

2011 Annual Performance Report

Florida Commission for the



**Transportation
Disadvantaged**

January 1, 2012

www.dot.state.fl.us/ctd



Prepared by:

**Commission for the Transportation Disadvantaged
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Rick Scott
Governor

David Darm
Chairperson

Mike Willingham
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Steven Holmes
Executive Director

January 1, 2012

Honorable Rick Scott
Governor, State of Florida
The Capitol
Tallahassee, FL 32399-0001

Honorable Mike Haridopolos
President of the Florida Senate
Suite 409, Capitol
Tallahassee, FL 32399-1100

Honorable Dean Cannon
Speaker, Florida House of Representatives
Suite 420, Capitol
Tallahassee, FL 32399-1300

Dear Governor, Mr. President and Mr. Speaker:

The Florida Commission for the Transportation Disadvantaged is pleased to submit the *2011 Annual Performance Report*, pursuant to Section 427.013(13), Florida Statutes.

As you know, transportation plays a critical role in providing access to employment, health care, education, and other life-sustaining activities for many Floridians who are older adults, people with disabilities, or individuals with low incomes.

During FY 2010-2011, over 700,000 Floridians used the Coordinated Transportation System to be productive citizens and actively participate in their local communities by taking over 51 million trips.

Highlights of the *2011 Annual Performance Report* include:

- Over 700,000 Floridians used the Coordinated Transportation System – a 15 percent decrease since FY 2009-2010;
- The Coordinated Transportation System provided over 51.1 million trips – a one percent decrease since FY 2009-2010;
- Trips for medical, education and training, and nutrition increased 25 percent since FY 2009-2010, while trips for employment and other life-sustaining activities decreased 41 percent;

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January 1, 2012
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- The number of unmet trip requests decreased 66 percent and the number of “no-shows” decreased 13 percent since FY 2009-2010;
- The Coordinated Transportation System’s revenues were \$346 million in FY 2010-2011, which is an increase of \$7.3 million from FY 2009-2010;
- The Coordinated Transportation System’s expenses were \$389 million in FY 2010-2011, which is an increase of \$10.9 million from FY 2009-2010.

The information highlighted above is a snapshot of a larger trend occurring in the Coordinated Transportation System.

- The number of people using the system has decreased 21 percent since FY 2003-2004, and the number of total trips has decreased ten percent.
- Since FY 2003-2004, revenues have increased 13 percent. However, since FY 2005-2006, revenues have decreased steadily until this past fiscal year when revenues increased slightly. The major reasons for the decline in revenues are reductions in local government and Medicaid funding.
- Since FY 2003-2004, expenses have increased 26 percent. Expenses decreased during FYs 2008-2009 and 2009-2010 before increasing again last fiscal year.

The Commission will continue to partner with community transportation coordinators, other local entities, state human service agencies and advocacy groups to enhance access to employment, medical care, education, and other life-sustaining activities for older adults, people with disabilities, or individuals with low incomes while increasing the efficiency and cost-effectiveness of the Coordinated Transportation System.

The Commission will also work with the Transportation Disadvantaged community and Managed Care Organizations to better prepare local community transportation coordinators to compete in Florida’s future human services transportation marketplace.

We look forward to working with each of you to improve the Coordinated Transportation System that is a lifeline for so many of Florida’s most vulnerable persons.

Sincerely,

David Darm
Chairperson

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Executive Summary

Transportation plays a critical role in providing access to employment, health care, education, and other life-sustaining activities for many Floridians who are older adults, people with disabilities, individuals with low incomes, or at-risk children.

The Commission for the Transportation Disadvantaged ensures the availability of efficient, cost-effective, and quality transportation services for transportation disadvantaged persons.

The Coordinated Transportation System, using statewide transportation professionals, provided 51.1 million trips to over 700,000 older adults, persons with disabilities, people with low income, or at-risk children. The Commission for the Transportation Disadvantaged (Commission) administers the Medicaid Non Emergency Transportation Program for the Agency for Health Care Administration. The Commission also promotes 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 15.2 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 2011 Annual Performance Report,

the Coordinated Transportation System provided 36 million trips via the fixed-route system. Cost-savings will continue to be a goal of the Commission.

A few highlights of the *2011 Annual Performance Report* include:

- Over 700,000 Floridians used the Coordinated Transportation System – a 15 percent decrease since FY 2009-2010;
- The Coordinated Transportation System provided over 51.1 million trips – a one percent decrease since FY 2009-2010;
- Trips for medical, education and training, and nutrition increased 25 percent since FY 2009-2010, while trips for employment and other life-sustaining activities decreased 41 percent;
- The number of unmet trip requests decreased 66 percent and the number of “no-shows” decreased 13 percent since FY 2009-2010;
- The Coordinated Transportation System’s revenues were \$346 million in FY 2010-2011, which is an increase of \$7.3 million from FY 2009-2010;
- The Coordinated Transportation System’s expenses were \$389 million in FY 2010-2011, which is an increase of \$10.9 million from FY 2009-2010.

The information highlighted above is a snapshot of a larger trend occurring in the Coordinated Transportation System.

- The number of people using the system has decreased 21 percent since FY 2003-2004, and the number of total trips has decreased ten percent.
- Since FY 2003-2004, revenues have increased 13 percent. However, since FY 2005-2006, revenues have decreased steadily until this past fiscal year when revenues increased slightly. The major reasons for the decline in revenues are reductions in local government and Medicaid funding.
- Since FY 2003-2004, expenses have increased 26 percent. Expenses decreased during FYs 2008-2009 and 2009-2010 before increasing again last fiscal year.

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 making a great system greater!

Introduction

The 2011 Annual Performance Report for the Florida Commission for the Transportation Disadvantaged is published to meet the statutory requirements outlined in Section 427.013(12), Florida Statutes, and covers the time period of July 1, 2010 - June 30, 2011.

This report provides an overview of the program and a summary of performance trends statewide. This information is compiled from each system's Annual Operating Report, thereby providing the Governor, Legislature, Commission, Community Transportation Coordinators, planning agencies, local Coordinating Boards, State Human Service agencies, advocacy groups and others statewide information on all coordinated transportation services. This report uses Fiscal Year 2009-2010 data for Columbia, Hamilton and Suwannee Counties. Upon receiving the data from these Counties, the Commission will update this report.

Mission

The mission of Florida's Commission for the Transportation Disadvantaged is to ensure the availability of efficient, cost-effective, and quality transportation services for transportation disadvantaged persons.

Purpose of the Commission

The Florida Legislature created the Commission for the Transportation Disadvantaged (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. Otherwise, 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.

A Study prepared by the Center for Urban Transportation Research 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 older adults, persons with disabilities, people with low income and at-risk children.

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 Transportation Disadvantaged 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. The current members of the Commission are shown in the following table.

Commissioner	Representing
Voting Members	
<i>Chairman</i> David Darm	Users with a Disability
<i>Vice-Chairman</i> Mike Willingham	The Business Community
Michael Horan	The Business Community
Jill Houghton	The Business Community
Walter Schoenig	The Business Community
Charlotte Temple	The Business Community
Bryan Vaughan	Users with a Disability
Ex Officio Members	
Anath Prasad, Secretary Ed Coven, Designee	Dept. of Transportation
David W. Taylor, Exec. Dir. Holly Carson, Designee	Agency for Workforce Innovation
David Wilkins, Secretary Diane Harris, Designee	Dept. of Children and Families
Elizabeth Dudek, Secretary Beth Kidder, Designee	Agency for Health Care Administration
Mike Hansen, Director Kent Carroll, Designee	Agency for Persons with Disabilities
Charles T. Corley, Secretary Buddy Cloud, Designee	Dept. of Elder Affairs
Mike Prendergast, Exec. Dir. David Ramga, Designee	Dept. of Veterans' Affairs
** VACANT **	County Manager or Administrator

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 2010-2011, 463 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 an advisory body to the CTC in its service area.

Membership of each Local Coordinating Board includes the Chairperson of the Board, who is an elected official; representatives from the Departments of Transportation, Children and Families, Education, Elder Affairs, and Agency

for Health Care Administration; a person over sixty representing the elderly; a person with a disability representing persons with disabilities; two (2) citizen advocate representatives (one who must be a user of the system); a representative of the local public education system; a person who is recognized by the Florida Department of Veterans' Affairs, (representing the veterans of the county); a person who is recognized by the Florida Association for Community Action representing the economically disadvantaged; a representative of the local private for profit transportation industry; a representative for children at risk; a person representing the Regional Workforce Board; a representative of the local medical community; and where available, a representative of a local public transit system.

Commission Staff

The Commission has twelve full-time and one part-time position that support and manage the statewide Transportation Disadvantaged Program. Where staffing levels are limited, the Commission outsources functions to independent contractors. The Executive Director provides oversight for staff and is directly accountable to the Commission.

Project Administration

The management of the Project Administration Team is lead by the Assistant Director of Program Administration who reports to the Executive Director. During the Fiscal Year 2010-2011, there were four Project Managers who continuously provided training and technical assistance to all CTCs, Designated

Official Planning Agencies, Subcontracted Transportation Providers, and others regarding the requirements of the Transportation Disadvantaged Program. The Project Managers 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 training workshop.

Quality Assurance and Program Evaluation Function

The Quality Assurance function was outsourced to a private Certified Public Accounting firm to provide objectivity and financial oversight. During Fiscal Year 2010-11, this independent contractor conducted 40 Quality Assurance reviews of transportation providers.

Public Relations Function

In an effort to increase public awareness of, and assistance to Florida's Transportation Disadvantaged (TD), the Commission provides an Ombudsman Program and Toll Free TD Helpline. This program provides information and assistances in addressing people's 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.

Ombudsman Program/TD Helpline

The Public Relations Team is responsible for the operation of the Ombudsman Program/TD Helpline. 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 receives calls; documents concerns of the consumer; provides callers with information and assistance with complaint resolutions; refers callers to appropriate local area services; and maintains 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 2,413 calls from consumers, including 1,138 calls 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 were resolved on the same day, however, some required 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 1,261 toll permits issued in Fiscal Year 2010-2011. There has been a total of 9,524 Toll Permits issued to date.

Annual Transportation Training And Technology Workshop/Conference

The 18th Annual Transportation Disadvantaged Training and Technology Conference was held July 13-14, 2010, 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 the Community Transportation Coordinator’s (CTC’s), state purchasing agencies and designated planning agencies to compile the Annual Performance Report (APR). Staff utilizes desk audit procedures to verify the data. This report provides 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 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.

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.

The counties have been efficient in utilizing these funds, but still face daily trip denials due to lack of funding to meet the needs. During Fiscal Year 2010-2011, over 51.1 million trips were provided throughout the transportation disadvantaged coordinated systems, with a reported 7.9 million non-sponsored trips provided by the Transportation Disadvantaged Trust Fund.

Budget Fiscal Year 2010-2011

For Fiscal Year 2010-2011, the Commission had a total budget of \$105.8 million. Of the total requested, approximately 36 percent funded 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 used approximately one percent of the total budget for operational expenses. The

Commission used the remainder of the funds to implement the Medicaid Non-Emergency Transportation Program.

Revenue Estimates

The Commission received a contract extension with the Agency for Health Care Administration through August 2012.

As a result, the anticipated Revenue Estimates are as follows:

FY 2011/2012 Estimate = \$106,951,187

FY 2012/2013 Estimate = \$104,491,204

FY 2013/2014 Estimate = \$40,009,356

FY 2014/2015 Estimate = \$40,861,356

FY 2015/2016 Estimate = \$41,476,356

FY 2016/2017 Estimate = \$42,509,350

Grant Program Status

The Commission used \$37,078,144 of its \$38,404,800 allocation for FY 2010/2011, leaving a balance of \$1,326,656.

Operating Budget Status

The Commission used \$1,005,808 of its \$1,613,331 allocation for Fiscal Year 2010-2011, leaving a balance of \$607,523

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 Non Emergency Transportation (NET) services ensure access to medical care for those people who are either unable to drive, cannot afford to own or maintain a 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. Medicaid funding is critical to Transportation providers who ensure Medicaid recipients have access to non-emergency health care.

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 is a federally mandated service. This service is 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 has been providing transportation for AHCA under a fixed fee basis since 2004. The current multi-year contract between AHCA and the Commission was executed in December, 2008. Each month, the Commission receives a fixed amount of funding to provide all Medicaid NET services to eligible Medicaid beneficiaries.

The Commission contracts with Community Transportation Coordinators (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 Medicaid NET program. These areas include: Brevard, Broward, Duval, Hillsborough, Manatee, Miami-Dade, Palm Beach, St. Lucie, Sarasota and Volusia. These areas are operated by Subcontracted Transportation Providers (STPs) who were either procured through a Request for Proposal (RFP) process or appointed by the Commission under emergency procedures. Sarasota County was the latest area to change providers which occurred at the end of Fiscal Year 2010-2011.

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

During Fiscal Year 2010-2011, Commission Staff focused on assisting the CTCs/STPs in transitioning to the new electronic reporting system (CTDFL) to report their detailed Medicaid trip information. Although this task was challenging with new data field requirements, multiple software vendors, etc., all CTCs/STPs are now compliant with this requirement. The data was used as part of the Commission's efforts to review the funding formula for the Fiscal Year 2011-2012 Medicaid allocations.

The statewide allocation for transportation services in Fiscal Year 2010-2011 was \$64,429,422.00. During this time, there were 2.7 million Medicaid non-emergency medical trips provided to 72,835 Medicaid beneficiaries. The table below is a statewide summary of the NET program highlights.

Medicaid Funding (FY 2010-2011)	\$64,429,422
Total Trips	2,779,452
• Bus Pass Trips	289,179
• Multi-Load Vehicles	1,399,787
• Private Volunteer Transportation Trips	4
• Public Transportation Trips	97,698
• Stretcher Trips	58,393
• Wheelchair Trips	586,419
• Taxi Trips	347,972
Unduplicated Passenger Head Count	72,835

As the Agency for Health Care Administration begins the implementation of Medicaid Reform, the Commission will continue to work closely with our partners to make the transition seamless for those beneficiaries who depend on NET services.



Fiscal Year 2010-2011

Statewide Summary

County: Florida Commission for the
 CTC: Transportation Disadvantaged
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 Tallahassee, Florida 32399-0450
 850.410.5700
 800.983.2435 TD Helpline
 Email: www.dot.state.fl.us/ctd

Demographics	Number	Percentage
Total County Population / Percent of State Total	18,801,310	100.00%
Potential TD Population / Percent of County Total	7,505,888	39.92%
UDPHC / Percent of TD Passengers Served	704,681	9.39%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	32,938,524	35,979,011	9.23%
Deviated FR	809,931	864,836	6.78%
Ambulatory	13,295,276	11,040,181	-16.96%
Non-Ambulatory	4,368,109	3,153,532	-27.81%
Stretcher	43,015	46,808	8.82%
School Board	141,632	60,034	-57.61%
TOTAL TRIPS	51,596,487	51,144,402	-0.88%

Vehicle Data	2010	2011	% Change
Vehicle Miles	130,634,598	134,098,597	2.65%
Revenue Miles	111,559,697	111,500,862	-0.05%
Roadcalls	2,675	2,738	2.36%
Accidents	946	881	-6.87%
Vehicles	5,492	5,283	-3.81%
Driver Hours	8,816,747	8,803,479	-0.15%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	17,892,479	18,035,252	0.80%
Employment	6,917,089	3,974,433	-42.54%
Ed/ Train/DayCare	9,608,394	10,582,927	10.14%
Nutritional	3,765,680	10,610,550	181.77%
Life-Sustaining/Other	13,412,845	7,941,240	-40.79%
TOTAL TRIPS	51,596,487	51,144,402	-0.88%

Financial and General Data	2010	2011	% Change
Expenses	\$373,047,498	\$383,986,108	2.93%
Revenues	\$338,722,927	\$346,055,687	2.16%
Commendations	4,058	3,489	-14.02%
Complaints	9,890	17,687	78.84%
Passenger No-Shows	292,264	253,430	-13.29%
Unmet Trip Requests	677,966	228,640	-66.28%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	8,461,251	7,990,388	-5.56%
AHCA	4,690,479	4,822,206	2.81%
APD	2,545,577	5,720,905	124.74%
DOEA	3,945,592	3,159,084	-19.93%
DOE	312,669	529,132	69.23%
Other	31,640,919	28,922,687	-8.59%
TOTAL TRIPS	51,596,487	51,144,402	-0.88%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.72	0.66	-8.33%
Miles between Roadcalls	48,835	48,977	0.29%
Ave. Trips per Driver Hour	2.12	1.72	-18.87%
Ave. Trips per Para Pass.	47.92	37.97	-20.76%
Cost per Trip	7.23	7.51	3.87%
Cost per Paratransit Trip	19.18	23.59	22.99%
Cost per Driver Hour	40.59	40.64	0.12%
Cost per Total Mile	2.74	2.67	-2.55%

Fiscal Year 2010-2011

Statewide Data Tables



2011 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	Mid Florida Community Services, Inc.	Private Non-Profit	Partial Brokerage
Highlands	Rural	Veolia Transportation Services	Private For-Profit	Complete Brokerage
Hillsborough	Urban	Hillsborough County	County	Partial Brokerage
Holmes	Rural	Tri-County Community Council, Inc.	Private Non-Profit	Partial Brokerage
Indian River	Urban	Senior Resource Association, Inc.	Private Non-Profit	Partial Brokerage
Jackson	Rural	Jackson Co. Trans. dba JTrans	Private Non-Profit	Sole Source
Jefferson	Rural	Big Bend Transit, 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

Continued on the next page

2011 CTC System Information

County	Operating Environment	Coordinators' Name	Organization Type	Network Type
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 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 Board of County Commissioners	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	St. Lucie County Board of County Commissioners	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 d/b/a VOTRAN	County	Partial Brokerage
Wakulla	Rural	Wakulla County Senior Citizens	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	County - 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

2011 Passenger Trip by Trip Type

County	Daily Tickets	Weekly Passes	Monthly Passes	Deviated Fixed Route	Ambulatory
Alachua	-	-	73,920	-	72,669
Baker	-	-	-	-	14,606
Bay	-	-	-	-	161,697
Bradford	-	-	-	-	20,528
Brevard	297,307	12,420	64,720	-	600,151
Broward	92,525	58,510	2,558,748	-	894,130
Calhoun	-	-	-	-	12,306
Charlotte	-	-	-	19,436	108,146
Citrus	-	-	-	8,079	212,942
Clay	-	-	-	38,454	70,783
Collier	42,775	5,980	339,360	-	93,306
Columbia	-	-	-	154,859	76,943
Desoto	-	-	-	-	22,474
Dixie	-	-	-	-	6,461
Duval	100,080	-	43,095	-	250,790
Escambia	112,702	-	3,218	-	104,395
Flagler	-	-	-	-	71,070
Franklin	-	-	-	-	6,895
Gadsden	-	-	-	38,918	49,918
Gilchrist	-	-	-	-	4,756
Glades	-	-	-	-	3,221
Gulf	-	-	-	-	18,697
Hamilton	9,122	-	-	24,225	33,198
Hardee	-	-	-	-	17,090
Hendry	-	-	-	-	18,972
Hernando	-	-	-	-	177,952
Highlands	-	-	-	-	100,389
Hillsborough	138,264	-	310,380	-	678,863
Holmes	-	-	-	-	37,011
Indian River	-	-	-	-	61,925
Jackson	-	-	-	4,066	48,907
Jefferson	-	-	-	-	13,508
Lafayette	-	-	-	-	3,314
Lake	-	-	-	1,235	147,182

Continued on the next page (Passenger Trips by Trip Type page 1 of 4)

2011 Passenger Trip by Trip Type

County	Daily Tickets	Weekly Passes	Monthly Passes	Deviated Fixed Route	Ambulatory
Lee	-	-	65	-	94,677
Leon	4,835	-	170,200	-	66,953
Levy	-	-	-	-	46,488
Liberty	-	-	-	-	30,819
Madison	-	-	-	-	22,233
Manatee	20,520	3,250	150,080	-	243,046
Marion	-	-	-	-	139,147
Martin	-	-	-	23,672	32,899
Miami-Dade	3,674,313	6,000	19,273,424	-	2,002,599
Monroe	-	-	24,591	-	88,476
Nassau	-	-	-	640	57,761
Okaloosa	593	-	47,127	-	71,211
Okeechobee	-	-	-	-	35,731
Orange	81,373	103,419	294,286	77,376	594,348
Osceola	21,620	27,477	78,187	20,558	157,908
Palm Beach	50,676	-	3,742,240	-	864,040
Pasco	5,854	1,200	247,040	-	124,723
Pinellas	59,122	27,740	1,677,440	-	791,135
Polk	95,674	42,880	84,000	-	241,330
Putnam	-	-	-	139,857	-
St Johns	-	-	-	199,284	52,150
St Lucie	20,746	-	8,840	-	184,741
Santa Rosa	28,174	-	-	-	17,163
Sarasota	26,843	360	1,051,960	2,635	180,846
Seminole	19,938	25,340	72,108	18,959	145,630
Sumter	-	-	-	4,973	83,112
Suwannee	-	-	-	79,692	108,093
Taylor	-	-	-	7,918	16,962
Union	-	-	-	-	27,396
Volusia	87,400	13,390	345,560	-	186,253
Wakulla	-	-	-	-	24,978
Walton	-	-	-	-	53,568
Washington	-	-	-	-	38,570
TOTAL	4,990,456	327,966	30,660,589	864,836	11,040,181

Continued on the next page (Passenger Trips by Trip Type page 2 of 4)

2011 Passenger Trip by Trip Type

County	Non Ambulatory	Stretcher	School Board	Total	Trips by Trans Operators	Trips by Coordination Contractors
Alachua	32,595	871	-	180,055	5,486	-
Baker	2,058	-	-	16,664	-	-
Bay	20,949	1,325	-	183,971	2,337	77,149
Bradford	2,019	470	-	23,017	147	12,928
Brevard	16,820	-	21,532	1,012,950	517,943	-
Broward	273,762	2,498	-	3,880,173	3,880,173	3,880,173
Calhoun	3,847	606	-	16,759	-	-
Charlotte	10,066	-	-	137,648	14,284	-
Citrus	20,281	609	-	241,911	1,255	167,624
Clay	11,678	917	-	121,832	932	11,889
Collier	27,709	310	-	509,440	121,325	-
Columbia	6,847	3,883	-	242,532	79,102	3,342
Desoto	2,896	17	-	25,387	25,287	100
Dixie	860	394	-	7,715	394	-
Duval	128,797	-	-	522,762	-	-
Escambia	38,250	120	-	258,685	29,692	112,702
Flagler	12,360	-	-	83,430	-	-
Franklin	498	15	1,115	8,523	-	-
Gadsden	3,100	74	-	92,010	74	-
Gilchrist	1,632	78	-	6,466	78	-
Glades	767	-	-	3,988	120	-
Gulf	3,042	65	-	21,804	-	-
Hamilton	1,333	969	-	68,847	40,989	-
Hardee	3,683	24	-	20,797	20,797	-
Hendry	5,118	41	-	24,131	683	7,044
Hernando	17,656	1,329	-	196,937	29,693	87,183
Highlands	18,580	756	-	119,725	70,631	49,094
Hillsborough	92,293	-	-	1,219,800	-	616,882
Holmes	2,044	568	-	39,623	568	-
Indian River	10,669	47	-	72,641	2,040	26,012
Jackson	6,564	129	-	59,666	-	-
Jefferson	1,637	231	-	15,376	231	-
Lafayette	193	74	-	3,581	74	-
Lake	38,005	365	26,228	213,015	179,794	33,221

Continued on the next page (Passenger Trips by Trip Type page 3 of 4)

2011 Passenger Trip by Trip Type

County	Non Ambulatory	Stretcher	School Board	Total	Trips by Trans Operators	Trips by Coordination Contractors
Lee	29,295	342	-	124,379	196	17,854
Leon	13,490	49	-	255,527	80,492	-
Levy	6,836	103	-	53,427	-	-
Liberty	1,166	4	-	31,989	-	-
Madison	2,395	86	-	24,714	205	4,469
Manatee	55,113	332	-	472,341	-	222,795
Marion	57,477	1,021	-	197,645	32,521	44,195
Martin	21,961	21	-	78,553	42,691	27,240
Miami-Dade	1,037,265	1,415	794	25,995,810	2,218,932	1,525,847
Monroe	4,811	-	-	117,878	-	79,956
Nassau	7,309	48	-	65,758	24	-
Okaloosa	17,979	1	-	136,911	132,321	4,590
Okeechobee	4,858	-	-	40,589	21,749	18,840
Orange	164,512	10,286	-	1,325,600	384,581	384,564
Osceola	43,709	2,733	-	352,192	102,177	102,173
Palm Beach	165,668	-	-	4,822,624	836,204	193,504
Pasco	19,216	612	9,050	407,695	45,639	73,784
Pinellas	225,766	1	-	2,781,204	547,723	490,961
Polk	49,777	1,607	-	515,268	297,525	66,477
Putnam	16,537	1,202	-	157,596	-	-
St Johns	29,661	2,228	-	283,323	-	-
St Lucie	99,731	-	1,315	315,373	147,426	167,947
Santa Rosa	5,021	4	-	50,362	1,317	-
Sarasota	53,197	644	-	1,316,485	855,155	71,796
Seminole	40,310	2,520	-	324,805	94,232	94,228
Sumter	11,214	163	-	99,462	439	26,239
Suwannee	14,218	3,639	-	205,642	162,561	2,295
Taylor	587	8	-	25,475	8	-
Union	1,052	14	-	28,462	14,581	-
Volusia	125,109	-	-	757,712	104,108	58,505
Wakulla	603	479	-	26,060	-	-
Walton	6,433	241	-	60,242	4,608	-
Washington	2,648	220	-	41,438	220	-
TOTAL	3,153,532	46,808	60,034	51,144,402	11,151,764	8,763,602

Continued on the next page (Passenger Trips by Trip Type page 4 of 4)

2011 Trips by Purpose

County	Medical	Employment	Education/Training	Nutritional	Life-Sustaining/Other	Total
Alachua	80,269	80,696	1,130	1,492	16,468	180,055
Baker	9,714	158	10	5,599	1,183	16,664
Bay	73,558	16,557	79,107	14,381	368	183,971
Bradford	7,161	-	12,928	2,553	375	23,017
Brevard	101,302	254,573	206,060	27,607	423,408	1,012,950
Broward	1,158,988	315,873	677,490	797,028	930,794	3,880,173
Calhoun	9,189	2,041	1,102	3,773	654	16,759
Charlotte	54,022	423	35,156	44,624	3,423	137,648
Citrus	36,779	30,764	122,914	16,026	35,428	241,911
Clay	26,818	46,504	25,724	16,763	6,023	121,832
Collier	77,759	13,499	4,102	15,568	398,512	509,440
Columbia	197,514	2,001	29,681	9,021	4,315	242,532
Desoto	14,472	5,385	4	2,905	2,621	25,387
Dixie	6,633	-	-	974	108	7,715
Duval	111,398	74,954	30,249	30,411	275,750	522,762
Escambia	52,674	143,239	9,836	1,893	51,043	258,685
Flagler	20,078	20,690	19,446	17,606	5,610	83,430
Franklin	7,053	255	1,215	-	-	8,523
Gadsden	21,696	50,608	15,647	-	4,059	92,010
Gilchrist	5,291	103	-	872	200	6,466
Glades	2,036	-	1,582	370	-	3,988
Gulf	7,617	12	7,723	6,000	452	21,804
Hamilton	33,165	625	12,546	12,756	9,755	68,847
Hardee	16,003	3,443	774	383	194	20,797
Hendry	15,418	318	7,028	1,196	171	24,131
Hernando	57,785	1,300	120,399	10,776	6,677	196,937
Highlands	41,347	60,262	1,942	7,841	8,333	119,725
Hillsborough	456,643	143,000	227,785	67,449	324,923	1,219,800
Holmes	17,436	3,961	15,057	792	2,377	39,623
Indian River	39,385	73	15,725	1,302	16,156	72,641
Jackson	19,508	19,233	9,064	6,936	4,925	59,666
Jefferson	9,756	1,633	3,393	186	408	15,376
Lafayette	3,196	-	-	385	-	3,581
Lake	68,787	44,656	61,272	19,042	19,258	213,015

Continued on the next page

2011 Trips by Purpose

County	Medical	Employment	Education/Training	Nutritional	Life-Sustaining/Other	Total
Lee	71,904	-	48,214	4,154	107	124,379
Leon	73,573	30,075	131,053	12,713	8,113	255,527
Levy	21,222	3,979	25,691	895	1,640	53,427
Liberty	17,392	179	7,988	2,054	4,376	31,989
Madison	10,602	2,068	6,282	4,469	1,293	24,714
Manatee	132,569	31,569	84,129	103,864	120,210	472,341
Marion	150,210	1,976	9,882	23,717	11,860	197,645
Martin	14,864	4,527	28,808	31	30,323	78,553
Miami-Dade	9,358,492	519,916	6,238,995	8,318,659	1,559,748	25,995,810
Monroe	42,439	2,959	22,954	9,066	40,460	117,878
Nassau	37,432	3,872	1,881	15,204	7,369	65,758
Okaloosa	64,348	46,549	8,521	13,691	3,802	136,911
Okeechobee	15,659	21,761	33	2,195	941	40,589
Orange	691,402	147,415	286,977	61,624	138,182	1,325,600
Osceola	183,695	39,166	76,245	16,373	36,713	352,192
Palm Beach	1,784,371	434,036	868,072	530,489	1,205,656	4,822,624
Pasco	270,671	35,291	57,299	10,828	33,606	407,695
Pinellas	1,003,830	994,957	287,374	157,456	337,587	2,781,204
Polk	225,209	23,858	89,876	65,879	110,446	515,268
Putnam	13,587	67,660	-	345	76,004	157,596
Santa Rosa	5,786	33,790	869	30	9,887	50,362
Sarasota	276,664	23,401	92,321	17,340	906,759	1,316,485
Seminole	169,411	36,120	70,316	15,100	33,858	324,805
St Johns	50,799	-	1,494	22,917	208,113	283,323
St Lucie	76,443	21,009	110,707	8,518	98,696	315,373
Sumter	25,165	16,336	19,120	10,387	28,454	99,462
Suwannee	161,654	3,778	27,669	10,916	1,625	205,642
Taylor	4,233	14,926	144	1,366	4,806	25,475
Union	7,712	-	19,129	899	722	28,462
Volusia	158,807	62,666	165,038	14,855	356,346	757,712
Wakulla	14,593	613	1,000	6,349	3,505	26,060
Walton	21,687	10,241	19,879	3,616	4,819	60,242
Washington	18,377	2,901	18,876	41	1,243	41,438
TOTAL	18,035,252	3,974,433	10,582,927	10,610,550	7,941,240	51,144,402

2011 Trips by Type of Passenger

County	Elderly	Children	Low Income	Disabled	Low Income/Disabled	Other	Total
Alachua	50,063	17,784	34,939	18,420	58,849	-	180,055
Baker	12,283	460	836	16	2,920	149	16,664
Bay	64,390	45,993	24,284	21,341	13,246	14,717	183,971
Bradford	8,769	1,105	7,089	783	5,271	-	23,017
Brevard	454,704	55,077	256,616	145,416	59,877	41,260	1,012,950
Broward	2,172,982	84,571	11,518	849,960	761,142	-	3,880,173
Calhoun	10,980	561	2,018	38	3,093	69	16,759
Charlotte	86,716	12,823	30,258	7,421	430	-	137,648
Citrus	45,347	3,071	162,202	427	17,731	13,133	241,911
Clay	42,684	191	7,240	22,419	11,889	37,409	121,832
Collier	79,474	12,123	29,728	-	-	388,115	509,440
Columbia	108,404	23,983	19,452	2,654	2,016	86,023	242,532
Desoto	9,353	1,417	5,746	3,315	3,632	1,924	25,387
Dixie	4,513	895	2,091	85	131	-	7,715
Duval	161,474	117,203	56,144	55,945	18,857	113,139	522,762
Escambia	56,328	9,103	112,698	42,342	-	38,214	258,685
Flagler	42,036	4,335	1,583	995	4,270	30,211	83,430
Franklin	1,720	1,363	5,440	-	-	-	8,523
Gadsden	24,159	12,206	26,439	1,407	5,258	22,541	92,010
Gilchrist	3,939	473	1,746	139	169	-	6,466
Glades	3,684	229	75	-	-	-	3,988
Gulf	10,568	446	2,780	1,634	5,530	846	21,804
Hamilton	30,710	27,423	-	-	-	10,714	68,847
Hardee	6,419	818	4,609	2,065	993	5,893	20,797
Hendry	15,018	913	-	-	-	8,200	24,131
Hernando	99,106	1,748	8,900	87,183	-	-	196,937
Highlands	35,231	2,682	11,403	13,632	46,907	9,870	119,725
Hillsborough	299,138	62,800	318,609	152,089	378,605	8,559	1,219,800
Holmes	22,585	9,113	1,744	1,664	3,725	792	39,623
Indian River	34,110	1,001	3,615	5,798	26,310	1,807	72,641
Jackson	22,977	605	5,418	4,946	23,358	2,362	59,666
Jefferson	6,651	741	6,018	408	1,558	-	15,376
Lafayette	2,237	335	886	37	86	-	3,581
Lake	65,659	35,981	29,810	49,887	21,076	10,602	213,015

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2011 Trips by Type of Passenger

County	Elderly	Children	Low Income	Disabled	Low Income/Disabled	Other	Total
Lee	57,387	16,284	1,942	11,137	25,528	12,101	124,379
Leon	65,219	75,708	64,571	50,029	-	-	255,527
Levy	5,335	46,988	1,072	-	32	-	53,427
Liberty	19,389	4,547	6,218	1,835	-	-	31,989
Madison	13,557	245	1,633	-	9,279	-	24,714
Manatee	67,773	69,642	8,481	158,721	154,825	12,899	472,341
Marion	118,812	40,320	20,938	12,211	3,375	1,989	197,645
Martin	11,009	1,137	-	-	-	66,407	78,553
Miami-Dade	17,677,179	2,703,563	1,299,790	779,874	3,379,455	155,949	25,995,810
Monroe	28,649	13,340	35,423	15	30,716	9,735	117,878
Nassau	41,161	5,232	9,987	2,895	1,482	5,001	65,758
Okaloosa	22,208	16,082	36,490	16,766	14,793	30,572	136,911
Okeechobee	10,849	1,771	4,890	20,939	1,184	956	40,589
Orange	444,433	55,548	109,439	375,634	327,136	13,410	1,325,600
Osceola	118,080	14,759	29,076	99,800	86,915	3,562	352,192
Palm Beach	2,717,901	68,123	836	1,707,469	287,239	41,056	4,822,624
Pasco	72,409	66,986	180,338	56,345	4,166	27,451	407,695
Pinellas	1,048,174	338,412	875,401	50,248	461,783	7,186	2,781,204
Polk	135,942	70,147	122,452	133,003	35,156	18,568	515,268
Putnam	345	2,709	-	-	-	154,542	157,596
Santa Rosa	8,180	916	28,178	3,151	-	9,937	50,362
Sarasota	453,910	190,959	482,830	16,122	3,579	169,085	1,316,485
Seminole	108,897	13,611	26,815	92,040	80,156	3,286	324,805
St Johns	217,743	3,587	21,006	18,957	15,882	6,148	283,323
St Lucie	133,007	65,751	3,274	17,628	95,713	-	315,373
Sumter	18,912	11,796	17,225	324	51,019	186	99,462
Suwannee	42,824	46,204	44,015	26,489	25,562	20,548	205,642
Taylor	8,983	237	4,187	2,859	1,125	8,084	25,475
Union	3,679	5,034	4,037	-	15,712	-	28,462
Volusia	317,929	224,702	-	210,126	-	4,955	757,712
Wakulla	13,407	5,972	157	5,052	10	1,462	26,060
Walton	34,940	13,855	3,777	4,693	2,060	917	60,242
Washington	24,034	7,458	2,884	3,779	1,094	2,189	41,438
TOTAL	28,156,667	4,751,197	4,639,296	5,370,607	6,591,905	1,634,730	51,144,402

2011 Passenger Trip by Funding Source

County	CTD	FDOT	DCF	APD	AHCA	DOE
Alachua	85,032	-	-	-	46,060	-
Baker	11,129	-	-	-	2,705	-
Bay	16,165	6,344	-	52,573	30,699	-
Bradford	2,526	-	-	12,928	4,635	-
Brevard	58,514	322,255	-	33,266	-	64,720
Broward	212,011	91,747	67,101	106,222	451,078	89,000
Calhoun	4,037	1	-	2,969	5,948	-
Charlotte	23,435	850	-	-	12,325	-
Citrus	36,569	8,079	-	174,736	10,868	-
Clay	12,984	-	-	22,199	20,722	191
Collier	60,508	37,789	-	-	27,247	-
Columbia	9,954	1	-	17,458	170,101	-
Desoto	3,412	3,031	-	5,508	11,941	34
Dixie	3,101	-	-	-	3,532	-
Duval	62,537	-	-	-	-	-
Escambia	20,066	1,764	3	1,525	61,103	2,696
Flagler	14,485	43,508	-	6,749	6,331	-
Franklin	5,266	-	-	-	2,066	-
Gadsden	15,190	19,477	-	10	14,000	-
Gilchrist	2,847	-	-	40	2,507	-
Glades	577	539	-	1,186	1,350	-
Gulf	3,986	1	-	6,805	3,434	-
Hamilton	9,845	1	-	-	45,236	-
Hardee	4,196	3,769	-	1,112	9,895	42
Hendry	5,080	1,070	963	6,563	8,872	-
Hernando	13,545	-	-	11,558	79,523	3,000
Highlands	14,236	11,808	-	58,109	23,976	86
Hillsborough	225,474	45,546	19,319	197,810	154,258	112
Holmes	9,867	2,870	-	4,795	12,445	-
Indian River	21,712	6,157	-	26,012	10,977	-
Jackson	6,946	-	-	28,387	12,993	-
Jefferson	4,173	-	-	2,769	6,217	54
Lafayette	2,486	-	-	-	710	-
Lake	30,061	59,548	-	48,992	29,150	-

Continue on the next page (Passenger Trip by Funding Source page 1 of 4)

2011 Passenger Trip by Funding Source

County	CTD	FDOT	DCF	APD	AHCA	DOE
Lee	19,946	-	17,854	25,944	47,026	-
Leon	176,896	5,472	-	32,016	35,671	-
Levy	7,238	1	-	13,694	11,857	-
Liberty	24,628	1	-	134	3,599	-
Madison	6,469	-	-	4,120	6,139	-
Manatee	140,393	-	3,699	65,945	2,791	-
Marion	39,077	41,999	-	44,195	55,235	-
Martin	8,370	737	-	11,470	5,827	-
Miami-Dade	2,705,643	10,992	3,532,220	179,371	1,921,090	155,974
Monroe	61,967	2,512	2,266	-	24,206	-
Nassau	26,814	3,852	-	-	16,447	-
Okaloosa	43,154	12,283	-	-	18,254	858
Okeechobee	4,935	4,562	-	18,840	10,385	-
Orange	55,907	1,681	15,508	172,931	242,489	-
Osceola	14,854	447	4,120	45,945	64,425	-
Palm Beach	1,670,132	-	-	-	-	-
Pasco	23,232	17,532	17,037	26,281	222,809	37,111
Pinellas	1,560,976	-	68,442	163,781	450,009	3,562
Polk	73,382	12,637	22,000	96,338	87,274	28,533
Putnam	19,556	-	-	44,355	13,587	-
St Johns	19,974	18,338	-	-	19,119	-
St Lucie	18,904	75,956	21,081	47,377	-	-
Santa Rosa	9,519	1,315	-	924	9,098	239
Sarasota	59,639	-	-	6,580	28,622	-
Seminole	13,699	412	3,800	42,372	59,416	-
Sumter	27,108	3,305	-	14,653	10,399	-
Suwannee	53,116	7,816	-	3,056	138,562	-
Taylor	6,817	-	-	-	2,442	2
Union	3,242	-	-	14,581	5,195	-
Volusia	32,917	1,483	-	2,211	-	142,704
Wakulla	15,813	-	-	362	2,230	-
Walton	20,312	4,371	-	7,888	13,348	214
Washington	13,807	5,361	-	9,847	11,751	-
TOTAL	7,990,388	899,220	3,795,413	1,925,492	4,822,206	529,132

Continue on the next page (Passenger Trip by Funding Source page 2 of 4)

2011 Passenger Trip by Funding Source

County	DOEA	Other Fed/State	Local Govt	Local Non Govt	Total
Alachua	1,085	-	47,877	1	180,055
Baker	-	-	1	2,829	16,664
Bay	8,490	67,618	1,041	1,041	183,971
Bradford	2,662	-	-	266	23,017
Brevard	28,780	-	343,788	161,627	1,012,950
Broward	111,231	4,000	2,667,762	80,021	3,880,173
Calhoun	3,802	-	1	1	16,759
Charlotte	10,800	39,000	20,598	30,640	137,648
Citrus	11,255	-	404	-	241,911
Clay	16,638	38,454	1,977	8,667	121,832
Collier	4,216	29,354	340,327	9,999	509,440
Columbia	-	-	-	45,018	242,532
Desoto	1,286	70	105	-	25,387
Dixie	1,081	-	-	1	7,715
Duval	77	-	437,067	23,081	522,762
Escambia	8,651	112,700	49,540	637	258,685
Flagler	10,147	-	444	1,766	83,430
Franklin	-	1	1,190	-	8,523
Gadsden	-	73	19,441	23,819	92,010
Gilchrist	1,071	-	-	1	6,466
Glades	261	-	-	75	3,988
Gulf	5,073	1	80	2,424	21,804
Hamilton	13,763	-	1	1	68,847
Hardee	380	983	420	-	20,797
Hendry	779	-	785	19	24,131
Hernando	5,338	3,200	47,557	33,216	196,937
Highlands	7,682	2,348	1,429	51	119,725
Hillsborough	42,167	188,254	337,170	9,690	1,219,800
Holmes	1,201	8,324	110	11	39,623
Indian River	1,406	-	6,377	-	72,641
Jackson	6,956	37	4,066	281	59,666
Jefferson	-	23	-	2,140	15,376
Lafayette	384	-	-	1	3,581
Lake	17,333	-	27,463	468	213,015

Continued on the next page (Passenger Trip by Funding Source page 3 of 4)

2011 Passenger Trip by Funding Source

County	DOEA	Other Fed/State	Local Govt	Local Non Govt	Total
Lee	6,772	2,613	-	4,224	124,379
Leon	-	-	5,472	-	255,527
Levy	887	-	11,082	8,668	53,427
Liberty	1,100	-	2,527	-	31,989
Madison	4,469	29	1	3,487	24,714
Manatee	21,744	-	85,011	152,758	472,341
Marion	1,413	-	15,726	-	197,645
Martin	-	-	16,803	35,346	78,553
Miami-Dade	2,261,635	10,323,773	3,379,455	1,525,657	25,995,810
Monroe	-	-	26,927	-	117,878
Nassau	17,228	-	216	1,201	65,758
Okaloosa	6,170	7,860	458	47,874	136,911
Okeechobee	1,240	23	604	-	40,589
Orange	75,783	83,098	188,259	489,944	1,325,600
Osceola	20,134	22,078	50,018	130,171	352,192
Palm Beach	184,751	-	2,961,040	6,701	4,822,624
Pasco	13,667	5,887	21,906	22,233	407,695
Pinellas	104,906	32,263	233,492	163,773	2,781,204
Polk	52,815	5,858	15,490	120,941	515,268
Putnam	345	2,801	1	76,951	157,596
St Johns	2	23	196,356	29,511	283,323
St Lucie	3,522	88,260	27,291	32,982	315,373
Santa Rosa	-	28,174	1,057	36	50,362
Sarasota	11,412	-	1,192,727	17,505	1,316,485
Seminole	18,569	20,360	46,128	120,049	324,805
Sumter	6,499	-	287	37,211	99,462
Suwannee	-	-	-	3,092	205,642
Taylor	-	23	7,918	8,273	25,475
Union	-	899	4,545	-	28,462
Volusia	15,662	5,004	234,937	322,794	757,712
Wakulla	-	1,900	5,755	-	26,060
Walton	4,272	8,332	1,280	225	60,242
Washington	92	383	124	73	41,438
TOTAL	3,159,084	11,134,081	13,089,914	3,799,472	51,144,402

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2011 Operators by County

County	Private Non Profit	Private For Profit	School Board	Municipality	County1	City
Alachua	1	1	0	0	0	0
Baker	1	0	0	0	0	0
Bay	3	3	0	0	0	0
Bradford	3	0	0	0	0	0
Brevard	0	1	1	0	1	1
Broward	20	10	0	11	1	1
Calhoun	1	0	0	0	0	0
Charlotte	7	3	0	0	1	1
Citrus	1	1	0	0	1	1
Clay	2	1	0	0	0	0
Collier	0	8	0	0	0	0
Columbia	2	6	0	0	0	0
Desoto	1	2	0	0	0	0
Dixie	1	0	0	0	1	1
Duval	1	2	0	0	0	0
Escambia	5	4	0	0	0	0
Flagler	0	0	0	0	1	1
Franklin	1	1	0	0	0	0
Gadsden	1	1	0	0	0	0
Gilchrist	1	0	0	0	1	1
Glades	1	1	0	0	0	0
Gulf	1	0	0	0	0	0
Hamilton	0	3	0	0	0	0
Hardee	0	2	0	0	0	0
Hendry	1	3	0	0	0	0
Hernando	2	1	0	0	0	0
Highlands	1	3	0	0	0	0
Hillsborough	11	1	0	1	2	2
Holmes	1	0	0	0	1	1
Indian River	2	2	0	0	0	0
Jackson	1	0	0	0	0	0
Jefferson	1	1	0	0	0	0
Lafayette	1	0	0	0	1	1
Lake	1	7	0	0	0	0

Continued on the next page (Operators by County page 1 of 4)

2011 Operators by County

County	Private Non Profit	Private For Profit	School Board	Municipality	County1	City
Lee	1	7	0	0	0	
Leon	1	3	0	1	0	
Levy	0	0	0	0	1	
Liberty	0	0	0	0	1	
Madison	2	2	0	0	0	
Manatee	6	1	0	0	1	
Marion	3	1	0	0	0	
Martin	1	4	0	0	0	
Miami-Dade	47	9	0	0	1	
Monroe	7	0	0	0	1	
Nassau	1	1	0	0	0	
Okaloosa	3	1	0	0	0	
Okeechobee	1	2	0	0	0	
Orange	12	14	0	0	0	
Osceola	3	4	0	0	0	
Palm Beach	11	3	0	0	0	
Pasco	6	6	1	0	1	
Pinellas	17	6	0	1	0	
Polk	11	1	0	0	2	
Putnam	1	0	0	0	0	
St Johns	1	0	0	0	0	
St Lucie	4	6	1	0	0	
Santa Rosa	2	2	0	0	0	
Sarasota	6	7	0	0	0	
Seminole	3	3	0	0	0	
Sumter	2	2	0	0	1	
Suwannee	1	6	0	0	0	
Taylor	1	1	0	0	0	
Union	2	0	0	0	0	
Volusia	5	5	0	0	1	
Wakulla	1	0	0	0	0	
Walton	2	3	0	0	0	
Washington	1	0	0	0	1	
TOTAL	241	168	3	14	22	0

Continued on the next page (Operators by County page 2 of 4)

2011 Operators by County

County	Transit Authority	Other Operators	Total Operators	Number of Coordination Contractors	Number of CMBEs (transportation services)	Number of CMBEs (other services)
Alachua	0	0	2	0	0	0
Baker	0	0	1	0	0	0
Bay	0	0	6	2	0	0
Bradford	0	0	3	1	0	0
Brevard	0	0	3	0	0	0
Broward	0	0	42	39	0	0
Calhoun	0	0	1	0	0	0
Charlotte	0	0	11	0	0	0
Citrus	0	0	3	1	0	0
Clay	0	0	3	1	0	0
Collier	0	1	9	1	0	0
Columbia	1	0	9	2	0	0
Desoto	0	0	3	1	0	0
Dixie	0	0	2	0	0	0
Duval	0	0	3	0	0	0
Escambia	0	0	9	4	0	0
Flagler	0	0	1	0	0	0
Franklin	0	0	2	0	0	0
Gadsden	0	0	2	0	0	0
Gilchrist	0	0	2	0	0	0
Glades	0	0	2	0	0	0
Gulf	0	0	1	0	0	0
Hamilton	1	0	4	0	0	0
Hardee	0	0	2	0	0	0
Hendry	0	0	4	2	0	0
Hernando	0	0	3	1	0	0
Highlands	0	0	4	1	0	0
Hillsborough	1	0	16	15	0	0
Holmes	0	0	2	0	0	0
Indian River	0	0	4	1	0	0
Jackson	0	0	1	0	0	0
Jefferson	0	0	2	0	0	0
Lafayette	0	0	2	0	0	0
Lake	0	0	8	7	0	0

Continued on the next page (Operators by County page 3 of 4)

2011 Operators by County

County	Transit Authority	Other Operators	Total Operators	Number of Coordination Contractors	Number of CMBEs (transportation services)	Number of CMBEs (other services)
Lee	0	0	8	6	0	0
Leon	0	0	5	0	0	0
Levy	0	0	1	0	0	0
Liberty	0	0	1	0	0	0
Madison	0	0	4	1	0	0
Manatee	0	0	8	6	0	0
Marion	0	0	4	2	0	0
Martin	0	0	5	1	0	0
Miami-Dade	1	0	58	47	0	0
Monroe	0	0	8	7	0	0
Nassau	0	0	2	0	0	0
Okaloosa	0	0	4	1	0	0
Okeechobee	0	0	3	1	0	0
Orange	1	0	27	22	0	0
Osceola	1	0	8	6	0	0
Palm Beach	1	0	15	11	0	0
Pasco	0	0	14	6	0	0
Pinellas	1	1	26	19	0	0
Polk	1	0	15	4	0	0
Putnam	0	0	1	0	0	0
St Johns	0	0	1	0	0	0
St Lucie	0	0	11	9	0	0
Santa Rosa	0	0	4	1	0	0
Sarasota	1	0	14	6	0	0
Seminole	1	0	7	6	0	0
Sumter	0	0	5	2	0	0
Suwannee	1	0	8	1	0	0
Taylor	0	0	2	0	0	0
Union	0	0	2	0	0	0
Volusia	0	1	12	5	0	0
Wakulla	0	0	1	0	0	0
Walton	0	0	5	0	0	0
Washington	0	0	2	0	0	0
TOTAL	12	3	463	249	0	0

Continued on the next page (Operators by County page 4 of 4)

2011 Employee Information

County	Total Drivers- CTC & Oper	CTC & Oper Driver Hours	CTC & Oper Total Employees	CC Drivers	CC Driver Hours	CC Total Employees
Alachua	44	89,440	60	-	-	-
Baker	12	15,277	18	-	-	-
Bay	41	61,801	48	3	3,120	3
Bradford	6	10,010	9	6	11,115	6
Brevard	191	164,769	214	-	-	-
Broward	377	692,313	480	206	226,078	320
Calhoun	7	12,240	12	-	-	-
Charlotte	51	58,640	67	-	-	-
Citrus	33	61,100	51	30	31,200	39
Clay	44	61,836	52	13	12,530	69
Collier	60	71,233	103	2	736	2
Columbia	40	47,537	52	2	2,589	2
Desoto	24	37,305	35	1	598	2
Dixie	4	7,740	6	-	-	-
Duval	170	280,384	224	-	-	-
Escambia	65	80,455	100	2	39	3
Flagler	23	34,736	29	-	-	-
Franklin	12	15,489	16	-	-	-
Gadsden	16	32,245	28	-	-	-
Gilchrist	4	6,629	6	-	-	-
Glades	2	3,744	5	-	-	-
Gulf	10	9,393	12	-	-	-
Hamilton	13	31,045	13	-	-	-
Hardee	10	15,920	16	-	-	-
Hendry	12	18,572	18	15	2,728	18
Hernando	37	68,640	51	23	41,600	33
Highlands	41	76,138	56	31	6,448	35
Hillsborough	54	109,200	82	498	416,894	576
Holmes	14	15,181	20	-	-	-
Indian River	57	43,660	74	16	20,280	20
Jackson	22	37,586	34	-	-	-
Jefferson	5	9,650	17	-	-	-
Lafayette	4	5,910	6	-	-	-
Lake	61	125,628	75	27	12,798	41

Continued on the next page

2011 Employee Information

County	Total Drivers- CTC & Oper	CTC & Oper Driver Hours	CTC & Oper Total Employees	CC Drivers	CC Driver Hours	CC Total Employees
Lee	42	80,031	60	26	16,772	32
Leon	22	45,093	39	-	-	-
Levy	15	31,151	20	-	-	-
Liberty	13	20,467	18	-	-	-
Madison	9	8,620	21	4	4,048	5
Manatee	22	45,760	40	123	23,868	140
Marion	82	134,160	114	15	19,760	18
Martin	25	44,960	43	28	36,400	33
Miami-Dade	492	992,500	591	370	574,700	511
Monroe	13	17,680	15	52	72,800	65
Nassau	23	40,362	27	-	-	-
Okaloosa	41	60,252	55	2	2,792	5
Okeechobee	12	23,208	17	4	2,875	6
Orange	192	375,735	252	318	162,089	365
Osceola	51	99,827	67	85	43,064	97
Palm Beach	255	586,029	378	82	121,264	109
Pasco	76	32,803	108	85	34,781	97
Pinellas	682	621,558	762	242	123,100	250
Polk	95	177,679	138	50	41,661	112
Putnam	31	60,458	41	-	-	-
St Johns	72	92,680	83	-	-	-
St Lucie	26	54,431	41	92	44,355	117
Santa Rosa	18	14,705	27	1	1	1
Sarasota	56	117,682	92	18	15,626	34
Seminole	47	92,064	63	78	39,716	90
Sumter	23	40,560	30	6	6,240	9
Suwannee	22	40,380	40	2	4,562	2
Taylor	6	9,318	18	-	-	-
Union	5	6,716	10	-	-	-
Volusia	85	169,941	139	42	18,554	47
Wakulla	8	14,560	12	-	-	-
Walton	15	28,816	21	-	-	-
Washington	9	14,066	15	-	-	-
TOTAL	4,151	6,605,698	5,486	2,600	2,197,781	3,314

2011 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
Alachua	1,263,523	27,620	-	-	1,291,143	1,111,165	88
Baker	217,445	-	-	-	217,445	168,351	3
Bay	625,702	-	76,079	-	701,781	558,548	2
Bradford	117,232	1,478	117,323	-	236,033	206,520	-
Brevard	781,097	2,035,068	-	17,632	2,833,797	2,673,088	83
Broward	1	12,825,182	2,616,515	-	15,441,698	12,566,798	76
Calhoun	197,618	-	-	-	197,618	190,999	4
Charlotte	311,604	190,983	-	-	502,587	463,000	10
Citrus	813,022	10,000	295,923	-	1,118,945	950,591	31
Clay	980,727	3,114	105,789	-	1,089,630	859,469	7
Collier	-	1,482,513	-	-	1,482,513	1,264,704	36
Columbia	752,148	321,642	47,956	-	1,121,746	1,062,179	3
Desoto	-	386,885	5,400	-	392,285	365,085	5
Dixie	167,895	32,049	-	-	199,944	148,076	-
Duval	1	4,694,306	-	-	4,694,307	4,003,070	294
Escambia	1,513,649	156,332	325	-	1,670,306	1,024,241	56
Flagler	899,995	-	-	-	899,995	810,579	8
Franklin	131,389	120,225	-	-	251,614	251,449	4
Gadsden	653,623	4,288	-	-	657,911	562,003	1
Gilchrist	127,400	6,105	-	-	133,505	102,057	-
Glades	122,403	5,640	-	-	128,043	106,114	3
Gulf	239,693	-	-	-	239,693	237,505	-
Hamilton	382,215	297,456	-	-	679,671	582,435	-
Hardee	-	474,704	-	-	474,704	405,350	10
Hendry	396,000	40,190	62,130	-	498,320	456,502	15
Hernando	409,974	1,095,465	440,768	-	1,946,207	1,741,553	15
Highlands	-	1,011,617	75,513	-	1,087,130	754,100	37
Hillsborough	1,264,627	-	5,690,022	-	6,954,649	5,198,932	175
Holmes	285,870	15,466	-	-	301,336	169,389	-
Indian River	546,106	-	101,793	-	647,899	559,070	4
Jackson	667,274	-	-	-	667,274	640,149	5
Jefferson	223,838	13,392	-	-	237,230	203,321	-
Lafayette	85,106	5,777	-	-	90,883	70,780	-
Lake	-	2,324,277	290,813	-	2,615,090	2,302,415	98

Continued on the next page (Summary of Vehicle Information page 1 of 4)

2011 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
Lee	1,475,011	2,265	232,460	-	1,709,736	1,465,555	41
Leon	15	318,844	-	-	318,859	308,072	-
Levy	1,652,000	-	-	-	1,652,000	777,596	3
Liberty	377,251	-	-	-	377,251	377,050	2
Madison	238,426	15,039	42,513	-	295,978	256,636	1
Manatee	663,212	-	358,729	-	1,021,941	817,991	16
Marion	1,301,000	325,838	280,375	-	1,907,213	1,770,192	28
Martin	-	180,597	149,757	-	330,354	184,022	-
Miami-Dade	6,213,175	15,712,438	4,385,603	-	26,311,216	23,938,887	71
Monroe	687,192	-	348,816	-	1,036,008	931,418	10
Nassau	548,264	720	-	-	548,984	428,365	12
Okaloosa	-	654,065	19,172	-	673,237	585,978	4
Okeechobee	-	547,995	120,900	-	668,895	460,674	8
Orange	2	5,177,875	1,889,650	-	7,067,527	5,788,804	250
Osceola	2	1,375,680	502,050	-	1,877,732	1,537,996	66
Palm Beach	2	8,985,121	1,415,030	-	10,400,153	9,519,480	370
Pasco	212,991	375,820	580,230	8,172	1,177,213	1,026,940	11
Pinellas	-	3,486,528	4,529,666	-	8,016,194	5,955,452	201
Polk	594,020	1,369,871	331,943	-	2,295,834	1,839,617	106
Putnam	809,101	-	-	-	809,101	658,608	27
St Johns	1,250,297	-	-	-	1,250,297	1,016,126	13
St Lucie	-	634,995	2,038,382	39,450	2,712,827	1,177,648	55
Santa Rosa	333,327	30,594	1	-	363,922	296,076	6
Sarasota	671,368	745,167	125,459	-	1,541,994	1,399,562	93
Seminole	2	1,268,709	463,012	-	1,731,723	1,418,403	61
Sumter	698,880	11,430	118,289	-	828,599	473,198	17
Suwannee	613,989	448,560	25,369	-	1,087,918	488,028	1
Taylor	226,000	1,099	-	-	227,099	198,635	-
Union	208,228	77,694	-	-	285,922	211,866	1
Volusia	1,280,387	1,006,573	221,006	-	2,507,966	2,276,335	189
Wakulla	282,077	-	-	-	282,077	267,084	-
Walton	711,979	42,830	-	-	754,809	635,488	2
Washington	317,669	7,417	-	-	325,086	243,493	-
Totals	35,543,044	70,385,538	28,104,761	65,254	134,098,597	111,500,862	2,738

Continued on the next page (Summary of Vehicle Information page 2 of 4)

2011 Summary of Vehicle Information

County	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	20	8	43	43	3	100%	7%
Baker	1	-	14	13	-	93%	0%
Bay	4	2	33	25	7	76%	21%
Bradford	-	-	14	13	1	93%	7%
Brevard	16	6	191	95	-	50%	0%
Broward	35	35	248	137	16	55%	6%
Calhoun	-	-	13	5	2	38%	15%
Charlotte	2	2	45	28	-	62%	0%
Citrus	6	-	76	44	17	58%	22%
Clay	6	1	48	32	1	67%	2%
Collier	10	3	35	25	3	71%	9%
Columbia	-	-	56	36	9	64%	16%
Desoto	1	-	20	12	1	60%	5%
Dixie	-	-	9	9	1	100%	11%
Duval	16	9	83	83	-	100%	0%
Escambia	5	-	31	16	2	52%	6%
Flagler	4	1	29	23	-	79%	0%
Franklin	1	1	14	6	1	43%	7%
Gadsden	1	-	21	15	1	71%	5%
Gilchrist	-	-	9	9	2	100%	22%
Glades	-	-	2	2	-	100%	0%
Gulf	2	-	12	9	1	75%	8%
Hamilton	-	-	14	7	2	50%	14%
Hardee	3	1	14	10	1	71%	7%
Hendry	2	1	21	14	1	67%	5%
Hernando	4	1	62	34	6	55%	10%
Highlands	4	2	50	36	1	72%	2%
Hillsborough	56	9	314	147	-	47%	0%
Holmes	-	-	23	7	1	30%	4%
Indian River	6	1	66	64	4	97%	6%
Jackson	1	-	28	9	1	32%	4%
Jefferson	-	-	9	6	1	67%	11%
Lafayette	-	-	6	5	1	83%	17%
Lake	18	6	93	64	2	69%	2%

Continued on the next page (Summary of Vehicle Information page 3 of 4)

2011 Summary of Vehicle Information

County	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
Lee	10	6	58	43	1	74%	2%
Leon	-	-	19	17	2	89%	11%
Levy	1	-	26	25	3	96%	12%
Liberty	-	-	18	6	1	33%	6%
Madison	-	-	15	8	1	53%	7%
Manatee	11	4	65	42	1	65%	2%
Marion	4	1	93	64	17	69%	18%
Martin	-	-	36	36	5	100%	14%
Miami-Dade	23	10	845	311	4	37%	0%
Monroe	5	1	54	25	-	46%	0%
Nassau	1	1	21	21	1	100%	5%
Okaloosa	2	2	64	45	1	70%	2%
Okeechobee	3	2	15	10	-	67%	0%
Orange	169	61	293	165	5	56%	2%
Osceola	45	17	78	44	1	56%	1%
Palm Beach	230	72	246	246	-	100%	0%
Pasco	3	1	122	33	9	27%	7%
Pinellas	45	8	708	204	9	29%	1%
Polk	17	6	131	89	8	68%	6%
Putnam	6	1	34	27	7	79%	21%
St Johns	6	4	47	40	3	85%	6%
St Lucie	4	-	110	45	-	41%	0%
Santa Rosa	-	-	9	4	1	44%	11%
Sarasota	23	9	91	70	1	77%	1%
Seminole	42	16	72	40	1	56%	1%
Sumter	-	-	50	40	12	80%	24%
Suwannee	-	-	43	28	9	65%	21%
Taylor	-	-	13	10	1	77%	8%
Union	1	1	11	6	1	55%	9%
Volusia	4	1	98	75	-	77%	0%
Wakulla	-	-	8	4	1	50%	13%
Walton	1	-	23	7	1	30%	4%
Washington	1	-	21	7	1	33%	5%
Totals	881	313	5,283	2,920	197	55%	4%

Continued on the next page (Summary of Vehicle Information page 4 of 4)

2011 Revenue Summary

County	CTD	FDOT	DCF	APD	AHCA	DOH	DOE	DOEA
Alachua	\$ 453,501	\$ -	\$ -	\$ -	\$ 1,356,595	\$ -	\$ -	\$ 36,008
Baker	\$ 140,248	\$ 209,094	\$ -	\$ -	\$ 146,905	\$ -	\$ -	\$ -
Bay	\$ 273,458	\$ 377,922	\$ 334,327	\$ 6,959	\$ 622,458	\$ -	\$ -	\$ 103,316
Bradford	\$ 83,997	\$ 112,486	\$ 207,414	\$ -	\$ 118,034	\$ -	\$ -	\$ 18,893
Brevard	\$ 1,079,148	\$ 2,184,241	\$ -	\$ 173,742	\$ -	\$ -	\$ 25,445	\$ 117,888
Broward	\$ 4,387,588	\$ 199,263	\$ 372,717	\$ -	\$ 1,217,491	\$ -	\$ 446,593	\$ 977,033
Calhoun	\$ 138,759	\$ 99,518	\$ 40,551	\$ -	\$ 219,347	\$ -	\$ -	\$ 8,125
Charlotte	\$ 272,652	\$ 63,111	\$ -	\$ -	\$ 456,365	\$ -	\$ -	\$ 68,200
Citrus	\$ 256,816	\$ 286,094	\$ -	\$ 415,126	\$ 525,220	\$ -	\$ -	\$ 111,013
Clay	\$ 248,399	\$ 199,161	\$ 200,327	\$ 1,474	\$ 372,557	\$ -	\$ 10,324	\$ 77,865
Collier	\$ 588,795	\$ 203,794	\$ -	\$ -	\$ 507,266	\$ 20,866	\$ -	\$ 61,960
Columbia	\$ 256,821	\$ 142,225	\$ 35,264	\$ -	\$ 973,574	\$ -	\$ -	\$ -
Desoto	\$ 173,002	\$ 162,127	\$ 55,368	\$ -	\$ 378,000	\$ -	\$ 2,301	\$ 24,499
Dixie	\$ 141,405	\$ 89,124	\$ -	\$ -	\$ 124,733	\$ -	\$ -	\$ 7,866
Duval	\$ 1,093,505	\$ 873,880	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 723
Escambia	\$ 535,254	\$ 77,916	\$ 21,833	\$ -	\$ 901,800	\$ -	\$ 80,196	\$ 109,634
Flagler	\$ 181,267	\$ 306,735	\$ 20,308	\$ -	\$ 83,192	\$ -	\$ -	\$ 80,409
Franklin	\$ 110,411	\$ 203,255	\$ -	\$ -	\$ 343,323	\$ -	\$ -	\$ -
Gadsden	\$ 238,620	\$ 176,744	\$ 183	\$ -	\$ 608,025	\$ 3,247	\$ -	\$ -
Gilchrist	\$ 81,801	\$ 65,958	\$ 780	\$ -	\$ 71,464	\$ -	\$ -	\$ 7,611
Glades	\$ 69,068	\$ 7,601	\$ 21,408	\$ -	\$ 163,572	\$ -	\$ -	\$ 1,819
Gulf	\$ 123,272	\$ 100,093	\$ 33,815	\$ -	\$ 124,502	\$ -	\$ -	\$ 11,582
Hamilton	\$ 106,548	\$ 23,268	\$ -	\$ -	\$ 876,287	\$ -	\$ -	\$ 15,000
Hardee	\$ 212,287	\$ 184,320	\$ 13,544	\$ -	\$ 318,974	\$ 2,719	\$ 2,444	\$ 3,618
Hendry	\$ 314,641	\$ 314,450	\$ 77,318	\$ -	\$ 725,406	\$ -	\$ -	\$ 28,493
Hernando	\$ 243,275	\$ 70,061	\$ 19,003	\$ -	\$ 1,502,631	\$ -	\$ 21,815	\$ 62,874
Highlands	\$ 288,969	\$ 336,686	\$ 132,742	\$ -	\$ 799,442	\$ 1,460	\$ 5,966	\$ 50,259
Hillsborough	\$ 1,288,732	\$ 1,566,387	\$ 1,420,008	\$ -	\$ 3,263,388	\$ -	\$ 1,224	\$ 359,153
Holmes	\$ 153,229	\$ 91,635	\$ 65,954	\$ -	\$ 188,235	\$ 38	\$ -	\$ 7,023
Indian River	\$ 183,611	\$ 765,037	\$ 92,612	\$ -	\$ 188,801	\$ -	\$ -	\$ 9,270
Jackson	\$ 327,328	\$ 311,365	\$ 228,600	\$ -	\$ 688,470	\$ 1,031	\$ -	\$ 45,044
Jefferson	\$ 121,652	\$ 41,727	\$ 21,397	\$ -	\$ 547,513	\$ 1,023	\$ 2,803	\$ -
Lafayette	\$ 106,075	\$ 48,014	\$ -	\$ -	\$ 72,000	\$ -	\$ -	\$ 3,072
Lake	\$ 499,902	\$ 1,852,610	\$ 517,206	\$ -	\$ 974,724	\$ -	\$ -	\$ 162,488

Continued on the next page (Revenue Summary page 1 of 4)

2011 Revenue Summary

County	CTD	FDOT	DCF	APD	AHCA	DOH	DOE	DOEA
Lee	\$ 547,999	\$ 151,532	\$ 566,120	\$ -	\$ 1,505,885	\$ -	\$ -	\$ 130,542
Leon	\$ 407,610	\$ 104,772	\$ 394,748	\$ -	\$ 617,988	\$ -	\$ -	\$ -
Levy	\$ 300,034	\$ 348,662	\$ 165,653	\$ -	\$ 448,464	\$ -	\$ -	\$ 13,423
Liberty	\$ 176,482	\$ 31,283	\$ -	\$ 2,966	\$ 123,506	\$ -	\$ -	\$ 8,400
Madison	\$ 150,426	\$ 78,423	\$ 32,263	\$ -	\$ 332,360	\$ 1,290	\$ -	\$ 22,348
Manatee	\$ 446,725	\$ 106,682	\$ 36,577	\$ -	\$ 787,794	\$ -	\$ -	\$ 121,355
Marion	\$ 612,694	\$ 615,182	\$ 299,835	\$ -	\$ 1,217,022	\$ -	\$ -	\$ 12,802
Martin	\$ 202,514	\$ 175,197	\$ 70,196	\$ -	\$ 234,196	\$ -	\$ -	\$ -
Miami-Dade	\$ 6,701,851	\$ 685,000	\$ 8,027,536	\$ -	\$ 2,131,335	\$ -	\$ 6,000,000	\$ 2,480,000
Monroe	\$ 252,369	\$ 42,830	\$ 22,325	\$ -	\$ 864,923	\$ -	\$ -	\$ -
Nassau	\$ 210,847	\$ 272,405	\$ -	\$ -	\$ 348,064	\$ -	\$ -	\$ 108,424
Okaloosa	\$ 323,441	\$ 766,686	\$ -	\$ -	\$ 198,916	\$ -	\$ 11,563	\$ 53,174
Okeechobee	\$ 173,002	\$ 152,077	\$ 41,046	\$ -	\$ 285,576	\$ -	\$ -	\$ 13,115
Orange	\$ 1,415,189	\$ 65,830	\$ 1,269,180	\$ -	\$ 3,814,909	\$ -	\$ -	\$ 679,090
Osceola	\$ 375,994	\$ 17,490	\$ 337,201	\$ -	\$ 1,013,562	\$ -	\$ -	\$ 180,424
Palm Beach	\$ 2,172,692	\$ 77,063	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 818,050
Pasco	\$ 436,277	\$ 656,478	\$ 177,629	\$ 183,827	\$ 835,016	\$ -	\$ 21,367	\$ 236,147
Pinellas	\$ 1,712,059	\$ 529,507	\$ 2,839,572	\$ -	\$ 3,676,524	\$ -	\$ 45,668	\$ 837,873
Polk	\$ 836,854	\$ 1,334,690	\$ 421,060	\$ -	\$ 2,019,744	\$ 17,736	\$ 95,262	\$ 154,789
Putnam	\$ 262,479	\$ 343,508	\$ 406,177	\$ -	\$ 527,962	\$ -	\$ -	\$ 1,937
Santa Rosa	\$ 296,710	\$ 40,693	\$ 26,229	\$ -	\$ 297,158	\$ -	\$ 4,511	\$ -
Sarasota	\$ 899,539	\$ 1,258,408	\$ 41,982	\$ -	\$ 206,400	\$ -	\$ -	\$ 188,662
Seminole	\$ 346,757	\$ 16,130	\$ 310,981	\$ -	\$ 934,749	\$ -	\$ -	\$ 166,394
St Johns	\$ 269,628	\$ 1,044,300	\$ -	\$ -	\$ 643,338	\$ -	\$ -	\$ 35
St Lucie	\$ 301,158	\$ 1,640,102	\$ 336,522	\$ -	\$ -	\$ 5,025	\$ -	\$ 54,516
Sumter	\$ 188,078	\$ 324,617	\$ 131,268	\$ 2,218	\$ 276,504	\$ -	\$ -	\$ 45,781
Suwannee	\$ 254,789	\$ 110,458	\$ 60,293	\$ -	\$ 1,245,872	\$ -	\$ -	\$ -
Taylor	\$ 203,531	\$ 136,709	\$ -	\$ -	\$ 239,165	\$ 1,023	\$ 104	\$ -
Union	\$ 72,563	\$ 115,662	\$ 70,431	\$ -	\$ 83,914	\$ -	\$ -	\$ -
Volusia	\$ 753,136	\$ 1,641,741	\$ -	\$ 48,000	\$ -	\$ -	\$ 11,996	\$ 82,934
Wakulla	\$ 143,213	\$ 149,019	\$ 4,103	\$ -	\$ 62,689	\$ -	\$ -	\$ -
Walton	\$ 320,216	\$ 170,235	\$ 63,292	\$ -	\$ 257,670	\$ 239	\$ 1,344	\$ 31,646
Washington	\$ 176,737	\$ 118,179	\$ 72,910	\$ -	\$ 222,174	\$ 338	\$ -	\$ 1,810
Totals	\$ 36,717,629	\$ 25,067,452	\$ 20,157,808	\$ 834,312	\$ 44,913,673	\$ 56,035	\$ 6,790,926	\$ 9,014,409

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2011 Revenue Summary

County	DCA	WAGES	DJJ	OTHER FED	LOCAL GOVT	LOCAL NON GOVT	FAREBOX	Total
Alachua	\$ -	\$ -	\$ -	\$ -	\$ 1,325,310	\$ -	\$ 33,299	\$ 3,204,713
Baker	\$ -	\$ -	\$ -	\$ -	\$ 46,756	\$ 72,903	\$ 8,251	\$ 624,157
Bay	\$ 50,795	\$ -	\$ -	\$ 92,510	\$ 2,230	\$ -	\$ 11,176	\$ 1,875,151
Bradford	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 31,812	\$ -	\$ 572,636
Brevard	\$ -	\$ -	\$ -	\$ -	\$ 541,527	\$ 17,318	\$ 296,189	\$ 4,435,498
Broward	\$ -	\$ -	\$ -	\$ 65,799	\$ 17,160,538	\$ 386,627	\$ 1,610,534	\$ 26,824,183
Calhoun	\$ -	\$ -	\$ -	\$ -	\$ 20,902	\$ -	\$ 11,163	\$ 538,365
Charlotte	\$ -	\$ -	\$ -	\$ 39,000	\$ 973,179	\$ -	\$ 26,000	\$ 1,898,507
Citrus	\$ -	\$ -	\$ -	\$ -	\$ 600,806	\$ 113,778	\$ 54,377	\$ 2,363,230
Clay	\$ -	\$ -	\$ -	\$ 202,964	\$ 415,303	\$ 177,902	\$ 63,647	\$ 1,969,923
Collier	\$ -	\$ -	\$ -	\$ 253,655	\$ 1,835,371	\$ 166,147	\$ 35,128	\$ 3,672,982
Columbia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 22,576	\$ 52,241	\$ 1,482,701
Desoto	\$ -	\$ -	\$ -	\$ 1,056	\$ 16,079	\$ -	\$ 12,450	\$ 824,882
Dixie	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 20,743	\$ -	\$ 383,871
Duval	\$ -	\$ -	\$ -	\$ -	\$ 11,138,246	\$ -	\$ 556,194	\$ 13,662,548
Escambia	\$ -	\$ 169,042	\$ -	\$ 1,000	\$ 1,149,309	\$ 9,940	\$ 192,791	\$ 3,248,715
Flagler	\$ -	\$ -	\$ -	\$ -	\$ 419,895	\$ -	\$ 93,709	\$ 1,185,515
Franklin	\$ -	\$ -	\$ -	\$ 2,751	\$ 63,688	\$ -	\$ 3,543	\$ 726,971
Gadsden	\$ -	\$ -	\$ -	\$ -	\$ 156,321	\$ 79,604	\$ 76,060	\$ 1,338,804
Gilchrist	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 9,089	\$ 4,368	\$ 241,071
Glades	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 6,631	\$ 2,651	\$ 272,750
Gulf	\$ -	\$ -	\$ -	\$ 4,692	\$ 28,449	\$ 30,490	\$ 18,020	\$ 474,915
Hamilton	\$ -	\$ -	\$ -	\$ -	\$ 12,884	\$ -	\$ 16,325	\$ 1,050,312
Hardee	\$ -	\$ -	\$ -	\$ 28,291	\$ 23,153	\$ -	\$ 1,842	\$ 791,192
Hendry	\$ -	\$ -	\$ -	\$ -	\$ 35,245	\$ 30,206	\$ 51,877	\$ 1,577,636
Hernando	\$ 22,698	\$ -	\$ -	\$ -	\$ 140,956	\$ 95,765	\$ 48,017	\$ 2,227,095
Highlands	\$ -	\$ -	\$ -	\$ 50,334	\$ 36,837	\$ 1,088	\$ 7,272	\$ 1,711,055
Hillsborough	\$ 509,600	\$ -	\$ -	\$ 1,157,507	\$ 5,774,782	\$ 580,605	\$ 327,418	\$ 16,248,804
Holmes	\$ -	\$ 2,222	\$ -	\$ 17,274	\$ 2,500	\$ -	\$ 17,274	\$ 545,384
Indian River	\$ -	\$ -	\$ -	\$ -	\$ 222,011	\$ 5,720	\$ 76,904	\$ 1,543,966
Jackson	\$ 1,929	\$ -	\$ -	\$ -	\$ 28,081	\$ -	\$ 54,400	\$ 1,686,248
Jefferson	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 19,906	\$ 27,409	\$ 783,430
Lafayette	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 11,786	\$ 2,139	\$ 243,086
Lake	\$ -	\$ -	\$ -	\$ -	\$ 1,366,239	\$ -	\$ 274,453	\$ 5,647,622

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2011 Revenue Summary

County	DCA	WAGES	DJJ	OTHER FED	LOCAL GOVT	LOCAL NON GOVT	FAREBOX	Total
Lee	\$ -	\$ -	\$ -	\$ 87,986	\$ -	\$ 93,725	\$ 37,423	\$ 3,121,212
Leon	\$ -	\$ -	\$ -	\$ -	\$ 279,132	\$ -	\$ 40,006	\$ 1,844,256
Levy	\$ -	\$ -	\$ -	\$ -	\$ 169,108	\$ 41,178	\$ 22,487	\$ 1,509,009
Liberty	\$ -	\$ -	\$ -	\$ -	\$ 22,403	\$ -	\$ -	\$ 365,040
Madison	\$ -	\$ -	\$ -	\$ -	\$ 7,336	\$ 24,792	\$ 30,668	\$ 679,906
Manatee	\$ -	\$ -	\$ -	\$ -	\$ 1,678,989	\$ 192,401	\$ 271,544	\$ 3,642,067
Marion	\$ -	\$ -	\$ -	\$ -	\$ 996,461	\$ 87,140	\$ 64,272	\$ 3,905,408
Martin	\$ -	\$ -	\$ -	\$ -	\$ 20,187	\$ -	\$ 10,198	\$ 712,488
Miami-Dade	\$ -	\$ 75,000	\$ 87,484	\$ 23,367,062	\$ 46,400,997	\$ 14,840,000	\$ 3,942,225	\$ 114,738,490
Monroe	\$ -	\$ -	\$ -	\$ -	\$ 799,630	\$ 382	\$ 26,413	\$ 2,008,872
Nassau	\$ -	\$ -	\$ -	\$ -	\$ 29,390	\$ 17,152	\$ 1,572	\$ 987,854
Okaloosa	\$ -	\$ 231	\$ -	\$ 46,503	\$ 25,790	\$ 12,779	\$ 118,913	\$ 1,557,996
Okeechobee	\$ -	\$ -	\$ -	\$ 728	\$ 23,743	\$ -	\$ 5,002	\$ 694,289
Orange	\$ -	\$ -	\$ -	\$ 1,856,332	\$ 5,433,663	\$ 106,023	\$ 993,877	\$ 15,634,093
Osceola	\$ -	\$ -	\$ -	\$ 493,199	\$ 1,443,639	\$ 28,169	\$ 264,058	\$ 4,153,736
Palm Beach	\$ -	\$ -	\$ -	\$ -	\$ 17,587,912	\$ 504,407	\$ 2,093,336	\$ 23,253,460
Pasco	\$ -	\$ -	\$ 48,744	\$ 138,256	\$ 92,978	\$ 196,821	\$ 79,257	\$ 3,102,797
Pinellas	\$ -	\$ -	\$ 7,392	\$ 457,018	\$ 4,816,737	\$ 591,860	\$ 1,577,309	\$ 17,091,519
Polk	\$ -	\$ 1,500	\$ -	\$ -	\$ 2,683,246	\$ 350,841	\$ 112,269	\$ 8,027,991
Putnam	\$ -	\$ 700	\$ -	\$ 53,014	\$ 44,400	\$ 109,619	\$ 59,239	\$ 1,809,035
Santa Rosa	\$ -	\$ 42,261	\$ -	\$ -	\$ 18,750	\$ 5,836	\$ 13,691	\$ 745,839
Sarasota	\$ -	\$ -	\$ -	\$ -	\$ 4,766,983	\$ -	\$ 247,801	\$ 7,609,775
Seminole	\$ -	\$ -	\$ -	\$ 454,848	\$ 1,331,383	\$ 25,978	\$ 243,525	\$ 3,830,745
St Johns	\$ 1,370	\$ -	\$ -	\$ -	\$ 488,068	\$ 273,659	\$ 94,259	\$ 2,814,657
St Lucie	\$ -	\$ -	\$ -	\$ 313,573	\$ 402,511	\$ 206,570	\$ 86,262	\$ 3,346,239
Sumter	\$ -	\$ -	\$ -	\$ -	\$ 518,850	\$ 81,824	\$ 43,700	\$ 1,612,840
Suwannee	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 28,564	\$ 1,699,976
Taylor	\$ -	\$ -	\$ -	\$ -	\$ 54,315	\$ 16,400	\$ 22,762	\$ 674,009
Union	\$ -	\$ -	\$ -	\$ 4,815	\$ 60,168	\$ 11,639	\$ 2,291	\$ 421,483
Volusia	\$ -	\$ -	\$ -	\$ 27,105	\$ 2,878,101	\$ 862,959	\$ 353,264	\$ 6,659,236
Wakulla	\$ 28,482	\$ -	\$ -	\$ -	\$ 39,922	\$ -	\$ 15,197	\$ 442,625
Walton	\$ -	\$ -	\$ -	\$ 11,596	\$ 10,784	\$ -	\$ 6,949	\$ 873,971
Washington	\$ -	\$ 5,726	\$ -	\$ -	\$ 4,308	\$ -	\$ 4,674	\$ 606,856
Totals	\$ 614,874	\$ 296,682	\$ 143,620	\$ 29,228,868	\$ 136,666,481	\$ 20,572,790	\$ 14,980,128	\$ 346,055,687

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2011 Expense Summary

County	Labor	Fringe Benefits	Services	Mat. and Supp.	Utilities	Insurance	Taxes	Bus Pass Exp.
Alachua	\$ 1,424,646	\$ 30,694	\$ 75,664	\$ 678,030	\$ 45,069	\$ 298,625	\$ 5,199	\$ 32,410
Baker	\$ 267,436	\$ 23,347	\$ 55,173	\$ 89,569	\$ 11,207	\$ 62,103	\$ 535	\$ -
Bay	\$ 791,535	\$ 181,405	\$ 6,412	\$ 469,183	\$ 20,921	\$ 131,300	\$ 858	\$ -
Bradford	\$ 228,118	\$ 105,445	\$ 16,059	\$ 113,801	\$ 15,536	\$ 39,244	\$ 276	\$ -
Brevard	\$ 804,375	\$ 241,312	\$ 1,207,346	\$ 622,578	\$ 31,514	\$ 72,112	\$ 933	\$ 49,939
Broward	\$ 9,987,776	\$ 896,328	\$ 806,106	\$ 3,548,970	\$ 378,126	\$ 1,630,314	\$ 340,453	\$ 1,757,522
Calhoun	\$ 300,592	\$ 69,125	\$ 28,100	\$ 78,125	\$ 10,177	\$ 36,180	\$ -	\$ -
Charlotte	\$ 587,876	\$ 182,968	\$ 323,267	\$ 160,212	\$ 13,213	\$ 36,539	\$ -	\$ -
Citrus	\$ 1,416,039	\$ 490,809	\$ 49,902	\$ 587,558	\$ 29,053	\$ 111,000	\$ 2,075	\$ -
Clay	\$ 925,030	\$ 176,927	\$ 75,361	\$ 297,120	\$ 44,193	\$ 131,055	\$ 1,054	\$ -
Collier	\$ 1,545,487	\$ 130,698	\$ 584,305	\$ 649,322	\$ 31,077	\$ 234,267	\$ 45,482	\$ 1,189,321
Columbia	\$ 280,422	\$ 163,703	\$ 33,585	\$ 22,172	\$ 20,300	\$ 41,174	\$ -	\$ -
Desoto	\$ 45,383	\$ 4,796	\$ 7,058	\$ 2,649	\$ 8,380	\$ 1,401	\$ 96	\$ -
Dixie	\$ 102,066	\$ 55,528	\$ 12,850	\$ 80,988	\$ 11,117	\$ 13,155	\$ 245	\$ -
Duval	\$ 1,708,932	\$ 736,616	\$ 779,314	\$ 2,347,232	\$ 82,380	\$ 7,359	\$ 50	\$ 100,080
Escambia	\$ 1,121,117	\$ 186,826	\$ 208,558	\$ 531,503	\$ 55,407	\$ 124,703	\$ 141,578	\$ 181,214
Flagler	\$ 503,730	\$ 213,871	\$ 143,998	\$ 224,661	\$ 965	\$ 38,617	\$ -	\$ -
Franklin	\$ 192,835	\$ 20,999	\$ 28,916	\$ 69,407	\$ 12,857	\$ 99,556	\$ 652	\$ -
Gadsden	\$ 762,968	\$ 337,926	\$ 29,860	\$ 216,489	\$ 14,482	\$ 60,109	\$ 1,092	\$ -
Gilchrist	\$ 70,886	\$ 37,632	\$ 8,085	\$ 46,096	\$ 6,279	\$ 6,720	\$ 34	\$ -
Glades	\$ 121,556	\$ 33,945	\$ 12,051	\$ 44,777	\$ 3,983	\$ 14,580	\$ 286	\$ -
Gulf	\$ 200,947	\$ 46,999	\$ 11,193	\$ 54,338	\$ 6,574	\$ 19,621	\$ 547	\$ -
Hamilton	\$ 62,654	\$ 33,996	\$ -	\$ 8,926	\$ 2,429	\$ 26,645	\$ -	\$ 200
Hardee	\$ 30,389	\$ 2,348	\$ 3,750	\$ 1,100	\$ 4,756	\$ -	\$ 55	\$ -
Hendry	\$ 613,399	\$ 170,637	\$ 65,489	\$ 239,498	\$ 19,851	\$ 84,389	\$ 1,424	\$ -
Hernando	\$ 562,466	\$ 191,395	\$ 13,874	\$ 310,162	\$ 27,368	\$ 116,073	\$ 985	\$ -
Highlands	\$ 200,326	\$ 31,299	\$ 13,971	\$ 48,766	\$ 19,172	\$ 20,676	\$ 2,689	\$ -
Hillsborough	\$ 7,776,622	\$ 2,423,814	\$ 896,645	\$ 2,071,889	\$ 119,666	\$ 1,040,981	\$ 14,930	\$ 579,177
Holmes	\$ 239,118	\$ 46,099	\$ 3,384	\$ 141,996	\$ 14,971	\$ 44,627	\$ 674	\$ -
Indian River	\$ 720,844	\$ 124,247	\$ 122,418	\$ 203,095	\$ 18,273	\$ 69,304	\$ -	\$ -
Jackson	\$ 700,205	\$ 240,277	\$ 33,213	\$ 234,000	\$ 29,827	\$ 84,612	\$ 1,311	\$ -
Jefferson	\$ 230,850	\$ 102,246	\$ 9,508	\$ 74,048	\$ 4,634	\$ 20,583	\$ 374	\$ -
Lafayette	\$ 69,021	\$ 35,126	\$ 6,803	\$ 32,989	\$ 6,783	\$ 10,908	\$ 153	\$ -
Lake	\$ 263,903	\$ 50,012	\$ 419,100	\$ 991,010	\$ 16,853	\$ 36,823	\$ 1,633	\$ -

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2011 Expense Summary

County	Labor	Fringe Benefits	Services	Mat. and Supp.	Utilities	Insurance	Taxes	Bus Pass Exp.
Lee	\$ 1,846,449	\$ 455,492	\$ 127,125	\$ 531,845	\$ 43,474	\$ 166,627	\$ 4,648	\$ 360
Leon	\$ 209,705	\$ 79,452	\$ -	\$ -	\$ 17,996	\$ -	\$ -	\$ 202,576
Levy	\$ 505,758	\$ 222,409	\$ 32,169	\$ 359,646	\$ 11,608	\$ 35,000	\$ -	\$ -
Liberty	\$ 194,347	\$ 48,284	\$ 20,902	\$ 35,224	\$ 7,272	\$ 28,525	\$ -	\$ -
Madison	\$ 222,844	\$ 98,700	\$ 9,833	\$ 82,276	\$ 4,839	\$ 22,894	\$ 416	\$ -
Manatee	\$ 1,571,092	\$ 618,096	\$ 45,191	\$ 433,348	\$ 28,595	\$ 109,421	\$ 2,026	\$ 780,567
Marion	\$ 1,976,167	\$ 415,354	\$ 311,208	\$ 865,467	\$ 48,948	\$ 199,351	\$ 57,135	\$ -
Martin	\$ 105,807	\$ 25,831	\$ 798	\$ -	\$ 38,219	\$ 23,529	\$ 1,895	\$ -
Miami-Dade	\$ 34,618,408	\$ 7,595,081	\$ 2,921,115	\$ 10,469,746	\$ 2,511,519	\$ 6,256,253	\$ 2,277,101	\$ 13,000,000
Monroe	\$ 751,232	\$ 238,051	\$ 429,037	\$ 171,523	\$ 34,087	\$ 150,071	\$ 4,475	\$ 4,602
Nassau	\$ 515,359	\$ 49,408	\$ 31,096	\$ 242,000	\$ 13,160	\$ 38,650	\$ 43,511	\$ -
Okaloosa	\$ 657,442	\$ 182,767	\$ 306,280	\$ 189,774	\$ 29,891	\$ 168,357	\$ -	\$ 200
Okeechobee	\$ 67,258	\$ 9,560	\$ 3,923	\$ 23,664	\$ 13,453	\$ 6,347	\$ 189	\$ -
Orange	\$ 8,406,626	\$ 476,190	\$ 448,861	\$ 2,815,503	\$ 201,657	\$ 1,491,526	\$ 605,512	\$ 755
Osceola	\$ 2,233,509	\$ 126,516	\$ 119,256	\$ 748,035	\$ 53,577	\$ 396,275	\$ 160,875	\$ 201
Palm Beach	\$ 2,889,065	\$ 1,439,810	\$ 155,292	\$ 347,992	\$ 119,122	\$ 219,846	\$ 9,544	\$ 5,221,594
Pasco	\$ 1,026,509	\$ 280,324	\$ 46,947	\$ 306,370	\$ 17,601	\$ 111,066	\$ 1,583	\$ 4,201
Pinellas	\$ 5,024,245	\$ 926,564	\$ 328,112	\$ 1,454,364	\$ 73,071	\$ 1,300,364	\$ 29,841	\$ 1,224,180
Polk	\$ 4,106,632	\$ 1,387,813	\$ 459,210	\$ 1,605,504	\$ 149,879	\$ 203,908	\$ 10,609	\$ 45,036
Putnam	\$ 798,705	\$ 198,039	\$ 166,642	\$ 438,593	\$ 36,036	\$ 152,809	\$ 3,530	\$ -
Santa Rosa	\$ 177,092	\$ 58,509	\$ 58,358	\$ 104,939	\$ 11,668	\$ 39,380	\$ 22,224	\$ 42,261
Sarasota	\$ 3,023,002	\$ 743,421	\$ 693,099	\$ 742,437	\$ 94,810	\$ 258,891	\$ 65,781	\$ 1,751,061
Seminole	\$ 2,059,834	\$ 116,679	\$ 109,982	\$ 689,869	\$ 49,411	\$ 365,462	\$ 148,366	\$ 185
St Johns	\$ 1,441,416	\$ 257,454	\$ 188,585	\$ 429,573	\$ 82,895	\$ 164,758	\$ -	\$ -
St Lucie	\$ 1,151,592	\$ 240,818	\$ 50,170	\$ 182,752	\$ 9,383	\$ 208,117	\$ 2,830	\$ 11,568
Sumter	\$ 822,510	\$ 355,305	\$ 15,316	\$ 338,299	\$ 4,738	\$ 51,352	\$ 3,041	\$ -
Suwannee	\$ 374,987	\$ 116,430	\$ 5,125	\$ 71,862	\$ 14,698	\$ 41,225	\$ -	\$ -
Taylor	\$ 233,984	\$ 103,634	\$ 9,533	\$ 74,751	\$ 4,634	\$ 20,782	\$ 378	\$ -
Union	\$ 147,681	\$ 7,987	\$ 27,081	\$ 51,612	\$ 6,891	\$ 16,371	\$ 61,194	\$ -
Volusia	\$ 1,924,408	\$ 760,968	\$ 33,038	\$ 675,859	\$ 47,679	\$ 37,885	\$ 48,750	\$ 942
Wakulla	\$ 200,325	\$ 31,212	\$ 2,202	\$ 95,502	\$ 12,866	\$ 23,615	\$ 389	\$ -
Walton	\$ 343,694	\$ 99,235	\$ 3,943	\$ 178,834	\$ 18,373	\$ 44,055	\$ 705	\$ -
Washington	\$ 235,635	\$ 65,298	\$ 2,716	\$ 169,743	\$ 13,094	\$ 37,041	\$ 973	\$ -
TOTAL	\$ 114,722,868	\$ 25,650,086	\$ 13,253,463	\$ 40,219,165	\$ 4,962,537	\$ 17,155,108	\$ 4,133,194	\$ 26,180,152

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2011 Expense Summary

County	School Bus	Pur. Service	Misc. Exp	Interest Exp	Lease and Rent	Depreciation	Contr. Services	Alloc. Indirect Exp	Total
Alachua	\$ -	\$ 31,802	\$ 9,474	\$ 24,463	\$ 90,207	\$ 17,519	\$ -	\$ 214,008	\$ 2,977,810
Baker	\$ -	\$ -	\$ 4,630	\$ -	\$ -	\$ -	\$ -	\$ 10,211	\$ 524,211
Bay	\$ -	\$ 97,346	\$ 9,556	\$ -	\$ 8,600	\$ -	\$ -	\$ -	\$ 1,717,116
Bradford	\$ -	\$ 16,141	\$ 2,615	\$ -	\$ 9,208	\$ 39,120	\$ 15,701	\$ 12,166	\$ 613,430
Brevard	\$ 85,081	\$ 4,568	\$ 2,692	\$ -	\$ 7,962	\$ 445,350	\$ -	\$ -	\$ 3,575,762
Broward	\$ -	\$ 39,594	\$ 444,586	\$ 62,773	\$ 723,858	\$ 883,861	\$ 97,841	\$ 255,131	\$ 21,853,239
Calhoun	\$ -	\$ -	\$ 2,775	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 525,074
Charlotte	\$ -	\$ 215,608	\$ -	\$ -	\$ 980	\$ 117,419	\$ 125,210	\$ 135,215	\$ 1,898,507
Citrus	\$ -	\$ 60,342	\$ 5,026	\$ -	\$ -	\$ 463,361	\$ -	\$ 94,200	\$ 3,309,365
Clay	\$ -	\$ 78,996	\$ 30,432	\$ -	\$ -	\$ 34,172	\$ 164,294	\$ -	\$ 1,958,634
Collier	\$ -	\$ -	\$ 49,566	\$ 23,016	\$ 82,525	\$ 373,363	\$ 4,630	\$ 23,921	\$ 4,966,980
Columbia	\$ -	\$ 873,916	\$ -	\$ -	\$ 29,661	\$ -	\$ 14,785	\$ -	\$ 1,479,718
Desoto	\$ -	\$ 754,504	\$ 1,183	\$ -	\$ 1,488	\$ 336	\$ -	\$ 1,365	\$ 828,639
Dixie	\$ -	\$ 50,521	\$ 504	\$ -	\$ 7,366	\$ -	\$ 15,712	\$ -	\$ 350,052
Duval	\$ -	\$ 6,755,261	\$ 3,420	\$ -	\$ 98,064	\$ -	\$ -	\$ 1,043,840	\$ 13,662,548
Escambia	\$ -	\$ 318,960	\$ 16,074	\$ 15,681	\$ 94,246	\$ 24,727	\$ -	\$ -	\$ 3,020,594
Flagler	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 59,673	\$ -	\$ -	\$ 1,185,515
Franklin	\$ -	\$ 144,984	\$ 6,249	\$ -	\$ 21,431	\$ -	\$ -	\$ -	\$ 597,886
Gadsden	\$ -	\$ 11,799	\$ 8,800	\$ -	\$ 24,700	\$ 201,290	\$ -	\$ -	\$ 1,669,515
Gilchrist	\$ -	\$ 6,710	\$ 348	\$ -	\$ 1,281	\$ -	\$ 9,089	\$ -	\$ 193,160
Glades	\$ -	\$ 12,592	\$ 2,125	\$ 4,946	\$ 1,051	\$ 49,386	\$ -	\$ -	\$ 301,278
Gulf	\$ -	\$ 1,375	\$ 6,052	\$ 3,824	\$ 6,127	\$ 78,644	\$ 6,886	\$ -	\$ 443,127
Hamilton	\$ -	\$ 89,236	\$ -	\$ -	\$ -	\$ -	\$ 12,275	\$ -	\$ 236,361
Hardee	\$ -	\$ 743,737	\$ 824	\$ -	\$ 1,394	\$ 584	\$ -	\$ 1,114	\$ 790,051
Hendry	\$ -	\$ 62,807	\$ 12,810	\$ 24,651	\$ 5,238	\$ 246,133	\$ -	\$ -	\$ 1,546,326
Hernando	\$ -	\$ 799,368	\$ 34,014	\$ -	\$ -	\$ 91,822	\$ -	\$ 120,987	\$ 2,268,514
Highlands	\$ -	\$ 1,476,941	\$ 3,160	\$ 12,888	\$ 4,737	\$ 56,974	\$ -	\$ 3,785	\$ 1,895,384
Hillsborough	\$ -	\$ 380,105	\$ 97,989	\$ 1,959	\$ 158,074	\$ 420,473	\$ -	\$ 381,680	\$ 16,364,004
Holmes	\$ -	\$ 33,588	\$ 4,923	\$ -	\$ 3,091	\$ 8,334	\$ 2,579	\$ -	\$ 543,384
Indian River	\$ -	\$ 184,392	\$ 26,001	\$ 2,094	\$ 3,379	\$ 68,262	\$ -	\$ -	\$ 1,542,309
Jackson	\$ -	\$ 2,030	\$ 13,285	\$ -	\$ 7,187	\$ 281,812	\$ -	\$ -	\$ 1,627,759
Jefferson	\$ -	\$ 34,201	\$ 2,747	\$ -	\$ 7,388	\$ 68,857	\$ -	\$ -	\$ 555,436
Lafayette	\$ -	\$ 8,115	\$ 671	\$ -	\$ 6,995	\$ -	\$ 11,786	\$ -	\$ 189,350
Lake	\$ -	\$ 2,323,082	\$ 5,403	\$ -	\$ 21,346	\$ 548,575	\$ -	\$ -	\$ 4,677,740

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2011 Expense Summary

County	School Bus	Pur. Service	Misc. Exp	Interest Exp	Lease and Rent	Depreciation	Contr. Services	Alloc. Indirect Exp	Total
Lee	\$ -	\$ 10,554	\$ 23,250	\$ 52,713	\$ 47,562	\$ 505,654	\$ -	\$ 3,200	\$ 3,818,953
Leon	\$ -	\$ 1,248,286	\$ 790	\$ -	\$ 4,139	\$ -	\$ 24,000	\$ 57,312	\$ 1,844,256
Levy	\$ -	\$ -	\$ 52,594	\$ -	\$ -	\$ 150,000	\$ -	\$ -	\$ 1,369,184
Liberty	\$ -	\$ -	\$ 8,569	\$ -	\$ 7,800	\$ 11,450	\$ -	\$ -	\$ 362,373
Madison	\$ -	\$ 13,893	\$ 2,757	\$ -	\$ 6,891	\$ 76,515	\$ -	\$ -	\$ 541,858
Manatee	\$ -	\$ 2,542	\$ 83,317	\$ -	\$ 843	\$ 134,450	\$ 336	\$ 140,057	\$ 3,949,881
Marion	\$ -	\$ 2,368	\$ 61,185	\$ 52,009	\$ 15,362	\$ 478,799	\$ -	\$ 67,134	\$ 4,550,487
Martin	\$ -	\$ 448,302	\$ -	\$ 3,523	\$ 25,673	\$ 20,089	\$ -	\$ 50,594	\$ 744,260
Miami-Dade	\$ -	\$ 42,527,796	\$ 10,000,000	\$ 1,154,551	\$ 5,735,100	\$ 3,725,436	\$ 1,049,556	\$ 1,074,079	\$ 144,915,741
Monroe	\$ -	\$ 502	\$ 68,468	\$ -	\$ 1,839	\$ 51,743	\$ -	\$ 203,395	\$ 2,109,025
Nassau	\$ -	\$ 8,900	\$ 3,500	\$ -	\$ 6,500	\$ 115,000	\$ 12,000	\$ -	\$ 1,079,084
Okaloosa	\$ -	\$ 67,415	\$ 4,625	\$ -	\$ 3,049	\$ -	\$ 1,500	\$ -	\$ 1,611,300
Okeechobee	\$ -	\$ 647,724	\$ 1,102	\$ -	\$ 1,459	\$ 7,856	\$ -	\$ 1,166	\$ 783,701
Orange	\$ 6,582	\$ 17,595	\$ 338,603	\$ 71,104	\$ 773,677	\$ 267,046	\$ 9,816	\$ 940,049	\$ 16,871,102
Osceola	\$ 1,749	\$ 4,675	\$ 89,961	\$ 18,891	\$ 205,554	\$ 70,950	\$ 2,608	\$ 249,756	\$ 4,482,388
Palm Beach	\$ -	\$ 19,804,224	\$ 128,954	\$ 1,149	\$ 70,577	\$ 125,703	\$ -	\$ 12,354	\$ 30,545,226
Pasco	\$ 22,098	\$ 1,019,817	\$ 91,910	\$ 2,097	\$ 1,318	\$ 105,164	\$ 2,880	\$ 62,912	\$ 3,102,797
Pinellas	\$ -	\$ 5,743,058	\$ 191,441	\$ 30,476	\$ 38,448	\$ 793,700	\$ 85,632	\$ 315,044	\$ 17,558,540
Polk	\$ -	\$ 878	\$ 30,676	\$ 19,140	\$ 151,375	\$ 92,364	\$ -	\$ 40,023	\$ 8,303,047
Putnam	\$ -	\$ -	\$ 14,399	\$ -	\$ 27,714	\$ 148,353	\$ 14,400	\$ -	\$ 1,999,220
Santa Rosa	\$ -	\$ 37,995	\$ 4,978	\$ 4,952	\$ 12,565	\$ 3,986	\$ -	\$ -	\$ 578,907
Sarasota	\$ -	\$ 786,072	\$ 46,453	\$ 50,758	\$ 39,799	\$ 152,572	\$ 3,426	\$ 13,847	\$ 8,465,429
Seminole	\$ 1,613	\$ 4,311	\$ 82,966	\$ 17,423	\$ 189,570	\$ 65,433	\$ 2,405	\$ 230,336	\$ 4,133,845
St Johns	\$ -	\$ -	\$ 3,244	\$ -	\$ 5,718	\$ 352,491	\$ -	\$ 12,034	\$ 2,938,168
St Lucie	\$ 167,261	\$ 2,524,133	\$ -	\$ -	\$ -	\$ 202,793	\$ 150	\$ 1,050	\$ 4,752,617
Sumter	\$ -	\$ 57,628	\$ 5,442	\$ -	\$ 9,331	\$ 7,196	\$ -	\$ -	\$ 1,670,158
Suwannee	\$ -	\$ 987,456	\$ 7,658	\$ -	\$ 3,789	\$ -	\$ 12,275	\$ -	\$ 1,635,505
Taylor	\$ -	\$ 1,184	\$ 2,764	\$ -	\$ 7,510	\$ 69,511	\$ -	\$ -	\$ 528,665
Union	\$ -	\$ 49,304	\$ 40,850	\$ -	\$ 9,558	\$ 10,000	\$ -	\$ -	\$ 428,529
Volusia	\$ -	\$ 2,704,848	\$ 12,024	\$ -	\$ -	\$ -	\$ -	\$ 386,672	\$ 6,633,073
Wakulla	\$ -	\$ 32,121	\$ -	\$ -	\$ -	\$ 44,393	\$ -	\$ -	\$ 442,625
Walton	\$ -	\$ 23,100	\$ 13,665	\$ -	\$ 4,210	\$ 24,396	\$ 11,103	\$ -	\$ 765,313
Washington	\$ -	\$ 33,604	\$ 2,745	\$ -	\$ 4,873	\$ 16,351	\$ -	\$ -	\$ 582,073
TOTAL	\$284,384	\$ 94,422,906	\$12,226,824	\$ 1,655,081	\$ 8,839,387	\$ 12,409,441	\$1,712,875	\$ 6,158,637	\$ 383,986,108

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2011 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	\$ 16.36	\$ 27.75	\$ 2.28	\$ 32.93	42%	2.48%	1.19	44.65	1.55	14,672.08
Baker	\$ 31.46	\$ 31.46	\$ 2.41	\$ 34.31	20%	5.62%	1.09	35.38	0.46	72,481.67
Bay	\$ 9.33	\$ 9.33	\$ 2.45	\$ 26.45	1%	3.53%	2.83	79.85	0.57	350,890.50
Bradford	\$ 26.65	\$ 26.65	\$ 2.60	\$ 29.04	6%	5.08%	1.09	45.94	-	-
Brevard	\$ 3.48	\$ 5.52	\$ 1.24	\$ 21.40	19%	5.49%	3.74	48.70	0.56	34,142.13
Broward	\$ 5.18	\$ 17.17	\$ 1.30	\$ 21.88	71%	1.63%	1.27	106.73	0.23	203,180.24
Calhoun	\$ 31.33	\$ 31.33	\$ 2.66	\$ 42.90	6%	10.66%	1.37	27.56	-	49,404.50
Charlotte	\$ 13.79	\$ 13.79	\$ 3.78	\$ 32.38	53%	10.94%	2.02	9.51	0.40	50,258.70
Citrus	\$ 13.68	\$ 13.68	\$ 2.96	\$ 35.85	33%	4.71%	2.53	56.16	0.54	36,095.00
Clay	\$ 16.08	\$ 16.08	\$ 1.80	\$ 26.34	33%	3.35%	1.12	46.42	0.55	155,661.43
Collier	\$ 7.42	\$ 31.14	\$ 2.55	\$ 52.49	55%	2.11%	1.69	42.14	0.67	41,180.92
Columbia	\$ 6.10	\$ 6.10	\$ 1.32	\$ 29.52	5%	38.64%	1.75	9.30	-	373,915.33
Desoto	\$ 32.64	\$ 32.64	\$ 2.11	\$ 21.86	3%	4.17%	0.67	37.12	0.25	78,457.00
Dixie	\$ 45.37	\$ 45.37	\$ 1.75	\$ 45.23	5%	4.43%	1.00	20.41	-	-
Duval	\$ 25.94	\$ 35.73	\$ 2.89	\$ 48.37	86%	4.55%	1.35	28.33	0.34	15,967.03
Escambia	\$ 10.98	\$ 19.89	\$ 1.70	\$ 35.27	42%	2.14%	1.77	54.97	0.30	29,826.89
Flagler	\$ 14.21	\$ 14.21	\$ 1.32	\$ 34.13	43%	22.26%	2.40	13.58	0.44	112,499.38
Franklin	\$ 70.15	\$ 70.15	\$ 2.38	\$ 38.60	9%	5.28%	0.48	23.74	0.40	62,903.50
Gadsden	\$ 18.14	\$ 18.14	\$ 2.54	\$ 51.78	23%	46.11%	1.65	5.20	0.15	657,911.00
Gilchrist	\$ 29.87	\$ 29.87	\$ 1.45	\$ 29.14	6%	5.33%	0.98	17.24	-	-
Glades	\$ 75.55	\$ 75.55	\$ 2.35	\$ 80.47	3%	1.86%	1.07	41.98	-	42,681.00
Gulf	\$ 20.32	\$ 20.32	\$ 1.85	\$ 47.18	16%	8.04%	2.32	48.56	0.83	-
Hamilton	\$ 3.43	\$ 3.95	\$ 0.35	\$ 7.61	3%	104.52%	1.14	5.19	-	-
Hardee	\$ 37.99	\$ 37.99	\$ 1.66	\$ 49.63	3%	5.03%	1.31	39.31	0.63	47,470.40
Hendry	\$ 64.08	\$ 64.08	\$ 3.10	\$ 72.60	7%	8.28%	1.13	19.35	0.40	33,221.33
Hernando	\$ 11.52	\$ 11.52	\$ 1.17	\$ 20.58	13%	3.28%	1.79	53.69	0.21	129,747.13
Highlands	\$ 15.83	\$ 15.83	\$ 1.74	\$ 22.95	3%	3.74%	1.45	55.61	0.37	29,381.89
Hillsborough	\$ 12.94	\$ 20.47	\$ 2.27	\$ 30.00	41%	6.67%	1.47	29.52	0.81	39,740.85
Holmes	\$ 13.71	\$ 13.71	\$ 1.80	\$ 35.79	4%	15.70%	2.61	29.81	-	-
Indian River	\$ 21.23	\$ 21.23	\$ 2.38	\$ 24.12	20%	2.40%	1.14	48.36	0.93	161,974.75
Jackson	\$ 27.28	\$ 27.28	\$ 2.44	\$ 43.31	5%	5.52%	1.48	44.69	0.15	133,454.80
Jefferson	\$ 36.12	\$ 36.12	\$ 2.34	\$ 57.56	6%	51.29%	1.59	4.20	-	-
Lafayette	\$ 52.88	\$ 52.88	\$ 2.08	\$ 32.04	6%	8.03%	0.61	13.31	-	-
Lake	\$ 21.96	\$ 21.96	\$ 1.79	\$ 33.79	29%	11.99%	1.34	12.62	0.69	26,684.59

Continued on the next page

2011 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
Lee	\$ 30.70	\$ 30.72	\$ 2.23	\$ 39.45	4%	0.92%	1.28	58.39	0.58	41,700.88
Leon	\$ 6.42	\$ 20.40	\$ 5.15	\$ 36.41	17%	8.68%	1.79	9.86	-	-
Levy	\$ 25.63	\$ 25.63	\$ 0.83	\$ 43.95	15%	4.63%	1.72	58.01	0.06	550,666.67
Liberty	\$ 11.33	\$ 11.33	\$ 0.96	\$ 17.71	6%	53.20%	1.56	21.06	-	188,625.50
Madison	\$ 21.93	\$ 21.93	\$ 1.83	\$ 42.77	9%	59.88%	1.95	4.89	-	295,978.00
Manatee	\$ 6.71	\$ 10.62	\$ 3.10	\$ 45.52	59%	3.93%	4.29	52.55	1.08	63,871.31
Marion	\$ 23.02	\$ 23.02	\$ 2.39	\$ 29.56	29%	5.18%	1.28	24.71	0.21	68,114.75
Martin	\$ 9.47	\$ 9.47	\$ 2.25	\$ 9.15	4%	2.33%	0.67	33.84	-	-
Miami-	\$ 5.07	\$ 43.36	\$ 5.01	\$ 84.17	57%	27.06%	1.94	11.65	0.09	370,580.51
Monroe	\$ 17.85	\$ 22.56	\$ 2.03	\$ 23.26	41%	5.37%	1.03	45.57	0.48	103,600.80
Nassau	\$ 16.41	\$ 16.41	\$ 1.97	\$ 26.74	5%	5.90%	1.61	59.09	0.18	45,748.67
Okaloosa	\$ 11.77	\$ 18.06	\$ 2.39	\$ 25.56	10%	10.54%	1.41	14.25	0.30	168,309.25
Okeechobe	\$ 19.31	\$ 19.31	\$ 1.17	\$ 30.05	4%	3.22%	1.56	59.43	0.45	83,611.88
Orange	\$ 12.73	\$ 19.93	\$ 2.39	\$ 31.37	42%	7.21%	1.43	29.43	2.39	28,270.11
Osceola	\$ 12.73	\$ 19.93	\$ 2.39	\$ 31.37	42%	8.07%	1.43	29.43	2.40	28,450.48
Palm Beach	\$ 5.25	\$ 24.59	\$ 2.43	\$ 35.80	87%	4.88%	1.46	37.27	2.21	28,108.52
Pasco	\$ 7.60	\$ 20.17	\$ 2.63	\$ 45.85	12%	3.40%	2.14	18.62	0.25	107,019.36
Pinellas	\$ 5.87	\$ 16.06	\$ 2.04	\$ 21.94	41%	10.75%	1.37	21.02	0.56	39,881.56
Polk	\$ 16.03	\$ 28.21	\$ 3.60	\$ 37.65	39%	10.67%	1.33	12.65	0.74	21,658.81
Putnam	\$ 12.69	\$ 12.69	\$ 2.47	\$ 33.07	12%	26.12%	0.29	1.59	0.74	29,966.70
Santa Rosa	\$ 10.66	\$ 24.19	\$ 1.47	\$ 36.49	5%	1.07%	1.51	41.94	-	60,653.67
Sarasota	\$ 5.10	\$ 28.29	\$ 4.35	\$ 50.37	66%	2.80%	1.76	44.47	1.49	16,580.58
Seminole	\$ 12.73	\$ 19.93	\$ 2.39	\$ 31.37	42%	4.55%	1.43	29.43	2.43	28,388.90
St Johns	\$ 10.37	\$ 10.37	\$ 2.35	\$ 31.70	30%	9.70%	0.91	16.44	0.48	96,176.69
St Lucie	\$ 15.03	\$ 16.59	\$ 1.75	\$ 47.99	21%	16.74%	2.88	14.94	0.15	49,324.13
Sumter	\$ 16.79	\$ 16.79	\$ 2.02	\$ 35.69	40%	10.76%	2.02	35.02	-	48,741.12
Suwannee	\$ 7.95	\$ 7.95	\$ 1.50	\$ 36.39	2%	36.06%	2.80	21.76	-	1,087,918.00
Taylor	\$ 20.75	\$ 20.75	\$ 2.33	\$ 56.74	14%	49.44%	1.88	4.35	-	-
Union	\$ 15.06	\$ 15.06	\$ 1.50	\$ 63.81	18%	12.78%	4.24	45.39	0.35	285,922.00
Volusia	\$ 8.75	\$ 21.30	\$ 2.64	\$ 35.18	61%	15.30%	1.65	8.12	0.16	13,269.66
Wakulla	\$ 16.98	\$ 16.98	\$ 1.57	\$ 30.40	12%	6.54%	1.79	51.20	-	-
Walton	\$ 12.70	\$ 12.70	\$ 1.01	\$ 26.56	2%	7.43%	2.09	42.01	0.13	377,404.50
Washington	\$ 14.05	\$ 14.05	\$ 1.79	\$ 41.38	1%	9.60%	2.95	41.03	0.31	-
Totals	\$ 7.51	\$ 23.59	\$ 2.67	\$ 40.64	50%	9.39%	1.72	37.97	0.66	48,976.84

2011 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
Alachua	2,177	200	2,377	-	-	-	-
Baker	471	-	471	-	-	-	-
Bay	2,304	-	2,304	104	85	9	9
Bradford	501	-	501	21	-	-	-
Brevard	11,170	1,500	12,670	15	8	5	2
Broward	10,928	38	10,966	19,123	86	-	18,825
Calhoun	608	-	608	11	11	-	-
Charlotte	12,428	-	12,428	8,557	5,870	737	930
Citrus	4,164	-	4,164	500	153	38	25
Clay	1,796	-	1,796	240	25	90	10
Collier	1,516	1,363	2,879	56	-	-	16
Columbia	9,425	-	9,425	56	-	-	-
Desoto	684	-	684	554	136	2	12
Dixie	378	-	378	39	-	-	-
Duval	2,312	11,085	13,397	-	-	-	-
Escambia	2,126	471	2,597	1,490	299	719	37
Flagler	6,144	-	6,144	61	5	3	10
Franklin	312	-	312	-	-	-	-
Gadsden	10,204	-	10,204	-	-	-	-
Gilchrist	375	-	375	31	-	-	-
Glades	95	-	95	35	35	-	-
Gulf	449	-	449	24	-	16	8
Hamilton	6,321	524	6,845	42	11	22	9
Hardee	529	-	529	846	198	1	8
Hendry	1,247	-	1,247	115	112	-	-
Hernando	3,668	-	3,668	5,424	3,279	450	450
Highlands	2,153	-	2,153	1,969	444	2	17
Hillsborough	20,762	5,362	26,124	1,216	762	43	41
Holmes	1,329	-	1,329	141	62	23	53
Indian River	1,502	-	1,502	912	639	66	65
Jackson	1,244	-	1,244	-	-	-	-
Jefferson	3,661	-	3,661	-	-	-	-
Lafayette	269	-	269	14	-	-	-
Lake	14,698	-	14,698	179	52	5	1

Continued on the next page (Other Reported Data page 1 of 4)

2011 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
Lee	2,076	53	2,129	4,778	4,721	-	21
Leon	3,421	4,743	8,164	104	13	12	35
Levy	921	-	921	807	-	256	-
Liberty	1,519	-	1,519	10	2	6	2
Madison	5,057	-	5,057	-	-	-	-
Manatee	3,500	2,180	5,680	240	194	-	-
Marion	7,997	-	7,997	1,032	945	13	12
Martin	1,622	-	1,622	517	452	19	9
Miami-Dade	66,000	195,000	261,000	104,497	19,709	1,530	82,963
Monroe	1,834	213	2,047	-	-	-	-
Nassau	1,102	-	1,102	327	269	47	11
Okaloosa	5,822	438	6,260	496	30	169	55
Okeechobee	683	-	683	205	64	2	2
Orange	25,011	1,125	26,136	18,619	55	-	1,062
Osceola	6,645	299	6,944	4,947	15	-	282
Palm Beach	17,275	10,356	27,631	295	245	2	2
Pasco	5,548	2,216	7,764	64	-	58	-
Pinellas	34,916	13,454	48,370	1,399	875	-	9
Polk	6,634	16,507	23,141	164	149	-	1
Putnam	11,190	-	11,190	-	-	-	-
St Johns	5,112	-	5,112	-	-	-	-
St Lucie	15,540	3,498	19,038	40,379	-	28,229	4,517
Santa Rosa	417	112	529	677	210	299	10
Sarasota	2,902	2,375	5,277	-	-	-	-
Seminole	6,128	276	6,404	4,562	14	-	260
Sumter	2,698	-	2,698	1,964	159	149	368
Suwannee	5,789	-	5,789	26	17	4	5
Taylor	4,039	-	4,039	-	-	-	-
Union	627	-	627	482	20	-	-
Volusia	6,489	31,876	38,365	-	-	-	-
Wakulla	509	-	509	-	-	-	-
Walton	1,434	-	1,434	184	173	6	4
Washington	1,010	-	1,010	90	51	27	12
Totals	399,417	305,264	704,681	228,640	40,654	33,059	110,170

Continued on the next page (Other Reported Data page 2 of 4)

2011 Other Reported Data

County	Nutritional Unmet Trip Requests	Life Sust/Other Unmet Trip Requests	Reason Denied- Lack of Funding	Reason Denied- Lack of Vehicle Available	Reason Denied- Lack of Driver Available	Reason Denied- Other	Passenger No-Shows	Complaints	Commendations
Alachua	-	-	-	-	-	-	9,981	20	34
Baker	-	-	-	-	-	-	123	-	-
Bay	-	1	-	-	-	-	112	3	4
Bradford	-	21	-	-	-	-	129	2	-
Brevard	-	-	-	-	-	-	10,075	50	193
Broward	210	2	14,662	4,375	25	60	213	8,189	27
Calhoun	-	-	-	5	6	-	31	2	2
Charlotte	-	1,020	-	-	-	-	1,307	67	40
Citrus	42	242	-	-	-	-	424	24	38
Clay	70	45	-	-	-	-	2,268	2	16
Collier	-	40	-	-	-	-	2,307	56	14
Columbia	-	-	42	-	-	14	55	7	1
Desoto	185	219	345	2	3	204	268	26	8
Dixie	-	39	-	-	-	-	54	2	1
Duval	-	-	-	-	-	-	15,781	1,626	406
Escambia	14	421	1,490	-	-	-	5,273	33	17
Flagler	3	40	-	-	-	-	1,058	11	2
Franklin	-	-	-	-	-	-	300	-	2
Gadsden	-	-	-	-	-	-	912	5	-
Gilchrist	-	31	-	-	-	-	12	2	-
Glades	-	-	35	-	-	-	116	2	6
Gulf	-	-	20	-	-	-	111	2	3
Hamilton	-	-	29	-	-	12	43	1	-
Hardee	7	632	946	11	31	283	617	9	5
Hendry	1	2	115	-	-	-	1,179	15	18
Hernando	989	256	3,505	-	-	1,620	1,616	60	57
Highlands	17	1,489	994	10	19	521	2,368	34	15
Hillsborough	72	298	-	-	-	-	17,734	130	97
Holmes	3	-	-	-	-	-	126	1	2
Indian River	-	142	-	-	-	-	398	13	32
Jackson	-	-	-	-	-	-	157	5	-
Jefferson	-	-	-	-	-	-	152	2	-
Lafayette	-	14	-	-	-	-	39	-	-
Lake	5	116	-	-	-	179	6,143	370	87

Continued on the next page (Other Reported Data page 3 of 4)

2011 Other Reported Data

County	Nutritional Unmet Trip Requests	Life Sust/Other Unmet Trip Requests	Reason Denied- Lack of Funding	Reason Denied- Lack of Vehicle Available	Reason Denied- Lack of Driver Available	Reason Denied- Other	Passenger No-Shows	Complaints	Commendations
Lee	36	-	4,778	-	-	-	8,911	119	36
Leon	37	7	104	-	-	-	935	82	12
Levy	-	551	807	-	-	-	891	-	5
Liberty	-	-	6	2	2	-	19	1	2
Madison	-	-	-	-	-	-	155	2	-
Manatee	23	23	-	-	-	-	897	34	6
Marion	19	43	-	-	-	-	10,090	28	30
Martin	2	35	-	-	-	-	424	55	-
Miami-Dade	3	292	-	-	-	-	35,000	4,000	-
Monroe	-	-	-	-	-	-	375	-	6
Nassau	-	-	-	327	-	-	821	-	-
Okaloosa	10	232	-	-	-	-	524	16	8
Okeechobee	2	135	104	8	15	78	734	9	5
Orange	17,486	16	18,619	-	-	-	36,979	461	74
Osceola	4,646	4	4,947	-	-	-	9,825	123	20
Palm Beach	3	43	-	-	-	-	27,537	1,129	1,719
Pasco	2	4	58	6	-	-	1,047	26	16
Pinellas	47	468	-	-	-	-	9,442	214	41
Polk	1	13	-	75	-	89	4,533	30	17
Putnam	-	-	-	-	-	-	2,998	7	4
St Johns	-	-	-	-	-	-	1,123	6	16
St Lucie	4,549	3,084	34,679	-	-	-	1,387	80	7
Santa Rosa	7	151	677	-	-	-	877	6	1
Sarasota	-	-	-	-	-	-	1,102	196	25
Seminole	4,284	4	4,562	-	-	-	9,061	112	18
Sumter	603	685	1,964	-	-	-	838	12	92
Suwannee	-	-	14	-	-	12	54	5	-
Taylor	-	-	-	-	-	-	118	3	-
Union	-	462	482	-	-	-	176	6	-
Volusia	-	-	-	-	-	-	4,770	153	197
Wakulla	-	-	-	-	-	-	-	-	2
Walton	-	1	-	-	-	-	109	-	1
Washington	-	-	-	-	-	-	196	1	2
Totals	33,378	11,323	93,984	4,821	101	3,072	253,430	17,687	3,489

Continued on the next page (Other Reported Data page 4 of 4)

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	247,336	1.32%
Potential TD Population / Percent of CountyTotal	95,926	38.78%
UDPHC / Percent of TD Passengers Served	2,377	2.48%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	13,960	73,920	429.51%
Deviated FR	-	-	NA
Ambulatory	73,629	72,669	-1.30%
Non-Ambulatory	31,624	32,595	3.07%
Stretcher	1,619	871	-46.20%
School Board	-	-	NA
TOTAL TRIPS	120,832	180,055	49.01%

Vehicle Data	2010	2011	% Change
Vehicle Miles	1,239,074	1,291,143	4.20%
Revenue Miles	1,050,116	1,111,165	5.81%
Roadcalls	85	88	3.53%
Accidents	27	20	-25.93%
Vehicles	41	43	4.88%
Driver Hours	84,978	89,440	5.25%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	79,828	80,269	0.55%
Employment	23,692	80,696	240.60%
Ed/Train/DayCare	1,516	1,130	-25.46%
Nutritional	1,402	1,492	6.42%
Life-Sustaining/Other	14,394	16,468	14.41%
TOTAL TRIPS	120,832	180,055	49.01%

Financial and General Data	2010	2011	% Change
Expenses	\$2,903,072	\$2,977,810	2.57%
Revenues	\$3,059,528	\$3,204,713	4.75%
Commendations	35	34	-2.86%
Complaints	23	20	-13.04%
Passenger No-Shows	8,872	9,981	12.50%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2010	2011	% Change
CTD	26,415	85,032	221.91%
AHCA	48,777	46,060	-5.57%
APD	-	-	NA
DOEA	1,267	1,085	-14.36%
DOE	-	-	NA
Other	44,373	47,878	7.90%
TOTAL TRIPS	120,832	180,055	49.01%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	2.18	1.55	-28.90%
Miles between Roadcalls	14,577	14,672	0.65%
Avg. Trips per Driver Hour	1.26	1.19	-5.56%
Avg. Trips per Para Pass.	51.36	48.75	-5.08%
Cost per Trip	24.03	16.54	-31.17%
Cost per Paratransit Trip	27.11	27.75	2.36%
Cost per Driver Hour	34.09	32.93	-3.40%
Cost per Total Mile	2.34	2.28	-2.56%

County: Baker
 CTC: Baker County Council On Aging, Inc.
 Contact: Debra Bowen
 101 E Macclenny Ave
 Macclenny, FL 32063
 904-259-2223
 Email: adminbcco@nefcom.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	27,115	0.14%
Potential TD Population / Percent of County Total	8,385	30.92%
UDPHC / Percent of TD Passengers Served	471	5.62%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	12,262	14,606	19.12%
Non-Ambulatory	5,746	2,058	-64.18%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	18,008	16,664	-7.46%

Vehicle Data	2010	2011	% Change
Vehicle Miles	225,183	217,445	-3.44%
Revenue Miles	183,518	168,351	-8.26%
Roadcalls	6	3	-50.00%
Accidents	8	1	-87.50%
Vehicles	17	14	-17.65%
Driver Hours	15,737	15,277	-2.92%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	10,086	9,714	-3.69%
Employment	493	158	-67.95%
Ed/Train/DayCare	-	10	NA
Nutritional	5,587	5,599	0.21%
Life-Sustaining/Other	1,842	1,183	-35.78%
TOTAL TRIPS	18,008	16,664	-7.46%

Financial and General Data	2010	2011	% Change
Expenses	\$476,885	\$524,211	9.92%
Revenues	\$1,070,407	\$624,157	-41.69%
Commendations	-	-	NA
Complaints	-	-	NA
Passenger No-Shows	64	123	92.19%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2010	2011	% Change
CTD	14,240	11,129	-21.85%
AHCA	2,543	2,705	6.37%
APD	-	-	NA
DOEA	-	-	NA
DOE	-	-	NA
Other	1,225	2,830	131.02%
TOTAL TRIPS	18,008	16,664	-7.46%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	3.55	0.46	-87.04%
Miles between Roadcalls	37,531	72,482	93.13%
Avg. Trips per Driver Hour	1.14	1.09	-4.39%
Avg. Trips per Para Pass.	36.75	35.38	-3.73%
Cost per Trip	26.48	31.46	18.81%
Cost per Paratransit Trip	26.48	31.46	18.81%
Cost per Driver Hour	30.3	34.31	13.23%
Cost per Total Mile	2.12	2.41	13.68%

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	0	0.00%
Potential TD Population / Percent of CountyTotal	0	0.00%
UDPHC / Percent of TD Passengers Served	2,304	0.00%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	161,940	161,697	-0.15%
Non-Ambulatory	23,233	20,949	-9.83%
Stretcher	1,461	1,325	-9.31%
School Board	-	-	NA
TOTAL TRIPS	186,634	183,971	-1.43%

Vehicle Data	2010	2011	% Change
Vehicle Miles	746,153	701,781	-5.95%
Revenue Miles	600,240	558,548	-6.95%
Roadcalls	2	2	0.00%
Accidents	7	4	-42.86%
Vehicles	38	33	-13.16%
Driver Hours	67,084	64,921	-3.22%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	76,245	73,558	-3.52%
Employment	6,894	16,557	140.17%
Ed/Train/DayCare	80,252	79,107	-1.43%
Nutritional	22,879	14,381	-37.14%
Life-Sustaining/Other	364	368	1.10%
TOTAL TRIPS	186,634	183,971	-1.43%

Financial and General Data	2010	2011	% Change
Expenses	\$1,519,551	\$1,717,116	13.00%
Revenues	\$1,846,696	\$1,875,151	1.54%
Commendations	9	4	-55.56%
Complaints	4	3	-25.00%
Passenger No-Shows	115	112	-2.61%
Unmet Trip Requests	90	104	15.56%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	20,430	16,165	-20.88%
AHCA	31,660	30,699	-3.04%
APD	52,540	52,573	0.06%
DOEA	10,489	8,490	-19.06%
DOE	-	-	NA
Other	71,515	76,044	6.33%
TOTAL TRIPS	186,634	183,971	-1.43%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.94	0.57	-39.36%
Miles between Roadcalls	373,077	350,891	-5.95%
Avg. Trips per Driver Hour	2.78	2.83	1.80%
Avg. Trips per Para Pass.	82.73	79.85	-3.48%
Cost per Trip	8.14	9.33	14.62%
Cost per Paratransit Trip	8.14	9.33	14.62%
Cost per Driver Hour	22.65	26.45	16.78%
Cost per Total Mile	2.04	2.45	20.10%

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	28,520	0.15%
Potential TD Population / Percent of County Total	9,858	34.57%
UDPHC / Percent of TD Passengers Served	501	5.08%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	12,141	20,528	69.08%
Non-Ambulatory	2,373	2,019	-14.92%
Stretcher	575	470	-18.26%
School Board	-	-	NA
TOTAL TRIPS	15,089	23,017	52.54%

Vehicle Data	2010	2011	% Change
Vehicle Miles	229,200	236,033	2.98%
Revenue Miles	206,638	206,520	-0.06%
Roadcalls	-	-	NA
Accidents	-	-	NA
Vehicles	14	14	0.00%
Driver Hours	23,502	21,125	-10.11%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	7,599	7,161	-5.76%
Employment	-	-	NA
Ed/Train/DayCare	4,818	12,928	168.33%
Nutritional	2,280	2,553	11.97%
Life-Sustaining/Other	392	375	-4.34%
TOTAL TRIPS	15,089	23,017	52.54%

Financial and General Data	2010	2011	% Change
Expenses	\$558,285	\$613,430	9.88%
Revenues	\$639,130	\$572,636	-10.40%
Commendations	-	-	NA
Complaints	2	2	0.00%
Passenger No-Shows	125	129	3.20%
Unmet Trip Requests	24	21	-12.50%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	3,439	2,526	-26.55%
AHCA	4,158	4,635	11.47%
APD	4,820	12,928	168.22%
DOEA	2,425	2,662	9.77%
DOE	-	-	NA
Other	247	266	7.69%
TOTAL TRIPS	15,089	23,017	52.54%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	-	-	NA
Avg. Trips per Driver Hour	0.64	1.09	70.31%
Avg. Trips per Para Pass.	32.66	45.94	40.66%
Cost per Trip	37	26.65	-27.97%
Cost per Paratransit Trip	37	26.65	-27.97%
Cost per Driver Hour	23.75	29.04	22.27%
Cost per Total Mile	2.44	2.6	6.56%

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	543,376	2.89%
Potential TD Population / Percent of County Total	230,705	42.46%
UDPHC / Percent of TD Passengers Served	12,670	5.49%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	295,004	374,447	26.93%
Deviated FR	-	-	NA
Ambulatory	568,846	600,151	5.50%
Non-Ambulatory	15,878	16,820	5.93%
Stretcher	-	-	NA
School Board	34,260	21,532	-37.15%
TOTAL TRIPS	913,988	1,012,950	10.83%

Vehicle Data	2010	2011	% Change
Vehicle Miles	3,220,810	2,833,797	-12.02%
Revenue Miles	3,038,742	2,673,088	-12.03%
Roadcalls	86	83	-3.49%
Accidents	16	16	0.00%
Vehicles	182	191	4.95%
Driver Hours	147,573	164,769	11.65%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	101,705	101,302	-0.40%
Employment	215,346	254,573	18.22%
Ed/Train/DayCare	160,013	206,060	28.78%
Nutritional	27,904	27,607	-1.06%
Life-Sustaining/Other	409,020	423,408	3.52%
TOTAL TRIPS	913,988	1,012,950	10.83%

Financial and General Data	2010	2011	% Change
Expenses	\$3,277,779	\$3,575,762	9.09%
Revenues	\$3,474,042	\$4,435,498	27.68%
Commendations	111	193	73.87%
Complaints	47	50	6.38%
Passenger No-Shows	10,521	10,075	-4.24%
Unmet Trip Requests	28	15	-46.43%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	59,005	58,514	-0.83%
AHCA	-	-	NA
APD	32,340	33,266	2.86%
DOEA	28,664	28,780	0.40%
DOE	27,280	64,720	137.24%
Other	766,699	827,670	7.95%
TOTAL TRIPS	913,988	1,012,950	10.83%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.5	0.56	12.00%
Miles between Roadcalls	37,451	34,142	-8.84%
Avg. Trips per Driver Hour	4.19	3.88	-7.40%
Avg. Trips per Para Pass.	56.85	57.16	0.55%
Cost per Trip	3.59	3.53	-1.67%
Cost per Paratransit Trip	5.26	5.52	4.94%
Cost per Driver Hour	22.04	21.4	-2.90%
Cost per Total Mile	1.01	1.24	22.77%

County: Broward
 CTC: Broward County Board of County Commission
 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	1,748,066	9.30%
Potential TD Population / Percent of County Total	673,005	38.50%
UDPHC / Percent of TD Passengers Served	10,966	1.63%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	135,254	2,709,783	1903.48%
Deviated FR	-	-	NA
Ambulatory	2,503,708	894,130	-64.29%
Non-Ambulatory	1,534,532	273,762	-82.16%
Stretcher	-	2,498	NA
School Board	-	-	NA
TOTAL TRIPS	4,173,494	3,880,173	-7.03%

Vehicle Data	2010	2011	% Change
Vehicle Miles	15,231,253	15,441,698	1.38%
Revenue Miles	12,276,897	12,566,798	2.36%
Roadcalls	80	76	-5.00%
Accidents	30	35	16.67%
Vehicles	491	248	-49.49%
Driver Hours	951,991	918,391	-3.53%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	1,010,306	1,158,988	14.72%
Employment	315,971	315,873	-0.03%
Ed/Train/DayCare	747,707	677,490	-9.39%
Nutritional	1,092,240	797,028	-27.03%
Life-Sustaining/Other	1,007,270	930,794	-7.59%
TOTAL TRIPS	4,173,494	3,880,173	-7.03%

Financial and General Data	2010	2011	% Change
Expenses	\$30,794,095	\$21,853,239	-29.03%
Revenues	\$34,776,516	\$26,824,183	-22.87%
Commendations	15	27	80.00%
Complaints	266	8,189	2978.57%
Passenger No-Shows	62,784	213	-99.66%
Unmet Trip Requests	17,773	19,123	7.60%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	222,800	212,011	-4.84%
AHCA	61,640	451,078	631.79%
APD	101,679	173,323	70.46%
DOEA	108,118	111,231	2.88%
DOE	47,517	89,000	87.30%
Other	3,631,740	2,843,530	-21.70%
TOTAL TRIPS	4,173,494	3,880,173	-7.03%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.2	0.23	15.00%
Miles between Roadcalls	190,391	203,180	6.72%
Avg. Trips per Driver Hour	4.24	1.27	-70.05%
Avg. Trips per Para Pass.	456.25	107.1	-76.53%
Cost per Trip	7.38	5.63	-23.71%
Cost per Paratransit Trip	7.03	17.17	144.24%
Cost per Driver Hour	29.8	21.88	-26.58%
Cost per Total Mile	1.86	1.3	-30.11%

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	14,625	0.08%
Potential TD Population / Percent of County Total	5,706	39.02%
UDPHC / Percent of TD Passengers Served	608	10.66%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	15,557	12,306	-20.90%
Non-Ambulatory	4,162	3,847	-7.57%
Stretcher	558	606	8.60%
School Board	-	-	NA
TOTAL TRIPS	20,277	16,759	-17.35%

Vehicle Data	2010	2011	% Change
Vehicle Miles	227,647	197,618	-13.19%
Revenue Miles	225,079	190,999	-15.14%
Roadcalls	4	4	0.00%
Accidents	2	-	-100.00%
Vehicles	15	13	-13.33%
Driver Hours	14,560	12,240	-15.93%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	9,500	9,189	-3.27%
Employment	2,339	2,041	-12.74%
Ed/Train/DayCare	1,673	1,102	-34.13%
Nutritional	3,756	3,773	0.45%
Life-Sustaining/Other	3,009	654	-78.27%
TOTAL TRIPS	20,277	16,759	-17.35%

Financial and General Data	2010	2011	% Change
Expenses	\$534,048	\$525,074	-1.68%
Revenues	\$732,632	\$538,365	-26.52%
Commendations	2	2	0.00%
Complaints	2	2	0.00%
Passenger No-Shows	48	31	-35.42%
Unmet Trip Requests	12	11	-8.33%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	6,695	4,037	-39.70%
AHCA	5,761	5,948	3.25%
APD	4,044	2,969	-26.58%
DOEA	3,773	3,802	0.77%
DOE	-	-	NA
Other	4	3	-25.00%
TOTAL TRIPS	20,277	16,759	-17.35%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.88	0	-100.00%
Miles between Roadcalls	56,912	49,405	-13.19%
Avg. Trips per Driver Hour	1.39	1.37	-1.44%
Avg. Trips per Para Pass.	33.74	27.56	-18.32%
Cost per Trip	26.34	31.33	18.94%
Cost per Paratransit Trip	26.34	31.33	18.94%
Cost per Driver Hour	36.68	42.9	16.96%
Cost per Total Mile	2.35	2.66	13.19%

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	159,978	0.85%
Potential TD Population / Percent of County Total	113,610	71.02%
UDPHC / Percent of TD Passengers Served	12,428	10.94%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	26,004	19,436	-25.26%
Ambulatory	138,061	108,146	-21.67%
Non-Ambulatory	10,596	10,066	-5.00%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	174,661	137,648	-21.19%

Vehicle Data	2010	2011	% Change
Vehicle Miles	583,376	502,587	-13.85%
Revenue Miles	570,659	463,000	-18.87%
Roadcalls	8	10	25.00%
Accidents	1	2	100.00%
Vehicles	45	45	0.00%
Driver Hours	58,640	58,640	0.00%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	54,132	54,022	-0.20%
Employment	532	423	-20.49%
Ed/Train/DayCare	56,342	35,156	-37.60%
Nutritional	57,361	44,624	-22.20%
Life-Sustaining/Other	6,294	3,423	-45.61%
TOTAL TRIPS	174,661	137,648	-21.19%

Financial and General Data	2010	2011	% Change
Expenses	\$1,848,819	\$1,898,507	2.69%
Revenues	\$1,848,819	\$1,898,507	2.69%
Commendations	37	40	8.11%
Complaints	111	67	-39.64%
Passenger No-Shows	1,570	1,307	-16.75%
Unmet Trip Requests	10,604	8,557	-19.30%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	59,074	23,435	-60.33%
AHCA	14,320	12,325	-13.93%
APD	-	-	NA
DOEA	11,922	10,800	-9.41%
DOE	-	-	NA
Other	89,345	91,088	1.95%
TOTAL TRIPS	174,661	137,648	-21.19%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.17	0.4	135.29%
Miles between Roadcalls	72,922	50,259	-31.08%
Avg. Trips per Driver Hour	2.98	2.35	-21.14%
Avg. Trips per Para Pass.	12.98	11.08	-14.64%
Cost per Trip	10.59	13.79	30.22%
Cost per Paratransit Trip	10.59	13.79	30.22%
Cost per Driver Hour	31.53	32.38	2.70%
Cost per Total Mile	3.17	3.78	19.24%

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	141,236	0.75%
Potential TD Population / Percent of CountyTotal	88,345	62.55%
UDPHC / Percent of TD Passengers Served	4,164	4.71%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	7,017	8,079	15.13%
Ambulatory	195,787	212,942	8.76%
Non-Ambulatory	19,290	20,281	5.14%
Stretcher	579	609	5.18%
School Board	-	-	NA
TOTAL TRIPS	222,673	241,911	8.64%

Vehicle Data	2010	2011	% Change
Vehicle Miles	1,069,554	1,118,945	4.62%
Revenue Miles	951,309	950,591	-0.08%
Roadcalls	28	31	10.71%
Accidents	3	6	100.00%
Vehicles	73	76	4.11%
Driver Hours	89,440	92,300	3.20%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	34,566	36,779	6.40%
Employment	28,266	30,764	8.84%
Ed/Train/DayCare	110,247	122,914	11.49%
Nutritional	15,705	16,026	2.04%
Life-Sustaining/Other	33,889	35,428	4.54%
TOTAL TRIPS	222,673	241,911	8.64%

Financial and General Data	2010	2011	% Change
Expenses	\$3,543,490	\$3,309,365	-6.61%
Revenues	\$2,760,339	\$2,363,230	-14.39%
Commendations	49	38	-22.45%
Complaints	22	24	9.09%
Passenger No-Shows	517	424	-17.99%
Unmet Trip Requests	487	500	2.67%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	36,665	36,569	-0.26%
AHCA	9,618	10,868	13.00%
APD	157,452	174,736	10.98%
DOEA	11,561	11,255	-2.65%
DOE	-	-	NA
Other	7,377	8,483	14.99%
TOTAL TRIPS	222,673	241,911	8.64%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.28	0.54	92.86%
Miles between Roadcalls	38,198	36,095	-5.51%
Avg. Trips per Driver Hour	2.49	2.62	5.22%
Avg. Trips per Para Pass.	57.11	58.1	1.73%
Cost per Trip	15.91	13.68	-14.02%
Cost per Paratransit Trip	15.91	13.68	-14.02%
Cost per Driver Hour	39.62	35.85	-9.52%
Cost per Total Mile	3.31	2.96	-10.57%

County: Clay
 CTC: Clay County Council on Aging, Inc.
 Contact: Sheryl Hartzog / Becky Knowles
 604 Walnut Street
 Green Cove Springs, Florida, FL 32043
 904-284-5977
 Email: sherylh@clayccoa.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	190,865	1.02%
Potential TD Population / Percent of County Total	53,635	28.10%
UDPHC / Percent of TD Passengers Served	1,796	3.35%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	24,398	38,454	57.61%
Ambulatory	69,155	70,783	2.35%
Non-Ambulatory	12,480	11,678	-6.43%
Stretcher	465	917	97.20%
School Board	-	-	NA
TOTAL TRIPS	106,498	121,832	14.40%

Vehicle Data	2010	2011	% Change
Vehicle Miles	1,069,200	1,089,630	1.91%
Revenue Miles	932,181	859,469	-7.80%
Roadcalls	15	7	-53.33%
Accidents	1	6	500.00%
Vehicles	46	48	4.35%
Driver Hours	69,729	74,366	6.65%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	28,466	26,818	-5.79%
Employment	38,477	46,504	20.86%
Ed/Train/DayCare	18,726	25,724	37.37%
Nutritional	17,146	16,763	-2.23%
Life-Sustaining/Other	3,683	6,023	63.54%
TOTAL TRIPS	106,498	121,832	14.40%

Financial and General Data	2010	2011	% Change
Expenses	\$2,000,238	\$1,958,634	-2.08%
Revenues	\$2,024,863	\$1,969,923	-2.71%
Commendations	16	16	0.00%
Complaints	14	2	-85.71%
Passenger No-Shows	1,530	2,268	48.24%
Unmet Trip Requests	679	240	-64.65%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	12,636	12,984	2.75%
AHCA	15,628	20,722	32.60%
APD	19,925	22,199	11.41%
DOEA	17,704	16,638	-6.02%
DOE	272	191	-29.78%
Other	40,333	49,098	21.73%
TOTAL TRIPS	106,498	121,832	14.40%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.09	0.55	511.11%
Miles between Roadcalls	71,280	155,661	118.38%
Avg. Trips per Driver Hour	1.53	1.64	7.19%
Avg. Trips per Para Pass.	53.92	67.84	25.82%
Cost per Trip	18.78	16.08	-14.38%
Cost per Paratransit Trip	18.78	16.08	-14.38%
Cost per Driver Hour	28.69	26.34	-8.19%
Cost per Total Mile	1.87	1.8	-3.74%

County: Collier
 CTC: Collier Board of County Commissioners
 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	321,520	1.71%
Potential TD Population / Percent of County Total	136,153	42.35%
UDPHC / Percent of TD Passengers Served	2,879	2.11%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	290,340	388,115	33.68%
Deviated FR	-	-	NA
Ambulatory	88,044	93,306	5.98%
Non-Ambulatory	27,517	27,709	0.70%
Stretcher	801	310	-61.30%
School Board	-	-	NA
TOTAL TRIPS	406,702	509,440	25.26%

Vehicle Data	2010	2011	% Change
Vehicle Miles	1,476,166	1,482,513	0.43%
Revenue Miles	1,241,324	1,264,704	1.88%
Roadcalls	53	36	-32.08%
Accidents	20	10	-50.00%
Vehicles	27	35	29.63%
Driver Hours	91,701	71,969	-21.52%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	77,597	77,759	0.21%
Employment	14,939	13,499	-9.64%
Ed/Train/DayCare	3,348	4,102	22.52%
Nutritional	13,961	15,568	11.51%
Life-Sustaining/Other	296,857	398,512	34.24%
TOTAL TRIPS	406,702	509,440	25.26%

Financial and General Data	2010	2011	% Change
Expenses	\$4,161,683	\$4,966,980	19.35%
Revenues	\$3,460,167	\$3,672,982	6.15%
Commendations	35	14	-60.00%
Complaints	44	56	27.27%
Passenger No-Shows	1,771	2,307	30.27%
Unmet Trip Requests	52	56	7.69%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	59,105	60,508	2.37%
AHCA	29,258	27,247	-6.87%
APD	-	-	NA
DOEA	4,453	4,216	-5.32%
DOE	-	-	NA
Other	313,886	417,469	33.00%
TOTAL TRIPS	406,702	509,440	25.26%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	1.35	0.67	-50.37%
Miles between Roadcalls	27,852	41,181	47.86%
Avg. Trips per Driver Hour	1.27	1.69	33.07%
Avg. Trips per Para Pass.	83.12	80.03	-3.72%
Cost per Trip	10.23	9.75	-4.69%
Cost per Paratransit Trip	28.04	31.14	11.06%
Cost per Driver Hour	35.59	52.49	47.49%
Cost per Total Mile	2.21	2.55	15.38%

County: Columbia
 CTC: Suwannee Valley Transit Authority
 Contact: Gwen Pra
 1907 Voyles Street
 Live Oak, FL 32064
 386-362-5332
 Email: gwendolyn.pra@ridesvta.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	67,531	0.36%
Potential TD Population / Percent of CountyTotal	24,393	36.12%
UDPHC / Percent of TD Passengers Served	9,425	38.64%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	154,859	154,859	0.00%
Ambulatory	76,943	76,943	0.00%
Non-Ambulatory	6,847	6,847	0.00%
Stretcher	3,883	3,883	0.00%
School Board	-	-	NA
TOTAL TRIPS	242,532	242,532	0.00%

Vehicle Data	2010	2011	% Change
Vehicle Miles	1,121,746	1,121,746	0.00%
Revenue Miles	1,062,179	1,062,179	0.00%
Roadcalls	3	3	0.00%
Accidents	-	-	NA
Vehicles	56	56	0.00%
Driver Hours	50,126	50,126	0.00%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	197,514	197,514	0.00%
Employment	2,001	2,001	0.00%
Ed/Train/DayCare	29,681	29,681	0.00%
Nutritional	9,021	9,021	0.00%
Life-Sustaining/Other	4,315	4,315	0.00%
TOTAL TRIPS	242,532	242,532	0.00%

Financial and General Data	2010	2011	% 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	55	55	0.00%
Unmet Trip Requests	56	56	0.00%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	9,954	9,954	0.00%
AHCA	170,101	170,101	0.00%
APD	17,458	17,458	0.00%
DOEA	-	-	NA
DOE	-	-	NA
Other	45,019	45,019	0.00%
TOTAL TRIPS	242,532	242,532	0.00%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	373,915	373,915	0.00%
Avg. Trips per Driver Hour	4.84	4.84	0.00%
Avg. Trips per Para Pass.	25.73	25.73	0.00%
Cost per Trip	6.1	6.1	0.00%
Cost per Paratransit Trip	6.1	6.1	0.00%
Cost per Driver Hour	29.52	29.52	0.00%
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@Veoliatransportation.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	34,862	0.19%
Potential TD Population / Percent of CountyTotal	16,420	47.10%
UDPHC / Percent of TD Passengers Served	684	4.17%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	30,609	22,474	-26.58%
Non-Ambulatory	5,280	2,896	-45.15%
Stretcher	20	17	-15.00%
School Board	-	-	NA
TOTAL TRIPS	35,909	25,387	-29.30%

Vehicle Data	2010	2011	% Change
Vehicle Miles	411,530	392,285	-4.68%
Revenue Miles	390,503	365,085	-6.51%
Roadcalls	4	5	25.00%
Accidents	3	1	-66.67%
Vehicles	19	20	5.26%
Driver Hours	35,432	37,903	6.97%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	15,884	14,472	-8.89%
Employment	13,445	5,385	-59.95%
Ed/Train/DayCare	5	4	-20.00%
Nutritional	3,764	2,905	-22.82%
Life-Sustaining/Other	2,811	2,621	-6.76%
TOTAL TRIPS	35,909	25,387	-29.30%

Financial and General Data	2010	2011	% Change
Expenses	\$943,579	\$828,639	-12.18%
Revenues	\$820,781	\$824,882	0.50%
Commendations	5	8	60.00%
Complaints	11	26	136.36%
Passenger No-Shows	425	268	-36.94%
Unmet Trip Requests	408	554	35.78%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	5,110	3,412	-33.23%
AHCA	12,409	11,941	-3.77%
APD	13,193	5,508	-58.25%
DOEA	2,209	1,286	-41.78%
DOE	6	34	466.67%
Other	2,982	3,206	7.51%
TOTAL TRIPS	35,909	25,387	-29.30%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.73	0.25	-65.75%
Miles between Roadcalls	102,883	78,457	-23.74%
Avg. Trips per Driver Hour	1.01	0.67	-33.66%
Avg. Trips per Para Pass.	52.35	37.12	-29.09%
Cost per Trip	26.28	32.64	24.20%
Cost per Paratransit Trip	26.28	32.64	24.20%
Cost per Driver Hour	26.63	21.86	-17.91%
Cost per Total Mile	2.29	2.11	-7.86%

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	16,422	0.09%
Potential TD Population / Percent of County Total	8,533	51.96%
UDPHC / Percent of TD Passengers Served	378	4.43%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	6,090	6,461	6.09%
Non-Ambulatory	985	860	-12.69%
Stretcher	149	394	164.43%
School Board	-	-	NA
TOTAL TRIPS	7,224	7,715	6.80%

Vehicle Data	2010	2011	% Change
Vehicle Miles	169,330	199,944	18.08%
Revenue Miles	123,771	148,076	19.64%
Roadcalls	1	-	-100.00%
Accidents	-	-	NA
Vehicles	8	9	12.50%
Driver Hours	7,343	7,740	5.41%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	6,359	6,633	4.31%
Employment	-	-	NA
Ed/Train/DayCare	-	-	NA
Nutritional	766	974	27.15%
Life-Sustaining/Other	99	108	9.09%
TOTAL TRIPS	7,224	7,715	6.80%

Financial and General Data	2010	2011	% Change
Expenses	\$281,316	\$350,052	24.43%
Revenues	\$356,211	\$383,871	7.77%
Commendations	-	1	NA
Complaints	3	2	-33.33%
Passenger No-Shows	49	54	10.20%
Unmet Trip Requests	34	39	14.71%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	3,059	3,101	1.37%
AHCA	3,336	3,532	5.88%
APD	-	-	NA
DOEA	828	1,081	30.56%
DOE	-	-	NA
Other	1	1	0.00%
TOTAL TRIPS	7,224	7,715	6.80%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	169,330	-	-100.00%
Avg. Trips per Driver Hour	0.98	1	2.04%
Avg. Trips per Para Pass.	20.58	20.41	-0.83%
Cost per Trip	38.94	45.37	16.51%
Cost per Paratransit Trip	38.94	45.37	16.51%
Cost per Driver Hour	38.31	45.23	18.06%
Cost per Total Mile	1.66	1.75	5.42%

County: Duval
 CTC: Jacksonville Transportation Authority
 Contact: Bill Powell
 5711 Richard Street, Suite #1
 Jacksonville, FL 32216
 904-265-8930
 Email: bpowell@jtafla.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	864,263	4.60%
Potential TD Population / Percent of CountyTotal	294,562	34.08%
UDPHC / Percent of TD Passengers Served	13,397	4.55%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	112,334	143,175	27.45%
Deviated FR	-	-	NA
Ambulatory	243,204	250,790	3.12%
Non-Ambulatory	123,519	128,797	4.27%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	479,057	522,762	9.12%

Vehicle Data	2010	2011	% Change
Vehicle Miles	4,525,709	4,694,307	3.73%
Revenue Miles	3,924,045	4,003,070	2.01%
Roadcalls	217	294	35.48%
Accidents	13	16	23.08%
Vehicles	80	83	3.75%
Driver Hours	240,112	280,384	16.77%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	105,317	111,398	5.77%
Employment	67,467	74,954	11.10%
Ed/Train/DayCare	27,691	30,249	9.24%
Nutritional	35,803	30,411	-15.06%
Life-Sustaining/Other	242,779	275,750	13.58%
TOTAL TRIPS	479,057	522,762	9.12%

Financial and General Data	2010	2011	% Change
Expenses	\$12,320,665	\$13,662,548	10.89%
Revenues	\$12,320,665	\$13,662,548	10.89%
Commendations	388	406	4.64%
Complaints	973	1,626	67.11%
Passenger No-Shows	11,807	15,781	33.66%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2010	2011	% Change
CTD	58,831	62,537	6.30%
AHCA	-	-	NA
APD	-	-	NA
DOEA	165	77	-53.33%
DOE	-	-	NA
Other	420,061	460,148	9.54%
TOTAL TRIPS	479,057	522,762	9.12%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.29	0.34	17.24%
Miles between Roadcalls	20,856	15,967	-23.44%
Avg. Trips per Driver Hour	1.53	1.35	-11.76%
Avg. Trips per Para Pass.	87.69	164.18	87.23%
Cost per Trip	25.72	26.14	1.63%
Cost per Paratransit Trip	33.32	35.73	7.23%
Cost per Driver Hour	50.9	48.37	-4.97%
Cost per Total Mile	2.7	2.89	7.04%

County: Escambia
 CTC: Pensacola Bay Transportation
 Contact: Howard K. Vanselow
 3100 McCormick Street
 Pensacola, FL 32514
 850-476-8130
 Email: hvanselow@pensacolabaytransportation.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	297,619	1.58%
Potential TD Population / Percent of County Total	121,358	40.78%
UDPHC / Percent of TD Passengers Served	2,597	2.14%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	143,543	115,920	-19.24%
Deviated FR	-	-	NA
Ambulatory	102,957	104,395	1.40%
Non-Ambulatory	36,605	38,250	4.49%
Stretcher	182	120	-34.07%
School Board	-	-	NA
TOTAL TRIPS	283,287	258,685	-8.68%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	59,713	52,674	-11.79%
Employment	169,080	143,239	-15.28%
Ed/Train/DayCare	11,702	9,836	-15.95%
Nutritional	517	1,893	266.15%
Life-Sustaining/Other	42,275	51,043	20.74%
TOTAL TRIPS	283,287	258,685	-8.68%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	20,246	20,066	-0.89%
AHCA	60,487	61,103	1.02%
APD	1,424	1,528	7.30%
DOEA	9,472	8,651	-8.67%
DOE	1,703	2,696	58.31%
Other	189,955	164,641	-13.33%
TOTAL TRIPS	283,287	258,685	-8.68%

Vehicle Data	2010	2011	% Change
Vehicle Miles	1,315,148	1,670,306	27.01%
Revenue Miles	1,133,270	1,024,241	-9.62%
Roadcalls	55	56	1.82%
Accidents	2	5	150.00%
Vehicles	28	31	10.71%
Driver Hours	75,913	80,494	6.03%

Financial and General Data	2010	2011	% Change
Expenses	\$3,420,101	\$3,020,594	-11.68%
Revenues	\$3,106,876	\$3,248,715	4.57%
Commendations	4	17	325.00%
Complaints	22	33	50.00%
Passenger No-Shows	6,594	5,273	-20.03%
Unmet Trip Requests	1,295	1,490	15.06%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.15	0.3	100.00%
Miles between Roadcalls	23,912	29,827	24.74%
Avg. Trips per Driver Hour	1.84	1.77	-3.80%
Avg. Trips per Para Pass.	47.61	67.15	41.04%
Cost per Trip	12.07	11.68	-3.23%
Cost per Paratransit Trip	22.72	19.89	-12.46%
Cost per Driver Hour	41.82	35.27	-15.66%
Cost per Total Mile	2.41	1.7	-29.46%

County: Flagler
 CTC: Flagler County Public Transportation
 Contact: Jesus Lopez
 1769 East Moody Blvd., Bldg. 5
 Bunnell, FL 32110
 386-313-4189
 Email: jlopez@flaglercounty.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	95,696	0.51%
Potential TD Population / Percent of County Total	27,605	28.85%
UDPHC / Percent of TD Passengers Served	6,144	22.26%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	67,143	71,070	5.85%
Non-Ambulatory	12,523	12,360	-1.30%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	79,666	83,430	4.72%

Vehicle Data	2010	2011	% Change
Vehicle Miles	884,500	899,995	1.75%
Revenue Miles	789,217	810,579	2.71%
Roadcalls	2	8	300.00%
Accidents	4	4	0.00%
Vehicles	28	29	3.57%
Driver Hours	39,000	34,736	-10.93%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	20,230	20,078	-0.75%
Employment	19,697	20,690	5.04%
Ed/Train/DayCare	17,595	19,446	10.52%
Nutritional	12,317	17,606	42.94%
Life-Sustaining/Other	9,827	5,610	-42.91%
TOTAL TRIPS	79,666	83,430	4.72%

Financial and General Data	2010	2011	% Change
Expenses	\$1,021,335	\$1,185,515	16.08%
Revenues	\$1,021,335	\$1,185,515	16.08%
Commendations	5	2	-60.00%
Complaints	13	11	-15.38%
Passenger No-Shows	850	1,058	24.47%
Unmet Trip Requests	312	61	-80.45%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	17,020	14,485	-14.89%
AHCA	3,271	6,331	93.55%
APD	7,268	6,749	-7.14%
DOEA	11,517	10,147	-11.90%
DOE	-	-	NA
Other	40,590	45,718	12.63%
TOTAL TRIPS	79,666	83,430	4.72%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.45	0.44	-2.22%
Miles between Roadcalls	442,250	112,499	-74.56%
Avg. Trips per Driver Hour	2.04	2.4	17.65%
Avg. Trips per Para Pass.	14.58	13.58	-6.86%
Cost per Trip	12.82	14.21	10.84%
Cost per Paratransit Trip	12.82	14.21	10.84%
Cost per Driver Hour	26.19	34.13	30.32%
Cost per Total Mile	1.15	1.32	14.78%

County: Franklin

CTC: Croom's, Inc.
 Contact: John Croom
 133 Highway 98 Post Office Box 6
 Apalachicola, FL 32329-0006
 850-653-2270
 Email: crooms@digitalexp.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	11,549	0.06%
Potential TD Population / Percent of CountyTotal	5,908	51.16%
UDPHC / Percent of TD Passengers Served	312	5.28%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	6,456	6,895	6.80%
Non-Ambulatory	628	498	-20.70%
Stretcher	1	15	1400.00%
School Board	1,054	1,115	5.79%
TOTAL TRIPS	8,139	8,523	4.72%

Vehicle Data	2010	2011	% Change
Vehicle Miles	257,058	251,614	-2.12%
Revenue Miles	244,205	251,449	2.97%
Roadcalls	5	4	-20.00%
Accidents	2	1	-50.00%
Vehicles	14	14	0.00%
Driver Hours	11,444	15,489	35.35%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	7,011	7,053	0.60%
Employment	26	255	880.77%
Ed/Train/DayCare	1,102	1,215	10.25%
Nutritional	-	-	NA
Life-Sustaining/Other	-	-	NA
TOTAL TRIPS	8,139	8,523	4.72%

Financial and General Data	2010	2011	% Change
Expenses	\$559,988	\$597,886	6.77%
Revenues	\$554,319	\$726,971	31.15%
Commendations	-	2	NA
Complaints	-	-	NA
Passenger No-Shows	125	300	140.00%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2010	2011	% Change
CTD	5,411	5,266	-2.68%
AHCA	1,600	2,066	29.13%
APD	8	-	-100.00%
DOEA	-	-	NA
DOE	-	-	NA
Other	1,120	1,191	6.34%
TOTAL TRIPS	8,139	8,523	4.72%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.78	0.4	-48.72%
Miles between Roadcalls	51,412	62,904	22.35%
Avg. Trips per Driver Hour	0.71	0.55	-22.54%
Avg. Trips per Para Pass.	7.92	27.32	244.95%
Cost per Trip	68.8	70.15	1.96%
Cost per Paratransit Trip	68.8	70.15	1.96%
Cost per Driver Hour	48.93	38.6	-21.11%
Cost per Total Mile	2.18	2.38	9.17%

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	46,389	0.25%
Potential TD Population / Percent of County Total	22,130	47.71%
UDPHC / Percent of TD Passengers Served	10,204	46.11%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	14,428	38,918	169.74%
Ambulatory	40,220	49,918	24.11%
Non-Ambulatory	2,735	3,100	13.35%
Stretcher	19	74	289.47%
School Board	-	-	NA
TOTAL TRIPS	57,402	92,010	60.29%

Vehicle Data	2010	2011	% Change
Vehicle Miles	576,220	657,911	14.18%
Revenue Miles	490,440	562,003	14.59%
Roadcalls	2	1	-50.00%
Accidents	3	1	-66.67%
Vehicles	21	21	0.00%
Driver Hours	31,337	32,245	2.90%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	16,549	21,696	31.10%
Employment	30,960	50,608	63.46%
Ed/Train/DayCare	7,854	15,647	99.22%
Nutritional	-	-	NA
Life-Sustaining/Other	2,039	4,059	99.07%
TOTAL TRIPS	57,402	92,010	60.29%

Financial and General Data	2010	2011	% Change
Expenses	\$1,473,348	\$1,669,515	13.31%
Revenues	\$1,473,347	\$1,338,804	-9.13%
Commendations	-	-	NA
Complaints	13	5	-61.54%
Passenger No-Shows	862	912	5.80%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2010	2011	% Change
CTD	12,750	15,190	19.14%
AHCA	12,608	14,000	11.04%
APD	-	10	NA
DOEA	-	-	NA
DOE	-	-	NA
Other	32,044	62,810	96.01%
TOTAL TRIPS	57,402	92,010	60.29%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.52	0.15	-71.15%
Miles between Roadcalls	288,110	657,911	128.35%
Avg. Trips per Driver Hour	1.83	2.85	55.74%
Avg. Trips per Para Pass.	7.81	9.02	15.49%
Cost per Trip	25.67	18.14	-29.33%
Cost per Paratransit Trip	25.67	18.14	-29.33%
Cost per Driver Hour	47.02	51.78	10.12%
Cost per Total Mile	2.56	2.54	-0.78%

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	16,939	0.09%
Potential TD Population / Percent of County Total	7,037	41.54%
UDPHC / Percent of TD Passengers Served	375	5.33%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	3,393	4,756	40.17%
Non-Ambulatory	1,603	1,632	1.81%
Stretcher	215	78	-63.72%
School Board	-	-	NA
TOTAL TRIPS	5,211	6,466	24.08%

Vehicle Data	2010	2011	% Change
Vehicle Miles	118,050	133,505	13.09%
Revenue Miles	90,642	102,057	12.59%
Roadcalls	-	-	NA
Accidents	-	-	NA
Vehicles	8	9	12.50%
Driver Hours	5,888	6,629	12.58%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	4,418	5,291	19.76%
Employment	83	103	24.10%
Ed/Train/DayCare	-	-	NA
Nutritional	549	872	58.83%
Life-Sustaining/Other	161	200	24.22%
TOTAL TRIPS	5,211	6,466	24.08%

Financial and General Data	2010	2011	% Change
Expenses	\$174,721	\$193,160	10.55%
Revenues	\$228,993	\$241,071	5.27%
Commendations	-	-	NA
Complaints	3	2	-33.33%
Passenger No-Shows	41	12	-70.73%
Unmet Trip Requests	25	31	24.00%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	2,442	2,847	16.58%
AHCA	1,976	2,507	26.87%
APD	83	40	-51.81%
DOEA	709	1,071	51.06%
DOE	-	-	NA
Other	1	1	0.00%
TOTAL TRIPS	5,211	6,466	24.08%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	-	-	NA
Avg. Trips per Driver Hour	0.89	0.98	10.11%
Avg. Trips per Para Pass.	17.14	17.24	0.58%
Cost per Trip	33.53	29.87	-10.92%
Cost per Paratransit Trip	33.53	29.87	-10.92%
Cost per Driver Hour	29.67	29.14	-1.79%
Cost per Total Mile	1.48	1.45	-2.03%

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	12,884	0.07%
Potential TD Population / Percent of County Total	5,104	39.62%
UDPHC / Percent of TD Passengers Served	95	1.86%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	2,716	3,221	18.59%
Non-Ambulatory	647	767	18.55%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	3,363	3,988	18.58%

Vehicle Data	2010	2011	% Change
Vehicle Miles	86,636	128,043	47.79%
Revenue Miles	80,985	106,114	31.03%
Roadcalls	8	3	-62.50%
Accidents	-	-	NA
Vehicles	2	2	0.00%
Driver Hours	3,342	3,744	12.03%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	1,699	2,036	19.84%
Employment	-	-	NA
Ed/Train/DayCare	1,318	1,582	20.03%
Nutritional	346	370	6.94%
Life-Sustaining/Other	-	-	NA
TOTAL TRIPS	3,363	3,988	18.58%

Financial and General Data	2010	2011	% Change
Expenses	\$279,557	\$301,278	7.77%
Revenues	\$267,877	\$272,750	1.82%
Commendations	1	6	500.00%
Complaints	13	2	-84.62%
Passenger No-Shows	174	116	-33.33%
Unmet Trip Requests	34	35	2.94%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	506	577	14.03%
AHCA	1,195	1,350	12.97%
APD	1,204	1,186	-1.50%
DOEA	239	261	9.21%
DOE	-	-	NA
Other	219	614	180.37%
TOTAL TRIPS	3,363	3,988	18.58%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	10,830	42,681	294.10%
Avg. Trips per Driver Hour	1.01	1.07	5.94%
Avg. Trips per Para Pass.	120.11	41.98	-65.05%
Cost per Trip	83.13	75.55	-9.12%
Cost per Paratransit Trip	83.13	75.55	-9.12%
Cost per Driver Hour	83.65	80.47	-3.80%
Cost per Total Mile	3.23	2.35	-27.24%

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	15,863	0.08%
Potential TD Population / Percent of County Total	5,586	35.21%
UDPHC / Percent of TD Passengers Served	449	8.04%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	18,246	18,697	2.47%
Non-Ambulatory	2,596	3,042	17.18%
Stretcher	113	65	-42.48%
School Board	-	-	NA
TOTAL TRIPS	20,955	21,804	4.05%

Vehicle Data	2010	2011	% Change
Vehicle Miles	226,920	239,693	5.63%
Revenue Miles	224,789	237,505	5.66%
Roadcalls	1	-	-100.00%
Accidents	-	2	NA
Vehicles	12	12	0.00%
Driver Hours	8,675	9,393	8.28%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	6,315	7,617	20.62%
Employment	17	12	-29.41%
Ed/Train/DayCare	7,387	7,723	4.55%
Nutritional	5,676	6,000	5.71%
Life-Sustaining/Other	1,560	452	-71.03%
TOTAL TRIPS	20,955	21,804	4.05%

Financial and General Data	2010	2011	% Change
Expenses	\$436,022	\$443,127	1.63%
Revenues	\$536,981	\$474,915	-11.56%
Commendations	4	3	-25.00%
Complaints	1	2	100.00%
Passenger No-Shows	131	111	-15.27%
Unmet Trip Requests	19	24	26.32%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	3,820	3,986	4.35%
AHCA	2,836	3,434	21.09%
APD	7,120	6,805	-4.42%
DOEA	4,280	5,073	18.53%
DOE	-	-	NA
Other	2,899	2,506	-13.56%
TOTAL TRIPS	20,955	21,804	4.05%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0	0.83	NA
Miles between Roadcalls	226,920	-	-100.00%
Avg. Trips per Driver Hour	2.42	2.32	-4.13%
Avg. Trips per Para Pass.	47.09	48.56	3.12%
Cost per Trip	20.81	20.32	-2.35%
Cost per Paratransit Trip	20.81	20.32	-2.35%
Cost per Driver Hour	50.26	47.18	-6.13%
Cost per Total Mile	1.92	1.85	-3.65%

County: Hamilton
 CTC: Suwannee Valley Transit Authority
 Contact: Gwen Pra
 1907 Voyles Street
 Live Oak, FL 32064
 386-353-5332
 Email: gwendolyn.pra@ridesvta.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	14,799	0.08%
Potential TD Population / Percent of County Total	6,549	44.25%
UDPHC / Percent of TD Passengers Served	6,845	104.52%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	9,122	9,122	0.00%
Deviated FR	24,225	24,225	0.00%
Ambulatory	33,198	33,198	0.00%
Non-Ambulatory	1,333	1,333	0.00%
Stretcher	969	969	0.00%
School Board	-	-	NA
TOTAL TRIPS	68,847	68,847	0.00%

Vehicle Data	2010	2011	% Change
Vehicle Miles	679,671	679,671	0.00%
Revenue Miles	582,435	582,435	0.00%
Roadcalls	-	-	NA
Accidents	-	-	NA
Vehicles	14	14	0.00%
Driver Hours	31,045	31,045	0.00%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	33,165	33,165	0.00%
Employment	625	625	0.00%
Ed/Train/DayCare	12,546	12,546	0.00%
Nutritional	12,756	12,756	0.00%
Life-Sustaining/Other	9,755	9,755	0.00%
TOTAL TRIPS	68,847	68,847	0.00%

Financial and General Data	2010	2011	% Change
Expenses	\$236,361	\$236,361	0.00%
Revenues	\$1,050,312	\$1,050,312	0.00%
Commendations	-	-	NA
Complaints	1	1	0.00%
Passenger No-Shows	43	43	0.00%
Unmet Trip Requests	42	42	0.00%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	9,845	9,845	0.00%
AHCA	45,236	45,236	0.00%
APD	-	-	NA
DOEA	13,763	13,763	0.00%
DOE	-	-	NA
Other	3	3	0.00%
TOTAL TRIPS	68,847	68,847	0.00%

Performance Measures	2010	2011	% 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.	9.45	9.45	0.00%
Cost per Trip	3.43	3.43	0.00%
Cost per Paratransit Trip	3.95	3.95	0.00%
Cost per Driver Hour	7.61	7.61	0.00%
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	27,731	0.15%
Potential TD Population / Percent of County Total	10,517	37.93%
UDPHC / Percent of TD Passengers Served	529	5.03%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	17,849	17,090	-4.25%
Non-Ambulatory	2,860	3,683	28.78%
Stretcher	82	24	-70.73%
School Board	-	-	NA
TOTAL TRIPS	20,791	20,797	0.03%

Vehicle Data	2010	2011	% Change
Vehicle Miles	484,558	474,704	-2.03%
Revenue Miles	416,935	405,350	-2.78%
Roadcalls	11	10	-9.09%
Accidents	1	3	200.00%
Vehicles	14	14	0.00%
Driver Hours	13,954	15,920	14.09%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	15,389	16,003	3.99%
Employment	3,580	3,443	-3.83%
Ed/Train/DayCare	298	774	159.73%
Nutritional	1,191	383	-67.84%
Life-Sustaining/Other	333	194	-41.74%
TOTAL TRIPS	20,791	20,797	0.03%

Financial and General Data	2010	2011	% Change
Expenses	\$744,562	\$790,051	6.11%
Revenues	\$766,265	\$791,192	3.25%
Commendations	5	5	0.00%
Complaints	11	9	-18.18%
Passenger No-Shows	592	617	4.22%
Unmet Trip Requests	1,270	846	-33.39%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	5,002	4,196	-16.11%
AHCA	9,658	9,895	2.45%
APD	2,412	1,112	-53.90%
DOEA	883	380	-56.96%
DOE	8	42	425.00%
Other	2,828	5,172	82.89%
TOTAL TRIPS	20,791	20,797	0.03%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.21	0.63	200.00%
Miles between Roadcalls	44,051	47,470	7.76%
Avg. Trips per Driver Hour	1.49	1.31	-12.08%
Avg. Trips per Para Pass.	42.34	39.31	-7.16%
Cost per Trip	35.81	37.99	6.09%
Cost per Paratransit Trip	35.81	37.99	6.09%
Cost per Driver Hour	53.36	49.63	-6.99%
Cost per Total Mile	1.54	1.66	7.79%

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	39,140	0.21%
Potential TD Population / Percent of County Total	15,062	38.48%
UDPHC / Percent of TD Passengers Served	1,247	8.28%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	19,952	18,972	-4.91%
Non-Ambulatory	4,721	5,118	8.41%
Stretcher	25	41	64.00%
School Board	-	-	NA
TOTAL TRIPS	24,698	24,131	-2.30%

Vehicle Data	2010	2011	% Change
Vehicle Miles	517,251	498,320	-3.66%
Revenue Miles	488,798	456,502	-6.61%
Roadcalls	15	15	0.00%
Accidents	-	2	NA
Vehicles	19	21	10.53%
Driver Hours	22,466	21,300	-5.19%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	14,128	15,418	9.13%
Employment	-	318	NA
Ed/Train/DayCare	8,459	7,028	-16.92%
Nutritional	1,794	1,196	-33.33%
Life-Sustaining/Other	317	171	-46.06%
TOTAL TRIPS	24,698	24,131	-2.30%

Financial and General Data	2010	2011	% Change
Expenses	\$1,476,701	\$1,546,326	4.71%
Revenues	\$1,625,205	\$1,577,636	-2.93%
Commendations	22	18	-18.18%
Complaints	27	15	-44.44%
Passenger No-Shows	580	1,179	103.28%
Unmet Trip Requests	115	115	0.00%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	5,168	5,080	-1.70%
AHCA	8,211	8,872	8.05%
APD	8,552	7,526	-12.00%
DOEA	1,680	779	-53.63%
DOE	-	-	NA
Other	1,087	1,874	72.40%
TOTAL TRIPS	24,698	24,131	-2.30%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0	0.4	NA
Miles between Roadcalls	34,483	33,221	-3.66%
Avg. Trips per Driver Hour	1.1	1.13	2.73%
Avg. Trips per Para Pass.	24.7	19.35	-21.66%
Cost per Trip	59.79	64.08	7.18%
Cost per Paratransit Trip	59.79	64.08	7.18%
Cost per Driver Hour	65.73	72.6	10.45%
Cost per Total Mile	2.85	3.1	8.77%

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	172,778	0.92%
Potential TD Population / Percent of County Total	111,870	64.75%
UDPHC / Percent of TD Passengers Served	3,668	3.28%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	165,451	177,952	7.56%
Non-Ambulatory	18,484	17,656	-4.48%
Stretcher	1,261	1,329	5.39%
School Board	-	-	NA
TOTAL TRIPS	185,196	196,937	6.34%

Vehicle Data	2010	2011	% Change
Vehicle Miles	1,702,590	1,946,207	14.31%
Revenue Miles	1,586,543	1,741,553	9.77%
Roadcalls	29	15	-48.28%
Accidents	4	4	0.00%
Vehicles	67	62	-7.46%
Driver Hours	118,560	110,240	-7.02%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	53,649	57,785	7.71%
Employment	1,989	1,300	-34.64%
Ed/Train/DayCare	108,788	120,399	10.67%
Nutritional	11,895	10,776	-9.41%
Life-Sustaining/Other	8,875	6,677	-24.77%
TOTAL TRIPS	185,196	196,937	6.34%

Financial and General Data	2010	2011	% Change
Expenses	\$1,972,906	\$2,268,514	14.98%
Revenues	\$2,265,927	\$2,227,095	-1.71%
Commendations	52	57	9.62%
Complaints	63	60	-4.76%
Passenger No-Shows	1,477	1,616	9.41%
Unmet Trip Requests	4,892	5,424	10.87%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	14,068	13,545	-3.72%
AHCA	69,010	79,523	15.23%
APD	11,748	11,558	-1.62%
DOEA	5,531	5,338	-3.49%
DOE	3,092	3,000	-2.98%
Other	81,747	83,973	2.72%
TOTAL TRIPS	185,196	196,937	6.34%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.23	0.21	-8.70%
Miles between Roadcalls	58,710	129,747	121.00%
Avg. Trips per Driver Hour	1.56	1.79	14.74%
Avg. Trips per Para Pass.	51	53.69	5.27%
Cost per Trip	10.65	11.52	8.17%
Cost per Paratransit Trip	10.65	11.52	8.17%
Cost per Driver Hour	16.64	20.58	23.68%
Cost per Total Mile	1.16	1.17	0.86%

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	98,786	0.53%
Potential TD Population / Percent of County Total	57,611	58.32%
UDPHC / Percent of TD Passengers Served	2,153	3.74%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	81,809	100,389	22.71%
Non-Ambulatory	19,024	18,580	-2.33%
Stretcher	1,180	756	-35.93%
School Board	-	-	NA
TOTAL TRIPS	102,013	119,725	17.36%

Vehicle Data	2010	2011	% Change
Vehicle Miles	1,172,401	1,087,130	-7.27%
Revenue Miles	983,538	754,100	-23.33%
Roadcalls	41	37	-9.76%
Accidents	7	4	-42.86%
Vehicles	52	50	-3.85%
Driver Hours	72,109	82,586	14.53%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	48,634	41,347	-14.98%
Employment	40,337	60,262	49.40%
Ed/Train/DayCare	209	1,942	829.19%
Nutritional	6,517	7,841	20.32%
Life-Sustaining/Other	6,316	8,333	31.93%
TOTAL TRIPS	102,013	119,725	17.36%

Financial and General Data	2010	2011	% Change
Expenses	\$1,877,091	\$1,895,384	0.97%
Revenues	\$1,644,748	\$1,711,055	4.03%
Commendations	17	15	-11.76%
Complaints	42	34	-19.05%
Passenger No-Shows	2,092	2,368	13.19%
Unmet Trip Requests	2,905	1,969	-32.22%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	15,801	14,236	-9.90%
AHCA	25,268	23,976	-5.11%
APD	40,040	58,109	45.13%
DOEA	6,997	7,682	9.79%
DOE	100	86	-14.00%
Other	13,807	15,636	13.25%
TOTAL TRIPS	102,013	119,725	17.36%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.6	0.37	-38.33%
Miles between Roadcalls	28,595	29,382	2.75%
Avg. Trips per Driver Hour	1.41	1.45	2.84%
Avg. Trips per Para Pass.	48.49	55.61	14.68%
Cost per Trip	18.4	15.83	-13.97%
Cost per Paratransit Trip	18.4	15.83	-13.97%
Cost per Driver Hour	26.03	22.95	-11.83%
Cost per Total Mile	1.6	1.74	8.75%

County: Hillsborough
 CTC: Hillsborough County
 Contact: Karen Smith
 3402 N 22nd Street 1st Floor
 Tampa, FL 33605
 813-276-8126
 Email: smithk@hillsboroughcounty.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	1,229,226	6.54%
Potential TD Population / Percent of County Total	391,564	31.85%
UDPHC / Percent of TD Passengers Served	26,124	6.67%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	358,468	448,644	25.16%
Deviated FR	-	-	NA
Ambulatory	758,827	678,863	-10.54%
Non-Ambulatory	78,584	92,293	17.45%
Stretcher	46	-	-100.00%
School Board	-	-	NA
TOTAL TRIPS	1,195,925	1,219,800	2.00%

Vehicle Data	2010	2011	% Change
Vehicle Miles	6,162,567	6,954,649	12.85%
Revenue Miles	4,753,570	5,198,932	9.37%
Roadcalls	158	175	10.76%
Accidents	69	56	-18.84%
Vehicles	267	314	17.60%
Driver Hours	446,570	526,094	17.81%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	407,210	456,643	12.14%
Employment	142,429	143,000	0.40%
Ed/Train/DayCare	240,397	227,785	-5.25%
Nutritional	50,673	67,449	33.11%
Life-Sustaining/Other	355,216	324,923	-8.53%
TOTAL TRIPS	1,195,925	1,219,800	2.00%

Financial and General Data	2010	2011	% Change
Expenses	\$15,578,131	\$16,364,004	5.04%
Revenues	\$14,507,812	\$16,248,804	12.00%
Commendations	118	97	-17.80%
Complaints	91	130	42.86%
Passenger No-Shows	12,514	17,734	41.71%
Unmet Trip Requests	2,784	1,216	-56.32%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	203,443	225,474	10.83%
AHCA	137,100	154,258	12.51%
APD	208,689	217,129	4.04%
DOEA	34,715	42,167	21.47%
DOE	187	112	-40.11%
Other	611,791	580,660	-5.09%
TOTAL TRIPS	1,195,925	1,219,800	2.00%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	1.12	0.81	-27.68%
Miles between Roadcalls	39,004	39,741	1.89%
Avg. Trips per Driver Hour	1.88	1.47	-21.81%
Avg. Trips per Para Pass.	61.46	37.14	-39.57%
Cost per Trip	13.03	13.42	2.99%
Cost per Paratransit Trip	17.96	20.47	13.98%
Cost per Driver Hour	33.68	30	-10.93%
Cost per Total Mile	2.44	2.27	-6.97%

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	19,927	0.11%
Potential TD Population / Percent of County Total	8,464	42.48%
UDPHC / Percent of TD Passengers Served	1,329	15.70%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	48,287	37,011	-23.35%
Non-Ambulatory	2,039	2,044	0.25%
Stretcher	315	568	80.32%
School Board	-	-	NA
TOTAL TRIPS	50,641	39,623	-21.76%

Vehicle Data	2010	2011	% Change
Vehicle Miles	294,030	301,336	2.48%
Revenue Miles	224,210	169,389	-24.45%
Roadcalls	6	-	-100.00%
Accidents	-	-	NA
Vehicles	22	23	4.55%
Driver Hours	18,425	15,181	-17.61%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	19,981	17,436	-12.74%
Employment	10,083	3,961	-60.72%
Ed/Train/DayCare	19,488	15,057	-22.74%
Nutritional	1,021	792	-22.43%
Life-Sustaining/Other	68	2,377	3395.59%
TOTAL TRIPS	50,641	39,623	-21.76%

Financial and General Data	2010	2011	% Change
Expenses	\$513,942	\$543,384	5.73%
Revenues	\$613,905	\$545,384	-11.16%
Commendations	-	2	NA
Complaints	5	1	-80.00%
Passenger No-Shows	56	126	125.00%
Unmet Trip Requests	165	141	-14.55%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	12,342	9,867	-20.05%
AHCA	13,681	12,445	-9.03%
APD	5,146	4,795	-6.82%
DOEA	1,021	1,201	17.63%
DOE	-	-	NA
Other	18,451	11,315	-38.68%
TOTAL TRIPS	50,641	39,623	-21.76%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	49,005	-	-100.00%
Avg. Trips per Driver Hour	2.75	2.61	-5.09%
Avg. Trips per Para Pass.	22.63	29.81	31.73%
Cost per Trip	10.15	13.71	35.07%
Cost per Paratransit Trip	10.15	13.71	35.07%
Cost per Driver Hour	27.89	35.79	28.33%
Cost per Total Mile	1.75	1.8	2.86%

County: Indian River
 CTC: Senior Resource Association, Inc.
 Contact: Jennifer Johnson
 694 14th Street
 Vero Beach, FL 32960
 772-469-3141
 Email: jjohnson@sramail.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	138,028	0.73%
Potential TD Population / Percent of CountyTotal	62,458	45.25%
UDPHC / Percent of TD Passengers Served	1,502	2.40%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	85,610	61,925	-27.67%
Non-Ambulatory	5,876	10,669	81.57%
Stretcher	447	47	-89.49%
School Board	-	-	NA
TOTAL TRIPS	93,943	72,641	-22.68%

Vehicle Data	2010	2011	% Change
Vehicle Miles	610,915	647,899	6.05%
Revenue Miles	587,252	559,070	-4.80%
Roadcalls	3	4	33.33%
Accidents	6	6	0.00%
Vehicles	65	66	1.54%
Driver Hours	58,934	63,940	8.49%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	45,117	39,385	-12.70%
Employment	4,890	73	-98.51%
Ed/Train/DayCare	21,809	15,725	-27.90%
Nutritional	3,147	1,302	-58.63%
Life-Sustaining/Other	16,970	16,156	-4.80%
TOTAL TRIPS	91,933	72,641	-20.98%

Financial and General Data	2010	2011	% Change
Expenses	\$1,662,837	\$1,542,309	-7.25%
Revenues	\$1,639,510	\$1,543,966	-5.83%
Commendations	22	32	45.45%
Complaints	12	13	8.33%
Passenger No-Shows	366	398	8.74%
Unmet Trip Requests	938	912	-2.77%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	25,538	21,712	-14.98%
AHCA	2,406	10,977	356.23%
APD	28,580	26,012	-8.99%
DOEA	5,291	1,406	-73.43%
DOE	-	-	NA
Other	30,118	12,534	-58.38%
TOTAL TRIPS	91,933	72,641	-20.98%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.98	0.93	-5.10%
Miles between Roadcalls	203,638	161,975	-20.46%
Avg. Trips per Driver Hour	1.56	1.14	-26.92%
Avg. Trips per Para Pass.	6	48.36	706.00%
Cost per Trip	18.09	21.23	17.36%
Cost per Paratransit Trip	18.09	21.23	17.36%
Cost per Driver Hour	28.22	24.12	-14.53%
Cost per Total Mile	2.72	2.38	-12.50%

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	49,746	0.26%
Potential TD Population / Percent of CountyTotal	22,516	45.26%
UDPHC / Percent of TD Passengers Served	1,244	5.52%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	3,379	4,066	20.33%
Ambulatory	48,903	48,907	0.01%
Non-Ambulatory	8,647	6,564	-24.09%
Stretcher	185	129	-30.27%
School Board	-	-	NA
TOTAL TRIPS	61,114	59,666	-2.37%

Vehicle Data	2010	2011	% Change
Vehicle Miles	672,346	667,274	-0.75%
Revenue Miles	652,634	640,149	-1.91%
Roadcalls	3	5	66.67%
Accidents	-	1	NA
Vehicles	27	28	3.70%
Driver Hours	35,211	37,586	6.75%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	19,868	19,508	-1.81%
Employment	21,179	19,233	-9.19%
Ed/Train/DayCare	9,939	9,064	-8.80%
Nutritional	5,898	6,936	17.60%
Life-Sustaining/Other	4,230	4,925	16.43%
TOTAL TRIPS	61,114	59,666	-2.37%

Financial and General Data	2010	2011	% Change
Expenses	\$1,506,489	\$1,627,759	8.05%
Revenues	\$1,715,742	\$1,686,248	-1.72%
Commendations	3	-	-100.00%
Complaints	1	5	400.00%
Passenger No-Shows	260	157	-39.62%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2010	2011	% Change
CTD	7,134	6,946	-2.64%
AHCA	12,904	12,993	0.69%
APD	31,301	28,387	-9.31%
DOEA	5,927	6,956	17.36%
DOE	-	-	NA
Other	3,848	4,384	13.93%
TOTAL TRIPS	61,114	59,666	-2.37%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0	0.15	NA
Miles between Roadcalls	224,115	133,455	-40.45%
Avg. Trips per Driver Hour	1.74	1.59	-8.62%
Avg. Trips per Para Pass.	51.01	47.96	-5.98%
Cost per Trip	24.65	27.28	10.67%
Cost per Paratransit Trip	24.65	27.28	10.67%
Cost per Driver Hour	42.78	43.31	1.24%
Cost per Total Mile	2.24	2.44	8.93%

County: Jefferson
 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	14,761	0.08%
Potential TD Population / Percent of County Total	7,138	48.36%
UDPHC / Percent of TD Passengers Served	3,661	51.29%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	13,240	13,508	2.02%
Non-Ambulatory	1,571	1,637	4.20%
Stretcher	291	231	-20.62%
School Board	-	-	NA
TOTAL TRIPS	15,102	15,376	1.81%

Vehicle Data	2010	2011	% Change
Vehicle Miles	221,324	237,230	7.19%
Revenue Miles	187,312	203,321	8.55%
Roadcalls	-	-	NA
Accidents	-	-	NA
Vehicles	10	9	-10.00%
Driver Hours	9,906	9,650	-2.58%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	7,026	9,756	38.86%
Employment	1,337	1,633	22.14%
Ed/Train/DayCare	6,252	3,393	-45.73%
Nutritional	153	186	21.57%
Life-Sustaining/Other	334	408	22.16%
TOTAL TRIPS	15,102	15,376	1.81%

Financial and General Data	2010	2011	% Change
Expenses	\$811,997	\$555,436	-31.60%
Revenues	\$812,003	\$783,430	-3.52%
Commendations	-	-	NA
Complaints	2	2	0.00%
Passenger No-Shows	150	152	1.33%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2010	2011	% Change
CTD	3,436	4,173	21.45%
AHCA	6,406	6,217	-2.95%
APD	-	2,769	NA
DOEA	-	-	NA
DOE	8	54	575.00%
Other	5,252	2,163	-58.82%
TOTAL TRIPS	15,102	15,376	1.81%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	-	-	NA
Avg. Trips per Driver Hour	1.52	1.59	4.61%
Avg. Trips per Para Pass.	5.44	4.2	-22.79%
Cost per Trip	53.77	36.12	-32.82%
Cost per Paratransit Trip	53.77	36.12	-32.82%
Cost per Driver Hour	81.97	57.56	-29.78%
Cost per Total Mile	3.67	2.34	-36.24%

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	8,870	0.05%
Potential TD Population / Percent of County Total	3,348	37.75%
UDPHC / Percent of TD Passengers Served	269	8.03%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	3,695	3,314	-10.31%
Non-Ambulatory	179	193	7.82%
Stretcher	54	74	37.04%
School Board	-	-	NA
TOTAL TRIPS	3,928	3,581	-8.83%

Vehicle Data	2010	2011	% Change
Vehicle Miles	98,228	90,883	-7.48%
Revenue Miles	76,621	70,780	-7.62%
Roadcalls	1	-	-100.00%
Accidents	-	-	NA
Vehicles	7	6	-14.29%
Driver Hours	6,215	5,910	-4.91%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	2,965	3,196	7.79%
Employment	-	-	NA
Ed/Train/DayCare	-	-	NA
Nutritional	962	385	-59.98%
Life-Sustaining/Other	1	-	-100.00%
TOTAL TRIPS	3,928	3,581	-8.83%

Financial and General Data	2010	2011	% Change
Expenses	\$200,852	\$189,350	-5.73%
Revenues	\$251,067	\$243,086	-3.18%
Commendations	-	-	NA
Complaints	1	-	-100.00%
Passenger No-Shows	42	39	-7.14%
Unmet Trip Requests	14	14	0.00%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	2,327	2,486	6.83%
AHCA	638	710	11.29%
APD	-	-	NA
DOEA	962	384	-60.08%
DOE	-	-	NA
Other	1	1	0.00%
TOTAL TRIPS	3,928	3,581	-8.83%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	98,228	-	-100.00%
Avg. Trips per Driver Hour	0.63	0.61	-3.17%
Avg. Trips per Para Pass.	13.27	13.31	0.30%
Cost per Trip	51.13	52.88	3.42%
Cost per Paratransit Trip	51.13	52.88	3.42%
Cost per Driver Hour	32.32	32.04	-0.87%
Cost per Total Mile	2.04	2.08	1.96%

County: Lake
 CTC: Lake County Board of County Commissioners
 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	297,052	1.58%
Potential TD Population / Percent of County Total	122,562	41.26%
UDPHC / Percent of TD Passengers Served	14,698	11.99%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	884	1,235	39.71%
Ambulatory	145,945	147,182	0.85%
Non-Ambulatory	33,602	38,005	13.10%
Stretcher	239	365	52.72%
School Board	43,693	26,228	-39.97%
TOTAL TRIPS	224,363	213,015	-5.06%

Vehicle Data	2010	2011	% Change
Vehicle Miles	2,522,672	2,615,090	3.66%
Revenue Miles	2,102,883	2,302,415	9.49%
Roadcalls	146	98	-32.88%
Accidents	10	18	80.00%
Vehicles	91	93	2.20%
Driver Hours	119,697	138,426	15.65%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	74,556	68,787	-7.74%
Employment	48,915	44,656	-8.71%
Ed/Train/DayCare	60,807	61,272	0.76%
Nutritional	21,125	19,042	-9.86%
Life-Sustaining/Other	18,960	19,258	1.57%
TOTAL TRIPS	224,363	213,015	-5.06%

Financial and General Data	2010	2011	% Change
Expenses	\$5,037,403	\$4,677,740	-7.14%
Revenues	\$6,165,996	\$5,647,622	-8.41%
Commendations	26	87	234.62%
Complaints	98	370	277.55%
Passenger No-Shows	12,510	6,143	-50.90%
Unmet Trip Requests	6	179	2883.33%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	22,326	30,061	34.65%
AHCA	39,394	29,150	-26.00%
APD	42,859	48,992	14.31%
DOEA	20,781	17,333	-16.59%
DOE	-	-	NA
Other	99,003	87,479	-11.64%
TOTAL TRIPS	224,363	213,015	-5.06%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.4	0.69	72.50%
Miles between Roadcalls	17,279	26,685	54.44%
Avg. Trips per Driver Hour	1.87	1.54	-17.65%
Avg. Trips per Para Pass.	12.57	14.49	15.27%
Cost per Trip	22.45	21.96	-2.18%
Cost per Paratransit Trip	22.45	21.96	-2.18%
Cost per Driver Hour	42.08	33.79	-19.70%

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	618,754	3.29%
Potential TD Population / Percent of County Total	231,448	37.41%
UDPHC / Percent of TD Passengers Served	2,129	0.92%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	141	65	-53.90%
Deviated FR	-	-	NA
Ambulatory	103,778	94,677	-8.77%
Non-Ambulatory	26,025	29,295	12.56%
Stretcher	457	342	-25.16%
School Board	-	-	NA
TOTAL TRIPS	130,401	124,379	-4.62%

Vehicle Data	2010	2011	% Change
Vehicle Miles	1,698,685	1,709,736	0.65%
Revenue Miles	1,439,077	1,465,555	1.84%
Roadcalls	45	41	-8.89%
Accidents	6	10	66.67%
Vehicles	66	58	-12.12%
Driver Hours	95,281	96,803	1.60%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	61,842	71,904	16.27%
Employment	1,933	-	-100.00%
Ed/Train/DayCare	61,297	48,214	-21.34%
Nutritional	5,329	4,154	-22.05%
Life-Sustaining/Other	-	107	NA
TOTAL TRIPS	130,401	124,379	-4.62%

Financial and General Data	2010	2011	% Change
Expenses	\$3,705,363	\$3,818,953	3.07%
Revenues	\$4,261,324	\$3,121,212	-26.75%
Commendations	39	36	-7.69%
Complaints	129	119	-7.75%
Passenger No-Shows	3,166	8,911	181.46%
Unmet Trip Requests	4,594	4,778	4.01%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	18,349	19,946	8.70%
AHCA	42,615	47,026	10.35%
APD	57,204	43,798	-23.44%
DOEA	7,450	6,772	-9.10%
DOE	-	-	NA
Other	4,783	6,837	42.94%
TOTAL TRIPS	130,401	124,379	-4.62%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.35	0.58	65.71%
Miles between Roadcalls	37,749	41,701	10.47%
Avg. Trips per Driver Hour	1.37	1.28	-6.57%
Avg. Trips per Para Pass.	71.26	59.88	-15.97%
Cost per Trip	28.42	30.7	8.02%
Cost per Paratransit Trip	28.41	30.72	8.13%
Cost per Driver Hour	38.84	39.45	1.57%
Cost per Total Mile	2.18	2.23	2.29%

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	275,487	1.47%
Potential TD Population / Percent of CountyTotal	94,018	34.13%
UDPHC / Percent of TD Passengers Served	8,164	8.68%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	174,813	175,035	0.13%
Deviated FR	-	-	NA
Ambulatory	59,290	66,953	12.92%
Non-Ambulatory	12,758	13,490	5.74%
Stretcher	74	49	-33.78%
School Board	-	-	NA
TOTAL TRIPS	246,935	255,527	3.48%

Vehicle Data	2010	2011	% Change
Vehicle Miles	444,242	318,859	-28.22%
Revenue Miles	383,017	308,072	-19.57%
Roadcalls	5	-	-100.00%
Accidents	7	-	-100.00%
Vehicles	19	19	0.00%
Driver Hours	43,399	45,093	3.90%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	70,504	73,573	4.35%
Employment	27,370	30,075	9.88%
Ed/Train/DayCare	138,062	131,053	-5.08%
Nutritional	9,417	12,713	35.00%
Life-Sustaining/Other	1,582	8,113	412.83%
TOTAL TRIPS	246,935	255,527	3.48%

Financial and General Data	2010	2011	% Change
Expenses	\$2,125,341	\$1,844,256	-13.23%
Revenues	\$1,803,239	\$1,844,256	2.27%
Commendations	5	12	140.00%
Complaints	54	82	51.85%
Passenger No-Shows	1,167	935	-19.88%
Unmet Trip Requests	90	104	15.56%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	182,600	176,896	-3.12%
AHCA	21,268	35,671	67.72%
APD	33,287	32,016	-3.82%
DOEA	-	-	NA
DOE	-	-	NA
Other	9,780	10,944	11.90%
TOTAL TRIPS	246,935	255,527	3.48%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	1.58	0	-100.00%
Miles between Roadcalls	88,848	-	-100.00%
Avg. Trips per Driver Hour	1.66	1.79	7.83%
Avg. Trips per Para Pass.	21.19	23.53	11.04%
Cost per Trip	8.61	7.22	-16.14%
Cost per Paratransit Trip	27.12	20.4	-24.78%
Cost per Driver Hour	45.07	36.41	-19.21%
Cost per Total Mile	4.4	5.15	17.05%

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	40,801	0.22%
Potential TD Population / Percent of County Total	19,913	48.81%
UDPHC / Percent of TD Passengers Served	921	4.63%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	35,796	46,488	29.87%
Non-Ambulatory	6,070	6,836	12.62%
Stretcher	72	103	43.06%
School Board	-	-	NA
TOTAL TRIPS	41,938	53,427	27.40%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	22,290	21,222	-4.79%
Employment	1,588	3,979	150.57%
Ed/Train/DayCare	14,621	25,691	75.71%
Nutritional	393	895	127.74%
Life-Sustaining/Other	3,046	1,640	-46.16%
TOTAL TRIPS	41,938	53,427	27.40%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	9,681	7,238	-25.23%
AHCA	10,776	11,857	10.03%
APD	14,041	13,694	-2.47%
DOEA	393	887	125.70%
DOE	-	-	NA
Other	7,047	19,751	180.28%
TOTAL TRIPS	41,938	53,427	27.40%

Vehicle Data	2010	2011	% Change
Vehicle Miles	658,929	790,540	19.97%
Revenue Miles	547,511	659,421	20.44%
Roadcalls	13	3	-76.92%
Accidents	3	1	-66.67%
Vehicles	25	26	4.00%
Driver Hours	27,256	31,151	14.29%

Financial and General Data	2010	2011	% Change
Expenses	\$1,385,615	\$1,369,184	-1.19%
Revenues	\$1,837,385	\$1,509,009	-17.87%
Commendations	6	5	-16.67%
Complaints	-	-	NA
Passenger No-Shows	955	891	-6.70%
Unmet Trip Requests	838	807	-3.70%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.46	0.13	-71.74%
Miles between Roadcalls	50,687	263,513	419.88%
Avg. Trips per Driver Hour	1.54	1.72	11.69%
Avg. Trips per Para Pass.	47.82	58.01	21.31%
Cost per Trip	33.04	25.63	-22.43%
Cost per Paratransit Trip	33.04	25.63	-22.43%
Cost per Driver Hour	50.84	43.95	-13.55%
Cost per Total Mile	2.1	1.73	-17.62%

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	8,365	0.04%
Potential TD Population / Percent of County Total	2,855	34.13%
UDPHC / Percent of TD Passengers Served	1,519	53.20%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	32,356	30,819	-4.75%
Non-Ambulatory	1,218	1,166	-4.27%
Stretcher	1	4	300.00%
School Board	-	-	NA
TOTAL TRIPS	33,575	31,989	-4.72%

Vehicle Data	2010	2011	% Change
Vehicle Miles	391,980	377,251	-3.76%
Revenue Miles	391,949	377,050	-3.80%
Roadcalls	2	2	0.00%
Accidents	-	-	NA
Vehicles	19	18	-5.26%
Driver Hours	21,620	20,467	-5.33%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	18,256	17,392	-4.73%
Employment	189	179	-5.29%
Ed/Train/DayCare	8,382	7,988	-4.70%
Nutritional	2,154	2,054	-4.64%
Life-Sustaining/Other	4,594	4,376	-4.75%
TOTAL TRIPS	33,575	31,989	-4.72%

Financial and General Data	2010	2011	% Change
Expenses	\$368,387	\$362,373	-1.63%
Revenues	\$371,478	\$365,040	-1.73%
Commendations	2	2	0.00%
Complaints	-	1	NA
Passenger No-Shows	21	19	-9.52%
Unmet Trip Requests	12	10	-16.67%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	25,849	24,628	-4.72%
AHCA	3,777	3,599	-4.71%
APD	141	134	-4.96%
DOEA	1,154	1,100	-4.68%
DOE	-	-	NA
Other	2,654	2,528	-4.75%
TOTAL TRIPS	33,575	31,989	-4.72%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	195,990	188,626	-3.76%
Avg. Trips per Driver Hour	1.55	1.56	0.65%
Avg. Trips per Para Pass.	21.36	21.06	-1.40%
Cost per Trip	10.97	11.33	3.28%
Cost per Paratransit Trip	10.97	11.33	3.28%
Cost per Driver Hour	17.04	17.71	3.93%
Cost per Total Mile	0.94	0.96	2.13%

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	19,224	0.10%
Potential TD Population / Percent of County Total	8,445	43.93%
UDPHC / Percent of TD Passengers Served	5,057	59.88%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	23,048	22,233	-3.54%
Non-Ambulatory	1,732	2,395	38.28%
Stretcher	40	86	115.00%
School Board	-	-	NA
TOTAL TRIPS	24,820	24,714	-0.43%

Vehicle Data	2010	2011	% Change
Vehicle Miles	310,195	295,978	-4.58%
Revenue Miles	265,790	256,636	-3.44%
Roadcalls	-	1	NA
Accidents	-	-	NA
Vehicles	16	15	-6.25%
Driver Hours	16,831	12,668	-24.73%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	10,067	10,602	5.31%
Employment	1,743	2,068	18.65%
Ed/Train/DayCare	6,587	6,282	-4.63%
Nutritional	5,250	4,469	-14.88%
Life-Sustaining/Other	1,173	1,293	10.23%
TOTAL TRIPS	24,820	24,714	-0.43%

Financial and General Data	2010	2011	% Change
Expenses	\$713,024	\$541,858	-24.01%
Revenues	\$713,087	\$679,906	-4.65%
Commendations	-	-	NA
Complaints	2	2	0.00%
Passenger No-Shows	156	155	-0.64%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2010	2011	% Change
CTD	5,806	6,469	11.42%
AHCA	5,369	6,139	14.34%
APD	-	4,120	NA
DOEA	5,250	4,469	-14.88%
DOE	4	-	-100.00%
Other	8,391	3,517	-58.09%
TOTAL TRIPS	24,820	24,714	-0.43%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	-	295,978	NA
Avg. Trips per Driver Hour	1.47	1.95	32.65%
Avg. Trips per Para Pass.	5.78	4.89	-15.40%
Cost per Trip	28.73	21.93	-23.67%
Cost per Paratransit Trip	28.73	21.93	-23.67%
Cost per Driver Hour	42.36	42.77	0.97%
Cost per Total Mile	2.3	1.83	-20.43%

County: Manatee
 CTC: Manatee County Area Transit
 Contact: Ronald Hosey
 1108 26th Avenue East
 Bradenton, FL 34208
 941-747-8621
 Email: ronald.hosey@mymanatee.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	322,833	1.72%
Potential TD Population / Percent of County Total	144,425	44.74%
UDPHC / Percent of TD Passengers Served	5,680	3.93%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	135,768	173,850	28.05%
Deviated FR	-	-	NA
Ambulatory	111,167	243,046	118.63%
Non-Ambulatory	25,732	55,113	114.18%
Stretcher	-	332	NA
School Board	4	-	-100.00%
TOTAL TRIPS	272,671	472,341	73.23%

Vehicle Data	2010	2011	% Change
Vehicle Miles	944,355	1,021,941	8.22%
Revenue Miles	731,514	817,991	11.82%
Roadcalls	7	16	128.57%
Accidents	10	11	10.00%
Vehicles	56	65	16.07%
Driver Hours	63,096	69,628	10.35%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	73,910	132,569	79.37%
Employment	33,043	31,569	-4.46%
Ed/Train/DayCare	18,702	84,129	349.84%
Nutritional	7,411	103,864	1301.48%
Life-Sustaining/Other	139,605	120,210	-13.89%
TOTAL TRIPS	272,671	472,341	73.23%

Financial and General Data	2010	2011	% Change
Expenses	\$3,225,408	\$3,949,881	22.46%
Revenues	\$3,225,408	\$3,642,067	12.92%
Commendations	4	6	50.00%
Complaints	37	34	-8.11%
Passenger No-Shows	1,156	897	-22.40%
Unmet Trip Requests	309	240	-22.33%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	28,874	140,393	386.23%
AHCA	2,699	2,791	3.41%
APD	28,338	69,644	145.76%
DOEA	21,618	21,744	0.58%
DOE	-	-	NA
Other	191,142	237,769	24.39%
TOTAL TRIPS	272,671	472,341	73.23%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	1.06	1.08	1.89%
Miles between Roadcalls	134,908	63,871	-52.66%
Avg. Trips per Driver Hour	2.17	4.29	97.70%
Avg. Trips per Para Pass.	39.76	85.28	114.49%
Cost per Trip	11.83	8.36	-29.33%
Cost per Paratransit Trip	23.52	10.62	-54.85%
Cost per Driver Hour	51.04	45.52	-10.82%
Cost per Total Mile	3.41	3.1	-9.09%

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

Email: dcart@marionseniorservices.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	331,298	1.76%
Potential TD Population / Percent of County Total	154,514	46.64%
UDPHC / Percent of TD Passengers Served	7,997	5.18%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	143,035	139,147	-2.72%
Non-Ambulatory	54,151	57,477	6.14%
Stretcher	778	1,021	31.23%
School Board	-	-	NA
TOTAL TRIPS	197,964	197,645	-0.16%

Vehicle Data	2010	2011	% Change
Vehicle Miles	1,819,872	1,907,213	4.80%
Revenue Miles	1,681,926	1,770,192	5.25%
Roadcalls	13	28	115.38%
Accidents	3	4	33.33%
Vehicles	86	93	8.14%
Driver Hours	152,880	153,920	0.68%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	150,003	150,210	0.14%
Employment	1,981	1,976	-0.25%
Ed/Train/DayCare	10,135	9,882	-2.50%
Nutritional	23,998	23,717	-1.17%
Life-Sustaining/Other	11,847	11,860	0.11%
TOTAL TRIPS	197,964	197,645	-0.16%

Financial and General Data	2010	2011	% Change
Expenses	\$4,070,355	\$4,550,487	11.80%
Revenues	\$3,715,668	\$3,905,408	5.11%
Commendations	24	30	25.00%
Complaints	26	28	7.69%
Passenger No-Shows	11,669	10,090	-13.53%
Unmet Trip Requests	815	1,032	26.63%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	40,090	39,077	-2.53%
AHCA	51,007	55,235	8.29%
APD	46,433	44,195	-4.82%
DOEA	1,704	1,413	-17.08%
DOE	-	-	NA
Other	58,730	57,725	-1.71%
TOTAL TRIPS	197,964	197,645	-0.16%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.16	0.21	31.25%
Miles between Roadcalls	139,990	68,115	-51.34%
Avg. Trips per Driver Hour	1.29	1.28	-0.78%
Avg. Trips per Para Pass.	28.7	24.71	-13.90%
Cost per Trip	20.56	23.02	11.96%
Cost per Paratransit Trip	20.56	23.02	11.96%
Cost per Driver Hour	26.62	29.56	11.04%
Cost per Total Mile	2.24	2.39	6.70%

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	146,318	0.78%
Potential TD Population / Percent of CountyTotal	69,642	47.60%
UDPHC / Percent of TD Passengers Served	1,622	2.33%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	19,164	23,672	23.52%
Ambulatory	17,844	32,899	84.37%
Non-Ambulatory	5,929	21,961	270.40%
Stretcher	95	21	-77.89%
School Board	-	-	NA
TOTAL TRIPS	43,032	78,553	82.55%

Vehicle Data	2010	2011	% Change
Vehicle Miles	235,935	330,354	40.02%
Revenue Miles	120,327	184,022	52.93%
Roadcalls	-	-	NA
Accidents	2	-	-100.00%
Vehicles	57	36	-36.84%
Driver Hours	56,160	81,360	44.87%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	18,105	14,864	-17.90%
Employment	2,255	4,527	100.75%
Ed/Train/DayCare	1,668	28,808	1627.10%
Nutritional	43	31	-27.91%
Life-Sustaining/Other	20,961	30,323	44.66%
TOTAL TRIPS	43,032	78,553	82.55%

Financial and General Data	2010	2011	% Change
Expenses	\$784,845	\$744,260	-5.17%
Revenues	\$821,591	\$712,488	-13.28%
Commendations	-	-	NA
Complaints	78	55	-29.49%
Passenger No-Shows	578	424	-26.64%
Unmet Trip Requests	493	517	4.87%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	14,140	8,370	-40.81%
AHCA	8,540	5,827	-31.77%
APD	-	11,470	NA
DOEA	-	-	NA
DOE	-	-	NA
Other	20,352	52,886	159.86%
TOTAL TRIPS	43,032	78,553	82.55%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.85	0	-100.00%
Miles between Roadcalls	-	-	NA
Avg. Trips per Driver Hour	0.77	0.97	25.97%
Avg. Trips per Para Pass.	26.22	48.43	84.71%
Cost per Trip	18.24	9.47	-48.08%
Cost per Paratransit Trip	18.24	9.47	-48.08%
Cost per Driver Hour	13.98	9.15	-34.55%
Cost per Total Mile	3.33	2.25	-32.43%

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	2,496,435	13.28%
Potential TD Population / Percent of CountyTotal	964,590	38.64%
UDPHC / Percent of TD Passengers Served	261,000	27.06%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	21,945,342	22,953,737	4.60%
Deviated FR	-	-	NA
Ambulatory	2,783,805	2,002,599	-28.06%
Non-Ambulatory	1,056,815	1,037,265	-1.85%
Stretcher	-	1,415	NA
School Board	-	794	NA
TOTAL TRIPS	25,785,962	25,995,810	0.81%

Vehicle Data	2010	2011	% Change
Vehicle Miles	26,836,716	26,311,216	-1.96%
Revenue Miles	24,851,335	23,938,887	-3.67%
Roadcalls	24	71	195.83%
Accidents	17	23	35.29%
Vehicles	836	845	1.08%
Driver Hours	1,982,373	1,567,200	-20.94%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	8,767,229	9,358,492	6.74%
Employment	2,836,455	519,916	-81.67%
Ed/Train/DayCare	5,157,192	6,238,995	20.98%
Nutritional	1,289,298	8,318,659	545.21%
Life-Sustaining/Other	7,735,788	1,559,748	-79.84%
TOTAL TRIPS	25,785,962	25,995,810	0.81%

Financial and General Data	2010	2011	% Change
Expenses	\$135,000,889	\$144,915,741	7.34%
Revenues	\$100,426,708	\$114,738,490	14.25%
Commendations	-	-	NA
Complaints	4,531	4,000	-11.72%
Passenger No-Shows	-	35,000	NA
Unmet Trip Requests	564,840	104,497	-81.50%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	2,563,125	2,705,643	5.56%
AHCA	1,856,589	1,921,090	3.47%
APD	781,312	3,711,591	375.05%
DOEA	3,274,817	2,261,635	-30.94%
DOE	-	155,974	NA
Other	17,310,119	15,239,877	-11.96%
TOTAL TRIPS	25,785,962	25,995,810	0.81%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.06	0.09	50.00%
Miles between Roadcalls	1,118,197	370,581	-66.86%
Avg. Trips per Driver Hour	1.94	1.94	0.00%
Avg. Trips per Para Pass.	73.86	46.09	-37.60%
Cost per Trip	5.24	5.57	6.30%
Cost per Paratransit Trip	33.81	43.36	28.25%
Cost per Driver Hour	65.5	84.17	28.50%
Cost per Total Mile	4.84	5.01	3.51%

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@westcare.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	73,090	0.39%
Potential TD Population / Percent of CountyTotal	38,123	52.16%
UDPHC / Percent of TD Passengers Served	2,047	5.37%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	14,399	24,591	70.78%
Deviated FR	-	-	NA
Ambulatory	86,803	88,476	1.93%
Non-Ambulatory	6,314	4,811	-23.80%
Stretcher	1	-	-100.00%
School Board	-	-	NA
TOTAL TRIPS	107,517	117,878	9.64%

Vehicle Data	2010	2011	% Change
Vehicle Miles	955,852	1,036,008	8.39%
Revenue Miles	867,017	931,418	7.43%
Roadcalls	12	10	-16.67%
Accidents	5	5	0.00%
Vehicles	52	54	3.85%
Driver Hours	113,360	90,480	-20.18%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	43,017	42,439	-1.34%
Employment	3,617	2,959	-18.19%
Ed/Train/DayCare	21,714	22,954	5.71%
Nutritional	10,768	9,066	-15.81%
Life-Sustaining/Other	28,401	40,460	42.46%
TOTAL TRIPS	107,517	117,878	9.64%

Financial and General Data	2010	2011	% Change
Expenses	\$2,098,744	\$2,109,025	0.49%
Revenues	\$1,903,912	\$2,008,872	5.51%
Commendations	18	6	-66.67%
Complaints	17	-	-100.00%
Passenger No-Shows	566	375	-33.75%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2010	2011	% Change
CTD	46,926	61,967	32.05%
AHCA	23,256	24,206	4.08%
APD	2,193	2,266	3.33%
DOEA	-	-	NA
DOE	-	-	NA
Other	35,142	29,439	-16.23%
TOTAL TRIPS	107,517	117,878	9.64%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.52	0.48	-7.69%
Miles between Roadcalls	79,654	103,601	30.06%
Avg. Trips per Driver Hour	0.82	1.03	25.61%
Avg. Trips per Para Pass.	36.43	50.87	39.64%
Cost per Trip	19.52	17.89	-8.35%
Cost per Paratransit Trip	22.5	22.56	0.27%
Cost per Driver Hour	18.48	23.26	25.87%
Cost per Total Mile	2.19	2.03	-7.31%

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	73,314	0.39%
Potential TD Population / Percent of County Total	18,664	25.46%
UDPHC / Percent of TD Passengers Served	1,102	5.90%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	640	NA
Ambulatory	56,443	57,761	2.34%
Non-Ambulatory	7,607	7,309	-3.92%
Stretcher	54	48	-11.11%
School Board	-	-	NA
TOTAL TRIPS	64,104	65,758	2.58%

Vehicle Data	2010	2011	% Change
Vehicle Miles	528,799	548,984	3.82%
Revenue Miles	423,444	428,365	1.16%
Roadcalls	12	12	0.00%
Accidents	1	1	0.00%
Vehicles	19	21	10.53%
Driver Hours	34,266	40,362	17.79%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	34,525	37,432	8.42%
Employment	3,130	3,872	23.71%
Ed/Train/DayCare	2,327	1,881	-19.17%
Nutritional	15,808	15,204	-3.82%
Life-Sustaining/Other	8,314	7,369	-11.37%
TOTAL TRIPS	64,104	65,758	2.58%

Financial and General Data	2010	2011	% Change
Expenses	\$1,010,320	\$1,079,084	6.81%
Revenues	\$948,468	\$987,854	4.15%
Commendations	-	-	NA
Complaints	-	-	NA
Passenger No-Shows	519	821	58.19%
Unmet Trip Requests	205	327	59.51%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	22,147	26,814	21.07%
AHCA	20,274	16,447	-18.88%
APD	-	-	NA
DOEA	19,408	17,228	-11.23%
DOE	-	-	NA
Other	2,275	5,269	131.60%
TOTAL TRIPS	64,104	65,758	2.58%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.19	0.18	-5.26%
Miles between Roadcalls	44,067	45,749	3.82%
Avg. Trips per Driver Hour	1.87	1.63	-12.83%
Avg. Trips per Para Pass.	65.61	59.67	-9.05%
Cost per Trip	15.76	16.41	4.12%
Cost per Paratransit Trip	15.76	16.41	4.12%
Cost per Driver Hour	29.48	26.74	-9.29%
Cost per Total Mile	1.91	1.97	3.14%

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	180,822	0.96%
Potential TD Population / Percent of CountyTotal	59,392	32.85%
UDPHC / Percent of TD Passengers Served	6,260	10.54%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	40,070	47,720	19.09%
Deviated FR	-	-	NA
Ambulatory	75,940	71,211	-6.23%
Non-Ambulatory	17,700	17,979	1.58%
Stretcher	1	1	0.00%
School Board	-	-	NA
TOTAL TRIPS	133,711	136,911	2.39%

Vehicle Data	2010	2011	% Change
Vehicle Miles	683,233	673,237	-1.46%
Revenue Miles	591,105	585,978	-0.87%
Roadcalls	1	4	300.00%
Accidents	3	2	-33.33%
Vehicles	65	64	-1.54%
Driver Hours	64,888	63,044	-2.84%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	58,722	64,348	9.58%
Employment	41,595	46,549	11.91%
Ed/Train/DayCare	11,374	8,521	-25.08%
Nutritional	14,680	13,691	-6.74%
Life-Sustaining/Other	7,340	3,802	-48.20%
TOTAL TRIPS	133,711	136,911	2.39%

Financial and General Data	2010	2011	% Change
Expenses	\$1,577,959	\$1,611,300	2.11%
Revenues	\$1,598,338	\$1,557,996	-2.52%
Commendations	8	8	0.00%
Complaints	12	16	33.33%
Passenger No-Shows	498	524	5.22%
Unmet Trip Requests	583	496	-14.92%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	46,023	43,154	-6.23%
AHCA	15,398	18,254	18.55%
APD	-	-	NA
DOEA	6,828	6,170	-9.64%
DOE	601	858	42.76%
Other	64,861	68,475	5.57%
TOTAL TRIPS	133,711	136,911	2.39%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.44	0.3	-31.82%
Miles between Roadcalls	683,233	168,309	-75.37%
Avg. Trips per Driver Hour	1.44	1.41	-2.08%
Avg. Trips per Para Pass.	15.78	15.32	-2.92%
Cost per Trip	11.8	11.77	-0.25%
Cost per Paratransit Trip	16.85	18.06	7.18%
Cost per Driver Hour	24.32	25.56	5.10%
Cost per Total Mile	2.31	2.39	3.46%

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	39,996	0.21%
Potential TD Population / Percent of CountyTotal	21,207	53.02%
UDPHC / Percent of TD Passengers Served	683	3.22%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	38,358	35,731	-6.85%
Non-Ambulatory	4,747	4,858	2.34%
Stretcher	1	-	-100.00%
School Board	-	-	NA
TOTAL TRIPS	43,106	40,589	-5.84%

Vehicle Data	2010	2011	% Change
Vehicle Miles	636,582	668,895	5.08%
Revenue Miles	431,472	460,674	6.77%
Roadcalls	8	8	0.00%
Accidents	2	3	50.00%
Vehicles	15	15	0.00%
Driver Hours	24,366	26,083	7.05%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	14,891	15,659	5.16%
Employment	24,793	21,761	-12.23%
Ed/Train/DayCare	13	33	153.85%
Nutritional	2,206	2,195	-0.50%
Life-Sustaining/Other	1,203	941	-21.78%
TOTAL TRIPS	43,106	40,589	-5.84%

Financial and General Data	2010	2011	% Change
Expenses	\$729,272	\$783,701	7.46%
Revenues	\$666,638	\$694,289	4.15%
Commendations	5	5	0.00%
Complaints	11	9	-18.18%
Passenger No-Shows	553	734	32.73%
Unmet Trip Requests	363	205	-43.53%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	5,275	4,935	-6.45%
AHCA	10,614	10,385	-2.16%
APD	22,496	18,840	-16.25%
DOEA	995	1,240	24.62%
DOE	-	-	NA
Other	3,726	5,189	39.26%
TOTAL TRIPS	43,106	40,589	-5.84%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.31	0.45	45.16%
Miles between Roadcalls	79,573	83,612	5.08%
Avg. Trips per Driver Hour	1.77	1.56	-11.86%
Avg. Trips per Para Pass.	62.29	59.43	-4.59%
Cost per Trip	16.92	19.31	14.13%
Cost per Paratransit Trip	16.92	19.31	14.13%
Cost per Driver Hour	29.93	30.05	0.40%
Cost per Total Mile	1.15	1.17	1.74%

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	1,145,956	6.10%
Potential TD Population / Percent of CountyTotal	362,559	31.64%
UDPHC / Percent of TD Passengers Served	26,136	7.21%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	805,603	479,078	-40.53%
Deviated FR	76,520	77,376	1.12%
Ambulatory	571,512	594,348	4.00%
Non-Ambulatory	166,654	164,512	-1.29%
Stretcher	9,988	10,286	2.98%
School Board	-	-	NA
TOTAL TRIPS	1,630,277	1,325,600	-18.69%

Vehicle Data	2010	2011	% Change
Vehicle Miles	7,481,054	7,067,527	-5.53%
Revenue Miles	6,280,172	5,788,804	-7.82%
Roadcalls	344	250	-27.33%
Accidents	165	169	2.42%
Vehicles	226	293	29.65%
Driver Hours	474,823	537,824	13.27%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	902,911	691,402	-23.43%
Employment	193,173	147,415	-23.69%
Ed/Train/DayCare	302,736	286,977	-5.21%
Nutritional	68,772	61,624	-10.39%
Life-Sustaining/Other	162,685	138,182	-15.06%
TOTAL TRIPS	1,630,277	1,325,600	-18.69%

Financial and General Data	2010	2011	% Change
Expenses	\$14,417,549	\$16,871,102	17.02%
Revenues	\$14,201,407	\$15,634,093	10.09%
Commendations	54	74	37.04%
Complaints	498	461	-7.43%
Passenger No-Shows	34,825	36,979	6.19%
Unmet Trip Requests	2,921	18,619	537.42%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	59,749	55,907	-6.43%
AHCA	231,518	242,489	4.74%
APD	158,276	188,439	19.06%
DOEA	-	75,783	NA
DOE	-	-	NA
Other	1,180,734	762,982	-35.38%
TOTAL TRIPS	1,630,277	1,325,600	-18.69%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	2.21	2.39	8.14%
Miles between Roadcalls	21,747	28,270	29.99%
Avg. Trips per Driver Hour	1.74	1.57	-9.77%
Avg. Trips per Para Pass.	42.24	33.85	-19.86%
Cost per Trip	8.84	12.73	44.00%
Cost per Paratransit Trip	17.48	19.93	14.02%
Cost per Driver Hour	30.36	31.37	3.33%
Cost per Total Mile	1.93	2.39	23.83%

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	268,685	1.43%
Potential TD Population / Percent of County Total	85,999	32.01%
UDPHC / Percent of TD Passengers Served	6,944	8.07%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	214,036	127,284	-40.53%
Deviated FR	20,330	20,558	1.12%
Ambulatory	151,842	157,908	3.99%
Non-Ambulatory	44,277	43,709	-1.28%
Stretcher	2,654	2,733	2.98%
School Board	-	-	NA
TOTAL TRIPS	433,139	352,192	-18.69%

Vehicle Data	2010	2011	% Change
Vehicle Miles	1,987,598	1,877,732	-5.53%
Revenue Miles	1,668,543	1,537,996	-7.82%
Roadcalls	91	66	-27.47%
Accidents	45	45	0.00%
Vehicles	60	78	30.00%
Driver Hours	126,153	142,891	13.27%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	239,889	183,695	-23.43%
Employment	51,323	39,166	-23.69%
Ed/Train/DayCare	80,432	76,245	-5.21%
Nutritional	18,272	16,373	-10.39%
Life-Sustaining/Other	43,223	36,713	-15.06%
TOTAL TRIPS	433,139	352,192	-18.69%

Financial and General Data	2010	2011	% Change
Expenses	\$3,830,517	\$4,482,388	17.02%
Revenues	\$3,773,092	\$4,153,736	10.09%
Commendations	15	20	33.33%
Complaints	132	123	-6.82%
Passenger No-Shows	9,252	9,825	6.19%
Unmet Trip Requests	776	4,947	537.50%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	15,874	14,854	-6.43%
AHCA	61,511	64,425	4.74%
APD	42,051	50,065	19.06%
DOEA	-	20,134	NA
DOE	-	-	NA
Other	313,703	202,714	-35.38%
TOTAL TRIPS	433,139	352,192	-18.69%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	2.26	2.4	6.19%
Miles between Roadcalls	21,842	28,450	30.25%
Avg. Trips per Driver Hour	1.74	1.57	-9.77%
Avg. Trips per Para Pass.	42.24	33.85	-19.86%
Cost per Trip	8.84	12.73	44.00%
Cost per Paratransit Trip	17.48	19.93	14.02%
Cost per Driver Hour	30.36	31.37	3.33%
Cost per Total Mile	1.93	2.39	23.83%

County: Palm Beach
 CTC: Palm Beach County
 Contact: Ron Jones
 3044 S. Military Trail, Suite D
 Lake Worth, FL , FL 33463
 561-649-9848
 Email: rxjones@pbcgov.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	1,320,134	7.02%
Potential TD Population / Percent of CountyTotal	565,961	42.87%
UDPHC / Percent of TD Passengers Served	27,631	4.88%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	3,873,178	3,792,916	-2.07%
Deviated FR	6,142	-	-100.00%
Ambulatory	924,127	864,040	-6.50%
Non-Ambulatory	169,518	165,668	-2.27%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	4,972,965	4,822,624	-3.02%

Vehicle Data	2010	2011	% Change
Vehicle Miles	10,422,417	10,400,153	-0.21%
Revenue Miles	9,565,579	9,519,480	-0.48%
Roadcalls	368	370	0.54%
Accidents	238	230	-3.36%
Vehicles	311	246	-20.90%
Driver Hours	663,301	707,293	6.63%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	1,839,997	1,784,371	-3.02%
Employment	497,297	434,036	-12.72%
Ed/Train/DayCare	895,134	868,072	-3.02%
Nutritional	497,297	530,489	6.67%
Life-Sustaining/Other	1,243,240	1,205,656	-3.02%
TOTAL TRIPS	4,972,965	4,822,624	-3.02%

Financial and General Data	2010	2011	% Change
Expenses	\$30,615,239	\$30,545,226	-0.23%
Revenues	\$27,653,859	\$23,253,460	-15.91%
Commendations	1,960	1,719	-12.30%
Complaints	1,455	1,129	-22.41%
Passenger No-Shows	30,575	27,537	-9.94%
Unmet Trip Requests	159	295	85.53%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	1,971,439	1,670,132	-15.28%
AHCA	-	-	NA
APD	60,686	-	-100.00%
DOEA	53,144	184,751	247.64%
DOE	-	-	NA
Other	2,887,696	2,967,741	2.77%
TOTAL TRIPS	4,972,965	4,822,624	-3.02%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	2.28	2.21	-3.07%
Miles between Roadcalls	28,322	28,109	-0.75%
Avg. Trips per Driver Hour	1.66	1.46	-12.05%
Avg. Trips per Para Pass.	63.06	59.61	-5.47%
Cost per Trip	6.16	6.33	2.76%
Cost per Paratransit Trip	23.86	24.59	3.06%
Cost per Driver Hour	39.56	35.8	-9.50%
Cost per Total Mile	2.52	2.43	-3.57%

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	464,697	2.47%
Potential TD Population / Percent of County Total	228,418	49.15%
UDPHC / Percent of TD Passengers Served	7,764	3.40%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	190,976	254,094	33.05%
Deviated FR	-	-	NA
Ambulatory	128,036	124,723	-2.59%
Non-Ambulatory	18,230	19,216	5.41%
Stretcher	1,201	612	-49.04%
School Board	12,977	9,050	-30.26%
TOTAL TRIPS	351,420	407,695	16.01%

Vehicle Data	2010	2011	% Change
Vehicle Miles	1,192,352	1,177,213	-1.27%
Revenue Miles	1,042,257	1,026,940	-1.47%
Roadcalls	20	11	-45.00%
Accidents	2	3	50.00%
Vehicles	116	122	5.17%
Driver Hours	64,029	67,584	5.55%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	218,001	270,671	24.16%
Employment	30,121	35,291	17.16%
Ed/Train/DayCare	51,678	57,299	10.88%
Nutritional	13,016	10,828	-16.81%
Life-Sustaining/Other	38,604	33,606	-12.95%
TOTAL TRIPS	351,420	407,695	16.01%

Financial and General Data	2010	2011	% Change
Expenses	\$2,902,554	\$3,102,797	6.90%
Revenues	\$2,902,554	\$3,102,797	6.90%
Commendations	14	16	14.29%
Complaints	103	26	-74.76%
Passenger No-Shows	1,144	1,047	-8.48%
Unmet Trip Requests	1,772	64	-96.39%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	22,681	23,232	2.43%
AHCA	164,285	222,809	35.62%
APD	23,295	43,318	85.95%
DOEA	15,965	13,667	-14.39%
DOE	28,150	37,111	31.83%
Other	97,044	67,558	-30.38%
TOTAL TRIPS	351,420	407,695	16.01%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.17	0.25	47.06%
Miles between Roadcalls	59,618	107,019	79.51%
Avg. Trips per Driver Hour	2.51	2.27	-9.56%
Avg. Trips per Para Pass.	33.24	27.69	-16.70%
Cost per Trip	8.26	7.61	-7.87%
Cost per Paratransit Trip	18.06	20.17	11.68%
Cost per Driver Hour	45.26	45.85	1.30%
Cost per Total Mile	2.43	2.63	8.23%

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	916,542	4.87%
Potential TD Population / Percent of County Total	449,925	49.09%
UDPHC / Percent of TD Passengers Served	48,370	10.75%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	2,647,364	1,764,302	-33.36%
Deviated FR	-	-	NA
Ambulatory	808,473	791,135	-2.14%
Non-Ambulatory	215,477	225,766	4.77%
Stretcher	1	1	0.00%
School Board	-	-	NA
TOTAL TRIPS	3,671,315	2,781,204	-24.25%

Vehicle Data	2010	2011	% Change
Vehicle Miles	7,050,696	8,016,194	13.69%
Revenue Miles	4,980,544	5,955,452	19.57%
Roadcalls	151	201	33.11%
Accidents	67	45	-32.84%
Vehicles	733	708	-3.41%
Driver Hours	632,663	744,658	17.70%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	1,338,366	1,003,830	-25.00%
Employment	1,336,468	994,957	-25.55%
Ed/Train/DayCare	366,239	287,374	-21.53%
Nutritional	175,509	157,456	-10.29%
Life-Sustaining/Other	454,733	337,587	-25.76%
TOTAL TRIPS	3,671,315	2,781,204	-24.25%

Financial and General Data	2010	2011	% Change
Expenses	\$17,325,686	\$17,558,540	1.34%
Revenues	\$17,085,064	\$17,091,519	0.04%
Commendations	56	41	-26.79%
Complaints	291	214	-26.46%
Passenger No-Shows	14,898	9,442	-36.62%
Unmet Trip Requests	1,328	1,399	5.35%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	2,043,528	1,560,976	-23.61%
AHCA	873,933	450,009	-48.51%
APD	219,852	232,223	5.63%
DOEA	115,338	104,906	-9.04%
DOE	2,801	3,562	27.17%
Other	415,863	429,528	3.29%
TOTAL TRIPS	3,671,315	2,781,204	-24.25%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.95	0.56	-41.05%
Miles between Roadcalls	46,693	39,882	-14.59%
Avg. Trips per Driver Hour	1.62	1.37	-15.43%
Avg. Trips per Para Pass.	29.49	29.12	-1.25%
Cost per Trip	4.72	6.31	33.69%
Cost per Paratransit Trip	15.87	16.06	1.20%
Cost per Driver Hour	25.68	21.94	-14.56%
Cost per Total Mile	2.3	2.04	-11.30%

County: Polk
 CTC: Polk County Transit Services
 Contact: Paul Simmons
 Drawer HS09, P. O. Box 9005
 Bartow, FL 33831-9005
 863-534-5368
 Email: PaulSimmons@polk-county.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	602,095	3.20%
Potential TD Population / Percent of County Total	216,839	36.01%
UDPHC / Percent of TD Passengers Served	23,141	10.67%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	168,129	222,554	32.37%
Deviated FR	56	-	-100.00%
Ambulatory	223,803	241,330	7.83%
Non-Ambulatory	51,229	49,777	-2.83%
Stretcher	1,516	1,607	6.00%
School Board	48,079	-	-100.00%
TOTAL TRIPS	492,812	515,268	4.56%

Vehicle Data	2010	2011	% Change
Vehicle Miles	2,592,800	2,295,834	-11.45%
Revenue Miles	2,051,019	1,839,617	-10.31%
Roadcalls	94	106	12.77%
Accidents	29	17	-41.38%
Vehicles	156	131	-16.03%
Driver Hours	204,682	219,340	7.16%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	248,023	225,209	-9.20%
Employment	70,707	23,858	-66.26%
Ed/ Train/DayCare	67,927	89,876	32.31%
Nutritional	32,450	65,879	103.02%
Life-Sustaining/Other	73,705	110,446	49.85%
TOTAL TRIPS	492,812	515,268	4.56%

Financial and General Data	2010	2011	% Change
Expenses	\$6,484,994	\$8,303,047	28.03%
Revenues	\$6,355,256	\$8,027,991	26.32%
Commendations	7	17	142.86%
Complaints	40	30	-25.00%
Passenger No-Shows	17,820	4,533	-74.56%
Unmet Trip Requests	1,529	164	-89.27%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	29,601	73,382	147.90%
AHCA	144,137	87,274	-39.45%
APD	13,736	118,338	761.52%
DOEA	57,565	52,815	-8.25%
DOE	26,064	28,533	9.47%
Other	221,709	154,926	-30.12%
TOTAL TRIPS	492,812	515,268	4.56%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	1.12	0.74	-33.93%
Miles between Roadcalls	27,583	21,659	-21.48%
Avg. Trips per Driver Hour	1.59	1.33	-16.35%
Avg. Trips per Para Pass.	24.11	44.12	82.99%
Cost per Trip	13.16	16.11	22.42%
Cost per Paratransit Trip	19.89	28.21	41.83%
Cost per Driver Hour	31.55	37.65	19.33%
Cost per Total Mile	2.49	3.6	44.58%

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	74,364	0.40%
Potential TD Population / Percent of CountyTotal	42,848	57.62%
UDPHC / Percent of TD Passengers Served	11,190	26.12%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	134,919	139,857	3.66%
Ambulatory	-	-	NA
Non-Ambulatory	16,564	16,537	-0.16%
Stretcher	1,537	1,202	-21.80%
School Board	-	-	NA
TOTAL TRIPS	153,020	157,596	2.99%

Vehicle Data	2010	2011	% Change
Vehicle Miles	778,261	809,101	3.96%
Revenue Miles	633,504	658,608	3.96%
Roadcalls	25	27	8.00%
Accidents	2	6	200.00%
Vehicles	32	34	6.25%
Driver Hours	57,415	60,458	5.30%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	11,735	13,587	15.78%
Employment	62,933	67,660	7.51%
Ed/Train/DayCare	-	-	NA
Nutritional	585	345	-41.03%
Life-Sustaining/Other	77,767	76,004	-2.27%
TOTAL TRIPS	153,020	157,596	2.99%

Financial and General Data	2010	2011	% Change
Expenses	\$1,782,578	\$1,999,220	12.15%
Revenues	\$1,839,270	\$1,809,035	-1.64%
Commendations	4	4	0.00%
Complaints	4	7	75.00%
Passenger No-Shows	4,638	2,998	-35.36%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2010	2011	% Change
CTD	18,691	19,556	4.63%
AHCA	11,735	13,587	15.78%
APD	47,003	44,355	-5.63%
DOEA	585	345	-41.03%
DOE	-	-	NA
Other	75,006	79,753	6.33%
TOTAL TRIPS	153,020	157,596	2.99%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.26	0.74	184.62%
Miles between Roadcalls	31,130	29,967	-3.74%
Avg. Trips per Driver Hour	2.67	2.61	-2.25%
Avg. Trips per Para Pass.	14.52	14.08	-3.03%
Cost per Trip	11.65	12.69	8.93%
Cost per Paratransit Trip	11.65	12.69	8.93%
Cost per Driver Hour	31.05	33.07	6.51%
Cost per Total Mile	2.29	2.47	7.86%

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	190,039	1.01%
Potential TD Population / Percent of County Total	52,702	27.73%
UDPHC / Percent of TD Passengers Served	5,112	9.70%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	186,422	199,284	6.90%
Ambulatory	53,049	52,150	-1.69%
Non-Ambulatory	31,638	29,661	-6.25%
Stretcher	2,040	2,228	9.22%
School Board	-	-	NA
TOTAL TRIPS	273,149	283,323	3.72%

Vehicle Data	2010	2011	% Change
Vehicle Miles	1,218,009	1,250,297	2.65%
Revenue Miles	989,886	1,016,126	2.65%
Roadcalls	17	13	-23.53%
Accidents	10	6	-40.00%
Vehicles	48	47	-2.08%
Driver Hours	89,559	92,680	3.48%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	53,257	50,799	-4.62%
Employment	-	-	NA
Ed/Train/DayCare	1,121	1,494	33.27%
Nutritional	22,443	22,917	2.11%
Life-Sustaining/Other	196,328	208,113	6.00%
TOTAL TRIPS	273,149	283,323	3.72%

Financial and General Data	2010	2011	% Change
Expenses	\$2,881,536	\$2,938,168	1.97%
Revenues	\$2,936,515	\$2,814,657	-4.15%
Commendations	13	16	23.08%
Complaints	4	6	50.00%
Passenger No-Shows	1,185	1,123	-5.23%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2010	2011	% Change
CTD	21,480	19,974	-7.01%
AHCA	20,250	19,119	-5.59%
APD	-	-	NA
DOEA	16	2	-87.50%
DOE	-	-	NA
Other	231,403	244,228	5.54%
TOTAL TRIPS	273,149	283,323	3.72%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.82	0.48	-41.46%
Miles between Roadcalls	71,648	96,177	34.24%
Avg. Trips per Driver Hour	3.05	3.06	0.33%
Avg. Trips per Para Pass.	54.36	55.42	1.95%
Cost per Trip	10.55	10.37	-1.71%
Cost per Paratransit Trip	10.55	10.37	-1.71%
Cost per Driver Hour	32.17	31.7	-1.46%
Cost per Total Mile	2.37	2.35	-0.84%

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	277,789	1.48%
Potential TD Population / Percent of County Total	113,752	40.95%
UDPHC / Percent of TD Passengers Served	19,038	16.74%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	30,758	29,586	-3.81%
Deviated FR	-	-	NA
Ambulatory	148,632	184,741	24.29%
Non-Ambulatory	116,229	99,731	-14.19%
Stretcher	-	-	NA
School Board	1,280	1,315	2.73%
TOTAL TRIPS	296,899	315,373	6.22%

Vehicle Data	2010	2011	% Change
Vehicle Miles	1,501,952	2,712,827	80.62%
Revenue Miles	1,261,749	1,177,648	-6.67%
Roadcalls	40	55	37.50%
Accidents	5	4	-20.00%
Vehicles	119	110	-7.56%
Driver Hours	87,929	98,786	12.35%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	59,644	76,443	28.17%
Employment	25,822	21,009	-18.64%
Ed/Train/DayCare	84,205	110,707	31.47%
Nutritional	10,957	8,518	-22.26%
Life-Sustaining/Other	116,271	98,696	-15.12%
TOTAL TRIPS	296,899	315,373	6.22%

Financial and General Data	2010	2011	% Change
Expenses	\$4,855,972	\$4,752,617	-2.13%
Revenues	\$4,843,290	\$3,346,239	-30.91%
Commendations	439	7	-98.41%
Complaints	75	80	6.67%
Passenger No-Shows	1,412	1,387	-1.77%
Unmet Trip Requests	44,789	40,379	-9.85%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	21,097	18,904	-10.39%
AHCA	-	-	NA
APD	68,757	68,458	-0.43%
DOEA	3,914	3,522	-10.02%
DOE	-	-	NA
Other	203,131	224,489	10.51%
TOTAL TRIPS	296,899	315,373	6.22%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.33	0.15	-54.55%
Miles between Roadcalls	37,549	49,324	31.36%
Avg. Trips per Driver Hour	3.03	2.89	-4.62%
Avg. Trips per Para Pass.	24.07	18.39	-23.60%
Cost per Trip	16.36	15.07	-7.89%
Cost per Paratransit Trip	18.2	16.59	-8.85%
Cost per Driver Hour	55.08	47.99	-12.87%
Cost per Total Mile	3.22	1.75	-45.65%

County: Santa Rosa
 CTC: Pensacola Bay Transportation
 Contact: Howard K. Vanselow
 3100 McCormick Street
 Pensacola, FL 32514
 850-476-8130
 Email: hvanselow@pensacolabaytransportation.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	151,372	0.81%
Potential TD Population / Percent of County Total	49,240	32.53%
UDPHC / Percent of TD Passengers Served	529	1.07%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	46,474	28,174	-39.38%
Deviated FR	-	-	NA
Ambulatory	26,153	17,163	-34.37%
Non-Ambulatory	3,492	5,021	43.79%
Stretcher	25	4	-84.00%
School Board	-	-	NA
TOTAL TRIPS	76,144	50,362	-33.86%

Vehicle Data	2010	2011	% Change
Vehicle Miles	477,274	363,922	-23.75%
Revenue Miles	405,764	296,076	-27.03%
Roadcalls	10	6	-40.00%
Accidents	-	-	NA
Vehicles	10	9	-10.00%
Driver Hours	17,699	14,706	-16.91%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	5,777	5,786	0.16%
Employment	54,906	33,790	-38.46%
Ed/Train/DayCare	7,368	869	-88.21%
Nutritional	298	30	-89.93%
Life-Sustaining/Other	7,795	9,887	26.84%
TOTAL TRIPS	76,144	50,362	-33.86%

Financial and General Data	2010	2011	% Change
Expenses	\$691,806	\$578,907	-16.32%
Revenues	\$928,450	\$745,839	-19.67%
Commendations	5	1	-80.00%
Complaints	8	6	-25.00%
Passenger No-Shows	988	877	-11.23%
Unmet Trip Requests	603	677	12.27%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	10,218	9,519	-6.84%
AHCA	8,223	9,098	10.64%
APD	6,870	924	-86.55%
DOEA	428	-	-100.00%
DOE	12	239	1891.67%
Other	50,393	30,582	-39.31%
TOTAL TRIPS	76,144	50,362	-33.86%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	47,727	60,654	27.09%
Avg. Trips per Driver Hour	1.68	1.51	-10.12%
Avg. Trips per Para Pass.	56.3	53.21	-5.49%
Cost per Trip	9.09	11.49	26.40%
Cost per Paratransit Trip	20.76	24.19	16.52%
Cost per Driver Hour	34.8	36.49	4.86%
Cost per Total Mile	1.29	1.47	13.95%

County: Sarasota
 CTC: Sarasota County Area Transit
 Contact: Anthony C. Beckford
 5303 Pinkney Avenue
 Sarasota, FL 34233
 941-861-1003
 Email: abeckfor@scgov.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	379,448	2.02%
Potential TD Population / Percent of County Total	188,311	49.63%
UDPHC / Percent of TD Passengers Served	5,277	2.80%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	616,510	1,079,163	75.04%
Deviated FR	2,364	2,635	11.46%
Ambulatory	159,042	180,846	13.71%
Non-Ambulatory	51,235	53,197	3.83%
Stretcher	-	644	NA
School Board	-	-	NA
TOTAL TRIPS	829,151	1,316,485	58.78%

Vehicle Data	2010	2011	% Change
Vehicle Miles	1,739,947	1,541,994	-11.38%
Revenue Miles	1,362,060	1,399,562	2.75%
Roadcalls	26	93	257.69%
Accidents	39	23	-41.03%
Vehicles	99	91	-8.08%
Driver Hours	152,705	133,308	-12.70%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	307,390	276,664	-10.00%
Employment	223,596	23,401	-89.53%
Ed/Train/DayCare	152,751	92,321	-39.56%
Nutritional	24,737	17,340	-29.90%
Life-Sustaining/Other	120,677	906,759	651.39%
TOTAL TRIPS	829,151	1,316,485	58.78%

Financial and General Data	2010	2011	% Change
Expenses	\$9,166,342	\$8,465,429	-7.65%
Revenues	\$7,059,716	\$7,609,775	7.79%
Commendations	96	25	-73.96%
Complaints	54	196	262.96%
Passenger No-Shows	492	1,102	123.98%
Unmet Trip Requests	12	-	-100.00%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	64,713	59,639	-7.84%
AHCA	-	28,622	NA
APD	23,862	6,580	-72.42%
DOEA	-	11,412	NA
DOE	-	-	NA
Other	740,576	1,210,232	63.42%
TOTAL TRIPS	829,151	1,316,485	58.78%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	2.24	1.49	-33.48%
Miles between Roadcalls	66,921	16,581	-75.22%
Avg. Trips per Driver Hour	1.39	1.78	28.06%
Avg. Trips per Para Pass.	117.16	81.78	-30.20%
Cost per Trip	11.06	6.43	-41.86%
Cost per Paratransit Trip	43.04	28.29	-34.27%
Cost per Driver Hour	59.93	50.37	-15.95%
Cost per Total Mile	5.26	4.35	-17.30%

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	422,718	2.25%
Potential TD Population / Percent of County Total	140,683	33.28%
UDPHC / Percent of TD Passengers Served	6,404	4.55%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	197,393	117,386	-40.53%
Deviated FR	18,749	18,959	1.12%
Ambulatory	140,035	145,630	4.00%
Non-Ambulatory	40,835	40,310	-1.29%
Stretcher	2,448	2,520	2.94%
School Board	-	-	NA
TOTAL TRIPS	399,460	324,805	-18.69%

Vehicle Data	2010	2011	% Change
Vehicle Miles	1,833,047	1,731,723	-5.53%
Revenue Miles	1,538,801	1,418,403	-7.82%
Roadcalls	84	61	-27.38%
Accidents	42	42	0.00%
Vehicles	55	72	30.91%
Driver Hours	116,343	131,780	13.27%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	221,236	169,411	-23.43%
Employment	47,333	36,120	-23.69%
Ed/Train/DayCare	74,178	70,316	-5.21%
Nutritional	16,851	15,100	-10.39%
Life-Sustaining/Other	39,862	33,858	-15.06%
TOTAL TRIPS	399,460	324,805	-18.69%

Financial and General Data	2010	2011	% Change
Expenses	\$3,532,661	\$4,133,845	17.02%
Revenues	\$3,479,700	\$3,830,745	10.09%
Commendations	13	18	38.46%
Complaints	123	112	-8.94%
Passenger No-Shows	8,533	9,061	6.19%
Unmet Trip Requests	716	4,562	537.15%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	14,640	13,699	-6.43%
AHCA	56,728	59,416	4.74%
APD	38,782	46,172	19.06%
DOEA	-	18,569	NA
DOE	-	-	NA
Other	289,310	186,949	-35.38%
TOTAL TRIPS	399,460	324,805	-18.69%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	2.29	2.43	6.11%
Miles between Roadcalls	21,822	28,389	30.09%
Avg. Trips per Driver Hour	1.74	1.57	-9.77%
Avg. Trips per Para Pass.	42.24	33.85	-19.86%
Cost per Trip	8.84	12.73	44.00%
Cost per Paratransit Trip	17.48	19.93	14.02%
Cost per Driver Hour	30.36	31.37	3.33%
Cost per Total Mile	1.93	2.39	23.83%

County: Sumter
 CTC: Board of Sumter County Commissioners
 Contact: David Levesque
 229 East Anderson Avenue
 Bushnell, FL 33513
 352-569-6683
 Email: david.levesque@sumtercountyfl.gov

Demographics	Number	Percentage
Total County Population / Percent of State Total	93,420	0.50%
Potential TD Population / Percent of County Total	25,071	26.84%
UDPHC / Percent of TD Passengers Served	2,698	10.76%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	5,140	4,973	-3.25%
Ambulatory	79,946	83,112	3.96%
Non-Ambulatory	10,518	11,214	6.62%
Stretcher	91	163	79.12%
School Board	285	-	-100.00%
TOTAL TRIPS	95,980	99,462	3.63%

Vehicle Data	2010	2011	% Change
Vehicle Miles	757,605	828,599	9.37%
Revenue Miles	450,328	473,198	5.08%
Roadcalls	8	17	112.50%
Accidents	1	-	-100.00%
Vehicles	52	50	-3.85%
Driver Hours	49,437	46,800	-5.33%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	23,426	25,165	7.42%
Employment	16,775	16,336	-2.62%
Ed/Train/DayCare	19,539	19,120	-2.14%
Nutritional	14,820	10,387	-29.91%
Life-Sustaining/Other	21,420	28,454	32.84%
TOTAL TRIPS	95,980	99,462	3.63%

Financial and General Data	2010	2011	% Change
Expenses	\$1,588,740	\$1,670,158	5.12%
Revenues	\$1,516,776	\$1,612,840	6.33%
Commendations	89	92	3.37%
Complaints	26	12	-53.85%
Passenger No-Shows	611	838	37.15%
Unmet Trip Requests	1,194	1,964	64.49%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	29,372	27,108	-7.71%
AHCA	9,619	10,399	8.11%
APD	15,680	14,653	-6.55%
DOEA	5,890	6,499	10.34%
DOE	-	-	NA
Other	35,419	40,803	15.20%
TOTAL TRIPS	95,980	99,462	3.63%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.13	0	-100.00%
Miles between Roadcalls	94,701	48,741	-48.53%
Avg. Trips per Driver Hour	1.94	2.13	9.79%
Avg. Trips per Para Pass.	32.03	36.87	15.11%
Cost per Trip	16.55	16.79	1.45%
Cost per Paratransit Trip	16.55	16.79	1.45%
Cost per Driver Hour	32.14	35.69	11.05%
Cost per Total Mile	2.1	2.02	-3.81%

County: Suwannee
 CTC: Suwannee Valley Transit Authority
 Contact: Gwen Pra
 1907 Voyles Street
 Live Oak, FL 32064
 386-353-5332
 Email: gwendolyn.pra@ridesvta.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	41,551	0.22%
Potential TD Population / Percent of County Total	16,056	38.64%
UDPHC / Percent of TD Passengers Served	5,789	36.06%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	79,692	79,692	0.00%
Ambulatory	108,093	108,093	0.00%
Non-Ambulatory	14,218	14,218	0.00%
Stretcher	3,639	3,639	0.00%
School Board	-	-	NA
TOTAL TRIPS	205,642	205,642	0.00%

Vehicle Data	2010	2011	% Change
Vehicle Miles	1,087,918	1,087,918	0.00%
Revenue Miles	488,028	488,028	0.00%
Roadcalls	1	1	0.00%
Accidents	-	-	NA
Vehicles	43	43	0.00%
Driver Hours	44,942	44,942	0.00%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	161,654	161,654	0.00%
Employment	3,778	3,778	0.00%
Ed/ Train/DayCare	27,669	27,669	0.00%
Nutritional	10,916	10,916	0.00%
Life-Sustaining/Other	1,625	1,625	0.00%
TOTAL TRIPS	205,642	205,642	0.00%

Financial and General Data	2010	2011	% Change
Expenses	\$1,635,505	\$1,635,505	0.00%
Revenues	\$1,699,976	\$1,699,976	0.00%
Commendations	-	-	NA
Complaints	5	5	0.00%
Passenger No-Shows	54	54	0.00%
Unmet Trip Requests	26	26	0.00%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	53,116	53,116	0.00%
AHCA	138,562	138,562	0.00%
APD	3,056	3,056	0.00%
DOEA	-	-	NA
DOE	-	-	NA
Other	10,908	10,908	0.00%
TOTAL TRIPS	205,642	205,642	0.00%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	1,087,918	1,087,918	0.00%
Avg. Trips per Driver Hour	4.58	4.58	0.00%
Avg. Trips per Para Pass.	35.52	35.52	0.00%
Cost per Trip	7.95	7.95	0.00%
Cost per Paratransit Trip	7.95	7.95	0.00%
Cost per Driver Hour	36.39	36.39	0.00%
Cost per Total Mile	1.5	1.5	0.00%

County: Taylor
 CTC: Big Bend Transit, Inc.
 Contact: Ted Waters
 Post Office Box 1721
 Tallahassee, FL 32302
 850-576-6266
 Email: twbtt@aol.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	22,570	0.12%
Potential TD Population / Percent of County Total	8,170	36.20%
UDPHC / Percent of TD Passengers Served	4,039	49.44%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	5,239	7,918	51.14%
Ambulatory	18,963	16,962	-10.55%
Non-Ambulatory	671	587	-12.52%
Stretcher	12	8	-33.33%
School Board	-	-	NA
TOTAL TRIPS	24,885	25,475	2.37%

Vehicle Data	2010	2011	% Change
Vehicle Miles	210,451	227,099	7.91%
Revenue Miles	184,818	198,635	7.48%
Roadcalls	-	-	NA
Accidents	1	-	-100.00%
Vehicles	14	13	-7.14%
Driver Hours	9,892	9,318	-5.80%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	4,775	4,233	-11.35%
Employment	14,832	14,926	0.63%
Ed/Train/DayCare	-	144	NA
Nutritional	1,169	1,366	16.85%
Life-Sustaining/Other	4,109	4,806	16.96%
TOTAL TRIPS	24,885	25,475	2.37%

Financial and General Data	2010	2011	% Change
Expenses	\$649,497	\$528,665	-18.60%
Revenues	\$649,502	\$674,009	3.77%
Commendations	-	-	NA
Complaints	10	3	-70.00%
Passenger No-Shows	124	118	-4.84%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2010	2011	% Change
CTD	7,295	6,817	-6.55%
AHCA	3,081	2,442	-20.74%
APD	-	-	NA
DOEA	-	-	NA
DOE	-	2	NA
Other	14,509	16,214	11.75%
TOTAL TRIPS	24,885	25,475	2.37%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.48	0	-100.00%
Miles between Roadcalls	-	-	NA
Avg. Trips per Driver Hour	2.52	2.73	8.33%
Avg. Trips per Para Pass.	7.3	6.31	-13.56%
Cost per Trip	26.1	20.75	-20.50%
Cost per Paratransit Trip	26.1	20.75	-20.50%
Cost per Driver Hour	65.66	56.74	-13.59%
Cost per Total Mile	3.09	2.33	-24.60%

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	15,535	0.08%
Potential TD Population / Percent of County Total	4,905	31.57%
UDPHC / Percent of TD Passengers Served	627	12.78%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	28,317	27,396	-3.25%
Non-Ambulatory	911	1,052	15.48%
Stretcher	4	14	250.00%
School Board	-	-	NA
TOTAL TRIPS	29,232	28,462	-2.63%

Vehicle Data	2010	2011	% Change
Vehicle Miles	276,725	285,922	3.32%
Revenue Miles	210,329	211,866	0.73%
Roadcalls	3	1	-66.67%
Accidents	-	1	NA
Vehicles	11	11	0.00%
Driver Hours	10,536	6,716	-36.26%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	7,657	7,712	0.72%
Employment	-	-	NA
Ed/Train/DayCare	20,668	19,129	-7.45%
Nutritional	-	899	NA
Life-Sustaining/Other	907	722	-20.40%
TOTAL TRIPS	29,232	28,462	-2.63%

Financial and General Data	2010	2011	% Change
Expenses	\$594,302	\$428,529	-27.89%
Revenues	\$595,598	\$421,483	-29.23%
Commendations	-	-	NA
Complaints	5	6	20.00%
Passenger No-Shows	174	176	1.15%
Unmet Trip Requests	3,677	482	-86.89%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	3,151	3,242	2.89%
AHCA	5,450	5,195	-4.68%
APD	16,442	14,581	-11.32%
DOEA	-	-	NA
DOE	-	-	NA
Other	4,189	5,444	29.96%
TOTAL TRIPS	29,232	28,462	-2.63%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0	0.35	NA
Miles between Roadcalls	92,242	285,922	209.97%
Avg. Trips per Driver Hour	2.77	4.24	53.07%
Avg. Trips per Para Pass.	51.02	45.39	-11.03%
Cost per Trip	20.33	15.06	-25.92%
Cost per Paratransit Trip	20.33	15.06	-25.92%
Cost per Driver Hour	56.41	63.81	13.12%
Cost per Total Mile	2.15	1.5	-30.23%

County: Volusia
 CTC: County of Volusia d/b/a VOTRAN
 Contact: Heather Blanck
 950 Big Tree Road
 South Daytona, FL 32119
 386-756-7496
 Email: hblanck@co.volusia.fl.us

Demographics	Number	Percentage
Total County Population / Percent of State Total	494,593	2.63%
Potential TD Population / Percent of County Total	250,790	50.71%
UDPHC / Percent of TD Passengers Served	38,365	15.30%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	479,545	446,350	-6.92%
Deviated FR	-	-	NA
Ambulatory	183,708	186,253	1.39%
Non-Ambulatory	121,738	125,109	2.77%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	784,991	757,712	-3.48%

Vehicle Data	2010	2011	% Change
Vehicle Miles	2,530,843	2,507,966	-0.90%
Revenue Miles	2,242,289	2,276,335	1.52%
Roadcalls	171	189	10.53%
Accidents	2	4	100.00%
Vehicles	100	98	-2.00%
Driver Hours	180,091	188,495	4.67%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	173,124	158,807	-8.27%
Employment	63,620	62,666	-1.50%
Ed/Train/DayCare	198,286	165,038	-16.77%
Nutritional	14,063	14,855	5.63%
Life-Sustaining/Other	335,898	356,346	6.09%
TOTAL TRIPS	784,991	757,712	-3.48%

Financial and General Data	2010	2011	% Change
Expenses	\$5,882,263	\$6,633,073	12.76%
Revenues	\$5,890,655	\$6,659,236	13.05%
Commendations	195	197	1.03%
Complaints	208	153	-26.44%
Passenger No-Shows	4,554	4,770	4.74%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2010	2011	% Change
CTD	33,238	32,917	-0.97%
AHCA	-	-	NA
APD	2,621	2,211	-15.64%
DOEA	21,027	15,662	-25.51%
DOE	174,661	142,704	-18.30%
Other	553,444	564,218	1.95%
TOTAL TRIPS	784,991	757,712	-3.48%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.08	0.16	100.00%
Miles between Roadcalls	14,800	13,270	-10.34%
Avg. Trips per Driver Hour	1.7	1.65	-2.94%
Avg. Trips per Para Pass.	47.5	47.98	1.01%
Cost per Trip	7.49	8.75	16.82%
Cost per Paratransit Trip	19.22	21.3	10.82%
Cost per Driver Hour	32.6	35.18	7.91%
Cost per Total Mile	2.32	2.64	13.79%

County: Wakulla
 CTC: Wakulla County Senior Citizens
 Contact: Nell Rozar
 33 Michael Drive
 Crawfordville, FL 32327
 850-926-7145
 Email: nellrozar2002@yahoo.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	30,776	0.16%
Potential TD Population / Percent of CountyTotal	7,783	25.29%
UDPHC / Percent of TD Passengers Served	509	6.54%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	27,652	24,978	-9.67%
Non-Ambulatory	257	603	134.63%
Stretcher	23	479	1982.61%
School Board	-	-	NA
TOTAL TRIPS	27,932	26,060	-6.70%

Vehicle Data	2010	2011	% Change
Vehicle Miles	299,769	282,077	-5.90%
Revenue Miles	284,769	267,084	-6.21%
Roadcalls	-	-	NA
Accidents	-	-	NA
Vehicles	8	8	0.00%
Driver Hours	14,560	14,560	0.00%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	17,434	14,593	-16.30%
Employment	2,000	613	-69.35%
Ed/Train/DayCare	572	1,000	74.83%
Nutritional	6,228	6,349	1.94%
Life-Sustaining/Other	1,698	3,505	106.42%
TOTAL TRIPS	27,932	26,060	-6.70%

Financial and General Data	2010	2011	% Change
Expenses	\$501,933	\$442,625	-11.82%
Revenues	\$501,933	\$442,625	-11.82%
Commendations	2	2	0.00%
Complaints	-	-	NA
Passenger No-Shows	-	-	NA
Unmet Trip Requests	10	-	-100.00%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	17,754	15,813	-10.93%
AHCA	2,022	2,230	10.29%
APD	158	362	129.11%
DOEA	-	-	NA
DOE	-	-	NA
Other	7,998	7,655	-4.29%
TOTAL TRIPS	27,932	26,060	-6.70%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0	0	NA
Miles between Roadcalls	-	-	NA
Avg. Trips per Driver Hour	1.92	1.79	-6.77%
Avg. Trips per Para Pass.	41.38	51.2	23.73%
Cost per Trip	17.97	16.98	-5.51%
Cost per Paratransit Trip	17.97	16.98	-5.51%
Cost per Driver Hour	34.47	30.4	-11.81%
Cost per Total Mile	1.67	1.57	-5.99%

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	55,043	0.29%
Potential TD Population / Percent of County Total	19,309	35.08%
UDPHC / Percent of TD Passengers Served	1,434	7.43%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	52,326	53,568	2.37%
Non-Ambulatory	6,822	6,433	-5.70%
Stretcher	252	241	-4.37%
School Board	-	-	NA
TOTAL TRIPS	59,400	60,242	1.42%

Vehicle Data	2010	2011	% Change
Vehicle Miles	569,502	754,809	32.54%
Revenue Miles	464,562	635,488	36.79%
Roadcalls	2	2	0.00%
Accidents	-	1	NA
Vehicles	26	23	-11.54%
Driver Hours	28,368	28,816	1.58%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	25,542	21,687	-15.09%
Employment	15,049	10,241	-31.95%
Ed/ Train/DayCare	11,049	19,879	79.92%
Nutritional	4,398	3,616	-17.78%
Life-Sustaining/Other	3,362	4,819	43.34%
TOTAL TRIPS	59,400	60,242	1.42%

Financial and General Data	2010	2011	% Change
Expenses	\$758,905	\$765,313	0.84%
Revenues	\$918,071	\$873,971	-4.80%
Commendations	1	1	0.00%
Complaints	3	-	-100.00%
Passenger No-Shows	51	109	113.73%
Unmet Trip Requests	185	184	-0.54%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	18,473	20,312	9.96%
AHCA	12,339	13,348	8.18%
APD	9,039	7,888	-12.73%
DOEA	4,725	4,272	-9.59%
DOE	203	214	5.42%
Other	14,621	14,208	-2.82%
TOTAL TRIPS	59,400	60,242	1.42%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0	0.13	NA
Miles between Roadcalls	284,751	377,405	32.54%
Avg. Trips per Driver Hour	2.09	2.09	0.00%
Avg. Trips per Para Pass.	7.22	42.01	481.86%
Cost per Trip	12.78	12.7	-0.63%
Cost per Paratransit Trip	12.78	12.7	-0.63%
Cost per Driver Hour	26.75	26.56	-0.71%
Cost per Total Mile	1.33	1.01	-24.06%

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	24,896	0.13%
Potential TD Population / Percent of County Total	10,521	42.26%
UDPHC / Percent of TD Passengers Served	1,010	9.60%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	34,031	38,570	13.34%
Non-Ambulatory	2,479	2,648	6.82%
Stretcher	276	220	-20.29%
School Board	-	-	NA
TOTAL TRIPS	36,786	41,438	12.65%

Vehicle Data	2010	2011	% Change
Vehicle Miles	331,987	325,086	-2.08%
Revenue Miles	255,732	243,493	-4.79%
Roadcalls	-	-	NA
Accidents	-	1	NA
Vehicles	22	21	-4.55%
Driver Hours	19,205	14,066	-26.76%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	16,553	18,377	11.02%
Employment	2,575	2,901	12.66%
Ed/ Train/DayCare	16,799	18,876	12.36%
Nutritional	32	41	28.13%
Life-Sustaining/Other	827	1,243	50.30%
TOTAL TRIPS	36,786	41,438	12.65%

Financial and General Data	2010	2011	% Change
Expenses	\$525,830	\$582,073	10.70%
Revenues	\$677,282	\$606,856	-10.40%
Commendations	2	2	0.00%
Complaints	1	1	0.00%
Passenger No-Shows	218	196	-10.09%
Unmet Trip Requests	64	90	40.63%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	10,173	13,807	35.72%
AHCA	11,810	11,751	-0.50%
APD	10,081	9,847	-2.32%
DOEA	32	92	187.50%
DOE	-	-	NA
Other	4,690	5,941	26.67%
TOTAL TRIPS	36,786	41,438	12.65%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0	0.31	NA
Miles between Roadcalls	-	-	NA
Avg. Trips per Driver Hour	1.92	2.95	53.65%
Avg. Trips per Para Pass.	42.68	41.03	-3.87%
Cost per Trip	14.29	14.05	-1.68%
Cost per Paratransit Trip	14.29	14.05	-1.68%
Cost per Driver Hour	27.38	41.38	51.13%
Cost per Total Mile	1.58	1.79	13.29%

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 Florida 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 System: is used as the term by Medicaid to describe it's process for addressing Actions, Complaints, Appeals, and Grievances. It is the Medicaid system for reviewing and resolving Medicaid Beneficiary Grievances and Appeals. Components must include a Complaint Procedure, a Grievance Procedure, an Appeal Process, and access to the Medicaid Fair Hearing system.

Grievance Process or Procedure: 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. 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.

Medicaid Non Emergency Transportation: An appropriate means of conveyance furnished to a Medicaid Beneficiary to obtain Medicaid compensable services.

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.

Subcontracted Transportation Provider (STP): any person or entity with which the recipient has contracted or delegated, by use of a subcontract, some of its functions, services, or responsibilities for providing transportation services.

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 Trip Requests/Unmet Need: the number of trips desired but not provided because of insufficient service supply, most commonly due to lack of adequate funding.

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.

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**Transportation
Disadvantaged**