

2012 ANNUAL PERFORMANCE REPORT

Florida Commission for the



**Transportation
Disadvantaged**

January 1, 2013

Commission for the Transportation Disadvantaged

Mission:

To ensure the coordination of transportation services that enhance access to employment, health care, education, and other life-sustaining activities for older adults, persons with disabilities, people with low incomes and at risk children who are dependent upon others for transportation.

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Prepared by:

**Commission for the Transportation Disadvantaged
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Rick Scott
Governor

David Darm
Chairperson

Mike Willingham
Vice Chairperson

Steven Holmes
Executive Director

January 1, 2013

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

Honorable Don Gaetz
President of the Florida Senate
Suite 409, Capitol
Tallahassee, FL 32399-1100

Honorable Will Weatherford
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 *2012 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 2011-2012, about 670,000 Floridians used the Coordinated Transportation System to be productive citizens and actively participate in their local communities by taking over 47.7 million trips.

Highlights of the *2012 Annual Performance Report* include:

- Florida's Coordinated Transportation System reported revenues of \$346 million, which generated about 47.7 million trips for 667,000 people at an average cost of \$7.70 per trip.
- The Coordinated Transportation System's reduced its expenses from \$389 million in FY 2010-2011 to \$368 million in Fiscal Year 2011-2012.
- Medical trips accounted for 36 percent of all trips, followed by nutritional trips at 21 percent, and education, training and day care trips at 20 percent.

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January 1, 2013
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- Local government and local non-government organizations purchased 56 percent of the trips from the Coordinating Transportation System.

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, health 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 partner with the Transportation Disadvantaged community and Managed Care Organizations to assist in the transition of Non Emergency Medicaid Transportation from the Coordinated Transportation System to Managed Care Organizations.

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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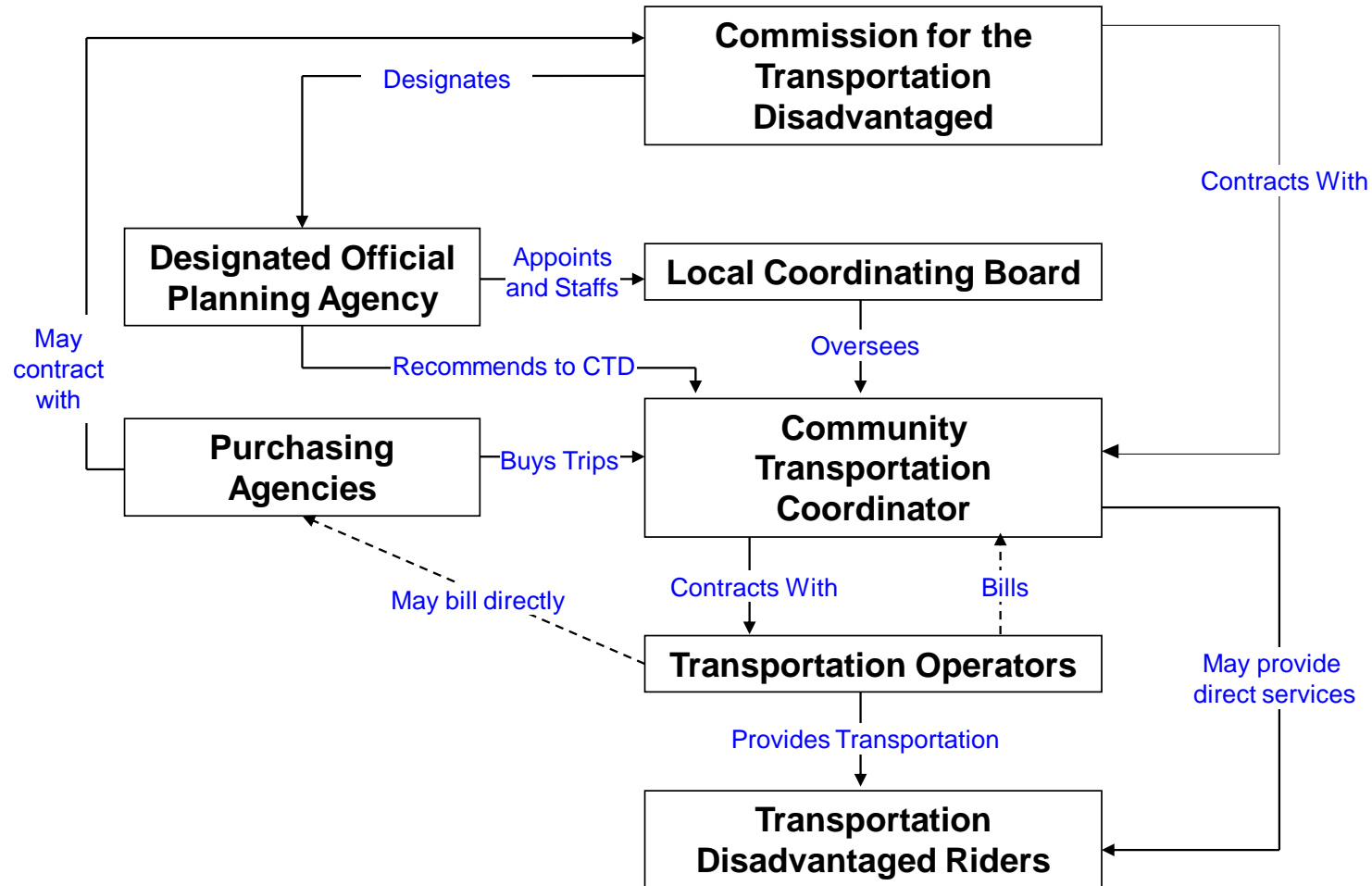
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Coordinated Transportation System Organization



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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, persons with disabilities, people 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.

In Fiscal Year 2011-2012, Florida's Coordinated Transportation System provided about 47.7 million trips to 667,000 people at a cost of \$7.70 per trip.

Accountability

In Fiscal Year 2011-2012, the Commission instituted practices to improve the accuracy of the information included in the Annual Performance Report. Most of the decrease among the 3.4 million trips and 37,000 riders between Fiscal Years 2010-2011 and 2011-2012 are attributable to this effort. The Commission will continue to take action to ensure the efficacy of the information provided in this report.

Ridership

The numbers of trips reported by Community Transportation Coordinators have decreased over the past three years.

During Fiscal Year 2011-2012, the Coordinated Transportation System reported providing 47.7 million trips. This is a decrease of 3.9 million trips from Fiscal Year 2009-2010. Additionally, Community Transportation Coordinators reported serving 667,588 passengers in

Fiscal Year 2011-2012, which is a decrease of 160,000 people since Fiscal Year 2009-2010.

Besides the accountability measures taken by the Commission, there is another reason for the reduction in trips and passengers served over the last three years: the increased cost of providing transportation, such as materials and supplies. Materials and supplies – primarily fuel – have increased by almost \$12 million, or 27 percent, compelling Community Transportation Coordinators, especially the rural ones, to limit the number of non-sponsored trips to stay within their budgets. To prevent further reductions of trips, Community Transportation Coordinators instituted efficiency measures that have reduced their costs in all other categories.

Revenues and Expenditures

The Coordinated Transportation System continues to work with federal, state, local and other funding partners to increase revenues while instituting efficiency measures to reduce expenses.

Over the past three years, the Coordinated Transportation System increased revenues by \$7.3 million while decreasing expenses \$5.4 million.

Over the last year, Coordinated Transportation System reduced expenses by \$16.3 million dollars. Implementation of efficiency measures resulted in a reduction of labor costs by five percent, fringe benefits by twelve percent and insurance by sixteen percent. Also, the business friendly environment in Florida contributed to an 18 percent reduction in taxes for agencies within the Coordinated Transportation System.

Trips by Trip Purpose

Medical trips remained the top reason for people riding the Coordinated Transportation System.

The numbers of reported medical trips have decreased slightly over the past three years; however, the percent of medical trips compared to all trips over the same period have increased to 36 percent.

During Fiscal Year 2011-2012, nutritional trips accounted for 21 percent of total trips, and education, training and day care trips totaled 20 percent of the trips.

Trips by Type of Service

The preponderance of trips provided to older adults, persons with disabilities and people with low incomes within the Coordinated Transportation System were on fixed and deviated-fixed route services.

Since 2009-2010, trips taken by transportation disadvantaged riders on fixed route and deviated-fixed routes systems have remained constant at about 33.7 million trips per year. However, the percent of people riding fixed route and deviated fixed routes services have increased from 65 percent three year ago to over 70 percent in Fiscal Year 2011-2012.

Many of the fixed-route and deviated fixed-route systems use funds from the Coordinated Transportation System to subsidize the purchase of bus passes through various bus pass programs offered by transit authorities. Bus passes are the most cost effective means of providing transportation for people who are in proximity to a fixed route and are able to ride a bus.

In 2011-2012, almost 30 percent of trips were provided by paratransit services at an average cost of \$23.22 per trip. Paratransit services are the most expensive means of transportation for people served by the Coordinated Transportation System. Paratransit services are the predominant service in Florida's rural areas. With the cost efficiency measures mentioned above, Community Transportation Coordinators reduced the average cost per trip from \$23.59 in Fiscal Year 2010-2011 to \$23.22 in Fiscal Year 2011-2012. However, the cost per trip is still higher than the \$19.18 from Fiscal Year 2009-2010 due to increased prices of materials/supplies and services.

Purchasers of Trips

The largest purchasers of trips from the Coordinating Transportation System were local government and local non-government organizations. These organizations purchased 56 percent of all trips within the System. The Commission purchased almost 7.1 million trips with funds from the Transportation Disadvantaged Trust Fund, which accounted for 15 percent of the total number of trips. Health and Human Service Agencies combined to purchase another 15 percent of the trips.

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 who are unable to serve themselves. The Commission looks forward to making a great system better!

Introduction

The 2012 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, 2011 - June 30, 2012.

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 information about coordinated transportation services.

Mission

To ensure the coordination of transportation services that enhance access to employment, health care, education, and other life-sustaining activities for older adults, persons with disabilities, people with low incomes and at risk children who are dependent upon others for transportation.

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, Florida Statutes, and Chapter 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 Section 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.

Commission Membership

According to Section 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 Secretary of Elderly Affairs, the Executive Director of the Department of Economic Opportunity, 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
Dane Grey	The Business Community
Marion Hart	The Business Community
Michael Horan	The Business Community
Charlotte Temple	The Business Community
Bryan Vaughan	Users with a Disability
Ex Officio Members	
Ananth Prasad, Secretary Ed Coven, Designee	Dept. of Transportation
David W. Taylor, Exec. Dir. Holly Carson, Designee	Department of Economic Opportunity
David Wilkins, Secretary Diane Harris, Designee	Dept. of Children and Families
Elizabeth Dudek, Secretary Beth Kidder, Designee	Agency for Health Care Administration
Barbara Palmer, Director Kent Carroll, Designee	Agency for Persons with Disabilities
Charles T. Corley, Secretary Buddy Cloud, Designee	Dept. of Elder Affairs
Mike Prendergast, Exec. Dir. Dave Hill, 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 2011-2012, 436 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.

Non Emergency Medicaid Transportation

There are tens of thousands of people statewide who depend upon their Medicaid coverage to provide transportation to and from essential medical services. Non Emergency Medicaid Transportation (NEMT) 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. Non Emergency Medicaid Transportation 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 Non Emergency Medicaid Transportation services to eligible Medicaid beneficiaries.

The Commission contracts with Community Transportation Coordinators (CTCs) to administer the Transportation Disadvantaged Trust Fund and the Non Emergency Medicaid Transportation Program in their service areas. There are eleven (11) counties where the designated Community Transportation Coordinator has declined to participate in the Non Emergency Medicaid Transportation Program. These areas include: Brevard, Broward, Duval, Hillsborough, Manatee, Miami-Dade, Palm Beach, Pinellas St. Lucie, Sarasota and Volusia. These areas are operated by Subcontracted Transportation Providers (STPs) who were procured through a Request for Proposal (RFP) process. Pinellas County was the last area to change providers which occurred January 1, 2012.

Commission Staff establishes policies for program implementation, provides technical assistance regarding program requirements, collects and analyzes operational data from Community Transportation Coordinators or Subcontracted Transportation Providers, and develops and submits statewide reports to AHCA. Staff also operates an Ombudsman program which provides assistance to Medicaid beneficiaries who request information regarding the Medicaid transportation services or experience transportation problems.

The statewide allocation for transportation services in Fiscal Year 2011-2012 was \$60,945,828.96, which is a decrease of \$3,483,593 from Fiscal Year 2010-2011. During Fiscal Year 2011-2012, there were about 2.6 million Non Emergency Medicaid Transportation trips provided to 73,755 Medicaid beneficiaries. The table below is a statewide summary of the Non Emergency Medicaid Transportation Program highlights.

Non Emergency Medicaid Transportation	FY 2010-11	FY 2011-12
Funding	\$64,429,422	\$60,945,829
Total Trips	2,779,452	2,559,121
• Bus Pass Trips	386,877	353,616
• Multi-Load Vehicles	1,399,787	1,526,749
• Private Volunteer Transportation Trips	4	1,156
• Stretcher Trips	58,393	59,983
• Wheelchair Trips	586,419	564,588
• Taxi Trips	347,972	53,027
• Commercial Air	0	2
Unduplicated Passenger Head Count	72,835	73,755

In 2011, the Legislature created a new program called “Medicaid Managed Care.” This program will change how many individuals receive their health care from the Florida Medicaid program.

Florida’s Medicaid Managed Care Program is comprised of two separate programs. They are:

1. The Florida Long-Term Care Managed Care Program and
2. The Florida Managed Medical Assistance Program

In an effort to ensure AHCA has adequate opportunity to provide beneficiary outreach and education, AHCA will “phase in” implementation of Medicaid Managed Care. The first program to be implemented will be the Long-Term Care Program. On June 28, 2012, AHCA issued Invitations to Negotiate for those who were interested in providing services under the Long-Term Care Program. It is anticipated that this Program will be implemented by October, 2013. AHCA is scheduled to begin its procurement process for the Florida

Managed Medical Assistance Program in January, 2013. It is anticipated that this Program will be implemented by October, 2014. The Commission will continue to work closely with all stakeholders in an effort to ensure a seamless transition for those beneficiaries who depend on Non Emergency Medicaid Transportation services. The Commission will continue to work closely with all stakeholders in an effort to ensure a seamless transition for those beneficiaries who depend on NET services.

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Fiscal Year 2011-2012
Statewide Summary

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	18,905,600	
Potential TD Population / Percent of County Total	7,682,786	40.64%
UDPHC / Percent of TD Passengers Served	667,588	8.69%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	32,938,524	35,979,011	32,947,805
Deviated FR	809,931	864,836	675,794
Ambulatory	13,295,276	11,040,181	11,387,915
Non-Ambulatory	4,368,109	3,153,532	2,608,653
Stretcher	43,015	46,808	37,078
School Board	141,632	60,034	84,249
TOTAL TRIPS	51,596,487	51,144,402	47,741,494

Vehicle Data	2010	2011	2012
Vehicle Miles	130,634,598	134,066,891	127,144,776
Revenue Miles	111,559,697	111,453,268	106,904,343
Roadcalls	2,675	2,725	2,743
Accidents	946	880	1,160
Vehicles	5,492	5,279	5,172
Driver Hours	8,816,747	8,798,369	8,667,550

Passenger Trips By Trip Purpose

Medical	17,892,479	18,035,252	17,116,967
Employment	6,917,089	3,974,433	4,355,643
Ed/Train/DayCare	9,608,394	10,582,927	9,580,175
Nutritional	3,765,680	10,610,550	9,996,330
Life-Sustaining/Other	13,412,845	7,941,240	6,692,379
TOTAL TRIPS	51,596,487	51,144,402	47,741,494

Financial and General Data

Expenses	\$373,047,498	\$383,986,108	\$367,635,376
Revenues	\$338,722,927	\$346,055,687	\$346,042,680
Commendations	4,058	3,489	4,602
Complaints	9,890	17,687	10,481
Passenger No-Shows	292,264	253,430	223,114
Unmet Trip Requests	677,966	228,640	101,536

Passenger Trips By Funding Source

CTD	8,461,251	7,990,388	7,062,390
AHCA	4,690,479	4,822,206	2,232,577
APD	2,545,577	5,720,905	3,121,239
DOEA	3,945,592	3,159,084	1,432,664
DOE	312,669	529,132	352,215
Other	31,640,919	28,922,687	33,540,409
TOTAL TRIPS	51,596,487	51,144,402	47,741,494

Performance Measures

Accidents per 100,000 Miles	0.72	0.66	0.91
Miles between Roadcalls	48,835	49,199	46,352
Ave. Trips per Driver Hour	2.12	1.72	1.71
Ave. Trips per Para Pass.	47.92	37.97	40.11
Cost per Trip	7.23	7.51	7.70
Cost per Paratransit Trip	19.18	23.59	23.22
Cost per Driver Hour	40.59	40.67	39.63
Cost per Total Mile	2.74	2.67	2.70

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**Fiscal Year 2011-2012
Statewide Data Tables**

2012 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 BOCC Transit Division	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	Sole Source
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

2012 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/Care Center	Private Non-Profit	Partial Brokerage
Nassau	Rural	Nassau County Council on Aging, Inc.	Private Non-Profit	Partial Brokerage
Okaloosa	Urban	Okaloosa County BOCC	County	Complete Brokerage
Okeechobee	Rural	Veolia Transportation Services	Private For-Profit	Complete Brokerage
Orange	Urban	Central Florida Regional Transportation Authority	Public Transit Authority	Partial Brokerage
Osceola	Urban	Central Florida Regional Transportation Authority	Public Transit Authority	Partial Brokerage
Palm Beach	Urban	Palm Beach County	County	Partial Brokerage
Pasco	Urban	Pasco County Public Transportation	County	Partial Brokerage
Pinellas	Urban	Pinellas County MPO	Metropolitan Planning Organization	Complete Brokerage
Polk	Urban	Polk County Transit Services	County	Partial Brokerage
Putnam	Rural	Ride Solution, Inc.	Private Non-Profit	Sole Source
St Johns	Rural	St. Johns County Council on Aging, Inc.	Private Non-Profit	Sole Source
St Lucie	Urban	BOCC of St. Lucie County	County	Complete Brokerage
Santa Rosa	Rural	Pensacola Bay Transportation	Private For-Profit	Partial Brokerage
Sarasota	Urban	Sarasota County Area Transit	Public Transit Authority	Partial Brokerage
Seminole	Urban	Central Florida Regional Transportation Authority	Public Transit Authority	Partial Brokerage
Sumter	Rural	Board of Sumter County Commissioners	County	Partial Brokerage
Suwannee	Rural	Suwannee Valley Transit Authority	Public Transit Authority	Partial Brokerage
Taylor	Rural	Big Bend Transit, Inc.	Private Non-Profit	Partial Brokerage
Union	Rural	A & A Transport, Inc.	Private Non-Profit	Partial Brokerage
Volusia	Urban	County of Volusia d/b/a VOTRAN	County	Partial Brokerage
Wakulla	Rural	Wakulla County Senior Citizens/Wakulla Transportat	Private Non-Profit	Sole Source
Walton	Rural	Tri-County Community Council, Inc.	Private Non-Profit	Partial Brokerage
Washington	Rural	Tri-County Community Council, Inc.	Private Non-Profit	Partial Brokerage
			Private Non-Profit- 12 Private For-Profit- 3 County- 10 Public Transit Authority- 6	Sole Source- 5

2012 Passenger Trip by Trip Type

County	Daily Tickets	Weekly Passes	Monthly Passes	Deviated Fixed Route	Ambulatory
Alachua	0	0	70,840	0	82,999
Baker	0	0	0	0	14,406
Bay	0	0	0	0	169,891
Bradford	0	0	0	0	32,635
Brevard	307,733	16,620	81,360	0	602,559
Broward	37,448	70,991	2,250,773	0	974,735
Calhoun	0	0	0	0	10,025
Charlotte	0	0	0	19,696	95,766
Citrus	0	0	0	21,060	279,395
Clay	0	0	0	48,530	62,514
Collier	49,829	5,310	381,680	0	84,346
Columbia	0	0	0	0	58,427
Desoto	0	0	0	0	17,994
Dixie	0	0	0	0	7,061
Duval	100,080	0	88,047	0	261,115
Escambia	67,129	0	3,753	0	105,574
Flagler	0	0	0	0	76,289
Franklin	0	0	0	0	7,404
Gadsden	0	0	0	44,108	55,609
Gilchrist	0	0	0	0	3,688
Glades	0	0	0	0	3,098
Gulf	0	0	0	0	18,782
Hamilton	0	0	0	0	23,129
Hardee	0	0	0	0	20,281
Hendry	0	0	0	0	12,561
Hernando	0	0	0	0	121,666
Highlands	0	0	0	0	108,073
Hillsborough	153,546	0	282,940	0	709,763
Holmes	0	0	0	0	31,640
Indian River	0	0	0	0	49,129
Jackson	0	0	0	3,920	42,059
Jefferson	0	0	0	0	12,464
Lafayette	0	0	0	0	3,399
Lake	0	0	0	1,344	157,205

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

2012 Passenger Trip by Trip Type

County	Daily Tickets	Weekly Passes	Monthly Passes	Deviated Fixed Route	Ambulatory
Lee	0	0	65	0	81,127
Leon	4,952	0	171,920	0	65,554
Levy	0	0	0	0	48,815
Liberty	0	0	0	0	30,025
Madison	0	0	0	961	16,907
Manatee	7,828	47	40,268	0	172,206
Marion	0	0	0	0	139,939
Martin	0	0	0	1,678	25,853
Miami-Dade	8,000	327,000	21,652,950	0	2,589,977
Monroe	0	0	29,038	0	77,351
Nassau	0	0	0	7,288	57,247
Okaloosa	652	0	52,960	0	76,507
Okeechobee	0	0	0	0	35,449
Orange	124,298	104,202	555,237	94,352	669,100
Osceola	33,024	27,685	147,518	25,068	177,770
Palm Beach	15,802	0	3,343,040	0	728,010
Pasco	4,899	840	254,640	0	129,455
Pinellas	40,080	222,380	886,360	0	737,990
Polk	123,065	20,016	78,174	105	231,716
Putnam	0	0	0	132,076	0
St Johns	0	0	0	233,802	51,820
St Lucie	7,824	6,270	10,560	0	90,762
Santa Rosa	18,934	0	0	0	23,819
Sarasota	12,573	0	0	3,047	170,166
Seminole	30,456	25,532	136,047	23,118	163,947
Sumter	0	0	0	8,112	80,702
Suwannee	0	0	0	0	17,424
Taylor	0	0	0	7,529	16,899
Union	0	0	0	0	21,877
Volusia	83,580	14,970	356,040	0	246,411
Wakulla	0	0	0	0	19,001
Walton	0	0	0	0	53,377
Washington	0	0	0	0	25,031
TOTAL	1,231,732	841,863	30,874,210	675,794	11,387,915

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

2012 Passenger Trip by Trip Type

County	Non Ambulatory	Stretcher	School Board	Total	Trips by Trans Operators	Trips by Coordination Contractors
Alachua	32,487	723	0	153,839	3,863	0
Baker	3,498	0	0	14,406	0	0
Bay	22,402	1,140	0	169,891	1,140	93,291
Bradford	2,182	360	0	32,635	0	23,793
Brevard	15,963	0	20,946	1,008,272	494,290	0
Broward	293,262	3,718	0	3,333,947	3,630,927	589,942
Calhoun	1,852	202	0	10,025	0	0
Charlotte	1,127	0	0	115,462	2,358	0
Citrus	21,658	747	0	300,455	1,295	236,794
Clay	22,434	739	0	111,044	0	15,202
Collier	25,536	153	0	521,165	124,704	0
Columbia	9,201	512	0	58,427	51,105	0
Desoto	3,309	3	0	17,994	21,234	72
Dixie	933	253	0	7,061	253	0
Duval	131,104	0	0	449,242	392,219	0
Escambia	41,322	201	0	176,456	31,467	67,132
Flagler	15,229	0	0	76,289	0	0
Franklin	700	15	1,116	7,404	0	0
Gadsden	3,678	38	0	99,717	38	0
Gilchrist	950	64	0	3,688	253	0
Glades	761	0	0	3,098	103	0
Gulf	2,685	35	0	18,782	0	0
Hamilton	2,988	73	0	23,129	0	0
Hardee	3,922	33	0	20,281	23,766	470
Hendry	5,214	46	0	12,561	587	288
Hernando	15,984	1,366	0	121,666	39,991	79,197
Highlands	19,513	688	0	108,073	73,147	55,127
Hillsborough	122,497	5	0	1,146,249	0	709,732
Holmes	3,128	186	0	31,640	186	0
Indian River	6,747	10	0	49,129	406	55,460
Jackson	5,284	59	0	45,979	0	0
Jefferson	1,525	130	0	12,464	129	0
Lafayette	193	1	0	3,399	1	0
Lake	37,961	275	51,092	158,549	204,031	43,846

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

2012 Passenger Trip by Trip Type

County	Non Ambulatory	Stretcher	School Board	Total	Trips by Trans Operators	Trips by Coordination Contractors
Lee	29,163	346	0	81,192	3,137	2,246
Leon	11,171	46	0	242,426	76,725	0
Levy	5,454	24	0	48,815	0	0
Liberty	1,137	2	0	30,025	0	0
Madison	2,615	90	0	17,868	89	0
Manatee	37,619	424	0	220,349	0	134,493
Marion	61,320	1,097	0	139,939	16,781	42,536
Martin	12,020	6	0	27,531	18,052	21,505
Miami-Dade	519,884	0	0	24,577,927	1,709,309	1,336,884
Monroe	6,201	0	0	106,389	0	75,048
Nassau	7,996	22	0	64,535	22	0
Okaloosa	20,097	1	0	130,119	141,605	8,612
Okeechobee	5,620	8	0	35,449	21,829	19,248
Orange	162,795	10,794	0	1,547,189	0	369,863
Osceola	43,252	2,868	0	411,065	0	98,267
Palm Beach	136,946	0	0	4,086,852	864,956	0
Pasco	21,266	644	6,528	389,834	48,867	75,662
Pinellas	189,684	1	0	1,886,810	479,130	457,080
Polk	52,541	1,026	0	453,076	298,689	66,025
Putnam	15,102	1,221	0	132,076	0	0
St Johns	28,877	2,572	0	285,622	0	0
St Lucie	159,435	0	512	115,416	145,970	129,393
Santa Rosa	7,197	0	0	42,753	757	18,934
Sarasota	48,264	0	0	185,786	84,131	49,985
Seminole	39,889	2,645	0	379,100	0	90,626
Sumter	9,738	338	0	88,814	81,365	25,551
Suwannee	5,152	297	0	17,424	0	0
Taylor	696	6	0	24,428	6	0
Union	920	6	4,055	21,877	14,122	0
Volusia	79,233	0	0	701,001	110,630	63,554
Wakulla	823	199	0	19,001	0	0
Walton	6,259	260	0	53,377	1,509	0
Washington	3,058	360	0	25,031	360	0
TOTAL	2,608,653	37,078	84,249	45,011,514	9,215,534	5,055,858

(Passenger Trips by Trip Type page 4 of 4)

2012 Trips by Purpose

County	Medical	Employment	Education/Training	Nutritional	Life-Sustaining/Other	Total
Alachua	80,515	83,086	1,652	1,320	20,476	187,049
Baker	9,846	1,077	0	5,602	1,379	17,904
Bay	76,493	19,210	80,873	16,358	499	193,433
Bradford	8,920	0	23,793	2,224	240	35,177
Brevard	101,920	305,088	212,632	31,001	394,540	1,045,181
Broward	1,125,102	310,995	513,477	735,410	945,943	3,630,927
Calhoun	5,785	1,217	1,095	3,052	930	12,079
Charlotte	45,757	358	29,778	37,797	2,899	116,589
Citrus	42,225	37,227	171,614	17,308	54,486	322,860
Clay	29,474	56,222	28,847	14,969	4,705	134,217
Collier	81,602	11,259	4,685	14,124	435,184	546,854
Columbia	62,110	0	6,030	0	0	68,140
Desoto	14,355	1,475	895	1,856	2,725	21,306
Dixie	7,480	0	0	652	115	8,247
Duval	120,259	83,491	36,447	29,371	310,778	580,346
Escambia	53,307	100,142	4,894	1,433	58,203	217,979
Flagler	20,409	21,610	23,393	18,883	7,223	91,518
Franklin	6,741	6	1,385	9	1,094	9,235
Gadsden	23,383	56,361	18,808	0	4,881	103,433
Gilchrist	4,025	0	0	576	101	4,702
Glades	1,968	0	1,531	360	0	3,859
Gulf	6,932	0	8,715	4,948	907	21,502
Hamilton	22,181	0	0	4,008	1	26,190
Hardee	16,517	4,076	1,583	1,347	713	24,236
Hendry	15,123	0	1,295	1,227	176	17,821
Hernando	54,334	3	79,197	4,670	812	139,016
Highlands	44,573	64,611	2,693	7,978	8,419	128,274
Hillsborough	508,794	137,310	251,030	79,403	292,214	1,268,751
Holmes	16,778	3,671	12,234	532	1,739	34,954
Indian River	26,091	157	19,803	1,273	8,562	55,886
Jackson	17,254	15,580	7,570	6,179	4,739	51,322
Jefferson	10,426	1,482	1,666	174	371	14,119
Lafayette	3,117	0	0	476	0	3,593
Lake	98,495	19,811	92,145	23,994	13,432	247,877

Continued on the next page

2012 Trips by Purpose

County	Medical	Employment	Education/Training	Nutritional	Life-Sustaining/Other	Total
Lee	72,361	0	34,763	3,457	120	110,701
Leon	75,429	39,240	133,050	3,046	2,878	253,643
Levy	25,823	2,431	23,812	737	1,490	54,293
Liberty	16,921	164	7,852	2,015	4,212	31,164
Madison	10,557	2,625	5,751	0	1,640	20,573
Manatee	74,924	26,118	85,714	2,410	69,226	258,392
Marion	155,302	2,007	10,442	25,313	9,292	202,356
Martin	8,283	3,477	12,340	75	15,382	39,557
Miami-Dade	9,077,383	1,128,455	5,698,093	8,027,223	1,166,657	25,097,811
Monroe	35,394	3,321	20,741	7,240	45,894	112,590
Nassau	36,234	3,706	9,667	15,887	7,059	72,553
Okaloosa	73,606	51,074	7,511	13,520	4,506	150,217
Okeechobee	14,617	22,672	565	2,192	1,031	41,077
Orange	1,003,523	164,491	296,276	81,426	175,062	1,720,778
Osceola	266,620	43,703	78,716	21,635	46,511	457,185
Palm Beach	1,562,805	422,380	718,046	422,380	1,098,187	4,223,798
Pasco	292,226	35,700	42,071	11,353	36,922	418,272
Pinellas	588,922	755,691	276,454	130,491	324,937	2,076,495
Polk	268,389	15,798	93,228	61,260	67,968	506,643
Putnam	10,980	62,542	0	250	74,627	148,399
Santa Rosa	10,429	25,268	357	2	13,894	49,950
Sarasota	17,085	5,149	17,085	4,212	190,519	234,050
Seminole	245,888	40,304	72,595	19,952	42,895	421,634
St Johns	52,632	0	1,070	21,546	241,823	317,071
St Lucie	83,792	44,955	59,553	12,140	74,923	275,363
Sumter	24,225	19,181	18,759	13,852	22,873	98,890
Suwannee	21,092	0	1,780	0	1	22,873
Taylor	4,364	14,027	0	1,492	5,247	25,130
Union	7,815	0	18,177	866	0	26,858
Volusia	172,294	71,422	161,704	12,363	362,451	780,234
Wakulla	9,129	1,775	3,167	5,887	65	20,023
Walton	21,563	10,182	19,766	3,594	4,791	59,896
Washington	14,069	2,260	11,310	0	810	28,449
TOTAL	17,116,967	4,355,643	9,580,175	9,996,330	6,692,379	47,741,494

2012 Trips by Type of Passenger

County	Elderly	Children	Low Income	Disabled	Low Income/Disabled	Other	Total
Alachua	52,007	18,476	36,296	19,135	61,135	0	187,049
Baker	11,744	382	245	1,928	3,270	335	17,904
Bay	67,327	51,729	24,975	20,930	15,864	12,608	193,433
Bradford	5,192	511	5,138	648	23,688	0	35,177
Brevard	601,026	56,883	197,509	112,309	46,473	30,981	1,045,181
Broward	1,981,009	85,786	11,683	880,552	671,897	0	3,630,927
Calhoun	7,747	247	340	2,108	256	1,381	12,079
Charlotte	89,487	10,862	9,514	6,098	618	10	116,589
Citrus	49,568	3,166	20,239	218,990	4,764	26,133	322,860
Clay	53,985	1,685	946	31,032	7,286	39,283	134,217
Collier	81,588	12,577	30,539	0	0	422,150	546,854
Columbia	51,105	17,035	0	0	0	0	68,140
Desoto	8,132	1,009	4,808	3,005	2,943	1,409	21,306
Dixie	4,671	972	2,315	78	211	0	8,247
Duval	179,261	130,113	62,328	62,108	20,934	125,602	580,346
Escambia	57,294	9,361	67,129	47,995	0	36,200	217,979
Flagler	43,905	4,589	1,604	1,030	6,348	34,042	91,518
Franklin	3,813	1,754	388	1,182	1,265	833	9,235
Gadsden	27,962	14,541	31,197	1,026	6,153	22,554	103,433
Gilchrist	2,669	375	1,410	98	150	0	4,702
Glades	3,564	221	74	0	0	0	3,859
Gulf	11,066	420	1,926	1,401	6,055	634	21,502
Hamilton	19,643	1,309	3,614	1,100	0	524	26,190
Hardee	7,643	857	4,969	2,424	1,940	6,403	24,236
Hendry	11,641	952	0	0	0	5,228	17,821
Hernando	11,199	23,431	22,173	79,197	3,016	0	139,016
Highlands	37,242	2,981	13,086	19,312	46,720	8,933	128,274
Hillsborough	330,087	67,508	331,268	154,664	373,950	11,274	1,268,751
Holmes	19,717	9,087	1,740	1,223	2,697	490	34,954
Indian River	26,266	227	2,821	4,527	20,604	1,441	55,886
Jackson	19,905	482	5,663	3,849	19,460	1,963	51,322
Jefferson	6,516	722	6,508	373	0	0	14,119
Lafayette	2,242	319	860	31	141	0	3,593
Lake	73,536	40,724	33,708	20,936	66,195	12,778	247,877

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2012 Trips by Type of Passenger

County	Elderly	Children	Low Income	Disabled	Low Income/Disabled	Other	Total
Lee	50,088	14,228	1,734	9,755	23,041	11,855	110,701
Leon	65,833	74,506	64,003	49,301	0	0	253,643
Levy	10,793	549	8,691	11,639	1,389	21,232	54,293
Liberty	18,909	4,426	6,046	1,783	0	0	31,164
Madison	9,699	113	1,622	0	9,139	0	20,573
Manatee	28,881	23,701	6,068	75	132,403	67,264	258,392
Marion	121,506	42,398	21,005	12,195	3,470	1,782	202,356
Martin	9,323	12,088	0	0	0	18,146	39,557
Miami-Dade	12,297,926	5,019,561	3,513,693	752,934	2,760,759	752,938	25,097,811
Monroe	27,705	10,555	14,513	3,377	43,175	13,265	112,590
Nassau	46,780	2,071	13,245	2,958	1,230	6,269	72,553
Okaloosa	23,961	17,318	40,307	18,519	16,341	33,771	150,217
Okeechobee	10,975	1,754	4,923	20,702	1,197	1,526	41,077
Orange	585,379	74,762	138,073	513,469	389,250	19,845	1,720,778
Osceola	155,526	19,863	36,684	136,421	103,418	5,273	457,185
Palm Beach	2,325,426	73,569	1,643	1,593,326	207,928	21,906	4,223,798
Pasco	83,026	62,032	184,348	56,816	3,617	28,433	418,272
Pinellas	825,687	252,095	553,474	47,248	397,313	678	2,076,495
Polk	118,129	69,336	140,732	134,665	29,784	13,997	506,643
Putnam	250	1,979	0	0	0	146,170	148,399
Santa Rosa	10,318	489	18,934	4,130	0	16,079	49,950
Sarasota	77,632	34,919	82,110	7,325	1,638	30,426	234,050
Seminole	143,433	18,319	33,830	125,813	95,376	4,863	421,634
St Johns	243,680	4,014	23,508	21,215	17,774	6,880	317,071
St Lucie	125,305	11,812	13,987	20,082	103,978	199	275,363
Sumter	29,107	19,806	20,867	1,882	24,288	2,940	98,890
Suwannee	17,154	1,146	3,156	960	0	457	22,873
Taylor	9,702	242	4,346	3,110	1,176	6,554	25,130
Union	3,476	4,750	3,809	0	14,823	0	26,858
Volusia	314,592	221,700	0	236,757	0	7,185	780,234
Wakulla	12,073	3,943	55	3,586	18	348	20,023
Walton	34,803	13,733	3,755	4,665	2,048	892	59,896
Washington	15,281	6,127	1,991	3,063	973	1,014	28,449
TOTAL	21,812,117	6,689,197	5,898,165	5,497,060	5,799,579	2,045,376	47,741,494

2012 Passenger Trip by Funding Source

County	CTD	FDOT	DCF	APD	AHCA	DOE
Alachua	84,721	0	0	0	44,322	0
Baker	6,011	0	0	0	2,377	0
Bay	16,111	6,237	0	46,093	30,784	0
Bradford	3,360	0	0	23,793	5,560	0
Brevard	59,169	342,703	0	32,166	0	68,920
Broward	636,737	11,636	117	88,920	122,856	34,549
Calhoun	3,461	1	0	2,001	2,998	0
Charlotte	37,631	968	0	0	11,604	0
Citrus	36,115	21,060	0	242,428	11,361	0
Clay	14,984	0	0	19,082	26,391	388
Collier	54,527	36,863	0	0	30,365	0
Columbia	12,299	0	0	6,030	49,810	0
Desoto	3,764	3,309	0	0	11,915	0
Dixie	3,007	0	0	0	4,472	0
Duval	69,140	0	0	0	0	0
Escambia	20,932	1,169	0	1,819	67,651	908
Flagler	16,664	52,684	0	3,889	7,309	0
Franklin	4,296	0	0	0	3,217	0
Gadsden	20,973	26,487	0	0	14,938	0
Gilchrist	2,578	0	0	0	1,447	0
Glades	558	522	0	1,148	1,306	0
Gulf	7,628	1	0	4,702	3,400	0
Hamilton	7,007	0	0	0	15,174	0
Hardee	4,516	7,185	0	470	10,234	2
Hendry	5,861	1,458	216	1,117	7,797	0
Hernando	9,331	0	0	11,595	85,666	0
Highlands	12,116	14,075	0	59,967	25,806	12
Hillsborough	281,710	1,935	4,053	171,779	193,939	123
Holmes	8,707	2,098	0	4,544	10,234	0
Indian River	17,926	4,471	0	14,126	10,158	0
Jackson	6,126	0	0	23,103	11,546	0
Jefferson	3,934	0	0	3,538	6,024	241
Lafayette	2,498	0	0	0	619	0
Lake	31,074	58,909	0	58,613	28,663	0

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2012 Passenger Trip by Funding Source

County	CTD	FDOT	DCF	APD	AHCA	DOE
Lee	22,590	0	0	24,288	51,334	0
Leon	164,538	9,364	0	27,967	46,824	0
Levy	6,450	1	0	11,389	11,121	0
Liberty	20,041	1	0	0	7,549	0
Madison	6,684	961	0	5,751	5,994	2
Manatee	30,745	3,227	2,125	36,720	79,634	16,462
Marion	36,977	40,603	0	42,536	65,951	0
Martin	7,067	1,678	0	11,137	7,378	0
Miami-Dade	1,756,847	50,197	1,254,890	75,293	125,489	0
Monroe	54,983	2,778	1,723	0	23,297	0
Nassau	30,463	5,651	0	0	15,820	2,136
Okaloosa	44,894	13,600	0	3,582	19,727	1,004
Okeechobee	6,481	3,243	0	19,248	10,080	0
Orange	67,729	0	2,679	175,285	297,194	0
Osceola	17,995	0	712	46,570	78,960	0
Palm Beach	1,637,383	0	0	0	0	0
Pasco	161,230	18,326	6,969	24,404	94,023	31,262
Pinellas	1,199,568	1,110	58,661	141,088	172,788	4,588
Polk	61,379	17,680	9,544	105,705	90,410	51,538
Putnam	24,148	0	0	41,583	10,980	0
St Johns	18,918	17,936	0	0	20,549	0
St Lucie	20,315	51,540	65,665	0	0	0
Santa Rosa	11,392	3,442	0	6,218	9,523	393
Sarasota	14,263	0	0	37,274	0	0
Seminole	16,595	0	656	42,949	72,820	0
Sumter	25,298	16,533	0	12,403	9,295	0
Suwannee	5,051	0	0	1,780	16,041	0
Taylor	7,867	7,529	0	0	2,500	0
Union	2,564	0	0	14,122	5,251	0
Volusia	35,414	1,599	0	2,196	0	139,484
Wakulla	8,981	0	0	648	641	0
Walton	22,034	4,279	0	5,966	13,541	203
Washington	10,034	3,698	0	6,204	7,920	0
TOTAL	7,062,390	868,747	1,408,010	1,743,229	2,232,577	352,215

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2012 Passenger Trip by Funding Source

County	DOEA	Other Fed/State	Local Govt	Local Non Govt	Total
Alachua	634	0	57,371	1	187,049
Baker	0	1	1	9,514	17,904
Bay	12,493	79,059	1,328	1,328	193,433
Bradford	2,215	0	0	249	35,177
Brevard	26,617	0	364,689	150,917	1,045,181
Broward	121,141	0	2,374,732	240,239	3,630,927
Calhoun	3,616	0	1	1	12,079
Charlotte	7,204	45,681	11,125	2,376	116,589
Citrus	11,094	0	802	0	322,860
Clay	14,471	48,530	1,579	8,792	134,217
Collier	3,285	36,527	369,955	15,332	546,854
Columbia	0	0	1	0	68,140
Desoto	1,589	345	312	72	21,306
Dixie	767	0	0	1	8,247
Duval	62	0	487,136	24,008	580,346
Escambia	8,815	67,130	49,043	512	217,979
Flagler	7,892	0	2,658	422	91,518
Franklin	0	1	1,137	584	9,235
Gadsden	0	42	17,621	23,372	103,433
Gilchrist	676	0	0	1	4,702
Glades	253	0	0	72	3,859
Gulf	3,956	1	4	1,810	21,502
Hamilton	4,008	0	1	0	26,190
Hardee	1,350	0	466	13	24,236
Hendry	682	0	678	12	17,821
Hernando	4,533	0	3,998	23,893	139,016
Highlands	7,975	7,091	1,155	77	128,274
Hillsborough	37,699	138,526	381,120	57,867	1,268,751
Holmes	1,037	8,239	80	15	34,954
Indian River	5,630	0	3,575	0	55,886
Jackson	5,984	93	3,920	550	51,322
Jefferson	0	16	0	366	14,119
Lafayette	475	0	0	1	3,593
Lake	18,181	0	52,436	1	247,877

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

2012 Passenger Trip by Funding Source

County	DOEA	Other Fed/State	Local Govt	Local Non Govt	Total
Lee	4,978	2,593	0	4,918	110,701
Leon	0	0	4,950	0	253,643
Levy	737	0	16,098	8,497	54,293
Liberty	1,090	0	2,483	0	31,164
Madison	0	36	546	599	20,573
Manatee	15,580	6,548	36,074	31,277	258,392
Marion	1,026	0	15,263	0	202,356
Martin	0	0	785	11,512	39,557
Miami-Dade	752,934	5,019,562	13,803,796	2,258,803	25,097,811
Monroe	0	0	29,467	342	112,590
Nassau	16,943	0	239	1,301	72,553
Okaloosa	5,576	7,199	649	53,986	150,217
Okeechobee	1,260	0	764	1	41,077
Orange	70,006	109,770	200,375	797,740	1,720,778
Osceola	18,600	29,164	53,220	211,964	457,185
Palm Beach	13,033	0	2,573,382	0	4,223,798
Pasco	17,658	16,279	15,871	32,250	418,272
Pinellas	99,060	26,161	277,427	96,044	2,076,495
Polk	53,808	12,838	17,616	86,125	506,643
Putnam	124	251	1	71,312	148,399
St Johns	0	47	228,486	31,135	317,071
St Lucie	3,946	26,410	51,184	56,303	275,363
Santa Rosa	0	18,934	1	47	49,950
Sarasota	0	0	172,335	10,178	234,050
Seminole	17,153	26,896	49,097	195,468	421,634
Sumter	5,681	4,741	16,532	8,407	98,890
Suwannee	0	0	1	0	22,873
Taylor	0	8	319	6,907	25,130
Union	866	0	4,055	0	26,858
Volusia	12,886	6,237	236,168	346,250	780,234
Wakulla	880	975	6,889	1,009	20,023
Walton	4,333	8,237	1,105	198	59,896
Washington	172	173	148	100	28,449
TOTAL	1,432,664	5,754,341	22,002,250	4,885,071	47,741,494

(Passenger Trip by Funding Source page 4 of 4)

2012 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	4	2	0	0	0	0
Bradford	2	0	0	0	0	0
Brevard	0	1	1	0	1	0
Broward	22	5	0	10	1	0
Calhoun	1	0	0	0	0	0
Charlotte	0	2	0	0	1	0
Citrus	1	1	0	0	1	0
Clay	2	2	0	0	0	0
Collier	0	8	0	0	0	0
Columbia	3	7	0	0	0	0
Desoto	1	2	0	0	0	0
Dixie	1	0	0	0	1	0
Duval	1	2	0	0	0	0
Escambia	5	3	0	0	0	0
Flagler	0	0	0	0	1	0
Franklin	1	1	0	0	0	0
Gadsden	1	1	0	0	0	0
Gilchrist	1	0	0	0	1	0
Glades	1	1	0	0	0	0
Gulf	1	0	0	0	0	0
Hamilton	0	7	0	0	0	0
Hardee	1	2	0	0	0	0
Hendry	1	1	0	0	0	0
Hernando	2	1	0	0	0	0
Highlands	2	3	0	0	0	0
Hillsborough	12	1	0	1	2	0
Holmes	1	3	0	0	1	0
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	0
Lake	1	7	0	0	0	0

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

2012 Operators by County

County	Private Non Profit	Private For Profit	School Board	Municipality	County1	City
Lee	1	2	0	0	0	0
Leon	1	3	0	0	0	0
Levy	0	0	0	0	1	0
Liberty	0	0	0	0	1	0
Madison	1	1	0	0	0	0
Manatee	7	2	0	0	1	0
Marion	3	1	0	0	0	0
Martin	1	4	0	0	0	0
Miami-Dade	38	3	0	0	0	0
Monroe	7	0	0	0	1	0
Nassau	1	1	0	0	0	0
Okaloosa	4	1	0	0	0	0
Okeechobee	1	2	0	0	0	0
Orange	12	11	0	0	0	0
Osceola	3	3	0	0	0	0
Palm Beach	0	3	0	0	0	0
Pasco	5	6	1	0	1	0
Pinellas	18	6	0	1	0	0
Polk	9	1	0	0	2	0
Putnam	1	0	0	0	0	0
St Johns	1	0	0	0	0	0
St Lucie	9	8	1	0	1	0
Santa Rosa	1	2	0	0	0	0
Sarasota	5	6	0	0	0	0
Seminole	3	3	0	0	0	0
Sumter	3	2	0	0	0	0
Suwannee	0	13	0	0	0	0
Taylor	1	1	0	0	0	0
Union	2	0	0	0	0	0
Volusia	6	5	0	0	1	0
Wakulla	1	0	0	0	0	0
Walton	3	2	0	0	1	0
Washington	1	2	0	0	1	0
TOTAL	224	161	3	12	22	0

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

2012 Operators by County

County	Transit Authority	Other Operators	Total Operators	Number of Coordination Contractors	Number of CMBEs (transportaion 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	2	1	0	0
Brevard	0	0	3	0	0	0
Broward	0	0	38	36	0	0
Calhoun	0	0	1	0	0	0
Charlotte	0	0	3	0	0	0
Citrus	0	0	3	1	0	0
Clay	0	0	4	1	0	0
Collier	0	1	9	1	0	0
Columbia	1	0	11	0	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	8	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	8	0	0	0
Hardee	0	0	3	1	0	0
Hendry	0	0	2	1	0	0
Hernando	0	0	3	1	0	0
Highlands	0	0	5	2	0	0
Hillsborough	1	0	17	16	0	0
Holmes	0	0	5	0	0	0
Indian River	0	0	4	2	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

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2012 Operators by County

County	Private Non Profit	Private For Profit	School Board	Municipality	County1	City
Lee	1	2	0	0	0	0
Leon	1	3	0	0	0	0
Levy	0	0	0	0	1	0
Liberty	0	0	0	0	1	0
Madison	1	1	0	0	0	0
Manatee	7	2	0	0	1	0
Marion	3	1	0	0	0	0
Martin	1	4	0	0	0	0
Miami-Dade	38	3	0	0	0	0
Monroe	7	0	0	0	1	0
Nassau	1	1	0	0	0	0
Okaloosa	4	1	0	0	0	0
Okeechobee	1	2	0	0	0	0
Orange	12	11	0	0	0	0
Osceola	3	3	0	0	0	0
Palm Beach	0	3	0	0	0	0
Pasco	5	6	1	0	1	0
Pinellas	18	6	0	1	0	0
Polk	9	1	0	0	2	0
Putnam	1	0	0	0	0	0
St Johns	1	0	0	0	0	0
St Lucie	9	8	1	0	1	0
Santa Rosa	1	2	0	0	0	0
Sarasota	5	6	0	0	0	0
Seminole	3	3	0	0	0	0
Sumter	3	2	0	0	0	0
Suwannee	0	13	0	0	0	0
Taylor	1	1	0	0	0	0
Union	2	0	0	0	0	0
Volusia	6	5	0	0	1	0
Wakulla	1	0	0	0	0	0
Walton	3	2	0	0	1	0
Washington	1	2	0	0	1	0
TOTAL	224	161	3	12	22	0

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

2012 Employee Information

County	Total Drivers- CTC & Oper	CTC & Oper Driver Hours	CTC & Oper Total Employees	CC Drivers	CC Driver Hours	CC Total Employees
Alachua	46	94,640	64	0	0	0
Baker	13	15,647	18	0	0	0
Bay	29	59,786	35	4	5,225	4
Bradford	6	10,120	9	6	11,190	6
Brevard	196	164,823	219	0	0	0
Broward	357	645,421	463	206	199,176	325
Calhoun	5	9,360	10	0	0	0
Charlotte	49	56,560	65	0	0	0
Citrus	31	49,920	40	30	31,200	37
Clay	43	65,907	51	24	18,650	30
Collier	56	70,129	91	2	750	2
Columbia	22	41,600	43	0	0	0
Desoto	24	38,457	35	1	126	2
Dixie	4	8,045	6	0	0	0
Duval	167	289,121	241	0	0	0
Escambia	46	79,638	73	1	15	2
Flagler	27	44,720	34	0	0	0
Franklin	12	15,989	16	0	0	0
Gadsden	17	31,738	29	0	0	0
Gilchrist	4	6,538	6	0	0	0
Glades	2	3,675	5	0	0	0
Gulf	10	11,470	12	0	0	0
Hamilton	11	20,800	32	0	0	0
Hardee	13	22,005	19	3	141	5
Hendry	12	18,944	18	5	1,000	5
Hernando	34	57,200	47	28	29,120	31
Highlands	37	76,035	52	35	6,696	39
Hillsborough	56	110,240	80	525	349,992	628
Holmes	12	13,613	17	0	0	0
Indian River	25	39,000	36	16	20,562	20
Jackson	17	31,615	28	0	0	0
Jefferson	5	9,735	17	0	0	0
Lafayette	4	5,800	6	0	0	0
Lake	81	132,057	98	56	14,452	73

Continued on the next page

2012 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	78,403	58	8	1,185	12
Leon	18	46,220	37	0	0	0
Levy	12	32,396	19	0	0	0
Liberty	12	18,720	17	0	0	0
Madison	9	15,337	21	0	0	0
Manatee	22	60,903	32	134	36,487	156
Marion	81	142,480	112	15	19,760	18
Martin	20	36,361	43	12	28,450	18
Miami-Dade	504	1,360,332	600	261	349,130	527
Monroe	11	15,600	13	53	76,960	65
Nassau	23	40,708	27	0	0	0
Okaloosa	45	57,376	59	5	4,908	8
Okeechobee	13	20,800	18	4	3,675	6
Orange	233	426,174	303	286	143,495	332
Osceola	62	112,868	80	76	38,124	88
Palm Beach	250	557,081	367	0	0	0
Pasco	76	50,807	109	81	32,201	91
Pinellas	640	514,431	714	210	79,546	219
Polk	94	179,768	140	74	85,223	161
Putnam	31	49,519	41	0	0	0
St Johns	73	99,676	85	0	0	0
St Lucie	24	49,142	61	107	130,987	114
Santa Rosa	21	19,710	30	1	1	1
Sarasota	69	128,520	110	69	12,170	127
Seminole	57	104,424	73	71	35,159	81
Sumter	35	36,400	42	6	4,920	9
Suwannee	11	20,800	32	0	0	0
Taylor	6	8,264	18	0	0	0
Union	5	5,850	10	0	0	0
Volusia	85	175,995	144	45	27,549	54
Wakulla	7	12,220	11	0	0	0
Walton	10	28,145	16	0	0	0
Washington	9	13,547	15	0	0	0
TOTAL	4,083	6,869,325	5,472	2,460	1,798,225	3,296

2012 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	1,472,441	24,098	0	0	1,496,539	1,235,988	50
Baker	238,279	0	0	0	238,279	185,383	2
Bay	673,640	5,714	43,440	0	722,794	565,999	7
Bradford	130,209	0	107,837	0	238,046	197,533	0
Brevard	907,216	1,934,758	0	15,289	2,857,263	2,557,733	31
Broward	1	8,146,955	2,730,628	0	10,877,584	9,210,216	106
Calhoun	175,253	0	0	0	175,253	147,364	4
Charlotte	527,434	1	0	0	527,435	450,617	31
Citrus	767,122	10,000	310,117	0	1,087,239	902,997	18
Clay	909,555	0	132,387	0	1,041,942	878,313	22
Collier	0	1,554,284	0	0	1,554,284	1,313,083	28
Columbia	374,206	201,329	0	0	575,535	517,984	15
Desoto	0	376,767	1,803	0	378,570	318,560	4
Dixie	137,444	30,202	0	0	167,646	143,052	1
Duval	1	4,954,210	0	0	4,954,211	4,235,849	331
Escambia	1,457,166	131,553	63	0	1,588,782	1,155,403	90
Flagler	939,387	0	0	0	939,387	843,137	5
Franklin	263,981	142,143	0	0	406,124	313,738	2
Gadsden	669,842	2,404	0	0	672,246	570,947	1
Gilchrist	93,550	5,714	0	0	99,264	91,194	1
Glades	97,838	6,752	0	0	104,590	87,062	7
Gulf	229,277	0	0	0	229,277	226,726	2
Hamilton	71,942	215,826	0	0	287,768	258,992	4
Hardee	0	530,656	2,944	0	533,600	477,368	12
Hendry	382,024	46,956	13,870	0	442,850	412,288	15
Hernando	167,192	1,564,335	430,675	0	2,162,202	1,948,156	5
Highlands	0	999,972	106,545	0	1,106,517	737,901	30
Hillsborough	1,208,398	0	5,737,494	0	6,945,892	5,669,059	217
Holmes	373,188	6,140	0	0	379,328	349,928	0
Indian River	529,573	0	111,072	0	640,645	536,455	5
Jackson	585,671	0	0	0	585,671	552,041	9
Jefferson	214,482	6,904	0	0	221,386	185,996	0
Lafayette	75,420	80	0	0	75,500	62,194	1
Lake	0	2,117,643	206,907	0	2,324,550	2,021,928	100

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2012 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	1,435,263	31,930	17,547	0	1,484,740	1,247,138	45
Leon	29,022	451,864	0	0	480,886	470,767	2
Levy	791,395	0	0	0	791,395	659,152	6
Liberty	387,393	0	0	0	387,393	367,250	1
Madison	247,243	9,710	0	0	256,953	216,158	1
Manatee	658,693	0	403,059	0	1,061,752	861,619	111
Marion	1,344,837	256,653	248,368	0	1,849,858	1,581,919	13
Martin	0	153,133	180,370	0	333,503	200,492	5
Miami-Dade	6,427,621	17,342,541	3,621,065	0	27,391,227	23,004,484	48
Monroe	658,832	0	357,698	0	1,016,530	914,877	5
Nassau	665,812	770	0	0	666,582	520,102	10
Okaloosa	0	674,617	39,755	0	714,372	624,943	9
Okeechobee	0	556,079	92,181	0	648,260	425,229	10
Orange	2	6,503,196	1,832,517	0	8,335,715	6,709,385	199
Osceola	2	1,727,797	486,871	0	2,214,670	1,782,579	53
Palm Beach	2	9,235,775	0	0	9,235,777	8,643,012	462
Pasco	241,308	426,502	605,340	7,577	1,280,727	1,118,841	14
Pinellas	0	2,196,943	4,280,076	0	6,477,019	5,266,002	57
Polk	643,742	1,341,602	412,027	0	2,397,371	1,992,506	115
Putnam	740,460	0	0	0	740,460	602,734	9
St Johns	1,159,005	0	0	0	1,159,005	931,960	15
St Lucie	0	693,792	885,727	15,440	1,594,959	978,076	50
Santa Rosa	404,020	16,920	1	0	420,941	347,591	5
Sarasota	702,014	748,284	235,033	0	1,685,331	1,480,261	77
Seminole	2	1,593,446	449,013	0	2,042,461	1,643,968	49
Sumter	192,816	627,880	96,441	0	917,137	635,577	14
Suwannee	71,942	215,826	0	0	287,768	258,992	4
Taylor	201,671	426	0	0	202,097	175,900	0
Union	181,401	82,035	0	0	263,436	209,767	2
Volusia	1,341,566	1,200,833	260,490	0	2,802,889	2,484,515	188
Wakulla	267,341	0	0	0	267,341	247,141	0
Walton	683,324	38,377	0	0	721,701	634,243	2
Washington	369,444	6,877	0	0	376,321	305,979	6
Totals	33,517,905	69,149,204	24,439,361	38,306	127,144,776	106,904,343	2,743

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2012 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	12	4	42	41	3	98%	7%
Baker	2	0	14	14	0	100%	0%
Bay	5	3	35	28	7	80%	20%
Bradford	0	0	14	13	1	93%	7%
Brevard	37	17	191	94	0	49%	0%
Broward	139	21	421	220	16	52%	4%
Calhoun	0	0	12	4	2	33%	17%
Charlotte	12	2	45	29	0	64%	0%
Citrus	5	3	72	38	8	53%	11%
Clay	2	2	51	35	2	69%	4%
Collier	6	0	32	22	2	69%	6%
Columbia	6	0	26	19	11	73%	42%
Desoto	0	0	20	15	1	75%	5%
Dixie	0	0	9	9	1	100%	11%
Duval	5	0	83	83	0	100%	0%
Escambia	6	1	29	14	2	48%	7%
Flagler	1	1	34	28	0	82%	0%
Franklin	0	0	15	9	1	60%	7%
Gadsden	0	0	21	15	1	71%	5%
Gilchrist	0	0	9	9	2	100%	22%
Glades	0	0	2	2	0	100%	0%
Gulf	0	0	12	9	1	75%	8%
Hamilton	0	0	13	5	1	38%	8%
Hardee	2	0	14	12	1	86%	7%
Hendry	0	0	15	10	1	67%	7%
Hernando	3	2	54	24	6	44%	11%
Highlands	5	2	51	35	2	69%	4%
Hillsborough	38	5	278	132	3	47%	1%
Holmes	0	0	21	7	1	33%	5%
Indian River	1	1	47	34	2	72%	4%
Jackson	1	1	26	9	1	35%	4%
Jefferson	0	0	9	6	1	67%	11%
Lafayette	2	1	6	5	1	83%	17%
Lake	31	18	98	66	2	67%	2%

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

2012 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	3	0	51	42	1	82%	2%
Leon	0	0	20	18	2	90%	10%
Levy	4	0	25	22	3	88%	12%
Liberty	1	0	18	6	1	33%	6%
Madison	0	0	13	12	1	92%	8%
Manatee	55	10	87	53	6	61%	7%
Marion	4	2	109	66	18	61%	17%
Martin	0	0	21	16	6	76%	29%
Miami-Dade	22	11	733	262	0	36%	0%
Monroe	2	0	51	25	0	49%	0%
Nassau	0	0	22	22	1	100%	5%
Okaloosa	1	1	62	45	1	73%	2%
Okeechobee	2	0	15	10	1	67%	7%
Orange	249	118	284	180	4	63%	1%
Osceola	66	32	76	48	1	63%	1%
Palm Beach	206	65	201	201	0	100%	0%
Pasco	5	1	123	40	11	33%	9%
Pinellas	47	19	699	207	9	30%	1%
Polk	19	9	136	111	8	82%	6%
Putnam	4	4	33	26	7	79%	21%
St Johns	5	1	46	35	3	76%	7%
St Lucie	6	3	127	53	0	42%	0%
Santa Rosa	0	0	9	4	0	44%	0%
Sarasota	63	5	91	29	0	32%	0%
Seminole	61	29	70	44	1	63%	1%
Sumter	9	1	37	32	2	86%	5%
Suwannee	0	0	13	5	1	38%	8%
Taylor	0	0	13	10	1	77%	8%
Union	0	0	11	5	1	45%	9%
Volusia	3	1	106	79	0	75%	0%
Wakulla	0	0	8	5	1	63%	13%
Walton	2	0	20	6	1	30%	5%
Washington	0	0	21	7	1	33%	5%
Totals	1,160	396	5,172	2,821	176	55%	3%

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2012 Revenue Summary

County	CTD	FDOT	DCF	APD	AHCA	DOH	DOE	DOEA
Alachua	\$527,121	\$0	\$0	\$0	\$1,234,865	\$0	\$0	\$20,890
Baker	\$142,367	\$168,731	\$0	\$0	\$140,628	\$0	\$0	\$0
Bay	\$329,853	\$378,380	\$296,565	\$8,734	\$544,043	\$0	\$0	\$73,790
Bradford	\$144,516	\$121,461	\$166,219	\$0	\$118,158	\$0	\$0	\$17,494
Brevard	\$1,124,271	\$2,879,789	\$0	\$171,527	\$0	\$0	\$29,291	\$99,817
Broward	\$5,446,516	\$159,581	\$1,221,027	\$0	\$1,684,842	\$0	\$473,804	\$1,235,247
Calhoun	\$178,184	\$51,022	\$36,500	\$0	\$196,351	\$0	\$0	\$5,351
Charlotte	\$280,922	\$39,641	\$0	\$0	\$454,638	\$0	\$0	\$50,324
Citrus	\$252,847	\$877,457	\$0	\$363,878	\$467,938	\$0	\$0	\$93,019
Clay	\$403,188	\$235,220	\$224,900	\$2,589	\$403,693	\$0	\$20,247	\$80,213
Collier	\$625,170	\$240,267	\$0	\$0	\$551,549	\$8,006	\$0	\$86,044
Columbia	\$282,375	\$354,900	\$39,779	\$0	\$769,580	\$0	\$0	\$0
Desoto	\$181,579	\$103,403	\$0	\$0	\$410,289	\$0	\$0	\$32,121
Dixie	\$202,733	\$71,808	\$0	\$0	\$137,207	\$0	\$0	\$8,641
Duval	\$1,134,669	\$746,599	\$0	\$0	\$0	\$0	\$0	\$304
Escambia	\$518,999	\$84,999	\$18,769	\$0	\$952,388	\$0	\$26,413	\$101,420
Flagler	\$239,211	\$441,865	\$10,001	\$0	\$91,297	\$0	\$0	\$80,409
Franklin	\$167,397	\$120,664	\$0	\$0	\$295,303	\$0	\$0	\$0
Gadsden	\$268,840	\$173,931	\$0	\$0	\$592,994	\$1,470	\$0	\$0
Gilchrist	\$85,475	\$78,058	\$0	\$0	\$73,978	\$0	\$0	\$4,807
Glades	\$72,481	\$6,385	\$22,665	\$0	\$154,046	\$0	\$0	\$1,595
Gulf	\$176,345	\$55,341	\$24,972	\$0	\$125,340	\$0	\$0	\$10,500
Hamilton	\$101,612	\$177,450	\$0	\$0	\$663,823	\$0	\$0	\$30,362
Hardee	\$185,376	\$306,765	\$2,562	\$0	\$400,722	\$0	\$351	\$11,853
Hendry	\$330,185	\$185,064	\$33,004	\$0	\$716,183	\$0	\$0	\$24,970
Hernando	\$259,774	\$155,082	\$17,338	\$0	\$1,508,357	\$0	\$0	\$38,471
Highlands	\$337,576	\$417,355	\$102,726	\$0	\$760,372	\$6,801	\$750	\$46,720
Hillsborough	\$1,373,895	\$1,190,524	\$1,276,160	\$0	\$3,087,601	\$0	\$1,224	\$361,226
Holmes	\$128,133	\$111,923	\$55,902	\$0	\$213,347	\$0	\$0	\$5,262
Indian River	\$236,288	\$789,957	\$110,400	\$0	\$203,350	\$0	\$0	\$6,388
Jackson	\$407,002	\$306,969	\$178,568	\$0	\$660,908	\$287	\$0	\$41,934
Jefferson	\$137,059	\$38,137	\$32,023	\$0	\$509,749	\$834	\$13,426	\$0
Lafayette	\$110,628	\$48,747	\$0	\$0	\$67,875	\$0	\$0	\$3,808
Lake	\$583,331	\$1,409,643	\$441,660	\$0	\$902,970	\$0	\$0	\$187,691

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2012 Revenue Summary

County	CTD	FDOT	DCF	APD	AHCA	DOH	DOE	DOEA
Lee	\$580,717	\$112,336	\$334,036	\$0	\$1,539,152	\$0	\$0	\$105,031
Leon	\$481,295	\$84,474	\$357,986	\$1,440	\$603,800	\$0	\$0	\$0
Levy	\$325,716	\$648,412	\$144,322	\$0	\$430,508	\$0	\$0	\$14,847
Liberty	\$214,679	\$38,800	\$0	\$0	\$106,010	\$0	\$0	\$8,400
Madison	\$169,476	\$78,564	\$50,043	\$0	\$323,199	\$2,587	\$196	\$0
Manatee	\$490,475	\$573,406	\$325,653	\$0	\$843,015	\$0	\$6,251	\$157,877
Marion	\$575,271	\$661,941	\$279,839	\$0	\$1,239,384	\$0	\$0	\$9,428
Martin	\$200,187	\$25,270	\$59,559	\$0	\$210,344	\$0	\$0	\$0
Miami-Dade	\$7,000,000	\$612,205	\$5,607,996	\$0	\$531,227	\$0	\$0	\$2,361,587
Monroe	\$266,525	\$0	\$23,973	\$0	\$799,580	\$0	\$0	\$0
Nassau	\$285,511	\$340,898	\$0	\$0	\$307,641	\$0	\$3,204	\$113,869
Okaloosa	\$355,427	\$1,121,233	\$24,859	\$0	\$220,610	\$0	\$9,669	\$46,193
Okeechobee	\$185,784	\$84,321	\$43,287	\$0	\$346,491	\$0	\$0	\$12,874
Orange	\$1,788,930	\$0	\$1,691,802	\$0	\$3,579,322	\$0	\$0	\$670,902
Osceola	\$475,291	\$0	\$449,485	\$0	\$950,970	\$0	\$0	\$178,248
Palm Beach	\$2,372,248	\$0	\$0	\$0	\$0	\$0	\$0	\$362,453
Pasco	\$480,226	\$304,282	\$94,742	\$236,156	\$801,151	\$0	\$18,004	\$307,862
Pinellas	\$1,845,397	\$838,539	\$2,845,993	\$0	\$1,779,386	\$0	\$52,342	\$775,095
Polk	\$867,967	\$1,060,871	\$463,334	\$0	\$1,831,430	\$31,873	\$122,626	\$155,212
Putnam	\$274,583	\$440,465	\$279,781	\$0	\$502,438	\$0	\$0	\$780
Santa Rosa	\$301,581	\$65,511	\$94,603	\$0	\$281,866	\$0	\$23,707	\$0
Sarasota	\$409,369	\$40,606	\$171,188	\$82,256	\$0	\$0	\$0	\$0
Seminole	\$438,333	\$0	\$414,534	\$0	\$877,024	\$0	\$0	\$164,388
St Johns	\$288,610	\$1,316,825	\$0	\$0	\$568,515	\$0	\$0	\$0
St Lucie	\$310,343	\$1,416,587	\$1,356,122	\$0	\$0	\$3,966	\$0	\$54,491
Sumter	\$217,022	\$478,164	\$118,720	\$0	\$254,810	\$0	\$0	\$39,515
Suwannee	\$173,574	\$177,450	\$17,615	\$0	\$1,041,508	\$0	\$0	\$0
Taylor	\$229,307	\$82,825	\$0	\$0	\$235,023	\$352	\$0	\$0
Union	\$145,695	\$128,136	\$46,462	\$0	\$91,067	\$0	\$0	\$5,285
Volusia	\$753,006	\$1,681,081	\$0	\$5,462	\$0	\$0	\$18,767	\$81,834
Wakulla	\$194,436	\$107,368	\$3,567	\$0	\$43,470	\$0	\$0	\$4,731
Walton	\$282,247	\$225,809	\$55,726	\$0	\$249,918	\$0	\$3,295	\$33,527
Washington	\$164,959	\$129,234	\$62,649	\$0	\$235,836	\$0	\$0	\$2,049
Totals	\$40,120,105	\$25,402,731	\$19,729,616	\$872,042	\$39,919,079	\$56,176	\$823,567	\$8,427,149

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2012 Revenue Summary

County	DCA	WAGES	DJJ	OTHER FED	LOCAL GOVT	LOCAL NON GOVT	FAREBOX	Total
Alachua	\$0	\$0	\$0	\$0	\$1,528,743	\$0	\$32,859	\$3,344,478
Baker	\$0	\$0	\$0	\$1,199	\$47,337	\$78,627	\$14,155	\$593,044
Bay	\$0	\$0	\$0	\$374,401	\$42,789	\$18,068	\$32,854	\$2,099,477
Bradford	\$0	\$0	\$0	\$0	\$0	\$30,631	\$0	\$598,479
Brevard	\$0	\$0	\$0	\$0	\$627,426	\$18,046	\$397,128	\$5,347,295
Broward	\$0	\$0	\$0	\$0	\$16,111,211	\$421,955	\$1,388,190	\$28,142,373
Calhoun	\$0	\$0	\$0	\$0	\$21,936	\$0	\$10,046	\$499,390
Charlotte	\$0	\$0	\$0	\$45,681	\$555,364	\$0	\$11,282	\$1,437,852
Citrus	\$0	\$0	\$0	\$0	\$514,014	\$70,263	\$117,370	\$2,756,786
Clay	\$0	\$0	\$0	\$226,808	\$533,207	\$254,428	\$68,160	\$2,452,653
Collier	\$0	\$0	\$0	\$250,464	\$2,411,294	\$198,459	\$95,603	\$4,466,856
Columbia	\$0	\$0	\$0	\$0	\$24,000	\$439,889	\$300	\$1,910,823
Desoto	\$0	\$0	\$0	\$16,385	\$12,644	\$4,377	\$11,254	\$772,052
Dixie	\$0	\$0	\$0	\$0	\$0	\$30,890	\$3,185	\$454,464
Duval	\$0	\$0	\$0	\$0	\$12,012,587	\$0	\$591,721	\$14,485,880
Escambia	\$0	\$117,475	\$0	\$1,000	\$1,288,938	\$9,108	\$200,891	\$3,320,400
Flagler	\$0	\$0	\$0	\$0	\$421,602	\$0	\$95,603	\$1,379,988
Franklin	\$0	\$0	\$0	\$3,404	\$45,256	\$0	\$2,630	\$634,654
Gadsden	\$0	\$0	\$0	\$0	\$178,007	\$62,121	\$81,284	\$1,358,647
Gilchrist	\$0	\$0	\$0	\$0	\$0	\$9,498	\$2,377	\$254,193
Glades	\$0	\$0	\$0	\$0	\$0	\$7,008	\$2,640	\$266,820
Gulf	\$0	\$0	\$0	\$4,561	\$21,293	\$17,361	\$21,849	\$457,562
Hamilton	\$0	\$0	\$0	\$0	\$12,000	\$211,650	\$100	\$1,196,997
Hardee	\$0	\$0	\$0	\$0	\$19,000	\$167	\$1,577	\$928,373
Hendry	\$0	\$0	\$0	\$0	\$33,446	\$31,124	\$22,741	\$1,376,717
Hernando	\$0	\$0	\$0	\$0	\$45,096	\$373,431	\$43,390	\$2,440,939
Highlands	\$0	\$0	\$0	\$82,383	\$34,313	\$4,021	\$6,965	\$1,799,982
Hillsborough	\$222,444	\$0	\$0	\$1,080,963	\$6,071,851	\$640,064	\$419,680	\$15,725,632
Holmes	\$0	\$0	\$0	\$11,321	\$548	\$1,475	\$15,979	\$543,890
Indian River	\$0	\$0	\$0	\$0	\$195,321	\$2,050	\$55,177	\$1,598,931
Jackson	\$4,894	\$0	\$0	\$0	\$26,953	\$0	\$43,812	\$1,671,327
Jefferson	\$0	\$0	\$0	\$0	\$0	\$2,259	\$23,180	\$756,667
Lafayette	\$0	\$0	\$0	\$0	\$0	\$12,292	\$733	\$244,083
Lake	\$0	\$0	\$0	\$0	\$1,204,827	\$12,459	\$123,924	\$4,866,505

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2012 Revenue Summary

County	DCA	WAGES	DJJ	OTHER FED	LOCAL GOVT	LOCAL NON GOVT	FAREBOX	Total
Lee	\$0	\$0	\$0	\$88,012	\$0	\$206,359	\$41,660	\$3,007,303
Leon	\$0	\$0	\$0	\$0	\$331,187	\$0	\$36,506	\$1,896,688
Levy	\$0	\$0	\$0	\$0	\$59,790	\$0	\$38,243	\$1,661,838
Liberty	\$0	\$0	\$0	\$0	\$24,321	\$0	\$0	\$392,210
Madison	\$0	\$0	\$0	\$0	\$6,292	\$1,665	\$32,687	\$664,709
Manatee	\$0	\$0	\$0	\$119,831	\$1,244,907	\$72,725	\$163,654	\$3,997,794
Marion	\$0	\$0	\$0	\$0	\$1,044,886	\$65,817	\$70,509	\$3,947,075
Martin	\$0	\$0	\$0	\$0	\$21,534	\$0	\$2,240	\$519,134
Miami-Dade	\$0	\$0	\$0	\$24,656,440	\$45,811,589	\$17,352,998	\$3,800,000	\$107,734,042
Monroe	\$0	\$0	\$0	\$0	\$889,392	\$3,165	\$27,698	\$2,010,333
Nassau	\$0	\$0	\$0	\$0	\$30,169	\$18,104	\$2,866	\$1,102,262
Okaloosa	\$0	\$174	\$0	\$56,969	\$28,800	\$8,505	\$102,521	\$1,974,960
Okeechobee	\$0	\$0	\$0	\$0	\$20,107	\$0	\$4,176	\$697,040
Orange	\$0	\$0	\$0	\$1,811,546	\$6,925,965	\$379,829	\$1,052,743	\$17,901,039
Osceola	\$0	\$0	\$0	\$481,299	\$1,840,120	\$100,915	\$279,697	\$4,756,025
Palm Beach	\$0	\$0	\$0	\$0	\$17,468,835	\$0	\$2,191,791	\$22,395,327
Pasco	\$0	\$0	\$11,390	\$291,831	\$90,318	\$424,921	\$65,472	\$3,126,355
Pinellas	\$0	\$0	\$0	\$411,355	\$4,470,355	\$729,885	\$1,549,746	\$15,298,093
Polk	\$0	\$1,147	\$160	\$0	\$3,132,937	\$521,573	\$161,593	\$8,350,723
Putnam	\$0	\$500	\$0	\$51,662	\$44,400	\$80,562	\$66,070	\$1,741,241
Santa Rosa	\$0	\$33,134	\$0	\$0	\$18,000	\$438	\$25,370	\$844,210
Sarasota	\$0	\$0	\$0	\$0	\$4,695,298	\$406,670	\$294,569	\$6,099,956
Seminole	\$0	\$0	\$0	\$443,874	\$1,697,035	\$93,068	\$257,948	\$4,386,204
St Johns	\$1,613	\$0	\$0	\$0	\$467,921	\$252,758	\$98,454	\$2,994,696
St Lucie	\$0	\$0	\$0	\$414,514	\$618,809	\$340,986	\$98,155	\$4,613,973
Sumter	\$0	\$44,810	\$0	\$0	\$1,516,636	\$45,454	\$47,690	\$2,762,821
Suwannee	\$0	\$0	\$0	\$0	\$14,000	\$24,602	\$100	\$1,448,849
Taylor	\$0	\$0	\$0	\$0	\$47,040	\$13,064	\$30,528	\$638,139
Union	\$0	\$0	\$0	\$0	\$48,004	\$17,471	\$6,611	\$488,731
Volusia	\$0	\$0	\$0	\$19,435	\$2,984,935	\$506,353	\$395,203	\$6,446,076
Wakulla	\$6,000	\$0	\$0	\$0	\$36,580	\$0	\$15,955	\$412,107
Walton	\$0	\$0	\$0	\$11,500	\$34,261	\$222	\$33,329	\$929,834
Washington	\$0	\$1,990	\$0	\$0	\$3,640	\$1,163	\$17,164	\$618,684
Totals	\$234,951	\$199,230	\$11,550	\$30,956,838	\$139,709,066	\$24,630,993	\$14,949,587	\$346,042,680

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2012 Expense Summary

County	Labor	Fringe Benefits	Services	Materials and Supplies	Utilities	Insurance	Taxes	Bus Pass Expenses
Alachua	\$1,577,683	\$32,222	\$41,234	\$728,182	\$45,473	\$264,746	\$2,870	\$30,878
Baker	\$266,753	\$41,583	\$32,953	\$126,830	\$6,397	\$24,219	\$415	\$0
Bay	\$807,975	\$200,279	\$8,795	\$601,698	\$35,887	\$106,799	\$1,003	\$0
Bradford	\$241,462	\$113,536	\$21,725	\$187,947	\$15,611	\$35,396	\$270	\$0
Brevard	\$950,654	\$285,196	\$1,170,379	\$758,701	\$30,851	\$71,289	\$910	\$62,788
Broward	\$9,315,420	\$898,833	\$1,942,736	\$4,253,821	\$476,161	\$1,529,168	\$390,007	\$2,112,245
Calhoun	\$272,784	\$76,037	\$25,571	\$69,444	\$11,194	\$38,582	\$0	\$0
Charlotte	\$262,792	\$135,756	\$446,665	\$160,635	\$3,259	\$28,491	\$0	\$0
Citrus	\$1,252,217	\$426,594	\$43,222	\$554,798	\$9,550	\$111,000	\$2,200	\$0
Clay	\$919,648	\$179,248	\$154,237	\$356,440	\$52,362	\$140,566	\$1,923	\$0
Collier	\$1,779,642	\$333,061	\$906,385	\$622,368	\$19,892	\$63,673	\$18,126	\$538,964
Columbia	\$565,314	\$82,957	\$90,007	\$165,997	\$24,158	\$55,421	\$37,489	\$0
Desoto	\$37,313	\$2,920	\$4,557	\$1,634	\$5,661	\$1,401	\$99	\$0
Dixie	\$105,712	\$63,840	\$17,386	\$141,808	\$10,684	\$11,318	\$210	\$0
Duval	\$1,833,396	\$788,716	\$763,149	\$2,849,572	\$69,013	\$5,177	\$50	\$100,080
Escambia	\$1,347,434	\$381,836	\$223,302	\$613,734	\$58,902	\$130,432	\$5,676	\$118,968
Flagler	\$587,756	\$250,885	\$102,495	\$273,551	\$847	\$42,607	\$0	\$0
Franklin	\$179,834	\$24,378	\$30,530	\$66,666	\$12,388	\$83,636	\$61	\$0
Gadsden	\$822,070	\$356,417	\$31,974	\$288,896	\$12,416	\$67,329	\$872	\$0
Gilchrist	\$65,261	\$39,412	\$11,810	\$44,851	\$7,179	\$7,005	\$31	\$0
Glades	\$101,436	\$30,192	\$10,001	\$50,022	\$3,893	\$16,939	\$287	\$0
Gulf	\$192,012	\$41,736	\$12,202	\$58,513	\$5,412	\$19,275	\$506	\$0
Hamilton	\$141,328	\$41,479	\$45,004	\$82,999	\$12,079	\$27,711	\$18,745	\$0
Hardee	\$27,917	\$2,420	\$2,894	\$1,372	\$3,345	\$750	\$43	\$0
Hendry	\$601,945	\$173,177	\$58,051	\$295,935	\$22,514	\$104,597	\$1,660	\$0
Hernando	\$578,576	\$183,222	\$5,072	\$199,574	\$34,580	\$88,194	\$1,065	\$0
Highlands	\$226,151	\$31,082	\$15,464	\$45,614	\$20,235	\$19,888	\$1,349	\$0
Hillsborough	\$7,286,805	\$2,116,893	\$1,014,801	\$2,180,105	\$150,439	\$1,305,982	\$90,183	\$663,279
Holmes	\$257,992	\$68,762	\$3,772	\$161,825	\$12,288	\$38,926	\$956	\$0
Indian River	\$657,177	\$114,235	\$158,107	\$222,387	\$24,323	\$64,866	\$0	\$0
Jackson	\$701,866	\$183,072	\$30,054	\$226,486	\$29,193	\$45,333	\$1,192	\$0
Jefferson	\$226,865	\$98,360	\$9,867	\$92,089	\$3,973	\$21,461	\$278	\$0
Lafayette	\$66,047	\$37,818	\$10,514	\$34,600	\$6,731	\$9,073	\$150	\$0
Lake	\$235,576	\$52,709	\$522,179	\$1,009,659	\$14,035	\$55,251	\$1,650	\$0

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2012 Expense Summary

County	Labor	Fringe Benefits	Services	Materials and Supplies	Utilities	Insurance	Taxes	Bus Pass Expenses
Lee	\$1,684,366	\$423,994	\$108,471	\$502,737	\$38,476	\$168,995	\$2,836	\$16,630
Leon	\$280,625	\$85,179	\$0	\$0	\$26,809	\$0	\$0	\$201,502
Levy	\$536,481	\$224,853	\$35,361	\$412,440	\$19,295	\$35,000	\$0	\$0
Liberty	\$192,212	\$45,762	\$20,512	\$41,260	\$7,314	\$29,017	\$0	\$0
Madison	\$338,254	\$146,654	\$10,782	\$108,310	\$3,973	\$25,310	\$328	\$0
Manatee	\$1,527,792	\$498,825	\$348,728	\$539,181	\$21,964	\$135,821	\$2,403	\$676,371
Marion	\$1,784,605	\$447,661	\$282,469	\$949,269	\$47,633	\$119,230	\$61,843	\$0
Martin	\$78,444	\$15,041	\$1,054	\$0	\$3,157	\$0	\$5,531	\$0
Miami-Dade	\$30,466,664	\$5,315,540	\$2,956,519	\$8,365,253	\$2,533,188	\$4,136,625	\$1,426,501	\$13,361,258
Monroe	\$678,186	\$218,251	\$469,499	\$228,919	\$8,798	\$127,110	\$302	\$3,115
Nassau	\$532,698	\$49,394	\$32,703	\$284,987	\$14,090	\$40,851	\$46,378	\$0
Okaloosa	\$694,740	\$195,584	\$403,019	\$285,638	\$26,285	\$141,410	\$0	\$200
Okeechobee	\$75,729	\$9,986	\$4,489	\$18,947	\$11,903	\$7,969	\$69	\$0
Orange	\$8,754,060	\$505,701	\$526,947	\$3,655,649	\$258,644	\$1,642,576	\$677,881	\$564
Osceola	\$2,325,817	\$134,357	\$140,001	\$971,248	\$68,718	\$436,407	\$180,102	\$150
Palm Beach	\$2,182,095	\$1,293,688	\$23,480	\$26,832	\$84,280	\$0	\$0	\$4,620,383
Pasco	\$985,136	\$246,902	\$40,919	\$383,542	\$16,532	\$97,473	\$1,345	\$3,283
Pinellas	\$4,298,866	\$888,174	\$183,863	\$1,467,519	\$72,726	\$1,071,314	\$24,045	\$1,434,133
Polk	\$4,159,341	\$1,113,311	\$359,670	\$1,688,764	\$158,380	\$278,335	\$31,614	\$81,636
Putnam	\$731,993	\$207,473	\$99,708	\$450,241	\$38,313	\$146,025	\$5,374	\$0
Santa Rosa	\$249,493	\$100,374	\$69,012	\$128,104	\$8,909	\$41,189	\$1,792	\$33,134
Sarasota	\$3,685,688	\$696,266	\$411,975	\$680,533	\$47,874	\$259,129	\$54,011	\$15,716
Seminole	\$2,144,964	\$123,909	\$129,115	\$895,726	\$63,374	\$402,473	\$166,098	\$138
St Johns	\$1,492,505	\$299,740	\$176,477	\$495,034	\$68,512	\$153,328	\$0	\$0
St Lucie	\$1,397,684	\$206,972	\$14,858	\$169,213	\$7,768	\$90,371	\$2,392	\$24,654
Sumter	\$393,053	\$173,517	\$17,388	\$348,011	\$3,799	\$37,521	\$540	\$0
Suwannee	\$141,328	\$41,479	\$45,004	\$82,999	\$12,079	\$27,711	\$18,745	\$0
Taylor	\$220,275	\$95,502	\$9,739	\$85,680	\$3,973	\$19,940	\$259	\$0
Union	\$123,691	\$16,635	\$25,201	\$63,800	\$7,336	\$15,147	\$40,825	\$0
Volusia	\$1,866,682	\$782,608	\$34,061	\$797,530	\$52,109	\$35,000	\$48,700	\$858
Wakulla	\$167,913	\$31,712	\$2,210	\$72,208	\$11,862	\$18,732	\$400	\$0
Walton	\$353,117	\$103,135	\$3,446	\$210,873	\$15,989	\$45,999	\$1,079	\$0
Washington	\$260,380	\$69,681	\$2,588	\$145,207	\$12,602	\$41,281	\$975	\$0
TOTAL	\$109,297,690	\$22,696,723	\$14,956,362	\$42,084,407	\$5,027,589	\$14,463,790	\$3,382,644	\$24,100,927

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2012 Expense Summary

County	School Bus	Purchased Service	Misc.Exp	Interest Exp	Leases/Rentals	Depreciation	Contr. Services	All. Ind. Exp	Total
Alachua	\$0	\$36,086	\$100,074	\$22,587	\$89,479	\$5,384	\$0	\$232,889	\$3,209,787
Baker	\$0	\$0	\$683	\$0	\$686	\$0	\$12,000	\$0	\$512,519
Bay	\$0	\$136,956	\$8,689	\$0	\$0	\$0	\$0	\$0	\$1,908,081
Bradford	\$0	\$0	\$2,704	\$0	\$10,212	\$44,634	\$16,057	\$11,027	\$700,581
Brevard	\$72,035	\$4,777	\$2,882	\$0	\$4,800	\$432,391	\$0	\$0	\$3,847,653
Broward	\$0	\$0	\$370,656	\$44,127	\$941,365	\$842,462	\$88,561	\$317,217	\$23,522,779
Calhoun	\$0	\$0	\$2,497	\$0	\$0	\$0	\$0	\$0	\$496,109
Charlotte	\$0	\$157,908	\$0	\$0	\$1,116	\$138,469	\$0	\$102,761	\$1,437,852
Citrus	\$0	\$188,956	\$4,017	\$0	\$0	\$429,361	\$0	\$85,000	\$3,106,915
Clay	\$0	\$77,397	\$36,067	\$0	\$0	\$17,086	\$206,135	\$0	\$2,141,109
Collier	\$0	\$0	\$5,782	\$5,351	\$17,972	\$341,850	\$24,873	\$216	\$4,678,155
Columbia	\$0	\$420,332	\$24,285	\$0	\$1,970	\$184,929	\$0	\$0	\$1,652,859
Desoto	\$0	\$667,905	\$1,168	\$0	\$1,379	\$279	\$0	\$1,152	\$725,468
Dixie	\$0	\$29,092	\$259	\$0	\$12,093	\$0	\$29,076	\$0	\$421,478
Duval	\$0	\$6,867,253	\$13,841	\$0	\$100,146	\$0	\$0	\$1,095,489	\$14,485,882
Escambia	\$0	\$342,115	\$17,869	\$15,887	\$88,689	\$35,038	\$0	\$0	\$3,379,882
Flagler	\$0	\$0	\$53,909	\$0	\$0	\$67,938	\$0	\$0	\$1,379,988
Franklin	\$0	\$175,508	\$6,836	\$884	\$21,797	\$5,436	\$0	\$0	\$607,954
Gadsden	\$0	\$14,109	\$13,178	\$0	\$26,232	\$205,550	\$0	\$0	\$1,839,043
Gilchrist	\$0	\$6,121	\$215	\$0	\$8,477	\$0	\$9,498	\$0	\$199,860
Glades	\$0	\$14,425	\$2,891	\$4,586	\$955	\$43,358	\$0	\$0	\$278,985
Gulf	\$0	\$1,351	\$5,849	\$3,811	\$6,649	\$76,670	\$6,861	\$0	\$430,847
Hamilton	\$0	\$210,166	\$12,143	\$0	\$985	\$92,465	\$0	\$0	\$685,104
Hardee	\$0	\$817,049	\$848	\$0	\$1,001	\$2,516	\$0	\$1,257	\$861,412
Hendry	\$0	\$75,407	\$17,009	\$26,523	\$5,519	\$250,749	\$0	\$0	\$1,633,086
Hernando	\$0	\$959,097	\$22,264	\$0	\$0	\$54,794	\$0	\$77,983	\$2,204,421
Highlands	\$0	\$1,497,138	\$4,814	\$15,852	\$5,081	\$54,642	\$0	\$3,912	\$1,941,222
Hillsborough	\$0	\$182,842	\$91,770	\$16,405	\$76,009	\$441,465	\$0	\$226,606	\$15,843,584
Holmes	\$0	\$33,167	\$4,474	\$0	\$0	\$8,086	\$0	\$0	\$590,248
Indian River	\$0	\$90,765	\$22,252	\$1,863	\$3,597	\$174,170	\$0	\$0	\$1,533,742
Jackson	\$0	\$3,080	\$19,812	\$0	\$7,242	\$243,768	\$0	\$0	\$1,491,098
Jefferson	\$0	\$21,455	\$3,859	\$0	\$6,120	\$65,521	\$0	\$0	\$549,848
Lafayette	\$0	\$550	\$127	\$0	\$7,229	\$0	\$12,292	\$0	\$185,131
Lake	\$0	\$2,679,697	\$2,928	\$0	\$14,440	\$602,724	\$0	\$0	\$5,190,848

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2012 Expense Summary

County	School Bus	Purchased Service	Misc Exp	Interest Exp	Leases/Rentals	Depreciation	Cont. Services	All. Ind. Exp	Total
Lee	\$0	\$109,812	\$28,555	\$45,325	\$17,431	\$428,514	\$0	\$0	\$3,576,142
Leon	\$0	\$1,174,945	\$712	\$0	\$0	\$0	\$24,000	\$102,916	\$1,896,688
Levy	\$0	\$0	\$275,500	\$0	\$0	\$150,000	\$0	\$0	\$1,688,930
Liberty	\$0	\$0	\$7,623	\$0	\$7,800	\$19,750	\$0	\$0	\$371,250
Madison	\$0	\$14,701	\$4,461	\$0	\$9,974	\$77,065	\$0	\$0	\$739,812
Manatee	\$0	\$0	\$19,995	\$0	\$0	\$148,957	\$336	\$123,183	\$4,043,556
Marion	\$0	\$50,943	\$40,361	\$44,293	\$14,004	\$416,983	\$0	\$64,732	\$4,324,026
Martin	\$0	\$297,009	\$0	\$2,900	\$25,761	\$41,477	\$0	\$41,123	\$511,497
Miami-Dade	\$0	\$42,000,000	\$5,882,500	\$1,140,040	\$4,627,118	\$2,324,064	\$986,329	\$885,673	\$126,407,272
Monroe	\$0	\$0	\$133,242	\$1,262	\$1,429	\$58,277	\$0	\$189,923	\$2,118,313
Nassau	\$0	\$8,272	\$3,150	\$0	\$6,629	\$137,000	\$12,000	\$0	\$1,168,152
Okaloosa	\$0	\$58,716	\$5,949	\$0	\$1,902	\$0	\$1,500	\$0	\$1,814,943
Okeechobee	\$0	\$566,562	\$1,620	\$0	\$1,617	\$8,713	\$0	\$1,053	\$708,657
Orange	\$0	\$147,550	\$405,500	\$125,367	\$931,745	\$459,427	\$9,421	\$970,861	\$19,071,893
Osceola	\$0	\$39,201	\$107,735	\$33,308	\$247,550	\$122,062	\$2,503	\$257,943	\$5,067,102
Palm Beach	\$0	\$19,640,187	\$9,148	\$0	\$98,045	\$0	\$14,016	\$0	\$27,992,154
Pasco	\$21,213	\$1,156,247	\$23,013	\$3,287	\$829	\$87,088	\$4,900	\$54,646	\$3,126,355
Pinellas	\$0	\$4,806,643	\$126,601	\$20,832	\$46,521	\$759,992	\$80,411	\$359,638	\$15,641,278
Polk	\$0	\$2,211	\$197,676	\$57,541	\$94,744	\$121,507	\$80,831	\$37,473	\$8,463,034
Putnam	\$0	\$2,468	\$30,737	\$0	\$36,393	\$231,700	\$0	\$0	\$1,980,425
Santa Rosa	\$0	\$25,069	\$7,541	\$5,017	\$11,852	\$11,065	\$0	\$0	\$692,551
Sarasota	\$0	\$2,296,398	\$74,660	\$18,044	\$97,975	\$157,087	\$2,544	\$11,825	\$8,509,725
Seminole	\$0	\$36,153	\$99,358	\$30,718	\$228,301	\$112,571	\$2,308	\$237,885	\$4,673,091
St Johns	\$0	\$0	\$3,359	\$0	\$0	\$329,889	\$0	\$11,965	\$3,030,809
St Lucie	\$63,964	\$2,537,328	\$0	\$0	\$596	\$99,931	\$0	\$0	\$4,615,731
Sumter	\$0	\$876,714	\$4,706	\$0	\$8,727	\$7,196	\$0	\$0	\$1,871,172
Suwannee	\$0	\$210,166	\$12,143	\$0	\$985	\$92,465	\$0	\$0	\$685,104
Taylor	\$0	\$871	\$3,855	\$0	\$6,082	\$60,960	\$0	\$0	\$507,136
Union	\$0	\$41,443	\$43,831	\$0	\$9,558	\$40,000	\$20,000	\$2,500	\$449,967
Volusia	\$0	\$2,378,935	\$12,733	\$0	\$0	\$0	\$0	\$418,283	\$6,427,499
Wakulla	\$0	\$12,595	\$0	\$0	\$0	\$50,323	\$0	\$0	\$367,955
Walton	\$0	\$48,211	\$7,615	\$0	\$0	\$33,764	\$0	\$0	\$823,228
Washington	\$0	\$47,317	\$4,181	\$0	\$0	\$12,184	\$0	\$0	\$596,396
TOTAL	\$157,212	\$94,297,371	\$8,454,711	\$1,685,810	\$7,994,808	\$11,461,746	\$1,646,452	\$5,927,131	\$367,635,373

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2012 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	\$17.00	\$27.36	\$2.12	\$33.59	47%	2.54%	1.23	46.88	0.80	29,930.78
Baker	\$28.63	\$28.63	\$2.15	\$32.76	24%	5.83%	1.14	35.88	0.84	119,139.50
Bay	\$9.86	\$9.86	\$2.64	\$29.35	4%	3.85%	2.98	75.53	0.69	103,256.29
Bradford	\$19.92	\$19.92	\$2.94	\$32.88	5%	5.16%	1.65	68.71	0.00	0.00
Brevard	\$3.62	\$5.92	\$1.32	\$22.96	19%	5.82%	3.75	44.82	1.29	92,169.77
Broward	\$5.90	\$16.84	\$1.97	\$25.35	64%	2.01%	1.51	92.13	1.28	102,618.72
Calhoun	\$41.07	\$41.07	\$2.83	\$53.00	6%	9.00%	1.29	23.10	0.00	43,813.25
Charlotte	\$12.33	\$12.33	\$2.73	\$25.42	39%	5.75%	1.71	14.36	2.28	17,014.03
Citrus	\$9.62	\$9.62	\$2.86	\$38.30	25%	8.26%	3.72	40.17	0.46	60,402.17
Clay	\$15.95	\$15.95	\$2.05	\$25.32	35%	3.41%	1.01	44.98	0.19	47,361.00
Collier	\$7.57	\$37.62	\$2.66	\$58.40	61%	2.12%	1.55	36.90	0.39	55,510.14
Columbia	\$24.26	\$24.26	\$2.87	\$39.73	24%	5.82%	1.64	47.12	1.04	38,369.00
Desoto	\$34.05	\$34.05	\$1.92	\$18.80	4%	4.24%	0.55	30.01	0.00	94,642.50
Dixie	\$51.11	\$51.11	\$2.51	\$52.39	7%	4.67%	1.03	20.31	0.00	167,646.00
Duval	\$24.79	\$36.68	\$2.90	\$49.76	87%	7.44%	1.36	17.55	0.10	14,967.40
Escambia	\$14.96	\$22.17	\$2.05	\$40.94	45%	2.22%	1.85	53.90	0.38	17,653.13
Flagler	\$15.08	\$15.08	\$1.47	\$30.86	37%	25.64%	2.05	12.54	0.11	187,877.40
Franklin	\$65.83	\$65.83	\$1.50	\$38.02	8%	6.50%	0.51	20.87	0.00	203,062.00
Gadsden	\$17.78	\$17.78	\$2.74	\$57.94	24%	43.33%	1.87	6.16	0.00	672,246.00
Gilchrist	\$42.51	\$42.51	\$2.01	\$30.57	5%	4.80%	0.72	13.47	0.00	99,264.00
Glades	\$72.29	\$72.29	\$2.67	\$75.91	4%	1.83%	1.05	40.62	0.00	14,941.43
Gulf	\$20.04	\$20.04	\$1.88	\$37.56	13%	7.67%	1.87	49.77	0.00	114,638.50
Hamilton	\$26.16	\$26.16	\$2.38	\$32.94	19%	8.37%	1.26	47.10	0.00	71,942.00
Hardee	\$35.54	\$35.54	\$1.61	\$38.90	2%	5.26%	1.09	43.59	0.37	44,466.67
Hendry	\$91.64	\$91.64	\$3.69	\$81.88	6%	4.51%	0.89	25.72	0.00	29,523.33
Hernando	\$15.86	\$15.86	\$1.02	\$25.54	19%	2.45%	1.61	48.98	0.14	432,440.40
Highlands	\$15.13	\$15.13	\$1.75	\$23.46	3%	3.25%	1.55	67.16	0.45	36,883.90
Hillsborough	\$11.96	\$18.24	\$2.19	\$32.98	45%	5.72%	1.81	36.57	0.55	32,008.72
Holmes	\$16.89	\$16.89	\$1.56	\$43.36	3%	14.71%	2.57	27.90	0.00	0.00
Indian River	\$27.44	\$27.44	\$2.39	\$25.75	16%	2.75%	0.94	31.75	0.16	128,129.00
Jackson	\$29.05	\$29.05	\$2.55	\$47.16	4%	4.32%	1.50	48.37	0.17	65,074.56
Jefferson	\$38.94	\$38.94	\$2.48	\$56.48	3%	54.68%	1.45	3.57	0.00	0.00
Lafayette	\$51.53	\$51.53	\$2.45	\$31.92	5%	8.28%	0.62	12.79	2.65	75,500.00
Lake	\$20.94	\$20.94	\$2.23	\$35.43	28%	11.96%	1.33	13.01	1.33	23,245.50

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2012 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	\$32.15	\$32.17	\$2.40	\$44.72	8%	0.85%	1.39	54.53	0.20	32,994.22
Leon	\$6.68	\$22.08	\$3.53	\$36.68	19%	8.61%	1.66	9.13	0.00	240,443.00
Levy	\$31.11	\$31.11	\$2.13	\$52.13	6%	5.72%	1.68	46.56	0.51	131,899.17
Liberty	\$11.91	\$11.91	\$0.96	\$19.83	6%	51.79%	1.66	20.96	0.26	387,393.00
Madison	\$35.96	\$35.96	\$2.88	\$48.24	6%	64.00%	1.28	3.61	0.00	256,953.00
Manatee	\$13.03	\$16.02	\$3.17	\$34.57	37%	6.57%	2.16	21.66	5.18	9,565.33
Marion	\$21.37	\$21.37	\$2.34	\$26.65	30%	4.88%	1.25	26.12	0.22	142,296.77
Martin	\$12.93	\$12.93	\$1.53	\$7.89	5%	2.01%	0.58	26.34	0.00	66,700.60
Miami-Dade	\$4.50	\$36.35	\$4.13	\$66.13	62%	24.93%	1.82	12.75	0.08	570,650.56
Monroe	\$18.79	\$25.32	\$2.08	\$22.85	46%	4.79%	0.90	44.68	0.20	203,306.00
Nassau	\$16.10	\$16.10	\$1.75	\$28.70	5%	6.31%	1.60	54.30	0.00	66,658.20
Okaloosa	\$12.08	\$18.79	\$2.54	\$29.14	7%	10.99%	1.55	14.46	0.14	79,374.67
Okeechobee	\$17.25	\$17.25	\$1.09	\$28.95	3%	3.31%	1.68	57.37	0.31	64,826.00
Orange	\$11.08	\$20.35	\$2.29	\$33.48	47%	7.72%	1.48	29.16	2.99	41,888.02
Osceola	\$11.08	\$20.35	\$2.29	\$33.56	47%	8.55%	1.48	29.16	2.98	41,786.23
Palm Beach	\$5.53	\$27.02	\$2.53	\$41.95	88%	3.08%	1.55	48.25	2.23	19,990.86
Pasco	\$7.47	\$19.78	\$2.44	\$37.62	19%	3.71%	1.82	17.43	0.39	91,480.50
Pinellas	\$6.84	\$15.31	\$2.19	\$23.92	44%	9.88%	1.56	20.52	0.73	113,631.91
Polk	\$16.54	\$29.37	\$3.50	\$31.63	46%	12.39%	1.08	10.43	0.79	20,846.70
Putnam	\$13.35	\$13.35	\$2.67	\$39.99	11%	26.77%	0.33	1.40	0.54	82,273.33
Santa Rosa	\$13.20	\$21.26	\$1.57	\$33.45	5%	0.79%	1.57	77.15	0.00	84,188.20
Sarasota	\$36.29	\$38.35	\$5.04	\$60.37	88%	2.09%	1.55	54.17	3.74	21,887.42
Seminole	\$11.08	\$20.35	\$2.29	\$33.48	47%	4.83%	1.48	29.16	2.99	41,682.88
St Johns	\$9.56	\$9.56	\$2.62	\$30.41	27%	9.55%	0.84	16.05	0.43	77,267.00
St Lucie	\$16.67	\$18.31	\$2.88	\$25.49	23%	15.60%	1.39	13.73	0.38	31,899.18
Sumter	\$18.92	\$18.92	\$2.04	\$45.28	58%	19.35%	2.20	18.31	0.98	65,509.79
Suwannee	\$29.95	\$29.95	\$2.38	\$32.94	3%	5.46%	1.10	25.64	0.00	71,942.00
Taylor	\$20.18	\$20.18	\$2.51	\$61.37	14%	44.10%	2.13	4.86	0.00	0.00
Union	\$16.75	\$16.75	\$1.71	\$76.92	15%	13.53%	3.90	33.78	0.00	131,718.00
Volusia	\$8.24	\$19.74	\$2.29	\$31.57	60%	10.84%	1.60	11.56	0.11	14,908.98
Wakulla	\$18.38	\$18.38	\$1.38	\$30.11	13%	6.89%	1.64	36.47	0.00	0.00
Walton	\$13.74	\$13.74	\$1.14	\$29.25	7%	7.63%	2.13	39.67	0.28	360,850.50
Washington	\$20.96	\$20.96	\$1.58	\$44.02	4%	11.62%	2.10	22.94	0.00	62,720.17
Totals	\$7.70	\$23.22	\$2.70	\$39.63	52%	8.69%	1.71	40.11	0.91	46,352.45

2012 Other Reported Data

County	Paratransit/Dev 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	2,219	260	2,479	1,574	0	1,334	83
Baker	499	0	499	0	0	0	0
Bay	2,561	0	2,561	59	42	8	7
Bradford	512	0	512	19	0	0	0
Brevard	12,251	1,550	13,801	27	14	5	4
Broward	13,765	38	13,803	11,700	71	0	11,625
Calhoun	523	0	523	12	12	0	0
Charlotte	6,746	0	6,746	409	255	12	12
Citrus	7,514	0	7,514	500	153	38	25
Clay	1,905	0	1,905	362	25	136	106
Collier	1,524	1,458	2,982	36	0	0	16
Columbia	1,446	0	1,446	0	0	0	0
Desoto	710	0	710	380	145	1	14
Dixie	406	0	406	37	0	0	0
Duval	4,197	18,154	22,351	0	0	0	0
Escambia	2,237	492	2,729	1,213	137	790	30
Flagler	7,300	0	7,300	78	14	31	5
Franklin	389	0	389	0	0	0	0
Gadsden	9,638	0	9,638	0	0	0	0
Gilchrist	349	0	349	29	0	0	0
Glades	95	0	95	37	37	0	0
Gulf	432	0	432	25	0	17	8
Hamilton	556	0	556	0	0	0	0
Hardee	556	0	556	1,278	202	4	14
Hendry	693	0	693	84	82	0	0
Hernando	2,838	0	2,838	2,300	1,500	0	100
Highlands	1,910	0	1,910	992	479	0	154
Hillsborough	16,699	6,060	22,759	965	738	10	14
Holmes	1,253	0	1,253	179	74	39	61
Indian River	1,760	0	1,760	744	521	0	53
Jackson	980	0	980	0	0	0	0
Jefferson	3,958	0	3,958	0	0	0	0
Lafayette	281	0	281	13	0	0	0
Lake	15,024	0	15,024	3,111	0	2,650	323

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

2012 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	2,025	4	2,029	5,420	5,355	0	27
Leon	3,524	4,885	8,409	59	7	11	13
Levy	1,166	0	1,166	723	0	243	0
Liberty	1,487	0	1,487	9	2	4	3
Madison	5,434	0	5,434	0	0	0	0
Manatee	5,321	4,385	9,706	203	192	0	0
Marion	7,747	0	7,747	899	812	16	16
Martin	1,438	0	1,438	431	394	12	17
Miami-Dade	50,000	194,000	244,000	2,470	1,975	25	113
Monroe	1,640	230	1,870	0	0	0	0
Nassau	1,202	0	1,202	366	265	41	11
Okaloosa	6,030	652	6,682	470	24	160	47
Okeechobee	716	0	716	178	75	1	1
Orange	27,061	1,835	28,896	13,759	64	0	128
Osceola	7,190	488	7,678	3,656	17	0	34
Palm Beach	11,300	6,628	17,928	0	0	0	0
Pasco	6,377	2,305	8,682	279	0	0	0
Pinellas	37,278	7,935	45,213	2,134	905	5	7
Polk	6,751	20,589	27,340	488	142	10	336
Putnam	11,687	0	11,687	0	0	0	0
St Johns	5,188	0	5,188	0	0	0	0
St Lucie	15,310	2,914	18,224	37,853	2	27,966	4,927
Santa Rosa	318	84	402	745	111	466	1
Sarasota	2,257	1,775	4,032	0	0	0	0
Seminole	6,631	450	7,081	3,372	16	0	31
Sumter	4,959	0	4,959	252	110	48	14
Suwannee	892	0	892	0	0	0	0
Taylor	3,625	0	3,625	0	0	0	0
Union	675	0	675	1,350	300	250	0
Volusia	6,549	21,614	28,163	0	0	0	0
Wakulla	549	0	549	9	6	2	0
Walton	1,510	0	1,510	127	121	3	2
Washington	1,240	0	1,240	121	65	32	24
Totals	368,803	298,785	667,588	101,536	15,461	34,370	18,406

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

2012 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	157	0	1,732	0	0	0	10,078	12	11
Baker	0	0	0	0	0	0	66	0	0
Bay	0	2	0	0	0	0	64	2	0
Bradford	0	19	0	0	0	0	141	3	0
Brevard	0	4	0	0	0	0	10,043	26	185
Broward	2	2	7,254	4,375	25	45	235	4,624	639
Calhoun	0	0	0	5	7	0	34	0	2
Charlotte	4	126	0	0	0	0	1,790	61	0
Citrus	42	242	0	0	0	0	2,071	18	27
Clay	57	38	0	0	0	0	2,659	1	16
Collier	0	20	0	0	0	36	3,661	43	17
Columbia	0	0	0	0	0	0	0	35	0
Desoto	155	65	197	0	0	183	383	24	10
Dixie	0	37	0	0	0	0	107	1	0
Duval	0	0	0	0	0	0	15,255	1,522	616
Escambia	4	252	1,213	0	0	0	5,204	27	13
Flagler	5	23	0	0	0	0	1,536	6	2
Franklin	0	0	0	0	0	0	6	0	0
Gadsden	0	0	0	0	0	0	1,247	1	0
Gilchrist	0	29	0	0	0	0	15	2	0
Glades	0	0	37	0	0	0	121	2	6
Gulf	0	0	5	13	7	0	81	0	2
Hamilton	0	0	0	0	0	0	0	14	0
Hardee	6	1,052	995	15	28	240	588	9	6
Hendry	1	1	84	0	0	0	1,295	8	18
Hernando	500	200	0	0	0	0	1,209	47	58
Highlands	0	359	964	0	10	48	2,358	34	13
Hillsborough	112	91	15	83	0	824	17,486	140	128
Holmes	4	1	0	0	0	0	134	0	0
Indian River	105	65	0	0	0	0	701	11	6
Jackson	0	0	0	0	0	0	91	0	0
Jefferson	0	0	0	0	0	0	153	0	0
Lafayette	0	13	0	0	0	0	37	0	0
Lake	19	119	3,111	0	0	0	8,116	287	121

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

2012 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	38	0	5,420	0	0	0	9,464	52	75
Leon	25	3	53	0	0	0	773	68	13
Levy	0	480	0	0	0	0	1,017	2	6
Liberty	0	0	5	2	3	0	26	1	2
Madison	0	0	0	0	0	0	282	0	0
Manatee	4	7	0	0	27	176	1,431	60	56
Marion	14	41	0	0	0	0	9,245	26	28
Martin	3	5	0	0	0	0	283	97	0
Miami-Dade	319	38	0	0	0	0	2,500	541	0
Monroe	0	0	0	0	0	0	661	0	0
Nassau	37	12	0	0	0	0	679	1	0
Okaloosa	9	230	0	0	0	0	610	16	11
Okeechobee	0	101	6	8	12	152	817	10	5
Orange	13,516	51	13,759	0	0	0	39,141	342	117
Osceola	3,591	14	3,656	0	0	0	10,399	92	31
Palm Beach	0	0	0	0	0	0	21,758	1,162	1,896
Pasco	0	279	267	0	12	0	1,711	15	10
Pinellas	12	1,205	0	0	0	0	9,261	454	15
Polk	0	0	331	76	0	81	2,620	64	19
Putnam	0	0	0	0	0	0	2,693	6	5
St Johns	0	0	0	0	0	0	1,358	11	11
St Lucie	4,958	0	37,842	33	6	0	1,206	54	170
Santa Rosa	0	167	745	0	0	0	762	1	0
Sarasota	0	0	0	0	0	0	1,670	108	44
Seminole	3,312	13	3,372	0	0	0	9,591	83	28
Sumter	18	62	62	42	53	95	318	3	24
Suwannee	0	0	0	0	0	0	0	10	0
Taylor	0	0	0	0	0	0	178	0	0
Union	425	375	1,350	0	0	0	243	25	1
Volusia	0	0	0	0	0	0	5,186	217	132
Wakulla	0	1	8	0	1	0	0	0	0
Walton	0	1	0	0	0	0	125	0	6
Washington	0	0	0	0	0	0	141	0	1
Totals	27,454	5,845	82,483	4,652	191	1,880	223,114	10,481	4,602

(Other Reported Data page 4 of 4)

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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	247,300	1.31%
Potential TD Population / Percent of County Total	97,681	39.50%
UDPHC / Percent of TD Passengers Served	2,479	2.54%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	13,960	73,920	70,840
Deviated FR	0	0	0
Ambulatory	73,629	72,669	82,999
Non-Ambulatory	31,624	32,595	32,487
Stretcher	1,619	871	723
School Board	0	0	0
TOTAL TRIPS	120,832	180,055	187,049

Vehicle Data	2010	2011	2012
Vehicle Miles	1,239,074	1,291,143	1,496,539
Revenue Miles	1,050,116	1,111,165	1,235,988
Roadcalls	85	88	50
Accidents	27	20	12
Vehicles	41	43	42
Driver Hours	84978	89440	94640

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	79,828	80,269	80,515
Employment	23,692	80,696	83,086
Ed/Train/DayCare	1,516	1,130	1,652
Nutritional	1,402	1,492	1,320
Life-Sustaining/Other	14,394	16,468	20,476
TOTAL TRIPS	120,832	180,055	187,049

Financial and General Data	2010	2011	2012
Expenses	\$2,903,072	\$2,977,810	\$3,209,787
Revenues	\$3,059,528	\$3,204,713	\$3,344,478
Commendations	35	34	11
Complaints	23	20	12
Passenger No-Shows	8,872	9,981	10,078
Unmet Trip Requests	0	0	1574

Passenger Trips By Funding Source	2010	2011	2012
CTD	26,415	85,032	84,721
AHCA	48,777	46,060	44,322
APD	0	0	0
DOEA	1,267	1,085	634
DOE	0	0	0
Other	44,373	47,878	57,372
TOTAL TRIPS	120,832	180,055	187,049

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	2.18	1.55	0.80
Miles between Roadcalls	14,577	14,672	29,931
Avg. Trips per Driver Hour	1.26	1.19	1.23
Avg. Trips per Para Pass.	51.36	48.75	52.37
Cost per Trip	24.03	16.54	17.16
Cost per Paratransit Trip	27.11	27.75	27.36
Cost per Driver Hour	34.09	32.93	33.59

County: Baker
 CTC: Baker County Council On Aging, Inc.
 Contact: Debra Bowen
 101 E Macclenny Ave
 Macclenny, FL 32063
 904-259-9315
 Email: adminbccoa@nefcom.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	26,900	0.14%
Potential TD Population / Percent of County Total	8,554	31.80%
UDPHC / Percent of TD Passengers Served	499	5.83%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	0	0	0
Ambulatory	12,262	14,606	14,406
Non-Ambulatory	5,746	2,058	3,498
Stretcher	0	0	0
School Board	0	0	0
TOTAL TRIPS	18,008	16,664	17,904

Vehicle Data	2010	2011	2012
Vehicle Miles	225,183	217,445	238,279
Revenue Miles	183,518	168,351	185,383
Roadcalls	6	3	2
Accidents	8	1	2
Vehicles	17	14	14
Driver Hours	15,737	15,647	15,647

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	10,086	9,714	9,846
Employment	493	158	1,077
Ed/Train/DayCare	0	10	0
Nutritional	5,587	5,599	5,602
Life-Sustaining/Other	1,842	1,183	1,379
TOTAL TRIPS	18,008	16,664	17,904

Financial and General Data	2010	2011	2012
Expenses	\$476,885	\$524,211	\$512,519
Revenues	\$1,070,407	\$624,157	\$593,044
Commendations	0	0	0
Complaints	0	0	0
Passenger No-Shows	64	123	66
Unmet Trip Requests	0	0	0

Passenger Trips By Funding Source	2010	2011	2012
CTD	14,240	11,129	6,011
AHCA	2,543	2,705	2,377
APD	0	0	0
DOEA	0	0	0
DOE	0	0	0
Other	1,225	2,830	9,516
TOTAL TRIPS	18,008	16,664	17,904

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	3.55	0.46	0.84
Miles between Roadcalls	37,531	72,482	119,140
Avg. Trips per Driver Hour	1.14	1.06	1.14
Avg. Trips per Para Pass.	36.75	35.38	35.88
Cost per Trip	26.48	31.46	28.63
Cost per Paratransit Trip	26.48	31.46	28.63
Cost per Driver Hour	30.30	33.50	32.76

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	169,300	0.90%
Potential TD Population / Percent of County Total	66,591	39.33%
UDPHC / Percent of TD Passengers Served	2,561	3.85%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	-	-	-
Ambulatory	161,940	161,697	169,891
Non-Ambulatory	23,233	20,949	22,402
Stretcher	1,461	1,325	1,140
School Board	-	-	-
TOTAL TRIPS	186,634	183,971	193,433

Vehicle Data	2010	2011	2012
Vehicle Miles	746,153	701,781	722,794
Revenue Miles	600,240	558,548	565,999
Roadcalls	2	2	7
Accidents	7	4	5
Vehicles	38	33	35
Driver Hours	67,084	64,921	65,011

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	76,245	73,558	76,493
Employment	6,894	16,557	19,210
Ed/Train/DayCare	80,252	79,107	80,873
Nutritional	22,879	14,381	16,358
Life-Sustaining/Other	364	368	499
TOTAL TRIPS	186,634	183,971	193,433

Financial and General Data	2010	2011	2012
Expenses	\$1,519,551	\$1,717,116	\$1,908,081
Revenues	\$1,846,696	\$1,875,151	\$2,099,477
Commendations	9	4	0
Complaints	4	3	2
Passenger No-Shows	115	112	64
Unmet Trip Requests	90	104	59

Passenger Trips By Funding Source	2010	2011	2012
CTD	20,430	16,165	16,111
AHCA	31,660	30,699	30,784
APD	52,540	52,573	46,093
DOEA	10,489	8,490	12,493
DOE	-	-	-
Other	71,515	76,044	87,952
TOTAL TRIPS	186,634	183,971	193,433

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.94	0.57	0.69
Miles between Roadcalls	373,077	350,891	103,256
Avg. Trips per Driver Hour	2.78	2.83	2.98
Avg. Trips per Para Pass.	82.73	79.85	75.53
Cost per Trip	8.14	9.33	9.86
Cost per Paratransit Trip	8.14	9.33	9.86
Cost per Driver Hour	22.65	26.45	29.35
Cost per Total Mile	2.04	2.45	2.64

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	28,700	0.15%
Potential TD Population / Percent of County Total	9,930	34.60%
UDPHC / Percent of TD Passengers Served	512	5.16%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	0	0	0
Ambulatory	12,141	20,528	32,635
Non-Ambulatory	2,373	2,019	2,182
Stretcher	575	470	360
School Board	0	0	0
TOTAL TRIPS	15,089	23,017	35,177

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	7,599	7,161	8,920
Employment	0	0	0
Ed/Train/DayCare	4,818	12,928	23,793
Nutritional	2,280	2,553	2,224
Life-Sustaining/Other	392	375	240
TOTAL TRIPS	15,089	23,017	35,177

Passenger Trips By Funding Source	2010	2011	2012
CTD	3,439	2,526	3,360
AHCA	4,158	4,635	5,560
APD	4,820	12,928	23,793
DOEA	2,425	2,662	2,215
DOE	0	0	0
Other	247	266	249
TOTAL TRIPS	15,089	23,017	35,177

Vehicle Data	2010	2011	2012
Vehicle Miles	229,200	236,033	238,046
Revenue Miles	206,638	206,520	197,533
Roadcalls	0	0	0
Accidents	0	0	0
Vehicles	14	14	14
Driver Hours	23,502	21,125	21,310

Financial and General Data	2010	2011	2012
Expenses	\$558,285	\$613,430	\$700,581
Revenues	\$639,130	\$572,636	\$598,479
Commendations	0	0	0
Complaints	2	2	3
Passenger No-Shows	125	129	141
Unmet Trip Requests	24	21	19

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	206,638	206,520	197,533
Avg. Trips per Driver Hour	0.64	1.09	1.65
Avg. Trips per Para Pass.	32.66	45.94	68.71
Cost per Trip	37.00	26.65	19.92
Cost per Paratransit Trip	37.00	26.65	19.92
Cost per Driver Hour	23.75	29.04	32.88
Cost per Total Mile	2.44	2.60	2.94

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	545,200	2.88%
Potential TD Population / Percent of County Total	237,280	43.52%
UDPHC / Percent of TD Passengers Served	13,801	5.82%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	295,004	374,447	405,713
Deviated FR	0	0	0
Ambulatory	568,846	600,151	602,559
Non-Ambulatory	15,878	16,820	15,963
Stretcher	0	0	0
School Board	34,260	21,532	20,946
TOTAL TRIPS	913,988	1,012,950	1,045,181

Vehicle Data	2010	2011	2012
Vehicle Miles	3,220,810	2,833,797	2,857,263
Revenue Miles	3,038,742	2,673,088	2,557,733
Roadcalls	86	83	31
Accidents	16	16	37
Vehicles	182	191	191
Driver Hours	147,573	164,769	164,823

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	101,705	101,302	101,920
Employment	215,346	254,573	305,088
Ed/Train/DayCare	160,013	206,060	212,632
Nutritional	27,904	27,607	31,001
Life-Sustaining/Other	409,020	423,408	394,540
TOTAL TRIPS	913,988	1,012,950	1,045,181

Financial and General Data	2010	2011	2012
Expenses	\$3,277,779	\$3,575,762	\$3,847,653
Revenues	\$3,474,042	\$4,435,498	\$5,347,295
Commendations	111	193	185
Complaints	47	50	26
Passenger No-Shows	10521	10075	10043
Unmet Trip Requests	28	15	27

Passenger Trips By Funding Source	2010	2011	2012
CTD	59,005	58,514	59,169
AHCA	0	0	0
APD	32,340	33,266	32,166
DOEA	28,664	28,780	26,617
DOE	27,280	64,720	68,920
Other	766,699	827,670	858,309
TOTAL TRIPS	913,988	1,012,950	1,045,181

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.50	0.56	1.29
Miles between Roadcalls	37,451	34,142	92,170
Avg. Trips per Driver Hour	4.19	3.88	3.88
Avg. Trips per Para Pass.	56.85	57.16	52.20
Cost per Trip	3.59	3.53	3.68
Cost per Paratransit Trip	5.26	5.52	5.92
Cost per Driver Hour	22.04	21.40	22.96
Cost per Total Mile	1.01	1.24	1.32

County: Broward
 CTC: Broward County BOCC
 Contact: Paul Strobis
 1 N. University Drive, Rm.3100A
 Plantation, FL 33324
 954-357-8321
 Email: pstrobis@broward.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	1,753,200	9.27%
Potential TD Population / Percent of County Total	687,340	39.20%
UDPHC / Percent of TD Passengers Served	13,803	2.01%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	135,254	2,709,783	2,359,212
Deviated FR	-	-	-
Ambulatory	2,503,708	894,130	974,735
Non-Ambulatory	1,534,532	273,762	293,262
Stretcher	0	2,498	3,718
School Board	0	0	0
TOTAL TRIPS	4,173,494	3,880,173	3,630,927

Vehicle Data	2010	2011	2012
Vehicle Miles	15,231,253	15,441,698	10,877,584
Revenue Miles	12,276,897	12,566,798	9,210,216
Roadcalls	80	76	106
Accidents	30	35	139
Vehicles	491	248	421
Driver Hours	951,991	918,391	844,597

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	1,010,306	1,158,988	1,125,102
Employment	315,971	315,873	310,995
Ed/Train/DayCare	747,707	677,490	513,477
Nutritional	1,092,240	797,028	735,410
Life-Sustaining/Other	1,007,270	930,794	945,943
TOTAL TRIPS	4,173,494	3,880,173	3,630,927

Financial and General Data	2010	2011	2012
Expenses	\$30,794,095	\$21,853,239	\$23,522,779
Revenues	\$34,776,516	\$26,824,183	\$28,142,373
Commendations	15	27	639
Complaints	266	8189	4624
Passenger No-Shows	62,784	213	235
Unmet Trip Requests	17,773	19,123	11,700

Passenger Trips By Funding Source	2010	2011	2012
CTD	222,800	212,011	636,737
AHCA	61,640	451,078	122,856
APD	101,679	173,323	89,037
DOEA	108,118	111,231	121,141
DOE	47,517	89,000	34,549
Other	3,631,740	2,843,530	2,626,607
TOTAL TRIPS	4,173,494	3,880,173	3,630,927

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.20	0.23	1.28
Miles between Roadcalls	190,391	203,180	102,619
Avg. Trips per Driver Hour	4.24	1.27	1.51
Avg. Trips per Para Pass.	456.25	107.10	92.39
Cost per Trip	7.38	5.63	6.48
Cost per Paratransit Trip	7.03	17.17	16.84
Cost per Driver Hour	29.80	21.88	25.35
Cost per Total Mile	1.86	1.30	1.97

County: Calhoun
 CTC: Calhoun County Senior Citizens
 Contact: Marilyn Russell
 16859 NE Cayson St
 Blountstown, FL 32424
 850-674-4163
 Email: senior1@gtcom.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	14,700	0.08%
Potential TD Population / Percent of County Total	5,809	39.52%
UDPHC / Percent of TD Passengers Served	523	9.00%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	0	0	0
Ambulatory	15,557	12,306	10,025
Non-Ambulatory	4,162	3,847	1,852
Stretcher	558	606	202
School Board	0	0	0
TOTAL TRIPS	20,277	16,759	12,079

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	9,500	9,189	5,785
Employment	2,339	2,041	1,217
Ed/Train/DayCare	1,673	1,102	1,095
Nutritional	3,756	3,773	3,052
Life-Sustaining/Other	3,009	654	930
TOTAL TRIPS	20,277	16,759	12,079

Passenger Trips By Funding Source	2010	2011	2012
CTD	6,695	4,037	3,461
AHCA	5,761	5,948	2,998
APD	4,044	2,969	2,001
DOEA	3,773	3,802	3,616
DOE	0	0	0
Other	4	3	3
TOTAL TRIPS	20,277	16,759	12,079

Vehicle Data	2010	2011	2012
Vehicle Miles	227,647	197,618	175,253
Revenue Miles	225,079	190,999	147,364
Roadcalls	4	4	4
Accidents	2	0	0
Vehicles	15	13	12
Driver Hours	14,560	12,240	9,360

Financial and General Data	2010	2011	2012
Expenses	\$534,048	\$525,074	\$496,112
Revenues	\$732,632	\$538,365	\$499,390
Commendations	2	2	2
Complaints	2	2	0
Passenger No-Shows	48	31	34
Unmet Trip Requests	12	11	12

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.88	0.00	0.00
Miles between Roadcalls	56,912	49,405	43,813
Avg. Trips per Driver Hour	1.39	1.37	1.29
Avg. Trips per Para Pass.	33.74	27.56	23.10
Cost per Trip	26.34	31.33	41.07
Cost per Paratransit Trip	26.34	31.33	41.07
Cost per Driver Hour	36.68	42.90	53.00
Cost per Total Mile	2.35	2.66	2.83

County: Charlotte
 CTC: Charlotte County BOCC Transit Division
 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	160,500	0.85%
Potential TD Population / Percent of County Total	117,352	73.12%
UDPHC / Percent of TD Passengers Served	6,746	5.75%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	26,004	19,436	19,696
Ambulatory	138,061	108,146	95,766
Non-Ambulatory	10,596	10,066	1,127
Stretcher	0	0	0
School Board	0	0	0
TOTAL TRIPS	174,661	137,648	116,589

Vehicle Data	2010	2011	2012
Vehicle Miles	583,376	502,587	527,435
Revenue Miles	570,659	463,000	450,617
Roadcalls	8	10	31
Accidents	1	2	12
Vehicles	45	45	45
Driver Hours	58,640	58,640	56,560

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	54,132	54,022	45,757
Employment	532	423	358
Ed/Train/DayCare	56,342	35,156	29,778
Nutritional	57,361	44,624	37,797
Life-Sustaining/Other	6,294	3,423	2,899
TOTAL TRIPS	174,661	137,648	116,589

Financial and General Data	2010	2011	2012
Expenses	\$1,848,819	\$1,898,507	\$1,437,852
Revenues	\$1,848,819	\$1,898,507	\$1,437,852
Commendations	37	40	0
Complaints	111	67	61
Passenger No-Shows	1,570	1,307	1,790
Unmet Trip Requests	10,604	8,557	409

Passenger Trips By Funding Source	2010	2011	2012
CTD	59,074	23,435	37,631
AHCA	14,320	12,325	11,604
APD	0	0	0
DOEA	11,922	10,800	7,204
DOE	0	0	0
Other	89,345	91,088	60,150
TOTAL TRIPS	174,661	137,648	116,589

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.17	0.40	2.28
Miles between Roadcalls	72,922	50,259	17,014
Avg. Trips per Driver Hour	2.98	2.35	2.06
Avg. Trips per Para Pass.	12.98	11.08	17.28
Cost per Trip	10.59	13.79	12.33
Cost per Paratransit Trip	10.59	13.79	12.33
Cost per Driver Hour	31.53	32.38	25.42
Cost per Total Mile	3.17	3.78	2.73

County: Citrus
 CTC: Citrus County Transit
 Contact: Lon Frye
 PO Box 1930,
 Lecanto, FL 34460
 352-527-7634
 Email: Lon.Frye@bocc.citrus.fl.us

Demographics	Number	Percentage
Total County Population / Percent of State Total	141,000	0.75%
Potential TD Population / Percent of County Total	90,947	64.50%
UDPHC / Percent of TD Passengers Served	7,514	8.26%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	7,017	8,079	21,060
Ambulatory	195,787	212,942	279,395
Non-Ambulatory	19,290	20,281	21,658
Stretcher	579	609	747
School Board	0	0	0
TOTAL TRIPS	222,673	241,911	322,860

Vehicle Data	2010	2011	2012
Vehicle Miles	1,069,554	1,087,239	1,087,239
Revenue Miles	951,309	902,997	902,997
Roadcalls	28	18	18
Accidents	3	5	5
Vehicles	73	72	72
Driver Hours	89,440	92,300	81,120

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	34,566	36,779	42,225
Employment	28,266	30,764	37,227
Ed/Train/DayCare	110,247	122,914	171,614
Nutritional	15,705	16,026	17,308
Life-Sustaining/Other	33,889	35,428	54,486
TOTAL TRIPS	222,673	241,911	322,860

Financial and General Data	2010	2011	2012
Expenses	\$3,543,490	\$3,309,365	\$3,106,915
Revenues	\$2,760,339	\$2,363,230	\$2,756,786
Commendations	49	38	27
Complaints	22	24	18
Passenger No-Shows	517	424	2,071
Unmet Trip Requests	487	500	500

Passenger Trips By Funding Source	2010	2011	2012
CTD	36,665	36,569	36,115
AHCA	9,618	10,868	11,361
APD	157,452	174,736	242,428
DOEA	11,561	11,255	11,094
DOE	0	0	0
Other	7,377	8,483	21,862
TOTAL TRIPS	222,673	241,911	322,860

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.28	0.46	0.46
Miles between Roadcalls	38,198	60,402	60,402
Avg. Trips per Driver Hour	2.49	2.62	3.98
Avg. Trips per Para Pass.	57.11	58.10	42.97
Cost per Trip	15.91	13.68	9.62
Cost per Paratransit Trip	15.91	13.68	9.62
Cost per Driver Hour	39.62	35.85	38.30
Cost per Total Mile	3.31	3.04	2.86

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@claycoa.org / beckyk@claycoa.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	191,100	1.01%
Potential TD Population / Percent of County Total	55,947	29.28%
UDPHC / Percent of TD Passengers Served	1,905	3.41%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	24,398	38,454	48,530
Ambulatory	69,155	70,783	62,514
Non-Ambulatory	12,480	11,678	22,434
Stretcher	465	917	739
School Board	0	0	0
TOTAL TRIPS	106,498	121,832	134,217

Vehicle Data	2010	2011	2012
Vehicle Miles	1,069,200	1,089,630	1,041,942
Revenue Miles	932,181	859,469	878,313
Roadcalls	15	7	22
Accidents	1	6	2
Vehicles	46	48	51
Driver Hours	69,729	74,366	84,557

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	28,466	26,818	29,474
Employment	38,477	46,504	56,222
Ed/Train/DayCare	18,726	25,724	28,847
Nutritional	17,146	16,763	14,969
Life-Sustaining/Other	3,683	6,023	4,705
TOTAL TRIPS	106,498	121,832	134,217

Financial and General Data	2010	2011	2012
Expenses	\$2,000,238	\$1,958,634	\$2,141,109
Revenues	\$2,024,863	\$1,969,923	\$2,452,653
Commendations	16	16	16
Complaints	14	2	1
Passenger No-Shows	1,530	2,268	2,659
Unmet Trip Requests	679	240	362

Passenger Trips By Funding Source	2010	2011	2012
CTD	12,636	12,984	14,984
AHCA	15,628	20,722	26,391
APD	19,925	22,199	19,082
DOEA	17,704	16,638	14,471
DOE	272	191	388
Other	40,333	49,098	58,901
TOTAL TRIPS	106,498	121,832	134,217

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.09	0.55	0.19
Miles between Roadcalls	71,280	155,661	47,361
Avg. Trips per Driver Hour	1.53	1.64	1.59
Avg. Trips per Para Pass.	53.92	67.84	70.46
Cost per Trip	18.78	16.08	15.95
Cost per Paratransit Trip	18.78	16.08	15.95
Cost per Driver Hour	28.69	26.34	25.32
Cost per Total Mile	1.87	1.80	2.05

Florida Commission for the



**Transportation
Disadvantaged**

County: Collier
 CTC: Collier County BOCC
 Contact: Michelle E. Arnold
 2885 South Horseshoe Drive
 Naples, FL 34104
 239-252-5841
 Email: MichelleArnold@colliergov.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	323,800	1.71%
Potential TD Population / Percent of County Total	140,900	43.51%
UDPHC / Percent of TD Passengers Served	2,982	2.12%

Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	290,340	388,115	436,819
Deviated FR	0	0	0
Ambulatory	88,044	93,306	84,346
Non-Ambulatory	27,517	27,709	25,536
Stretcher	801	310	153
School Board	0	0	0
TOTAL TRIPS	406,702	509,440	546,854

Vehicle Data	2010	2011	2012
Vehicle Miles	1,476,166	1,482,513	1,554,284
Revenue Miles	1,241,324	1,264,704	1,313,083
Roadcalls	53	36	28
Accidents	20	10	6
Vehicles	27	35	32
Driver Hours	91,701	71,969	70,879

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	77,597	77,759	81,602
Employment	14,939	13,499	11,259
Ed/Train/DayCare	3,348	4,102	4,685
Nutritional	13,961	15,568	14,124
Life-Sustaining/Other	296,857	398,512	435,184
TOTAL TRIPS	406,702	509,440	546,854

Financial and General Data	2010	2011	2012
Expenses	\$4,161,683	\$4,966,980	\$4,678,155
Revenues	\$3,460,167	\$3,672,982	\$4,466,856
Commendations	35	14	17
Complaints	44	56	43
Passenger No-Shows	1,771	2,307	3,661
Unmet Trip Requests	52	56	36

Passenger Trips By Funding Source	2010	2011	2012
CTD	59,105	60,508	54,527
AHCA	29,258	27,247	30,365
APD	0	0	0
DOEA	4,453	4,216	3,285
DOE	0	0	0
Other	313,886	417,469	458,677
TOTAL TRIPS	406,702	509,440	546,854

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	1.35	0.67	0.39
Miles between Roadcalls	27,852	41,181	55,510
Avg. Trips per Driver Hour	1.27	1.69	1.55
Avg. Trips per Para Pass.	83.12	80.03	72.20
Cost per Trip	10.23	9.75	8.55
Cost per Paratransit Trip	28.04	31.14	37.62
Cost per Driver Hour	35.59	52.49	58.40
Cost per Total Mile	2.21	2.55	2.66

County: Columbia
 CTC: Suwannee Valley Transit Authority
 Contact: Gwendolyn 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	67,500	0.36%
Potential TD Population / Percent of County Total	24,848	36.81%
UDPHC / Percent of TD Passengers Served	1,446	5.82%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	154,859	154,859	-
Ambulatory	76,943	76,943	58,427
Non-Ambulatory	6,847	6,847	9,201
Stretcher	3,883	3,883	512
School Board	0	0	0
TOTAL TRIPS	242,532	242,532	68,140

Vehicle Data	2010	2011	2012
Vehicle Miles	1,121,746	1,121,746	575,535
Revenue Miles	1,062,179	1,062,179	517,984
Roadcalls	3	3	15
Accidents	0	0	6
Vehicles	56	56	26
Driver Hours	50,126	50,126	41,600

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	197,514	197,514	62,110
Employment	2,001	2,001	0
Ed/Train/DayCare	29,681	29,681	6,030
Nutritional	9,021	9,021	0
Life-Sustaining/Other	4,315	4,315	0
TOTAL TRIPS	242,532	242,532	68,140

Financial and General Data	2010	2011	2012
Expenses	\$1,479,718	\$1,479,718	\$1,652,859
Revenues	\$1,482,701	\$1,482,701	\$1,910,823
Commendations	1	1	0
Complaints	7	7	35
Passenger No-Shows	55	55	0
Unmet Trip Requests	56	56	0

Passenger Trips By Funding Source	2010	2011	2012
CTD	9,954	9,954	12,299
AHCA	170,101	170,101	49,810
APD	17,458	17,458	6,030
DOEA	0	0	0
DOE	0	0	0
Other	45,019	45,019	1
TOTAL TRIPS	242,532	242,532	68,140

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.00	0.00	1.04
Miles between Roadcalls	373,915	373,915	38,369
Avg. Trips per Driver Hour	4.84	4.84	1.64
Avg. Trips per Para Pass.	25.73	25.73	47.12
Cost per Trip	6.10	6.10	24.26
Cost per Paratransit Trip	6.10	6.10	24.26
Cost per Driver Hour	29.52	29.52	39.73
Cost per Total Mile	1.32	1.32	2.87

County: Desoto
 CTC: Veolia Transportation Services
 Contact: Tim Banks
 1103 US 27 S
 Sebring, FL 33870
 863-382-6004
 Email: Tim.Banks@Veoliatrtransportation.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	34,700	0.18%
Potential TD Population / Percent of County Total	16,728	48.21%
UDPHC / Percent of TD Passengers Served	710	4.24%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	0	0	0
Ambulatory	30,609	22,474	17,994
Non-Ambulatory	5,280	2,896	3,309
Stretcher	20	17	3
School Board	0	0	0
TOTAL TRIPS	35,909	25,387	21,306

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	15,884	14,472	14,355
Employment	13,445	5,385	1,475
Ed/Train/DayCare	5	4	895
Nutritional	3,764	2,905	1,856
Life-Sustaining/Other	2,811	2,621	2,725
TOTAL TRIPS	35,909	25,387	21,306

Passenger Trips By Funding Source	2010	2011	2012
CTD	5,110	3,412	3,764
AHCA	12,409	11,941	11,915
APD	13,193	5,508	0
DOEA	2,209	1,286	1,589
DOE	6	34	0
Other	2,982	3,206	4,038
TOTAL TRIPS	35,909	25,387	21,306

Vehicle Data	2010	2011	2012
Vehicle Miles	411,530	392,285	378,570
Revenue Miles	390,503	365,085	318,560
Roadcalls	4	5	4
Accidents	3	1	0
Vehicles	19	20	20
Driver Hours	35,432	37,903	38,583

Financial and General Data	2010	2011	2012
Expenses	\$943,579	\$828,639	\$725,468
Revenues	\$820,781	\$824,882	\$772,052
Commendations	5	8	10
Complaints	11	26	24
Passenger No-Shows	425	268	383
Unmet Trip Requests	408	554	380

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.73	0.25	0.00
Miles between Roadcalls	102,883	78,457	94,643
Avg. Trips per Driver Hour	1.01	0.67	0.55
Avg. Trips per Para Pass.	52.35	37.12	30.01
Cost per Trip	26.28	32.64	34.05
Cost per Paratransit Trip	26.28	32.64	34.05
Cost per Driver Hour	26.63	21.86	18.80
Cost per Total Mile	2.29	2.11	1.92

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	16,400	0.09%
Potential TD Population / Percent of County Total	8,698	53.04%
UDPHC / Percent of TD Passengers Served	406	4.67%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	0	0	0
Ambulatory	6,090	6,461	7,061
Non-Ambulatory	985	860	933
Stretcher	149	394	253
School Board	0	0	0
TOTAL TRIPS	7,224	7,715	8,247

Vehicle Data	2010	2011	2012
Vehicle Miles	169,330	199,944	167,646
Revenue Miles	123,771	148,076	143,052
Roadcalls	1	0	1
Accidents	0	0	0
Vehicles	8	9	9
Driver Hours	7,343	7,740	8,045

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	6,359	6,633	7,480
Employment	0	0	0
Ed/Train/DayCare	0	0	0
Nutritional	766	974	652
Life-Sustaining/Other	99	108	115
TOTAL TRIPS	7,224	7,715	8,247

Financial and General Data	2010	2011	2012
Expenses	\$281,316	\$350,052	\$421,478
Revenues	\$356,211	\$383,871	\$454,464
Commendations	0	1	0
Complaints	3	2	1
Passenger No-Shows	49	54	107
Unmet Trip Requests	34	39	37

Passenger Trips By Funding Source	2010	2011	2012
CTD	3,059	3,101	3,007
AHCA	3,336	3,532	4,472
APD	0	0	0
DOEA	828	1,081	767
DOE	0	0	0
Other	1	1	1
TOTAL TRIPS	7,224	7,715	8,247

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.00	0.00	0.00
Miles between Roadcalls	169,330	199,944	167,646
Avg. Trips per Driver Hour	0.98	1.00	1.03
Avg. Trips per Para Pass.	20.58	20.41	20.31
Cost per Trip	38.94	45.37	51.11
Cost per Paratransit Trip	38.94	45.37	51.11
Cost per Driver Hour	38.31	45.23	52.39
Cost per Total Mile	1.66	1.75	2.51

County: Duval
 CTC: Jacksonville Transportation Authority
 Contact: Conchita Robinson
 5711 Richard Street, Suite #1
 Jacksonville, FL 32216
 904-265-8949
 Email: crobinson@jtafla.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	864,600	4.57%
Potential TD Population / Percent of County Total	300,390	34.74%
UDPHC / Percent of TD Passengers Served	22,351	7.44%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	112,334	143,175	188,127
Deviated FR	0	0	0
Ambulatory	243,204	250,790	261,115
Non-Ambulatory	123,519	128,797	131,104
Stretcher	0	0	0
School Board	0	0	0
TOTAL TRIPS	479,057	522,762	580,346

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	105,317	111,398	120,259
Employment	67,467	74,954	83,491
Ed/Train/DayCare	27,691	30,249	36,447
Nutritional	35,803	30,411	29,371
Life-Sustaining/Other	242,779	275,750	310,778
TOTAL TRIPS	479,057	522,762	580,346

Passenger Trips By Funding Source	2010	2011	2012
CTD	58,831	62,537	69,140
AHCA	0	0	0
APD	0	0	0
DOEA	165	77	62
DOE	0	0	0
Other	420,061	460,148	511,144
TOTAL TRIPS	479,057	522,762	580,346

Vehicle Data	2010	2011	2012
Vehicle Miles	4,525,709	4,694,307	4,954,211
Revenue Miles	3,924,045	4,003,070	4,235,849
Roadcalls	217	294	331
Accidents	13	16	5
Vehicles	80	83	83
Driver Hours	240,112	280,384	289,121

Financial and General Data	2010	2011	2012
Expenses	\$12,320,665	\$13,662,548	\$14,485,882
Revenues	\$12,320,665	\$13,662,548	\$14,485,880
Commendations	388	406	616
Complaints	973	1,626	1,522
Passenger No-Shows	11,807	15,781	15,255
Unmet Trip Requests	0	0	0

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.29	0.34	0.10
Miles between Roadcalls	20,856	15,967	14,967
Avg. Trips per Driver Hour	1.53	1.35	1.36
Avg. Trips per Para Pass.	87.69	164.18	93.45
Cost per Trip	25.72	26.14	24.96
Cost per Paratransit Trip	33.32	35.73	36.68
Cost per Driver Hour	50.90	48.37	49.76
Cost per Total Mile	2.70	2.89	2.90

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	299,300	1.58%
Potential TD Population / Percent of County Total	122,842	41.04%
UDPHC / Percent of TD Passengers Served	2,729	2.22%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	143,543	115,920	70,882
Deviated FR	0	0	0
Ambulatory	102,957	104,395	105,574
Non-Ambulatory	36,605	38,250	41,322
Stretcher	182	120	201
School Board	0	0	0
TOTAL TRIPS	283,287	258,685	217,979

Vehicle Data	2010	2011	2012
Vehicle Miles	1,315,148	1,670,306	1,588,782
Revenue Miles	1,133,270	1,024,241	1,155,403
Roadcalls	55	56	90
Accidents	2	5	6
Vehicles	28	31	29
Driver Hours	75,913	80,494	79,653

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	59,713	52,674	53,307
Employment	169,080	143,239	100,142
Ed/Train/DayCare	11,702	9,836	4,894
Nutritional	517	1,893	1,433
Life-Sustaining/Other	42,275	51,043	58,203
TOTAL TRIPS	283,287	258,685	217,979

Financial and General Data	2010	2011	2012
Expenses	\$3,420,101	\$3,020,594	\$3,379,882
Revenues	\$3,106,876	\$3,248,715	\$3,320,400
Commendations	4	17	13
Complaints	22	33	27
Passenger No-Shows	6,594	5,273	5,204
Unmet Trip Requests	1,295	1,490	1,213

Passenger Trips By Funding Source	2010	2011	2012
CTD	20,246	20,066	20,932
AHCA	60,487	61,103	67,651
APD	1,424	1,528	1,819
DOEA	9,472	8,651	8,815
DOE	1,703	2,696	908
Other	189,955	164,641	117,854
TOTAL TRIPS	283,287	258,685	217,979

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.15	0.30	0.38
Miles between Roadcalls	23,912	29,827	17,653
Avg. Trips per Driver Hour	1.84	1.77	1.85
Avg. Trips per Para Pass.	47.61	67.15	65.76
Cost per Trip	12.07	11.68	15.51
Cost per Paratransit Trip	22.72	19.89	22.17
Cost per Driver Hour	41.82	35.27	40.94
Cost per Total Mile	2.41	1.70	2.05

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	96,200	0.51%
Potential TD Population / Percent of County Total	28,476	29.60%
UDPHC / Percent of TD Passengers Served	7,300	25.64%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	0	0	0
Ambulatory	67,143	71,070	76,289
Non-Ambulatory	12,523	12,360	15,229
Stretcher	0	0	0
School Board	0	0	0
TOTAL TRIPS	79,666	83,430	91,518

Vehicle Data	2010	2011	2012
Vehicle Miles	884,500	899,995	939,387
Revenue Miles	789,217	810,579	843,137
Roadcalls	2	8	5
Accidents	4	4	1
Vehicles	28	29	34
Driver Hours	39,000	34,736	44,720

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	20,230	20,078	20,409
Employment	19,697	20,690	21,610
Ed/Train/DayCare	17,595	19,446	23,393
Nutritional	12,317	17,606	18,883
Life-Sustaining/Other	9,827	5,610	7,223
TOTAL TRIPS	79,666	83,430	91,518

Financial and General Data	2010	2011	2012
Expenses	\$1,021,335	\$1,185,515	\$1,379,988
Revenues	\$1,021,335	\$1,185,515	\$1,379,988
Commendations	5	2	2
Complaints	13	11	6
Passenger No-Shows	850	1,058	1,536
Unmet Trip Requests	312	61	78

Passenger Trips By Funding Source	2010	2011	2012
CTD	17,020	14,485	16,664
AHCA	3,271	6,331	7,309
APD	7,268	6,749	3,889
DOEA	11,517	10,147	7,892
DOE	0	0	0
Other	40,590	45,718	55,764
TOTAL TRIPS	79,666	83,430	91,518

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.45	0.44	0.11
Miles between Roadcalls	442,250	112,499	187,877
Avg. Trips per Driver Hour	2.04	2.40	2.05
Avg. Trips per Para Pass.	14.58	13.58	12.54
Cost per Trip	12.82	14.21	15.08
Cost per Paratransit Trip	12.82	14.21	15.08
Cost per Driver Hour	26.19	34.13	30.86
Cost per Total Mile	1.15	1.32	1.47

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	11,500	0.06%
Potential TD Population / Percent of County Total	5,981	52.01%
UDPHC / Percent of TD Passengers Served	389	6.50%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	0	0	0
Ambulatory	6,456	6,895	7,404
Non-Ambulatory	628	498	700
Stretcher	1	15	15
School Board	1,054	1,115	1,116
TOTAL TRIPS	8,139	8,523	9,235

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	7,011	7,053	6,741
Employment	26	255	6
Ed/Train/DayCare	1,102	1,215	1,385
Nutritional	0	0	9
Life-Sustaining/Other	0	0	1,094
TOTAL TRIPS	8,139	8,523	9,235

Passenger Trips By Funding Source	2010	2011	2012
CTD	5,411	5,266	4,296
AHCA	1,600	2,066	3,217
APD	8	0	0
DOEA	0	0	0
DOE	0	0	0
Other	1,120	1,191	1,722
TOTAL TRIPS	8,139	8,523	9,235

Vehicle Data	2010	2011	2012
Vehicle Miles	257,058	251,614	406,124
Revenue Miles	244,205	251,449	313,738
Roadcalls	5	4	2
Accidents	2	1	0
Vehicles	14	14	15
Driver Hours	11,444	15,489	15,989

Financial and General Data	2010	2011	2012
Expenses	\$559,988	\$597,886	\$607,954
Revenues	\$554,319	\$726,971	\$634,654
Commendations	0	2	0
Complaints	0	0	0
Passenger No-Shows	125	300	6
Unmet Trip Requests	0	0	0

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.78	0.40	0.00
Miles between Roadcalls	51,412	62,904	203,062
Avg. Trips per Driver Hour	0.71	0.55	0.58
Avg. Trips per Para Pass.	7.92	27.32	23.74
Cost per Trip	68.80	70.15	65.83
Cost per Paratransit Trip	68.80	70.15	65.83
Cost per Driver Hour	48.93	38.60	38.02
Cost per Total Mile	2.18	2.38	1.50

County: Gadsden
 CTC: Big Bend Transit, Inc.
 Contact: Sandi Mazza
 Post Office Box 1721
 Tallahassee, FL 32302
 850-574-6266
 Email: sm-bbt@comcast.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	48,200	0.25%
Potential TD Population / Percent of County Total	22,245	46.15%
UDPHC / Percent of TD Passengers Served	9,638	43.33%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	14,428	38,918	44,108
Ambulatory	40,220	49,918	55,609
Non-Ambulatory	2,735	3,100	3,678
Stretcher	19	74	38
School Board	0	0	0
TOTAL TRIPS	57,402	92,010	103,433

Vehicle Data	2010	2011	2012
Vehicle Miles	576,220	657,911	672,246
Revenue Miles	490,440	562,003	570,947
Roadcalls	2	1	1
Accidents	3	1	0
Vehicles	21	21	21
Driver Hours	31,337	32,245	31,738

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	16,549	21,696	23,383
Employment	30,960	50,608	56,361
Ed/Train/DayCare	7,854	15,647	18,808
Nutritional	0	0	0
Life-Sustaining/Other	2,039	4,059	4,881
TOTAL TRIPS	57,402	92,010	103,433

Financial and General Data	2010	2011	2012
Expenses	\$1,473,348	\$1,669,515	\$1,839,043
Revenues	\$1,473,347	\$1,338,804	\$1,358,647
Commendations	0	0	0
Complaints	13	5	1
Passenger No-Shows	862	912	1,247
Unmet Trip Requests	0	0	0

Passenger Trips By Funding Source	2010	2011	2012
CTD	12,750	15,190	20,973
AHCA	12,608	14,000	14,938
APD	0	10	0
DOEA	0	0	0
DOE	0	0	0
Other	32,044	62,810	67,522
TOTAL TRIPS	57,402	92,010	103,433

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.52	0.15	0.00
Miles between Roadcalls	288,110	657,911	672,246
Avg. Trips per Driver Hour	1.83	2.85	3.26
Avg. Trips per Para Pass.	7.81	9.02	10.73
Cost per Trip	25.67	18.14	17.78
Cost per Paratransit Trip	25.67	18.14	17.78
Cost per Driver Hour	47.02	51.78	57.94
Cost per Total Mile	2.56	2.54	2.74

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	17,000	0.09%
Potential TD Population / Percent of County Total	7,268	42.75%
UDPHC / Percent of TD Passengers Served	349	4.80%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	0	0	0
Ambulatory	3,393	4,756	3,688
Non-Ambulatory	1,603	1,632	950
Stretcher	215	78	64
School Board	0	0	0
TOTAL TRIPS	5,211	6,466	4,702

Vehicle Data	2010	2011	2012
Vehicle Miles	118,050	133,505	99,264
Revenue Miles	90,642	102,057	91,194
Roadcalls	0	0	1
Accidents	0	0	0
Vehicles	8	9	9
Driver Hours	5,888	6,629	6,538

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	4,418	5,291	4,025
Employment	83	103	0
Ed/Train/DayCare	0	0	0
Nutritional	549	872	576
Life-Sustaining/Other	161	200	101
TOTAL TRIPS	5,211	6,466	4,702

Financial and General Data	2010	2011	2012
Expenses	\$174,721	\$193,160	\$199,860
Revenues	\$228,993	\$241,071	\$254,193
Commendations	0	0	0
Complaints	3	2	2
Passenger No-Shows	41	12	15
Unmet Trip Requests	25	31	29

Passenger Trips By Funding Source	2010	2011	2012
CTD	2,442	2,847	2,578
AHCA	1,976	2,507	1,447
APD	83	40	0
DOEA	709	1,071	676
DOE	0	0	0
Other	1	1	1
TOTAL TRIPS	5,211	6,466	4,702

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.00	0.00	0.00
Miles between Roadcalls	118,050	133,505	99,264
Avg. Trips per Driver Hour	0.89	0.98	0.72
Avg. Trips per Para Pass.	17.14	17.24	13.47
Cost per Trip	33.53	29.87	42.51
Cost per Paratransit Trip	33.53	29.87	42.51
Cost per Driver Hour	29.67	29.14	30.57
Cost per Total Mile	1.48	1.45	2.01

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	12,800	0.07%
Potential TD Population / Percent of County Total	5,199	40.62%
UDPHC / Percent of TD Passengers Served	95	1.83%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	0	0	0
Ambulatory	2,716	3,221	3,098
Non-Ambulatory	647	767	761
Stretcher	0	0	0
School Board	0	0	0
TOTAL TRIPS	3,363	3,988	3,859

Vehicle Data	2010	2011	2012
Vehicle Miles	86,636	128,043	104,590
Revenue Miles	80,985	106,114	87,062
Roadcalls	8	3	7
Accidents	0	0	0
Vehicles	2	2	2
Driver Hours	3,342	3,744	3,675

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	1,699	2,036	1,968
Employment	0	0	0
Ed/Train/DayCare	1,318	1,582	1,531
Nutritional	346	370	360
Life-Sustaining/Other	0	0	0
TOTAL TRIPS	3,363	3,988	3,859

Financial and General Data	2010	2011	2012
Expenses	\$279,557	\$301,278	\$278,985
Revenues	\$267,877	\$272,750	\$266,820
Commendations	1	6	6
Complaints	13	2	2
Passenger No-Shows	174	116	121
Unmet Trip Requests	34	35	37

Passenger Trips By Funding Source	2010	2011	2012
CTD	506	577	558
AHCA	1,195	1,350	1,306
APD	1,204	1,186	1,148
DOEA	239	261	253
DOE	0	0	0
Other	219	614	594
TOTAL TRIPS	3,363	3,988	3,859

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.00	0.00	0.00
Miles between Roadcalls	10,830	42,681	14,941
Avg. Trips per Driver Hour	1.01	1.07	1.05
Avg. Trips per Para Pass.	120.11	41.98	40.62
Cost per Trip	83.13	75.55	72.29
Cost per Paratransit Trip	83.13	75.55	72.29
Cost per Driver Hour	83.65	80.47	75.91
Cost per Total Mile	3.23	2.35	2.67

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	15,800	0.08%
Potential TD Population / Percent of County Total	5,631	35.64%
UDPHC / Percent of TD Passengers Served	432	7.67%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	0	0	0
Ambulatory	18,246	18,697	18,782
Non-Ambulatory	2,596	3,042	2,685
Stretcher	113	65	35
School Board	0	0	0
TOTAL TRIPS	20,955	21,804	21,502

Vehicle Data	2010	2011	2012
Vehicle Miles	226,920	239,693	229,277
Revenue Miles	224,789	237,505	226,726
Roadcalls	1	0	2
Accidents	0	2	0
Vehicles	12	12	12
Driver Hours	8,675	9,393	11,470

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	6,315	7,617	6,932
Employment	17	12	0
Ed/Train/DayCare	7,387	7,723	8,715
Nutritional	5,676	6,000	4,948
Life-Sustaining/Other	1,560	452	907
TOTAL TRIPS	20,955	21,804	21,502

Financial and General Data	2010	2011	2012
Expenses	\$436,022	\$443,127	\$430,847
Revenues	\$536,981	\$474,915	\$457,562
Commendations	4	3	2
Complaints	1	2	0
Passenger No-Shows	131	111	81
Unmet Trip Requests	19	24	25

Passenger Trips By Funding Source	2010	2011	2012
CTD	3,820	3,986	7,628
AHCA	2,836	3,434	3,400
APD	7,120	6,805	4,702
DOEA	4,280	5,073	3,956
DOE	0	0	0
Other	2,899	2,506	1,816
TOTAL TRIPS	20,955	21,804	21,502

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.00	0.83	0.00
Miles between Roadcalls	226,920	239,693	114,639
Avg. Trips per Driver Hour	2.42	2.32	1.87
Avg. Trips per Para Pass.	47.09	48.56	49.77
Cost per Trip	20.81	20.32	20.04
Cost per Paratransit Trip	20.81	20.32	20.04
Cost per Driver Hour	50.26	47.18	37.56
Cost per Total Mile	1.92	1.85	1.88

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	14,700	0.08%
Potential TD Population / Percent of County Total	6,640	45.17%
UDPHC / Percent of TD Passengers Served	556	8.37%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	9,122	9,122	-
Deviated FR	24,225	24,225	0
Ambulatory	33,198	33,198	23,129
Non-Ambulatory	1,333	1,333	2,988
Stretcher	969	969	73
School Board	0	0	0
TOTAL TRIPS	68,847	68,847	26,190

Vehicle Data	2010	2011	2012
Vehicle Miles	679,671	679,671	287,768
Revenue Miles	582,435	582,435	258,992
Roadcalls	0	0	4
Accidents	0	0	0
Vehicles	14	14	13
Driver Hours	31,045	31,045	20,800

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	33,165	33,165	22,181
Employment	625	625	0
Ed/Train/DayCare	12,546	12,546	0
Nutritional	12,756	12,756	4,008
Life-Sustaining/Other	9,755	9,755	1
TOTAL TRIPS	68,847	68,847	26,190

Financial and General Data	2010	2011	2012
Expenses	\$236,361	\$236,361	\$685,104
Revenues	\$1,050,312	\$1,050,312	\$1,196,997
Commendations	0	0	0
Complaints	1	1	14
Passenger No-Shows	43	43	0
Unmet Trip Requests	42	42	0

Passenger Trips By Funding Source	2010	2011	2012
CTD	9,845	9,845	7,007
AHCA	45,236	45,236	15,174
APD	0	0	0
DOEA	13,763	13,763	4,008
DOE	0	0	0
Other	3	3	1
TOTAL TRIPS	68,847	68,847	26,190

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.00	0.00	0.00
Miles between Roadcalls	679,671	679,671	71,942
Avg. Trips per Driver Hour	1.92	1.92	1.26
Avg. Trips per Para Pass.	9.45	9.45	47.10
Cost per Trip	3.43	3.43	26.16
Cost per Paratransit Trip	3.95	3.95	26.16
Cost per Driver Hour	7.61	7.61	32.94
Cost per Total Mile	0.35	0.35	2.38

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	27,700	0.15%
Potential TD Population / Percent of County Total	10,570	38.16%
UDPHC / Percent of TD Passengers Served	556	5.26%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	0	0	0
Ambulatory	17,849	17,090	20,281
Non-Ambulatory	2,860	3,683	3,922
Stretcher	82	24	33
School Board	0	0	0
TOTAL TRIPS	20,791	20,797	24,236

Vehicle Data	2010	2011	2012
Vehicle Miles	484,558	474,704	533,600
Revenue Miles	416,935	405,350	477,368
Roadcalls	11	10	12
Accidents	1	3	2
Vehicles	14	14	14
Driver Hours	13,954	15,920	22,146

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	15,389	16,003	16,517
Employment	3,580	3,443	4,076
Ed/Train/DayCare	298	774	1,583
Nutritional	1,191	383	1,347
Life-Sustaining/Other	333	194	713
TOTAL TRIPS	20,791	20,797	24,236

Financial and General Data	2010	2011	2012
Expenses	\$744,562	\$790,051	\$861,412
Revenues	\$766,265	\$791,192	\$928,373
Commendations	5	5	6
Complaints	11	9	9
Passenger No-Shows	592	617	588
Unmet Trip Requests	1,270	846	1,278

Passenger Trips By Funding Source	2010	2011	2012
CTD	5,002	4,196	4,516
AHCA	9,658	9,895	10,234
APD	2,412	1,112	470
DOEA	883	380	1,350
DOE	8	42	2
Other	2,828	5,172	7,664
TOTAL TRIPS	20,791	20,797	24,236

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.21	0.63	0.37
Miles between Roadcalls	44,051	47,470	44,467
Avg. Trips per Driver Hour	1.49	1.31	1.09
Avg. Trips per Para Pass.	42.34	39.31	43.59
Cost per Trip	35.81	37.99	35.54
Cost per Paratransit Trip	35.81	37.99	35.54
Cost per Driver Hour	53.36	49.63	38.90
Cost per Total Mile	1.54	1.66	1.61

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	38,900	0.21%
Potential TD Population / Percent of County Total	15,374	39.52%
UDPHC / Percent of TD Passengers Served	693	4.51%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	0	0	0
Ambulatory	19,952	18,972	12,561
Non-Ambulatory	4,721	5,118	5,214
Stretcher	25	41	46
School Board	0	0	0
TOTAL TRIPS	24,698	24,131	17,821

Vehicle Data	2010	2011	2012
Vehicle Miles	517,251	498,320	442,850
Revenue Miles	488,798	456,502	412,288
Roadcalls	15	15	15
Accidents	0	2	0
Vehicles	19	21	15
Driver Hours	22,466	21,300	19,944

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	14,128	15,418	15,123
Employment	0	318	0
Ed/Train/DayCare	8,459	7,028	1,295
Nutritional	1,794	1,196	1,227
Life-Sustaining/Other	317	171	176
TOTAL TRIPS	24,698	24,131	17,821

Financial and General Data	2010	2011	2012
Expenses	\$1,476,701	\$1,546,326	\$1,633,086
Revenues	\$1,625,205	\$1,577,636	\$1,376,717
Commendations	22	18	18
Complaints	27	15	8
Passenger No-Shows	580	1,179	1,295
Unmet Trip Requests	115	115	84

Passenger Trips By Funding Source	2010	2011	2012
CTD	5,168	5,080	5,861
AHCA	8,211	8,872	7,797
APD	8,552	7,526	1,333
DOEA	1,680	779	682
DOE	0	0	0
Other	1,087	1,874	2,148
TOTAL TRIPS	24,698	24,131	17,821

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.00	0.40	0.00
Miles between Roadcalls	34,483	33,221	29,523
Avg. Trips per Driver Hour	1.10	1.13	0.89
Avg. Trips per Para Pass.	24.70	19.35	25.72
Cost per Trip	59.79	64.08	91.64
Cost per Paratransit Trip	59.79	64.08	91.64
Cost per Driver Hour	65.73	72.60	81.88
Cost per Total Mile	2.85	3.10	3.69

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	173,100	0.92%
Potential TD Population / Percent of County Total	115,748	66.87%
UDPHC / Percent of TD Passengers Served	2,838	2.45%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	0	0	0
Ambulatory	165,451	177,952	121,666
Non-Ambulatory	18,484	17,656	15,984
Stretcher	1,261	1,329	1,366
School Board	0	0	0
TOTAL TRIPS	185,196	196,937	139,016

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	53,649	57,785	54,334
Employment	1,989	1,300	3
Ed/Train/DayCare	108,788	120,399	79,197
Nutritional	11,895	10,776	4,670
Life-Sustaining/Other	8,875	6,677	812
TOTAL TRIPS	185,196	196,937	139,016

Passenger Trips By Funding Source	2010	2011	2012
CTD	14,068	13,545	9,331
AHCA	69,010	79,523	85,666
APD	11,748	11,558	11,595
DOEA	5,531	5,338	4,533
DOE	3,092	3,000	0
Other	81,747	83,973	27,891
TOTAL TRIPS	185,196	196,937	139,016

Vehicle Data	2010	2011	2012
Vehicle Miles	1,702,590	1,946,207	2,162,202
Revenue Miles	1,586,543	1,741,553	1,948,156
Roadcalls	29	15	5
Accidents	4	4	3
Vehicles	67	62	54
Driver Hours	118,560	110,240	86,320

Financial and General Data	2010	2011	2012
Expenses	\$1,972,906	\$2,268,514	\$2,204,421
Revenues	\$2,265,927	\$2,227,095	\$2,440,939
Commendations	52	57	58
Complaints	63	60	47
Passenger No-Shows	1,477	1,616	1,209
Unmet Trip Requests	4,892	5,424	2,300

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.23	0.21	0.14
Miles between Roadcalls	58,710	129,747	432,440
Avg. Trips per Driver Hour	1.56	1.79	1.61
Avg. Trips per Para Pass.	51.00	53.69	48.98
Cost per Trip	10.65	11.52	15.86
Cost per Paratransit Trip	10.65	11.52	15.86
Cost per Driver Hour	16.64	20.58	25.54
Cost per Total Mile	1.16	1.17	1.02

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	98,700	0.52%
Potential TD Population / Percent of County Total	58,782	59.56%
UDPHC / Percent of TD Passengers Served	1,910	3.25%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	0	0	0
Ambulatory	81,809	100,389	108,073
Non-Ambulatory	19,024	18,580	19,513
Stretcher	1,180	756	688
School Board	0	0	0
TOTAL TRIPS	102,013	119,725	128,274

Vehicle Data	2010	2011	2012
Vehicle Miles	1,172,401	1,087,130	1,106,517
Revenue Miles	983,538	754,100	737,901
Roadcalls	41	37	30
Accidents	7	4	5
Vehicles	52	50	51
Driver Hours	72,109	82,586	82,731

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	48,634	41,347	44,573
Employment	40,337	60,262	64,611
Ed/Train/DayCare	209	1,942	2,693
Nutritional	6,517	7,841	7,978
Life-Sustaining/Other	6,316	8,333	8,419
TOTAL TRIPS	102,013	119,725	128,274

Financial and General Data	2010	2011	2012
Expenses	\$1,877,091	\$1,895,384	\$1,941,222
Revenues	\$1,644,748	\$1,711,055	\$1,799,982
Commendations	17	15	13
Complaints	42	34	34
Passenger No-Shows	2,092	2,368	2,358
Unmet Trip Requests	2,905	1,969	992

Passenger Trips By Funding Source	2010	2011	2012
CTD	15,801	14,236	12,116
AHCA	25,268	23,976	25,806
APD	40,040	58,109	59,967
DOEA	6,997	7,682	7,975
DOE	100	86	12
Other	13,807	15,636	22,398
TOTAL TRIPS	102,013	119,725	128,274

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.60	0.37	0.45
Miles between Roadcalls	28,595	29,382	36,884
Avg. Trips per Driver Hour	1.41	1.45	1.55
Avg. Trips per Para Pass.	48.49	55.61	67.16
Cost per Trip	18.40	15.83	15.13
Cost per Paratransit Trip	18.40	15.83	15.13
Cost per Driver Hour	26.03	22.95	23.46
Cost per Total Mile	1.60	1.74	1.75

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	1,239,000	6.55%
Potential TD Population / Percent of County Total	397,739	32.10%
UDPHC / Percent of TD Passengers Served	22,759	5.72%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	358,468	448,644	436,486
Deviated FR	0	0	0
Ambulatory	758,827	678,863	709,763
Non-Ambulatory	78,584	92,293	122,497
Stretcher	46	0	5
School Board	0	0	0
TOTAL TRIPS	1,195,925	1,219,800	1,268,751

Vehicle Data	2010	2011	2012
Vehicle Miles	6,162,567	6,954,649	6,945,892
Revenue Miles	4,753,570	5,198,932	5,669,059
Roadcalls	158	175	217
Accidents	69	56	38
Vehicles	267	314	278
Driver Hours	446,570	526,094	460,232

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	407,210	456,643	508,794
Employment	142,429	143,000	137,310
Ed/Train/DayCare	240,397	227,785	251,030
Nutritional	50,673	67,449	79,403
Life-Sustaining/Other	355,216	324,923	292,214
TOTAL TRIPS	1,195,925	1,219,800	1,268,751

Financial and General Data	2010	2011	2012
Expenses	\$15,578,131	\$16,364,004	\$15,843,584
Revenues	\$14,507,812	\$16,248,804	\$15,725,632
Commendations	118	97	128
Complaints	91	130	140
Passenger No-Shows	12,514	17,734	17,486
Unmet Trip Requests	2,784	1,216	965

Passenger Trips By Funding Source	2010	2011	2012
CTD	203,443	225,474	281,710
AHCA	137,100	154,258	193,939
APD	208,689	217,129	175,832
DOEA	34,715	42,167	37,699
DOE	187	112	123
Other	611,791	580,660	579,448
TOTAL TRIPS	1,195,925	1,219,800	1,268,751

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	1.12	0.81	0.55
Miles between Roadcalls	39,004	39,741	32,009
Avg. Trips per Driver Hour	1.88	1.47	1.81
Avg. Trips per Para Pass.	61.46	37.14	49.84
Cost per Trip	13.03	13.42	12.49
Cost per Paratransit Trip	17.96	20.47	18.24
Cost per Driver Hour	33.68	30.00	32.98
Cost per Total Mile	2.44	2.27	2.19

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	19,900	0.11%
Potential TD Population / Percent of County Total	8,517	42.80%
UDPHC / Percent of TD Passengers Served	1,253	14.71%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	0	0	0
Ambulatory	48,287	37,011	31,640
Non-Ambulatory	2,039	2,044	3,128
Stretcher	315	568	186
School Board	0	0	0
TOTAL TRIPS	50,641	39,623	34,954

Vehicle Data	2010	2011	2012
Vehicle Miles	294,030	301,336	379,328
Revenue Miles	224,210	169,389	349,928
Roadcalls	6	0	0
Accidents	0	0	0
Vehicles	22	23	21
Driver Hours	18,425	15,181	13,613

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	19,981	17,436	16,778
Employment	10,083	3,961	3,671
Ed/Train/DayCare	19,488	15,057	12,234
Nutritional	1,021	792	532
Life-Sustaining/Other	68	2,377	1,739
TOTAL TRIPS	50,641	39,623	34,954

Financial and General Data	2010	2011	2012
Expenses	\$513,942	\$543,384	\$590,248
Revenues	\$613,905	\$545,384	\$543,890
Commendations	0	2	0
Complaints	5	1	0
Passenger No-Shows	56	126	134
Unmet Trip Requests	165	141	179

Passenger Trips By Funding Source	2010	2011	2012
CTD	12,342	9,867	8,707
AHCA	13,681	12,445	10,234
APD	5,146	4,795	4,544
DOEA	1,021	1,201	1,037
DOE	0	0	0
Other	18,451	11,315	10,432
TOTAL TRIPS	50,641	39,623	34,954

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.00	0.00	0.00
Miles between Roadcalls	49,005	301,336	379,328
Avg. Trips per Driver Hour	2.75	2.61	2.57
Avg. Trips per Para Pass.	22.63	29.81	27.90
Cost per Trip	10.15	13.71	16.89
Cost per Paratransit Trip	10.15	13.71	16.89
Cost per Driver Hour	27.89	35.79	43.36
Cost per Total Mile	1.75	1.80	1.56

County: Indian River
 CTC: Senior Resource Association, Inc.
 Contact: Ralf Heseler
 694 14th Street
 Vero Beach, FL 32960
 772-469-2057
 Email: rheseler@sramail.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	138,700	0.73%
Potential TD Population / Percent of County Total	64,057	46.18%
UDPHC / Percent of TD Passengers Served	1,760	2.75%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	0	0	0
Ambulatory	85,610	61,925	49,129
Non-Ambulatory	5,876	10,669	6,747
Stretcher	447	47	10
School Board	0	0	0
TOTAL TRIPS	93,943	72,641	55,886

Vehicle Data	2010	2011	2012
Vehicle Miles	610,915	647,899	640,645
Revenue Miles	587,252	559,070	536,455
Roadcalls	3	4	5
Accidents	6	6	1
Vehicles	65	66	47
Driver Hours	58,934	63,940	59,562

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	45,117	39,385	26,091
Employment	4,890	73	157
Ed/Train/DayCare	21,809	15,725	19,803
Nutritional	3,147	1,302	1,273
Life-Sustaining/Other	16,970	16,156	8,562
TOTAL TRIPS	91,933	72,641	55,886

Financial and General Data	2010	2011	2012
Expenses	\$1,662,837	\$1,542,309	\$1,533,742
Revenues	\$1,639,510	\$1,543,966	\$1,598,931
Commendations	22	32	6
Complaints	12	13	11
Passenger No-Shows	366	398	701
Unmet Trip Requests	938	912	744

Passenger Trips By Funding Source	2010	2011	2012
CTD	25,538	21,712	17,926
AHCA	2,406	10,977	10,158
APD	28,580	26,012	14,126
DOEA	5,291	1,406	5,630
DOE	0	0	0
Other	30,118	12,534	8,046
TOTAL TRIPS	91,933	72,641	55,886

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.98	0.93	0.16
Miles between Roadcalls	203,638	161,975	128,129
Avg. Trips per Driver Hour	1.56	1.14	0.94
Avg. Trips per Para Pass.	6.00	48.36	31.75
Cost per Trip	18.09	21.23	27.44
Cost per Paratransit Trip	18.09	21.23	27.44
Cost per Driver Hour	28.22	24.12	25.75
Cost per Total Mile	2.72	2.38	2.39

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	50,000	0.26%
Potential TD Population / Percent of County Total	22,694	45.39%
UDPHC / Percent of TD Passengers Served	980	4.32%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	3,379	4,066	3,920
Ambulatory	48,903	48,907	42,059
Non-Ambulatory	8,647	6,564	5,284
Stretcher	185	129	59
School Board	0	0	0
TOTAL TRIPS	61,114	59,666	51,322

Vehicle Data	2010	2011	2012
Vehicle Miles	672,346	667,274	585,671
Revenue Miles	652,634	640,149	552,041
Roadcalls	3	5	9
Accidents	0	1	1
Vehicles	27	28	26
Driver Hours	35,211	37,586	31,615

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	19,868	19,508	17,254
Employment	21,179	19,233	15,580
Ed/Train/DayCare	9,939	9,064	7,570
Nutritional	5,898	6,936	6,179
Life-Sustaining/Other	4,230	4,925	4,739
TOTAL TRIPS	61,114	59,666	51,322

Financial and General Data	2010	2011	2012
Expenses	\$1,506,489	\$1,627,759	\$1,491,098
Revenues	\$1,715,742	\$1,686,248	\$1,671,327
Commendations	3	0	0
Complaints	1	5	0
Passenger No-Shows	260	157	91
Unmet Trip Requests	0	0	0

Passenger Trips By Funding Source	2010	2011	2012
CTD	7,134	6,946	6,126
AHCA	12,904	12,993	11,546
APD	31,301	28,387	23,103
DOEA	5,927	6,956	5,984
DOE	0	0	0
Other	3,848	4,384	4,563
TOTAL TRIPS	61,114	59,666	51,322

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.00	0.15	0.17
Miles between Roadcalls	224,115	133,455	65,075
Avg. Trips per Driver Hour	1.74	1.59	1.62
Avg. Trips per Para Pass.	51.01	47.96	52.37
Cost per Trip	24.65	27.28	29.05
Cost per Paratransit Trip	24.65	27.28	29.05
Cost per Driver Hour	42.78	43.31	47.16
Cost per Total Mile	2.24	2.44	2.55

County: Jefferson
 CTC: Big Bend Transit, Inc.
 Contact: Sandi Mazza
 Post Office Box 1721
 Tallahassee, FL 32302
 850-574-6266
 Email: sm-bbt@comcast.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	14,700	0.08%
Potential TD Population / Percent of County Total	7,239	49.24%
UDPHC / Percent of TD Passengers Served	3,958	54.68%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	0	0	0
Ambulatory	13,240	13,508	12,464
Non-Ambulatory	1,571	1,637	1,525
Stretcher	291	231	130
School Board	0	0	0
TOTAL TRIPS	15,102	15,376	14,119

Vehicle Data	2010	2011	2012
Vehicle Miles	221,324	237,230	221,386
Revenue Miles	187,312	203,321	185,996
Roadcalls	0	0	0
Accidents	0	0	0
Vehicles	10	9	9
Driver Hours	9,906	9,650	9,735

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	7,026	9,756	10,426
Employment	1,337	1,633	1,482
Ed/Train/DayCare	6,252	3,393	1,666
Nutritional	153	186	174
Life-Sustaining/Other	334	408	371
TOTAL TRIPS	15,102	15,376	14,119

Financial and General Data	2010	2011	2012
Expenses	\$811,997	\$555,436	\$549,848
Revenues	\$812,003	\$783,430	\$756,667
Commendations	0	0	0
Complaints	2	2	0
Passenger No-Shows	150	152	153
Unmet Trip Requests	0	0	0

Passenger Trips By Funding Source	2010	2011	2012
CTD	3,436	4,173	3,934
AHCA	6,406	6,217	6,024
APD	0	2,769	3,538
DOEA	0	0	0
DOE	8	54	241
Other	5,252	2,163	382
TOTAL TRIPS	15,102	15,376	14,119

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.00	0.00	0.00
Miles between Roadcalls	221,324	237,230	221,386
Avg. Trips per Driver Hour	1.52	1.59	1.45
Avg. Trips per Para Pass.	5.44	4.20	3.57
Cost per Trip	53.77	36.12	38.94
Cost per Paratransit Trip	53.77	36.12	38.94
Cost per Driver Hour	81.97	57.56	56.48
Cost per Total Mile	3.67	2.34	2.48

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	8,800	0.05%
Potential TD Population / Percent of County Total	3,395	38.58%
UDPHC / Percent of TD Passengers Served	281	8.28%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	0	0	0
Ambulatory	3,695	3,314	3,399
Non-Ambulatory	179	193	193
Stretcher	54	74	1
School Board	0	0	0
TOTAL TRIPS	3,928	3,581	3,593

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	2,965	3,196	3,117
Employment	0	0	0
Ed/Train/DayCare	0	0	0
Nutritional	962	385	476
Life-Sustaining/Other	1	0	0
TOTAL TRIPS	3,928	3,581	3,593

Passenger Trips By Funding Source	2010	2011	2012
CTD	2,327	2,486	2,498
AHCA	638	710	619
APD	0	0	0
DOEA	962	384	475
DOE	0	0	0
Other	1	1	1
TOTAL TRIPS	3,928	3,581	3,593

Vehicle Data	2010	2011	2012
Vehicle Miles	98,228	90,883	75,500
Revenue Miles	76,621	70,780	62,194
Roadcalls	1	0	1
Accidents	0	0	2
Vehicles	7	6	6
Driver Hours	6,215	5,910	5,800

Financial and General Data	2010	2011	2012
Expenses	\$200,852	\$189,350	\$185,131
Revenues	\$251,067	\$243,086	\$244,083
Commendations	0	0	0
Complaints	1	0	0
Passenger No-Shows	42	39	37
Unmet Trip Requests	14	14	13

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.00	0.00	2.65
Miles between Roadcalls	98,228	90,883	75,500
Avg. Trips per Driver Hour	0.63	0.61	0.62
Avg. Trips per Para Pass.	13.27	13.31	12.79
Cost per Trip	51.13	52.88	51.53
Cost per Paratransit Trip	51.13	52.88	51.53
Cost per Driver Hour	32.32	32.04	31.92
Cost per Total Mile	2.04	2.08	2.45

County: Lake	Demographics	Number	Percentage
CTC: Lake County Board of County Commissioners:	Total County Population / Percent of State Total	298,300	1.58%
Contact: Kenneth Harley	Potential TD Population / Percent of County Total	125,619	42.11%
P.O. Box 7800	UDPHC / Percent of TD Passengers Served	15,024	11.96%
Tavares, FL 32778-7800			
352-742-6580			
Email: kharley@lakecountyfl.gov			



<u>Trips By Type of Service</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>
Fixed Route (FR)	-	-	-
Deviated FR	884	1,235	1,344
Ambulatory	145,945	147,182	157,205
Non-Ambulatory	33,602	38,005	37,961
Stretcher	239	365	275
School Board	43,693	26,228	51,092
TOTAL TRIPS	224,363	213,015	247,877

<u>Vehicle Data</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>
Vehicle Miles	2,522,672	2,615,090	2,324,550
Revenue Miles	2,102,883	2,302,415	2,021,928
Roadcalls	146	98	100
Accidents	10	18	31
Vehicles	91	93	98
Driver Hours	119,697	138,426	146,509

<u>Passenger Trips By Trip Purpose</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>
Medical	74,556	68,787	98,495
Employment	48,915	44,656	19,811
Ed/Train/DayCare	60,807	61,272	92,145
Nutritional	21,125	19,042	23,994
Life-Sustaining/Other	18,960	19,258	13,432
TOTAL TRIPS	224,363	213,015	247,877

<u>Financial and General Data</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>
Expenses	\$5,037,403	\$4,677,740	\$5,190,848
Revenues	\$6,165,996	\$5,647,622	\$4,866,505
Commendations	26	87	121
Complaints	98	370	287
Passenger No-Shows	12,510	6,143	8,116
Unmet Trip Requests	6	179	3,111

<u>Passenger Trips By Funding Source</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>
CTD	22,326	30,061	31,074
AHCA	39,394	29,150	28,663
APD	42,859	48,992	58,613
DOEA	20,781	17,333	18,181
DOE	0	0	0
Other	99,003	87,479	111,346
TOTAL TRIPS	224,363	213,015	247,877

<u>Performance Measures</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>
Accidents per 100,000 Miles	0.40	0.69	1.33
Miles between Roadcalls	17,279	26,685	23,246
Avg. Trips per Driver Hour	1.87	1.54	1.69
Avg. Trips per Para Pass.	12.57	14.49	16.50
Cost per Trip	22.45	21.96	20.94
Cost per Paratransit Trip	22.45	21.96	20.94
Cost per Driver Hour	42.08	33.79	35.43
Cost per Total Mile	2.00	1.79	2.23

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	625,300	3.31%
Potential TD Population / Percent of County Total	237,461	37.98%
UDPHC / Percent of TD Passengers Served	2,029	0.85%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	141	65	65
Deviated FR	0	0	0
Ambulatory	103,778	94,677	81,127
Non-Ambulatory	26,025	29,295	29,163
Stretcher	457	342	346
School Board	0	0	0
TOTAL TRIPS	130,401	124,379	110,701

Vehicle Data	2010	2011	2012
Vehicle Miles	1,698,685	1,709,736	1,484,740
Revenue Miles	1,439,077	1,465,555	1,247,138
Roadcalls	45	41	45
Accidents	6	10	3
Vehicles	66	58	51
Driver Hours	95,281	96,803	79,588

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	61,842	71,904	72,361
Employment	1,933	0	0
Ed/Train/DayCare	61,297	48,214	34,763
Nutritional	5,329	4,154	3,457
Life-Sustaining/Other	0	107	120
TOTAL TRIPS	130,401	124,379	110,701

Financial and General Data	2010	2011	2012
Expenses	\$3,705,363	\$3,818,953	\$3,576,142
Revenues	\$4,261,324	\$3,121,212	\$3,007,303
Commendations	39	36	75
Complaints	129	119	52
Passenger No-Shows	3,166	8,911	9,464
Unmet Trip Requests	4,594	4,778	5,420

Passenger Trips By Funding Source	2010	2011	2012
CTD	18,349	19,946	22,590
AHCA	42,615	47,026	51,334
APD	57,204	43,798	24,288
DOEA	7,450	6,772	4,978
DOE	0	0	0

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.35	0.58	0.20
Miles between Roadcalls	37,749	41,701	32,994
Avg. Trips per Driver Hour	1.37	1.28	1.39
Avg. Trips per Para Pass.	71.26	59.88	54.64
Cost per Trip	28.42	30.70	32.30

County: Leon
 CTC: StarMetro-City of Tallahassee
 Contact: Ivan Maldonado
 555 Appleyard Dr.
 Tallahassee, FL 32304
 850-891-5200
 Email: ivan.maldonado@talgov.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	276,300	1.46%
Potential TD Population / Percent of County Total	97,657	35.34%
UDPHC / Percent of TD Passengers Served	8,409	8.61%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	174,813	175,035	176,872
Deviated FR	0	0	0
Ambulatory	59,290	66,953	65,554
Non-Ambulatory	12,758	13,490	11,171
Stretcher	74	49	46
School Board	0	0	0
TOTAL TRIPS	246,935	255,527	253,643

Vehicle Data	2010	2011	2012
Vehicle Miles	444,242	318,859	480,886
Revenue Miles	383,017	308,072	470,767
Roadcalls	5	0	2
Accidents	7	0	0
Vehicles	19	19	20
Driver Hours	43,399	45,093	46,220

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	70,504	73,573	75,429
Employment	27,370	30,075	39,240
Ed/Train/DayCare	138,062	131,053	133,050
Nutritional	9,417	12,713	3,046
Life-Sustaining/Other	1,582	8,113	2,878
TOTAL TRIPS	246,935	255,527	253,643

Financial and General Data	2010	2011	2012
Expenses	\$2,125,341	\$1,844,256	\$1,896,688
Revenues	\$1,803,239	\$1,844,256	\$1,896,688
Commendations	5	12	13
Complaints	54	82	68
Passenger No-Shows	1,167	935	773
Unmet Trip Requests	90	104	59

Passenger Trips By Funding Source	2010	2011	2012
CTD	182,600	176,896	164,538
AHCA	21,268	35,671	46,824
APD	33,287	32,016	27,967
DOEA	0	0	0
DOE	0	0	0
Other	9,780	10,944	14,314
TOTAL TRIPS	246,935	255,527	253,643

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	1.58	0.00	0.00
Miles between Roadcalls	88,848	318,859	240,443
Avg. Trips per Driver Hour	1.66	1.79	1.66
Avg. Trips per Para Pass.	21.19	23.53	21.79
Cost per Trip	8.61	7.22	7.48
Cost per Paratransit Trip	27.12	20.40	22.08
Cost per Driver Hour	45.07	36.41	36.68
Cost per Total Mile	4.40	5.15	3.53

County: Levy
 CTC: Levy Board of County Commissioners
 Contact: Connie Conley
 970 East Hathaway Avenue
 Bronson, FL 32621
 352-486-3485
 Email: cjconley@bellsouth.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	40,800	0.22%
Potential TD Population / Percent of County Total	20,390	49.98%
UDPHC / Percent of TD Passengers Served	1,166	5.72%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	0	0	0
Ambulatory	35,796	46,488	48,815
Non-Ambulatory	6,070	6,836	5,454
Stretcher	72	103	24
School Board	0	0	0
TOTAL TRIPS	41,938	53,427	54,293

Vehicle Data	2010	2011	2012
Vehicle Miles	658,929	1,652,000	791,395
Revenue Miles	547,511	777,596	659,152
Roadcalls	13	3	6
Accidents	3	1	4
Vehicles	25	26	25
Driver Hours	27,256	31,151	32,396

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	22,290	21,222	25,823
Employment	1,588	3,979	2,431
Ed/Train/DayCare	14,621	25,691	23,812
Nutritional	393	895	737
Life-Sustaining/Other	3,046	1,640	1,490
TOTAL TRIPS	41,938	53,427	54,293

Financial and General Data	2010	2011	2012
Expenses	\$1,385,615	\$1,369,184	\$1,688,930
Revenues	\$1,837,385	\$1,509,009	\$1,661,838
Commendations	6	5	6
Complaints	0	0	2
Passenger No-Shows	955	891	1,017
Unmet Trip Requests	838	807	723

Passenger Trips By Funding Source	2010	2011	2012
CTD	9,681	7,238	6,450
AHCA	10,776	11,857	11,121
APD	14,041	13,694	11,389
DOEA	393	887	737
DOE	0	0	0
Other	7,047	19,751	24,596
TOTAL TRIPS	41,938	53,427	54,293

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.46	0.06	0.51
Miles between Roadcalls	50,687	550,667	131,899
Avg. Trips per Driver Hour	1.54	1.72	1.68
Avg. Trips per Para Pass.	47.82	58.01	46.56
Cost per Trip	33.04	25.63	31.11
Cost per Paratransit Trip	33.04	25.63	31.11
Cost per Driver Hour	50.84	43.95	52.13
Cost per Total Mile	2.10	0.83	2.13

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	8,400	0.04%
Potential TD Population / Percent of County Total	2,871	34.18%
UDPHC / Percent of TD Passengers Served	1,487	51.79%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	0	0	0
Ambulatory	32,356	30,819	30,025
Non-Ambulatory	1,218	1,166	1,137
Stretcher	1	4	2
School Board	0	0	0
TOTAL TRIPS	33,575	31,989	31,164

Vehicle Data	2010	2011	2012
Vehicle Miles	391,980	377,251	387,393
Revenue Miles	391,949	377,050	367,250
Roadcalls	2	2	1
Accidents	0	0	1
Vehicles	19	18	18
Driver Hours	21,620	20,467	18,720

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	18,256	17,392	16,921
Employment	189	179	164
Ed/Train/DayCare	8,382	7,988	7,852
Nutritional	2,154	2,054	2,015
Life-Sustaining/Other	4,594	4,376	4,212
TOTAL TRIPS	33,575	31,989	31,164

Financial and General Data	2010	2011	2012
Expenses	\$368,387	\$362,373	\$371,250
Revenues	\$371,478	\$365,040	\$392,210
Commendations	2	2	2
Complaints	0	1	1
Passenger No-Shows	21	19	26
Unmet Trip Requests	12	10	9

Passenger Trips By Funding Source	2010	2011	2012
CTD	25,849	24,628	20,041
AHCA	3,777	3,599	7,549
APD	141	134	0
DOEA	1,154	1,100	1,090
DOE	0	0	0
Other	2,654	2,528	2,484
TOTAL TRIPS	33,575	31,989	31,164

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.00	0.00	0.26
Miles between Roadcalls	195,990.0	188,626.0	387,393.0
Avg. Trips per Driver Hour	1.55	1.56	1.66
Avg. Trips per Para Pass.	21.36	21.06	20.96
Cost per Trip	10.97	11.33	11.91
Cost per Paratransit Trip	10.97	11.33	11.91
Cost per Driver Hour	17.04	17.71	19.83
Cost per Total Mile	0.94	0.96	0.96

County: Madison
 CTC: Big Bend Transit
 Contact: Sandi Mazza
 Post Office Box 1721
 Tallahassee, FL 32302
 850-576-6266
 Email: twbbt@aol.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	19,300	0.10%
Potential TD Population / Percent of County Total	8,491	43.99%
UDPHC / Percent of TD Passengers Served	5,434	64.00%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	0	0	961
Ambulatory	23,048	22,233	16,907
Non-Ambulatory	1,732	2,395	2,615
Stretcher	40	86	90
School Board	0	0	0
TOTAL TRIPS	24,820	24,714	20,573

Vehicle Data	2010	2011	2012
Vehicle Miles	310,195	295,978	256,953
Revenue Miles	265,790	256,636	216,158
Roadcalls	0	1	1
Accidents	0	0	0
Vehicles	16	15	13
Driver Hours	16,831	12,668	15,337

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	10,067	10,602	10,557
Employment	1,743	2,068	2,625
Ed/Train/DayCare	6,587	6,282	5,751
Nutritional	5,250	4,469	0
Life-Sustaining/Other	1,173	1,293	1,640
TOTAL TRIPS	24,820	24,714	20,573

Financial and General Data	2010	2011	2012
Expenses	\$713,024	\$541,858	\$739,812
Revenues	\$713,087	\$679,906	\$664,709
Commendations	0	0	0
Complaints	2	2	0
Passenger No-Shows	156	155	282
Unmet Trip Requests	0	0	0

Passenger Trips By Funding Source	2010	2011	2012
CTD	5,806	6,469	6,684
AHCA	5,369	6,139	5,994
APD	0	4,120	5,751
DOEA	5,250	4,469	0
DOE	4	0	2
Other	8,391	3,517	2,142
TOTAL TRIPS	24,820	24,714	20,573

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.00	0.00	0.00
Miles between Roadcalls	310,195	295,978	256,953
Avg. Trips per Driver Hour	1.47	1.95	1.34
Avg. Trips per Para Pass.	5.78	4.89	3.79
Cost per Trip	28.73	21.93	35.96
Cost per Paratransit Trip	28.73	21.93	35.96
Cost per Driver Hour	42.36	42.77	48.24
Cost per Total Mile	2.30	1.83	2.88

County: Manatee
 CTC: Manatee County Area Transit
 Contact: Benita L. Zarr
 1108 26th Avenue East
 Bradenton, FL 34208
 941-708-7426
 Email: benita.zarr@mymanatee.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	325,900	1.72%
Potential TD Population / Percent of County Total	147,729	45.33%
UDPHC / Percent of TD Passengers Served	9,706	6.57%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	135,768	173,850	48,143
Deviated FR	0	0	0
Ambulatory	111,167	243,046	172,206
Non-Ambulatory	25,732	55,113	37,619
Stretcher	0	332	424
School Board	4	0	0
TOTAL TRIPS	272,671	472,341	258,392

Vehicle Data	2010	2011	2012
Vehicle Miles	944,355	1,021,941	1,061,752
Revenue Miles	731,514	817,991	861,619
Roadcalls	7	16	111
Accidents	10	11	55
Vehicles	56	65	87
Driver Hours	63,096	69,628	97,390

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	73,910	132,569	74,924
Employment	33,043	31,569	26,118
Ed/Train/DayCare	18,702	84,129	85,714
Nutritional	7,411	103,864	2,410
Life-Sustaining/Other	139,605	120,210	69,226
TOTAL TRIPS	272,671	472,341	258,392

Financial and General Data	2010	2011	2012
Expenses	\$3,225,408	\$3,949,881	\$4,043,556
Revenues	\$3,225,408	\$3,642,067	\$3,997,794
Commendations	4	6	56
Complaints	37	34	60
Passenger No-Shows	1,156	897	1,431
Unmet Trip Requests	309	240	203

Passenger Trips By Funding Source	2010	2011	2012
CTD	28,874	140,393	30,745
AHCA	2,699	2,791	79,634
APD	28,338	69,644	38,845
DOEA	21,618	21,744	15,580
DOE	0	0	16,462
Other	191,142	237,769	77,126
TOTAL TRIPS	272,671	472,341	258,392

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	1.06	1.08	5.18
Miles between Roadcalls	134,908	63,871	9,565
Avg. Trips per Driver Hour	2.17	4.29	2.16
Avg. Trips per Para Pass.	39.76	85.28	39.51
Cost per Trip	11.83	8.36	15.65
Cost per Paratransit Trip	23.52	10.62	16.02
Cost per Driver Hour	51.04	45.52	34.57
Cost per Total Mile	3.41	3.10	3.17

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	331,700	1.75%
Potential TD Population / Percent of County Total	158,738	47.86%
UDPHC / Percent of TD Passengers Served	7,747	4.88%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	0	0	0
Ambulatory	143,035	139,147	139,939
Non-Ambulatory	54,151	57,477	61,320
Stretcher	778	1,021	1,097
School Board	0	0	0
TOTAL TRIPS	197,964	197,645	202,356

Vehicle Data	2010	2011	2012
Vehicle Miles	1,819,872	1,907,213	1,849,858
Revenue Miles	1,681,926	1,770,192	1,581,919
Roadcalls	13	28	13
Accidents	3	4	4
Vehicles	86	93	109
Driver Hours	152,880	153,920	162,240

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	150,003	150,210	155,302
Employment	1,981	1,976	2,007
Ed/Train/DayCare	10,135	9,882	10,442
Nutritional	23,998	23,717	25,313
Life-Sustaining/Other	11,847	11,860	9,292
TOTAL TRIPS	197,964	197,645	202,356

Financial and General Data	2010	2011	2012
Expenses	\$4,070,355	\$4,550,487	\$4,324,026
Revenues	\$3,715,668	\$3,905,408	\$3,947,075
Commendations	24	30	28
Complaints	26	28	26
Passenger No-Shows	11,669	10,090	9,245
Unmet Trip Requests	815	1,032	899

Passenger Trips By Funding Source	2010	2011	2012
CTD	40,090	39,077	36,977
AHCA	51,007	55,235	65,951
APD	46,433	44,195	42,536
DOEA	1,704	1,413	1,026
DOE	0	0	0
Other	58,730	57,725	55,866
TOTAL TRIPS	197,964	197,645	202,356

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.16	0.21	0.22
Miles between Roadcalls	139,990	68,115	142,297
Avg. Trips per Driver Hour	1.29	1.28	1.25
Avg. Trips per Para Pass.	28.70	24.71	26.12
Cost per Trip	20.56	23.02	21.37
Cost per Paratransit Trip	20.56	23.02	21.37
Cost per Driver Hour	26.62	29.56	26.65
Cost per Total Mile	2.24	2.39	2.34

County: Martin
 CTC: Medical Transportation Management, Inc.
 Contact: Lisa Sanders
 759 South Federal Highway
 Stuart, FL 34994
 772-266-4971
 Email: lusanders@mtm-inc.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	146,700	0.78%
Potential TD Population / Percent of County Total	71,385	48.66%
UDPHC / Percent of TD Passengers Served	1,438	2.01%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	19,164	23,672	1,678
Ambulatory	17,844	32,899	25,853
Non-Ambulatory	5,929	21,961	12,020
Stretcher	95	21	6
School Board	0	0	0
TOTAL TRIPS	43,032	78,553	39,557

Passenger Trips By Trip Purpose

Medical	18,105	14,864	8,283
Employment	2,255	4,527	3,477
Ed/Train/DayCare	1,668	28,808	12,340
Nutritional	43	31	75
Life-Sustaining/Other	20,961	30,323	15,382
TOTAL TRIPS	43,032	78,553	39,557

Passenger Trips By Funding Source

CTD	14,140	8,370	7,067
AHCA	8,540	5,827	7,378
APD	0	11,470	11,137
DOEA	0	0	0
DOE	0	0	0
Other	20,352	52,886	13,975
TOTAL TRIPS	43,032	78,553	39,557

Vehicle Data	2010	2011	2012
Vehicle Miles	235,935	330,354	333,503
Revenue Miles	120,327	184,022	200,492
Roadcalls	0	0	5
Accidents	2	0	0
Vehicles	57	36	21
Driver Hours	56,160	81,360	64,811

Financial and General Data

Expenses	\$784,845	\$744,260	\$511,497
Revenues	\$821,591	\$712,488	\$519,134
Commendations	0	0	0
Complaints	78	55	97
Passenger No-Shows	578	424	283
Unmet Trip Requests	493	517	431

Performance Measures

Accidents per 100,000 Miles	0.85	0.00	0.00
Miles between Roadcalls	235,935	330,354	66,701
Avg. Trips per Driver Hour	0.77	0.97	0.61
Avg. Trips per Para Pass.	26.22	48.43	27.51
Cost per Trip	18.24	9.47	12.93
Cost per Paratransit Trip	18.24	9.47	12.93
Cost per Driver Hour	13.98	9.15	7.89
Cost per Total Mile	3.33	2.25	1.53

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	2,516,500	13.31%
Potential TD Population / Percent of County Total	978,576	38.89%
UDPHC / Percent of TD Passengers Served	244,000	24.93%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	21,945,342	22,953,737	21,987,950
Deviated FR	0	0	0
Ambulatory	2,783,805	2,002,599	2,589,977
Non-Ambulatory	1,056,815	1,037,265	519,884
Stretcher	0	1,415	0
School Board	0	794	0
TOTAL TRIPS	25,785,962	25,995,810	25,097,811

Passenger Trips by Trip Purpose	2010	2011	2012
Medical	8,767,229	9,358,492	9,077,383
Employment	2,836,455	519,916	1,128,455
Ed/Train/DayCare	5,157,192	6,238,995	5,698,093
Nutritional	1,289,298	8,318,659	8,027,223
Life-Sustaining/Other	7,735,788	1,559,748	1,166,657
TOTAL TRIPS	25,785,962	25,995,810	25,097,811

Passenger Trips by Funding Source	2010	2011	2012
CTD	2,563,125	2,705,643	1,756,847
AHCA	1,856,589	1,921,090	125,489
APD	781,312	3,711,591	1,330,183
DOEA	3,274,817	2,261,635	752,934
DOE	0	155,974	0
Other	17,310,119	15,239,877	21,132,358
TOTAL TRIPS	25,785,962	25,995,810	25,097,811

Vehicle Data	2010	2011	2012
Vehicle Miles	26,836,716	26,311,216	27,391,227
Revenue Miles	24,851,335	23,938,887	23,004,484
Roadcalls	24	71	48
Accidents	17	23	22
Vehicles	836	845	733
Driver Hours	1,982,373	1,567,200	1,709,462

Financial and General Data	2010	2011	2012
Expenses	\$135,000,889	\$144,915,741	\$126,407,272
Revenues	\$100,426,708	\$114,738,490	\$107,734,042
Commendations	0	0	0
Complaints	4,531	4,000	541
Passenger No-Shows	0	35,000	2,500
Unmet Trip Requests	564,840	104,497	2,470

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.06	0.09	0.08
Miles between Roadcalls	1,118,197	370,581	570,651
Avg. Trips per Driver Hour	1.94	1.94	1.82
Avg. Trips per Para Pass.	73.86	46.09	62.20
Cost per Trip	5.24	5.57	5.04
Cost per Paratransit Trip	33.81	43.36	36.35
Cost per Driver Hour	65.50	84.17	66.13
Cost per Total Mile	4.84	5.01	4.13

County: Monroe
 CTC: Guidance/Care Center
 Contact: Maureen Grynewicz
 3000 41st Street, Ocean
 Marathon, FL 33050
 305-434-7660
 Email: maureen.grynewicz@westcare.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	72,700	0.38%
Potential TD Population / Percent of County Total	39,050	53.71%
UDPHC / Percent of TD Passengers Served	1,870	4.79%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	14,399	24,591	29,038
Deviated FR	0	0	0
Ambulatory	86,803	88,476	77,351
Non-Ambulatory	6,314	4,811	6,201
Stretcher	1	0	0
School Board	0	0	0
TOTAL TRIPS	107,517	117,878	112,590

Vehicle Data	2010	2011	2012
Vehicle Miles	955,852	1,036,008	1,016,530
Revenue Miles	867,017	931,418	914,877
Roadcalls	12	10	5
Accidents	5	5	2
Vehicles	52	54	51
Driver Hours	113,360	90,480	92,560

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	43,017	42,439	35,394
Employment	3,617	2,959	3,321
Ed/Train/DayCare	21,714	22,954	20,741
Nutritional	10,768	9,066	7,240
Life-Sustaining/Other	28,401	40,460	45,894
TOTAL TRIPS	107,517	117,878	112,590

Financial and General Data	2010	2011	2012
Expenses	\$2,098,744	\$2,109,025	\$2,118,313
Revenues	\$1,903,912	\$2,008,872	\$2,010,333
Commendations	18	6	0
Complaints	17	0	0
Passenger No-Shows	566	375	661
Unmet Trip Requests	0	0	0

Passenger Trips By Funding Source	2010	2011	2012
CTD	46,926	61,967	54,983
AHCA	23,256	24,206	23,297
APD	2,193	2,266	1,723
DOEA	0	0	0
DOE	0	0	0
Other	35,142	29,439	32,587
TOTAL TRIPS	107,517	117,878	112,590

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.52	0.48	0.20
Miles between Roadcalls	79,654	103,601	203,306
Avg. Trips per Driver Hour	0.82	1.03	0.90
Avg. Trips per Para Pass.	36.43	50.87	50.95
Cost per Trip	19.52	17.89	18.81
Cost per Paratransit Trip	22.50	22.56	25.32
Cost per Driver Hour	18.48	23.26	22.85
Cost per Total Mile	2.19	2.03	2.08

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	73,700	0.39%
Potential TD Population / Percent of County Total	19,059	25.86%
UDPHC / Percent of TD Passengers Served	1,202	6.31%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	0	640	7,288
Ambulatory	56,443	57,761	57,247
Non-Ambulatory	7,607	7,309	7,996
Stretcher	54	48	22
School Board	0	0	0
TOTAL TRIPS	64,104	65,758	72,553

Vehicle Data	2010	2011	2012
Vehicle Miles	528,799	548,984	666,582
Revenue Miles	423,444	428,365	520,102
Roadcalls	12	12	10
Accidents	1	1	0
Vehicles	19	21	22
Driver Hours	34,266	40,362	40,708

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	34,525	37,432	36,234
Employment	3,130	3,872	3,706
Ed/Train/DayCare	2,327	1,881	9,667
Nutritional	15,808	15,204	15,887
Life-Sustaining/Other	8,314	7,369	7,059
TOTAL TRIPS	64,104	65,758	72,553

Financial and General Data	2010	2011	2012
Expenses	\$1,010,320	\$1,079,084	\$1,168,152
Revenues	\$948,468	\$987,854	\$1,102,262
Commendations	0	0	0
Complaints	0	0	1
Passenger No-Shows	519	821	679
Unmet Trip Requests	205	327	366

Passenger Trips By Funding Source	2010	2011	2012
CTD	22,147	26,814	30,463
AHCA	20,274	16,447	15,820
APD	0	0	0
DOEA	19,408	17,228	16,943
DOE	0	0	2,136
Other	2,275	5,269	7,191
TOTAL TRIPS	64,104	65,758	72,553

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.19	0.18	0.00
Miles between Roadcalls	44,067	45,749	66,658
Avg. Trips per Driver Hour	1.87	1.63	1.78
Avg. Trips per Para Pass.	65.61	59.67	60.36
Cost per Trip	15.76	16.41	16.10
Cost per Paratransit Trip	15.76	16.41	16.10
Cost per Driver Hour	29.48	26.74	28.70
Cost per Total Mile	1.91	1.97	1.75

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	181,700	0.96%
Potential TD Population / Percent of County Total	60,814	33.47%
UDPHC / Percent of TD Passengers Served	6,682	10.99%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	40,070	47,720	53,612
Deviated FR	0	0	0
Ambulatory	75,940	71,211	76,507
Non-Ambulatory	17,700	17,979	20,097
Stretcher	1	1	1
School Board	0	0	0
TOTAL TRIPS	133,711	136,911	150,217

Vehicle Data	2010	2011	2012
Vehicle Miles	683,233	673,237	714,372
Revenue Miles	591,105	585,978	624,943
Roadcalls	1	4	9
Accidents	3	2	1
Vehicles	65	64	62
Driver Hours	64,888	63,044	62,284

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	58,722	64,348	73,606
Employment	41,595	46,549	51,074
Ed/Train/DayCare	11,374	8,521	7,511
Nutritional	14,680	13,691	13,520
Life-Sustaining/Other	7,340	3,802	4,506
TOTAL TRIPS	133,711	136,911	150,217

Financial and General Data	2010	2011	2012
Expenses	\$1,577,959	\$1,611,300	\$1,814,943
Revenues	\$1,598,338	\$1,557,996	\$1,974,960
Commendations	8	8	11
Complaints	12	16	16
Passenger No-Shows	498	524	610
Unmet Trip Requests	583	496	470

Passenger Trips By Funding Source	2010	2011	2012
CTD	46,023	43,154	44,894
AHCA	15,398	18,254	19,727
APD	0	0	3,582
DOEA	6,828	6,170	5,576
DOE	601	858	1,004
Other	64,861	68,475	75,434
TOTAL TRIPS	133,711	136,911	150,217

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.44	0.30	0.14
Miles between Roadcalls	683,233	168,309	79,375
Avg. Trips per Driver Hour	1.44	1.41	1.55
Avg. Trips per Para Pass.	15.78	15.32	16.02
Cost per Trip	11.80	11.77	12.08
Cost per Paratransit Trip	16.85	18.06	18.79
Cost per Driver Hour	24.32	25.56	29.14
Cost per Total Mile	2.31	2.39	2.54

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	39,900	0.21%
Potential TD Population / Percent of County Total	21,639	54.23%
UDPHC / Percent of TD Passengers Served	716	3.31%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	0	0	0
Ambulatory	38,358	35,731	35,449
Non-Ambulatory	4,747	4,858	5,620
Stretcher	1	0	8
School Board	0	0	0
TOTAL TRIPS	43,106	40,589	41,077

Vehicle Data	2010	2011	2012
Vehicle Miles	636,582	668,895	648,260
Revenue Miles	431,472	460,674	425,229
Roadcalls	8	8	10
Accidents	2	3	2
Vehicles	15	15	15
Driver Hours	24,366	26,083	24,475

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	14,891	15,659	14,617
Employment	24,793	21,761	22,672
Ed/Train/DayCare	13	33	565
Nutritional	2,206	2,195	2,192
Life-Sustaining/Other	1,203	941	1,031
TOTAL TRIPS	43,106	40,589	41,077

Financial and General Data	2010	2011	2012
Expenses	\$729,272	\$783,701	\$708,657
Revenues	\$666,638	\$694,289	\$697,040
Commendations	5	5	5
Complaints	11	9	10
Passenger No-Shows	553	734	817
Unmet Trip Requests	363	205	178

Passenger Trips By Funding Source	2010	2011	2012
CTD	5,275	4,935	6,481
AHCA	10,614	10,385	10,080
APD	22,496	18,840	19,248
DOEA	995	1,240	1,260
DOE	0	0	0
Other	3,726	5,189	4,008
TOTAL TRIPS	43,106	40,589	41,077

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.31	0.45	0.31
Miles between Roadcalls	79,573	83,612	64,826
Avg. Trips per Driver Hour	1.77	1.56	1.68
Avg. Trips per Para Pass.	62.29	59.43	57.37
Cost per Trip	16.92	19.31	17.25
Cost per Paratransit Trip	16.92	19.31	17.25
Cost per Driver Hour	29.93	30.05	28.95
Cost per Total Mile	1.15	1.17	1.09

County: Orange
 CTC: Central FL Regional Transportation Authority
 Contact: William E. Hearndon
 455 North Garland Avenue
 Orlando, FL 32801
 407-254-6092
 Email: bhearndon@golynx.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	1,157,300	6.12%
Potential TD Population / Percent of County Total	374,322	32.34%
UDPHC / Percent of TD Passengers Served	28,896	7.72%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	805,603	479,078	783,737
Deviated FR	76,520	77,376	94,352
Ambulatory	571,512	594,348	669,100
Non-Ambulatory	166,654	164,512	162,795
Stretcher	9,988	10,286	10,794
School Board	0	0	0
TOTAL TRIPS	1,630,277	1,325,600	1,720,778

Vehicle Data	2010	2011	2012
Vehicle Miles	7,481,054	7,067,527	8,335,715
Revenue Miles	6,280,172	5,788,804	6,709,385
Roadcalls	344	250	199
Accidents	165	169	249
Vehicles	226	293	284
Driver Hours	474,823	537,824	569,669

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	902,911	691,402	1,003,523
Employment	193,173	147,415	164,491
Ed/Train/DayCare	302,736	286,977	296,276
Nutritional	68,772	61,624	81,426
Life-Sustaining/Other	162,685	138,182	175,062
TOTAL TRIPS	1,630,277	1,325,600	1,720,778

Financial and General Data	2010	2011	2012
Expenses	\$14,417,549	\$16,871,102	\$19,071,893
Revenues	\$14,201,407	\$15,634,093	\$17,901,039
Commendations	54	74	117
Complaints	498	461	342
Passenger No-Shows	34,825	36,979	39,141
Unmet Trip Requests	2,921	18,619	13,759

Passenger Trips By Funding Source	2010	2011	2012
CTD	59,749	55,907	67,729
AHCA	231,518	242,489	297,194
APD	158,276	188,439	177,964
DOEA	0	75,783	70,006
DOE	0	0	0
Other	1,180,734	762,982	1,107,885
TOTAL TRIPS	1,630,277	1,325,600	1,720,778

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	2.21	2.39	2.99
Miles between Roadcalls	21,747	28,270	41,888
Avg. Trips per Driver Hour	1.74	1.57	1.64
Avg. Trips per Para Pass.	42.24	33.85	34.63
Cost per Trip	8.84	12.73	11.08
Cost per Paratransit Trip	17.48	19.93	20.35
Cost per Driver Hour	30.36	31.37	33.48
Cost per Total Mile	1.93	2.39	2.29



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

Demographics	Number	Percentage
Total County Population / Percent of State Total	273,900	1.45%
Potential TD Population / Percent of County Total	89,826	32.80%
UDPHC / Percent of TD Passengers Served	7,678	8.55%

Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	214,036	127,284	208,227
Deviated FR	20,330	20,558	25,068
Ambulatory	151,842	157,908	177,770
Non-Ambulatory	44,277	43,709	43,252
Stretcher	2,654	2,733	2,868
School Board	0	0	0
TOTAL TRIPS	433,139	352,192	457,185

Vehicle Data	2010	2011	2012
Vehicle Miles	1,987,598	1,877,732	2,214,670
Revenue Miles	1,668,543	1,537,996	1,782,579
Roadcalls	91	66	53
Accidents	45	45	66
Vehicles	60	78	76
Driver Hours	126,153	142,891	150,992

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	239,889	183,695	266,620
Employment	51,323	39,166	43,703
Ed/Train/DayCare	80,432	76,245	78,716
Nutritional	18,272	16,373	21,635
Life-Sustaining/Other	43,223	36,713	46,511
TOTAL TRIPS	433,139	352,192	457,185

Financial and General Data	2010	2011	2012
Expenses	\$3,830,517	\$4,482,388	\$5,067,102
Revenues	\$3,773,092	\$4,153,736	\$4,756,025
Commendations	15	20	31
Complaints	132	123	92
Passenger No-Shows	9,252	9,825	10,399
Unmet Trip Requests	776	4,947	3,656

Passenger Trips By Funding Source	2010	2011	2012
CTD	15,874	14,854	17,995
AHCA	61,511	64,425	78,960
APD	42,051	50,065	47,282
DOEA	0	20,134	18,600
DOE	0	0	0
Other	313,703	202,714	294,348
TOTAL TRIPS	433,139	352,192	457,185

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	2.26	2.40	2.98
Miles between Roadcalls	21,842	28,450	41,786
Avg. Trips per Driver Hour	1.74	1.57	1.65
Avg. Trips per Para Pass.	42.24	33.85	34.63
Cost per Trip	8.84	12.73	11.08
Cost per Paratransit Trip	17.48	19.93	20.35
Cost per Driver Hour	30.36	31.37	33.56
Cost per Total Mile	1.93	2.39	2.29

County: Palm Beach
 CTC: Palm Beach County
 Contact: Michael Bertelle
 3044 S. Military Trail, Suite D
 Lake Worth, FL , FL 33463
 561-649-9848
 Email: mbertelle@pbcgov.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	1,325,800	7.01%
Potential TD Population / Percent of County Total	581,161	43.83%
UDPHC / Percent of TD Passengers Served	17,928	3.08%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	3,873,178	3,792,916	3,358,842
Deviated FR	6,142	0	0
Ambulatory	924,127	864,040	728,010
Non-Ambulatory	169,518	165,668	136,946
Stretcher	0	0	0
School Board	0	0	0
TOTAL TRIPS	4,972,965	4,822,624	4,223,798

Vehicle Data	2010	2011	2012
Vehicle Miles	10,422,417	10,400,153	9,235,777
Revenue Miles	9,565,579	9,519,480	8,643,012
Roadcalls	368	370	462
Accidents	238	230	206
Vehicles	311	246	201
Driver Hours	663,301	707,293	557,081

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	1,839,997	1,784,371	1,562,805
Employment	497,297	434,036	422,380
Ed/Train/DayCare	895,134	868,072	718,046
Nutritional	497,297	530,489	422,380
Life-Sustaining/Other	1,243,240	1,205,656	1,098,187
TOTAL TRIPS	4,972,965	4,822,624	4,223,798

Financial and General Data	2010	2011	2012
Expenses	\$30,615,239	\$30,545,226	\$27,992,154
Revenues	\$27,653,859	\$23,253,460	\$22,395,327
Commendations	1,960	1,719	1,896
Complaints	1,455	1,129	1,162
Passenger No-Shows	30,575	27,537	21,758
Unmet Trip Requests	159	295	0

Passenger Trips By Funding Source	2010	2011	2012
CTD	1,971,439	1,670,132	1,637,383
AHCA	0	0	0
APD	60,686	0	0
DOEA	53,144	184,751	13,033
DOE	0	0	0
Other	2,887,696	2,967,741	2,573,382
TOTAL TRIPS	4,972,965	4,822,624	4,223,798

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	2.28	2.21	2.23
Miles between Roadcalls	28,322	28,109	19,991
Avg. Trips per Driver Hour	1.66	1.46	1.55
Avg. Trips per Para Pass.	63.06	59.61	76.54
Cost per Trip	6.16	6.33	6.63
Cost per Paratransit Trip	23.86	24.59	27.02
Cost per Driver Hour	39.56	35.80	41.95
Cost per Total Mile	2.52	2.43	2.53

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	466,500	2.47%
Potential TD Population / Percent of County Total	234,199	50.20%
UDPHC / Percent of TD Passengers Served	8,682	3.71%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	190,976	254,094	260,379
Deviated FR	0	0	0
Ambulatory	128,036	124,723	129,455
Non-Ambulatory	18,230	19,216	21,266
Stretcher	1,201	612	644
School Board	12,977	9,050	6,528
TOTAL TRIPS	351,420	407,695	418,272

Vehicle Data	2010	2011	2012
Vehicle Miles	1,192,352	1,177,213	1,280,727
Revenue Miles	1,042,257	1,026,940	1,118,841
Roadcalls	20	11	14
Accidents	2	3	5
Vehicles	116	122	123
Driver Hours	64,029	67,584	83,008

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	218,001	270,671	292,226
Employment	30,121	35,291	35,700
Ed/Train/DayCare	51,678	57,299	42,071
Nutritional	13,016	10,828	11,353
Life-Sustaining/Other	38,604	33,606	36,922
TOTAL TRIPS	351,420	407,695	418,272

Financial and General Data	2010	2011	2012
Expenses	\$2,902,554	\$3,102,797	\$3,126,355
Revenues	\$2,902,554	\$3,102,797	\$3,126,355
Commendations	14	16	10
Complaints	103	26	15
Passenger No-Shows	1,144	1,047	1,711
Unmet Trip Requests	1,772	64	279

Passenger Trips By Funding Source	2010	2011	2012
CTD	22,681	23,232	161,230
AHCA	164,285	222,809	94,023
APD	23,295	43,318	31,373
DOEA	15,965	13,667	17,658
DOE	28,150	37,111	31,262
Other	97,044	67,558	82,726
TOTAL TRIPS	351,420	407,695	418,272

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.17	0.25	0.39
Miles between Roadcalls	59,618	107,019	91,481
Avg. Trips per Driver Hour	2.51	2.27	1.90
Avg. Trips per Para Pass.	33.24	27.69	24.76
Cost per Trip	8.26	7.61	7.47
Cost per Paratransit Trip	18.06	20.17	19.78
Cost per Driver Hour	45.26	45.85	37.62
Cost per Total Mile	2.43	2.63	2.44

County: Pinellas
 CTC: Pinellas County MPO
 Contact: Heather Sobush
 310 Court Street
 Clearwater, FL 33756
 727-464-8200
 Email: hsobush@pinellascounty.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	918,500	4.86%
Potential TD Population / Percent of County Total	457,523	49.81%
UDPHC / Percent of TD Passengers Served	45,213	9.88%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	2,647,364	1,764,302	1,148,820
Deviated FR	0	0	0
Ambulatory	808,473	791,135	737,990
Non-Ambulatory	215,477	225,766	189,684
Stretcher	1	1	1
School Board	0	0	0
TOTAL TRIPS	3,671,315	2,781,204	2,076,495

Vehicle Data	2010	2011	2012
Vehicle Miles	7,050,696	8,016,194	6,477,019
Revenue Miles	4,980,544	5,955,452	5,266,002
Roadcalls	151	201	57
Accidents	67	45	47
Vehicles	733	708	699
Driver Hours	632,663	744,658	593,977

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	1,338,366	1,003,830	588,922
Employment	1,336,468	994,957	755,691
Ed/Train/DayCare	366,239	287,374	276,454
Nutritional	175,509	157,456	130,491
Life-Sustaining/Other	454,733	337,587	324,937
TOTAL TRIPS	3,671,315	2,781,204	2,076,495

Financial and General Data	2010	2011	2012
Expenses	\$17,325,686	\$17,558,540	\$15,641,278
Revenues	\$17,085,064	\$17,091,519	\$15,298,093
Commendations	56	41	15
Complaints	291	214	454
Passenger No-Shows	14,898	9,442	9,261
Unmet Trip Requests	1,328	1,399	2,134

Passenger Trips By Funding Source	2010	2011	2012
CTD	2,043,528	1,560,976	1,199,568
AHCA	873,933	450,009	172,788
APD	219,852	232,223	199,749
DOEA	115,338	104,906	99,060
DOE	2,801	3,562	4,588
Other	415,863	429,528	400,742
TOTAL TRIPS	3,671,315	2,781,204	2,076,495

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.95	0.56	0.73
Miles between Roadcalls	46,693.0	39,882.0	113,632.0
Avg. Trips per Driver Hour	1.62	1.37	1.56
Avg. Trips per Para Pass.	29.49	29.12	24.89
Cost per Trip	4.72	6.31	7.53
Cost per Paratransit Trip	15.87	16.06	15.31
Cost per Driver Hour	25.68	21.94	23.92
Cost per Total Mile	2.30	2.04	2.19

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	604,800	3.20%
Potential TD Population / Percent of County Total	220,679	36.49%
UDPHC / Percent of TD Passengers Served	27,340	12.39%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	168,129	222,554	221,255
Deviated FR	56	0	105
Ambulatory	223,803	241,330	231,716
Non-Ambulatory	51,229	49,777	52,541
Stretcher	1,516	1,607	1,026
School Board	48,079	0	0
TOTAL TRIPS	492,812	515,268	506,643

Vehicle Data	2010	2011	2012
Vehicle Miles	2,592,800	2,295,834	2,397,371
Revenue Miles	2,051,019	1,839,617	1,992,506
Roadcalls	94	106	115
Accidents	29	17	19
Vehicles	156	131	136
Driver Hours	204,682	219,340	264,991

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	248,023	225,209	268,389
Employment	70,707	23,858	15,798
Ed/Train/DayCare	67,927	89,876	93,228
Nutritional	32,450	65,879	61,260
Life-Sustaining/Other	73,705	110,446	67,968
TOTAL TRIPS	492,812	515,268	506,643

Financial and General Data	2010	2011	2012
Expenses	\$6,484,994	\$8,303,047	\$8,463,034
Revenues	\$6,355,256	\$8,027,991	\$8,350,723
Commendations	7	17	19
Complaints	40	30	64
Passenger No-Shows	17,820	4,533	2,620
Unmet Trip Requests	1,529	164	488

Passenger Trips By Funding Source	2010	2011	2012
CTD	29,601	73,382	61,379
AHCA	144,137	87,274	90,410
APD	13,736	118,338	115,249
DOEA	57,565	52,815	53,808
DOE	26,064	28,533	51,538
Other	221,709	154,926	134,259
TOTAL TRIPS	492,812	515,268	506,643

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	1.12	0.74	0.79
Miles between Roadcalls	27,583.0	21,659.0	20,847.0
Avg. Trips per Driver Hour	1.59	1.33	1.08
Avg. Trips per Para Pass.	24.11	44.12	42.27
Cost per Trip	13.16	16.11	16.70
Cost per Paratransit Trip	19.89	28.21	29.37
Cost per Driver Hour	31.55	37.65	31.63
Cost per Total Mile	2.49	3.60	3.50

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	74,100	0.39%
Potential TD Population / Percent of County Total	43,654	58.91%
UDPHC / Percent of TD Passengers Served	11,687	26.77%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	134,919	139,857	132,076
Ambulatory	0	0	0
Non-Ambulatory	16,564	16,537	15,102
Stretcher	1,537	1,202	1,221
School Board	0	0	0
TOTAL TRIPS	153,020	157,596	148,399

Vehicle Data	2010	2011	2012
Vehicle Miles	778,261	809,101	740,460
Revenue Miles	633,504	658,608	602,734
Roadcalls	25	27	9
Accidents	2	6	4
Vehicles	32	34	33
Driver Hours	57,415	60,458	49,519

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	11,735	13,587	10,980
Employment	62,933	67,660	62,542
Ed/Train/DayCare	0	0	0
Nutritional	585	345	250
Life-Sustaining/Other	77,767	76,004	74,627
TOTAL TRIPS	153,020	157,596	148,399

Financial and General Data	2010	2011	2012
Expenses	\$1,782,578	\$1,999,220	\$1,980,425
Revenues	\$1,839,270	\$1,809,035	\$1,741,241
Commendations	4	4	5
Complaints	4	7	6
Passenger No-Shows	4,638	2,998	2,693
Unmet Trip Requests	0	0	0

Passenger Trips By Funding Source	2010	2011	2012
CTD	18,691	19,556	24,148
AHCA	11,735	13,587	10,980
APD	47,003	44,355	41,583
DOEA	585	345	124
DOE	0	0	0
Other	75,006	79,753	71,564
TOTAL TRIPS	153,020	157,596	148,399

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.26	0.74	0.54
Miles between Roadcalls	31,130	29,967	82,273
Avg. Trips per Driver Hour	2.67	2.61	3.00
Avg. Trips per Para Pass.	14.52	14.08	12.70
Cost per Trip	11.65	12.69	13.35
Cost per Paratransit Trip	11.65	12.69	13.35
Cost per Driver Hour	31.05	33.07	39.99
Cost per Total Mile	2.29	2.47	2.67

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	154,900	0.82%
Potential TD Population / Percent of County Total	50,809	32.80%
UDPHC / Percent of TD Passengers Served	402	0.79%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	46,474	28,174	18,934
Deviated FR	0	0	0
Ambulatory	26,153	17,163	23,819
Non-Ambulatory	3,492	5,021	7,197
Stretcher	25	4	0
School Board	0	0	0
TOTAL TRIPS	76,144	50,362	49,950

Vehicle Data	2010	2011	2012
Vehicle Miles	477,274	363,922	420,941
Revenue Miles	405,764	296,076	347,591
Roadcalls	10	6	5
Accidents	0	0	0
Vehicles	10	9	9
Driver Hours	17,699	14,706	19,711

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	5,777	5,786	10,429
Employment	54,906	33,790	25,268
Ed/Train/DayCare	7,368	869	357
Nutritional	298	30	2
Life-Sustaining/Other	7,795	9,887	13,894
TOTAL TRIPS	76,144	50,362	49,950

Financial and General Data	2010	2011	2012
Expenses	\$691,806	\$578,907	\$692,551
Revenues	\$928,450	\$745,839	\$844,210
Commendations	5	1	0
Complaints	8	6	1
Passenger No-Shows	988	877	762
Unmet Trip Requests	603	677	745

Passenger Trips By Funding Source	2010	2011	2012
CTD	10,218	9,519	11,392
AHCA	8,223	9,098	9,523
APD	6,870	924	6,218
DOEA	428	0	0
DOE	12	239	393
Other	50,393	30,582	22,424
TOTAL TRIPS	76,144	50,362	49,950

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.00	0.00	0.00
Miles between Roadcalls	47,727	60,654	84,188
Avg. Trips per Driver Hour	1.68	1.51	1.57
Avg. Trips per Para Pass.	56.30	53.21	97.53
Cost per Trip	9.09	11.49	13.86
Cost per Paratransit Trip	20.76	24.19	21.26
Cost per Driver Hour	34.80	36.49	33.45
Cost per Total Mile	1.29	1.47	1.57

County: Sarasota
 CTC: Sarasota County Area Transit
 Contact: Nancy Lohr
 5303 Pinkney Avenue
 Sarasota, FL 34233
 941-861-1005
 Email: nvlohr@scgov.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	381,300	2.02%
Potential TD Population / Percent of County Total	192,682	50.53%
UDPHC / Percent of TD Passengers Served	4,032	2.09%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	616,510	1,079,163	12,573
Deviated FR	2,364	2,635	3,047
Ambulatory	159,042	180,846	170,166
Non-Ambulatory	51,235	53,197	48,264
Stretcher	0	644	0
School Board	0	0	0
TOTAL TRIPS	829,151	1,316,485	234,050

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	307,390	276,664	17,085
Employment	223,596	23,401	5,149
Ed/Train/DayCare	152,751	92,321	17,085
Nutritional	24,737	17,340	4,212
Life-Sustaining/Other	120,677	906,759	190,519
TOTAL TRIPS	829,151	1,316,485	234,050

Passenger Trips By Funding Source	2010	2011	2012
CTD	64,713	59,639	14,263
AHCA	0	28,622	0
APD	23,862	6,580	37,274
DOEA	0	11,412	0
DOE	0	0	0
Other	740,576	1,210,232	182,513
TOTAL TRIPS	829,151	1,316,485	234,050

Vehicle Data	2010	2011	2012
Vehicle Miles	1,739,947	1,541,994	1,685,331
Revenue Miles	1,362,060	1,399,562	1,480,261
Roadcalls	26	93	77
Accidents	39	23	63
Vehicles	99	91	91
Driver Hours	152,705	133,308	140,690

Financial and General Data	2010	2011	2012
Expenses	\$9,166,342	\$8,465,429	\$8,509,725
Revenues	\$7,059,716	\$7,609,775	\$6,099,956
Commendations	96	25	44
Complaints	54	196	108
Passenger No-Shows	492	1,102	1,670
Unmet Trip Requests	12	0	0

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	2.24	1.49	3.74
Miles between Roadcalls	66,921	16,581	21,887
Avg. Trips per Driver Hour	1.39	1.78	1.57
Avg. Trips per Para Pass.	117.16	81.78	98.13
Cost per Trip	11.06	6.43	36.36
Cost per Paratransit Trip	43.04	28.29	38.35
Cost per Driver Hour	59.93	50.37	60.37
Cost per Total Mile	5.26	4.35	5.04

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	424,600	2.25%
Potential TD Population / Percent of County Total	146,600	34.53%
UDPHC / Percent of TD Passengers Served	7,081	4.83%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	197,393	117,386	192,035
Deviated FR	18,749	18,959	23,118
Ambulatory	140,035	145,630	163,947
Non-Ambulatory	40,835	40,310	39,889
Stretcher	2,448	2,520	2,645
School Board	0	0	0
TOTAL TRIPS	399,460	324,805	421,634

Vehicle Data	2010	2011	2012
Vehicle Miles	1,833,047	1,731,723	2,042,461
Revenue Miles	1,538,801	1,418,403	1,643,968
Roadcalls	84	61	49
Accidents	42	42	61
Vehicles	55	72	70
Driver Hours	116,343	131,780	139,583

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	221,236	169,411	245,888
Employment	47,333	36,120	40,304
Ed/Train/DayCare	74,178	70,316	72,595
Nutritional	16,851	15,100	19,952
Life-Sustaining/Other	39,862	33,858	42,895
TOTAL TRIPS	399,460	324,805	421,634

Financial and General Data	2010	2011	2012
Expenses	\$3,532,661	\$4,133,845	\$4,673,091
Revenues	\$3,479,700	\$3,830,745	\$4,386,204
Commendations	13	18	28
Complaints	123	112	83
Passenger No-Shows	8,533	9,061	9,591
Unmet Trip Requests	716	4,562	3,372

Passenger Trips By Funding Source	2010	2011	2012
CTD	14,640	13,699	16,595
AHCA	56,728	59,416	72,820
APD	38,782	46,172	43,605
DOEA	0	18,569	17,153
DOE	0	0	0
Other	289,310	186,949	271,461
TOTAL TRIPS	399,460	324,805	421,634

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	2.29	2.43	2.99
Miles between Roadcalls	21,822	28,389	41,683
Avg. Trips per Driver Hour	1.74	1.57	1.64
Avg. Trips per Para Pass.	42.24	33.85	34.63
Cost per Trip	8.84	12.73	11.08
Cost per Paratransit Trip	17.48	19.93	20.35
Cost per Driver Hour	30.36	31.37	33.48
Cost per Total Mile	1.93	2.39	2.29

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	192,900	1.02%
Potential TD Population / Percent of County Total	54,338	28.17%
UDPHC / Percent of TD Passengers Served	5,188	9.55%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	186,422	199,284	233,802
Ambulatory	53,049	52,150	51,820
Non-Ambulatory	31,638	29,661	28,877
Stretcher	2,040	2,228	2,572
School Board	0	0	0
TOTAL TRIPS	273,149	283,323	317,071

Vehicle Data	2010	2011	2012
Vehicle Miles	1,218,009	1,250,297	1,159,005
Revenue Miles	989,886	1,016,126	931,960
Roadcalls	17	13	15
Accidents	10	6	5
Vehicles	48	47	46
Driver Hours	89,559	92,680	99,676

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	53,257	50,799	52,632
Employment	0	0	0
Ed/Train/DayCare	1,121	1,494	1,070
Nutritional	22,443	22,917	21,546
Life-Sustaining/Other	196,328	208,113	241,823
TOTAL TRIPS	273,149	283,323	317,071

Financial and General Data	2010	2011	2012
Expenses	\$2,881,536	\$2,938,168	\$3,030,809
Revenues	\$2,936,515	\$2,814,657	\$2,994,696
Commendations	13	16	11
Complaints	4	6	11
Passenger No-Shows	1,185	1,123	1,358
Unmet Trip Requests	0	0	0

Passenger Trips By Funding Source	2010	2011	2012
CTD	21,480	19,974	18,918
AHCA	20,250	19,119	20,549
APD	0	0	0
DOEA	16	2	0
DOE	0	0	0
Other	231,403	244,228	277,604
TOTAL TRIPS	273,149	283,323	317,071

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.82	0.48	0.43
Miles between Roadcalls	71,648	96,177	77,267
Avg. Trips per Driver Hour	3.05	3.06	3.18
Avg. Trips per Para Pass.	54.36	55.42	61.12
Cost per Trip	10.55	10.37	9.56
Cost per Paratransit Trip	10.55	10.37	9.56
Cost per Driver Hour	32.17	31.70	30.41
Cost per Total Mile	2.37	2.35	2.62

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	279,700	1.48%
Potential TD Population / Percent of County Total	116,817	41.77%
UDPHC / Percent of TD Passengers Served	18,224	15.60%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	30,758	29,586	24,654
Deviated FR	0	0	0
Ambulatory	148,632	184,741	90,762
Non-Ambulatory	116,229	99,731	159,435
Stretcher	0	0	0
School Board	1,280	1,315	512
TOTAL TRIPS	296,899	315,373	275,363

Vehicle Data	2010	2011	2012
Vehicle Miles	1,501,952	2,712,827	1,594,959
Revenue Miles	1,261,749	1,177,648	978,076
Roadcalls	40	55	50
Accidents	5	4	6
Vehicles	119	110	127
Driver Hours	87,929	98,786	180,129

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	59,644	76,443	83,792
Employment	25,822	21,009	44,955
Ed/Train/DayCare	84,205	110,707	59,553
Nutritional	10,957	8,518	12,140
Life-Sustaining/Other	116,271	98,696	74,923
TOTAL TRIPS	296,899	315,373	275,363

Financial and General Data	2010	2011	2012
Expenses	\$4,855,972	\$4,752,617	\$4,615,731
Revenues	\$4,843,290	\$3,346,239	\$4,613,973
Commendations	439	7	170
Complaints	75	80	54
Passenger No-Shows	1,412	1,387	1,206
Unmet Trip Requests	44,789	40,379	37,853

Passenger Trips By Funding Source	2010	2011	2012
CTD	21,097	18,904	20,315
AHCA	0	0	0
APD	68,757	68,458	65,665
DOEA	3,914	3,522	3,946
DOE	0	0	0
Other	203,131	224,489	185,437
TOTAL TRIPS	296,899	315,373	275,363

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.33	0.15	0.38
Miles between Roadcalls	37,549	49,324	31,899
Avg. Trips per Driver Hour	3.03	2.89	1.39
Avg. Trips per Para Pass.	24.07	18.39	16.38
Cost per Trip	16.36	15.07	16.76
Cost per Paratransit Trip	18.20	16.59	18.31
Cost per Driver Hour	55.08	47.99	25.49
Cost per Total Mile	3.22	1.75	2.88

County: Sumter
 CTC: Board of Sumter County Commissioners
 Contact: Debbie Nelson
 7375 Powell Road Ste 140
 Wildwood, FL 34785
 352-689-4448
 Email: debbie.nelson@sumtercountyfl.gov

Demographics	Number	Percentage
Total County Population / Percent of State Total	96,600	0.51%
Potential TD Population / Percent of County Total	25,630	26.53%
UDPHC / Percent of TD Passengers Served	4,959	19.35%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	5,140	4,973	8,112
Ambulatory	79,946	83,112	80,702
Non-Ambulatory	10,518	11,214	9,738
Stretcher	91	163	338
School Board	285	0	0
TOTAL TRIPS	95,980	99,462	98,890

Vehicle Data	2010	2011	2012
Vehicle Miles	757,605	828,599	917,137
Revenue Miles	450,328	473,198	635,577
Roadcalls	8	17	14
Accidents	1	0	9
Vehicles	52	50	37
Driver Hours	49,437	41,320	41,320

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	23,426	25,165	24,225
Employment	16,775	16,336	19,181
Ed/Train/DayCare	19,539	19,120	18,759
Nutritional	14,820	10,387	13,852
Life-Sustaining/Other	21,420	28,454	22,873
TOTAL TRIPS	95,980	99,462	98,890

Financial and General Data	2010	2011	2012
Expenses	\$1,588,740	\$1,670,158	\$1,871,172
Revenues	\$1,516,776	\$1,612,840	\$2,762,821
Commendations	89	92	24
Complaints	26	12	3
Passenger No-Shows	611	838	318
Unmet Trip Requests	1,194	1,964	252

Passenger Trips By Funding Source	2010	2011	2012
CTD	29,372	27,108	25,298
AHCA	9,619	10,399	9,295
APD	15,680	14,653	12,403
DOEA	5,890	6,499	5,681
DOE	0	0	0
Other	35,419	40,803	46,213
TOTAL TRIPS	95,980	99,462	98,890

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.13	0.00	0.98
Miles between Roadcalls	94,701	48,741	65,510
Avg. Trips per Driver Hour	1.94	2.41	2.39
Avg. Trips per Para Pass.	32.03	36.87	19.94
Cost per Trip	16.55	16.79	18.92
Cost per Paratransit Trip	16.55	16.79	18.92
Cost per Driver Hour	32.14	40.42	45.28
Cost per Total Mile	2.10	2.02	2.04

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	43,200	0.23%
Potential TD Population / Percent of County Total	16,337	37.82%
UDPHC / Percent of TD Passengers Served	892	5.46%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	79,692	79,692	0
Ambulatory	108,093	108,093	17,424
Non-Ambulatory	14,218	14,218	5,152
Stretcher	3,639	3,639	297
School Board	0	0	0
TOTAL TRIPS	205,642	205,642	22,873

Vehicle Data	2010	2011	2012
Vehicle Miles	1,087,918	1,087,918	287,768
Revenue Miles	488,028	488,028	258,992
Roadcalls	1	1	4
Accidents	0	0	0
Vehicles	43	43	13
Driver Hours	44,942	44,942	20,800

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	161,654	161,654	21,092
Employment	3,778	3,778	0
Ed/Train/DayCare	27,669	27,669	1,780
Nutritional	10,916	10,916	0
Life-Sustaining/Other	1,625	1,625	1
TOTAL TRIPS	205,642	205,642	22,873

Financial and General Data	2010	2011	2012
Expenses	\$1,635,505	\$1,635,505	\$685,104
Revenues	\$1,699,976	\$1,699,976	\$1,448,849
Commendations	0	0	0
Complaints	5	5	10
Passenger No-Shows	54	54	0
Unmet Trip Requests	26	26	0

Passenger Trips By Funding Source	2010	2011	2012
CTD	53,116	53,116	5,051
AHCA	138,562	138,562	16,041
APD	3,056	3,056	1,780
DOEA	0	0	0
DOE	0	0	0
Other	10,908	10,908	1
TOTAL TRIPS	205,642	205,642	22,873

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.00	0.00	0.00
Miles between Roadcalls	1,087,918	1,087,918	71,942
Avg. Trips per Driver Hour	4.58	4.58	1.10
Avg. Trips per Para Pass.	35.52	35.52	25.64
Cost per Trip	7.95	7.95	29.95
Cost per Paratransit Trip	7.95	7.95	29.95
Cost per Driver Hour	36.39	36.39	32.94
Cost per Total Mile	1.50	1.50	2.38

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	22,500	0.12%
Potential TD Population / Percent of County Total	8,220	36.53%
UDPHC / Percent of TD Passengers Served	3,625	44.10%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	5,239	7,918	7,529
Ambulatory	18,963	16,962	16,899
Non-Ambulatory	671	587	696
Stretcher	12	8	6
School Board	0	0	0
TOTAL TRIPS	24,885	25,475	25,130

Vehicle Data	2010	2011	2012
Vehicle Miles	210,451	227,099	202,097
Revenue Miles	184,818	198,635	175,900
Roadcalls	0	0	0
Accidents	1	0	0
Vehicles	14	13	13
Driver Hours	9,892	9,318	8,264

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	4,775	4,233	4,364
Employment	14,832	14,926	14,027
Ed/Train/DayCare	0	144	0
Nutritional	1,169	1,366	1,492
Life-Sustaining/Other	4,109	4,806	5,247
TOTAL TRIPS	24,885	25,475	25,130

Financial and General Data	2010	2011	2012
Expenses	\$649,497	\$528,665	\$507,136
Revenues	\$649,502	\$674,009	\$638,139
Commendations	0	0	0
Complaints	10	3	0
Passenger No-Shows	124	118	178
Unmet Trip Requests	0	0	0

Passenger Trips By Funding Source	2010	2011	2012
CTD	7,295	6,817	7,867
AHCA	3,081	2,442	2,500
APD	0	0	0
DOEA	0	0	0
DOE	0	2	0
Other	14,509	16,214	14,763
TOTAL TRIPS	24,885	25,475	25,130

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.48	0.00	0.00
Miles between Roadcalls	210,451	227,099	202,097
Avg. Trips per Driver Hour	2.52	2.73	3.04
Avg. Trips per Para Pass.	7.30	6.31	6.93
Cost per Trip	26.10	20.75	20.18
Cost per Paratransit Trip	26.10	20.75	20.18
Cost per Driver Hour	65.66	56.74	61.37
Cost per Total Mile	3.09	2.33	2.51

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	15,500	0.08%
Potential TD Population / Percent of County Total	4,988	32.18%
UDPHC / Percent of TD Passengers Served	675	13.53%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	0	0	0
Ambulatory	28,317	27,396	21,877
Non-Ambulatory	911	1,052	920
Stretcher	4	14	6
School Board	0	0	4,055
TOTAL TRIPS	29,232	28,462	26,858

Vehicle Data	2010	2011	2012
Vehicle Miles	276,725	285,922	263,436
Revenue Miles	210,329	211,866	209,767
Roadcalls	3	1	2
Accidents	0	1	0
Vehicles	11	11	11
Driver Hours	10,536	6,716	5,850

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	7,657	7,712	7,815
Employment	0	0	0
Ed/Train/DayCare	20,668	19,129	18,177
Nutritional	0	899	866
Life-Sustaining/Other	907	722	0
TOTAL TRIPS	29,232	28,462	26,858

Financial and General Data	2010	2011	2012
Expenses	\$594,302	\$428,529	\$449,967
Revenues	\$595,598	\$421,483	\$488,731
Commendations	0	0	1
Complaints	5	6	25
Passenger No-Shows	174	176	243
Unmet Trip Requests	3,677	482	1,350

Passenger Trips By Funding Source	2010	2011	2012
CTD	3,151	3,242	2,564
AHCA	5,450	5,195	5,251
APD	16,442	14,581	14,122
DOEA	0	0	866
DOE	0	0	0
Other	4,189	5,444	4,055
TOTAL TRIPS	29,232	28,462	26,858

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.00	0.35	0.00
Miles between Roadcalls	92,242	285,922	131,718
Avg. Trips per Driver Hour	2.77	4.24	4.59
Avg. Trips per Para Pass.	51.02	45.39	39.79
Cost per Trip	20.33	15.06	16.75
Cost per Paratransit Trip	20.33	15.06	16.75
Cost per Driver Hour	56.41	63.81	76.92
Cost per Total Mile	2.15	1.50	1.71

County: Volusia
 CTC: County of Volusia d/b/a VOTRAN
 Contact: Carole M. Hinkley
 950 Big Tree Road
 South Daytona, FL 32119
 386-756-7496
 Email: cmhinkley@volusiatpo.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	495,400	2.62%
Potential TD Population / Percent of County Total	259,721	52.43%
UDPHC / Percent of TD Passengers Served	28,163	10.84%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	479,545	446,350	454,590
Deviated FR	0	0	0
Ambulatory	183,708	186,253	246,411
Non-Ambulatory	121,738	125,109	79,233
Stretcher	0	0	0
School Board	0	0	0
TOTAL TRIPS	784,991	757,712	780,234

Vehicle Data	2010	2011	2012
Vehicle Miles	2,530,843	2,507,966	2,802,889
Revenue Miles	2,242,289	2,276,335	2,484,515
Roadcalls	171	189	188
Accidents	2	4	3
Vehicles	100	98	106
Driver Hours	180,091	188,495	203,544

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	173,124	158,807	172,294
Employment	63,620	62,666	71,422
Ed/Train/DayCare	198,286	165,038	161,704
Nutritional	14,063	14,855	12,363
Life-Sustaining/Other	335,898	356,346	362,451
TOTAL TRIPS	784,991	757,712	780,234

Financial and General Data	2010	2011	2012
Expenses	\$5,882,263	\$6,633,073	\$6,427,499
Revenues	\$5,890,655	\$6,659,236	\$6,446,076
Commendations	195	197	132
Complaints	208	153	217
Passenger No-Shows	4,554	4,770	5,186
Unmet Trip Requests	0	0	0

Passenger Trips By Funding Source	2010	2011	2012
CTD	33,238	32,917	35,414
AHCA	0	0	0
APD	2,621	2,211	2,196
DOEA	21,027	15,662	12,886
DOE	174,661	142,704	139,484
Other	553,444	564,218	590,254
TOTAL TRIPS	784,991	757,712	780,234

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.08	0.16	0.11
Miles between Roadcalls	14,800	13,270	14,909
Avg. Trips per Driver Hour	1.70	1.65	1.60
Avg. Trips per Para Pass.	47.50	47.98	49.72
Cost per Trip	7.49	8.75	8.24
Cost per Paratransit Trip	19.22	21.30	19.74
Cost per Driver Hour	32.60	35.18	31.57
Cost per Total Mile	2.32	2.64	2.29

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	30,900	0.16%
Potential TD Population / Percent of County Total	7,963	25.77%
UDPHC / Percent of TD Passengers Served	549	6.89%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	0	0	0
Ambulatory	27,652	24,978	19,001
Non-Ambulatory	257	603	823
Stretcher	23	479	199
School Board	0	0	0
TOTAL TRIPS	27,932	26,060	20,023

Passenger Trips By Trip Purpose

Medical	17,434	14,593	9,129
Employment	2,000	613	1,775
Ed/Train/DayCare	572	1,000	3,167
Nutritional	6,228	6,349	5,887
Life-Sustaining/Other	1,698	3,505	65
TOTAL TRIPS	27,932	26,060	20,023

Passenger Trips By Funding Source

CTD	17,754	15,813	8,981
AHCA	2,022	2,230	641
APD	158	362	648
DOEA	0	0	880
DOE	0	0	0
Other	7,998	7,655	8,873
TOTAL TRIPS	27,932	26,060	20,023

Vehicle Data	2010	2011	2012
Vehicle Miles	299,769	282,077	267,341
Revenue Miles	284,769	267,084	247,141
Roadcalls	0	0	0
Accidents	0	0	0
Vehicles	8	8	8
Driver Hours	14,560	14,560	12,220

Financial and General Data

Expenses	\$501,933	\$442,625	\$367,955
Revenues	\$501,933	\$442,625	\$412,107
Commendations	2	2	0
Complaints	0	0	0
Passenger No-Shows	0	0	0
Unmet Trip Requests	10	0	9

Performance Measures

Accidents per 100,000 Miles	0.00	0.00	0.00
Miles between Roadcalls	299,769	282,077	267,341
Avg. Trips per Driver Hour	1.92	1.79	1.64
Avg. Trips per Para Pass.	41.38	51.20	36.47
Cost per Trip	17.97	16.98	18.38
Cost per Paratransit Trip	17.97	16.98	18.38
Cost per Driver Hour	34.47	30.40	30.11
Cost per Total Mile	1.67	1.57	1.38

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	55,500	0.29%
Potential TD Population / Percent of County Total	19,778	35.64%
UDPHC / Percent of TD Passengers Served	1,510	7.63%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	0	0	0
Ambulatory	52,326	53,568	53,377
Non-Ambulatory	6,822	6,433	6,259
Stretcher	252	241	260
School Board	0	0	0
TOTAL TRIPS	59,400	60,242	59,896

Vehicle Data	2010	2011	2012
Vehicle Miles	569,502	754,809	721,701
Revenue Miles	464,562	635,488	634,243
Roadcalls	2	2	2
Accidents	-	1	2
Vehicles	26	23	20
Driver Hours	28,368	28,816	28,145

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	25,542	21,687	21,563
Employment	15,049	10,241	10,182
Ed/Train/DayCare	11,049	19,879	19,766
Nutritional	4,398	3,616	3,594
Life-Sustaining/Other	3,362	4,819	4,791
TOTAL TRIPS	59,400	60,242	59,896

Financial and General Data	2010	2011	2012
Expenses	\$758,905	\$765,313	\$823,228
Revenues	\$918,071	\$873,971	\$929,834
Commendations	1	1	6
Complaints	3	0	0
Passenger No-Shows	51	109	125
Unmet Trip Requests	185	184	127

Passenger Trips By Funding Source	2010	2011	2012
CTD	18,473	20,312	22,034
AHCA	12,339	13,348	13,541
APD	9,039	7,888	5,966
DOEA	4,725	4,272	4,333
DOE	203	214	203
Other	14,621	14,208	13,819
TOTAL TRIPS	59,400	60,242	59,896

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.00	0.13	0.28
Miles between Roadcalls	284,751	377,405	360,851
Avg. Trips per Driver Hour	2.09	2.09	2.13
Avg. Trips per Para Pass.	7.22	42.01	39.67
Cost per Trip	12.78	12.70	13.74
Cost per Paratransit Trip	12.78	12.70	13.74
Cost per Driver Hour	26.75	26.56	29.25
Cost per Total Mile	1.33	1.01	1.14

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	24,600	0.13%
Potential TD Population / Percent of County Total	10,668	43.37%
UDPHC / Percent of TD Passengers Served	1,240	11.62%



Trips By Type of Service	2010	2011	2012
Fixed Route (FR)	-	-	-
Deviated FR	0	0	0
Ambulatory	34,031	38,570	25,031
Non-Ambulatory	2,479	2,648	3,058
Stretcher	276	220	360
School Board	0	0	0
TOTAL TRIPS	36,786	41,438	28,449

Vehicle Data	2010	2011	2012
Vehicle Miles	331,987	325,086	376,321
Revenue Miles	255,732	243,493	305,979
Roadcalls	-	0	6
Accidents	-	1	0
Vehicles	22	21	21
Driver Hours	19,205	14,066	13,547

Passenger Trips By Trip Purpose	2010	2011	2012
Medical	16,553	18,377	14,069
Employment	2,575	2,901	2,260
Ed/Train/DayCare	16,799	18,876	11,310
Nutritional	32	41	0
Life-Sustaining/Other	827	1,243	810
TOTAL TRIPS	36,786	41,438	28,449

Financial and General Data	2010	2011	2012
Expenses	\$525,830	\$582,073	\$596,396
Revenues	\$677,282	\$606,856	\$618,684
Commendations	2	2	1
Complaints	1	1	0
Passenger No-Shows	218	196	141
Unmet Trip Requests	64	90	121

Passenger Trips By Funding Source	2010	2011	2012
CTD	10,173	13,807	10,034
AHCA	11,810	11,751	7,920
APD	10,081	9,847	6,204
DOEA	32	92	172
DOE	0	0	0
Other	4,690	5,941	4,119
TOTAL TRIPS	36,786	41,438	28,449

Performance Measures	2010	2011	2012
Accidents per 100,000 Miles	0.00	0.31	0.00
Miles between Roadcalls	331,987	325,086	62,720
Avg. Trips per Driver Hour	1.92	2.95	2.10
Avg. Trips per Para Pass.	42.68	41.03	22.94
Cost per Trip	14.29	14.05	20.96
Cost per Paratransit Trip	14.29	14.05	20.96
Cost per Driver Hour	27.38	41.38	44.02
Cost per Total Mile	1.58	1.79	1.58

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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 (CTD) 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 its 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.

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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