train/DayCare	143,512	11,702	-91.85%
Nutritional	17,009	517	-96.96%
Life-Sustaining/Other	49,343	42,275	-14.32%
TOTAL TRIPS	291,359	283,287	-2.77%

Financial and General Data

Expenses	\$3,379,009	\$3,420,101	1.22%
Revenues	\$3,157,760	\$3,106,876	-1.61%
Commendations	4	4	0.00%
Complaints	5	22	340.00%
Passenger No-Shows	3,632	6,594	81.55%
Unmet Trip Requests	1,250	1,295	3.60%

Passenger Trips By Funding Source

CTD	22,425	20,246	-9.72%
AHCA	60,922	60,487	-0.71%
APD	507	1,424	180.87%
DOEA	10,213	9,472	-7.26%
DOE	2,580	1,703	-33.99%
Other	194,712	189,955	-2.44%
TOTAL TRIPS	291,359	283,287	-2.77%

Performance Measures

Accidents per 100,000 Miles	0.34	0.15	-55.88%
Miles between Roadcalls	47,799	23,912	-49.97%
Avg. Trips per Driver Hour	2.33	1.84	-21.03%
Avg. Trips per Para Pass.	75.41	47.61	-36.87%
Cost per Trip	11.6	12.07	4.05%
Cost per Paratransit Trip	20.49	22.72	10.88%
Cost per Driver Hour	47.68	41.82	-12.29%
Cost per Total Mile	1.88	2.41	28.19%

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	94,900	0.51%
Potential TD Population / Percent of CountyTotal	26,761	28.20%
UDPHC / Percent of TD Passengers Served	5,465	20.42%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	62,751	67,143	7.00%
Non-Ambulatory	9,918	12,523	26.27%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	72,669	79,666	9.63%

Vehicle Data	2009	2010	% Change
Vehicle Miles	682,261	884,500	29.64%
Revenue Miles	604,562	789,217	30.54%
Roadcalls	7	2	-71.43%
Accidents	3	4	33.33%
Vehicles	30	28	-6.67%
Driver Hours	42,640	39,000	-8.54%

Passenger Trips By Trip Purpose

Medical	13,991	20,230	44.59%
Employment	18,476	19,697	6.61%
Ed/Train/DayCare	7,578	17,595	132.19%
Nutritional	12,075	12,317	2.00%
Life-Sustaining/Other	20,549	9,827	-52.18%
TOTAL TRIPS	72,669	79,666	9.63%

Financial and General Data

Expenses	\$1,214,834	\$1,021,335	-15.93%
Revenues	\$1,214,834	\$1,021,335	-15.93%
Commendations	3	5	66.67%
Complaints	12	13	8.33%
Passenger No-Shows	688	850	23.55%
Unmet Trip Requests	392	312	-20.41%

Passenger Trips By Funding Source

CTD	17,743	17,020	-4.07%
AHCA	3,930	3,271	-16.77%
APD	9,366	7,268	-22.40%
DOEA	11,148	11,517	3.31%
DOE	-	-	NA
Other	30,482	40,590	33.16%
TOTAL TRIPS	72,669	79,666	9.63%

Performance Measures

Accidents per 100,000 Miles	0.44	0.45	2.27%
Miles between Roadcalls	97,466	442,250	353.75%
Avg. Trips per Driver Hour	1.7	2.04	20.00%
Avg. Trips per Para Pass.	16.07	14.58	-9.27%
Cost per Trip	16.72	12.82	-23.33%
Cost per Paratransit Trip	16.72	12.82	-23.33%
Cost per Driver Hour	28.49	26.19	-8.07%
Cost per Total Mile	1.78	1.15	-35.39%

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@digitalexpress.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	12,400	0.07%
Potential TD Population / Percent of CountyTotal	5,834	47.05%
UDPHC / Percent of TD Passengers Served	1,028	17.62%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	15,020	6,456	-57.02%
Non-Ambulatory	1,714	628	-63.36%
Stretcher	-	1	NA
School Board	-	1,054	NA
TOTAL TRIPS	16,734	8,139	-51.36%

Vehicle Data	2009	2010	% Change
Vehicle Miles	334,097	257,058	-23.06%
Revenue Miles	323,414	244,205	-24.49%
Roadcalls	-	5	NA
Accidents	-	2	NA
Vehicles	14	14	0.00%
Driver Hours	12,820	11,444	-10.73%

Passenger Trips By Trip Purpose

Medical	8,316	7,011	-15.69%
Employment	112	26	-76.79%
Ed/Train/DayCare	4,892	1,102	-77.47%
Nutritional	-	-	NA
Life-Sustaining/Other	3,414	-	-100.00%
TOTAL TRIPS	16,734	8,139	-51.36%

Financial and General Data

Expenses	\$630,801	\$559,988	-11.23%
Revenues	\$603,272	\$554,319	-8.11%
Commendations	2	-	-100.00%
Complaints	-	-	NA
Passenger No-Shows	19	125	557.89%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source

CTD	4,697	5,411	15.20%
AHCA	3,416	1,600	-53.16%
APD	12	8	-33.33%
DOEA	-	-	NA
DOE	-	-	NA
Other	8,609	1,120	-86.99%
TOTAL TRIPS	16,734	8,139	-51.36%

Performance Measures

Accidents per 100,000 Miles	0	0.78	NA
Miles between Roadcalls	-	51,412	NA
Avg. Trips per Driver Hour	1.31	0.71	-45.80%
Avg. Trips per Para Pass.	14.45	7.92	-45.19%
Cost per Trip	37.7	68.8	82.49%
Cost per Paratransit Trip	37.7	68.8	82.49%
Cost per Driver Hour	49.2	48.93	-0.55%
Cost per Total Mile	1.89	2.18	15.34%

County: Gadsden
 CTC: Big Bend Transit, Inc.
 Contact: Ted Waters
 Post Office Box 1721
 Tallahassee, FL 32302
 850-574-6266
 Email: twbtt@aol.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	50,000	0.27%
Potential TD Population / Percent of CountyTotal	22,014	44.03%
UDPHC / Percent of TD Passengers Served	7,353	33.40%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	7,700	14,428	87.38%
Ambulatory	42,672	40,220	-5.75%
Non-Ambulatory	3,107	2,735	-11.97%
Stretcher	58	19	-67.24%
School Board	-	-	NA
TOTAL TRIPS	53,537	57,402	7.22%

Vehicle Data	2009	2010	% Change
Vehicle Miles	601,327	576,220	-4.18%
Revenue Miles	511,698	490,440	-4.15%
Roadcalls	12	2	-83.33%
Accidents	1	3	200.00%
Vehicles	22	21	-4.55%
Driver Hours	32,457	31,337	-3.45%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	17,084	16,549	-3.13%
Employment	28,069	30,960	10.30%
Ed/Train/DayCare	6,714	7,854	16.98%
Nutritional	-	-	NA
Life-Sustaining/Other	1,670	2,039	22.10%
TOTAL TRIPS	53,537	57,402	7.22%

Financial and General Data	2009	2010	% Change
Expenses	\$1,488,576	\$1,473,348	-1.02%
Revenues	\$1,260,120	\$1,473,347	16.92%
Commendations	-	-	NA
Complaints	7	13	85.71%
Passenger No-Shows	786	862	9.67%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2009	2010	% Change
CTD	14,562	12,750	-12.44%
AHCA	13,607	12,608	-7.34%
APD	-	-	NA
DOEA	-	-	NA
DOE	-	-	NA
Other	25,368	32,044	26.32%
TOTAL TRIPS	53,537	57,402	7.22%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	0.17	0.52	205.88%
Miles between Roadcalls	50,111	288,110	474.94%
Avg. Trips per Driver Hour	1.65	1.83	10.91%
Avg. Trips per Para Pass.	9.4	7.81	-16.91%
Cost per Trip	27.8	25.67	-7.66%
Cost per Paratransit Trip	27.8	25.67	-7.66%
Cost per Driver Hour	45.86	47.02	2.53%
Cost per Total Mile	2.48	2.56	3.23%

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	17,400	0.09%
Potential TD Population / Percent of CountyTotal	6,815	39.17%
UDPHC / Percent of TD Passengers Served	304	4.46%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	3,507	3,393	-3.25%
Non-Ambulatory	1,307	1,603	22.65%
Stretcher	78	215	175.64%
School Board	-	-	NA
TOTAL TRIPS	4,892	5,211	6.52%

Vehicle Data	2009	2010	% Change
Vehicle Miles	111,288	118,050	6.08%
Revenue Miles	81,224	90,642	11.60%
Roadcalls	-	-	NA
Accidents	-	-	NA
Vehicles	8	8	0.00%
Driver Hours	5,834	5,888	0.93%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	3,841	4,418	15.02%
Employment	147	83	-43.54%
Ed/Train/DayCare	-	-	NA
Nutritional	680	549	-19.26%
Life-Sustaining/Other	224	161	-28.13%
TOTAL TRIPS	4,892	5,211	6.52%

Financial and General Data	2009	2010	% Change
Expenses	\$192,748	\$174,721	-9.35%
Revenues	\$237,581	\$228,993	-3.61%
Commendations	-	-	NA
Complaints	2	3	50.00%
Passenger No-Shows	74	41	-44.59%
Unmet Trip Requests	28	25	-10.71%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	2,088	2,442	16.95%
AHCA	1,753	1,976	12.72%
APD	147	83	-43.54%
DOEA	903	709	-21.48%
DOE	-	-	NA
Other	1	1	0.00%
TOTAL TRIPS	4,892	5,211	6.52%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	-	-	NA
Avg. Trips per Driver Hour	0.84	0.89	5.95%
Avg. Trips per Para Pass.	16.42	17.14	4.38%
Cost per Trip	39.4	33.53	-14.90%
Cost per Paratransit Trip	39.4	33.53	-14.90%
Cost per Driver Hour	33.04	29.67	-10.20%
Cost per Total Mile	1.73	1.48	-14.45%

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	5,009	44.33%
UDPHC / Percent of TD Passengers Served	28	0.56%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	2,743	2,716	-0.98%
Non-Ambulatory	798	647	-18.92%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	3,541	3,363	-5.03%

Vehicle Data	2009	2010	% Change
Vehicle Miles	130,551	86,636	-33.64%
Revenue Miles	108,753	80,985	-25.53%
Roadcalls	12	8	-33.33%
Accidents	-	-	NA
Vehicles	2	2	0.00%
Driver Hours	1,938	3,342	72.45%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	1,796	1,699	-5.40%
Employment	256	-	-100.00%
Ed/Train/DayCare	1,206	1,318	9.29%
Nutritional	283	346	22.26%
Life-Sustaining/Other	-	-	NA
TOTAL TRIPS	3,541	3,363	-5.03%

Financial and General Data	2009	2010	% Change
Expenses	\$310,817	\$279,557	-10.06%
Revenues	\$326,890	\$267,877	-18.05%
Commendations	1	1	0.00%
Complaints	11	13	18.18%
Passenger No-Shows	127	174	37.01%
Unmet Trip Requests	31	34	9.68%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	500	506	1.20%
AHCA	1,296	1,195	-7.79%
APD	1,206	1,204	-0.17%
DOEA	283	239	-15.55%
DOE	-	-	NA
Other	256	219	-14.45%
TOTAL TRIPS	3,541	3,363	-5.03%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	10,879	10,830	-0.45%
Avg. Trips per Driver Hour	1.83	1.01	-44.81%
Avg. Trips per Para Pass.	118.03	120.11	1.76%
Cost per Trip	87.78	83.13	-5.30%
Cost per Paratransit Trip	87.78	83.13	-5.30%
Cost per Driver Hour	160.38	83.65	-47.84%
Cost per Total Mile	2.38	3.23	35.71%

County: Gulf
 CTC: Gulf County Transportation
 Contact: Kathy Balentine
 P.O. Box 8
 Port St. Joe, FL 32457
 850-229-6550
 Email: gtran@fairpoint.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	16,800	0.09%
Potential TD Population / Percent of CountyTotal	5,543	32.99%
UDPHC / Percent of TD Passengers Served	445	8.03%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	18,314	18,246	-0.37%
Non-Ambulatory	1,420	2,596	82.82%
Stretcher	138	113	-18.12%
School Board	-	-	NA
TOTAL TRIPS	19,872	20,955	5.45%

Vehicle Data	2009	2010	% Change
Vehicle Miles	185,032	226,920	22.64%
Revenue Miles	182,676	224,789	23.05%
Roadcalls	1	1	0.00%
Accidents	4	-	-100.00%
Vehicles	13	12	-7.69%
Driver Hours	7,405	8,675	17.15%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	6,260	6,315	0.88%
Employment	-	17	NA
Ed/Train/DayCare	7,112	7,387	3.87%
Nutritional	5,018	5,676	13.11%
Life-Sustaining/Other	1,482	1,560	5.26%
TOTAL TRIPS	19,872	20,955	5.45%

Financial and General Data	2009	2010	% Change
Expenses	\$435,749	\$436,022	0.06%
Revenues	\$494,399	\$536,981	8.61%
Commendations	1	4	300.00%
Complaints	1	1	0.00%
Passenger No-Shows	125	131	4.80%
Unmet Trip Requests	18	19	5.56%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	3,835	3,820	-0.39%
AHCA	2,361	2,836	20.12%
APD	7,245	7,120	-1.73%
DOEA	2,260	4,280	89.38%
DOE	-	-	NA
Other	4,171	2,899	-30.50%
TOTAL TRIPS	19,872	20,955	5.45%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	2.16	0	-100.00%
Miles between Roadcalls	185,032	226,920	22.64%
Avg. Trips per Driver Hour	2.68	2.42	-9.70%
Avg. Trips per Para Pass.	47.54	47.09	-0.95%
Cost per Trip	21.93	20.81	-5.11%
Cost per Paratransit Trip	21.93	20.81	-5.11%
Cost per Driver Hour	58.85	50.26	-14.60%
Cost per Total Mile	2.35	1.92	-18.30%

County: Hamilton
 CTC: Suwannee Valley Transit Authority
 Contact: James Swisher
 1907 Voylesst.
 Live Oak, FL 32064
 386-353-5332
 Email: jimmys@svta-liveoak.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	14,800	0.08%
Potential TD Population / Percent of CountyTotal	6,458	43.64%
UDPHC / Percent of TD Passengers Served	6,845	105.99%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	9,145	9,122	-0.25%
Deviated FR	24,102	24,225	0.51%
Ambulatory	33,329	33,198	-0.39%
Non-Ambulatory	1,374	1,333	-2.98%
Stretcher	969	969	0.00%
School Board	-	-	NA
TOTAL TRIPS	68,919	68,847	-0.10%

Vehicle Data	2009	2010	% Change
Vehicle Miles	680,659	679,671	-0.15%
Revenue Miles	595,309	582,435	-2.16%
Roadcalls	-	-	NA
Accidents	-	-	NA
Vehicles	14	14	0.00%
Driver Hours	31,167	31,045	-0.39%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	33,201	33,165	-0.11%
Employment	585	625	6.84%
Ed/Train/DayCare	12,805	12,546	-2.02%
Nutritional	12,865	12,756	-0.85%
Life-Sustaining/Other	9,463	9,755	3.09%
TOTAL TRIPS	68,919	68,847	-0.10%

Financial and General Data	2009	2010	% Change
Expenses	\$235,848	\$236,361	0.22%
Revenues	\$1,063,503	\$1,050,312	-1.24%
Commendations	-	-	NA
Complaints	1	1	0.00%
Passenger No-Shows	42	43	2.38%
Unmet Trip Requests	42	42	0.00%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	9,822	9,845	0.23%
AHCA	45,316	45,236	-0.18%
APD	1	-	-100.00%
DOEA	13,777	13,763	-0.10%
DOE	-	-	NA
Other	3	3	0.00%
TOTAL TRIPS	68,919	68,847	-0.10%

Performance Measures	2009	2010	% 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.	9.46	9.45	-0.11%
Cost per Trip	3.42	3.43	0.29%
Cost per Paratransit Trip	3.94	3.95	0.25%
Cost per Driver Hour	7.56	7.61	0.66%
Cost per Total Mile	0.35	0.35	0.00%

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	28,300	0.15%
Potential TD Population / Percent of CountyTotal	10,463	36.97%
UDPHC / Percent of TD Passengers Served	491	4.69%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	16,068	17,849	11.08%
Non-Ambulatory	2,698	2,860	6.00%
Stretcher	118	82	-30.51%
School Board	-	-	NA
TOTAL TRIPS	18,884	20,791	10.10%

Vehicle Data	2009	2010	% Change
Vehicle Miles	457,955	484,558	5.81%
Revenue Miles	410,325	416,935	1.61%
Roadcalls	11	11	0.00%
Accidents	2	1	-50.00%
Vehicles	14	14	0.00%
Driver Hours	13,215	13,954	5.59%

Passenger Trips By Trip Purpose

Medical	12,485	15,389	23.26%
Employment	3,495	3,580	2.43%
Ed/Train/DayCare	118	298	152.54%
Nutritional	956	1,191	24.58%
Life-Sustaining/Other	1,830	333	-81.80%
TOTAL TRIPS	18,884	20,791	10.10%

Financial and General Data

Expenses	\$742,902	\$744,562	0.22%
Revenues	\$818,878	\$766,265	-6.43%
Commendations	4	5	25.00%
Complaints	9	11	22.22%
Passenger No-Shows	473	592	25.16%
Unmet Trip Requests	823	1,270	54.31%

Passenger Trips By Funding Source

CTD	4,987	5,002	0.30%
AHCA	7,244	9,658	33.32%
APD	2,995	2,412	-19.47%
DOEA	539	883	63.82%
DOE	190	8	-95.79%
Other	2,929	2,828	-3.45%
TOTAL TRIPS	18,884	20,791	10.10%

Performance Measures

Accidents per 100,000 Miles	0.44	0.21	-52.27%
Miles between Roadcalls	41,632	44,051	5.81%
Avg. Trips per Driver Hour	1.43	1.49	4.20%
Avg. Trips per Para Pass.	41.96	42.34	0.91%
Cost per Trip	39.34	35.81	-8.97%
Cost per Paratransit Trip	39.34	35.81	-8.97%
Cost per Driver Hour	56.22	53.36	-5.09%
Cost per Total Mile	1.62	1.54	-4.94%

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	41,300	0.22%
Potential TD Population / Percent of CountyTotal	14,756	35.73%
UDPHC / Percent of TD Passengers Served	1,000	6.78%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	15,014	19,952	32.89%
Non-Ambulatory	5,195	4,721	-9.12%
Stretcher	43	25	-41.86%
School Board	-	-	NA
TOTAL TRIPS	20,252	24,698	21.95%

Vehicle Data	2009	2010	% Change
Vehicle Miles	439,761	517,251	17.62%
Revenue Miles	429,494	488,798	13.81%
Roadcalls	16	15	-6.25%
Accidents	2	-	-100.00%
Vehicles	15	19	26.67%
Driver Hours	24,173	22,466	-7.06%

Passenger Trips By Trip Purpose

Medical	12,954	14,128	9.06%
Employment	1,945	-	-100.00%
Ed/Train/DayCare	3,237	8,459	161.32%
Nutritional	2,103	1,794	-14.69%
Life-Sustaining/Other	13	317	2338.46%
TOTAL TRIPS	20,252	24,698	21.95%

Financial and General Data

Expenses	\$1,470,758	\$1,476,701	0.40%
Revenues	\$1,630,829	\$1,625,205	-0.34%
Commendations	24	22	-8.33%
Complaints	18	27	50.00%
Passenger No-Shows	853	580	-32.00%
Unmet Trip Requests	110	115	4.55%

Passenger Trips By Funding Source

CTD	5,682	5,168	-9.05%
AHCA	7,272	8,211	12.91%
APD	2,788	8,552	206.74%
DOEA	2,103	1,680	-20.11%
DOE	-	-	NA
Other	2,407	1,087	-54.84%
TOTAL TRIPS	20,252	24,698	21.95%

Performance Measures

Accidents per 100,000 Miles	0.45	0	-100.00%
Miles between Roadcalls	27,485	34,483	25.46%
Avg. Trips per Driver Hour	0.84	1.1	30.95%
Avg. Trips per Para Pass.	30.09	24.7	-17.91%
Cost per Trip	72.62	59.79	-17.67%
Cost per Paratransit Trip	72.62	59.79	-17.67%
Cost per Driver Hour	60.84	65.73	8.04%
Cost per Total Mile	3.34	2.85	-14.67%

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	165,000	0.88%
Potential TD Population / Percent of CountyTotal	108,130	65.53%
UDPHC / Percent of TD Passengers Served	3,631	3.36%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	159,431	165,451	3.78%
Non-Ambulatory	18,177	18,484	1.69%
Stretcher	1,313	1,261	-3.96%
School Board	-	-	NA
TOTAL TRIPS	178,921	185,196	3.51%

Passenger Trips By Trip Purpose

Medical	48,937	53,649	9.63%
Employment	2,830	1,989	-29.72%
Ed/Train/DayCare	107,095	108,788	1.58%
Nutritional	11,219	11,895	6.03%
Life-Sustaining/Other	8,840	8,875	0.40%
TOTAL TRIPS	178,921	185,196	3.51%

Passenger Trips By Funding Source

CTD	16,588	14,068	-15.19%
AHCA	64,267	69,010	7.38%
APD	13,333	11,748	-11.89%
DOEA	5,395	5,531	2.52%
DOE	-	3,092	NA
Other	79,338	81,747	3.04%
TOTAL TRIPS	178,921	185,196	3.51%

Vehicle Data	2009	2010	% Change
Vehicle Miles	1,553,899	1,702,590	9.57%
Revenue Miles	1,401,071	1,586,543	13.24%
Roadcalls	27	29	7.41%
Accidents	5	4	-20.00%
Vehicles	63	67	6.35%
Driver Hours	120,640	118,560	-1.72%

Financial and General Data

Expenses	\$2,046,548	\$1,972,906	-3.60%
Revenues	\$1,735,828	\$2,265,927	30.54%
Commendations	50	52	4.00%
Complaints	69	63	-8.70%
Passenger No-Shows	1,410	1,477	4.75%
Unmet Trip Requests	5,760	4,892	-15.07%

Performance Measures

Accidents per 100,000 Miles	0.32	0.23	-28.13%
Miles between Roadcalls	57,552	58,710	2.01%
Avg. Trips per Driver Hour	1.48	1.56	5.41%
Avg. Trips per Para Pass.	52.04	51	-2.00%
Cost per Trip	11.44	10.65	-6.91%
Cost per Paratransit Trip	11.44	10.65	-6.91%
Cost per Driver Hour	16.96	16.64	-1.89%
Cost per Total Mile	1.32	1.16	-12.12%

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	99,700	0.53%
Potential TD Population / Percent of CountyTotal	56,463	56.63%
UDPHC / Percent of TD Passengers Served	2,104	3.73%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	79,949	81,809	2.33%
Non-Ambulatory	16,928	19,024	12.38%
Stretcher	1,288	1,180	-8.39%
School Board	-	-	NA
TOTAL TRIPS	98,165	102,013	3.92%

Vehicle Data	2009	2010	% Change
Vehicle Miles	1,220,817	1,172,401	-3.97%
Revenue Miles	1,060,566	983,538	-7.26%
Roadcalls	44	41	-6.82%
Accidents	9	7	-22.22%
Vehicles	54	52	-3.70%
Driver Hours	75,484	72,109	-4.47%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	46,794	48,634	3.93%
Employment	40,591	40,337	-0.63%
Ed/Train/DayCare	220	209	-5.00%
Nutritional	6,532	6,517	-0.23%
Life-Sustaining/Other	4,028	6,316	56.80%
TOTAL TRIPS	98,165	102,013	3.92%

Financial and General Data	2009	2010	% Change
Expenses	\$1,871,428	\$1,877,091	0.30%
Revenues	\$1,762,246	\$1,644,748	-6.67%
Commendations	13	17	30.77%
Complaints	36	42	16.67%
Passenger No-Shows	2,483	2,092	-15.75%
Unmet Trip Requests	3,359	2,905	-13.52%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	14,709	15,801	7.42%
AHCA	23,119	25,268	9.30%
APD	39,335	40,040	1.79%
DOEA	5,625	6,997	24.39%
DOE	257	100	-61.09%
Other	15,120	13,807	-8.68%
TOTAL TRIPS	98,165	102,013	3.92%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	0.74	0.6	-18.92%
Miles between Roadcalls	27,746	28,595	3.06%
Avg. Trips per Driver Hour	1.3	1.41	8.46%
Avg. Trips per Para Pass.	39.41	48.49	23.04%
Cost per Trip	19.06	18.4	-3.46%
Cost per Paratransit Trip	19.06	18.4	-3.46%
Cost per Driver Hour	24.79	26.03	5.00%
Cost per Total Mile	1.53	1.6	4.58%

County: Hillsborough
 CTC: Hillsborough County
 Contact: Karen Smith
 4023 N Armenia Avenue, 3rd Floor
 Tampa, FL 33607
 813-276-8126
 Email: smithk@hillsboroughcounty.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	1,196,900	6.38%
Potential TD Population / Percent of CountyTotal	385,529	32.21%
UDPHC / Percent of TD Passengers Served	17,083	4.43%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	297,018	358,468	20.69%
Deviated FR	-	-	NA
Ambulatory	682,823	758,827	11.13%
Non-Ambulatory	81,665	78,584	-3.77%
Stretcher	76	46	-39.47%
School Board	-	-	NA
TOTAL TRIPS	1,061,582	1,195,925	12.65%

Vehicle Data	2009	2010	% Change
Vehicle Miles	5,731,381	6,162,567	7.52%
Revenue Miles	4,207,108	4,753,570	12.99%
Roadcalls	111	158	42.34%
Accidents	85	69	-18.82%
Vehicles	260	267	2.69%
Driver Hours	433,274	446,570	3.07%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	378,583	407,210	7.56%
Employment	159,832	142,429	-10.89%
Ed/Train/DayCare	236,927	240,397	1.46%
Nutritional	42,191	50,673	20.10%
Life-Sustaining/Other	244,049	355,216	45.55%
TOTAL TRIPS	1,061,582	1,195,925	12.65%

Financial and General Data	2009	2010	% Change
Expenses	\$15,423,220	\$15,578,131	1.00%
Revenues	\$14,909,844	\$14,507,812	-2.70%
Commendations	105	118	12.38%
Complaints	83	91	9.64%
Passenger No-Shows	13,186	12,514	-5.10%
Unmet Trip Requests	964	2,784	188.80%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	169,590	203,443	19.96%
AHCA	114,364	137,100	19.88%
APD	166,860	208,689	25.07%
DOEA	35,527	34,715	-2.29%
DOE	1	187	18600.00%
Other	575,240	611,791	6.35%
TOTAL TRIPS	1,061,582	1,195,925	12.65%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	1.48	1.12	-24.32%
Miles between Roadcalls	51,634	39,004	-24.46%
Avg. Trips per Driver Hour	1.76	1.88	6.82%
Avg. Trips per Para Pass.	103.38	61.46	-40.55%
Cost per Trip	14.53	13.03	-10.32%
Cost per Paratransit Trip	19.52	17.96	-7.99%
Cost per Driver Hour	34.44	33.68	-2.21%
Cost per Total Mile	2.6	2.44	-6.15%

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	19,900	0.11%
Potential TD Population / Percent of CountyTotal	8,412	42.27%
UDPHC / Percent of TD Passengers Served	2,238	26.60%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	39,640	48,287	21.81%
Non-Ambulatory	1,996	2,039	2.15%
Stretcher	320	315	-1.56%
School Board	-	-	NA
TOTAL TRIPS	41,956	50,641	20.70%

Vehicle Data	2009	2010	% Change
Vehicle Miles	421,105	294,030	-30.18%
Revenue Miles	312,580	224,210	-28.27%
Roadcalls	2	6	200.00%
Accidents	-	-	NA
Vehicles	21	22	4.76%
Driver Hours	9,583	18,425	92.27%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	19,299	19,981	3.53%
Employment	5,034	10,083	100.30%
Ed/Train/DayCare	16,557	19,488	17.70%
Nutritional	1,004	1,021	1.69%
Life-Sustaining/Other	62	68	9.68%
TOTAL TRIPS	41,956	50,641	20.70%

Financial and General Data	2009	2010	% Change
Expenses	\$492,755	\$513,942	4.30%
Revenues	\$535,892	\$613,905	14.56%
Commendations	7	-	-100.00%
Complaints	5	5	0.00%
Passenger No-Shows	94	56	-40.43%
Unmet Trip Requests	248	165	-33.47%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	11,505	12,342	7.28%
AHCA	13,917	13,681	-1.70%
APD	5,122	5,146	0.47%
DOEA	830	1,021	23.01%
DOE	-	-	NA
Other	10,582	18,451	74.36%
TOTAL TRIPS	41,956	50,641	20.70%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	210,553	49,005	-76.73%
Avg. Trips per Driver Hour	4.38	2.75	-37.21%
Avg. Trips per Para Pass.	14.78	22.63	53.11%
Cost per Trip	11.74	10.15	-13.54%
Cost per Paratransit Trip	11.74	10.15	-13.54%
Cost per Driver Hour	51.42	27.89	-45.76%
Cost per Total Mile	1.17	1.75	49.57%

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	141,600	0.76%
Potential TD Population / Percent of CountyTotal	60,903	43.01%
UDPHC / Percent of TD Passengers Served	15,314	25.14%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	79,969	85,610	7.05%
Non-Ambulatory	5,338	5,876	10.08%
Stretcher	365	447	22.47%
School Board	-	-	NA
TOTAL TRIPS	85,672	91,933	7.31%

Vehicle Data	2009	2010	% Change
Vehicle Miles	646,055	610,915	-5.44%
Revenue Miles	619,745	587,252	-5.24%
Roadcalls	4	3	-25.00%
Accidents	9	6	-33.33%
Vehicles	70	65	-7.14%
Driver Hours	63,384	58,934	-7.02%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	41,075	45,117	9.84%
Employment	5,084	4,890	-3.82%
Ed/Train/DayCare	22,564	21,809	-3.35%
Nutritional	2,967	3,147	6.07%
Life-Sustaining/Other	13,982	16,970	21.37%
TOTAL TRIPS	85,672	91,933	7.31%

Financial and General Data	2009	2010	% Change
Expenses	\$1,698,807	\$1,662,837	-2.12%
Revenues	\$1,691,276	\$1,639,510	-3.06%
Commendations	24	22	-8.33%
Complaints	13	12	-7.69%
Passenger No-Shows	429	366	-14.69%
Unmet Trip Requests	1,119	938	-16.18%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	29,740	25,538	-14.13%
AHCA	9,848	2,406	-75.57%
APD	26,419	28,580	8.18%
DOEA	2,601	5,291	103.42%
DOE	-	-	NA
Other	17,064	30,118	76.50%
TOTAL TRIPS	85,672	91,933	7.31%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	1.39	0.98	-29.50%
Miles between Roadcalls	161,514	203,638	26.08%
Avg. Trips per Driver Hour	1.35	1.56	15.56%
Avg. Trips per Para Pass.	6.6	6	-9.09%
Cost per Trip	19.83	18.09	-8.77%
Cost per Paratransit Trip	19.83	18.09	-8.77%
Cost per Driver Hour	26.8	28.22	5.30%
Cost per Total Mile	2.63	2.72	3.42%

County: Jackson
 CTC: Jackson Co. Trans. dba JTrans
 Contact: Sharon Peeler
 P.O. Box 1117
 Marianna, FL 32446
 850-482-7433
 Email: speeler.jtrans@embarqmail.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	52,600	0.28%
Potential TD Population / Percent of CountyTotal	22,340	42.47%
UDPHC / Percent of TD Passengers Served	1,198	5.36%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	3,795	3,379	-10.96%
Ambulatory	52,182	48,903	-6.28%
Non-Ambulatory	8,955	8,647	-3.44%
Stretcher	161	185	14.91%
School Board	-	-	NA
TOTAL TRIPS	65,093	61,114	-6.11%

Vehicle Data	2009	2010	% Change
Vehicle Miles	700,451	672,346	-4.01%
Revenue Miles	527,257	652,634	23.78%
Roadcalls	2	3	50.00%
Accidents	1	-	-100.00%
Vehicles	28	27	-3.57%
Driver Hours	34,922	35,211	0.83%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	20,905	19,868	-4.96%
Employment	22,588	21,179	-6.24%
Ed/Train/DayCare	10,395	9,939	-4.39%
Nutritional	6,083	5,898	-3.04%
Life-Sustaining/Other	5,122	4,230	-17.42%
TOTAL TRIPS	65,093	61,114	-6.11%

Financial and General Data	2009	2010	% Change
Expenses	\$1,474,407	\$1,506,489	2.18%
Revenues	\$1,765,696	\$1,715,742	-2.83%
Commendations	-	3	NA
Complaints	-	1	NA
Passenger No-Shows	263	260	-1.14%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2009	2010	% Change
CTD	7,491	7,134	-4.77%
AHCA	13,628	12,904	-5.31%
APD	33,133	31,301	-5.53%
DOEA	5,796	5,927	2.26%
DOE	-	-	NA
Other	5,045	3,848	-23.73%
TOTAL TRIPS	65,093	61,114	-6.11%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	0.14	0	-100.00%
Miles between Roadcalls	350,226	224,115	-36.01%
Avg. Trips per Driver Hour	1.86	1.74	-6.45%
Avg. Trips per Para Pass.	52.58	51.01	-2.99%
Cost per Trip	22.65	24.65	8.83%
Cost per Paratransit Trip	22.65	24.65	8.83%
Cost per Driver Hour	42.22	42.78	1.33%
Cost per Total Mile	2.1	2.24	6.67%

County: Jefferson
 CTC: Big Bend Transit, Inc.
 Contact: Ted Waters
 Post Office Box 1721
 Tallahassee, FL 32302
 850-574-6266
 Email: twbdt@aol.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	14,700	0.08%
Potential TD Population / Percent of CountyTotal	7,041	47.90%
UDPHC / Percent of TD Passengers Served	2,775	39.41%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	13,543	13,240	-2.24%
Non-Ambulatory	1,626	1,571	-3.38%
Stretcher	97	291	200.00%
School Board	-	-	NA
TOTAL TRIPS	15,266	15,102	-1.07%

Vehicle Data	2009	2010	% Change
Vehicle Miles	214,040	221,324	3.40%
Revenue Miles	179,463	187,312	4.37%
Roadcalls	4	-	-100.00%
Accidents	-	-	NA
Vehicles	10	10	0.00%
Driver Hours	10,852	9,906	-8.72%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	8,734	7,026	-19.56%
Employment	1,400	1,337	-4.50%
Ed/Train/DayCare	4,616	6,252	35.44%
Nutritional	166	153	-7.83%
Life-Sustaining/Other	350	334	-4.57%
TOTAL TRIPS	15,266	15,102	-1.07%

Financial and General Data	2009	2010	% Change
Expenses	\$511,973	\$811,997	58.60%
Revenues	\$793,602	\$812,003	2.32%
Commendations	-	-	NA
Complaints	5	2	-60.00%
Passenger No-Shows	156	150	-3.85%
Unmet Trip Requests	237	-	-100.00%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	3,735	3,436	-8.01%
AHCA	8,150	6,406	-21.40%
APD	-	-	NA
DOEA	-	-	NA
DOE	-	8	NA
Other	3,381	5,252	55.34%
TOTAL TRIPS	15,266	15,102	-1.07%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	53,510	-	-100.00%
Avg. Trips per Driver Hour	1.41	1.52	7.80%
Avg. Trips per Para Pass.	5.82	5.44	-6.53%
Cost per Trip	33.54	53.77	60.32%
Cost per Paratransit Trip	33.54	53.77	60.32%
Cost per Driver Hour	47.18	81.97	73.74%
Cost per Total Mile	2.39	3.67	53.56%

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	8,200	0.04%
Potential TD Population / Percent of CountyTotal	3,301	40.26%
UDPHC / Percent of TD Passengers Served	296	8.97%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	3,896	3,695	-5.16%
Non-Ambulatory	585	179	-69.40%
Stretcher	4	54	1250.00%
School Board	-	-	NA
TOTAL TRIPS	4,485	3,928	-12.42%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	2,846	2,965	4.18%
Employment	-	-	NA
Ed/Train/DayCare	568	-	-100.00%
Nutritional	1,071	962	-10.18%
Life-Sustaining/Other	-	1	NA
TOTAL TRIPS	4,485	3,928	-12.42%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	2,141	2,327	8.69%
AHCA	705	638	-9.50%
APD	568	-	-100.00%
DOEA	1,070	962	-10.09%
DOE	-	-	NA
Other	1	1	0.00%
TOTAL TRIPS	4,485	3,928	-12.42%

Vehicle Data	2009	2010	% Change
Vehicle Miles	98,192	98,228	0.04%
Revenue Miles	76,312	76,621	0.40%
Roadcalls	1	1	0.00%
Accidents	-	-	NA
Vehicles	7	7	0.00%
Driver Hours	6,280	6,215	-1.04%

Financial and General Data	2009	2010	% Change
Expenses	\$305,282	\$200,852	-34.21%
Revenues	\$335,578	\$251,067	-25.18%
Commendations	-	-	NA
Complaints	1	1	0.00%
Passenger No-Shows	44	42	-4.55%
Unmet Trip Requests	16	14	-12.50%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	98,192	98,228	0.04%
Avg. Trips per Driver Hour	0.71	0.63	-11.27%
Avg. Trips per Para Pass.	14.33	13.27	-7.40%
Cost per Trip	68.07	51.13	-24.89%
Cost per Paratransit Trip	68.07	51.13	-24.89%
Cost per Driver Hour	48.61	32.32	-33.51%
Cost per Total Mile	3.11	2.04	-34.41%

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	292,000	1.56%
Potential TD Population / Percent of CountyTotal	119,583	40.95%
UDPHC / Percent of TD Passengers Served	17,850	14.93%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	1,310	884	-32.52%
Ambulatory	178,362	145,945	-18.17%
Non-Ambulatory	42,787	33,602	-21.47%
Stretcher	417	239	-42.69%
School Board	48,278	43,693	-9.50%
TOTAL TRIPS	271,154	224,363	-17.26%

Vehicle Data	2009	2010	% Change
Vehicle Miles	2,595,156	2,522,672	-2.79%
Revenue Miles	2,214,628	2,102,883	-5.05%
Roadcalls	76	146	92.11%
Accidents	5	10	100.00%
Vehicles	95	91	-4.21%
Driver Hours	145,772	119,697	-17.89%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	73,491	74,556	1.45%
Employment	48,978	48,915	-0.13%
Ed/Train/DayCare	109,478	60,807	-44.46%
Nutritional	23,166	21,125	-8.81%
Life-Sustaining/Other	16,041	18,960	18.20%
TOTAL TRIPS	271,154	224,363	-17.26%

Financial and General Data	2009	2010	% Change
Expenses	\$5,789,958	\$5,037,403	-13.00%
Revenues	\$6,912,759	\$6,165,996	-10.80%
Commendations	54	26	-51.85%
Complaints	13	98	653.85%
Passenger No-Shows	12,905	12,510	-3.06%
Unmet Trip Requests	45	6	-86.67%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	25,158	22,326	-11.26%
AHCA	35,955	39,394	9.56%
APD	85,171	42,859	-49.68%
DOEA	19,204	20,781	8.21%
DOE	-	-	NA
Other	105,666	99,003	-6.31%
TOTAL TRIPS	271,154	224,363	-17.26%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	0.19	0.4	110.53%
Miles between Roadcalls	34,147	17,279	-49.40%
Avg. Trips per Driver Hour	1.86	1.87	0.54%
Avg. Trips per Para Pass.	15.7	12.57	-19.94%
Cost per Trip	21.35	22.45	5.15%
Cost per Paratransit Trip	21.35	22.45	5.15%
Cost per Driver Hour	39.72	42.08	5.94%
Cost per Total Mile	2.23	2	-10.31%

County: Lee
 CTC: Good Wheels, Inc.
 Contact: Gary L. Bryant
 10075 Bavaria Rd.
 Fort Myers, FL 33913
 239-768-6184
 Email: gbryant1@aol.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	615,100	3.28%
Potential TD Population / Percent of CountyTotal	225,603	36.68%
UDPHC / Percent of TD Passengers Served	1,866	0.83%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	160	141	-11.88%
Deviated FR	-	-	NA
Ambulatory	85,287	103,778	21.68%
Non-Ambulatory	23,843	26,025	9.15%
Stretcher	452	457	1.11%
School Board	-	-	NA
TOTAL TRIPS	109,742	130,401	18.83%

Vehicle Data	2009	2010	% Change
Vehicle Miles	1,429,262	1,698,685	18.85%
Revenue Miles	1,205,198	1,439,077	19.41%
Roadcalls	33	45	36.36%
Accidents	4	6	50.00%
Vehicles	47	66	40.43%
Driver Hours	89,539	95,281	6.41%

Passenger Trips By Trip Purpose

Medical	55,171	61,842	12.09%
Employment	-	1,933	NA
Ed/Train/DayCare	53,462	61,297	14.66%
Nutritional	1,109	5,329	380.52%
Life-Sustaining/Other	-	-	NA
TOTAL TRIPS	109,742	130,401	18.83%

Financial and General Data

Expenses	\$3,249,138	\$3,705,363	14.04%
Revenues	\$2,944,163	\$4,261,324	44.74%
Commendations	109	39	-64.22%
Complaints	60	129	115.00%
Passenger No-Shows	5,900	3,166	-46.34%
Unmet Trip Requests	4,173	4,594	10.09%

Passenger Trips By Funding Source

CTD	19,001	18,349	-3.43%
AHCA	36,304	42,615	17.38%
APD	39,677	57,204	44.17%
DOEA	8,201	7,450	-9.16%
DOE	-	-	NA
Other	6,559	4,783	-27.08%
TOTAL TRIPS	109,742	130,401	18.83%

Performance Measures

Accidents per 100,000 Miles	0.28	0.35	25.00%
Miles between Roadcalls	43,311	37,749	-12.84%
Avg. Trips per Driver Hour	1.22	1.37	12.30%
Avg. Trips per Para Pass.	66.33	71.26	7.43%
Cost per Trip	29.61	28.42	-4.02%
Cost per Paratransit Trip	29.62	28.41	-4.09%
Cost per Driver Hour	36.25	38.84	7.14%
Cost per Total Mile	2.27	2.18	-3.96%

County: Leon
 CTC: StarMetro-City of Tallahassee
 Contact: Ivan Maldonado
 555 Appleyard Dr.
 Tallahassee, FL 32304
 850-891-5196
 Email: ivan.maldonado@talgov.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	274,800	1.47%
Potential TD Population / Percent of CountyTotal	90,583	32.96%
UDPHC / Percent of TD Passengers Served	7,653	8.45%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	154,909	174,813	12.85%
Deviated FR	-	-	NA
Ambulatory	65,924	59,290	-10.06%
Non-Ambulatory	16,502	12,758	-22.69%
Stretcher	39	74	89.74%
School Board	-	-	NA
TOTAL TRIPS	237,374	246,935	4.03%

Vehicle Data	2009	2010	% Change
Vehicle Miles	1,166,366	444,242	-61.91%
Revenue Miles	1,039,119	383,017	-63.14%
Roadcalls	11	5	-54.55%
Accidents	6	7	16.67%
Vehicles	28	19	-32.14%
Driver Hours	56,711	43,399	-23.47%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	33,971	70,504	107.54%
Employment	154,721	27,370	-82.31%
Ed/Train/DayCare	34,290	138,062	302.63%
Nutritional	10,247	9,417	-8.10%
Life-Sustaining/Other	4,145	1,582	-61.83%
TOTAL TRIPS	237,374	246,935	4.03%

Financial and General Data	2009	2010	% Change
Expenses	\$1,882,343	\$2,125,341	12.91%
Revenues	\$1,882,343	\$1,803,239	-4.20%
Commendations	4	5	25.00%
Complaints	82	54	-34.15%
Passenger No-Shows	2,085	1,167	-44.03%
Unmet Trip Requests	83	90	8.43%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	148,650	182,600	22.84%
AHCA	33,743	21,268	-36.97%
APD	38,352	33,287	-13.21%
DOEA	-	-	NA
DOE	68	-	-100.00%
Other	16,561	9,780	-40.95%
TOTAL TRIPS	237,374	246,935	4.03%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	0.51	1.58	209.80%
Miles between Roadcalls	106,033	88,848	-16.21%
Avg. Trips per Driver Hour	1.45	1.66	14.48%
Avg. Trips per Para Pass.	52.36	21.19	-59.53%
Cost per Trip	7.93	8.61	8.58%
Cost per Paratransit Trip	20.69	27.12	31.08%
Cost per Driver Hour	30.09	45.07	49.78%
Cost per Total Mile	1.46	4.4	201.37%

County: Levy
 CTC: Levy Board of County Commissioners
 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	40,700	0.22%
Potential TD Population / Percent of CountyTotal	19,451	47.79%
UDPHC / Percent of TD Passengers Served	877	4.51%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	33,424	35,796	7.10%
Non-Ambulatory	5,647	6,070	7.49%
Stretcher	108	72	-33.33%
School Board	-	-	NA
TOTAL TRIPS	39,179	41,938	7.04%

Vehicle Data	2009	2010	% Change
Vehicle Miles	1,301,079	658,929	-49.36%
Revenue Miles	810,993	547,511	-32.49%
Roadcalls	19	13	-31.58%
Accidents	-	3	NA
Vehicles	18	25	38.89%
Driver Hours	30,160	27,256	-9.63%

Passenger Trips By Trip Purpose

Medical	19,022	22,290	17.18%
Employment	198	1,588	702.02%
Ed/Train/DayCare	14,790	14,621	-1.14%
Nutritional	686	393	-42.71%
Life-Sustaining/Other	4,483	3,046	-32.05%
TOTAL TRIPS	39,179	41,938	7.04%

Financial and General Data

Expenses	\$1,367,713	\$1,385,615	1.31%
Revenues	\$1,696,995	\$1,837,385	8.27%
Commendations	11	6	-45.45%
Complaints	3	-	-100.00%
Passenger No-Shows	877	955	8.89%
Unmet Trip Requests	698	838	20.06%

Passenger Trips By Funding Source

CTD	8,984	9,681	7.76%
AHCA	10,037	10,776	7.36%
APD	14,289	14,041	-1.74%
DOEA	686	393	-42.71%
DOE	-	-	NA
Other	5,183	7,047	35.96%
TOTAL TRIPS	39,179	41,938	7.04%

Performance Measures

Accidents per 100,000 Miles	0	0.46	NA
Miles between Roadcalls	68,478	50,687	-25.98%
Avg. Trips per Driver Hour	1.3	1.54	18.46%
Avg. Trips per Para Pass.	37.74	47.82	26.71%
Cost per Trip	34.91	33.04	-5.36%
Cost per Paratransit Trip	34.91	33.04	-5.36%
Cost per Driver Hour	45.35	50.84	12.11%
Cost per Total Mile	1.05	2.1	100.00%

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	2,838	34.61%
UDPHC / Percent of TD Passengers Served	1,572	55.39%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	32,985	32,356	-1.91%
Non-Ambulatory	1,125	1,218	8.27%
Stretcher	8	1	-87.50%
School Board	-	-	NA
TOTAL TRIPS	34,118	33,575	-1.59%

Vehicle Data	2009	2010	% Change
Vehicle Miles	392,180	391,980	-0.05%
Revenue Miles	392,138	391,949	-0.05%
Roadcalls	1	2	100.00%
Accidents	1	-	-100.00%
Vehicles	19	19	0.00%
Driver Hours	21,736	21,620	-0.53%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	18,286	18,256	-0.16%
Employment	196	189	-3.57%
Ed/Train/DayCare	8,489	8,382	-1.26%
Nutritional	2,354	2,154	-8.50%
Life-Sustaining/Other	4,793	4,594	-4.15%
TOTAL TRIPS	34,118	33,575	-1.59%

Financial and General Data	2009	2010	% Change
Expenses	\$397,007	\$368,387	-7.21%
Revenues	\$404,166	\$371,478	-8.09%
Commendations	2	2	0.00%
Complaints	3	-	-100.00%
Passenger No-Shows	34	21	-38.24%
Unmet Trip Requests	16	12	-25.00%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	25,930	25,849	-0.31%
AHCA	4,238	3,777	-10.88%
APD	104	141	35.58%
DOEA	1,189	1,154	-2.94%
DOE	-	-	NA
Other	2,657	2,654	-0.11%
TOTAL TRIPS	34,118	33,575	-1.59%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	0.25	0	-100.00%
Miles between Roadcalls	392,180	195,990	-50.03%
Avg. Trips per Driver Hour	1.57	1.55	-1.27%
Avg. Trips per Para Pass.	22.55	21.36	-5.28%
Cost per Trip	11.64	10.97	-5.76%
Cost per Paratransit Trip	11.64	10.97	-5.76%
Cost per Driver Hour	18.26	17.04	-6.68%
Cost per Total Mile	1.01	0.94	-6.93%

County: Madison
 CTC: Big Bend Transit
 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	20,300	0.11%
Potential TD Population / Percent of CountyTotal	8,400	41.38%
UDPHC / Percent of TD Passengers Served	4,291	51.08%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	22,373	23,048	3.02%
Non-Ambulatory	1,853	1,732	-6.53%
Stretcher	6	40	566.67%
School Board	-	-	NA
TOTAL TRIPS	24,232	24,820	2.43%

Vehicle Data	2009	2010	% Change
Vehicle Miles	316,884	310,195	-2.11%
Revenue Miles	272,236	265,790	-2.37%
Roadcalls	5	-	-100.00%
Accidents	1	-	-100.00%
Vehicles	17	16	-5.88%
Driver Hours	19,067	16,831	-11.73%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	10,667	10,067	-5.62%
Employment	2,060	1,743	-15.39%
Ed/Train/DayCare	4,330	6,587	52.12%
Nutritional	5,887	5,250	-10.82%
Life-Sustaining/Other	1,288	1,173	-8.93%
TOTAL TRIPS	24,232	24,820	2.43%

Financial and General Data	2009	2010	% Change
Expenses	\$691,170	\$713,024	3.16%
Revenues	\$684,942	\$713,087	4.11%
Commendations	-	-	NA
Complaints	3	2	-33.33%
Passenger No-Shows	197	156	-20.81%
Unmet Trip Requests	420	-	-100.00%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	6,336	5,806	-8.36%
AHCA	6,970	5,369	-22.97%
APD	-	-	NA
DOEA	5,887	5,250	-10.82%
DOE	20	4	-80.00%
Other	5,019	8,391	67.18%
TOTAL TRIPS	24,232	24,820	2.43%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	0.32	0	-100.00%
Miles between Roadcalls	63,377	-	-100.00%
Avg. Trips per Driver Hour	1.27	1.47	15.75%
Avg. Trips per Para Pass.	6.69	5.78	-13.60%
Cost per Trip	28.52	28.73	0.74%
Cost per Paratransit Trip	28.52	28.73	0.74%
Cost per Driver Hour	36.25	42.36	16.86%
Cost per Total Mile	2.18	2.3	5.50%

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	318,400	1.70%
Potential TD Population / Percent of CountyTotal	141,202	44.35%
UDPHC / Percent of TD Passengers Served	139,211	98.59%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	117,068	135,768	15.97%
Deviated FR	-	-	NA
Ambulatory	210,646	111,167	-47.23%
Non-Ambulatory	35,270	25,732	-27.04%
Stretcher	147	-	-100.00%
School Board	2	4	100.00%
TOTAL TRIPS	363,133	272,671	-24.91%

Vehicle Data	2009	2010	% Change
Vehicle Miles	1,021,267	944,355	-7.53%
Revenue Miles	844,202	731,514	-13.35%
Roadcalls	16	7	-56.25%
Accidents	18	10	-44.44%
Vehicles	65	56	-13.85%
Driver Hours	69,864	63,096	-9.69%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	27,459	73,910	169.16%
Employment	13,566	33,043	143.57%
Ed/Train/DayCare	112,909	18,702	-83.44%
Nutritional	16,667	7,411	-55.53%
Life-Sustaining/Other	192,532	139,605	-27.49%
TOTAL TRIPS	363,133	272,671	-24.91%

Financial and General Data	2009	2010	% Change
Expenses	\$3,048,444	\$3,225,408	5.81%
Revenues	\$3,048,444	\$3,225,408	5.81%
Commendations	-	4	NA
Complaints	13	37	184.62%
Passenger No-Shows	2,760	1,156	-58.12%
Unmet Trip Requests	205	309	50.73%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	26,578	28,874	8.64%
AHCA	-	2,699	NA
APD	134,795	28,338	-78.98%
DOEA	19,212	21,618	12.52%
DOE	256	-	-100.00%
Other	182,292	191,142	4.85%
TOTAL TRIPS	363,133	272,671	-24.91%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	1.76	1.06	-39.77%
Miles between Roadcalls	63,829	134,908	111.36%
Avg. Trips per Driver Hour	3.52	2.17	-38.35%
Avg. Trips per Para Pass.	48.46	39.76	-17.95%
Cost per Trip	8.39	11.83	41.00%
Cost per Paratransit Trip	12.15	23.52	93.58%
Cost per Driver Hour	42.8	51.04	19.25%
Cost per Total Mile	2.93	3.41	16.38%

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	330,400	1.76%
Potential TD Population / Percent of CountyTotal	150,414	45.52%
UDPHC / Percent of TD Passengers Served	6,898	4.59%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	142,071	143,035	0.68%
Non-Ambulatory	53,439	54,151	1.33%
Stretcher	781	778	-0.38%
School Board	322	-	-100.00%
TOTAL TRIPS	196,613	197,964	0.69%

Vehicle Data	2009	2010	% Change
Vehicle Miles	1,782,006	1,819,872	2.12%
Revenue Miles	1,642,589	1,681,926	2.39%
Roadcalls	12	13	8.33%
Accidents	6	3	-50.00%
Vehicles	94	86	-8.51%
Driver Hours	142,480	152,880	7.30%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	148,009	150,003	1.35%
Employment	2,122	1,981	-6.64%
Ed/Train/DayCare	10,833	10,135	-6.44%
Nutritional	23,873	23,998	0.52%
Life-Sustaining/Other	11,776	11,847	0.60%
TOTAL TRIPS	196,613	197,964	0.69%

Financial and General Data	2009	2010	% Change
Expenses	\$4,807,039	\$4,070,355	-15.33%
Revenues	\$4,863,785	\$3,715,668	-23.61%
Commendations	17	24	41.18%
Complaints	29	26	-10.34%
Passenger No-Shows	12,094	11,669	-3.51%
Unmet Trip Requests	1,089	815	-25.16%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	38,312	40,090	4.64%
AHCA	50,961	51,007	0.09%
APD	49,006	46,433	-5.25%
DOEA	1,742	1,704	-2.18%
DOE	-	-	NA
Other	56,592	58,730	3.78%
TOTAL TRIPS	196,613	197,964	0.69%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	0.34	0.16	-52.94%
Miles between Roadcalls	148,501	139,990	-5.73%
Avg. Trips per Driver Hour	1.38	1.29	-6.52%
Avg. Trips per Para Pass.	28.87	28.7	-0.59%
Cost per Trip	24.45	20.56	-15.91%
Cost per Paratransit Trip	24.45	20.56	-15.91%
Cost per Driver Hour	33.74	26.62	-21.10%
Cost per Total Mile	2.7	2.24	-17.04%

County: Martin
 CTC: Medical Transportation Management, Inc.
 Contact: Lisa Sanders
 16 Hawk Ridge Dr
 Lake St Louis, FL 63367
 772-403-8166
 Email: lusanders@mtm-inc.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	143,900	0.77%
Potential TD Population / Percent of CountyTotal	67,943	47.22%
UDPHC / Percent of TD Passengers Served	1,641	2.42%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	6,379	19,164	200.42%
Ambulatory	31,480	17,844	-43.32%
Non-Ambulatory	6,227	5,929	-4.79%
Stretcher	24	95	295.83%
School Board	-	-	NA
TOTAL TRIPS	44,110	43,032	-2.44%

Vehicle Data	2009	2010	% Change
Vehicle Miles	307,287	235,935	-23.22%
Revenue Miles	150,251	120,327	-19.92%
Roadcalls	-	-	NA
Accidents	4	2	-50.00%
Vehicles	94	57	-39.36%
Driver Hours	17,680	56,160	217.65%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	17,248	18,105	4.97%
Employment	8,201	2,255	-72.50%
Ed/Train/DayCare	3,134	1,668	-46.78%
Nutritional	1,867	43	-97.70%
Life-Sustaining/Other	13,660	20,961	53.45%
TOTAL TRIPS	44,110	43,032	-2.44%

Financial and General Data	2009	2010	% Change
Expenses	\$1,159,968	\$784,845	-32.34%
Revenues	\$1,069,998	\$821,591	-23.22%
Commendations	34	-	-100.00%
Complaints	99	78	-21.21%
Passenger No-Shows	203	578	184.73%
Unmet Trip Requests	2,076	493	-76.25%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	19,160	14,140	-26.20%
AHCA	4,975	8,540	71.66%
APD	-	-	NA
DOEA	1,670	-	-100.00%
DOE	-	-	NA
Other	18,305	20,352	11.18%
TOTAL TRIPS	44,110	43,032	-2.44%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	1.3	0.85	-34.62%
Miles between Roadcalls	-	-	NA
Avg. Trips per Driver Hour	2.49	0.77	-69.08%
Avg. Trips per Para Pass.	11.92	26.22	119.97%
Cost per Trip	26.3	18.24	-30.65%
Cost per Paratransit Trip	26.3	18.24	-30.65%
Cost per Driver Hour	65.61	13.98	-78.69%
Cost per Total Mile	3.77	3.33	-11.67%

County: Miami-Dade
 CTC: Miami-Dade Transit
 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	2,472,300	13.19%
Potential TD Population / Percent of CountyTotal	950,857	38.46%
UDPHC / Percent of TD Passengers Served	242,000	25.45%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	21,790,029	21,945,342	0.71%
Deviated FR	1,243,332	-	-100.00%
Ambulatory	2,928,656	2,783,805	-4.95%
Non-Ambulatory	1,110,749	1,056,815	-4.86%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	27,072,766	25,785,962	-4.75%

Vehicle Data	2009	2010	% Change
Vehicle Miles	30,077,183	26,836,716	-10.77%
Revenue Miles	29,000,191	24,851,335	-14.31%
Roadcalls	157	24	-84.71%
Accidents	56	17	-69.64%
Vehicles	797	836	4.89%
Driver Hours	1,595,360	1,982,373	24.26%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	7,147,213	8,767,229	22.67%
Employment	5,143,825	2,836,455	-44.86%
Ed/Train/DayCare	6,605,754	5,157,192	-21.93%
Nutritional	4,656,515	1,289,298	-72.31%
Life-Sustaining/Other	3,519,459	7,735,788	119.80%
TOTAL TRIPS	27,072,766	25,785,962	-4.75%

Financial and General Data	2009	2010	% Change
Expenses	\$142,291,287	\$135,000,889	-5.12%
Revenues	\$102,506,437	\$100,426,708	-2.03%
Commendations	176	-	-100.00%
Complaints	6,666	4,531	-32.03%
Passenger No-Shows	36,707	-	-100.00%
Unmet Trip Requests	730,417	564,840	-22.67%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	2,484,188	2,563,125	3.18%
AHCA	1,961,955	1,856,589	-5.37%
APD	822,177	781,312	-4.97%
DOEA	3,439,375	3,274,817	-4.78%
DOE	134,455	-	-100.00%
Other	18,230,616	17,310,119	-5.05%
TOTAL TRIPS	27,072,766	25,785,962	-4.75%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	0.19	0.06	-68.42%
Miles between Roadcalls	191,574	1,118,197	483.69%
Avg. Trips per Driver Hour	3.31	1.94	-41.39%
Avg. Trips per Para Pass.	48.13	73.86	53.46%
Cost per Trip	5.26	5.24	-0.38%
Cost per Paratransit Trip	25.91	33.81	30.49%
Cost per Driver Hour	85.81	65.5	-23.67%
Cost per Total Mile	4.55	4.84	6.37%

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	77,900	0.42%
Potential TD Population / Percent of CountyTotal	37,225	47.79%
UDPHC / Percent of TD Passengers Served	2,616	7.03%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	9,180	14,399	56.85%
Deviated FR	-	-	NA
Ambulatory	89,219	86,803	-2.71%
Non-Ambulatory	6,188	6,314	2.04%
Stretcher	-	1	NA
School Board	-	-	NA
TOTAL TRIPS	104,587	107,517	2.80%

Vehicle Data	2009	2010	% Change
Vehicle Miles	966,090	955,852	-1.06%
Revenue Miles	861,467	867,017	0.64%
Roadcalls	4	12	200.00%
Accidents	3	5	66.67%
Vehicles	46	52	13.04%
Driver Hours	92,560	113,360	22.47%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	35,976	43,017	19.57%
Employment	4,286	3,617	-15.61%
Ed/Train/DayCare	28,593	21,714	-24.06%
Nutritional	6,712	10,768	60.43%
Life-Sustaining/Other	29,020	28,401	-2.13%
TOTAL TRIPS	104,587	107,517	2.80%

Financial and General Data	2009	2010	% Change
Expenses	\$2,144,020	\$2,098,744	-2.11%
Revenues	\$2,037,712	\$1,903,912	-6.57%
Commendations	4	18	350.00%
Complaints	-	17	NA
Passenger No-Shows	586	566	-3.41%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2009	2010	% Change
CTD	47,844	46,926	-1.92%
AHCA	20,675	23,256	12.48%
APD	5,409	2,193	-59.46%
DOEA	-	-	NA
DOE	-	-	NA
Other	30,659	35,142	14.62%
TOTAL TRIPS	104,587	107,517	2.80%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	0.31	0.52	67.74%
Miles between Roadcalls	241,523	79,654	-67.02%
Avg. Trips per Driver Hour	1.03	0.82	-20.39%
Avg. Trips per Para Pass.	49.74	36.43	-26.76%
Cost per Trip	20.5	19.52	-4.78%
Cost per Paratransit Trip	22.4	22.5	0.45%
Cost per Driver Hour	23.09	18.48	-19.97%
Cost per Total Mile	2.21	2.19	-0.90%

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	72,600	0.39%
Potential TD Population / Percent of CountyTotal	18,279	25.18%
UDPHC / Percent of TD Passengers Served	977	5.34%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	49,367	56,443	14.33%
Non-Ambulatory	6,503	7,607	16.98%
Stretcher	78	54	-30.77%
School Board	-	-	NA
TOTAL TRIPS	55,948	64,104	14.58%

Passenger Trips By Trip Purpose

Medical	30,566	34,525	12.95%
Employment	3,898	3,130	-19.70%
Ed/Train/DayCare	85	2,327	2637.65%
Nutritional	14,559	15,808	8.58%
Life-Sustaining/Other	6,840	8,314	21.55%
TOTAL TRIPS	55,948	64,104	14.58%

Passenger Trips By Funding Source

CTD	21,273	22,147	4.11%
AHCA	19,341	20,274	4.82%
APD	-	-	NA
DOEA	14,078	19,408	37.86%
DOE	4	-	-100.00%
Other	1,252	2,275	81.71%
TOTAL TRIPS	55,948	64,104	14.58%

Vehicle Data	2009	2010	% Change
Vehicle Miles	425,219	528,799	24.36%
Revenue Miles	336,812	423,444	25.72%
Roadcalls	15	12	-20.00%
Accidents	-	1	NA
Vehicles	16	19	18.75%
Driver Hours	31,536	34,266	8.66%

Financial and General Data

Expenses	\$1,016,291	\$1,010,320	-0.59%
Revenues	\$1,074,439	\$948,468	-11.72%
Commendations	-	-	NA
Complaints	-	-	NA
Passenger No-Shows	371	519	39.89%
Unmet Trip Requests	75	205	173.33%

Performance Measures

Accidents per 100,000 Miles	0	0.19	NA
Miles between Roadcalls	28,348	44,067	55.45%
Avg. Trips per Driver Hour	1.77	1.87	5.65%
Avg. Trips per Para Pass.	58.16	65.61	12.81%
Cost per Trip	18.16	15.76	-13.22%
Cost per Paratransit Trip	18.16	15.76	-13.22%
Cost per Driver Hour	32.23	29.48	-8.53%
Cost per Total Mile	2.39	1.91	-20.08%

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	196,200	1.05%
Potential TD Population / Percent of CountyTotal	58,012	29.57%
UDPHC / Percent of TD Passengers Served	6,307	10.87%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	34,208	40,070	17.14%
Deviated FR	-	-	NA
Ambulatory	78,797	75,940	-3.63%
Non-Ambulatory	17,765	17,700	-0.37%
Stretcher	4	1	-75.00%
School Board	-	-	NA
TOTAL TRIPS	130,774	133,711	2.25%

Vehicle Data	2009	2010	% Change
Vehicle Miles	697,290	683,233	-2.02%
Revenue Miles	600,583	591,105	-1.58%
Roadcalls	5	1	-80.00%
Accidents	1	3	200.00%
Vehicles	65	65	0.00%
Driver Hours	70,572	64,888	-8.05%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	54,467	58,722	7.81%
Employment	45,771	41,595	-9.12%
Ed/Train/DayCare	10,140	11,374	12.17%
Nutritional	11,770	14,680	24.72%
Life-Sustaining/Other	8,626	7,340	-14.91%
TOTAL TRIPS	130,774	133,711	2.25%

Financial and General Data	2009	2010	% Change
Expenses	\$1,700,312	\$1,577,959	-7.20%
Revenues	\$1,496,824	\$1,598,338	6.78%
Commendations	3	8	166.67%
Complaints	8	12	50.00%
Passenger No-Shows	560	498	-11.07%
Unmet Trip Requests	542	583	7.56%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	53,135	46,023	-13.38%
AHCA	13,600	15,398	13.22%
APD	-	-	NA
DOEA	6,389	6,828	6.87%
DOE	324	601	85.49%
Other	57,326	64,861	13.14%
TOTAL TRIPS	130,774	133,711	2.25%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	0.14	0.44	214.29%
Miles between Roadcalls	139,458	683,233	389.92%
Avg. Trips per Driver Hour	1.37	1.44	5.11%
Avg. Trips per Para Pass.	16.23	15.78	-2.77%
Cost per Trip	13	11.8	-9.23%
Cost per Paratransit Trip	17.61	16.85	-4.32%
Cost per Driver Hour	24.09	24.32	0.95%
Cost per Total Mile	2.44	2.31	-5.33%

County: Okeechobee
 CTC: Veolia Transportation Services
 Contact: Tim Banks
 1103 US 27 South
 Sebring, FL 33870
 863-386-6004
 Email: Tim.Banks@veoliatransportation.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	39,700	0.21%
Potential TD Population / Percent of CountyTotal	20,784	52.35%
UDPHC / Percent of TD Passengers Served	692	3.33%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	31,635	38,358	21.25%
Non-Ambulatory	4,588	4,747	3.47%
Stretcher	2	1	-50.00%
School Board	-	-	NA
TOTAL TRIPS	36,225	43,106	19.00%

Vehicle Data	2009	2010	% Change
Vehicle Miles	527,275	636,582	20.73%
Revenue Miles	416,947	431,472	3.48%
Roadcalls	8	8	0.00%
Accidents	3	2	-33.33%
Vehicles	14	15	7.14%
Driver Hours	22,834	24,366	6.71%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	14,026	14,891	6.17%
Employment	19,470	24,793	27.34%
Ed/Train/DayCare	4	13	225.00%
Nutritional	1,880	2,206	17.34%
Life-Sustaining/Other	845	1,203	42.37%
TOTAL TRIPS	36,225	43,106	19.00%

Financial and General Data	2009	2010	% Change
Expenses	\$713,604	\$729,272	2.20%
Revenues	\$743,236	\$666,638	-10.31%
Commendations	6	5	-16.67%
Complaints	15	11	-26.67%
Passenger No-Shows	669	553	-17.34%
Unmet Trip Requests	456	363	-20.39%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	4,338	5,275	21.60%
AHCA	9,186	10,614	15.55%
APD	18,412	22,496	22.18%
DOEA	818	995	21.64%
DOE	-	-	NA
Other	3,471	3,726	7.35%
TOTAL TRIPS	36,225	43,106	19.00%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	0.57	0.31	-45.61%
Miles between Roadcalls	65,909	79,573	20.73%
Avg. Trips per Driver Hour	1.59	1.77	11.32%
Avg. Trips per Para Pass.	61.4	62.29	1.45%
Cost per Trip	19.7	16.92	-14.11%
Cost per Paratransit Trip	19.7	16.92	-14.11%
Cost per Driver Hour	31.25	29.93	-4.22%
Cost per Total Mile	1.35	1.15	-14.81%

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	1,108,900	5.91%
Potential TD Population / Percent of County Total	351,248	31.68%
UDPHC / Percent of TD Passengers Served	21,443	6.10%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	1,421,681	805,603	-43.33%
Deviated FR	-	76,520	NA
Ambulatory	575,037	571,512	-0.61%
Non-Ambulatory	166,469	166,654	0.11%
Stretcher	6,178	9,988	61.67%
School Board	-	-	NA
TOTAL TRIPS	2,169,365	1,630,277	-24.85%

Vehicle Data	2009	2010	% Change
Vehicle Miles	7,638,406	7,481,054	-2.06%
Revenue Miles	5,577,034	6,280,172	12.61%
Roadcalls	180	344	91.11%
Accidents	132	165	25.00%
Vehicles	234	226	-3.42%
Driver Hours	556,222	474,823	-14.63%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	1,160,748	902,911	-22.21%
Employment	329,038	193,173	-41.29%
Ed/Train/DayCare	258,860	302,736	16.95%
Nutritional	89,205	68,772	-22.91%
Life-Sustaining/Other	331,514	162,685	-50.93%
TOTAL TRIPS	2,169,365	1,630,277	-24.85%

Financial and General Data	2009	2010	% Change
Expenses	\$14,746,841	\$14,417,549	-2.23%
Revenues	\$16,323,563	\$14,201,407	-13.00%
Commendations	61	54	-11.48%
Complaints	556	498	-10.43%
Passenger No-Shows	25,830	34,825	34.82%
Unmet Trip Requests	127,793	2,921	-97.71%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	84,100	59,749	-28.95%
AHCA	208,542	231,518	11.02%
APD	155,620	158,276	1.71%
DOEA	65,652	-	-100.00%
DOE	-	-	NA
Other	1,655,451	1,180,734	-28.68%
TOTAL TRIPS	2,169,365	1,630,277	-24.85%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	1.73	2.21	27.75%
Miles between Roadcalls	42,436	21,747	-48.75%
Avg. Trips per Driver Hour	1.34	1.74	29.85%
Avg. Trips per Para Pass.	37.7	42.24	12.04%
Cost per Trip	6.8	8.84	30.00%
Cost per Paratransit Trip	19.72	17.48	-11.36%
Cost per Driver Hour	26.51	30.36	14.52%
Cost per Total Mile	1.93	1.93	0.00%

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	272,800	1.45%
Potential TD Population / Percent of CountyTotal	82,353	30.19%
UDPHC / Percent of TD Passengers Served	5,697	6.92%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	377,718	214,036	-43.33%
Deviated FR	-	20,330	NA
Ambulatory	152,778	151,842	-0.61%
Non-Ambulatory	44,228	44,277	0.11%
Stretcher	1,642	2,654	61.63%
School Board	-	-	NA
TOTAL TRIPS	576,366	433,139	-24.85%

Passenger Trips By Trip Purpose

Medical	308,392	239,889	-22.21%
Employment	87,420	51,323	-41.29%
Ed/Train/DayCare	68,775	80,432	16.95%
Nutritional	23,700	18,272	-22.90%
Life-Sustaining/Other	88,079	43,223	-50.93%
TOTAL TRIPS	576,366	433,139	-24.85%

Passenger Trips By Funding Source

CTD	22,339	15,874	-28.94%
AHCA	55,406	61,511	11.02%
APD	41,351	42,051	1.69%
DOEA	17,443	-	-100.00%
DOE	-	-	NA
Other	439,827	313,703	-28.68%
TOTAL TRIPS	576,366	433,139	-24.85%

Vehicle Data	2009	2010	% Change
Vehicle Miles	2,029,405	1,987,598	-2.06%
Revenue Miles	1,481,731	1,668,543	12.61%
Roadcalls	48	91	89.58%
Accidents	37	45	21.62%
Vehicles	62	60	-3.23%
Driver Hours	147,779	126,153	-14.63%

Financial and General Data

Expenses	\$3,858,009	\$3,830,517	-0.71%
Revenues	\$4,329,481	\$3,773,092	-12.85%
Commendations	16	15	-6.25%
Complaints	146	132	-9.59%
Passenger No-Shows	6,863	9,252	34.81%
Unmet Trip Requests	33,953	776	-97.71%

Performance Measures

Accidents per 100,000 Miles	1.82	2.26	24.18%
Miles between Roadcalls	42,279	21,842	-48.34%
Avg. Trips per Driver Hour	1.34	1.74	29.85%
Avg. Trips per Para Pass.	37.7	42.24	12.04%
Cost per Trip	6.69	8.84	32.14%
Cost per Paratransit Trip	19.42	17.48	-9.99%
Cost per Driver Hour	26.11	30.36	16.28%
Cost per Total Mile	1.9	1.93	1.58%

County: Palm Beach
 CTC: Palm Beach County
 Contact: John Coons
 3044 S. Military Trail, Suite D
 Lake Worth, FL , FL 33463
 561-649-9848
 Email: jcoons@co.palm-beach.fl.us

Demographics	Number	Percentage
Total County Population / Percent of State Total	1,287,300	6.87%
Potential TD Population / Percent of CountyTotal	551,202	42.82%
UDPHC / Percent of TD Passengers Served	27,007	4.90%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	2,947,272	3,873,178	31.42%
Deviated FR	8,945	6,142	-31.34%
Ambulatory	904,776	924,127	2.14%
Non-Ambulatory	173,465	169,518	-2.28%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	4,034,458	4,972,965	23.26%

Vehicle Data	2009	2010	% Change
Vehicle Miles	10,338,424	10,422,417	0.81%
Revenue Miles	9,400,144	9,565,579	1.76%
Roadcalls	733	368	-49.80%
Accidents	206	238	15.53%
Vehicles	246	311	26.42%
Driver Hours	435,524	663,301	52.30%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	968,270	1,839,997	90.03%
Employment	766,547	497,297	-35.13%
Ed/Train/DayCare	282,412	895,134	216.96%
Nutritional	484,135	497,297	2.72%
Life-Sustaining/Other	1,533,094	1,243,240	-18.91%
TOTAL TRIPS	4,034,458	4,972,965	23.26%

Financial and General Data	2009	2010	% Change
Expenses	\$28,747,533	\$30,615,239	6.50%
Revenues	\$27,786,527	\$27,653,859	-0.48%
Commendations	1,108	1,960	76.90%
Complaints	1,071	1,455	35.85%
Passenger No-Shows	44,139	30,575	-30.73%
Unmet Trip Requests	238	159	-33.19%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	904,839	1,971,439	117.88%
AHCA	-	-	NA
APD	56,936	60,686	6.59%
DOEA	96,132	53,144	-44.72%
DOE	-	-	NA
Other	2,976,551	2,887,696	-2.99%
TOTAL TRIPS	4,034,458	4,972,965	23.26%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	1.99	2.28	14.57%
Miles between Roadcalls	14,104	28,322	100.81%
Avg. Trips per Driver Hour	2.5	1.66	-33.60%
Avg. Trips per Para Pass.	65.05	63.06	-3.06%
Cost per Trip	7.13	6.16	-13.60%
Cost per Paratransit Trip	24.83	23.86	-3.91%
Cost per Driver Hour	61.98	39.56	-36.17%
Cost per Total Mile	2.61	2.52	-3.45%

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	439,800	2.35%
Potential TD Population / Percent of County Total	222,797	50.66%
UDPHC / Percent of TD Passengers Served	6,717	3.01%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	167,171	190,976	14.24%
Deviated FR	-	-	NA
Ambulatory	156,727	128,036	-18.31%
Non-Ambulatory	13,549	18,230	34.55%
Stretcher	629	1,201	90.94%
School Board	13,482	12,977	-3.75%
TOTAL TRIPS	351,558	351,420	-0.04%

Vehicle Data	2009	2010	% Change
Vehicle Miles	1,252,971	1,192,352	-4.84%
Revenue Miles	1,020,520	1,042,257	2.13%
Roadcalls	18	20	11.11%
Accidents	5	2	-60.00%
Vehicles	119	116	-2.52%
Driver Hours	71,124	64,029	-9.98%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	208,773	218,001	4.42%
Employment	15,334	30,121	96.43%
Ed/Train/DayCare	52,994	51,678	-2.48%
Nutritional	14,714	13,016	-11.54%
Life-Sustaining/Other	59,743	38,604	-35.38%
TOTAL TRIPS	351,558	351,420	-0.04%

Financial and General Data	2009	2010	% Change
Expenses	\$2,703,184	\$2,902,554	7.38%
Revenues	\$2,703,184	\$2,902,554	7.38%
Commendations	24	14	-41.67%
Complaints	51	103	101.96%
Passenger No-Shows	1,303	1,144	-12.20%
Unmet Trip Requests	4	1,772	44200.00%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	27,691	22,681	-18.09%
AHCA	157,030	164,285	4.62%
APD	35,847	23,295	-35.02%
DOEA	21,327	15,965	-25.14%
DOE	855	28,150	3192.40%
Other	108,808	97,044	-10.81%
TOTAL TRIPS	351,558	351,420	-0.04%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	0.4	0.17	-57.50%
Miles between Roadcalls	69,610	59,618	-14.35%
Avg. Trips per Driver Hour	2.59	2.51	-3.09%
Avg. Trips per Para Pass.	28.2	33.24	17.87%
Cost per Trip	7.69	8.26	7.41%
Cost per Paratransit Trip	14.65	18.06	23.28%
Cost per Driver Hour	37.98	45.26	19.17%
Cost per Total Mile	2.16	2.43	12.50%

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	931,100	4.97%
Potential TD Population / Percent of County Total	442,486	47.52%
UDPHC / Percent of TD Passengers Served	50,107	11.32%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	1,363,791	2,647,364	94.12%
Deviated FR	-	-	NA
Ambulatory	846,116	808,473	-4.45%
Non-Ambulatory	191,160	215,477	12.72%
Stretcher	1	1	0.00%
School Board	-	-	NA
TOTAL TRIPS	2,401,068	3,671,315	52.90%

Vehicle Data	2009	2010	% Change
Vehicle Miles	7,920,824	7,050,696	-10.99%
Revenue Miles	6,070,389	4,980,544	-17.95%
Roadcalls	153	151	-1.31%
Accidents	48	67	39.58%
Vehicles	672	733	9.08%
Driver Hours	666,606	632,663	-5.09%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	741,769	1,338,366	80.43%
Employment	820,999	1,336,468	62.79%
Ed/Train/DayCare	359,242	366,239	1.95%
Nutritional	141,878	175,509	23.70%
Life-Sustaining/Other	337,180	454,733	34.86%
TOTAL TRIPS	2,401,068	3,671,315	52.90%

Financial and General Data	2009	2010	% Change
Expenses	\$17,312,761	\$17,325,686	0.07%
Revenues	\$17,265,387	\$17,085,064	-1.04%
Commendations	200	56	-72.00%
Complaints	320	291	-9.06%
Passenger No-Shows	14,137	14,898	5.38%
Unmet Trip Requests	11,020	1,328	-87.95%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	1,210,906	2,043,528	68.76%
AHCA	442,267	873,933	97.60%
APD	225,835	219,852	-2.65%
DOEA	68,292	115,338	68.89%
DOE	2,644	2,801	5.94%
Other	451,124	415,863	-7.82%
TOTAL TRIPS	2,401,068	3,671,315	52.90%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	0.61	0.95	55.74%
Miles between Roadcalls	51,770	46,693	-9.81%
Avg. Trips per Driver Hour	1.56	1.62	3.85%
Avg. Trips per Para Pass.	27.27	29.49	8.14%
Cost per Trip	7.21	4.72	-34.54%
Cost per Paratransit Trip	15.59	15.87	1.80%
Cost per Driver Hour	24.26	25.68	5.85%
Cost per Total Mile	2.04	2.3	12.75%

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	584,300	3.12%
Potential TD Population / Percent of CountyTotal	213,073	36.47%
UDPHC / Percent of TD Passengers Served	26,162	12.28%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	148,878	168,129	12.93%
Deviated FR	-	56	NA
Ambulatory	233,868	223,803	-4.30%
Non-Ambulatory	58,528	51,229	-12.47%
Stretcher	2,010	1,516	-24.58%
School Board	56,678	48,079	-15.17%
TOTAL TRIPS	499,962	492,812	-1.43%

Vehicle Data	2009	2010	% Change
Vehicle Miles	2,560,397	2,592,800	1.27%
Revenue Miles	2,029,061	2,051,019	1.08%
Roadcalls	119	94	-21.01%
Accidents	42	29	-30.95%
Vehicles	151	156	3.31%
Driver Hours	207,768	204,682	-1.49%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	230,252	248,023	7.72%
Employment	100,046	70,707	-29.33%
Ed/Train/DayCare	64,604	67,927	5.14%
Nutritional	37,230	32,450	-12.84%
Life-Sustaining/Other	67,830	73,705	8.66%
TOTAL TRIPS	499,962	492,812	-1.43%

Financial and General Data	2009	2010	% Change
Expenses	\$7,027,300	\$6,484,994	-7.72%
Revenues	\$6,981,491	\$6,355,256	-8.97%
Commendations	3	7	133.33%
Complaints	44	40	-9.09%
Passenger No-Shows	12,112	17,820	47.13%
Unmet Trip Requests	199	1,529	668.34%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	27,346	29,601	8.25%
AHCA	126,337	144,137	14.09%
APD	12,752	13,736	7.72%
DOEA	62,783	57,565	-8.31%
DOE	27,602	26,064	-5.57%
Other	243,142	221,709	-8.82%
TOTAL TRIPS	499,962	492,812	-1.43%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	1.64	1.12	-31.71%
Miles between Roadcalls	21,516	27,583	28.20%
Avg. Trips per Driver Hour	1.69	1.59	-5.92%
Avg. Trips per Para Pass.	28.28	24.11	-14.75%
Cost per Trip	14.06	13.16	-6.40%
Cost per Paratransit Trip	19.97	19.89	-0.40%
Cost per Driver Hour	33.75	31.55	-6.52%
Cost per Total Mile	2.74	2.49	-9.12%

County: Putnam
 CTC: Ride Solution, Inc.
 Contact: Boyd Thompson
 1209 Westover Drive
 Palatka, FL 32177
 386-325-9999
 Email: ridesol@bellsouth.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	74,600	0.40%
Potential TD Population / Percent of CountyTotal	42,060	56.38%
UDPHC / Percent of TD Passengers Served	10,539	25.06%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	130,310	134,919	3.54%
Ambulatory	446	-	-100.00%
Non-Ambulatory	16,750	16,564	-1.11%
Stretcher	1,560	1,537	-1.47%
School Board	-	-	NA
TOTAL TRIPS	149,066	153,020	2.65%

Vehicle Data	2009	2010	% Change
Vehicle Miles	745,249	778,261	4.43%
Revenue Miles	573,742	633,504	10.42%
Roadcalls	16	25	56.25%
Accidents	5	2	-60.00%
Vehicles	33	32	-3.03%
Driver Hours	56,186	57,415	2.19%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	11,875	11,735	-1.18%
Employment	67,734	62,933	-7.09%
Ed/Train/DayCare	-	-	NA
Nutritional	896	585	-34.71%
Life-Sustaining/Other	68,561	77,767	13.43%
TOTAL TRIPS	149,066	153,020	2.65%

Financial and General Data	2009	2010	% Change
Expenses	\$1,827,504	\$1,782,578	-2.46%
Revenues	\$1,943,946	\$1,839,270	-5.38%
Commendations	-	4	NA
Complaints	3	4	33.33%
Passenger No-Shows	5,904	4,638	-21.44%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2009	2010	% Change
CTD	15,333	18,691	21.90%
AHCA	11,875	11,735	-1.18%
APD	48,604	47,003	-3.29%
DOEA	896	585	-34.71%
DOE	-	-	NA
Other	72,358	75,006	3.66%
TOTAL TRIPS	149,066	153,020	2.65%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	0.67	0.26	-61.19%
Miles between Roadcalls	46,578	31,130	-33.17%
Avg. Trips per Driver Hour	2.65	2.67	0.75%
Avg. Trips per Para Pass.	17.29	14.52	-16.02%
Cost per Trip	12.26	11.65	-4.98%
Cost per Paratransit Trip	12.26	11.65	-4.98%
Cost per Driver Hour	32.53	31.05	-4.55%
Cost per Total Mile	2.45	2.29	-6.53%

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	183,600	0.98%
Potential TD Population / Percent of CountyTotal	51,117	27.84%
UDPHC / Percent of TD Passengers Served	5,025	9.83%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	162,919	186,422	14.43%
Ambulatory	55,521	53,049	-4.45%
Non-Ambulatory	29,817	31,638	6.11%
Stretcher	1,780	2,040	14.61%
School Board	-	-	NA
TOTAL TRIPS	250,037	273,149	9.24%

Vehicle Data	2009	2010	% Change
Vehicle Miles	1,132,768	1,218,009	7.53%
Revenue Miles	978,711	989,886	1.14%
Roadcalls	21	17	-19.05%
Accidents	3	10	233.33%
Vehicles	46	48	4.35%
Driver Hours	83,235	89,559	7.60%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	52,930	53,257	0.62%
Employment	-	-	NA
Ed/Train/DayCare	956	1,121	17.26%
Nutritional	23,341	22,443	-3.85%
Life-Sustaining/Other	172,810	196,328	13.61%
TOTAL TRIPS	250,037	273,149	9.24%

Financial and General Data	2009	2010	% Change
Expenses	\$2,661,710	\$2,881,536	8.26%
Revenues	\$2,376,161	\$2,936,515	23.58%
Commendations	14	13	-7.14%
Complaints	6	4	-33.33%
Passenger No-Shows	1,116	1,185	6.18%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2009	2010	% Change
CTD	21,417	21,480	0.29%
AHCA	20,666	20,250	-2.01%
APD	-	-	NA
DOEA	748	16	-97.86%
DOE	-	-	NA
Other	207,206	231,403	11.68%
TOTAL TRIPS	250,037	273,149	9.24%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	0.26	0.82	215.38%
Miles between Roadcalls	53,941	71,648	32.83%
Avg. Trips per Driver Hour	3	3.05	1.67%
Avg. Trips per Para Pass.	50.37	54.36	7.92%
Cost per Trip	10.65	10.55	-0.94%
Cost per Paratransit Trip	10.65	10.55	-0.94%
Cost per Driver Hour	31.98	32.17	0.59%
Cost per Total Mile	2.35	2.37	0.85%

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	272,900	1.46%
Potential TD Population / Percent of CountyTotal	110,772	40.59%
UDPHC / Percent of TD Passengers Served	13,517	12.20%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	20,670	30,758	48.81%
Deviated FR	-	-	NA
Ambulatory	230,776	148,632	-35.59%
Non-Ambulatory	82,399	116,229	41.06%
Stretcher	207	-	-100.00%
School Board	2,275	1,280	-43.74%
TOTAL TRIPS	336,327	296,899	-11.72%

Vehicle Data	2009	2010	% Change
Vehicle Miles	1,782,847	1,501,952	-15.76%
Revenue Miles	1,474,894	1,261,749	-14.45%
Roadcalls	58	40	-31.03%
Accidents	7	5	-28.57%
Vehicles	170	119	-30.00%
Driver Hours	89,274	87,929	-1.51%

Passenger Trips By Trip Purpose

Medical	63,441	59,644	-5.99%
Employment	29,875	25,822	-13.57%
Ed/Train/DayCare	102,222	84,205	-17.63%
Nutritional	20,637	10,957	-46.91%
Life-Sustaining/Other	120,152	116,271	-3.23%
TOTAL TRIPS	336,327	296,899	-11.72%

Financial and General Data

Expenses	\$4,597,114	\$4,855,972	5.63%
Revenues	\$4,028,391	\$4,843,290	20.23%
Commendations	7	439	6171.43%
Complaints	7	75	971.43%
Passenger No-Shows	2,844	1,412	-50.35%
Unmet Trip Requests	45,549	44,789	-1.67%

Passenger Trips By Funding Source

CTD	41,824	21,097	-49.56%
AHCA	3,983	-	-100.00%
APD	102,435	68,757	-32.88%
DOEA	4,007	3,914	-2.32%
DOE	-	-	NA
Other	184,078	203,131	10.35%
TOTAL TRIPS	336,327	296,899	-11.72%

Performance Measures

Accidents per 100,000 Miles	0.39	0.33	-15.38%
Miles between Roadcalls	30,739	37,549	22.15%
Avg. Trips per Driver Hour	3.54	3.03	-14.41%
Avg. Trips per Para Pass.	25.3	24.07	-4.86%
Cost per Trip	13.67	16.36	19.68%
Cost per Paratransit Trip	14.5	18.2	25.52%
Cost per Driver Hour	51.26	55.08	7.45%
Cost per Total Mile	2.57	3.22	25.29%

County: Santa Rosa
 CTC: Pensacola Bay Transportation
 Contact: Robert Dones
 3100 McCormick Street
 Pensacola, FL 32514
 850-476-8130
 Email: rdones@pensacolabaytransportation.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	144,500	0.77%
Potential TD Population / Percent of CountyTotal	47,730	33.03%
UDPHC / Percent of TD Passengers Served	619	1.30%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	46,474	NA
Deviated FR	-	-	NA
Ambulatory	33,606	26,153	-22.18%
Non-Ambulatory	5,595	3,492	-37.59%
Stretcher	17	25	47.06%
School Board	-	-	NA
TOTAL TRIPS	39,218	76,144	94.16%

Vehicle Data	2009	2010	% Change
Vehicle Miles	519,148	477,274	-8.07%
Revenue Miles	398,329	405,764	1.87%
Roadcalls	9	10	11.11%
Accidents	4	-	-100.00%
Vehicles	14	10	-28.57%
Driver Hours	17,322	17,699	2.18%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	9,254	5,777	-37.57%
Employment	10,699	54,906	413.19%
Ed/Train/DayCare	7,106	7,368	3.69%
Nutritional	2,269	298	-86.87%
Life-Sustaining/Other	9,890	7,795	-21.18%
TOTAL TRIPS	39,218	76,144	94.16%

Financial and General Data	2009	2010	% Change
Expenses	\$665,108	\$691,806	4.01%
Revenues	\$914,390	\$928,450	1.54%
Commendations	10	5	-50.00%
Complaints	13	8	-38.46%
Passenger No-Shows	770	988	28.31%
Unmet Trip Requests	903	603	-33.22%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	13,628	10,218	-25.02%
AHCA	11,510	8,223	-28.56%
APD	5,786	6,870	18.73%
DOEA	1,148	428	-62.72%
DOE	139	12	-91.37%
Other	7,007	50,393	619.18%
TOTAL TRIPS	39,218	76,144	94.16%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	0.77	0	-100.00%
Miles between Roadcalls	57,683	47,727	-17.26%
Avg. Trips per Driver Hour	2.26	1.68	-25.66%
Avg. Trips per Para Pass.	104.3	56.3	-46.02%
Cost per Trip	16.96	9.09	-46.40%
Cost per Paratransit Trip	16.96	20.76	22.41%
Cost per Driver Hour	38.4	34.8	-9.38%
Cost per Total Mile	1.28	1.29	0.78%

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	389,300	2.08%
Potential TD Population / Percent of CountyTotal	184,048	47.28%
UDPHC / Percent of TD Passengers Served	3,415	1.86%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	659,720	616,510	-6.55%
Deviated FR	-	2,364	NA
Ambulatory	243,151	159,042	-34.59%
Non-Ambulatory	51,681	51,235	-0.86%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	954,552	829,151	-13.14%

Vehicle Data	2009	2010	% Change
Vehicle Miles	2,035,357	1,739,947	-14.51%
Revenue Miles	1,611,725	1,362,060	-15.49%
Roadcalls	14	26	85.71%
Accidents	37	39	5.41%
Vehicles	115	99	-13.91%
Driver Hours	135,369	152,705	12.81%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	315,804	307,390	-2.66%
Employment	219,713	223,596	1.77%
Ed/Train/DayCare	295,968	152,751	-48.39%
Nutritional	17,482	24,737	41.50%
Life-Sustaining/Other	105,585	120,677	14.29%
TOTAL TRIPS	954,552	829,151	-13.14%

Financial and General Data	2009	2010	% Change
Expenses	\$11,297,015	\$9,166,342	-18.86%
Revenues	\$9,199,794	\$7,059,716	-23.26%
Commendations	22	96	336.36%
Complaints	24	54	125.00%
Passenger No-Shows	1,631	492	-69.83%
Unmet Trip Requests	5	12	140.00%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	78,708	64,713	-17.78%
AHCA	49,839	-	-100.00%
APD	75,672	23,862	-68.47%
DOEA	8,155	-	-100.00%
DOE	-	-	NA
Other	742,178	740,576	-0.22%
TOTAL TRIPS	954,552	829,151	-13.14%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	1.82	2.24	23.08%
Miles between Roadcalls	145,383	66,921	-53.97%
Avg. Trips per Driver Hour	2.18	1.39	-36.24%
Avg. Trips per Para Pass.	122.39	117.16	-4.27%
Cost per Trip	11.83	11.06	-6.51%
Cost per Paratransit Trip	38.18	43.04	12.73%
Cost per Driver Hour	83.17	59.93	-27.94%
Cost per Total Mile	5.53	5.26	-4.88%

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	423,800	2.26%
Potential TD Population / Percent of CountyTotal	135,044	31.87%
UDPHC / Percent of TD Passengers Served	5,254	3.89%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	348,348	197,393	-43.33%
Deviated FR	-	18,749	NA
Ambulatory	140,898	140,035	-0.61%
Non-Ambulatory	40,789	40,835	0.11%
Stretcher	1,514	2,448	61.69%
School Board	-	-	NA
TOTAL TRIPS	531,549	399,460	-24.85%

Vehicle Data	2009	2010	% Change
Vehicle Miles	1,871,601	1,833,047	-2.06%
Revenue Miles	1,366,514	1,538,801	12.61%
Roadcalls	44	84	90.91%
Accidents	31	42	35.48%
Vehicles	57	55	-3.51%
Driver Hours	136,288	116,343	-14.63%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	284,412	221,236	-22.21%
Employment	80,623	47,333	-41.29%
Ed/Train/DayCare	63,427	74,178	16.95%
Nutritional	21,857	16,851	-22.90%
Life-Sustaining/Other	81,230	39,862	-50.93%
TOTAL TRIPS	531,549	399,460	-24.85%

Financial and General Data	2009	2010	% Change
Expenses	\$3,613,350	\$3,532,661	-2.23%
Revenues	\$3,992,825	\$3,479,700	-12.85%
Commendations	15	13	-13.33%
Complaints	136	123	-9.56%
Passenger No-Shows	6,329	8,533	34.82%
Unmet Trip Requests	31,314	716	-97.71%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	20,602	14,640	-28.94%
AHCA	51,098	56,728	11.02%
APD	38,131	38,782	1.71%
DOEA	16,086	-	-100.00%
DOE	-	-	NA
Other	405,632	289,310	-28.68%
TOTAL TRIPS	531,549	399,460	-24.85%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	1.66	2.29	37.95%
Miles between Roadcalls	42,536	21,822	-48.70%
Avg. Trips per Driver Hour	1.34	1.74	29.85%
Avg. Trips per Para Pass.	37.7	42.24	12.04%
Cost per Trip	6.8	8.84	30.00%
Cost per Paratransit Trip	19.72	17.48	-11.36%
Cost per Driver Hour	26.51	30.36	14.52%
Cost per Total Mile	1.93	1.93	0.00%

County: Sumter
 CTC: Board of Sumter County Commissioners
 Contact: David Levesque
 229 East Anderson Avenue
 Bushnell, FL 33513
 352-568-6683
 Email: david.levesque@sumtercountyfl.gov

Demographics	Number	Percentage
Total County Population / Percent of State Total	95,300	0.51%
Potential TD Population / Percent of CountyTotal	24,528	25.74%
UDPHC / Percent of TD Passengers Served	2,997	12.22%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	5,577	5,140	-7.84%
Ambulatory	83,418	79,946	-4.16%
Non-Ambulatory	8,449	10,518	24.49%
Stretcher	524	91	-82.63%
School Board	253	285	12.65%
TOTAL TRIPS	98,221	95,980	-2.28%

Vehicle Data	2009	2010	% Change
Vehicle Miles	833,921	757,605	-9.15%
Revenue Miles	520,354	450,328	-13.46%
Roadcalls	17	8	-52.94%
Accidents	-	1	NA
Vehicles	45	52	15.56%
Driver Hours	56,386	49,437	-12.32%

Passenger Trips By Trip Purpose

Medical	25,322	23,426	-7.49%
Employment	14,845	16,775	13.00%
Ed/Train/DayCare	37,272	19,539	-47.58%
Nutritional	9,721	14,820	52.45%
Life-Sustaining/Other	11,061	21,420	93.65%
TOTAL TRIPS	98,221	95,980	-2.28%

Financial and General Data

Expenses	\$2,119,215	\$1,588,740	-25.03%
Revenues	\$2,119,215	\$1,516,776	-28.43%
Commendations	121	89	-26.45%
Complaints	9	26	188.89%
Passenger No-Shows	704	611	-13.21%
Unmet Trip Requests	2,736	1,194	-56.36%

Passenger Trips By Funding Source

CTD	26,744	29,372	9.83%
AHCA	8,526	9,619	12.82%
APD	15,536	15,680	0.93%
DOEA	7,143	5,890	-17.54%
DOE	-	-	NA
Other	40,272	35,419	-12.05%
TOTAL TRIPS	98,221	95,980	-2.28%

Performance Measures

Accidents per 100,000 Miles	0	0.13	NA
Miles between Roadcalls	49,054	94,701	93.05%
Avg. Trips per Driver Hour	1.74	1.94	11.49%
Avg. Trips per Para Pass.	32.49	32.03	-1.42%
Cost per Trip	21.58	16.55	-23.31%
Cost per Paratransit Trip	21.58	16.55	-23.31%
Cost per Driver Hour	37.58	32.14	-14.48%
Cost per Total Mile	2.54	2.1	-17.32%

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	40,200	0.21%
Potential TD Population / Percent of CountyTotal	15,779	39.25%
UDPHC / Percent of TD Passengers Served	5,789	36.69%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	79,921	79,692	-0.29%
Ambulatory	108,928	108,093	-0.77%
Non-Ambulatory	13,812	14,218	2.94%
Stretcher	3,909	3,639	-6.91%
School Board	-	-	NA
TOTAL TRIPS	206,570	205,642	-0.45%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	161,584	161,654	0.04%
Employment	3,798	3,778	-0.53%
Ed/Train/DayCare	28,754	27,669	-3.77%
Nutritional	10,894	10,916	0.20%
Life-Sustaining/Other	1,540	1,625	5.52%
TOTAL TRIPS	206,570	205,642	-0.45%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	53,221	53,116	-0.20%
AHCA	137,994	138,562	0.41%
APD	3,142	3,056	-2.74%
DOEA	-	-	NA
DOE	-	-	NA
Other	12,213	10,908	-10.69%
TOTAL TRIPS	206,570	205,642	-0.45%

Vehicle Data	2009	2010	% Change
Vehicle Miles	1,096,459	1,087,918	-0.78%
Revenue Miles	498,823	488,028	-2.16%
Roadcalls	1	1	0.00%
Accidents	-	-	NA
Vehicles	43	43	0.00%
Driver Hours	44,983	44,942	-0.09%

Financial and General Data	2009	2010	% Change
Expenses	\$1,635,974	\$1,635,505	-0.03%
Revenues	\$1,687,632	\$1,699,976	0.73%
Commendations	1	-	-100.00%
Complaints	6	5	-16.67%
Passenger No-Shows	61	54	-11.48%
Unmet Trip Requests	28	26	-7.14%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	1,096,459	1,087,918	-0.78%
Avg. Trips per Driver Hour	4.59	4.58	-0.22%
Avg. Trips per Para Pass.	35.68	35.52	-0.45%
Cost per Trip	7.92	7.95	0.38%
Cost per Paratransit Trip	7.92	7.95	0.38%
Cost per Driver Hour	36.37	36.39	0.05%
Cost per Total Mile	1.49	1.5	0.67%

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	8,120	35.00%
UDPHC / Percent of TD Passengers Served	3,410	42.00%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	5,202	5,239	0.71%
Ambulatory	16,944	18,963	11.92%
Non-Ambulatory	527	671	27.32%
Stretcher	64	12	-81.25%
School Board	-	-	NA
TOTAL TRIPS	22,737	24,885	9.45%

Passenger Trips By Trip Purpose

Medical	4,473	4,775	6.75%
Employment	13,598	14,832	9.07%
Ed/Train/DayCare	625	-	-100.00%
Nutritional	895	1,169	30.61%
Life-Sustaining/Other	3,146	4,109	30.61%
TOTAL TRIPS	22,737	24,885	9.45%

Passenger Trips By Funding Source

CTD	4,935	7,295	47.82%
AHCA	3,096	3,081	-0.48%
APD	-	-	NA
DOEA	-	-	NA
DOE	-	-	NA
Other	14,706	14,509	-1.34%
TOTAL TRIPS	22,737	24,885	9.45%

Vehicle Data	2009	2010	% Change
Vehicle Miles	231,373	210,451	-9.04%
Revenue Miles	202,908	184,818	-8.92%
Roadcalls	4	-	-100.00%
Accidents	1	1	0.00%
Vehicles	17	14	-17.65%
Driver Hours	11,179	9,892	-11.51%

Financial and General Data

Expenses	\$523,599	\$649,497	24.04%
Revenues	\$638,539	\$649,502	1.72%
Commendations	-	-	NA
Complaints	3	10	233.33%
Passenger No-Shows	150	124	-17.33%
Unmet Trip Requests	282	-	-100.00%

Performance Measures

Accidents per 100,000 Miles	0.43	0.48	11.63%
Miles between Roadcalls	57,843	-	-100.00%
Avg. Trips per Driver Hour	2.03	2.52	24.14%
Avg. Trips per Para Pass.	5.32	7.3	37.22%
Cost per Trip	23.03	26.1	13.33%
Cost per Paratransit Trip	23.03	26.1	13.33%
Cost per Driver Hour	46.84	65.66	40.18%
Cost per Total Mile	2.26	3.09	36.73%

County: Union
 CTC: A & A Transport, Inc.
 Contact: Curtis E. Allen
 55 North Lake Avenue
 Lake Butler, FL 32054-1733
 386-496-2056
 Email: ceallen1954@yahoo.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	15,600	0.08%
Potential TD Population / Percent of CountyTotal	4,824	30.92%
UDPHC / Percent of TD Passengers Served	573	11.88%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	25,491	28,317	11.09%
Non-Ambulatory	887	911	2.71%
Stretcher	4	4	0.00%
School Board	-	-	NA
TOTAL TRIPS	26,382	29,232	10.80%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	7,258	7,657	5.50%
Employment	-	-	NA
Ed/Train/DayCare	18,387	20,668	12.41%
Nutritional	238	-	-100.00%
Life-Sustaining/Other	499	907	81.76%
TOTAL TRIPS	26,382	29,232	10.80%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	3,816	3,151	-17.43%
AHCA	4,355	5,450	25.14%
APD	13,978	16,442	17.63%
DOEA	-	-	NA
DOE	-	-	NA
Other	4,233	4,189	-1.04%
TOTAL TRIPS	26,382	29,232	10.80%

Vehicle Data	2009	2010	% Change
Vehicle Miles	289,075	276,725	-4.27%
Revenue Miles	211,819	210,329	-0.70%
Roadcalls	7	3	-57.14%
Accidents	-	-	NA
Vehicles	10	11	10.00%
Driver Hours	6,921	10,536	52.23%

Financial and General Data	2009	2010	% Change
Expenses	\$526,696	\$594,302	12.84%
Revenues	\$540,668	\$595,598	10.16%
Commendations	-	-	NA
Complaints	2	5	150.00%
Passenger No-Shows	162	174	7.41%
Unmet Trip Requests	2,312	3,677	59.04%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	41,296	92,242	123.37%
Avg. Trips per Driver Hour	3.81	2.77	-27.30%
Avg. Trips per Para Pass.	51.03	51.02	-0.02%
Cost per Trip	19.96	20.33	1.85%
Cost per Paratransit Trip	19.96	20.33	1.85%
Cost per Driver Hour	76.1	56.41	-25.87%
Cost per Total Mile	1.82	2.15	18.13%

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@volusiatpo.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	507,100	2.70%
Potential TD Population / Percent of CountyTotal	242,185	47.76%
UDPHC / Percent of TD Passengers Served	55,334	22.85%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	477,957	479,545	0.33%
Deviated FR	-	-	NA
Ambulatory	181,980	183,708	0.95%
Non-Ambulatory	119,966	121,738	1.48%
Stretcher	1	-	-100.00%
School Board	-	-	NA
TOTAL TRIPS	779,904	784,991	0.65%

Vehicle Data	2009	2010	% Change
Vehicle Miles	2,570,131	2,530,843	-1.53%
Revenue Miles	2,271,228	2,242,289	-1.27%
Roadcalls	181	171	-5.52%
Accidents	5	2	-60.00%
Vehicles	98	100	2.04%
Driver Hours	188,260	180,091	-4.34%

Passenger Trips By Trip Purpose

Medical	172,663	173,124	0.27%
Employment	62,404	63,620	1.95%
Ed/Train/DayCare	192,858	198,286	2.81%
Nutritional	12,445	14,063	13.00%
Life-Sustaining/Other	339,534	335,898	-1.07%
TOTAL TRIPS	779,904	784,991	0.65%

Financial and General Data

Expenses	\$6,178,282	\$5,882,263	-4.79%
Revenues	\$6,205,582	\$5,890,655	-5.07%
Commendations	178	195	9.55%
Complaints	194	208	7.22%
Passenger No-Shows	4,736	4,554	-3.84%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source

CTD	33,772	33,238	-1.58%
AHCA	-	-	NA
APD	4,187	2,621	-37.40%
DOEA	18,881	21,027	11.37%
DOE	168,995	174,661	3.35%
Other	554,069	553,444	-0.11%
TOTAL TRIPS	779,904	784,991	0.65%

Performance Measures

Accidents per 100,000 Miles	0.19	0.08	-57.89%
Miles between Roadcalls	14,200	14,800	4.23%
Avg. Trips per Driver Hour	1.6	1.7	6.25%
Avg. Trips per Para Pass.	53.49	47.5	-11.20%
Cost per Trip	7.92	7.49	-5.43%
Cost per Paratransit Trip	20.43	19.22	-5.92%
Cost per Driver Hour	32.76	32.6	-0.49%
Cost per Total Mile	2.4	2.32	-3.33%

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	31,800	0.17%
Potential TD Population / Percent of CountyTotal	7,610	23.93%
UDPHC / Percent of TD Passengers Served	675	8.87%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	26,437	27,652	4.60%
Non-Ambulatory	360	257	-28.61%
Stretcher	32	23	-28.13%
School Board	-	-	NA
TOTAL TRIPS	26,829	27,932	4.11%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	16,713	17,434	4.31%
Employment	2,000	2,000	0.00%
Ed/Train/DayCare	416	572	37.50%
Nutritional	4,980	6,228	25.06%
Life-Sustaining/Other	2,720	1,698	-37.57%
TOTAL TRIPS	26,829	27,932	4.11%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	18,751	17,754	-5.32%
AHCA	1,796	2,022	12.58%
APD	1	158	15700.00%
DOEA	4,174	-	-100.00%
DOE	-	-	NA
Other	2,107	7,998	279.59%
TOTAL TRIPS	26,829	27,932	4.11%

Vehicle Data	2009	2010	% Change
Vehicle Miles	280,906	299,769	6.72%
Revenue Miles	275,810	284,769	3.25%
Roadcalls	-	-	NA
Accidents	-	-	NA
Vehicles	11	8	-27.27%
Driver Hours	14,560	14,560	0.00%

Financial and General Data	2009	2010	% Change
Expenses	\$435,152	\$501,933	15.35%
Revenues	\$437,005	\$501,933	14.86%
Commendations	4	2	-50.00%
Complaints	-	-	NA
Passenger No-Shows	-	-	NA
Unmet Trip Requests	4	10	150.00%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	-	-	NA
Avg. Trips per Driver Hour	1.84	1.92	4.35%
Avg. Trips per Para Pass.	31.12	41.38	32.97%
Cost per Trip	16.22	17.97	10.79%
Cost per Paratransit Trip	16.22	17.97	10.79%
Cost per Driver Hour	29.89	34.47	15.32%
Cost per Total Mile	1.55	1.67	7.74%

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	57,900	0.31%
Potential TD Population / Percent of CountyTotal	18,858	32.57%
UDPHC / Percent of TD Passengers Served	8,225	43.62%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	401	-	-100.00%
Ambulatory	73,425	52,326	-28.74%
Non-Ambulatory	4,309	6,822	58.32%
Stretcher	76	252	231.58%
School Board	-	-	NA
TOTAL TRIPS	78,211	59,400	-24.05%

Vehicle Data	2009	2010	% Change
Vehicle Miles	689,325	569,502	-17.38%
Revenue Miles	633,129	464,562	-26.62%
Roadcalls	4	2	-50.00%
Accidents	4	-	-100.00%
Vehicles	25	26	4.00%
Driver Hours	16,019	28,368	77.09%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	32,770	25,542	-22.06%
Employment	14,078	15,049	6.90%
Ed/Train/DayCare	21,508	11,049	-48.63%
Nutritional	6,413	4,398	-31.42%
Life-Sustaining/Other	3,442	3,362	-2.32%
TOTAL TRIPS	78,211	59,400	-24.05%

Financial and General Data	2009	2010	% Change
Expenses	\$820,311	\$758,905	-7.49%
Revenues	\$895,019	\$918,071	2.58%
Commendations	3	1	-66.67%
Complaints	5	3	-40.00%
Passenger No-Shows	229	51	-77.73%
Unmet Trip Requests	199	185	-7.04%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	23,328	18,473	-20.81%
AHCA	14,954	12,339	-17.49%
APD	13,932	9,039	-35.12%
DOEA	6,896	4,725	-31.48%
DOE	10	203	1930.00%
Other	19,091	14,621	-23.41%
TOTAL TRIPS	78,211	59,400	-24.05%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	0.58	0	-100.00%
Miles between Roadcalls	172,331	284,751	65.23%
Avg. Trips per Driver Hour	4.88	2.09	-57.17%
Avg. Trips per Para Pass.	10.89	7.22	-33.70%
Cost per Trip	10.49	12.78	21.83%
Cost per Paratransit Trip	10.49	12.78	21.83%
Cost per Driver Hour	51.21	26.75	-47.76%
Cost per Total Mile	1.19	1.33	11.76%

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	24,700	0.13%
Potential TD Population / Percent of CountyTotal	10,377	42.01%
UDPHC / Percent of TD Passengers Served	862	8.31%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	168	-	-100.00%
Ambulatory	39,443	34,031	-13.72%
Non-Ambulatory	1,684	2,479	47.21%
Stretcher	252	276	9.52%
School Board	-	-	NA
TOTAL TRIPS	41,547	36,786	-11.46%

Passenger Trips By Trip Purpose

Medical	16,120	16,553	2.69%
Employment	2,119	2,575	21.52%
Ed/Train/DayCare	22,477	16,799	-25.26%
Nutritional	42	32	-23.81%
Life-Sustaining/Other	789	827	4.82%
TOTAL TRIPS	41,547	36,786	-11.46%

Passenger Trips By Funding Source

CTD	11,797	10,173	-13.77%
AHCA	11,125	11,810	6.16%
APD	12,843	10,081	-21.51%
DOEA	35	32	-8.57%
DOE	2	-	-100.00%
Other	5,745	4,690	-18.36%
TOTAL TRIPS	41,547	36,786	-11.46%

Vehicle Data	2009	2010	% Change
Vehicle Miles	347,647	331,987	-4.50%
Revenue Miles	315,779	255,732	-19.02%
Roadcalls	-	-	NA
Accidents	-	-	NA
Vehicles	22	22	0.00%
Driver Hours	11,933	19,205	60.94%

Financial and General Data

Expenses	\$565,012	\$525,830	-6.93%
Revenues	\$606,547	\$677,282	11.66%
Commendations	2	2	0.00%
Complaints	3	1	-66.67%
Passenger No-Shows	158	218	37.97%
Unmet Trip Requests	88	64	-27.27%

Performance Measures

Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	-	-	NA
Avg. Trips per Driver Hour	3.48	1.92	-44.83%
Avg. Trips per Para Pass.	10.27	42.68	315.58%
Cost per Trip	13.6	14.29	5.07%
Cost per Paratransit Trip	13.6	14.29	5.07%
Cost per Driver Hour	47.35	27.38	-42.18%
Cost per Total Mile	1.63	1.58	-3.07%

Statewide Summary

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	18,750,200	100.00%
Potential TD Population / Percent of CountyTotal	7,334,244	39.12%
UDPHC / Percent of TD Passengers Served	827,469	11.28%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	34,200,118	32,938,524	-3.69%
Deviated FR	1,867,507	809,931	-56.63%
Ambulatory	12,160,514	13,295,276	9.33%
Non-Ambulatory	3,192,465	4,368,109	36.83%
Stretcher	38,221	43,015	12.54%
School Board	172,878	141,632	-18.07%
TOTAL TRIPS	51,631,703	51,596,487	-0.07%

Vehicle Data	2009	2010	% Change
Vehicle Miles	134,871,348	130,634,598	-3.14%
Revenue Miles	114,535,850	111,559,697	-2.60%
Roadcalls	2,772	2,675	-3.50%
Accidents	1,226	946	-22.84%
Vehicles	5,276	5,492	4.09%
Driver Hours	8,073,862	8,816,747	9.20%

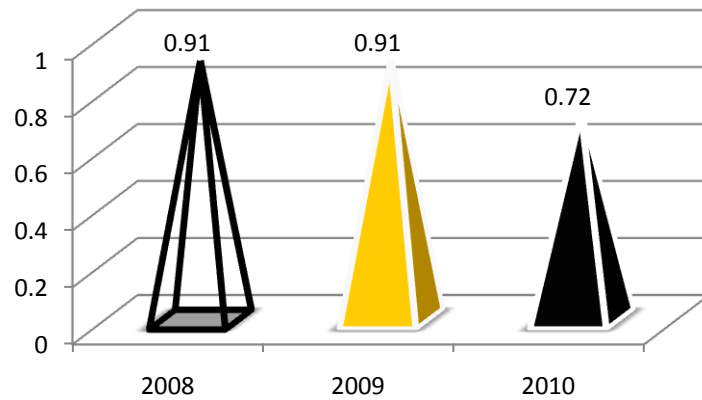
Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	15,212,018	17,892,479	17.62%
Employment	9,175,834	6,917,089	-24.62%
Ed/Train/DayCare	10,681,113	9,608,394	-10.04%
Nutritional	6,932,970	3,765,680	-45.68%
Life-Sustaining/Other	9,629,768	13,412,845	39.29%
TOTAL TRIPS	51,631,703	51,596,487	-0.07%

Financial and General Data	2009	2010	% Change
Expenses	\$390,950,376	\$373,047,498	-4.58%
Revenues	\$355,232,453	\$338,722,927	-4.65%
Commendations	3,168	4,058	28.09%
Complaints	11,266	9,890	-12.21%
Passenger No-Shows	297,492	292,264	-1.76%
Unmet Trip Requests	1,057,419	677,966	-35.88%

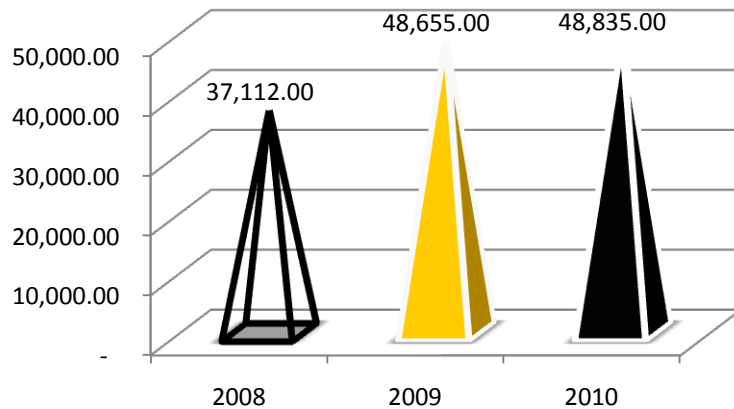
Passenger Trips By Funding Source	2009	2010	% Change
CTD	6,665,967	8,461,251	26.93%
AHCA	4,266,798	4,690,479	9.93%
APD	2,880,908	2,545,577	-11.64%
DOEA	4,143,453	3,945,592	-4.78%
DOE	378,995	312,669	-17.50%
Other	33,295,582	31,640,919	-4.97%
TOTAL TRIPS	51,631,703	51,596,487	-0.07%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	0.91	0.72	-20.88%
Miles between Roadcalls	48,655	48,835	0.37%
Ave. Trips per Driver Hour	2.16	2.12	-1.85%
Ave. Trips per Para Pass.	39.24	47.92	22.12%
Cost per Trip	7.57	7.23	-4.49%
Cost per Paratransit Trip	21.6	19.18	-11.20%
Cost per Driver Hour	46.64	40.59	-12.97%
Cost per Total Mile	2.79	2.74	-1.79%

Accidents per 100,000



Vehicle Miles Between Roadcalls



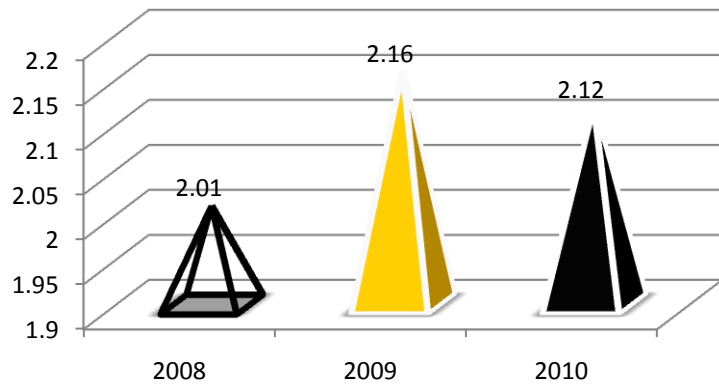
Accidents per 100,000 Miles

This measure is calculated by dividing Accidents by Vehicle Miles and multiplying the total by 100,000.

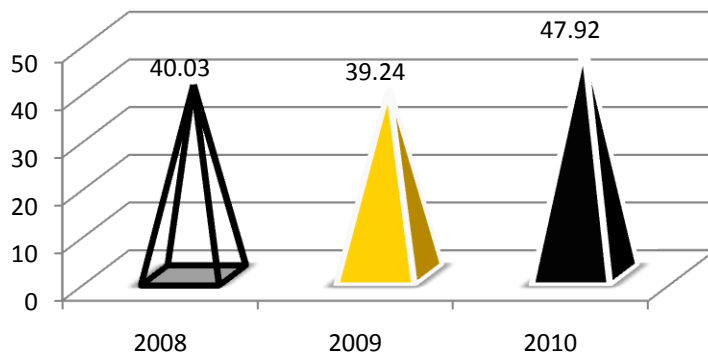
Vehicle Miles Between Roadcalls

This measure is calculated by dividing Vehicle Miles by Roadcalls.

Trips Per Driver Hour



Average Trip Per Paratransit Passenger



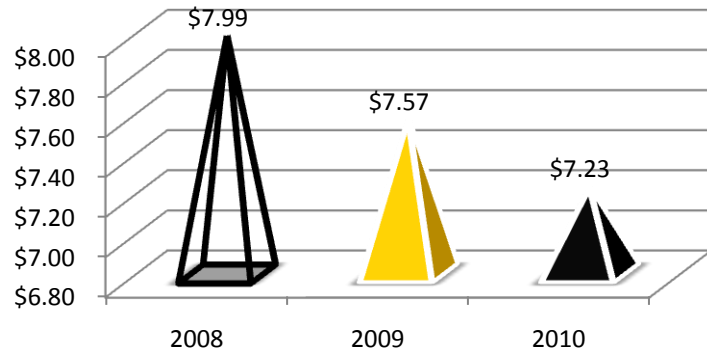
Trips per Driver Hour

This measure is calculated by subtracting Fixed Route Trips from Total Trips and dividing by Driver Hours.

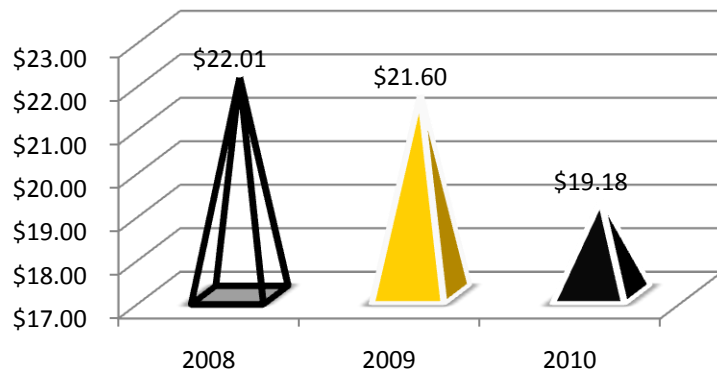
Average Trip per Paratransit Passenger

This measure is calculated by subtracting Fixed Route Trips from Total Trips and dividing by Paratransit Trips.

Operating Expense per Total Passenger Trip



Operating Expense per Paratransit Trip



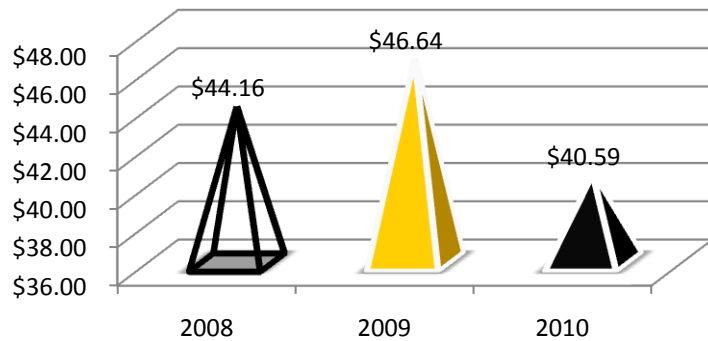
Operating Expense per Total Passenger Trip

This measure is calculated by dividing Total Expenses by Total Trips.

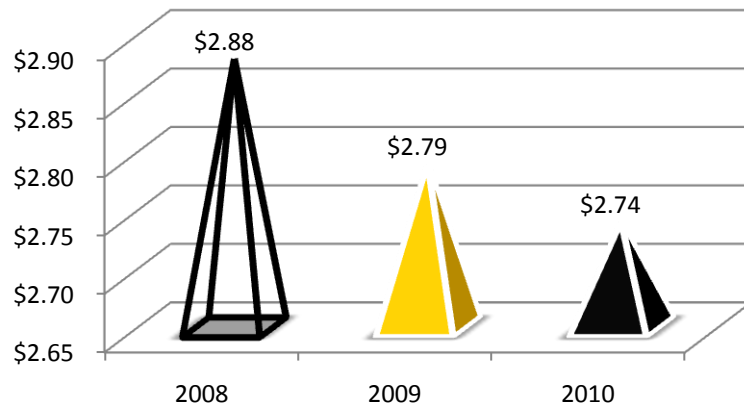
Operating Expense per Paratransit Trip

This measure is calculated by subtracting Fixed Route Expenses from Total Expenses and dividing by Paratransit Trips.

Operating Expense per Driver Hour



Operating Expense Per Total Mile



Operating Expense per Driver Hour

This measure is calculated by subtracting Fixed Route Expenses from Total Expenses and dividing by Driver Hours.

Operating Expense per Total Mile

This measure is calculated by dividing Total Expenses by Vehicle Miles.

2010 Operating Data

2010 Revenue Summary

County	CTD	FDOT	DCF	AHCA	DOH	DOE	DOEA	DCA	WAGES	DJJ	OTHER FED	LOCAL GOVT	LOCAL NON GOVT	FAREBOX	Total
Alachua	\$ 430,033.00	\$ -	\$ -	\$ 1,356,595.00	\$ -	\$ -	\$ 40,081.00	\$ -	\$ -	\$ -	\$ -	\$ 1,193,134.00	\$ -	\$ 39,685.00	\$ 3,059,528
Baker	\$ 130,150.00	\$ 658,589.00	\$ -	\$ 146,904.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 35,624.00	\$ 89,612.00	\$ 9,528.00	\$ 1,070,407
Bay	\$ 340,308.00	\$ 355,657.00	\$ 354,363.00	\$ 575,012.00	\$ -	\$ -	\$ 71,884.00	\$ 37,559.00	\$ -	\$ -	\$ 92,510.00	\$ 1,080.00	\$ 228.00	\$ 18,095.00	\$ 1,846,696
Bradford	\$ 82,016.00	\$ 173,109.00	\$ 222,449.00	\$ 118,034.00	\$ -	\$ -	\$ 17,629.00	\$ -	\$ -	\$ -	\$ -	\$ 4,248.00	\$ 21,645.00	\$ -	\$ 639,130
Brevard	\$ 1,068,491.00	\$ 1,344,291.00	\$ 191,031.00	\$ -	\$ -	\$ 13,393.00	\$ 155,857.00	\$ -	\$ -	\$ -	\$ 654.00	\$ 515,894.00	\$ 15,630.00	\$ 168,801.00	\$ 3,474,042
Broward	\$ 1,808,885.00	\$ 339,449.00	\$ 1,112,429.00	\$ 658,339.00	\$ -	\$ 431,808.00	\$ 1,118,034.00	\$ 717.00	\$ -	\$ -	\$ 59,342.00	\$ 24,513,058.00	\$ 557,050.00	\$ 4,177,405.00	\$ 34,776,516
Calhoun	\$ 139,748.00	\$ 84,333.00	\$ 64,596.00	\$ 219,347.00	\$ -	\$ -	\$ 8,275.00	\$ -	\$ -	\$ -	\$ 184,940.00	\$ 19,500.00	\$ -	\$ 11,893.00	\$ 732,632
Charlotte	\$ 271,164.00	\$ 63,133.00	\$ -	\$ -	\$ -	\$ -	\$ 100,369.00	\$ -	\$ -	\$ -	\$ 35,109.00	\$ 917,679.00	\$ 5,000.00	\$ -	\$ 1,848,819
Citrus	\$ 262,990.00	\$ 716,247.00	\$ 498,648.00	\$ 450,190.00	\$ -	\$ -	\$ 90,994.00	\$ -	\$ -	\$ -	\$ -	\$ 612,782.00	\$ 66,347.00	\$ 62,141.00	\$ 2,760,339
Clay	\$ 242,630.00	\$ 202,122.00	\$ 292,939.00	\$ 273,192.00	\$ -	\$ 10,712.00	\$ 102,134.00	\$ -	\$ -	\$ -	\$ 179,972.00	\$ 510,489.00	\$ 156,631.00	\$ 54,042.00	\$ 2,024,863
Collier	\$ 571,781.00	\$ 122,368.00	\$ -	\$ 507,266.00	\$ 19,680.00	\$ -	\$ 70,643.00	\$ -	\$ -	\$ -	\$ 369,854.00	\$ 1,631,381.00	\$ 144,270.00	\$ 22,924.00	\$ 3,460,167
Columbia	\$ 256,821.00	\$ 142,225.00	\$ 35,264.00	\$ 973,574.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 22,576.00	\$ 52,241.00	\$ 1,482,701
Desoto	\$ 172,341.00	\$ 103,117.00	\$ 100,784.00	\$ 378,360.00	\$ -	\$ 261.00	\$ 46,879.00	\$ -	\$ -	\$ -	\$ -	\$ 4,400.00	\$ -	\$ 14,639.00	\$ 820,781
Dixie	\$ 140,430.00	\$ 65,836.00	\$ -	\$ 124,733.00	\$ -	\$ -	\$ 5,878.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 15,603.00	\$ 3,731.00	\$ 356,211
Duval	\$ 1,047,681.00	\$ 630,552.00	\$ -	\$ -	\$ -	\$ -	\$ 1,302.00	\$ -	\$ -	\$ -	\$ -	\$ 10,107,365.00	\$ -	\$ 533,765.00	\$ 12,320,665
Escambia	\$ 473,332.00	\$ 90,797.00	\$ 18,948.00	\$ 901,800.00	\$ -	\$ 39,699.00	\$ 108,172.00	\$ -	\$ 227,919.00	\$ -	\$ 1,000.00	\$ 1,045,599.00	\$ 13,194.00	\$ 186,416.00	\$ 3,106,876
Flagler	\$ 192,180.00	\$ 254,490.00	\$ 56,483.00	\$ 83,192.00	\$ -	\$ -	\$ 80,409.00	\$ -	\$ -	\$ -	\$ -	\$ 273,708.00	\$ -	\$ 80,873.00	\$ 1,021,335
Franklin	\$ 126,930.00	\$ 43,121.00	\$ 526.00	\$ 327,900.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 926.00	\$ -	\$ 51,390.00	\$ -	\$ 3,526.00	\$ 554,319
Gadsden	\$ 245,317.00	\$ 213,524.00	\$ -	\$ 634,240.00	\$ 1,251.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 58,198.00	\$ 261,757.00	\$ 59,060.00	\$ 1,473,347
Gilchrist	\$ 81,308.00	\$ 58,742.00	\$ 1,579.00	\$ 71,464.00	\$ -	\$ -	\$ 5,033.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 9,034.00	\$ 1,833.00	\$ 228,993
Glades	\$ 68,164.00	\$ 2,090.00	\$ 22,800.00	\$ 163,490.00	\$ -	\$ -	\$ 3,070.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 6,178.00	\$ 2,085.00	\$ 267,877
Gulf	\$ 130,120.00	\$ 155,273.00	\$ 41,893.00	\$ 122,271.00	\$ -	\$ -	\$ 5,553.00	\$ 5,793.00	\$ -	\$ -	\$ 4,085.00	\$ 35,590.00	\$ 26,764.00	\$ 9,639.00	\$ 536,981
Hamilton	\$ 106,548.00	\$ 23,268.00	\$ -	\$ 876,287.00	\$ -	\$ -	\$ 15,000.00	\$ -	\$ -	\$ -	\$ -	\$ 12,884.00	\$ -	\$ 16,325.00	\$ 1,050,312
Hardee	\$ 177,742.00	\$ 77,417.00	\$ 59,251.00	\$ 391,416.00	\$ -	\$ 295.00	\$ 8,045.00	\$ -	\$ -	\$ -	\$ 29,681.00	\$ 20,600.00	\$ -	\$ 1,818.00	\$ 766,265
Hendry	\$ 310,524.00	\$ 344,689.00	\$ 79,669.00	\$ 725,481.00	\$ -	\$ -	\$ 48,080.00	\$ -	\$ -	\$ -	\$ -	\$ 39,635.00	\$ 53,453.00	\$ 23,674.00	\$ 1,625,205
Hernando	\$ 234,804.00	\$ 166,509.00	\$ 20,924.00	\$ 1,411,921.00	\$ -	\$ 37,724.00	\$ 59,655.00	\$ 84,175.00	\$ -	\$ -	\$ -	\$ 140,956.00	\$ 65,521.00	\$ 43,738.00	\$ 2,265,927
Highlands	\$ 323,843.00	\$ 263,448.00	\$ 191,570.00	\$ 735,120.00	\$ 726.00	\$ 1,523.00	\$ 51,211.00	\$ -	\$ -	\$ -	\$ 28,299.00	\$ 38,132.00	\$ 2,012.00	\$ 8,864.00	\$ 1,644,748
Hillsborough	\$ 1,291,474.00	\$ 2,610,406.00	\$ 1,260,360.00	\$ 3,263,391.00	\$ -	\$ 2,021.00	\$ 351,734.00	\$ 443,092.00	\$ -	\$ -	\$ 490,118.00	\$ 3,671,297.00	\$ 797,747.00	\$ 326,172.00	\$ 14,507,812
Holmes	\$ 150,039.00	\$ 94,606.00	\$ 63,044.00	\$ 267,856.00	\$ -	\$ -	\$ 5,567.00	\$ -	\$ 1,405.00	\$ -	\$ 11,647.00	\$ 2,580.00	\$ -	\$ 17,161.00	\$ 613,905
Indian River	\$ 233,988.00	\$ 701,430.00	\$ 114,694.00	\$ 188,797.00	\$ -	\$ -	\$ 4,740.00	\$ -	\$ -	\$ -	\$ -	\$ 325,410.00	\$ -	\$ 70,451.00	\$ 1,639,510
Jackson	\$ 352,401.00	\$ 292,363.00	\$ 253,259.00	\$ 688,470.00	\$ 91.00	\$ -	\$ 38,290.00	\$ 2,767.00	\$ -	\$ -	\$ -	\$ 28,081.00	\$ -	\$ 60,020.00	\$ 1,715,742
Jefferson	\$ 122,659.00	\$ 51,869.00	\$ -	\$ 571,121.00	\$ 363.00	\$ 890.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 41,053.00	\$ 24,048.00	\$ 812,003
Lafayette	\$ 105,738.00	\$ 50,940.00	\$ 72,000.00	\$ -	\$ -	\$ -	\$ 7,481.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 11,749.00	\$ 3,159.00	\$ 251,067
Lake	\$ 489,034.00	\$ 2,070,303.00	\$ 451,208.00	\$ 974,725.00	\$ -	\$ -	\$ 197,420.00	\$ -	\$ -	\$ -	\$ 107,497.00	\$ 1,695,588.00	\$ 50,003.00	\$ 130,218.00	\$ 6,165,996
Lee	\$ 545,259.00	\$ 1,161,586.00	\$ 764,141.00	\$ 1,505,880.00	\$ -	\$ -	\$ 144,465.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 107,110.00	\$ 32,883.00	\$ 4,261,324
Leon	\$ 405,628.00	\$ 141,642.00	\$ 410,353.00	\$ 617,988.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 191,098.00	\$ -	\$ 36,530.00	\$ 1,803,239
Levy	\$ 265,823.00	\$ 836,316.00	\$ 182,392.00	\$ 448,462.00	\$ -	\$ -	\$ 6,290.00	\$ -	\$ -	\$ -	\$ -	\$ 37,282.00	\$ 37,108.00	\$ 23,712.00	\$ 1,837,385
Liberty	\$ 182,137.00	\$ 25,649.00	\$ 16,529.00	\$ 123,144.00	\$ -	\$ -	\$ 5,000.00	\$ -	\$ -	\$ -	\$ -	\$ 19,019.00	\$ -	\$ -	\$ 371,478
Madison	\$ 151,519.00	\$ 84,285.00	\$ -	\$ 346,691.00	\$ 1,936.00	\$ 334.00	\$ 26,254.00	\$ -	\$ -	\$ -	\$ -	\$ 6,910.00	\$ 65,925.00	\$ 29,233.00	\$ 713,087
Manatee	\$ 445,162.00	\$ 468,621.00	\$ 129,071.00	\$ 40,485.00	\$ -	\$ -	\$ 177,213.00	\$ -	\$ 1,260.00	\$ -	\$ -	\$ 1,568,939.00	\$ 168,202.00	\$ 226,455.00	\$ 3,225,408
Marion	\$ 588,316.00	\$ 542,055.00	\$ 276,708.00	\$ 1,217,026.00	\$ -	\$ -	\$ 15,496.00	\$ -	\$ -	\$ -	\$ -	\$ 927,220.00	\$ 82,895.00	\$ 65,952.00	\$ 3,715,668
Martin	\$ 209,533.00	\$ 347,479.00	\$ -	\$ 234,192.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 20,945.00	\$ -	\$ 9,442.00	\$ 821,591
Miami-Dade	\$ 6,785,931.00	\$ 608,746.00	\$ 6,898,206.00	\$ 1,247,943.00	\$ -	\$ -	\$ 2,483,640.00	\$ 46,830.00	\$ 20,628.00	\$ 87,484.00	\$ 22,702,393.00	\$ 45,037,545.00	\$ 9,754,651.00	\$ 4,752,711.00	\$ 100,426,708
Monroe	\$ 240,314.00	\$ 62,699.00	\$ 14,805.00	\$ 854,319.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 700,587.00	\$ 1,869.00	\$ 29,319.00	\$ 1,903,912
Nassau	\$ 202,382.00	\$ 271,874.00	\$ -	\$ 348,084.00	\$ -	\$ -	\$ 81,193.00	\$ -	\$ -	\$ -	\$ -	\$ 14,182.00	\$ 30,273.00	\$ 480.00	\$ 948,468
Okaloosa	\$ 310,210.00	\$ 776,231.00	\$ -	\$ 198,916.00	\$ -	\$ 6,713.00	\$ 54,131.00	\$ -	\$ 729.00	\$ -	\$ 38,584.00	\$ 67,744.00	\$ 21,254.00	\$ 123,826.00	\$ 1,598,338
Okeechobee	\$ 170,437.00	\$ 107,618.00	\$ 45,864.00	\$ 285,576.00	\$ -	\$ -	\$ 12,883.00	\$ -	\$ -	\$ -	\$ 28,459.00	\$ 11,125.00	\$ 29.00	\$ 4,647.00	\$ 666,638
Orange	\$ 1,509,592.00	\$ -	\$ 468,998.00	\$ 3,713,944.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,301,361.00	\$ 6,307,168.00	\$ 5,596.00	\$ 894,748.00	\$ 14,201,407
Osceola	\$ 401,075.00	\$ -	\$ 124,605.00	\$ 986,737.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 345,752.00	\$ 1,675,716.00	\$ 1,487.00	\$ 237,720.00	\$ 3,773,092
Palm Beach	\$ 1,868,189.00	\$ 203,971.00	\$ 948,717.00	\$ -	\$ -	\$ -	\$ 657,444.00	\$ -	\$ -	\$ -	\$ -	\$ 21,616,603.00	\$ 253,404.00	\$ 2,105,531.00	\$ 27,653,859
Pasco	\$ 423,640.00	\$ 444,929.00	\$ 227,141.00	\$ 826,032.00	\$ -	\$ 11,874.00	\$ 264,763.00	\$ -	\$ -	\$ -	\$ 246,030.00	\$ 16,510.00	\$ 375,602.00	\$ 66,033.00	\$ 2,902,554
Pinellas	\$ 1,695,576.00	\$ 825,466.00	\$ 2,807,854.00	\$ 3,676,522.00	\$ -	\$ 31,397.00	\$ 849,494.00	\$ -	\$ -	\$ -	\$ 572,596.00	\$ 4,814,336.00	\$ 464,190.00	\$ 1,347,633.00	\$ 17,085,064
Polk	\$ 780,198.00	\$ 1,618,196.00	\$ 40,244.00	\$ 2,129,224.00	\$ 116,357.00	\$ 69,111.00	\$ 398,987.00	\$ -	\$ -	\$ -	\$ -	\$ 1,050,729.00	\$ -	\$ 152,210.00	\$ 6,355,256
Putnam	\$ 262,759.00	\$ 268,511.00	\$ 439,762.00	\$ 527,962.00	\$ 650.00	\$ -	\$ 2,945.00	\$ -	\$ 700.00	\$ -	\$ 50,228.00	\$ 61,116.00	\$ 154,891.00	\$ 69,746.00	\$ 1,839,270
Santa Rosa	\$ 254,791.00	\$ 121,936.00	\$ 117,382.00	\$ 297,543.00	\$ -	\$ 80.00	\$ 5,827.00	\$ -	\$ 75,952.00	\$ -	\$ -	\$ 18,000.00	\$ 13,218.00	\$ 23,721.00	\$ 928,450
Sarasota	\$ 631,714.00	\$ 175,905.00	\$ 488,475.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 5,146,069.00	\$ 82,298.00	\$ 535,255.00	\$ 7,059,716
Seminole	\$ 369,888.00	\$ -	\$ 114,916.00	\$ 910,009.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 318,866.00	\$ 1,545,414.00	\$ 1,371.00	\$ 219,236.00	\$ 3,479,700
St Johns	\$ 263,774.00	\$ 1,038,620.00	\$ -	\$ 643,343.00	\$ -	\$ -	\$ 279.00	\$ 1,810.00	\$ -	\$ -	\$ -	\$ 625,089.00	\$ 269,070.00	\$ 94,530.00	\$ 2,936,515
St Lucie	\$ 301,076.00	\$ 977,043.00	\$ 1,446,224.00	\$ -	\$ 9,850.00	\$ -	\$ 54,494.00	\$ -	\$ -	\$ -	\$ 315,627.00	\$ 1,236,118.00	\$ 473,476.00	\$ 29,382.00	\$ 4,843,290
Sumter	\$ 189,645.00	\$ 313,83													

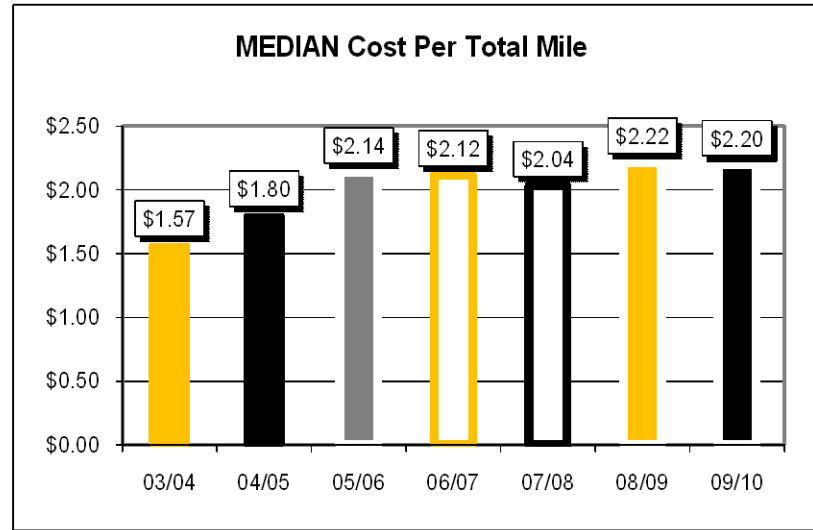
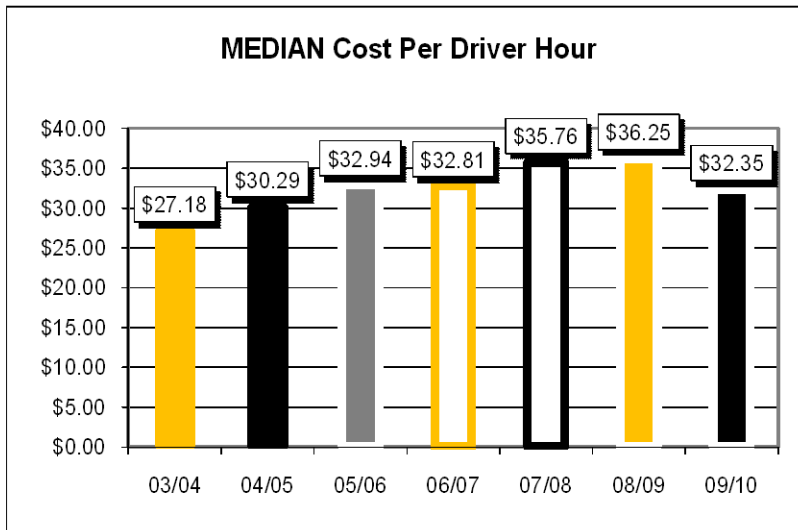
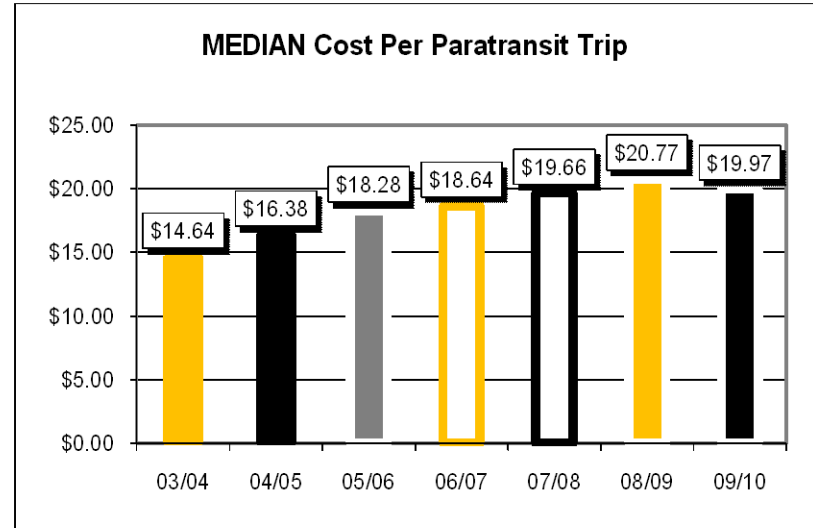
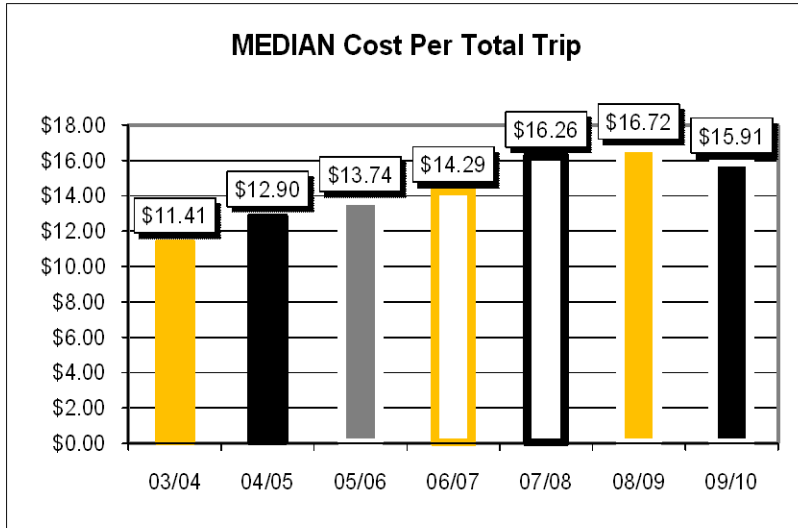
2010 Expense Summary

County	Labor	Fringe Benefits	Services	Materials and Supplies	Utilities	Insurance	Taxes	Bus Pass Expenses	School Bus	Purchased Service	Miscellaneous Exp	Interest Exp	Leases and Rentals	Depreciation	Contributed Services	Allocated Indirect Exp	Total
Alachua	\$ 1,381,139.00	\$ 26,577.00	\$ 48,018.00	\$ 701,788.00	\$ 42,990.00	\$ 244,842.00	\$ 7,259.00	\$ 6,125.00	\$ -	\$ 31,817.00	\$ 3,614.00	\$ 30,767.00	\$ 88,524.00	\$ 84,392.00	\$ -	\$ 205,228.00	\$ 2,903,072
Baker	\$ 256,875.00	\$ 24,880.00	\$ 23,000.00	\$ 100,885.00	\$ 6,642.00	\$ 52,142.00	\$ 414.00	\$ -	\$ -	\$ -	\$ 3,800.00	\$ -	\$ 8,247.00	\$ -	\$ -	\$ -	\$ 476,885
Bay	\$ 813,823.00	\$ 213,872.00	\$ 6,556.00	\$ 239,672.00	\$ 19,333.00	\$ 96,429.00	\$ 874.00	\$ -	\$ -	\$ 113,935.00	\$ 7,807.00	\$ -	\$ 7,250.00	\$ -	\$ -	\$ -	\$ 1,519,551
Bradford	\$ 211,528.00	\$ 78,117.00	\$ 11,244.00	\$ 78,811.00	\$ 12,289.00	\$ 36,985.00	\$ 210.00	\$ -	\$ -	\$ 68,288.00	\$ 2,432.00	\$ -	\$ 8,416.00	\$ 28,858.00	\$ 9,114.00	\$ 12,013.00	\$ 558,275
Brevard	\$ 825,000.00	\$ 247,500.00	\$ 1,162,266.00	\$ 402,610.00	\$ 33,681.00	\$ 63,402.00	\$ 933.00	\$ 24,760.00	\$ 127,122.00	\$ -	\$ 2,887.00	\$ -	\$ 8,346.00	\$ 379,272.00	\$ -	\$ -	\$ 3,277,779
Broward	\$ 14,935,398.00	\$ 1,513,259.00	\$ 584,026.00	\$ 4,580,078.00	\$ 537,655.00	\$ 1,874,373.00	\$ 522,742.00	\$ 2,423,677.00	\$ -	\$ 8,769.00	\$ 511,125.00	\$ 299,462.00	\$ 1,491,603.00	\$ 1,215,797.00	\$ 131,303.00	\$ 164,828.00	\$ 30,794,095
Calhoun	\$ 308,361.00	\$ 70,630.00	\$ 27,490.00	\$ 77,025.00	\$ 10,652.00	\$ 37,195.00	\$ -	\$ -	\$ -	\$ -	\$ 2,695.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 534,048
Charlotte	\$ 548,627.00	\$ 230,161.00	\$ 294,142.00	\$ 142,596.00	\$ 11,047.00	\$ 20,819.00	\$ -	\$ -	\$ -	\$ 213,909.00	\$ -	\$ -	\$ 6,793.00	\$ 145,423.00	\$ 101,806.00	\$ 133,496.00	\$ 1,848,819
Citrus	\$ 1,423,286.00	\$ 513,225.00	\$ 46,057.00	\$ 767,564.00	\$ 24,723.00	\$ 124,000.00	\$ 2,001.00	\$ -	\$ -	\$ 61,035.00	\$ 18,998.00	\$ -	\$ -	\$ 471,601.00	\$ -	\$ 91,000.00	\$ 3,543,490
Clay	\$ 905,749.00	\$ 195,095.00	\$ 72,908.00	\$ 265,524.00	\$ 58,488.00	\$ 157,712.00	\$ 1,210.00	\$ -	\$ -	\$ 46,298.00	\$ 51,822.00	\$ -	\$ -	\$ 134,586.00	\$ 110,846.00	\$ -	\$ 2,000,238
Collier	\$ 1,298,404.00	\$ 56,231.00	\$ 585,879.00	\$ 458,348.00	\$ 33,373.00	\$ 260,935.00	\$ 41,802.00	\$ 898,435.00	\$ -	\$ -	\$ 28,637.00	\$ 21,680.00	\$ 73,774.00	\$ 380,985.00	\$ -	\$ 23,200.00	\$ 4,161,683
Columbia	\$ 280,422.00	\$ 163,703.00	\$ 33,585.00	\$ 22,172.00	\$ 20,300.00	\$ 41,174.00	\$ -	\$ -	\$ -	\$ 873,916.00	\$ -	\$ -	\$ 29,661.00	\$ -	\$ 14,785.00	\$ -	\$ 1,479,718
Desoto	\$ 57,457.00	\$ 6,202.00	\$ 15,153.00	\$ 3,669.00	\$ 7,517.00	\$ 2,174.00	\$ 108.00	\$ -	\$ -	\$ 844,509.00	\$ 1,672.00	\$ -	\$ 1,982.00	\$ 990.00	\$ -	\$ 2,146.00	\$ 943,579
Dixie	\$ 97,105.00	\$ 54,723.00	\$ 9,424.00	\$ 46,310.00	\$ 10,364.00	\$ 15,030.00	\$ 209.00	\$ -	\$ -	\$ 22,004.00	\$ 514.00	\$ -	\$ 10,030.00	\$ -	\$ 15,603.00	\$ -	\$ 281,316
Duval	\$ 1,496,881.00	\$ 679,214.00	\$ 367,080.00	\$ 1,833,001.00	\$ 82,017.00	\$ 57,303.00	\$ 50.00	\$ 100,080.00	\$ -	\$ 6,930,795.00	\$ 39,147.00	\$ -	\$ 94,740.00	\$ -	\$ -	\$ 640,357.00	\$ 12,320,665
Escambia	\$ 1,237,947.00	\$ 231,962.00	\$ 196,838.00	\$ 619,785.00	\$ 50,097.00	\$ 146,139.00	\$ 120,638.00	\$ 245,512.00	\$ -	\$ 414,166.00	\$ 16,641.00	\$ 16,551.00	\$ 102,788.00	\$ 21,032.00	\$ -	\$ -	\$ 3,420,101
Flagler	\$ 471,135.00	\$ 197,410.00	\$ 103,874.00	\$ 144,796.00	\$ 995.00	\$ 38,256.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 64,869.00	\$ -	\$ -	\$ -	\$ 1,021,335
Franklin	\$ 189,958.00	\$ 20,592.00	\$ 23,962.00	\$ 46,985.00	\$ 11,890.00	\$ 83,898.00	\$ -	\$ -	\$ -	\$ 137,143.00	\$ 13,143.00	\$ 5.00	\$ 22,912.00	\$ 1,000.00	\$ 8,500.00	\$ -	\$ 559,988
Gadsden	\$ 666,989.00	\$ 282,060.00	\$ 29,357.00	\$ 170,808.00	\$ 13,446.00	\$ 48,844.00	\$ 1,070.00	\$ -	\$ -	\$ 2,489.00	\$ 9,111.00	\$ -	\$ 21,098.00	\$ 228,076.00	\$ -	\$ -	\$ 1,473,348
Gilchrist	\$ 61,595.00	\$ 33,804.00	\$ 4,974.00	\$ 34,608.00	\$ 5,137.00	\$ 4,773.00	\$ 31.00	\$ -	\$ -	\$ 19,235.00	\$ 310.00	\$ -	\$ 1,220.00	\$ -	\$ 9,034.00	\$ -	\$ 174,721
Glades	\$ 116,380.00	\$ 30,890.00	\$ 13,406.00	\$ 38,755.00	\$ 3,851.00	\$ 12,831.00	\$ 273.00	\$ -	\$ -	\$ 12,500.00	\$ 2,486.00	\$ 4,955.00	\$ 1,184.00	\$ 42,046.00	\$ -	\$ -	\$ 279,557
Gulf	\$ 195,456.00	\$ 48,070.00	\$ 11,843.00	\$ 47,703.00	\$ 6,027.00	\$ 21,744.00	\$ 289.00	\$ -	\$ -	\$ 4,606.00	\$ 6,618.00	\$ 3,942.00	\$ 6,089.00	\$ 76,466.00	\$ 7,169.00	\$ -	\$ 436,022
Hamilton	\$ 62,654.00	\$ 33,996.00	\$ -	\$ 8,926.00	\$ 2,429.00	\$ 26,645.00	\$ -	\$ 200.00	\$ -	\$ 89,236.00	\$ -	\$ -	\$ -	\$ -	\$ 12,275.00	\$ -	\$ 236,361
Hardee	\$ 29,026.00	\$ 2,060.00	\$ 3,788.00	\$ 1,043.00	\$ 4,844.00	\$ -	\$ 100.00	\$ -	\$ -	\$ 699,326.00	\$ 1,077.00	\$ -	\$ 1,277.00	\$ 638.00	\$ -	\$ 1,383.00	\$ 744,562
Hendry	\$ 622,623.00	\$ 157,252.00	\$ 74,008.00	\$ 203,310.00	\$ 19,136.00	\$ 80,493.00	\$ 1,359.00	\$ -	\$ -	\$ 62,801.00	\$ 12,663.00	\$ 24,618.00	\$ 5,880.00	\$ 212,558.00	\$ -	\$ -	\$ 1,476,701
Hernando	\$ 506,948.00	\$ 166,980.00	\$ 5,507.00	\$ 241,105.00	\$ 27,404.00	\$ 107,257.00	\$ 2,092.00	\$ -	\$ -	\$ 681,031.00	\$ 25,933.00	\$ -	\$ -	\$ 79,943.00	\$ -	\$ 128,706.00	\$ 1,972,906
Highlands	\$ 201,987.00	\$ 33,987.00	\$ 14,618.00	\$ 41,701.00	\$ 20,278.00	\$ 18,546.00	\$ 2,210.00	\$ -	\$ -	\$ 1,462,162.00	\$ 4,253.00	\$ 11,887.00	\$ 4,542.00	\$ 56,002.00	\$ -	\$ 4,918.00	\$ 1,877,091
Hillsborough	\$ 7,327,172.00	\$ 2,326,699.00	\$ 563,349.00	\$ 1,811,196.00	\$ 134,192.00	\$ 944,387.00	\$ 46,046.00	\$ 537,379.00	\$ -	\$ 964,406.00	\$ 52,495.00	\$ 4,323.00	\$ 184,028.00	\$ 367,653.00	\$ -	\$ 314,806.00	\$ 15,578,131
Holmes	\$ 242,565.00	\$ 50,462.00	\$ 4,473.00	\$ 98,500.00	\$ 13,763.00	\$ 40,268.00	\$ 714.00	\$ -	\$ -	\$ 38,383.00	\$ 4,473.00	\$ -	\$ 4,250.00	\$ 13,765.00	\$ 2,326.00	\$ -	\$ 513,942
Indian River	\$ 739,080.00	\$ 153,759.00	\$ 182,197.00	\$ 217,100.00	\$ 22,067.00	\$ 126,998.00	\$ 693.00	\$ -	\$ -	\$ 183,778.00	\$ 25,139.00	\$ -	\$ 6,422.00	\$ 5,604.00	\$ -	\$ -	\$ 1,662,837
Jackson	\$ 690,004.00	\$ 221,379.00	\$ 41,277.00	\$ 178,948.00	\$ 29,058.00	\$ 91,173.00	\$ 1,217.00	\$ -	\$ -	\$ 4,980.00	\$ 14,093.00	\$ -	\$ 7,302.00	\$ 227,058.00	\$ -	\$ -	\$ 1,506,489
Jefferson	\$ 207,034.00	\$ 87,552.00	\$ 9,430.00	\$ 61,061.00	\$ 4,303.00	\$ 17,505.00	\$ 383.00	\$ -	\$ -	\$ 36,644.00	\$ 2,884.00	\$ -	\$ 6,494.00	\$ 81,597.00	\$ 297,110.00	\$ -	\$ 811,997
Lafayette	\$ 69,055.00	\$ 41,571.00	\$ 8,175.00	\$ 25,174.00	\$ 7,574.00	\$ 13,611.00	\$ 150.00	\$ -	\$ -	\$ 15,310.00	\$ 306.00	\$ -	\$ 8,177.00	\$ -	\$ 11,749.00	\$ -	\$ 200,852
Lake	\$ 361,397.00	\$ 98,394.00	\$ 475,379.00	\$ 774,546.00	\$ 13,847.00	\$ 41,619.00	\$ 1,102.00	\$ -	\$ -	\$ 2,518,996.00	\$ 5,907.00	\$ -	\$ 40,169.00	\$ 706,057.00	\$ -	\$ -	\$ 5,037,403
Lee	\$ 1,804,470.00	\$ 423,094.00	\$ 150,515.00	\$ 470,649.00	\$ 43,840.00	\$ 171,402.00	\$ 2,778.00	\$ 4,215.00	\$ -	\$ 4,521.00	\$ 54,039.00	\$ 50,354.00	\$ 69,028.00	\$ 441,758.00	\$ 12,400.00	\$ 2,300.00	\$ 3,705,363
Leon	\$ 208,408.00	\$ 60,092.00	\$ -	\$ -	\$ 37,171.00	\$ -	\$ -	\$ 169,282.00	\$ -	\$ 1,404,192.00	\$ 39,987.00	\$ -	\$ 2,340.00	\$ -	\$ 29,815.00	\$ 174,054.00	\$ 2,125,341
Levy	\$ 548,476.00	\$ 204,447.00	\$ 44,920.00	\$ 212,374.00	\$ 21,101.00	\$ 40,000.00	\$ -	\$ -	\$ -	\$ -	\$ 150,212.00	\$ -	\$ -	\$ 164,085.00	\$ -	\$ -	\$ 1,385,615
Liberty	\$ 193,201.00	\$ 47,997.00	\$ 20,087.00	\$ 36,824.00	\$ 6,960.00	\$ 28,387.00	\$ -	\$ -	\$ -	\$ -	\$ 4,841.00	\$ -	\$ 7,800.00	\$ 18,650.00	\$ -	\$ -	\$ 368,387
Madison	\$ 295,478.00	\$ 124,969.00	\$ 10,708.00	\$ 82,521.00	\$ 4,531.00	\$ 23,852.00	\$ 511.00	\$ -	\$ -	\$ 6,126.00	\$ 3,452.00	\$ -	\$ 9,750.00	\$ 110,726.00	\$ 40,400.00	\$ -	\$ 713,024
Manatee	\$ 1,501,457.00	\$ 561,002.00	\$ 3,621.00	\$ 343,764.00	\$ 65,348.00	\$ 90,771.00	\$ 86,522.00	\$ 5,000.00	\$ -	\$ -	\$ 153,562.00	\$ -	\$ -	\$ 84,251.00	\$ 32,345.00	\$ 297,765.00	\$ 3,225,408
Marion	\$ 1,854,127.00	\$ 386,442.00	\$ 197,283.00	\$ 688,445.00	\$ 52,367.00	\$ 224,369.00	\$ 54,681.00	\$ -	\$ -	\$ 5,130.00	\$ 51,531.00	\$ 49,344.00	\$ 7,342.00	\$ 453,044.00	\$ -	\$ 46,250.00	\$ 4,070,355
Martin	\$ 113,037.00	\$ 30,959.00	\$ 1,565.00	\$ -	\$ 4,777.00	\$ -	\$ 803.00	\$ -	\$ -	\$ 554,964.00	\$ 1,831.00	\$ -	\$ 9,700.00	\$ 896.00	\$ -	\$ 66,313.00	\$ 784,845
Miami-Dade	\$ 34,710,976.00	\$ 7,035,436.00	\$ 2,992,700.00	\$ 6,261,846.00	\$ 2,555,540.00	\$ 6,016,153.00	\$ 2,576,040.00	\$ 5,153,649.00	\$ -	\$ 45,671,512.00	\$ 9,765,000.00	\$ 1,126,751.00	\$ 5,519,594.00	\$ 3,724,557.00	\$ 1,064,999.00	\$ 826,136.00	\$ 135,000,889
Monroe	\$ 746,849.00	\$ 244,683.00	\$ 424,811.00	\$ 170,013.00	\$ 34,057.00	\$ 95,740.00	\$ 4,547.00	\$ 3,589.00	\$ -	\$ 204.00	\$ 37,318.00	\$ -	\$ 2,231.00	\$ 106,643.00	\$ 210.00	\$ 227,849.00	\$ 2,098,744
Nassau	\$ 499,645.00	\$ 106,519.00	\$ 74,921.00	\$ 151,528.00	\$ 12,562.00	\$ 39,082.00	\$ -	\$ -	\$ -	\$ 10,862.00	\$ 3,620.00	\$ -	\$ 7,081.00	\$ 104,500.00	\$ -	\$ -	\$ 1,010,320
Okaloosa	\$ 774,153.00	\$ 69,897.00	\$ 325,207.00	\$ 192,770.00	\$ 29,871.00	\$ 131,819.00	\$ -	\$ 200.00	\$ -	\$ 45,566.00	\$ 6,676.00	\$ -	\$ 300.00	\$ -	\$ 1,500.00	\$ -	\$ 1,577,959
Okneechee	\$ 67,746.00	\$ 9,804.00	\$ 3,788.00	\$ 24,143.00	\$ 12,004.00	\$ 5,678.00	\$ 228.00	\$ -	\$ -	\$ 590,326.00	\$ 1,457.00	\$ -	\$ 1,277.00	\$ 11,438.00	\$ -	\$ 1,383.00	\$ 729,272
Orange	\$ 7,303,805.00	\$ 416,961.00	\$ 436,166.00	\$ 2,036,592.00	\$ 167,111.00	\$ 1,189,007.00	\$ 524,010.00	\$ 720.00	\$ -	\$ 2,596.00	\$ 269,503.00	\$ 80,415.00	\$ 832,039.00	\$ 272,213.00	\$ -	\$ 887,411.00	\$ 14,417,549
Osceola	\$ 1,940,507.00	\$ 110,780.00	\$ 115,883.00	\$ 504,825.00	\$ 44,399.00	\$ 315,900.00	\$ 139,221.00	\$ 191.00	\$ -	\$ 690.00	\$ 71,603.00	\$ 21,365.00	\$ 221,060.00	\$ 72,322.00	\$ -	\$ 235,771.00	\$ 3,830,517
Palm Beach	\$ 3,347,853.00	\$ 1,546,725.00	\$ 377,511.00	\$ 504,407.00	\$ 132,493.00	\$ 218,934.00	\$ 6,614.00	\$ 4,372,797.00	\$ -	\$ 19,847,890.00	\$ 44,279.00	\$ 1,137.00	\$ 42,273.00	\$ 159,080.00	\$ -	\$ 13,246.00	\$ 30,615,239
Pasco	\$ 903,269.00	\$ 175,181.00	\$ 21,840.00	\$ 314,899.00	\$ 14,284.00	\$ 116,466.00	\$ 1,949.00	\$ 4,767.00	\$ 20,337.00	\$ 1,143,603.00	\$ 15,803.00	\$ 1,997.00	\$ 39,616.00	\$ 91,535.00	\$ 3,001.00	\$ 34,007.00	\$ 2,902,554
Pinellas	\$ 4,735,881.00	\$ 882,622.00	\$ 337,348.00	\$ 1,272,644.00	\$ 76,821.00	\$ 1,354,840.00	\$ 29,834.00	\$ 1,078,044.00	\$ -	\$ 6,048,994.00	\$ 62,338.00	\$ 33,630.00	\$ 76,395.00	\$ 931,107.00	\$ 96,098.00	\$ 309,090.00	\$ 17,325,686
Polk	\$ 3,335,976.00	\$ 1,326,393.00	\$ 302,171.00	\$ 965,049.00	\$ 95,224.00	\$ 155,771.00	\$ 6,314.00	\$ 28,246.00	\$ -	\$ -	\$ 62,366.00	\$ 7,010.00					

2010 Performance Measures

County	Operating Expense Per Total Passenger Trip	Operating Expense Per Paratransit Passenger Trip	Operating Expense Per Vehicle Mile	Operating Expense Per Driver Hour	Local Funding of System	Potential TD Population Served	Average Trips Per Driver Hour	Average Trips Per Paratransit Passenger	Accidents Per 100,000 Miles	Miles Between Roadcalls
Alachua	\$ 23.97	\$ 27.11	\$ 2.34	\$ 34.09	40.29%	2.27%	1.26	49.87	2.18	14,577.34
Baker	\$ 26.48	\$ 26.48	\$ 2.12	\$ 30.30	12.59%	5.96%	1.14	36.75	3.55	37,630.50
Bay	\$ 8.14	\$ 8.14	\$ 2.04	\$ 22.65	1.05%	3.53%	2.78	82.73	0.94	373,076.50
Bradford	\$ 37.00	\$ 37.00	\$ 2.44	\$ 23.75	4.05%	4.72%	0.64	32.66	0.00	0.00
Brevard	\$ 3.56	\$ 5.26	\$ 1.01	\$ 22.04	20.16%	5.52%	3.96	47.20	0.50	37,451.28
Broward	\$ 6.80	\$ 7.03	\$ 1.86	\$ 29.80	84.10%	1.68%	4.24	365.19	0.20	190,390.66
Calhoun	\$ 26.34	\$ 26.34	\$ 2.35	\$ 36.68	4.28%	10.72%	1.39	33.74	0.88	56,911.75
Charlotte	\$ 10.59	\$ 10.59	\$ 3.17	\$ 31.53	49.91%	12.23%	2.54	11.05	0.17	72,922.00
Citrus	\$ 15.91	\$ 15.91	\$ 3.31	\$ 39.62	26.85%	4.54%	2.41	55.31	0.28	38,198.36
Clay	\$ 18.78	\$ 18.78	\$ 1.87	\$ 28.69	35.62%	3.84%	1.18	41.57	0.09	71,280.00
Collier	\$ 8.02	\$ 28.04	\$ 2.21	\$ 35.59	51.98%	2.02%	1.27	43.75	1.35	27,852.19
Columbia	\$ 6.10	\$ 6.10	\$ 1.32	\$ 29.52	5.05%	39.36%	1.75	9.30	0.00	373,915.33
Desoto	\$ 26.28	\$ 26.28	\$ 2.29	\$ 26.63	2.32%	4.26%	1.01	52.35	0.73	102,882.50
Dixie	\$ 38.94	\$ 38.94	\$ 1.66	\$ 38.31	5.43%	4.19%	0.98	20.58	0.00	169,330.00
Duval	\$ 25.51	\$ 33.32	\$ 2.70	\$ 50.90	86.37%	2.42%	1.53	52.46	0.29	20,855.80
Escambia	\$ 11.21	\$ 22.72	\$ 2.41	\$ 41.82	40.08%	2.68%	1.84	43.49	0.15	23,911.78
Flagler	\$ 12.82	\$ 12.82	\$ 1.15	\$ 26.19	34.72%	20.42%	2.04	14.58	0.45	442,250.00
Franklin	\$ 68.80	\$ 68.80	\$ 2.18	\$ 48.93	9.91%	17.62%	0.62	6.89	0.78	51,411.60
Gadsden	\$ 25.67	\$ 25.67	\$ 2.56	\$ 47.02	25.72%	33.40%	1.37	5.84	0.52	288,110.00
Gilchrist	\$ 33.53	\$ 33.53	\$ 1.48	\$ 29.67	4.75%	4.46%	0.89	17.14	0.00	0.00
Glades	\$ 83.13	\$ 83.13	\$ 3.23	\$ 83.65	3.08%	0.56%	1.01	120.11	0.00	10,829.50
Gulf	\$ 20.81	\$ 20.81	\$ 1.92	\$ 50.26	13.41%	8.03%	2.42	47.09	0.00	226,920.00
Hamilton	\$ 3.43	\$ 3.95	\$ 0.35	\$ 7.61	2.78%	105.99%	1.14	5.19	0.00	0.00
Hardee	\$ 35.81	\$ 35.81	\$ 1.54	\$ 53.36	2.93%	4.69%	1.49	42.34	0.21	44,050.73
Hendry	\$ 59.79	\$ 59.79	\$ 2.85	\$ 65.73	7.18%	6.78%	1.10	24.70	0.00	34,483.40
Hernando	\$ 10.65	\$ 10.65	\$ 1.16	\$ 16.64	11.04%	3.36%	1.56	51.00	0.23	58,710.00
Highlands	\$ 18.40	\$ 18.40	\$ 1.60	\$ 26.03	2.98%	3.73%	1.41	48.49	0.60	28,595.15
Hillsborough	\$ 12.58	\$ 17.96	\$ 2.44	\$ 33.68	33.05%	4.43%	1.88	49.02	1.12	39,003.59
Holmes	\$ 10.15	\$ 10.15	\$ 1.75	\$ 27.89	3.22%	26.60%	2.75	22.63	0.00	49,005.00
Indian River	\$ 18.09	\$ 18.09	\$ 2.72	\$ 28.22	24.15%	25.14%	1.56	6.00	0.98	203,638.33
Jackson	\$ 24.65	\$ 24.65	\$ 2.24	\$ 42.78	5.13%	5.36%	1.64	48.19	0.00	224,115.33
Jefferson	\$ 53.77	\$ 53.77	\$ 3.67	\$ 81.97	8.02%	39.41%	1.52	5.44	0.00	0.00
Lafayette	\$ 51.13	\$ 51.13	\$ 2.04	\$ 32.32	5.94%	8.97%	0.63	13.27	0.00	98,228.00
Lake	\$ 22.45	\$ 22.45	\$ 2.00	\$ 42.08	30.42%	14.93%	1.50	10.07	0.40	17,278.58
Lee	\$ 28.38	\$ 28.41	\$ 2.18	\$ 38.84	3.29%	0.83%	1.37	69.81	0.35	37,748.56
Leon	\$ 7.92	\$ 27.12	\$ 4.40	\$ 45.07	12.62%	8.45%	1.66	9.42	1.58	88,848.40
Levy	\$ 33.04	\$ 33.04	\$ 2.10	\$ 50.84	5.34%	4.51%	1.54	47.82	0.46	50,686.85
Liberty	\$ 10.97	\$ 10.97	\$ 0.94	\$ 17.04	5.12%	55.39%	1.55	21.36	0.00	195,990.00
Madison	\$ 28.73	\$ 28.73	\$ 2.30	\$ 42.36	14.31%	51.08%	1.47	5.78	0.00	0.00
Manatee	\$ 11.81	\$ 23.52	\$ 3.41	\$ 51.04	60.88%	98.59%	2.17	0.98	1.06	134,907.86
Marion	\$ 20.56	\$ 20.56	\$ 2.24	\$ 26.62	28.96%	4.59%	1.29	28.70	0.16	139,990.15
Martin	\$ 18.24	\$ 18.24	\$ 3.33	\$ 13.98	3.70%	2.42%	0.43	14.54	0.85	0.00
Miami-Dade	\$ 5.04	\$ 33.81	\$ 4.84	\$ 65.50	59.29%	25.45%	1.94	15.87	0.06	1,118,196.50
Monroe	\$ 19.49	\$ 22.50	\$ 2.19	\$ 18.48	38.44%	7.03%	0.82	35.60	0.52	79,654.33
Nassau	\$ 15.76	\$ 15.76	\$ 1.91	\$ 29.48	4.74%	5.34%	1.87	65.61	0.19	44,066.58
Okaloosa	\$ 11.80	\$ 16.85	\$ 2.31	\$ 24.32	13.32%	10.87%	1.44	14.85	0.44	683,233.00
Okeechobee	\$ 16.92	\$ 16.92	\$ 1.15	\$ 29.93	2.37%	3.33%	1.77	62.29	0.31	79,572.75
Orange	\$ 8.84	\$ 17.48	\$ 1.93	\$ 30.36	50.75%	6.10%	1.58	34.89	2.21	21,747.25
Osceola	\$ 8.84	\$ 17.48	\$ 1.93	\$ 30.36	50.75%	6.92%	1.58	34.89	2.26	21,841.74
Palm Beach	\$ 5.28	\$ 23.86	\$ 2.52	\$ 39.56	86.70%	4.90%	1.65	40.49	2.28	28,321.79
Pasco	\$ 8.25	\$ 18.06	\$ 2.43	\$ 45.26	15.78%	3.01%	2.30	21.95	0.17	59,617.60
Pinellas	\$ 4.43	\$ 15.87	\$ 2.30	\$ 25.68	38.78%	11.32%	1.62	20.44	0.95	46,693.35
Polk	\$ 13.10	\$ 19.89	\$ 2.49	\$ 31.55	18.93%	12.28%	1.35	10.57	1.12	27,582.98
Putnam	\$ 11.65	\$ 11.65	\$ 2.29	\$ 31.05	15.54%	25.06%	0.32	1.72	0.26	31,130.44
Santa Rosa	\$ 8.09	\$ 20.76	\$ 1.29	\$ 34.80	5.92%	1.30%	1.68	47.93	0.00	47,727.40
Sarasota	\$ 11.04	\$ 43.04	\$ 5.26	\$ 59.93	81.64%	1.86%	1.38	61.57	2.24	66,921.04
Seminole	\$ 8.84	\$ 17.48	\$ 1.93	\$ 30.36	50.75%	3.89%	1.58	34.89	2.29	21,821.99
St Johns	\$ 10.55	\$ 10.55	\$ 2.37	\$ 32.17	33.67%	9.83%	0.97	17.26	0.82	71,647.59
St Lucie	\$ 16.31	\$ 18.20	\$ 3.22	\$ 55.08	35.90%	12.20%	3.01	19.59	0.33	37,548.80
Sumter	\$ 16.55	\$ 16.55	\$ 2.10	\$ 32.14	36.55%	12.22%	1.83	30.22	0.13	94,700.63
Suwannee	\$ 7.95	\$ 7.95	\$ 1.50	\$ 36.39	1.68%	36.69%	2.80	21.76	0.00	1,087,918.00
Taylor	\$ 26.10	\$ 26.10	\$ 3.09	\$ 65.66	14.42%	42.00%	1.99	5.76	0.48	0.00
Union	\$ 20.33	\$ 20.33	\$ 2.15	\$ 56.41	9.89%	11.88%	2.77	51.02	0.00	92,241.67
Volusia	\$ 7.48	\$ 19.22	\$ 2.32	\$ 32.60	71.67%	22.85%	1.70	5.52	0.08	14,800.25
Wakulla	\$ 17.97	\$ 17.97	\$ 1.67	\$ 34.47	7.05%	8.87%	1.92	41.38	0.00	0.00
Walton	\$ 12.78	\$ 12.78	\$ 1.33	\$ 26.75	2.40%	43.62%	2.09	7.22	0.00	284,751.00
Washington	\$ 14.29	\$ 14.29	\$ 1.58	\$ 27.38	1.53%	8.31%	1.92	42.68	0.00	0.00
Totals	\$ 7.23	\$ 19.18	\$ 2.74	\$ 40.59	52%	11.28%	2.12	47.92	0.72	48,835.36

2010 Statewide Medians



2010 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	Partial Brokerage
Calhoun	Rural	Calhoun County Senior Citizens	Private Non-Profit	Sole Source
Charlotte	Urban	Charlotte County Transit	County	Partial Brokerage
Citrus	Rural	Citrus County Transit	County	Partial Brokerage
Clay	Rural	Clay County Council on Aging, 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	Partial 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, Inc.	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	Mt 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, Inc.	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, Inc.	Private Non-Profit	Partial Brokerage
Manatee	Urban	Manatee County Area Transit	County	Partial Brokerage
Marion	Rural	Marion County Senior Services, Inc.	Private Non-Profit	Partial Brokerage
Martin	Urban	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	Partial Brokerage
Osceola	Urban	Central Florida Regional Transportation Authority	Public Transit Authority	Partial Brokerage
Palm Beach	Urban	Palm Beach County	County	Partial Brokerage
Pasco	Urban	Pasco County Public Transportation	County	Partial Brokerage
Pinellas	Urban	Pinellas County MPO	Metropolitan Planning Organization	Complete Brokerage
Polk	Urban	Polk County Transit Services	County	Partial Brokerage
Putnam	Rural	Ride Solution, Inc.	Private Non-Profit	Sole Source
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	Partial 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, Inc.	Private Non-Profit	Partial Brokerage
Union	Rural	A & A Transport, Inc.	Private Non-Profit	Partial Brokerage
Volusia	Urban	County of Volusia db/a VOTRAN	County	Partial Brokerage
Wakulla	Rural	Wakulla County Senior Citizens/Wakulla Transportat	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
By County	Urban- 26 Rural- 41	Counties- 67	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- 47 Complete Brokerage- 10

2010 Trips by Purpose

County	Medical	Employment	Education/Training	Nutritional	Life-Sustaining/Other	Total
Alachua	79,828	23,692	1,516	1,402	14,394	120,832
Baker	10,086	493	-	5,587	1,842	18,008
Bay	76,245	6,894	80,252	22,879	364	186,634
Bradford	7,599	-	4,818	2,280	392	15,089
Brevard	101,705	215,346	160,013	27,904	409,020	913,988
Broward	1,010,306	315,971	747,707	1,092,240	1,007,270	4,173,494
Calhoun	9,500	2,339	1,673	3,756	3,009	20,277
Charlotte	54,132	532	56,342	57,361	6,294	174,661
Citrus	34,566	28,266	110,247	15,705	33,889	222,673
Clay	28,466	38,477	18,726	17,146	3,683	106,498
Collier	77,597	14,939	3,348	13,961	296,857	406,702
Columbia	197,514	2,001	29,681	9,021	4,315	242,532
Desoto	15,884	13,445	5	3,764	2,811	35,909
Dixie	6,359	-	-	766	99	7,224
Duval	105,317	67,467	27,691	35,803	242,779	479,057
Escambia	59,713	169,080	11,702	517	42,275	283,287
Flagler	20,230	19,697	17,595	12,317	9,827	79,666
Franklin	7,011	26	1,102	-	-	8,139
Gadsden	16,549	30,960	7,854	-	2,039	57,402
Gilchrist	4,418	83	-	549	161	5,211
Glades	1,699	-	1,318	346	-	3,363
Gulf	6,315	17	7,387	5,676	1,560	20,955
Hamilton	33,165	625	12,546	12,756	9,755	68,847
Hardee	15,389	3,580	298	1,191	333	20,791
Hendry	14,128	-	8,459	1,794	317	24,698
Hernando	53,649	1,989	108,788	11,895	8,875	185,196
Highlands	48,634	40,337	209	6,517	6,316	102,013
Hillsborough	407,210	142,429	240,397	50,673	355,216	1,195,925
Holmes	19,981	10,083	19,488	1,021	68	50,641
Indian River	45,117	4,890	21,809	3,147	16,970	91,933
Jackson	19,868	21,179	9,939	5,898	4,230	61,114
Jefferson	7,026	1,337	6,252	153	334	15,102
Lafayette	2,965	-	-	962	1	3,928
Lake	74,556	48,915	60,807	21,125	18,960	224,363
Lee	61,842	1,933	61,297	5,329	-	130,401
Leon	70,504	27,370	138,062	9,417	1,582	246,935
Levy	22,290	1,588	14,621	393	3,046	41,938
Liberty	18,256	189	8,382	2,154	4,594	33,575
Madison	10,067	1,743	6,587	5,250	1,173	24,820
Manatee	73,910	33,043	18,702	7,411	139,605	272,671
Marion	150,003	1,981	10,135	23,998	11,847	197,964
Martin	18,105	2,255	1,668	43	20,961	43,032
Miami-Dade	8,767,229	2,836,455	5,157,192	1,289,298	7,735,788	25,785,962
Monroe	43,017	3,617	21,714	10,768	28,401	107,517
Nassau	34,525	3,130	2,327	15,808	8,314	64,104
Okaloosa	58,722	41,595	11,374	14,680	7,340	133,711
Okeechobee	14,891	24,793	13	2,206	1,203	43,106
Orange	902,911	193,173	302,736	68,772	162,685	1,630,277
Osceola	239,889	51,323	80,432	18,272	43,223	433,139
Palm Beach	1,839,997	497,297	895,134	497,297	1,243,240	4,972,965
Pasco	218,001	30,121	51,678	13,016	38,604	351,420
Pinellas	1,338,366	1,336,468	366,239	175,509	454,733	3,671,315
Polk	248,023	70,707	67,927	32,450	73,705	492,812
Putnam	11,735	62,933	-	585	77,767	153,020
Santa Rosa	5,777	54,906	7,368	298	7,795	76,144
Sarasota	307,390	223,596	152,751	24,737	120,677	829,151
Seminole	221,236	47,333	74,178	16,851	39,862	399,460
St Johns	53,257	-	1,121	22,443	196,328	273,149
St Lucie	59,644	25,822	84,205	10,957	116,271	296,899
Sumter	23,426	16,775	19,539	14,820	21,420	95,980
Suwannee	161,654	3,778	27,669	10,916	1,625	205,642
Taylor	4,775	14,832	-	1,169	4,109	24,885
Union	7,657	-	20,668	-	907	29,232
Volusia	173,124	63,620	198,286	14,063	335,898	784,991
Wakulla	17,434	2,000	572	6,228	1,698	27,932
Walton	25,542	15,049	11,049	4,398	3,362	59,400
Washington	16,553	2,575	16,799	32	827	36,786
TOTAL	17,892,479	6,917,089	9,608,394	3,765,680	13,412,845	51,596,487

2010 Trips by Type of Passenger

County	Elderly	Children	Low Income	Disabled	Low Income/Disabled	Other	Total
Alachua	33,596	14,935	23,447	12,361	39,493	-	120,832
Baker	14,802	271	24	261	2,645	5	18,008
Bay	61,587	52,259	13,101	24,019	14,559	-	186,634
Bradford	5,743	723	4,647	516	3,460	-	15,089
Brevard	437,735	66,145	209,154	118,521	48,803	33,630	913,988
Broward	2,256,475	85,195	748	941,816	889,260	-	4,173,494
Calhoun	13,201	1,288	1,536	36	3,925	291	20,277
Charlotte	104,322	39,701	25,132	4,543	963	-	174,661
Citrus	45,191	2,429	157,751	697	4,525	12,080	222,673
Clay	42,912	3,361	8,601	11,051	10,793	29,780	106,498
Collier	48,872	6,309	10,976	10,362	39,843	290,340	406,702
Columbia	108,404	23,983	19,452	2,654	2,016	86,023	242,532
Desoto	12,168	5,451	6,743	5,673	3,851	2,023	35,909
Dixie	4,221	842	1,960	78	123	-	7,224
Duval	147,974	107,403	51,450	51,268	17,280	103,682	479,057
Escambia	57,343	8,659	140,462	30,759	-	46,064	283,287
Flagler	42,374	4,581	1,230	957	3,865	26,859	79,666
Franklin	4,633	2,973	533	-	-	-	8,139
Gadsden	15,257	6,530	14,870	689	3,059	16,997	57,402
Gilchrist	3,175	381	1,407	112	136	-	5,211
Glades	3,107	172	84	-	-	-	3,363
Gulf	11,375	349	1,738	1,192	5,761	540	20,955
Hamilton	30,710	27,423	-	-	-	10,714	68,847
Hardee	6,478	1,410	4,577	1,967	972	5,387	20,791
Hendry	15,329	968	-	8,401	-	-	24,698
Hernando	40,368	39,664	16,958	86,107	1,207	892	185,196
Highlands	35,807	1,917	11,992	11,314	34,262	6,721	102,013
Hillsborough	255,783	53,295	276,839	146,086	452,033	11,889	1,195,925
Holmes	28,865	12,154	2,843	962	5,484	333	50,641
Indian River	55,424	1,212	10,209	17,989	6,571	528	91,933
Jackson	22,327	496	4,615	5,412	26,393	1,871	61,114
Jefferson	6,510	717	2,788	337	4,750	-	15,102
Lafayette	2,454	367	972	41	94	-	3,928
Lake	72,398	36,720	34,884	44,450	23,384	12,527	224,363
Lee	61,095	17,345	2,041	11,564	25,573	12,783	130,401
Leon	62,821	75,355	60,215	48,544	-	-	246,935
Levy	29,357	207	-	-	-	12,374	41,938
Liberty	20,345	4,779	6,526	1,925	-	-	33,575
Madison	13,096	212	2,330	-	9,182	-	24,820
Manatee	243,251	9,010	2,732	-	-	17,678	272,671
Marion	121,099	39,147	19,222	12,939	3,469	2,088	197,964
Martin	13,705	1,417	-	-	-	27,910	43,032
Miami-Dade	16,845,967	2,596,649	1,959,733	515,719	3,352,175	515,719	25,785,962
Monroe	29,945	8,475	29,797	1,386	26,968	10,946	107,517
Nassau	39,101	5,132	10,897	2,564	1,282	5,128	64,104
Okaloosa	23,316	15,861	34,978	16,071	14,180	29,305	133,711
Okeechobee	10,497	1,829	4,202	24,279	1,143	1,156	43,106
Orange	556,591	72,280	137,796	516,218	329,286	18,106	1,630,277
Osceola	147,878	19,203	36,610	137,151	87,486	4,811	433,139
Palm Beach	2,865,040	53,117	1,408	1,652,025	356,852	44,523	4,972,965
Pasco	76,607	56,789	135,650	52,176	6,837	23,361	351,420
Pinellas	901,823	209,852	1,916,096	53,081	571,263	19,200	3,671,315
Polk	86,029	114,063	128,587	84,764	54,562	24,807	492,812
Putnam	585	3,900	-	-	-	148,535	153,020
Santa Rosa	8,374	1,135	-	2,779	46,474	17,382	76,144
Sarasota	536,074	181,576	26,877	24,875	43,166	16,583	829,151
Seminole	136,380	17,711	33,764	126,486	80,683	4,436	399,460
St Johns	209,925	3,457	20,252	18,276	15,312	5,927	273,149
St Lucie	136,056	43,256	-	58,236	59,351	-	296,899
Sumter	19,505	11,131	15,704	165	49,310	165	95,980
Suwannee	42,824	46,204	44,015	26,489	25,562	20,548	205,642
Taylor	8,260	299	3,711	2,492	1,145	8,978	24,885
Union	3,779	5,170	4,146	-	16,137	-	29,232
Volusia	316,217	243,438	-	222,022	-	3,314	784,991
Wakulla	15,209	4,703	213	7,111	-	696	27,932
Walton	25,542	17,204	5,496	6,828	2,997	1,333	59,400
Washington	20,968	6,909	2,584	3,296	801	2,228	36,786
TOTAL	27,674,181	4,494,098	5,707,305	5,170,092	6,837,256	1,713,555	51,596,487

2010 Passenger Trip by Funding Source

County	CTD	FDOT	APD	AHCA	DOE	DOEA	Other Fed/State	Local Govt	Local Non Govt	Total
Alachua	26,415	-	-	48,777	-	1,267	-	44,372	1	120,832
Baker	14,240	-	-	2,543	-	-	-	1	1,224	18,008
Bay	20,430	1,157	52,540	31,660	-	10,489	69,953	383	22	186,634
Bradford	3,439	-	4,820	4,158	-	2,425	-	1	246	15,089
Brevard	59,005	294,665	32,340	-	27,280	28,664	1,090	329,406	141,538	913,988
Broward	222,800	720	101,679	61,640	47,517	108,118	1,927	3,078,449	550,644	4,173,494
Calhoun	6,695	1	4,044	5,761	-	3,773	1	1	1	20,277
Charlotte	59,074	942	-	14,320	-	11,922	21,274	23,831	43,298	174,661
Citrus	36,665	7,017	157,452	9,618	-	11,561	-	359	1	222,673
Clay	12,636	-	19,925	15,628	272	17,704	26,612	2,938	10,783	106,498
Collier	59,105	19,940	-	29,258	-	4,453	23,546	265,828	4,572	406,702
Columbia	9,954	1	17,458	170,101	-	-	-	-	45,018	242,532
Desoto	5,110	2,860	13,193	12,409	6	2,209	-	121	1	35,909
Dixie	3,059	-	-	3,336	-	828	-	-	1	7,224
Duval	58,831	-	-	-	-	165	-	398,991	21,070	479,057
Escambia	20,246	2,863	1,424	60,487	1,703	9,472	140,464	45,958	670	283,287
Flagler	17,020	37,783	7,268	3,271	-	11,517	-	117	2,690	79,666
Franklin	5,411	-	8	1,600	-	-	48	1,054	18	8,139
Gadsden	12,750	2,283	-	12,608	-	-	31	12,145	17,585	57,402
Gilchrist	2,442	-	83	1,976	-	709	-	-	1	5,211
Glades	506	144	1,204	1,195	-	239	-	-	75	3,363
Gulf	3,820	1	7,120	2,836	-	4,280	883	89	1,926	20,955
Hamilton	9,845	1	-	45,236	-	13,763	-	1	1	68,847
Hardee	5,002	2,170	2,412	9,658	8	883	76	581	1	20,791
Hendry	5,168	402	8,552	8,211	-	1,680	-	455	230	24,698
Hernando	14,068	-	11,748	69,010	3,092	5,531	3,249	46,063	32,435	185,196
Highlands	15,801	11,913	40,040	25,268	100	6,997	33	1,792	69	102,013
Hillsborough	203,443	86,509	208,689	137,100	187	34,715	93,895	242,641	188,746	1,195,925
Holmes	12,342	4,090	5,146	13,681	-	1,021	14,229	113	19	50,641
Indian River	25,538	18,791	28,580	2,406	-	5,291	-	6,145	5,182	91,933
Jackson	7,134	-	31,301	12,904	-	5,927	50	3,379	419	61,114
Jefferson	3,436	-	-	6,406	8	-	9	-	5,243	15,102
Lafayette	2,327	-	-	638	-	962	-	-	1	3,928
Lake	22,326	36,661	42,859	39,394	-	20,781	1	54,613	7,728	224,363
Lee	18,349	1	57,204	42,615	-	7,450	-	-	4,782	130,401
Leon	182,600	4,999	33,287	21,268	-	-	-	4,718	63	246,935
Levy	9,681	1,588	14,041	10,776	-	393	-	4,473	986	41,938
Liberty	25,849	1	141	3,777	-	1,154	-	2,653	-	33,575
Madison	5,806	-	-	5,369	4	5,250	48	1	8,342	24,820
Manatee	28,874	15,805	28,338	2,699	-	21,618	134	29,029	146,174	272,671
Marion	40,090	40,113	46,433	51,007	-	1,704	-	18,616	1	197,964
Martin	14,140	-	-	8,540	-	-	-	20,351	1	43,032
Miami-Dade	2,563,125	15,476	781,312	1,856,589	-	3,274,817	1,771,495	4,357,827	11,165,321	25,785,962
Monroe	46,926	1,651	2,193	23,256	-	-	-	31,245	2,246	107,517
Nassau	22,147	910	-	20,274	-	19,408	-	33	1,332	64,104
Okaloosa	46,023	13,516	-	15,398	601	6,828	10,826	517	40,002	133,711
Okeechobee	5,275	3,325	22,496	10,614	-	995	59	339	3	43,106
Orange	59,749	-	158,276	231,518	-	-	157,506	205,784	817,444	1,630,277
Osceola	15,874	-	42,051	61,511	-	-	41,847	54,674	217,182	433,139
Palm Beach	1,971,439	15,247	60,686	-	-	53,144	-	2,815,987	56,462	4,972,965
Pasco	22,681	17,316	23,295	164,285	28,150	15,965	1,284	29,636	48,808	351,420
Pinellas	2,043,528	-	219,852	873,933	2,801	115,338	28,962	278,688	108,213	3,671,315
Polk	29,601	80,591	13,736	144,137	26,064	57,565	3,869	83,986	53,263	492,812
Putnam	18,691	-	47,003	11,735	-	585	6,251	1	68,754	153,020
St Johns	21,480	14,867	-	20,250	-	16	52	187,124	29,360	273,149
St Lucie	21,097	44,666	68,757	-	-	3,914	27,388	84,701	46,376	296,899
Santa Rosa	10,218	3,442	6,870	8,223	12	428	46,474	1	476	76,144
Sarasota	64,713	-	23,862	-	-	-	-	71,097	669,479	829,151
Seminole	14,640	-	38,782	56,728	-	-	38,594	50,422	200,294	399,460
Sumter	29,372	5,160	15,680	9,619	-	5,890	-	760	29,499	95,980
Suwannee	53,116	7,816	3,056	138,562	-	-	-	-	3,092	205,642
Taylor	7,295	-	-	3,081	-	-	22	5,239	9,248	24,885
Union	3,151	-	16,442	5,450	-	-	2	4,187	-	29,232
Volusia	33,238	1,953	2,621	-	174,661	21,027	5,511	222,336	323,644	784,991
Wakulla	17,754	1	158	2,022	-	-	1,909	6,087	1	27,932
Walton	18,473	3,108	9,039	12,339	203	4,725	8,635	2,673	205	59,400
Washington	10,173	4,131	10,081	11,810	-	32	387	120	52	36,786
TOTAL	8,461,251	826,597	2,545,577	4,690,479	312,669	3,945,592	2,548,626	13,133,132	15,132,564	51,596,487

2010 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	-	-	13,960	-	73,629	31,624	1,619	-	120,832	6,976	-
Baker	-	-	-	-	12,262	5,746	-	-	18,008	-	-
Bay	-	-	-	-	161,940	23,233	1,461	-	186,634	-	83,116
Bradford	-	-	-	-	12,141	2,373	575	-	15,089	575	4,818
Brevard	257,924	9,320	27,760	-	568,846	15,878	-	34,260	913,988	498,975	-
Broward	123,625	9,389	2,240	-	2,503,708	1,534,532	-	-	4,173,494	895,672	435,067
Calhoun	-	-	-	-	15,557	4,162	558	-	20,277	-	-
Charlotte	-	-	-	26,004	138,061	10,596	-	-	174,661	21,847	-
Citrus	-	-	-	7,017	195,787	19,290	579	-	222,673	1,236	150,506
Clay	-	-	-	24,398	69,155	12,480	465	-	106,498	485	3,557
Collier	34,920	5,540	249,880	-	88,044	27,517	801	-	406,702	116,362	-
Columbia	-	-	-	154,859	76,943	6,847	3,883	-	242,532	79,102	3,342
Desoto	-	-	-	-	30,609	5,280	20	-	35,909	34,537	1,372
Dixie	-	-	-	-	6,090	985	149	-	7,224	149	-
Duval	100,080	-	12,254	-	243,204	123,519	-	-	479,057	366,723	-
Escambia	140,467	-	3,076	-	102,957	36,605	182	-	283,287	35,119	140,467
Flagler	-	-	-	-	67,143	12,523	-	-	79,666	-	-
Franklin	-	-	-	-	6,456	628	1	1,054	8,139	6,539	-
Gadsden	-	-	-	14,428	40,220	2,735	19	-	57,402	19	-
Gilchrist	-	-	-	-	3,393	1,603	215	-	5,211	215	-
Glades	-	-	-	-	2,716	647	-	-	3,363	-	-
Gulf	-	-	-	-	18,246	2,596	113	-	20,955	-	-
Hamilton	9,122	-	-	24,225	33,198	1,333	969	-	68,847	40,989	-
Hardee	-	-	-	-	17,849	2,860	82	-	20,791	20,791	-
Hendry	-	-	-	-	19,952	4,721	25	-	24,698	787	7,234
Hernando	-	-	-	-	165,451	18,484	1,261	-	185,196	26,758	78,107
Highlands	-	-	-	-	81,809	19,024	1,180	-	102,013	73,855	28,158
Hillsborough	103,730	-	254,738	-	758,827	78,584	46	-	1,195,925	-	680,100
Holmes	-	-	-	-	48,287	2,039	315	-	50,641	315	-
Indian River	-	-	-	-	85,610	5,876	447	-	91,933	-	28,580
Jackson	-	-	-	3,379	48,903	8,647	185	-	61,114	-	-
Jefferson	-	-	-	-	13,240	1,571	291	-	15,102	291	-
Lafayette	-	-	-	-	3,695	179	54	-	3,928	54	-
Lake	-	-	-	884	145,945	33,602	239	43,693	224,363	198,772	25,591
Lee	-	-	141	-	103,778	26,025	457	-	130,401	181	28,045
Leon	4,813	-	170,000	-	59,290	12,758	74	-	246,935	76,935	-
Levy	-	-	-	-	35,796	6,070	72	-	41,938	-	-
Liberty	-	-	-	-	32,356	1,218	1	-	33,575	-	-
Madison	-	-	-	-	23,048	1,732	40	-	24,820	152	5,250
Manatee	23,118	3,570	109,080	-	111,167	25,732	-	4	272,671	-	49,120
Marion	-	-	-	-	143,035	54,151	778	-	197,964	23,042	46,433
Martin	-	-	-	19,164	17,844	5,929	95	-	43,032	43,032	-
Miami-Dade	3,448,717	-	18,496,625	-	2,783,805	1,056,815	-	-	25,785,962	23,207,365	2,062,876
Monroe	-	-	14,399	-	86,803	6,314	1	-	107,517	-	76,689
Nassau	-	-	-	-	56,443	7,607	54	-	64,104	54	-
Okaloosa	1,182	-	38,888	-	75,940	17,700	1	-	133,711	126,014	7,697
Okeechobee	-	-	-	-	38,358	4,747	1	-	43,106	20,610	22,496
Orange	150,740	159,295	495,568	76,520	571,512	166,654	9,988	-	1,630,277	402,101	346,053
Osceola	40,049	42,322	131,665	20,330	151,842	44,277	2,654	-	433,139	106,832	91,941
Palm Beach	41,258	-	3,831,920	6,142	924,127	169,518	-	-	4,972,965	825,295	274,492
Pasco	6,356	60	184,560	-	128,036	18,230	1,201	12,977	351,420	66,888	66,069
Pinellas	1,814	14,510	2,631,040	-	808,473	215,477	1	-	3,671,315	560,956	484,679
Polk	132,007	23,420	12,702	56	223,803	51,229	1,516	48,079	492,812	232,312	109,324
Putnam	-	-	-	134,919	-	16,564	1,537	-	153,020	-	-
St Johns	-	-	-	186,422	53,049	31,638	2,040	-	273,149	-	-
St Lucie	24,718	-	6,040	-	148,632	116,229	-	1,280	296,899	160,072	93,267
Santa Rosa	46,474	-	-	-	26,153	3,492	25	-	76,144	1,309	-
Sarasota	-	-	616,510	2,364	159,042	51,235	-	-	829,151	87,247	52,359
Seminole	36,935	39,031	121,427	18,749	140,035	40,835	2,448	-	399,460	98,526	84,792
Sumter	-	-	-	5,140	79,946	10,518	91	285	95,980	749	30,272
Suwannee	-	-	-	79,692	108,093	14,218	3,639	-	205,642	162,561	2,295
Taylor	-	-	-	5,239	18,963	671	12	-	24,885	12	-
Union	-	-	-	-	28,317	911	4	-	29,232	16,442	-
Volusia	105,735	11,090	362,720	-	183,708	121,738	-	-	784,991	103,667	56,089
Wakulla	-	-	-	-	27,652	257	23	-	27,932	-	27,931
Walton	-	-	-	-	52,326	6,822	252	-	59,400	6,862	-
Washington	-	-	-	-	34,031	2,479	276	-	36,786	276	-
TOTAL	4,833,784	317,547	27,787,193	809,931	13,295,276	4,368,109	43,015	141,632	51,596,487	28,756,635	5,688,184

2010 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	1,208,973	30,101	-	-	1,239,074	1,050,116	85	27	21	41	40	3	98%	7%
Baker	225,183	-	-	-	225,183	183,518	6	8	2	17	16	-	94%	0%
Bay	671,570	-	74,583	-	746,153	600,240	2	7	5	38	28	2	74%	5%
Bradford	124,620	5,781	98,799	-	229,200	206,638	-	-	-	14	14	1	100%	7%
Brevard	1,230,911	1,961,104	-	28,795	3,220,810	3,038,742	86	16	10	182	97	-	53%	0%
Broward	-	12,540,373	2,690,880	-	15,231,253	12,276,897	80	30	30	491	263	-	54%	0%
Calhoun	227,647	-	-	-	227,647	225,079	4	2	-	15	5	2	33%	13%
Charlotte	361,047	222,329	-	-	583,376	570,659	8	1	1	45	28	-	62%	0%
Citrus	783,739	10,071	275,744	-	1,069,554	951,309	28	3	3	73	41	18	56%	25%
Clay	982,669	2,038	84,493	-	1,069,200	932,181	15	1	-	46	33	1	72%	2%
Collier	-	1,476,166	-	-	1,476,166	1,241,324	53	20	4	27	25	2	93%	7%
Columbia	752,148	321,642	47,956	-	1,121,746	1,062,179	3	-	-	56	36	9	64%	16%
Desoto	-	400,721	10,809	-	411,530	390,503	4	3	-	19	12	1	63%	5%
Dixie	157,210	12,120	-	-	169,330	123,771	1	-	-	8	8	2	100%	25%
Duval	1	4,525,708	-	-	4,525,709	3,924,045	217	13	2	80	80	-	100%	0%
Escambia	1,113,911	201,056	181	-	1,315,148	1,133,270	55	2	-	28	16	2	57%	7%
Flagler	884,500	-	-	-	884,500	789,217	2	4	-	28	23	-	82%	0%
Franklin	154,234	102,824	-	-	257,058	244,205	5	2	2	14	6	1	43%	7%
Gadsden	575,170	1,050	-	-	576,220	490,440	2	3	-	21	11	1	52%	5%
Gilchrist	107,210	10,840	-	-	118,050	90,642	-	-	-	8	8	2	100%	25%
Glades	80,721	5,915	-	-	86,636	80,985	8	-	-	2	2	-	100%	0%
Gulf	226,920	-	-	-	226,920	224,789	1	-	-	12	9	1	75%	8%
Hamilton	382,215	297,456	-	-	679,671	582,435	-	-	-	14	7	2	50%	14%
Hardee	-	484,558	-	-	484,558	416,935	11	1	-	14	10	1	71%	7%
Hendry	406,477	37,525	73,249	-	517,251	488,798	15	-	-	19	11	1	58%	5%
Hernando	448,448	886,531	367,611	-	1,702,590	1,586,543	29	4	1	67	36	5	54%	7%
Highlands	-	1,074,368	98,033	-	1,172,401	983,538	41	7	1	52	38	2	73%	4%
Hillsborough	1,209,196	-	4,953,371	-	6,162,567	4,753,570	158	69	19	267	148	3	55%	1%
Holmes	265,983	28,047	-	-	294,030	224,210	6	-	-	22	6	1	27%	5%
Indian River	502,601	-	108,314	-	610,915	587,252	3	6	1	65	62	4	95%	6%
Jackson	672,346	-	-	-	672,346	652,634	3	-	-	27	11	1	41%	4%
Jefferson	206,130	15,194	-	-	221,324	187,312	-	-	-	10	8	1	80%	10%
Lafayette	94,012	4,216	-	-	98,228	76,621	1	-	-	7	6	1	86%	14%
Lake	-	2,188,811	333,861	-	2,522,672	2,102,883	146	10	8	91	72	2	79%	2%
Lee	1,405,338	3,481	289,866	-	1,698,685	1,439,077	45	6	6	66	41	1	62%	2%
Leon	1	444,241	-	-	444,242	383,017	5	7	1	19	15	2	79%	11%
Levy	658,929	-	-	-	658,929	547,511	13	3	-	25	22	2	88%	8%
Liberty	391,980	-	-	-	391,980	391,949	2	-	-	19	5	1	26%	5%
Madison	269,111	3,960	37,124	-	310,195	265,790	-	-	-	16	9	1	56%	6%
Manatee	684,435	-	259,920	-	944,355	731,514	7	10	1	56	51	-	91%	0%
Marion	1,192,900	340,244	286,728	-	1,819,872	1,681,926	13	3	-	86	60	8	70%	9%
Martin	-	235,935	-	-	235,935	120,327	-	2	1	57	33	1	58%	2%
Miami-Dade	6,135,381	15,514,677	5,186,658	-	28,836,716	24,851,335	24	17	11	836	298	-	36%	0%
Monroe	642,618	-	313,234	-	955,852	867,017	12	5	1	52	23	1	44%	2%
Nassau	526,771	2,028	-	-	528,799	423,444	12	1	1	19	17	1	89%	5%
Okaloosa	-	658,056	25,177	-	683,233	591,105	1	3	3	65	43	1	66%	2%
Okeshobee	-	538,620	97,962	-	636,582	431,472	8	2	1	15	9	1	60%	7%
Orange	-	5,800,569	1,680,485	-	7,481,054	6,280,172	344	165	41	226	141	3	62%	1%
Osceola	-	1,541,120	446,478	-	1,987,598	1,668,543	91	45	11	60	37	1	62%	2%
Palm Beach	2	8,951,379	1,471,036	-	10,422,417	9,565,579	368	238	67	311	311	-	100%	0%
Pasco	224,368	427,716	534,408	5,880	1,192,352	1,042,257	20	2	-	116	30	6	26%	5%
Pinellas	-	2,851,549	4,199,147	-	7,050,696	4,980,544	151	67	14	733	221	11	30%	2%
Polk	793,162	1,083,578	664,800	51,260	2,592,800	2,051,019	94	29	14	156	86	8	55%	5%
Putnam	778,261	-	-	-	778,261	633,504	25	2	-	32	27	5	84%	16%
St Johns	1,218,009	-	-	-	1,218,009	989,886	17	10	7	48	39	3	81%	6%
St Lucie	-	712,360	763,992	25,600	1,501,952	1,261,749	40	5	-	119	52	-	44%	0%
Santa Rosa	419,111	58,163	-	-	477,274	405,764	10	-	-	10	5	1	50%	10%
Sarasota	622,164	938,996	178,787	-	1,739,947	1,362,060	26	39	1	99	88	-	89%	0%
Seminole	1	1,421,285	411,761	-	1,833,047	1,538,801	84	42	11	55	35	1	64%	2%
Sumter	616,995	19,402	121,208	-	757,605	450,328	8	1	1	52	44	6	85%	12%
Suwannee	613,989	448,560	25,369	-	1,087,918	488,028	1	-	-	43	28	9	65%	21%
Taylor	209,191	1,260	-	-	210,451	184,818	-	1	-	14	9	1	64%	7%
Union	189,114	87,611	-	-	276,725	210,329	3	-	-	11	4	1	36%	9%
Volusia	1,250,749	1,066,038	214,056	-	2,530,843	2,242,289	171	2	1	100	75	-	75%	0%
Wakulla	299,769	-	-	-	299,769	284,769	-	-	-	8	5	1	63%	13%
Walton	524,407	45,095	-	-	569,502	464,562	2	-	-	26	6	1	23%	4%
Washington	321,519	10,468	-	-	331,987	255,732	-	-	-	22	5	1	23%	5%
Totals	34,044,067	70,052,936	26,426,080	111,515	130,634,598	111,559,697	2,675	946	304	5,492	3,090	151	56%	3%

2010 Operators by County

County	Private Non Profit	Private For Profit	School Board	Municipality	County	City	Transit Authority	Other Operators	Total Operators	Number of Coordination Contractors	Number of CMBEs (transportation services)	Number of CMBEs (other services)
Alachua	1	1	0	0	0		0	0	2	0	0	0
Baker	1	0	0	0	0		0	0	1	0	0	0
Bay	3	2	0	0	0		0	0	5	2	0	0
Bradford	3	0	0	0	0		0	0	3	1	0	0
Brevard	0	1	1	0	0		1	0	3	0	0	0
Broward	26	2	2	11	0		1	0	42	34	0	0
Calhoun	1	0	0	0	0		0	0	1	0	0	0
Charlotte	7	3	0	0	1		0	0	11	0	0	0
Citrus	1	1	0	0	1		0	0	3	1	0	0
Clay	2	1	0	0	0		0	0	3	1	0	0
Collier	0	7	0	0	0		0	1	8	1	0	0
Columbia	2	6	0	0	0		1	0	9	2	0	0
Desoto	1	2	0	0	0		0	0	3	1	0	0
Dixie	1	0	0	0	1		0	0	2	0	0	0
Duval	1	2	0	0	0		0	0	3	0	0	0
Escambia	7	3	0	0	0		0	0	10	4	0	0
Flagler	0	0	0	0	1		0	0	1	0	0	0
Franklin	1	1	0	0	0		0	0	2	0	0	0
Gadsden	1	1	0	0	0		0	0	2	0	0	0
Gilchrist	1	0	0	0	1		0	0	2	0	0	0
Glades	1	1	0	0	0		0	0	2	0	0	0
Gulf	1	0	0	0	0		0	0	1	0	0	0
Hamilton	0	3	0	0	0		1	0	4	0	0	0
Hardee	0	2	0	0	0		0	0	2	0	0	0
Hendry	1	2	0	0	0		0	0	3	2	0	0
Hernando	2	1	0	0	0		0	1	4	1	0	0
Highlands	1	3	0	0	0		0	0	4	1	0	0
Hillsborough	10	1	0	1	1		1	0	14	13	0	0
Holmes	1	0	0	0	1		0	0	2	0	0	0
Indian River	2	1	0	0	0		0	0	3	2	0	0
Jackson	1	0	0	0	0		0	0	1	0	0	0
Jefferson	1	1	0	0	0		0	0	2	0	0	0
Lafayette	1	0	0	0	1		0	0	2	0	0	0
Lake	1	6	0	0	0		0	0	7	6	0	0
Lee	1	6	0	0	0		0	0	7	5	0	0
Leon	1	3	0	1	0		0	0	5	0	0	0
Levy	0	0	0	0	1		0	0	1	0	0	0
Liberty	0	0	0	0	1		0	0	1	0	0	0
Madison	2	2	0	0	0		0	0	4	1	0	0
Manatee	5	0	0	0	1		0	0	6	5	0	0
Marion	3	1	0	0	0		0	0	4	2	0	0
Martin	2	4	0	0	0		0	0	6	0	0	0
Miami-Dade	40	9	0	0	1		1	0	51	40	0	0
Monroe	7	0	0	0	1		0	0	8	7	0	0
Nassau	1	1	0	0	0		0	0	2	0	0	0
Okaloosa	3	1	0	0	0		0	0	4	1	0	0
Okeechobee	1	2	0	0	0		0	0	3	1	0	0
Orange	9	15	0	0	0		1	0	25	21	0	0
Osceola	2	4	0	0	0		1	0	7	5	0	0
Palm Beach	15	3	0	0	0		1	0	19	15	0	0
Pasco	6	6	1	0	1		0	0	14	6	0	0
Pinellas	16	6	0	1	0		1	1	25	18	0	0
Polk	8	3	1	0	2		1	0	15	7	0	0
Putnam	1	0	0	0	0		0	0	1	0	0	0
St Johns	1	0	0	0	0		0	0	1	0	0	0
St Lucie	9	1	1	0	1		0	0	12	11	0	0
Santa Rosa	2	2	0	0	0		0	0	4	0	0	0
Sarasota	6	6	0	0	0		1	0	13	5	0	0
Seminole	2	4	0	0	0		1	0	7	6	0	0
Sumter	2	1	0	0	1		0	0	4	2	0	0
Suwannee	1	6	0	0	0		1	0	8	1	0	0
Taylor	1	1	0	0	0		0	0	2	0	0	0
Union	2	0	0	0	0		0	0	2	0	0	0
Volusia	0	5	0	0	1		0	5	11	5	0	0
Wakulla	1	0	0	0	0		0	0	1	0	0	0
Walton	2	3	0	0	0		0	0	5	0	0	0
Washington	1	0	0	0	1		0	0	2	0	0	0
TOTAL	236	149	6	14	20	0	14	8	447	236	0	0

2010 Employee Information

County	Total Drivers- CTC & Oper	CTC & Oper Driver Hours	CTC & Oper Total Employees	CC Drivers	CC Driver Hours	CC Total Employees
Alachua	42	84,978	58	-	-	-
Baker	10	15,737	16	-	-	-
Bay	46	63,964	55	3	3,120	3
Bradford	8	14,142	11	6	9,360	6
Brevard	170	147,573	193	-	-	-
Broward	538	769,416	678	232	182,575	316
Calhoun	7	14,560	12	-	-	-
Charlotte	51	58,640	67	-	-	-
Citrus	30	58,240	46	30	31,200	39
Clay	52	63,913	60	6	5,816	55
Collier	44	90,965	73	2	736	2
Columbia	40	47,537	52	2	2,589	2
Desoto	22	34,834	33	1	598	2
Dixie	4	7,343	6	-	-	-
Duval	120	240,112	174	-	-	-
Escambia	52	75,878	99	2	35	3
Flagler	27	39,000	33	-	-	-
Franklin	11	11,444	15	-	-	-
Gadsden	15	31,337	27	-	-	-
Gilchrist	4	5,888	6	-	-	-
Glades	2	3,342	5	-	-	-
Gulf	10	8,675	12	-	-	-
Hamilton	13	31,045	13	-	-	-
Hardee	8	13,954	14	-	-	-
Hendry	12	20,026	18	32	2,440	34
Hernando	45	87,360	59	18	31,200	28
Highlands	44	65,568	58	32	6,541	36
Hillsborough	57	115,440	85	278	331,130	350
Holmes	14	18,425	20	-	-	-
Indian River	31	41,334	40	15	17,600	19
Jackson	28	35,211	40	-	-	-
Jefferson	5	9,906	17	-	-	-
Lafayette	4	6,215	6	-	-	-
Lake	54	108,664	70	26	11,033	29
Lee	41	77,257	59	28	18,024	37
Leon	18	43,399	32	-	-	-
Levy	14	27,256	19	-	-	-
Liberty	14	21,620	19	-	-	-
Madison	9	14,751	21	4	2,080	6
Manatee	22	45,760	43	42	17,336	49
Marion	78	132,080	108	15	20,800	18
Martin	39	56,160	60	-	-	-
Miami-Dade	517	1,452,022	742	402	530,351	431
Monroe	15	15,600	17	69	97,760	86
Nassau	23	34,266	27	-	-	-
Okaloosa	40	60,794	54	3	4,094	6
Okeechobee	10	20,851	15	4	3,515	6
Orange	174	326,151	229	152	148,672	181
Osceola	46	86,653	61	41	39,500	49
Palm Beach	243	541,621	395	84	121,680	119
Pasco	67	36,804	100	79	27,225	114
Pinellas	744	529,820	829	209	102,843	229
Polk	87	164,399	125	58	40,283	85
Putnam	38	57,415	48	-	-	-
St Johns	71	89,559	82	-	-	-
St Lucie	27	56,585	42	63	31,344	82
Santa Rosa	14	17,699	23	-	-	-
Sarasota	66	127,669	103	33	25,036	54
Seminole	43	79,915	57	38	36,428	46
Sumter	24	45,597	35	7	3,840	10
Suwannee	22	40,380	40	2	4,562	2
Taylor	5	9,892	17	-	-	-
Union	7	10,536	12	-	-	-
Volusia	80	161,943	123	49	18,148	51
Wakulla	8	14,560	12	-	-	-
Walton	15	28,368	21	-	-	-
Washington	14	19,205	20	-	-	-
TOTAL	4,255	6,887,253	5,761	2,067	1,929,494	2,585

2010 Other Reported Data

County	Paratransit/Deviated Fixed Route/ School Brd Head Count	Fixed Route Head Count	Unduplicated Pass Head Count	Unmet Trip Requests	Medical Unmet Trip Requests	Employment Unmet Trip Requests	Educ/Training Unmet Trip Requests	Nutritional Unmet Trip Requests	Life Sus/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	2,081	62	2,143	-	-	-	-	-	-	-	-	-	-	8,872	23	35
Baker	490	-	490	-	-	-	-	-	-	-	-	-	-	64	-	-
Bay	2,256	-	2,256	90	72	8	8	-	2	-	-	-	-	115	4	9
Bradford	462	-	462	24	-	-	-	-	24	-	-	-	-	125	2	-
Brevard	10,888	1,500	12,388	28	9	12	7	-	-	-	-	-	-	10,521	47	111
Broward	8,851	2,207	11,058	17,773	70	-	14,880	2,813	10	15,049	2,650	14	60	62,784	266	15
Calhoun	601	-	601	12	12	-	-	-	-	-	6	6	-	48	2	2
Charlotte	13,456	-	13,456	10,604	6,340	2,001	1,040	-	1,223	-	-	-	-	1,570	111	37
Citrus	3,899	-	3,899	487	150	37	-	41	232	-	-	-	-	517	22	49
Clay	1,975	-	1,975	679	267	55	-	105	252	-	-	-	-	1,530	14	16
Collier	1,400	1,260	2,660	52	-	-	-	-	52	-	-	-	52	1,771	44	35
Columbia	9,425	-	9,425	56	-	-	-	-	-	42	-	-	14	55	7	1
Desoto	686	-	686	408	115	6	6	210	71	338	1	4	65	425	11	5
Dixie	351	-	351	34	-	-	-	-	34	-	-	-	-	49	3	-
Duval	4,182	2,808	6,990	-	-	-	-	-	-	-	-	-	-	11,807	973	388
Escambia	2,935	278	3,213	1,295	99	826	72	1	297	1,295	-	-	-	6,594	22	4
Flagler	5,465	-	5,465	312	20	162	82	4	44	-	-	-	-	850	13	5
Franklin	1,028	-	1,028	-	-	-	-	-	-	-	-	-	-	125	-	-
Gadsden	7,353	-	7,353	-	-	-	-	-	-	-	-	-	-	862	13	-
Gilchrist	304	-	304	25	-	-	-	-	25	-	-	-	-	41	3	-
Glades	28	-	28	34	34	-	-	-	-	34	-	-	-	174	13	1
Gulf	445	-	445	19	-	14	5	-	-	19	-	-	-	131	1	4
Hamilton	6,321	524	6,845	42	11	22	9	-	-	29	-	-	12	43	1	-
Hardee	491	-	491	1,270	218	178	52	6	816	946	11	31	283	592	11	5
Hendry	1,000	-	1,000	115	-	-	-	1	3	115	-	-	-	580	27	22
Hernando	3,631	-	3,631	4,892	3,104	250	380	923	235	4,416	-	-	476	1,477	63	52
Highlands	2,104	-	2,104	2,905	499	405	120	15	1,866	2,162	25	70	648	2,092	42	17
Hillsborough	13,625	3,458	17,083	2,784	1,860	-	-	-	924	-	-	-	-	12,514	91	118
Holmes	2,238	-	2,238	165	139	14	7	2	3	-	-	-	-	56	5	-
Indian River	15,314	-	15,314	938	641	78	69	-	150	-	-	-	-	366	12	22
Jackson	1,198	-	1,198	-	-	-	-	-	-	-	-	-	-	260	1	3
Jefferson	2,775	-	2,775	-	-	-	-	-	-	-	-	-	-	150	2	-
Lafayette	296	-	296	14	-	-	-	-	14	-	-	-	-	42	1	-
Lake	17,850	-	17,850	6	-	-	-	-	6	-	-	-	-	12,510	98	26
Lee	1,828	38	1,866	4,594	4,539	-	20	35	-	4,594	-	-	-	3,166	129	39
Leon	3,403	4,250	7,653	90	10	13	27	33	7	90	-	-	-	1,167	54	5
Levy	877	-	877	838	-	209	-	-	629	-	-	-	-	955	-	6
Liberty	1,572	-	1,572	12	3	6	3	-	-	8	2	2	-	21	-	2
Madison	4,291	-	4,291	-	-	-	-	-	-	-	-	-	-	156	2	-
Manatee	3,443	135,768	139,211	309	169	-	-	-	140	-	309	-	-	1,156	37	4
Marion	6,898	-	6,898	815	-	719	18	28	50	-	-	-	-	11,669	26	24
Martin	1,641	-	1,641	493	425	18	9	2	39	-	-	-	-	578	78	-
Miami-Dade	52,000	190,000	242,000	564,840	3,121	636	718	978	559,387	321,959	20,752	815	11,011	-	4,531	-
Monroe	2,566	60	2,616	-	-	-	-	-	-	-	-	-	-	566	17	18
Nassau	977	-	977	205	110	45	35	5	10	-	105	100	-	519	-	-
Okaloosa	5,935	372	6,307	583	35	198	64	12	274	-	-	-	-	498	12	8
Okeechobee	692	-	692	363	62	51	15	2	233	270	3	9	81	553	11	5
Orange	19,525	1,918	21,443	2,921	237	366	897	1,022	399	2,921	-	-	-	34,825	498	54
Osceola	5,187	510	5,697	776	63	97	238	272	106	776	-	-	-	9,252	132	15
Palm Beach	17,439	9,568	27,007	159	138	3	1	5	12	-	-	-	-	30,575	1,455	1,960
Pasco	4,827	1,890	6,717	1,772	1,695	45	3	16	13	1,770	2	-	-	1,144	103	14
Pinellas	34,726	15,381	50,107	1,328	939	-	-	51	338	-	-	-	-	14,898	291	56
Polk	13,466	12,696	26,162	1,529	169	1,340	2	5	13	1,341	90	-	98	17,820	40	7
Putnam	10,539	-	10,539	-	-	-	-	-	-	-	-	-	-	4,638	4	4
St Johns	5,025	-	5,025	-	-	-	-	-	-	-	-	-	-	1,185	4	13
St Lucie	11,056	2,461	13,517	44,789	17	29,119	5,915	5,857	3,881	-	-	-	-	1,412	75	439
Santa Rosa	527	92	619	603	175	266	21	-	141	-	-	-	-	988	8	5
Sarasota	1,815	1,600	3,415	12	-	2	6	-	4	-	-	-	12	492	54	96
Seminole	4,784	470	5,254	716	58	90	220	250	98	716	-	-	-	8,533	123	13
Sumter	2,997	-	2,997	1,194	67	136	125	430	436	1,194	-	-	-	611	26	89
Suwannee	5,789	-	5,789	26	17	4	5	-	-	14	-	-	12	54	5	-
Taylor	3,410	-	3,410	-	-	-	-	-	-	-	-	-	-	124	10	-
Union	573	-	573	3,677	3,350	-	-	-	327	3,677	-	-	-	174	5	-
Volusia	6,431	48,903	55,334	-	-	-	-	-	-	-	-	-	-	4,554	208	195
Wakulla	675	-	675	10	1	7	-	-	2	-	7	3	-	-	-	2
Walton	8,225	-	8,225	185	171	8	4	-	2	-	-	-	-	51	3	1
Washington	862	-	862	64	49	9	6	-	-	-	-	-	-	218	1	2
Totals	389,395	438,074	827,469	677,966	29,391	37,455	25,116	13,124	572,824	363,775	23,963	1,054	12,824	292,264	9,890	4,058

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.

Prepared by:

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

850.410.5700

800.983.2435 toll free

850. 410.5751 fax

800.955.8770 Florida Relay Service - voice

800.955.8771 Florida Relay Service – TDD

<http://www.dot.state.fl.us/ctd/>