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**ANNUAL
PERFORMANCE
REPORT**

JANUARY 1, 2014

Florida Commission for the



**Transportation
Disadvantaged**



ENSURING COORDINATION...

ENHANCING ACCESS





OUR MISSION:

To ensure the coordination of transportation service that enhances 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 on others for transportation.





Prepared by:

Commission for the Transportation Disadvantaged

605 Suwannee Street, MS-49

Tallahassee, FL 32399-0450

(850) 410-5700 Main line
(800) 983-2435 Toll Free Line
(850) 410-5751 Fax line

www.dot.state.fl.us/ctd
www.facebook.com/floridactd
(800) 955-8770 Florida Relay Service – Voice/TDD



Rick Scott
Governor

David Darm
Chairperson

Mike Willingham
Vice Chairperson

Steven Holmes
Executive Director

January 1, 2014

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 *2013 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 2012-2013, about 658,000 Floridians used the Coordinated Transportation System to be productive citizens and actively participate in their local communities by taking over 49.6 million trips.

Highlights of the *2013 Annual Performance Report* include:

- Florida's Coordinated Transportation System reported revenues of \$394 million, which generated about 49.6 million trips for 658,000 people at an average cost of \$8.32 per trip.
- Local Government is the largest contributor of revenues to the Coordinated Transportation System at \$236.7 million, which is 60 percent of all revenues.
- Seventy percent of trips taken by older adults, persons with disabilities, and people with low incomes in the Coordinated System were on fixed route or deviated-fixed route systems.

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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.

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,

A handwritten signature in black ink that reads 'David Darm'.

David Darm
Chairperson

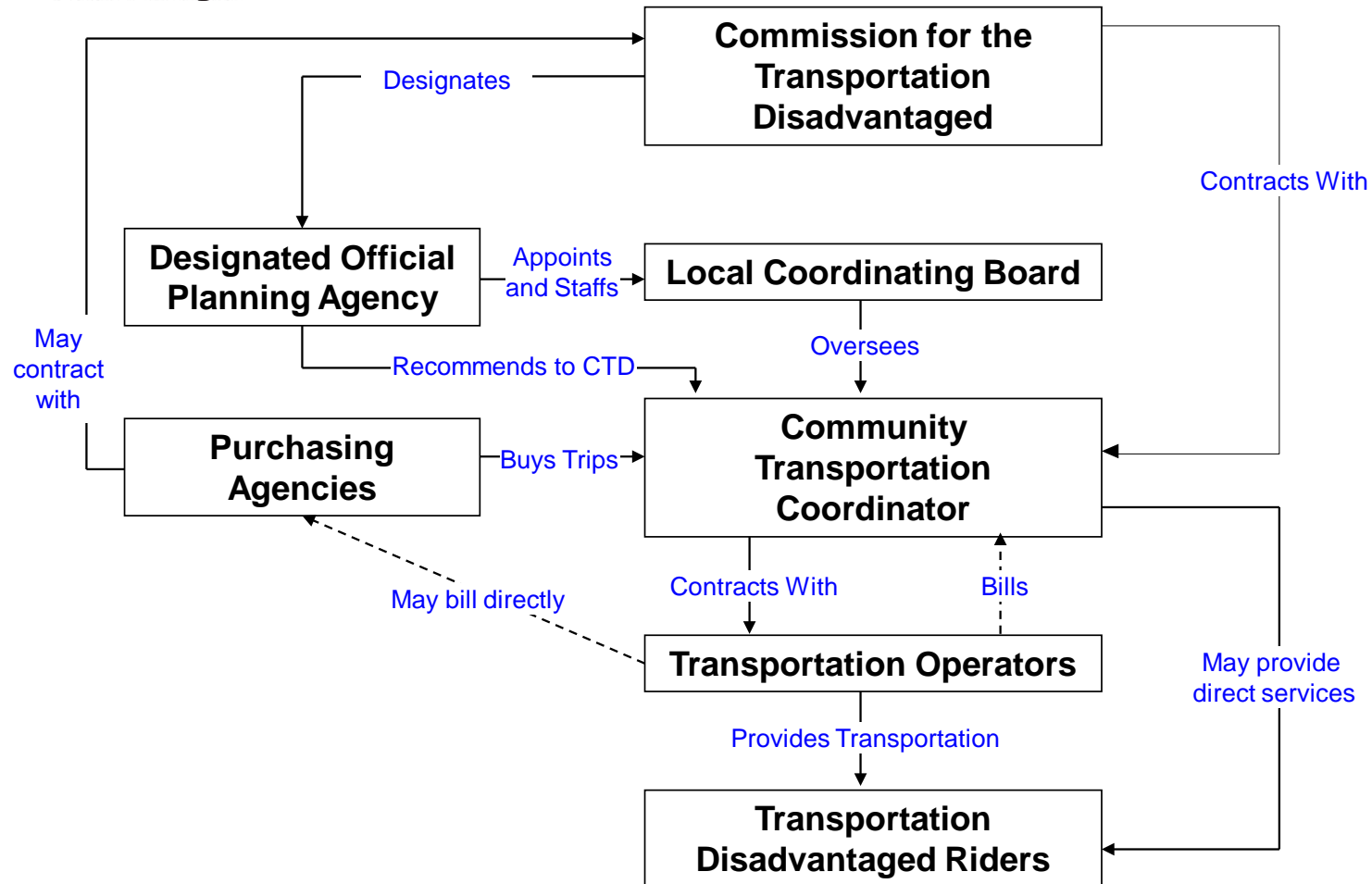
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Coordinated Transportation System Organization



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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.

Ridership

In Fiscal Year 2012-2013, Florida's Coordinated Transportation System provided 49.6 million trips to 658,000 people at a cost of \$8.32 per trip. The numbers of trips reported by Community Transportation Coordinators have increased 1.9 million trips since last year.

Revenues and Expenditures

The Coordinated Transportation System continues to work with federal, state, local and other funding partners to increase revenues to provide coordinated transportation to Florida's most vulnerable people.

In Fiscal Year 2012-2013, the Coordinated System had revenues of \$394.1 million, which is an increase of \$48 million, or approximately fourteen percent. Local Government is the largest contributor of revenues to the Coordinated Transportation System with revenues reaching \$236.7 million, which is 60 percent of all revenues.

In Fiscal Year 2012-2013, expenses were \$412.7 million, which is an increase of 45 million, or about twelve percent. Labor and Fringe Benefits, and Materials and Supplies increased \$22 and \$21.7 million, respectively. Labor and Fringe Benefit costs accounted for over 37 percent of all expenses. The business friendly environment in Florida however contributed to a 36 percent reduction in taxes for agencies within the Coordinated Transportation System.

Trips by Type of Service

Almost 35 million trips, which is 70 percent of all trips taken by older adults, persons with disabilities, people with low incomes and at-risk children within the Coordinated System were on fixed route or deviated-fixed route systems.

Many fixed route and deviated-fixed route systems use funds from the Coordinated System to subsidize the purchase of bus passes through various 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.

The remaining 30 percent of trips were provided by paratransit services at an average cost of \$25.97 per trip. Paratransit services are the most expensive means of transportation for people served by the Coordinated System. Paratransit services are the predominant service in Florida's rural areas.

Purchasers of Trips

The largest purchasers of trips from the Coordinating Transportation System were Local Government and the Commission. These

organizations purchased 90 percent of all trips within the System. The Commission purchased about 8.2 million trips with funds from the Transportation Disadvantaged Trust Fund, which is an increase of 1.1 million trips since FY 2011-2012.

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 2013 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, 2012 - June 30, 2013.

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:



Commissioners Grey, Darm and Hart

Commissioners Voting Members	Representing:
Chairman David Darm	Users with a Disability
Vice-Chairman 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	Representing:
Ananth Prasad, Secretary Ed Coven, Designee	Dept. of Transportation
Jesse Panuccio, Executive Director Holly Carson, Designee	Department of Economic Opportunity
Esther Jacobo, Secretary Diane Harris, Designee	Department 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	Department of Elder Affairs
Mike Prendergast, Executive Director Dave Hill, Designee	Department 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 2012-2013, 429 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 twelve (12) counties where the designated Community Transportation Coordinator has declined to participate in the Non-Emergency Medicaid Transportation Program. These areas include: Brevard, Broward, Collier, Duval, Hillsborough, Manatee, Miami-Dade, Palm Beach, Pinellas, St. Lucie, Sarasota and Volusia, therefore the data from these counties are not included in this Annual Performance Report. These areas are operated by Subcontracted Transportation Providers (STPs) who were procured through a Request for Proposal (RFP) process.

Commission Staff establishes guidelines and procedures 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 2012-2013 was \$61,051,033. During Fiscal Year 2012-2013, there were about 2.8 million Non-Emergency Medicaid Transportation trips provided to 68,551 Medicaid beneficiaries. The table below is a statewide summary of the Non-Emergency Medicaid Transportation Program highlights.

Non-Emergency Medicaid Transportation	FY 2011-12	FY 2012-13
• Funding	\$60,945,829	\$61,051,033
• Total Trips	2,563,443	2,815,811
• Bus Pass Trips	259,658	258,924
• Multi-Load Vehicles	1,526,995	1,732,400
• Private Volunteer Transportation Trips	1,160	2,243
• Public Transportation	96,619	93,892
• Stretcher Trips	59,986	67,785
• Wheelchair Trips	564,885	622,484
• Taxi Trips	54,138	38,082
• Commercial Air	2	1
• Unduplicated Passenger Head Count	73,755	68,551

Fiscal Year 2012-2013
Statewide Summary

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	19,074,400	100.00%
Potential TD Population / Percent of County Total	7,682,786	100.00%
UDPHC / Percent of TD Passengers Served	657,721	100.00%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	35,979,011	32,949,232	34,261,320
Deviated FR	864,836	672,620	725,678
Ambulatory	11,040,181	11,333,525	11,852,868
Non-Ambulatory	3,153,532	2,643,175	2,613,167
Stretcher	46,808	37,312	31,408
School Board	60,034	84,249	117,442
TOTAL TRIPS	51,144,402	47,720,113	49,601,883

Vehicle Data	2011	2012	2013
Vehicle Miles	134,066,891	127,144,776	127,495,125
Revenue Miles	111,453,268	106,904,343	107,138,049
Roadcalls	2,725	2,743	2,649
Accidents	880	1,160	1,641
Vehicles	5,279	5,172	5,499
Driver Hours	8,798,369	8,667,550	10,046,088

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	18,035,252	17,084,469	8,767,967
Employment	3,974,433	4,374,996	3,110,999
Ed/Train/DayCare	10,582,927	9,531,237	6,335,775
Nutritional	10,610,550	9,994,108	1,601,448
Life-Sustaining/Other	7,941,240	6,735,303	29,785,694
TOTAL TRIPS	51,144,402	47,720,113	49,601,883

Financial and General Data	2011	2012	2013
Expenses	\$383,986,108	\$367,635,376	\$412,691,892
Revenues	\$346,055,687	\$345,860,613	\$394,084,053
Commendations	3,489	4,592	4,592
Complaints	17,687	10,380	14,020
Passenger No-Shows	253,430	222,239	213,615
Unmet Trip Requests	228,640	126,333	188,311

Passenger Trips By Funding Source	2011	2012	2013
CTD	7,990,388	7,076,325	8,182,952
AHCA	4,822,206	2,232,151	1,900,235
APD	5,720,905	3,124,574	1,850,064
DOEA	3,159,084	1,428,798	854,085
DOE	529,132	352,215	372,427
Other	28,922,687	33,506,050	36,442,130
TOTAL TRIPS	51,144,402	47,720,113	49,601,893

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.66	0.91	1.29
Miles between Roadcalls	49,199	46,352	161,097
Ave. Trips per Driver Hour	1.72	1.70	1.53
Ave. Trips per Para Pass.	37.97	41.54	33.20
Cost per Trip	7.51	7.70	8.32
Cost per Paratransit Trip	23.59	23.26	25.97
Cost per Driver Hour	40.67	39.63	39.66
Cost per Total Mile	2.67	2.70	3.12

Fiscal Year 2012-2013
Statewide Data Tables

2012-13 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	Suwannee River Economic Council, 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

2012-13 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	Private Non-Profit	Sole Source
Walton	Rural	Tri-County Community Council, Inc.	Private Non-Profit	Partial Brokerage
Washington	Rural	Tri-County Community Council, Inc.	Private Non-Profit	Partial Brokerage
By County	Urban- 26 Rural- 41	Counties- 70	Private Non-Profit- 30 Private For-Profit- 8 County- 18 Public Transit Authority- 9 City Government- 1 Metropolitan Planning Organization- 1	Sole Source- 11 Partial Brokerage- 46 Complete Brokerage- 10

2012-13 Passenger Trips by Trip Type

County	Daily Tickets	Weekly Passes	Monthly Passes	Deviated Fixed Route	Ambulatory
Alachua	0	0	0	0	80,263
Baker	0	0	0	0	13,188
Bay	0	0	0	0	178,384
Bradford	0	0	0	0	29,800
Brevard	333,009	17,850	84,480	0	645,275
Broward	1,637	280	2,447,520	0	1,079,742
Calhoun	0	0	0	0	7,677
Charlotte	0	0	0	0	87,906
Citrus	0	0	0	29,516	200,646
Clay	0	0	0	50,805	69,762
Collier	0	0	0	0	69,311
Columbia	0	0	0	0	43,698
Desoto	0	0	0	0	22,329
Dixie	0	0	0	0	6,233
Duval	74,928	0	112,370	0	262,383
Escambia	49,307	0	3,167	0	113,684
Flagler	0	0	0	0	79,102
Franklin	0	0	0	0	7,992
Gadsden	0	0	0	65,018	42,008
Gilchrist	0	0	0	0	3,804
Glades	3,917	0	0	0	3,397
Gulf	0	0	0	0	21,090
Hamilton	0	0	0	0	15,403
Hardee	0	0	0	0	20,119
Hendry	0	0	0	15,668	15,515
Hernando	0	0	0	0	131,587
Highlands	0	0	0	0	102,468
Hillsborough	118,110	20	323,231	0	574,382
Holmes	0	0	0	0	30,056
Indian River	0	0	0	0	46,699
Jackson	0	0	0	3,867	36,132
Jefferson	0	0	0	0	13,071
Lafayette	0	0	0	0	3,835
Lake	0	0	0	1,228	135,731

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

2012-13 Passenger Trips by Trip Type

County	Daily Tickets	Weekly Passes	Monthly Passes	Deviated Fixed Route	Ambulatory
Lee	0	0	6,000	0	78,708
Leon	6,216	0	197,720	0	59,029
Levy	0	0	0	0	56,806
Liberty	0	0	0	0	32,024
Madison	0	0	0	2,631	15,059
Manatee	11,072	82	50,898	0	163,528
Marion	0	0	0	0	137,759
Martin	0	0	0	2,208	50,505
Miami-Dade	597,762	597,761	21,783,492	0	2,206,679
Monroe	0	0	22,140	0	72,239
Nassau	0	0	0	12,749	54,300
Okaloosa	656	0	60,520	0	75,044
Okeechobee	0	0	0	0	33,271
Orange	124,298	104,202	556,664	91,178	614,710
Osceola	33,024	27,685	147,897	24,225	163,319
Palm Beach	25,498	0	3,408,760	0	720,296
Pasco	3,448	800	298,360	0	121,553
Pinellas	0	427,210	877,680	0	1,786,608
Polk	166,469	21,530	87,560	4,147	219,145
Putnam	0	0	0	136,658	0
St Johns	0	0	0	246,788	51,519
St Lucie	7,870	9,344	10,680	0	150,719
Santa Rosa	17,491	0	0	0	23,357
Sarasota	0	0	347,880	0	160,812
Seminole	30,456	25,532	136,397	22,341	150,619
Sumter	0	0	0	9,510	75,321
Suwannee	0	0	0	0	20,799
Taylor	0	0	0	7,141	8,712
Union	0	0	0	0	25,250
Volusia	77,760	15,600	367,080	0	249,692
Wakulla	0	0	0	0	13,443
Walton	0	0	0	0	46,528
Washington	0	0	0	0	22,843
TOTAL	1,682,928	1,247,896	31,330,496	725,678	11,852,868

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

2012-13 Passenger Trips by Trip Type

County	Non Ambulatory	Stretcher	School Board	Total	Trips by Trans Operators	Trips by Coordination Contractors
Alachua	33,819	571	0	114,653	3,331	0
Baker	3,620	0	0	16,808	0	0
Bay	23,521	1,196	0	203,101	1,197	97,955
Bradford	2,215	109	0	32,124	0	19,992
Brevard	15,254	0	23,305	1,119,173	65,713	0
Broward	331,293	0	37,518	3,897,990	2,286,688	1,611,293
Calhoun	1,993	17	0	9,687	0	0
Charlotte	10,682	0	0	98,588	2,622	0
Citrus	19,586	518	0	250,266	1,787	166,837
Clay	15,710	429	0	136,706	0	14,068
Collier	18,923	0	0	88,234	87,840	394
Columbia	8,868	57	0	52,623	24,231	0
Desoto	3,281	7	0	25,617	25,617	0
Dixie	825	216	0	7,274	216	0
Duval	115,280	0	0	564,961	380,891	0
Escambia	38,365	319	0	204,842	31,325	52,474
Flagler	14,804	0	0	93,906	0	0
Franklin	1,498	32	0	9,522	0	0
Gadsden	4,563	5	0	111,594	0	5
Gilchrist	976	28	0	4,808	28	0
Glades	916	0	0	8,230	100	135
Gulf	2,835	47	0	23,972	0	0
Hamilton	3,125	20	0	18,548	8,541	0
Hardee	4,643	148	0	24,910	23,320	1,590
Hendry	5,058	42	0	36,283	500	6,301
Hernando	13,674	1,225	0	146,486	45,401	81,056
Highlands	18,473	1,447	0	122,388	74,172	48,216
Hillsborough	122,066	0	0	1,137,809	0	538,033
Holmes	2,809	245	0	33,110	245	0
Indian River	4,729	0	0	51,428	0	51,428
Jackson	3,565	22	0	43,586	0	0
Jefferson	1,826	41	0	14,938	41	0
Lafayette	216	6	0	4,057	0	0
Lake	37,991	220	46,825	221,995	179,840	42,155

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

2012-13 Passenger Trips by Trip Type

County	Non Ambulatory	Stretcher	School Board	Total	Trips by Trans Operators	Trips by Coordination Contractors
Lee	26,083	160	0	110,951	3,051	2,880
Leon	9,878	53	0	272,896	72,580	0
Levy	4,612	7	0	61,425	0	0
Liberty	1,169	1	0	33,194	0	0
Madison	1,717	59	0	19,466	0	59
Manatee	43,024	846	0	269,450	0	145,495
Marion	55,187	920	0	193,866	12,719	39,955
Martin	9,357	6	0	62,076	28,952	26,672
Miami-Dade	444,222	669	0	25,630,585	2,611,570	1,059,724
Monroe	8,382	0	0	102,761	0	76,336
Nassau	6,232	80	0	73,361	80	0
Okaloosa	22,157	0	0	158,377	145,850	12,527
Okeechobee	5,436	11	0	38,718	19,118	19,600
Orange	197,317	11,028	0	1,699,397	0	325,621
Osceola	52,425	2,930	0	451,505	0	86,512
Palm Beach	144,191	0	0	4,298,745	864,487	0
Pasco	21,125	292	7,892	453,470	49,318	64,756
Pinellas	249,872	0	1,009	3,342,379	1,798,597	394,062
Polk	53,596	917	0	553,364	335,314	68,154
Putnam	13,035	544	0	150,237	0	0
St Johns	27,381	2,407	0	328,095	0	0
St Lucie	117,152	0	893	296,658	150,056	145,709
Santa Rosa	6,631	4	0	47,483	715	17,491
Sarasota	55,312	0	0	564,004	85,658	49,347
Seminole	48,347	2,702	0	416,394	0	79,785
Sumter	8,556	135	0	93,522	71,360	22,162
Suwannee	4,221	27	0	25,047	11,533	0
Taylor	2,147	3	0	18,003	0	45
Union	891	12	0	26,153	14,435	0
Volusia	76,534	0	0	786,666	106,257	69,243
Wakulla	981	146	0	14,570	0	0
Walton	4,674	133	0	51,335	1,254	0
Washington	4,321	349	0	27,513	349	0
TOTAL	2,613,167	31,408	117,442	49,601,883	9,626,899	5,438,067

(Passenger Trip by Trip Type page 4 of 4)

2012-13 Trips by Purpose

County	Medical	Employment	Education/Training	Nutritional	Life-Sustaining/Other	Total
Alachua	75,618	17,076	1,191	1,583	19,185	114,653
Baker	7,523	974	2	4,400	3,909	16,808
Bay	80,317	20,170	84,916	17,175	523	203,101
Bradford	9,101	0	19,992	2,771	260	32,124
Brevard	108,119	331,196	270,508	28,074	381,276	1,119,173
Broward	455,971	84,962	2,786,353	217,536	353,168	3,897,990
Calhoun	5,634	1,067	887	1,921	178	9,687
Charlotte	32,611	5,111	6,299	22,887	31,680	98,588
Citrus	32,006	28,036	121,013	14,674	54,537	250,266
Clay	31,341	57,288	25,832	15,704	6,541	136,706
Collier	47,479	9,970	5,963	12,808	12,014	88,234
Columbia	46,396	773	4,725	255	474	52,623
Desoto	14,478	3,483	1,258	895	5,503	25,617
Dixie	6,420	0	0	727	127	7,274
Duval	118,551	77,976	37,146	24,763	306,525	564,961
Escambia	55,433	82,665	5,387	1,831	59,526	204,842
Flagler	20,415	21,673	26,390	19,740	5,688	93,906
Franklin	6,862	139	1,438	15	1,068	9,522
Gadsden	25,746	58,206	15,755	2	11,885	111,594
Gilchrist	4,289	0	0	419	100	4,808
Glades	3,313	0	1,229	178	3,510	8,230
Gulf	8,463	8	10,613	4,471	417	23,972
Hamilton	16,353	272	1,665	90	168	18,548
Hardee	16,126	4,122	2,666	1,224	772	24,910
Hendry	13,445	0	7,329	3,108	12,401	36,283
Hernando	57,923	0	82,688	4,369	1,506	146,486
Highlands	43,469	60,463	2,762	6,930	8,764	122,388
Hillsborough	478,016	108,883	112,082	100,037	338,791	1,137,809
Holmes	17,641	3,109	10,103	518	1,739	33,110
Indian River	25,657	287	20,036	1,218	4,230	51,428
Jackson	16,704	12,900	4,216	7,552	2,214	43,586
Jefferson	7,961	2,137	3,382	575	883	14,938
Lafayette	3,493	0	0	564	0	4,057
Lake	81,546	7,203	88,023	19,758	25,465	221,995

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2012-13 Trips by Purpose

County	Medical	Employment	Education/Training	Nutritional	Life-Sustaining/Other	Total
Lee	78,274	0	29,345	1,014	2,318	110,951
Leon	82,383	41,977	142,278	3,246	3,012	272,896
Levy	13,769	4,248	34,846	525	8,037	61,425
Liberty	18,324	186	8,118	2,212	4,354	33,194
Madison	8,545	4,189	3,373	352	3,007	19,466
Manatee	114,963	39,603	68,136	22,537	24,211	269,450
Marion	149,817	1,938	10,005	23,085	9,021	193,866
Martin	49,408	1,977	1,530	228	8,933	62,076
Miami-Dade	290,378	27,921	318,916	257,895	24,735,475	25,630,585
Monroe	31,672	3,595	22,421	7,453	37,620	102,761
Nassau	36,335	3,914	9,800	16,025	7,287	73,361
Okaloosa	74,437	57,015	8,489	14,254	4,182	158,377
Okeechobee	12,347	21,423	838	1,534	2,576	38,718
Orange	971,025	183,844	247,338	79,204	217,986	1,699,397
Osceola	257,987	48,845	65,714	21,043	57,916	451,505
Palm Beach	938,814	417,265	1,098,101	387,123	1,457,442	4,298,745
Pasco	324,444	37,002	46,780	11,861	33,383	453,470
Pinellas	2,217,764	902,748	5,168	66,187	150,512	3,342,379
Polk	381,011	2,785	69,314	45,284	54,970	553,364
Putnam	12,726	53,441	0	250	83,820	150,237
Santa Rosa	9,830	22,985	32	9	14,627	47,483
Sarasota	58,765	21,406	66,968	15,535	401,330	564,004
Seminole	237,925	45,046	60,604	19,407	53,412	416,394
St Johns	53,654	0	490	19,114	254,837	328,095
St Lucie	92,276	63,172	45,438	13,533	82,239	296,658
Sumter	22,013	19,981	15,323	12,790	23,415	93,522
Suwannee	22,083	368	2,249	121	226	25,047
Taylor	4,790	2,913	4,788	263	5,249	18,003
Union	7,119	0	18,275	759	0	26,153
Volusia	175,657	69,509	143,435	11,923	386,142	786,666
Wakulla	6,789	681	301	5,684	1,115	14,570
Walton	23,554	8,567	15,508	2,226	1,480	51,335
Washington	14,669	2,306	10,005	0	533	27,513
TOTAL	8,767,967	3,110,999	6,335,775	1,601,448	29,785,694	49,601,883

2012-13 Trips by Type of Passenger

County	Elderly	Children	Low Income	Disabled	Low Income/Disabled	Other	Total
Alachua	31,878	11,325	22,248	11,729	37,473	0	114,653
Baker	10,932	545	2,791	0	2,540	0	16,808
Bay	70,692	54,314	26,223	21,976	16,658	13,238	203,101
Bradford	5,121	496	4,881	636	20,990	0	32,124
Brevard	548,447	67,032	257,555	145,674	60,279	40,186	1,119,173
Broward	721,946	350,665	26,941	137,939	2,644,761	15,738	3,897,990
Calhoun	5,611	222	931	1,343	772	808	9,687
Charlotte	84,826	30	8,045	5,156	523	8	98,588
Citrus	37,723	3,258	58,641	142,086	4,087	4,471	250,266
Clay	45,209	1,166	5,625	7,188	27,273	50,245	136,706
Collier	62,540	0	25,300	0	0	394	88,234
Columbia	14,527	1,977	0	0	0	36,119	52,623
Desoto	8,288	1,189	4,775	3,080	4,639	3,646	25,617
Dixie	4,119	859	2,038	71	187	0	7,274
Duval	174,509	126,663	60,676	60,462	20,379	122,272	564,961
Escambia	55,588	8,889	52,474	29,966	0	57,925	204,842
Flagler	45,674	4,003	2,403	1,442	6,893	33,491	93,906
Franklin	4,238	2,190	2,314	585	195	0	9,522
Gadsden	10,994	4,851	0	0	44,532	51,217	111,594
Gilchrist	2,722	386	1,445	101	154	0	4,808
Glades	3,896	211	71	0	4,052	0	8,230
Gulf	12,380	2,113	2,554	123	6,226	576	23,972
Hamilton	5,120	697	0	0	0	12,731	18,548
Hardee	7,754	842	4,938	3,168	1,902	6,306	24,910
Hendry	13,535	1,177	15,270	0	6,301	0	36,283
Hernando	22,983	10,021	23,636	82,216	2,378	5,252	146,486
Highlands	34,758	2,985	13,598	15,688	46,962	8,397	122,388
Hillsborough	329,825	28,825	419,652	87,418	252,986	19,103	1,137,809
Holmes	18,873	8,645	1,655	1,184	2,403	350	33,110
Indian River	27,826	217	2,685	4,308	15,021	1,371	51,428
Jackson	17,222	552	17,509	158	1,048	7,097	43,586
Jefferson	7,255	757	6,547	379	0	0	14,938
Lafayette	2,530	362	971	35	159	0	4,057
Lake	64,839	35,931	29,713	18,454	61,801	11,257	221,995

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2012-13 Trips by Type of Passenger

County	Elderly	Children	Low Income	Disabled	Low Income/Disabled	Other	Total
Lee	40,040	13,726	5,525	10,097	28,941	12,622	110,951
Leon	69,975	81,034	67,318	54,569	0	0	272,896
Levy	6,427	163	17,560	2,579	13,353	21,343	61,425
Liberty	19,466	5,155	6,341	2,125	51	56	33,194
Madison	7,831	619	1,646	6,739	0	2,631	19,466
Manatee	45,371	22,214	6,979	84,481	83,661	26,744	269,450
Marion	116,101	41,103	19,634	11,906	3,382	1,740	193,866
Martin	34,606	4,739	4,561	8,440	7,522	2,208	62,076
Miami-Dade	7,212,220	7,584,368	9,838,879	112,196	54,390	828,532	25,630,585
Monroe	30,241	8,491	16,332	52	31,668	15,977	102,761
Nassau	47,219	2,168	13,402	3,065	1,306	6,201	73,361
Okaloosa	23,344	16,983	43,679	20,069	17,708	36,594	158,377
Okeechobee	10,111	1,281	3,836	20,846	1,112	1,532	38,718
Orange	585,343	78,712	136,739	517,219	361,703	19,681	1,699,397
Osceola	155,518	20,913	36,329	137,417	96,099	5,229	451,505
Palm Beach	2,266,355	72,435	1,181	1,741,160	201,013	16,601	4,298,745
Pasco	83,752	89,246	124,170	51,557	81,760	22,985	453,470
Pinellas	1,887,195	258,388	304,890	162,454	638,104	91,348	3,342,379
Polk	128,821	66,223	157,292	148,337	33,921	18,770	553,364
Putnam	250	2,648	0	0	0	147,339	150,237
Santa Rosa	9,234	354	17,491	4,639	0	15,765	47,483
Sarasota	77,151	27,593	347,880	24,421	16,074	70,885	564,004
Seminole	143,423	19,287	33,504	126,732	88,626	4,822	416,394
St Johns	247,116	4,535	23,836	25,414	17,183	10,011	328,095
St Lucie	131,099	12,424	16,345	850	127,780	8,160	296,658
Sumter	27,194	20,458	19,766	2,592	20,356	3,156	93,522
Suwannee	6,914	942	0	0	0	17,191	25,047
Taylor	6,550	114	3,571	6,961	807	0	18,003
Union	3,105	4,249	10,409	7,435	955	0	26,153
Volusia	314,262	223,258	0	0	246,119	3,027	786,666
Wakulla	8,671	1,720	50	3,015	74	1,040	14,570
Walton	31,628	10,280	3,594	3,323	1,797	713	51,335
Washington	14,480	5,890	1,890	2,890	813	1,550	27,513
TOTAL	16,305,393	9,435,108	12,388,734	4,086,145	5,469,852	1,916,651	49,601,883

2012-13 Passenger Trips by Funding Source

County	CTD	FDOT	DCF	APD	AHCA	DOE
Alachua	17,421	0	0	0	39,424	0
Baker	4,516	0	0	0	2,458	0
Bay	16,916	6,548	0	48,397	32,323	0
Bradford	4,153	0	0	19,992	4,795	0
Brevard	65,713	364,155	0	28,647	0	84,480
Broward	316,897	438,125	805	189,860	35,153	54,893
Calhoun	2,933	1	0	1,954	2,877	0
Charlotte	58,034	2,158	0	0	11,767	0
Citrus	29,064	29,516	0	170,525	10,254	0
Clay	18,825	0	0	16,340	25,629	264
Collier	42,844	0	0	0	0	0
Columbia	13,465	0	0	3,098	35,745	0
Desoto	4,134	3,512	0	0	13,424	4
Dixie	2,712	0	0	0	3,708	0
Duval	68,758	0	0	0	0	0
Escambia	21,965	2,768	0	3,057	68,439	675
Flagler	20,023	51,633	0	1,309	7,202	0
Franklin	3,365	0	0	0	3,593	0
Gadsden	24,861	32,202	0	13	19,350	0
Gilchrist	2,862	0	0	0	1,426	0
Glades	770	4,400	104	688	2,079	0
Gulf	9,819	1	0	4,925	4,345	0
Hamilton	4,744	0	0	1,092	12,599	0
Hardee	5,481	6,968	0	0	9,167	2
Hendry	4,881	16,401	406	8,111	5,716	0
Hernando	15,744	0	0	450	76,023	0
Highlands	13,840	8,419	0	49,960	27,030	0
Hillsborough	358,299	1,925	6,221	65,034	149,799	339
Holmes	6,812	434	0	3,594	13,267	0
Indian River	14,843	2,856	0	21,950	5,556	0
Jackson	6,908	0	0	16,985	10,532	0
Jefferson	4,554	0	0	3,307	6,932	77
Lafayette	2,470	0	0	0	1,023	0
Lake	26,152	48,825	0	55,446	25,676	0

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2012-13 Passenger Trips by Funding Source

County	CTD	FDOT	DCF	APD	AHCA	DOE
Lee	27,489	0	0	22,534	53,593	0
Leon	183,996	8,361	0	24,748	51,488	0
Levy	11,549	1	0	10,989	10,432	0
Liberty	9,709	1	0	0	7,910	0
Madison	6,586	798	0	4,618	4,951	16
Manatee	32,710	6,667	2,172	50,538	63,886	14,406
Marion	36,735	39,372	0	39,955	56,310	0
Martin	23,426	2,208	0	19,485	14,355	0
Miami-Dade	2,447,113	1,709,491	74,100	96,000	0	0
Monroe	43,052	2,758	0	2,689	20,444	0
Nassau	29,695	12,749	0	0	13,710	1,817
Okaloosa	42,593	14,125	0	4,038	19,267	447
Okeechobee	5,455	2,822	0	19,600	9,247	0
Orange	81,664	0	249	151,050	296,768	0
Osceola	21,699	0	66	40,132	78,847	0
Palm Beach	2,167,979	0	0	0	0	0
Pasco	270,719	14,730	2,838	22,738	26,886	38,088
Pinellas	1,278,765	1,292	21,998	130,646	275,958	3,076
Polk	32,809	16,609	10,943	118,736	52,187	58,202
Putnam	20,962	1,679	0	41,641	12,726	0
St Johns	18,952	19,600	0	0	23,293	0
St Lucie	21,486	65,707	93,815	122	0	0
Santa Rosa	10,230	2,108	0	7,144	10,169	52
Sarasota	14,942	0	0	39,890	0	0
Seminole	20,010	0	61	37,011	72,715	0
Sumter	21,462	14,315	0	11,925	8,350	0
Suwannee	6,409	0	0	1,474	17,014	0
Taylor	8,195	0	0	0	2,164	29
Union	2,136	0	0	14,435	5,055	0
Volusia	34,447	1,970	0	1,330	0	115,420
Wakulla	6,886	0	0	434	517	0
Walton	19,476	5,095	0	3,657	13,979	140
Washington	8,838	3,577	0	3,993	10,703	0
TOTAL	8,182,952	2,966,882	213,778	1,636,286	1,900,235	372,427

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2012-13 Passenger Trips by Funding Source

County	DOEA	Other Fed./State	Local Govt.	Local Non Govt.	Total
Alachua	725	0	57,082	1	114,653
Baker	0	2,038	1	7,795	16,808
Bay	13,118	83,011	1,394	1,394	203,101
Bradford	3,030	0	0	154	32,124
Brevard	32,217	360	387,460	156,141	1,119,173
Broward	117,256	0	2,590,344	154,657	3,897,990
Calhoun	1,920	0	1	1	9,687
Charlotte	6,783	0	19,846	0	98,588
Citrus	9,937	0	970	0	250,266
Clay	15,280	50,805	1,981	7,582	136,706
Collier	2,458	42,538	0	394	88,234
Columbia	125	23	1	166	52,623
Desoto	981	3,268	294	0	25,617
Dixie	853	0	0	1	7,274
Duval	196	0	466,189	29,818	564,961
Escambia	8,487	52,474	45,811	1,166	204,842
Flagler	12,478	262	793	206	93,906
Franklin	0	15	1,438	1,111	9,522
Gadsden	0	28	17,193	17,947	111,594
Gilchrist	519	0	0	1	4,808
Glades	85	73	31	0	8,230
Gulf	3,598	1	36	1,247	23,972
Hamilton	44	9	1	59	18,548
Hardee	1,209	0	493	1,590	24,910
Hendry	340	293	135	0	36,283
Hernando	4,369	1,632	2,653	45,615	146,486
Highlands	6,123	12,896	2,017	2,103	122,388
Hillsborough	33,326	120,818	338,285	63,763	1,137,809
Holmes	491	8,416	79	17	33,110
Indian River	4,067	0	2,156	0	51,428
Jackson	5,019	33	3,867	242	43,586
Jefferson	0	27	0	41	14,938
Lafayette	563	0	0	1	4,057
Lake	16,013	1	49,881	1	221,995

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2012-13 Passenger Trips by Funding Source

County	DOEA	Other Fed./State	Local Govt.	Local Non Govt.	Total
Lee	3,829	0	0	3,506	110,951
Leon	0	0	4,303	0	272,896
Levy	389	0	9,357	18,708	61,425
Liberty	1,127	0	2,441	12,006	33,194
Madison	0	20	1,833	644	19,466
Manatee	18,463	10,480	35,995	34,133	269,450
Marion	485	0	21,009	0	193,866
Martin	0	0	2,602	0	62,076
Miami-Dade	212,100	354,901	20,443,788	293,092	25,630,585
Monroe	0	0	33,730	88	102,761
Nassau	13,341	0	1,276	773	73,361
Okaloosa	5,672	6,931	678	64,626	158,377
Okeechobee	857	2	735	0	38,718
Orange	66,140	98,102	206,638	798,786	1,699,397
Osceola	17,572	26,064	54,900	212,225	451,505
Palm Beach	12,196	0	2,118,570	0	4,298,745
Pasco	16,425	17,595	13,740	29,711	453,470
Pinellas	86,054	52,562	1,455,899	36,129	3,342,379
Polk	55,931	14,487	93,040	100,420	553,364
Putnam	259	401	1	72,568	150,237
St Johns	0	2	238,570	27,678	328,095
St Lucie	3,876	237	82,271	29,144	296,658
Santa Rosa	0	17,621	1	158	47,483
Sarasota	0	0	499,952	9,220	564,004
Seminole	16,206	24,037	50,631	195,723	416,394
Sumter	5,278	7,640	14,315	10,237	93,522
Suwannee	59	11	1	79	25,047
Taylor	0	3	7,141	471	18,003
Union	0	956	3,571	0	26,153
Volusia	10,751	5,086	257,221	360,441	786,666
Wakulla	453	0	4,437	1,843	14,570
Walton	4,858	3,102	923	105	51,335
Washington	154	1	150	97	27,513
TOTAL	854,085	1,019,262	29,650,151	2,805,825	49,601,883

(Passenger Trip by Funding Source page 4 of 4)

2012-13 Operators by County

County	Private Non Profit	Private For Profit	School Board	Municipality	County1	City
Alachua	1	1	0	0	0	
Baker	1	0	0	0	0	
Bay	4	2	0	0	0	
Bradford	2	0	0	0	0	
Brevard	0	1	1	0	1	
Broward	24	6	0	7	1	
Calhoun	1	0	0	0	0	
Charlotte	5	2	0	0	1	
Citrus	1	1	0	0	1	
Clay	2	2	0	0	0	
Collier	0	2	0	0	0	
Columbia	1	5	0	0	0	
Desoto	0	2	0	0	0	
Dixie	1	0	0	0	1	
Duval	1	2	0	0	0	
Escambia	5	3	0	0	0	
Flagler	0	0	0	0	1	
Franklin	1	1	0	0	0	
Gadsden	1	0	0	0	0	
Gilchrist	1	0	0	0	1	
Glades	2	1	0	0	0	
Gulf	1	0	0	0	0	
Hamilton	1	5	0	0	0	
Hardee	1	2	0	0	0	
Hendry	2	1	0	0	0	
Hernando	2	2	0	0	0	
Highlands	2	3	0	0	0	
Hillsborough	10	1	0	1	2	
Holmes	1	2	0	0	1	
Indian River	2	0	0	0	0	
Jackson	1	0	0	0	0	
Jefferson	1	0	0	0	0	
Lafayette	1	0	0	0	1	
Lake	2	14	0	0	0	

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

2012-13 Operators by County

County	Private Non Profit	Private For Profit	School Board	Municipality	County1	City
Lee	2	0	0	0	0	
Leon	1	3	0	0	0	
Levy	0	0	0	0	1	
Liberty	0	0	0	0	1	
Madison	1	0	0	0	0	
Manatee	7	2	0	0	1	
Marion	3	1	0	0	0	
Martin	1	4	0	0	0	
Miami-Dade	64	3	0	0	1	
Monroe	7	0	0	0	1	
Nassau	1	1	0	0	0	
Okaloosa	4	1	0	0	0	
Okeechobee	1	2	0	0	0	
Orange	12	12	0	0	0	
Osceola	3	3	0	0	0	
Palm Beach	0	1	0	0	0	
Pasco	5	5	1	0	1	
Pinellas	18	3	1	1	1	
Polk	9	1	0	0	2	
Putnam	1	0	0	0	0	
St Johns	1	0	0	0	0	
St Lucie	5	4	1	0	1	
Santa Rosa	1	2	0	0	0	
Sarasota	4	2	0	0	1	
Seminole	3	3	0	0	0	
Sumter	1	2	0	0	0	
Suwannee	1	5	0	0	0	
Taylor	1	0	0	0	0	
Union	2	0	0	0	0	
Volusia	6	6	0	0	1	
Wakulla	1	0	0	0	0	
Walton	3	2	0	0	1	
Washington	1	0	0	0	1	
TOTAL	251	129	4	9	25	0

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

2012-13 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	31	0	0
Calhoun	0	0	1	0	0	0
Charlotte	0	0	8	0	0	0
Citrus	0	0	3	1	0	0
Clay	0	0	4	1	0	0
Collier	0	1	3	1	0	0
Columbia	1	0	7	0	0	0
Desoto	0	0	2	0	0	0
Dixie	0	0	2	0	0	0
Duval	1	0	4	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	1	0	0	0
Gilchrist	0	0	2	0	0	0
Glades	0	0	3	1	0	0
Gulf	0	0	1	0	0	0
Hamilton	1	0	7	0	0	0
Hardee	0	0	3	1	0	0
Hendry	0	0	3	1	0	0
Hernando	0	0	4	1	0	0
Highlands	0	0	5	2	0	0
Hillsborough	1	0	15	14	0	0
Holmes	0	0	4	0	0	0
Indian River	0	0	2	1	0	0
Jackson	0	0	1	0	0	0
Jefferson	0	0	1	0	0	0
Lafayette	0	0	2	0	0	0
Lake	0	0	16	2	0	0

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

2012-13 Operators by County

County	Transit Authority	Other Operators	Total Operators	Number of Coordination Contractors	Number of CMBEs (transportaion services)	Number of CMBEs (other services)
Lee	0	0	2	1	0	0
Leon	0	0	4	0	0	0
Levy	0	0	1	0	0	0
Liberty	0	0	1	0	0	0
Madison	0	0	1	0	0	0
Manatee	0	0	10	9	0	0
Marion	0	0	4	2	0	0
Martin	0	0	5	1	0	0
Miami-Dade	0	0	68	64	0	0
Monroe	0	0	8	7	0	0
Nassau	0	0	2	0	0	0
Okaloosa	0	0	5	2	0	0
Okeechobee	0	0	3	1	0	0
Orange	0	0	24	19	0	0
Osceola	0	0	6	5	0	0
Palm Beach	1	0	2	0	0	0
Pasco	0	1	13	5	0	0
Pinellas	1	0	25	18	0	0
Polk	1	0	13	7	0	0
Putnam	0	0	1	0	0	0
St Johns	0	0	1	0	0	0
St Lucie	0	0	11	10	0	0
Santa Rosa	0	0	3	1	0	0
Sarasota	0	0	7	4	0	0
Seminole	0	0	6	5	0	0
Sumter	0	0	3	1	0	0
Suwannee	1	0	7	0	0	0
Taylor	0	0	1	0	0	0
Union	0	0	2	0	0	0
Volusia	0	1	14	6	0	0
Wakulla	0	0	1	0	0	0
Walton	0	0	6	0	0	0
Washington	0	0	2	0	0	0
TOTAL	8	3	429	232	0	0

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

2012-13 Employee Information

County	Total Drivers- CTC & Oper.	CTC & Oper. Driver Hours	CTC & Oper. Total Employees	CC Drivers	CC Driver Hours	CC Total Employees
Alachua	52	101,920	71	0	0	0
Baker	11	24,367	16	0	0	0
Bay	26	52,741	32	4	5,225	4
Bradford	6	10,210	9	6	10,650	6
Brevard	188	156,151	211	0	0	0
Broward	297	559,222	384	289	150,113	409
Calhoun	5	9,360	10	0	0	0
Charlotte	27	41,459	43	0	0	0
Citrus	37	48,057	46	30	31,200	36
Clay	59	63,937	67	24	10,980	38
Collier	28	60,392	39	2	1,472	2
Columbia	30	46,188	43	0	0	0
Desoto	24	38,457	35	0	0	0
Dixie	4	7,700	6	0	0	0
Duval	231	397,929	279	0	0	0
Escambia	64	82,711	89	4	4	5
Flagler	28	48,412	33	0	0	0
Franklin	13	17,667	17	0	0	0
Gadsden	14	36,209	25	0	0	0
Gilchrist	4	6,304	6	0	0	0
Glades	2	5,050	5	1	155	1
Gulf	10	12,665	12	0	0	0
Hamilton	10	16,280	14	0	0	0
Hardee	14	22,537	20	2	480	5
Hendry	14	21,516	20	10	1,520	10
Hernando	39	64,480	53	31	32,240	33
Highlands	35	74,896	50	33	6,968	37
Hillsborough	46	95,680	69	490	367,378	571
Holmes	9	32,401	14	0	0	0
Indian River	18	29,120	27	6	6,240	10
Jackson	18	28,111	29	0	0	0
Jefferson	4	9,134	16	0	0	0
Lafayette	4	5,410	6	0	0	0
Lake	65	113,071	80	41	16,039	52

Continued on the next page

2012-13 Employee Information

County	Total Drivers- CTC & Oper.	CTC & Oper. Driver Hours	CTC & Oper. Total Employees	CC Drivers	CC Driver Hours	CC Total Employees
Lee	41	76,479	56	9	1,380	12
Leon	18	51,745	38	0	0	0
Levy	14	36,400	21	0	0	0
Liberty	11	19,420	16	0	0	0
Madison	7	14,606	19	0	0	0
Manatee	25	69,200	38	142	63,790	142
Marion	82	145,600	112	15	19,760	18
Martin	25	55,483	43	58	121,793	64
Miami-Dade	1,097	2,254,160	2,547	370	391,392	545
Monroe	8	11,440	10	53	75,920	67
Nassau	24	42,720	28	0	0	0
Okaloosa	39	56,168	52	5	5,091	8
Okeechobee	13	21,687	17	4	3,700	6
Orange	255	462,579	324	409	182,464	446
Osceola	68	122,900	86	109	48,478	118
Palm Beach	313	740,558	425	0	0	0
Pasco	74	42,447	104	74	31,685	84
Pinellas	651	576,040	697	219	91,946	269
Polk	95	172,496	141	76	78,026	178
Putnam	30	51,154	39	0	0	0
St Johns	72	98,734	84	0	0	0
St Lucie	23	48,438	64	91	47,668	114
Santa Rosa	12	26,084	21	1	1	1
Sarasota	66	127,288	104	21	21,994	44
Seminole	63	113,343	80	100	44,709	107
Sumter	33	61,152	40	6	3,120	9
Suwannee	14	21,984	19	0	0	0
Taylor	4	7,513	16	0	0	0
Union	4	6,750	7	0	0	0
Volusia	90	181,693	149	43	32,820	51
Wakulla	6	8,970	9	0	0	0
Walton	16	46,845	22	0	0	0
Washington	10	27,867	16	0	0	0
TOTAL	4,739	8,139,687	7,320	2,778	1,906,401	3,502

2012-13 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	1,377,805	20,779	0	0	1,398,584	1,186,538	53
Baker	391,817	0	0	0	391,817	290,251	4
Bay	618,657	5,692	44,003	0	668,352	511,592	22
Bradford	128,401	0	109,400	0	237,801	196,755	0
Brevard	805,104	1,957,848	0	22,123	2,785,075	2,614,122	64
Broward	1	8,474,703	2,835,875	0	11,310,579	9,188,441	107
Calhoun	160,745	0	0	0	160,745	134,443	4
Charlotte	320,462	117,999	0	0	438,461	375,239	139
Citrus	672,575	10,000	307,280	0	989,855	814,022	35
Clay	922,766	0	109,544	0	1,032,310	877,846	17
Collier	0	1,096,044	16,135	0	1,112,179	953,565	18
Columbia	448,876	328,693	0	0	777,569	660,001	2
Desoto	0	399,564	0	0	399,564	352,282	2
Dixie	115,579	26,401	0	0	141,980	123,279	1
Duval	1	4,863,971	0	0	4,863,972	4,172,668	331
Escambia	1,159,589	298,918	0	0	1,458,507	1,257,532	103
Flagler	981,750	0	0	0	981,750	873,185	6
Franklin	325,080	0	0	0	325,080	324,973	1
Gadsden	580,091	0	24,059	0	604,150	488,132	7
Gilchrist	95,308	3,004	0	0	98,312	82,278	1
Glades	128,313	2,500	0	0	130,813	118,108	3
Gulf	282,962	0	0	0	282,962	279,814	0
Hamilton	158,213	115,853	0	0	274,066	232,626	1
Hardee	0	555,146	2,944	0	558,090	482,183	11
Hendry	554,822	9,256	14,824	0	578,902	517,676	7
Hernando	211,140	1,594,052	390,612	0	2,195,804	1,976,223	0
Highlands	0	940,852	96,557	0	1,037,409	727,732	26
Hillsborough	1,114,479	0	5,706,789	0	6,821,268	5,561,269	355
Holmes	427,372	5,821	0	0	433,193	326,350	0
Indian River	357,012	0	190,769	0	547,781	466,472	5
Jackson	573,993	0	0	0	573,993	439,725	2
Jefferson	229,875	0	2,395	0	232,270	214,683	2
Lafayette	78,515	669	0	0	79,184	64,041	1
Lake	0	1,542,489	252,344	0	1,794,833	1,524,756	64

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2012-13 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	1,144,887	39,663	31,678	0	1,216,228	1,115,646	34
Leon	1,480	571,142	0	0	572,622	480,057	0
Levy	842,193	0	0	0	842,193	706,612	4
Liberty	391,822	0	0	0	391,822	372,584	2
Madison	252,147	0	6,281	0	258,428	207,987	2
Manatee	645,396	0	552,828	0	1,198,224	876,841	97
Marion	1,342,025	208,277	252,065	0	1,802,367	1,670,389	19
Martin	0	210,499	183,230	0	393,729	114,180	0
Miami-Dade	7,700,798	16,868,810	5,320,085	0	29,889,693	25,875,033	80
Monroe	657,167	0	469,143	0	1,126,310	951,067	4
Nassau	542,767	5,840	0	0	548,607	436,425	8
Okaloosa	0	688,648	38,943	0	727,591	630,363	9
Okeechobee	0	542,443	94,200	0	636,643	415,902	14
Orange	2	6,857,640	1,560,692	0	8,418,334	6,688,842	132
Osceola	2	1,821,968	414,652	0	2,236,622	1,777,121	35
Palm Beach	2	9,422,942	0	0	9,422,944	8,569,751	109
Pasco	238,831	457,520	488,753	10,467	1,195,571	1,060,368	9
Pinellas	2	2,935,627	959,745	0	3,895,374	2,642,418	100
Polk	656,912	1,408,184	474,838	0	2,539,934	2,098,653	177
Putnam	888,541	0	0	0	888,541	723,272	18
St Johns	1,189,412	0	0	0	1,189,412	975,755	14
St Lucie	0	687,663	801,562	17,853	1,507,078	1,269,815	49
Santa Rosa	425,717	12,460	1	0	438,178	352,778	10
Sarasota	1,433,298	1,031,859	162,617	0	2,627,774	2,115,010	38
Seminole	2	1,680,294	382,409	0	2,062,705	1,638,935	32
Sumter	0	766,128	85,868	0	851,996	692,849	16
Suwannee	213,649	156,446	0	0	370,095	314,136	1
Taylor	135,185	0	8,931	0	144,116	113,063	4
Union	143,394	0	0	0	143,394	114,715	2
Volusia	1,411,824	1,208,637	268,646	0	2,889,107	2,555,235	232
Wakulla	250,451	0	0	0	250,451	230,251	0
Walton	650,569	38,654	0	0	689,223	591,637	2
Washington	407,011	5,598	0	0	412,609	351,557	2
Totals	34,786,789	69,997,196	22,660,697	50,443	127,495,125	107,138,049	2,649

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2012-13 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	11	4	43	41	3	95%	7%
Baker	3	0	13	13	0	100%	0%
Bay	5	4	38	31	7	82%	18%
Bradford	0	0	14	13	1	93%	7%
Brevard	25	14	192	93	0	48%	0%
Broward	169	36	487	250	0	51%	0%
Calhoun	0	0	13	5	2	38%	15%
Charlotte	1	0	47	36	0	77%	0%
Citrus	17	1	77	38	31	49%	40%
Clay	1	1	50	38	1	76%	2%
Collier	14	0	25	21	0	84%	0%
Columbia	1	0	26	20	4	77%	15%
Desoto	1	0	20	16	1	80%	5%
Dixie	0	0	9	9	2	100%	22%
Duval	46	26	97	97	0	100%	0%
Escambia	14	2	26	10	2	38%	8%
Flagler	1	1	35	29	0	83%	0%
Franklin	0	0	15	9	1	60%	7%
Gadsden	1	0	18	14	4	78%	22%
Gilchrist	0	0	9	9	2	100%	22%
Glades	7	3	4	4	0	100%	0%
Gulf	1	1	12	9	1	75%	8%
Hamilton	0	0	9	7	2	78%	22%
Hardee	2	1	15	12	1	80%	7%
Hendry	2	1	23	17	1	74%	4%
Hernando	2	2	59	31	5	53%	8%
Highlands	4	2	49	37	2	76%	4%
Hillsborough	40	8	275	163	0	59%	0%
Holmes	1	0	21	7	1	33%	5%
Indian River	3	1	48	36	0	75%	0%
Jackson	0	0	26	8	1	31%	4%
Jefferson	0	0	12	7	4	58%	33%
Lafayette	0	0	6	5	1	83%	17%
Lake	15	7	101	65	36	64%	36%

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2012-13 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	37	12	46	41	1	89%	2%
Leon	0	0	20	18	2	90%	10%
Levy	0	0	24	22	2	92%	8%
Liberty	1	0	19	8	1	42%	5%
Madison	0	0	15	10	4	67%	27%
Manatee	72	7	83	47	1	57%	1%
Marion	3	1	108	69	18	64%	17%
Martin	0	0	40	30	10	75%	25%
Miami-Dade	159	140	1,184	412	3	35%	0%
Monroe	5	2	45	18	0	40%	0%
Nassau	1	0	23	22	1	96%	4%
Okaloosa	1	0	60	46	0	77%	0%
Okeechobee	2	1	13	8	1	62%	8%
Orange	273	107	298	196	3	66%	1%
Osceola	74	29	79	52	1	66%	1%
Palm Beach	155	74	215	215	0	100%	0%
Pasco	7	3	119	37	9	31%	8%
Pinellas	41	9	501	129	0	26%	0%
Polk	19	6	123	104	7	85%	6%
Putnam	1	1	33	27	7	82%	21%
St Johns	4	1	45	36	3	80%	7%
St Lucie	7	2	118	54	0	46%	0%
Santa Rosa	2	0	10	5	1	50%	10%
Sarasota	297	192	55	53	0	96%	0%
Seminole	68	27	73	48	1	66%	1%
Sumter	12	8	36	31	5	86%	14%
Suwannee	0	0	12	9	2	75%	17%
Taylor	0	0	14	10	4	71%	29%
Union	1	1	8	6	1	75%	13%
Volusia	9	4	115	87	0	76%	0%
Wakulla	0	0	9	6	1	67%	11%
Walton	2	0	21	8	1	38%	5%
Washington	1	0	21	8	1	38%	5%
Totals	1,641	742	5,499	3,072	207	56%	4%

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2012-13 Revenue Summary

County	CTD	FDOT	DCF	APD	AHCA	DOH	DOE	DOEA
Alachua	\$559,093	\$0	\$0	\$0	\$1,228,730	\$0	\$0	\$24,053
Baker	\$164,697	\$159,930	\$0	\$0	\$146,998	\$0	\$0	\$0
Bay	\$357,359	\$324,183	\$262,278	\$6,543	\$569,352	\$0	\$0	\$82,872
Bradford	\$96,016	\$202,978	\$144,385	\$0	\$129,674	\$0	\$0	\$32,423
Brevard	\$1,191,407	\$2,653,447	\$0	\$179,949	\$0	\$0	\$25,643	\$75,971
Broward	\$3,284,467	\$286,749	\$1,202,086	\$0	\$2,455,755	\$0	\$563,721	\$484,632
Calhoun	\$164,713	\$51,970	\$39,358	\$0	\$191,629	\$0	\$0	\$5,438
Charlotte	\$305,381	\$262,932	\$0	\$0	\$496,689	\$0	\$0	\$39,918
Citrus	\$280,958	\$801,077	\$0	\$286,746	\$479,080	\$0	\$0	\$89,351
Clay	\$380,006	\$306,834	\$152,171	\$11,373	\$370,140	\$0	\$14,403	\$76,573
Collier	\$696,791	\$184,011	\$0	\$0	\$0	\$0	\$0	\$44,211
Columbia	\$451,563	\$255,085	\$43,539	\$0	\$1,392,709	\$314	\$0	\$4,375
Desoto	\$195,218	\$102,571	\$0	\$0	\$482,079	\$0	\$248	\$19,869
Dixie	\$159,319	\$127,596	\$0	\$0	\$149,659	\$0	\$0	\$8,261
Duval	\$1,208,618	\$733,854	\$0	\$0	\$0	\$0	\$0	\$2,350
Escambia	\$548,977	\$85,000	\$29,278	\$0	\$1,096,387	\$0	\$20,810	\$106,830
Flagler	\$279,868	\$448,814	\$9,163	\$0	\$108,429	\$0	\$0	\$86,000
Franklin	\$141,098	\$98,489	\$0	\$0	\$290,232	\$1,580	\$0	\$0
Gadsden	\$269,109	\$445,796	\$2,551	\$0	\$591,342	\$977	\$0	\$0
Gilchrist	\$147,357	\$82,762	\$0	\$0	\$76,724	\$0	\$0	\$4,858
Glades	\$87,307	\$6,675	\$11,230	\$0	\$210,262	\$0	\$0	\$2,312
Gulf	\$163,242	\$55,859	\$20,860	\$0	\$140,505	\$0	\$0	\$10,906
Hamilton	\$159,160	\$89,908	\$15,346	\$0	\$490,880	\$111	\$0	\$1,542
Hardee	\$198,822	\$286,513	\$0	\$0	\$445,536	\$0	\$255	\$13,006
Hendry	\$349,227	\$26,701	\$77,042	\$0	\$841,047	\$0	\$0	\$9,248
Hernando	\$290,904	\$239,598	\$4,116	\$0	\$1,555,811	\$0	\$0	\$42,079
Highlands	\$364,806	\$240,402	\$69,069	\$0	\$853,289	\$2,120	\$0	\$46,600
Hillsborough	\$1,500,553	\$21,179	\$560,780	\$0	\$3,206,689	\$0	\$4,502	\$333,774
Holmes	\$232,204	\$123,416	\$52,200	\$271	\$218,589	\$112	\$0	\$1,773
Indian River	\$300,190	\$636,315	\$122,615	\$0	\$237,905	\$0	\$0	\$4,640
Jackson	\$390,980	\$238,816	\$122,008	\$0	\$621,595	\$623	\$0	\$42,514
Jefferson	\$128,951	\$105,910	\$29,421	\$0	\$451,279	\$103	\$4,606	\$0
Lafayette	\$175,018	\$79,443	\$0	\$0	\$70,174	\$0	\$0	\$4,512
Lake	\$565,945	\$1,791,194	\$385,895	\$0	\$916,226	\$0	\$0	\$137,152

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2012-13 Revenue Summary

County	CTD	FDOT	DCF	APD	AHCA	DOH	DOE	DOEA
Lee	\$630,239	\$266,935	\$284,747	\$0	\$1,605,311	\$0	\$0	\$72,705
Leon	\$513,115	\$74,425	\$272,390	\$1,453	\$647,426	\$0	\$0	\$0
Levy	\$415,333	\$680,436	\$129,889	\$0	\$473,522	\$0	\$0	\$8,474
Liberty	\$242,116	\$20,967	\$0	\$0	\$98,235	\$0	\$0	\$9,000
Madison	\$140,437	\$195,266	\$40,330	\$0	\$340,564	\$1,173	\$1,853	\$0
Manatee	\$463,509	\$375,637	\$351,473	\$0	\$993,791	\$0	\$5,868	\$256,159
Marion	\$746,892	\$880,083	\$198,779	\$0	\$1,381,850	\$0	\$0	\$5,195
Martin	\$298,311	\$23,453	\$56,182	\$0	\$212,460	\$0	\$0	\$0
Miami-Dade	\$7,481,312	\$3,850,000	\$170,100	\$0	\$0	\$0	\$0	\$212,100
Monroe	\$315,441	\$63,424	\$0	\$25,850	\$788,221	\$0	\$0	\$0
Nassau	\$302,105	\$277,112	\$0	\$0	\$295,712	\$0	\$4,543	\$58,691
Okaloosa	\$348,565	\$660,990	\$34,395	\$0	\$264,248	\$0	\$4,182	\$43,311
Okeechobee	\$203,091	\$62,943	\$23,247	\$0	\$440,068	\$164	\$0	\$13,004
Orange	\$1,735,828	\$0	\$1,698,565	\$0	\$3,936,957	\$0	\$0	\$690,994
Osceola	\$461,182	\$0	\$451,282	\$0	\$1,045,988	\$0	\$0	\$183,586
Palm Beach	\$2,624,335	\$0	\$0	\$0	\$0	\$0	\$0	\$328,563
Pasco	\$526,841	\$404,466	\$33,675	\$201,104	\$851,664	\$0	\$17,443	\$268,861
Pinellas	\$1,982,082	\$265,127	\$1,948,866	\$0	\$3,454,596	\$0	\$47,283	\$761,036
Polk	\$945,428	\$1,241,503	\$456,859	\$0	\$1,837,016	\$21,684	\$94,637	\$173,749
Putnam	\$295,156	\$504,733	\$246,637	\$0	\$517,435	\$0	\$0	\$2,094
Santa Rosa	\$330,439	\$96,836	\$90,323	\$0	\$293,308	\$0	\$5,380	\$0
Sarasota	\$553,009	\$380,189	\$47,691	\$118,995	\$0	\$0	\$0	\$0
Seminole	\$425,321	\$0	\$416,191	\$0	\$964,653	\$0	\$0	\$169,311
St Johns	\$317,970	\$1,396,242	\$0	\$0	\$546,479	\$0	\$0	\$0
St Lucie	\$344,454	\$911,199	\$456,759	\$0	\$0	\$317,404	\$0	\$53,040
Sumter	\$197,475	\$533,160	\$100,153	\$10,946	\$223,589	\$0	\$0	\$38,001
Suwannee	\$214,928	\$121,411	\$20,723	\$0	\$662,879	\$150	\$0	\$2,083
Taylor	\$173,131	\$176,019	\$0	\$0	\$237,087	\$30	\$959	\$0
Union	\$82,089	\$97,027	\$43,221	\$0	\$107,202	\$0	\$0	\$0
Volusia	\$706,818	\$1,423,080	\$0	\$5,126	\$0	\$0	\$18,551	\$71,816
Wakulla	\$185,613	\$145,004	\$4,277	\$0	\$44,419	\$0	\$0	\$836
Walton	\$370,360	\$382,628	\$39,104	\$0	\$233,848	\$0	\$2,390	\$40,638
Washington	\$224,742	\$160,477	\$60,315	\$567	\$213,109	\$0	\$0	\$1,087
Totals	\$40,586,991	\$27,226,779	\$11,031,564	\$848,923	\$43,227,032	\$346,545	\$837,277	\$5,302,377

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2012-13 Revenue Summary

County	DCA	WAGES	DJJ	Other Fed.	Local Govt.	Local Non Govt.	Farebox	Total
Alachua	\$0	\$0	\$0	\$0	\$1,524,949	\$0	\$31,379	\$3,368,204
Baker	\$0	\$0	\$0	\$14,464	\$38,484	\$121,225	\$17,346	\$663,144
Bay	\$0	\$0	\$0	\$393,612	\$9,273	\$39,076	\$34,426	\$2,078,974
Bradford	\$0	\$0	\$0	\$0	\$0	\$27,043	\$0	\$632,519
Brevard	\$0	\$0	\$0	\$1,136	\$739,527	\$16,448	\$412,214	\$5,295,742
Broward	\$0	\$0	\$0	\$0	\$16,036,419	\$416,502	\$1,366,245	\$26,096,576
Calhoun	\$0	\$0	\$0	\$0	\$25,211	\$0	\$9,791	\$488,110
Charlotte	\$0	\$0	\$0	\$0	\$668,434	\$11,982	\$121,808	\$1,907,144
Citrus	\$0	\$0	\$0	\$0	\$463,012	\$85,577	\$81,041	\$2,566,842
Clay	\$0	\$0	\$0	\$249,174	\$428,457	\$222,180	\$76,018	\$2,287,329
Collier	\$0	\$0	\$0	\$254,356	\$2,412,013	\$47,968	\$175,905	\$3,815,255
Columbia	\$0	\$0	\$0	\$8,146	\$28,685	\$4,049	\$25,464	\$2,213,929
Desoto	\$0	\$0	\$0	\$112,666	\$15,052	\$0	\$10,243	\$937,946
Dixie	\$0	\$0	\$0	\$0	\$0	\$23,904	\$2,162	\$470,901
Duval	\$0	\$0	\$0	\$0	\$11,682,202	\$0	\$740,077	\$14,367,101
Escambia	\$0	\$104,947	\$0	\$0	\$1,227,981	\$10,541	\$197,103	\$3,427,854
Flagler	\$0	\$0	\$0	\$1,834	\$472,593	\$10,740	\$87,342	\$1,504,783
Franklin	\$0	\$0	\$0	\$1,884	\$64,641	\$0	\$2,365	\$600,289
Gadsden	\$0	\$0	\$0	\$0	\$189,844	\$74,933	\$76,772	\$1,651,324
Gilchrist	\$0	\$0	\$0	\$0	\$0	\$16,374	\$1,629	\$329,704
Glades	\$0	\$0	\$0	\$6,333	\$630	\$4,000	\$2,657	\$331,406
Gulf	\$0	\$0	\$0	\$5,624	\$23,311	\$22,979	\$29,034	\$472,320
Hamilton	\$0	\$0	\$0	\$2,871	\$10,110	\$1,427	\$8,975	\$780,330
Hardee	\$0	\$0	\$0	\$0	\$22,304	\$4,464	\$1,601	\$972,501
Hendry	\$0	\$0	\$0	\$25,330	\$32,519	\$16,000	\$22,629	\$1,399,743
Hernando	\$0	\$0	\$0	\$1,365	\$34,284	\$373,514	\$111,347	\$2,653,018
Highlands	\$0	\$0	\$0	\$295,090	\$45,729	\$34,440	\$7,803	\$1,959,348
Hillsborough	\$140,418	\$0	\$0	\$2,556,796	\$6,046,654	\$716,148	\$503,629	\$15,591,122
Holmes	\$0	\$0	\$0	\$17,841	\$860	\$5,275	\$20,071	\$672,612
Indian River	\$0	\$0	\$0	\$0	\$158,304	\$27,176	\$42,278	\$1,529,423
Jackson	\$1,755	\$0	\$0	\$0	\$26,545	\$0	\$42,900	\$1,487,736
Jefferson	\$0	\$0	\$0	\$0	\$0	\$2,141	\$21,503	\$743,914
Lafayette	\$0	\$0	\$0	\$0	\$0	\$21,553	\$968	\$351,668
Lake	\$0	\$0	\$0	\$88,576	\$1,452,103	\$5,614	\$103,209	\$5,445,914

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2012-13 Revenue Summary

County	DCA	WAGES	DJJ	Other Fed.	Local Govt.	Local Non Govt.	Farebox	Total
Lee	\$0	\$0	\$0	\$0	\$0	\$174,537	\$40,919	\$3,075,393
Leon	\$0	\$0	\$0	\$0	\$323,212	\$0	\$39,343	\$1,871,364
Levy	\$0	\$0	\$0	\$0	\$61,821	\$0	\$36,785	\$1,806,260
Liberty	\$0	\$0	\$0	\$0	\$25,540	\$0	\$0	\$395,858
Madison	\$0	\$0	\$0	\$0	\$15,295	\$2,472	\$31,158	\$768,548
Manatee	\$0	\$0	\$0	\$72,500	\$1,139,568	\$216,935	\$173,554	\$4,048,994
Marion	\$0	\$0	\$0	\$0	\$977,160	\$64,176	\$92,125	\$4,346,260
Martin	\$0	\$0	\$0	\$0	\$22,491	\$0	\$52,935	\$665,832
Miami-Dade	\$0	\$0	\$271	\$354,630	\$144,000,000	\$220,000	\$780,000	\$157,068,413
Monroe	\$0	\$0	\$0	\$0	\$830,921	\$16,805	\$29,739	\$2,070,401
Nassau	\$0	\$0	\$0	\$0	\$17,000	\$45,621	\$6,364	\$1,007,148
Okaloosa	\$0	\$50	\$0	\$64,610	\$30,630	\$4,797	\$113,453	\$1,569,231
Okeechobee	\$0	\$0	\$0	\$0	\$18,918	\$0	\$3,361	\$764,796
Orange	\$0	\$0	\$0	\$2,011,536	\$7,352,516	\$48,839	\$1,276,746	\$18,751,981
Osceola	\$0	\$0	\$0	\$534,433	\$1,953,449	\$12,976	\$339,211	\$4,982,107
Palm Beach	\$0	\$0	\$0	\$0	\$15,751,130	\$0	\$2,156,040	\$20,860,068
Pasco	\$0	\$0	\$0	\$251,304	\$83,689	\$479,746	\$83,300	\$3,202,093
Pinellas	\$0	\$0	\$15,976	\$267,357	\$4,134,934	\$697,524	\$1,490,816	\$15,065,597
Polk	\$0	\$1,101	\$154	\$0	\$2,986,674	\$765,490	\$150,565	\$8,674,860
Putnam	\$0	\$400	\$0	\$50,000	\$44,400	\$113,704	\$67,314	\$1,841,873
Santa Rosa	\$0	\$34,982	\$0	\$5,727	\$18,000	\$1,089	\$18,221	\$894,305
Sarasota	\$0	\$0	\$0	\$0	\$5,179,686	\$156,118	\$319,420	\$6,755,108
Seminole	\$0	\$0	\$0	\$492,877	\$1,801,551	\$11,967	\$312,835	\$4,594,706
St Johns	\$68	\$0	\$0	\$0	\$379,752	\$265,896	\$99,110	\$3,005,517
St Lucie	\$0	\$0	\$0	\$6,864	\$1,369,821	\$342,282	\$82,785	\$3,884,608
Sumter	\$0	\$85,141	\$0	\$0	\$712,899	\$26,577	\$45,539	\$1,973,480
Suwannee	\$0	\$0	\$0	\$3,877	\$13,653	\$1,927	\$12,120	\$1,053,751
Taylor	\$0	\$0	\$0	\$0	\$47,021	\$2,064	\$27,497	\$663,808
Union	\$0	\$0	\$0	\$9,273	\$52,276	\$6,500	\$2,983	\$400,571
Volusia	\$0	\$0	\$0	\$20,695	\$3,448,609	\$540,359	\$402,587	\$6,637,641
Wakulla	\$0	\$0	\$0	\$0	\$31,037	\$0	\$17,890	\$429,076
Walton	\$0	\$0	\$0	\$21,597	\$22,093	\$7,710	\$38,118	\$1,158,486
Washington	\$0	\$0	\$0	\$7,167	\$5,813	\$7,270	\$20,647	\$701,194
Totals	\$142,241	\$226,621	\$16,401	\$8,211,545	\$236,731,689	\$6,596,654	\$12,751,414	\$394,084,053

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2012-13 Expense Summary

County	Labor	Fringe Benefits	Services	Mat. and Supp.	Utilities	Insurance	Taxes	Bus Pass Exp.
Alachua	\$1,454,781	\$29,611	\$40,565	\$701,493	\$46,658	\$255,625	\$2,508	\$0
Baker	\$257,916	\$47,053	\$75,459	\$146,690	\$8,612	\$35,830	\$447	\$0
Bay	\$784,333	\$177,322	\$7,428	\$527,706	\$31,586	\$104,443	\$715	\$0
Bradford	\$240,049	\$100,605	\$25,757	\$178,449	\$12,079	\$56,349	\$1,012	\$0
Brevard	\$1,070,000	\$321,000	\$1,158,115	\$970,511	\$30,324	\$88,843	\$969	\$50,695
Broward	\$10,659,602	\$1,270,358	\$2,482,388	\$4,410,593	\$522,321	\$2,065,210	\$732,360	\$96,724
Calhoun	\$275,375	\$71,427	\$22,363	\$68,804	\$11,133	\$29,254	\$0	\$0
Charlotte	\$361,542	\$149,122	\$149,489	\$224,532	\$5,186	\$47,394	\$0	\$0
Citrus	\$1,245,593	\$426,421	\$73,782	\$668,398	\$26,851	\$105,000	\$1,775	\$0
Clay	\$963,840	\$162,058	\$70,225	\$475,649	\$68,529	\$122,966	\$3,755	\$0
Collier	\$1,220,405	\$231,871	\$1,008,188	\$573,870	\$18,152	\$3,985	\$1,800	\$386,926
Columbia	\$654,554	\$269,678	\$197,877	\$253,157	\$8,901	\$87,629	\$1,198	\$0
Desoto	\$36,970	\$9,087	\$5,715	\$1,520	\$5,982	\$0	\$101	\$0
Dixie	\$103,145	\$53,485	\$20,988	\$143,083	\$8,757	\$13,583	\$274	\$0
Duval	\$1,765,168	\$765,302	\$856,588	\$2,636,297	\$46,317	\$47,566	\$140	\$74,928
Escambia	\$1,370,421	\$431,266	\$248,985	\$603,449	\$61,780	\$130,432	\$5,058	\$110,600
Flagler	\$629,412	\$276,375	\$155,422	\$277,762	\$664	\$51,126	\$0	\$0
Franklin	\$193,098	\$25,787	\$23,565	\$60,712	\$12,047	\$86,204	\$617	\$0
Gadsden	\$800,797	\$387,805	\$35,173	\$310,692	\$27,857	\$61,782	\$862	\$0
Gilchrist	\$65,925	\$34,039	\$12,962	\$111,494	\$6,404	\$8,408	\$79	\$0
Glades	\$196,145	\$52,685	\$9,954	\$67,747	\$4,893	\$24,245	\$368	\$3,917
Gulf	\$220,365	\$51,710	\$14,990	\$79,411	\$5,064	\$28,605	\$458	\$0
Hamilton	\$230,707	\$95,052	\$69,745	\$89,229	\$3,137	\$30,886	\$422	\$0
Hardee	\$33,919	\$9,551	\$5,532	\$3,338	\$5,791	\$1,000	\$64	\$0
Hendry	\$789,533	\$213,239	\$39,815	\$276,066	\$19,571	\$100,297	\$1,474	\$0
Hernando	\$536,669	\$145,073	\$6,344	\$158,421	\$25,647	\$98,672	\$845	\$0
Highlands	\$253,785	\$52,097	\$18,394	\$50,233	\$20,693	\$25,949	\$1,543	\$0
Hillsborough	\$7,696,489	\$1,914,276	\$892,772	\$2,205,004	\$166,766	\$1,123,492	\$126,866	\$814,466
Holmes	\$225,696	\$57,447	\$5,013	\$164,773	\$14,036	\$41,009	\$597	\$0
Indian River	\$640,762	\$100,443	\$135,243	\$254,849	\$25,114	\$103,114	\$0	\$0
Jackson	\$662,998	\$175,760	\$38,334	\$214,342	\$28,925	\$49,302	\$1,344	\$0
Jefferson	\$229,919	\$115,894	\$11,318	\$113,514	\$6,729	\$22,609	\$315	\$0
Lafayette	\$88,678	\$49,609	\$9,873	\$108,721	\$5,202	\$9,753	\$150	\$0
Lake	\$194,191	\$45,239	\$517,695	\$883,713	\$17,629	\$58,037	\$2,245	\$0

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2012-13 Expense Summary

County	Labor	Fringe Benefits	Services	Mat. and Supp.	Utilities	Insurance	Taxes	Bus Pass Exp.
Lee	\$1,391,392	\$313,430	\$95,025	\$484,669	\$33,952	\$151,592	\$2,466	\$51,600
Leon	\$279,925	\$73,813	\$0	\$0	\$37,765	\$0	\$0	\$186,960
Levy	\$550,043	\$230,459	\$24,482	\$432,074	\$21,613	\$35,000	\$0	\$0
Liberty	\$198,212	\$47,977	\$22,483	\$43,526	\$8,191	\$30,921	\$0	\$0
Madison	\$347,604	\$180,697	\$11,915	\$134,519	\$7,689	\$26,854	\$375	\$0
Manatee	\$1,525,673	\$509,414	\$72,392	\$477,289	\$29,095	\$93,031	\$2,579	\$703,416
Marion	\$1,801,873	\$497,738	\$261,555	\$966,293	\$54,172	\$175,578	\$51,748	\$0
Martin	\$176,332	\$32,310	\$2,610	\$20,316	\$3,312	\$42,983	\$1,698	\$0
Miami-Dade	\$44,084,232	\$11,420,653	\$18,973,427	\$29,250,710	\$11,145,196	\$1,104,628	\$3,045,199	\$1,095,840
Monroe	\$714,835	\$197,451	\$474,519	\$213,436	\$9,483	\$67,459	\$708	\$4,231
Nassau	\$544,898	\$43,938	\$37,913	\$243,219	\$17,462	\$47,191	\$46,399	\$0
Okaloosa	\$707,386	\$184,745	\$252,415	\$293,479	\$24,974	\$80,098	\$0	\$200
Okeechobee	\$65,826	\$14,087	\$4,362	\$13,754	\$10,668	\$7,032	\$50	\$0
Orange	\$9,022,202	\$437,794	\$628,555	\$3,700,412	\$188,325	\$1,672,243	\$574,935	\$634
Osceola	\$2,397,057	\$116,315	\$166,997	\$983,141	\$50,035	\$444,289	\$152,751	\$168
Palm Beach	\$2,180,882	\$1,227,267	\$127,404	\$38,176	\$77,490	\$0	\$173,857	\$3,917,472
Pasco	\$961,883	\$265,770	\$30,090	\$399,205	\$12,066	\$105,091	\$929	\$3,413
Pinellas	\$5,062,487	\$1,030,412	\$293,569	\$1,613,678	\$92,335	\$1,024,093	\$24,057	\$1,614,812
Polk	\$4,396,909	\$993,985	\$417,149	\$1,668,109	\$171,051	\$251,577	\$40,311	\$54,939
Putnam	\$734,431	\$201,125	\$169,990	\$378,927	\$35,180	\$162,243	\$4,931	\$0
Santa Rosa	\$249,701	\$113,440	\$73,463	\$156,618	\$10,834	\$39,312	\$1,505	\$34,982
Sarasota	\$3,542,230	\$748,726	\$908,298	\$708,488	\$41,710	\$198,387	\$51,477	\$2,489,533
Seminole	\$2,210,665	\$107,271	\$154,011	\$906,694	\$46,145	\$409,742	\$140,874	\$155
St Johns	\$1,465,237	\$296,713	\$171,288	\$493,002	\$63,550	\$154,698	\$0	\$0
St Lucie	\$612,587	\$76,689	\$48,989	\$288,900	\$7,065	\$144,352	\$6,457	\$2,606,336
Sumter	\$139,736	\$39,900	\$19,539	\$199,620	\$7,814	\$34,865	\$540	\$0
Suwannee	\$311,544	\$128,357	\$94,182	\$120,494	\$4,236	\$41,708	\$570	\$0
Taylor	\$240,876	\$125,998	\$10,867	\$72,877	\$4,080	\$14,397	\$201	\$0
Union	\$111,764	\$14,737	\$22,305	\$56,479	\$6,492	\$23,432	\$36,126	\$0
Volusia	\$1,899,477	\$803,986	\$34,252	\$838,722	\$74,669	\$35,323	\$46,500	\$935
Wakulla	\$180,376	\$33,625	\$3,206	\$107,253	\$14,781	\$19,206	\$450	\$0
Walton	\$431,112	\$112,177	\$72,568	\$244,150	\$15,425	\$41,678	\$738	\$0
Washington	\$252,554	\$61,589	\$70,064	\$208,937	\$14,677	\$38,224	\$619	\$0
TOTAL	\$124,944,723	\$29,000,335	\$32,195,940	\$63,771,388	\$13,650,869	\$11,835,826	\$5,299,411	\$14,303,882

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2012-13 Expense Summary

County	School Bus	Pur. Service	Misc. Exp.	Interest Exp.	Leases and Rentals	Depreciation	Contr. Services	Alloc. Indirect Exp.	Total
Alachua	\$0	\$37,795	\$68,418	\$22,443	\$109,851	\$21,024	\$0	\$226,560	\$3,017,332
Baker	\$0	\$0	\$3,198	\$0	\$18,224	\$0	\$0	\$0	\$593,429
Bay	\$0	\$105,236	\$31,529	\$0	\$0	\$0	\$21	\$0	\$1,770,319
Bradford	\$0	\$0	\$1,061	\$0	\$15,389	\$32,878	\$16,870	\$10,281	\$690,779
Brevard	\$98,835	\$6,118	\$2,651	\$0	\$2,217	\$948,810	\$0	\$0	\$4,749,088
Broward	\$0	\$1,848,397	\$293,993	\$63,128	\$668,354	\$1,191,589	\$153,415	\$304,343	\$26,762,775
Calhoun	\$0	\$0	\$2,744	\$0	\$0	\$0	\$0	\$0	\$481,100
Charlotte	\$0	\$611,251	\$758	\$0	\$3,588	\$165,277	\$0	\$189,005	\$1,907,144
Citrus	\$0	\$226,803	\$5,611	\$0	\$0	\$359,714	\$0	\$75,000	\$3,214,948
Clay	\$0	\$74,428	\$42,768	\$0	\$0	\$34,172	\$149,868	\$0	\$2,168,258
Collier	\$0	\$0	\$1,600	\$0	\$0	\$286,906	\$0	\$0	\$3,733,703
Columbia	\$0	\$427,275	\$12,537	\$1,656	\$0	\$240,529	\$0	\$0	\$2,154,991
Desoto	\$0	\$760,983	\$2,907	\$0	\$1,606	\$192	\$0	\$1,965	\$827,028
Dixie	\$0	\$15,322	\$477	\$0	\$19,540	\$0	\$23,904	\$0	\$402,558
Duval	\$0	\$6,465,092	\$16,298	\$0	\$235,553	\$0	\$0	\$1,457,852	\$14,367,101
Escambia	\$0	\$389,296	\$16,013	\$10,947	\$87,672	\$22,760	\$0	\$0	\$3,488,679
Flagler	\$0	\$0	\$65,854	\$0	\$0	\$48,168	\$0	\$0	\$1,504,783
Franklin	\$0	\$111,392	\$9,282	\$0	\$10,324	\$2,347	\$0	\$0	\$535,375
Gadsden	\$0	\$17,548	\$14,476	\$0	\$22,380	\$197,303	\$0	\$0	\$1,876,675
Gilchrist	\$0	\$7,780	\$282	\$0	\$14,415	\$0	\$16,374	\$0	\$278,162
Glades	\$0	\$14,279	\$1,762	\$6,192	\$1,272	\$44,750	\$0	\$0	\$428,209
Gulf	\$0	\$1,790	\$5,702	\$3,449	\$5,999	\$58,944	\$8,862	\$0	\$485,349
Hamilton	\$0	\$150,599	\$4,419	\$584	\$0	\$84,778	\$0	\$0	\$759,558
Hardee	\$0	\$808,858	\$2,814	\$0	\$1,054	\$901	\$0	\$3,490	\$876,312
Hendry	\$0	\$72,786	\$10,865	\$24,768	\$5,094	\$17,900	\$0	\$0	\$1,571,408
Hernando	\$0	\$1,042,822	\$24,736	\$0	\$0	\$51,373	\$0	\$81,157	\$2,171,759
Highlands	\$0	\$1,608,941	\$11,729	\$15,970	\$5,193	\$50,092	\$0	\$5,290	\$2,119,909
Hillsborough	\$0	\$89,581	\$36,659	\$18,778	\$444,938	\$317,534	\$0	\$161,612	\$16,009,233
Holmes	\$0	\$23,249	\$13,303	\$0	\$0	\$8,394	\$0	\$0	\$553,517
Indian River	\$0	\$4,317	\$20,501	\$1,097	\$4,779	\$174,125	\$0	\$0	\$1,464,344
Jackson	\$0	\$2,300	\$17,265	\$0	\$9,841	\$208,704	\$0	\$0	\$1,409,115
Jefferson	\$0	\$3,979	\$5,194	\$0	\$6,232	\$72,091	\$0	\$0	\$587,794
Lafayette	\$0	\$2,076	\$461	\$0	\$10,729	\$0	\$19,448	\$0	\$304,700
Lake	\$0	\$2,174,750	\$10,972	\$0	\$15,297	\$611,154	\$0	\$0	\$4,530,922

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2012-13 Expense Summary

County	School Bus	Pur. Service	Misc. Exp.	Interest Exp.	Leases and Rentals	Depreciation	Contr. Services	Alloc. Indirect Exp.	Total
Lee	\$0	\$126,634	\$32,430	\$46,589	\$15,155	\$336,350	\$0	\$0	\$3,081,284
Leon	\$0	\$1,135,024	\$715	\$0	\$32,877	\$0	\$22,000	\$102,285	\$1,871,364
Levy	\$0	\$0	\$122,650	\$0	\$0	\$204,588	\$0	\$0	\$1,620,909
Liberty	\$0	\$0	\$9,296	\$0	\$8,882	\$21,113	\$0	\$0	\$390,601
Madison	\$0	\$9,030	\$6,098	\$0	\$9,081	\$85,480	\$0	\$0	\$819,342
Manatee	\$0	\$0	\$80,137	\$0	\$2,396	\$167,707	\$261	\$385,602	\$4,048,992
Marion	\$0	\$21,877	\$27,009	\$43,548	\$60,579	\$415,625	\$0	\$64,895	\$4,442,490
Martin	\$0	\$376,095	\$0	\$0	\$24,277	\$48,773	\$2,585	\$49,988	\$781,279
Miami-Dade	\$0	\$39,000,000	\$115,915	\$1,238,819	\$4,072,148	\$2,542,789	\$213,231	\$379,350	\$167,682,137
Monroe	\$0	\$89,797	\$109,893	\$1,102	\$1,889	\$95,542	\$0	\$201,544	\$2,181,889
Nassau	\$0	\$12,960	\$0	\$0	\$7,800	\$140,000	\$3,000	\$0	\$1,144,780
Okaloosa	\$0	\$68,303	\$4,392	\$0	\$0	\$0	\$1,500	\$0	\$1,617,492
Okeechobee	\$0	\$517,215	\$2,523	\$0	\$1,225	\$7,339	\$0	\$1,934	\$646,015
Orange	\$0	\$64,889	\$370,339	\$89,564	\$485,302	\$521,719	\$0	\$937,762	\$18,694,675
Osceola	\$0	\$17,240	\$98,393	\$23,796	\$128,937	\$138,612	\$0	\$249,149	\$4,966,880
Palm Beach	\$0	\$20,713,825	\$22,780	\$0	\$116,441	\$0	\$15,974	\$0	\$28,611,568
Pasco	\$22,928	\$1,219,511	\$13,951	\$1,775	\$1,099	\$109,494	\$2,261	\$52,627	\$3,202,093
Pinellas	\$0	\$2,534,694	\$88,765	\$21,282	\$37,649	\$579,462	\$74,701	\$191,344	\$14,283,340
Polk	\$0	\$0	\$153,256	\$58,476	\$91,433	\$120,564	\$57,546	\$38,339	\$8,513,644
Putnam	\$0	\$3,998	\$17,327	\$0	\$35,987	\$345,012	\$0	\$0	\$2,089,151
Santa Rosa	\$0	\$18,830	\$6,637	\$3,270	\$12,392	\$6,799	\$0	\$0	\$727,783
Sarasota	\$0	\$0	\$35,928	\$12,558	\$179,312	\$183,911	\$42,349	\$29,669	\$9,172,576
Seminole	\$0	\$15,899	\$90,742	\$21,945	\$118,912	\$127,835	\$0	\$229,775	\$4,580,665
St Johns	\$0	\$0	\$3,380	\$0	\$0	\$354,465	\$0	\$12,856	\$3,015,189
St Lucie	\$72,930	\$0	\$24,300	\$0	\$15,960	\$96,235	\$665	\$2,745	\$4,004,210
Sumter	\$0	\$1,405,999	\$5,144	\$0	\$3,942	\$7,196	\$213,251	\$0	\$2,077,546
Suwannee	\$0	\$203,367	\$5,967	\$789	\$0	\$114,483	\$0	\$0	\$1,025,697
Taylor	\$0	\$6,887	\$4,638	\$0	\$5,312	\$46,192	\$0	\$0	\$532,325
Union	\$0	\$36,644	\$37,734	\$0	\$9,558	\$25,400	\$17,685	\$2,215	\$400,571
Volusia	\$0	\$2,393,185	\$12,995	\$0	\$0	\$0	\$0	\$415,237	\$6,555,281
Wakulla	\$0	\$13,422	\$980	\$0	\$0	\$44,240	\$0	\$0	\$417,539
Walton	\$0	\$34,501	\$16,260	\$0	\$0	\$10,794	\$19,758	\$0	\$999,161
Washington	\$0	\$28,717	\$12,233	\$0	\$0	\$6,166	\$3,288	\$0	\$697,068
TOTAL	\$194,693	\$87,173,586	\$2,291,646	\$1,732,525	\$7,198,086	\$12,156,294	\$1,078,817	\$5,863,871	\$412,691,892

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2012-13 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	\$26.32	\$26.32	\$2.16	\$29.60	46%	2.27%	1.12	51.65	0.79	26,388.38
Baker	\$35.31	\$35.31	\$1.51	\$24.35	27%	6.35%	0.69	30.95	0.77	97,954.25
Bay	\$8.72	\$8.72	\$2.65	\$30.54	4%	4.04%	3.50	75.53	0.75	30,379.64
Bradford	\$21.50	\$21.50	\$2.90	\$33.12	4%	4.83%	1.54	66.93	0.00	237,801.00
Brevard	\$4.20	\$6.87	\$1.69	\$30.09	22%	6.14%	4.23	45.34	0.90	43,516.80
Broward	\$6.84	\$18.41	\$2.36	\$37.59	68%	2.61%	1.99	78.57	1.49	105,706.35
Calhoun	\$49.66	\$49.66	\$2.99	\$51.40	7%	9.47%	1.03	17.61	0.00	40,186.25
Charlotte	\$19.34	\$19.34	\$4.35	\$46.00	42%	5.29%	2.38	15.87	0.23	3,154.40
Citrus	\$12.85	\$12.85	\$3.25	\$40.56	25%	9.54%	2.79	25.45	1.72	28,281.57
Clay	\$15.86	\$15.86	\$2.10	\$28.94	32%	3.85%	1.15	39.88	0.10	60,724.12
Collier	\$37.93	\$37.93	\$3.01	\$54.10	69%	0.63%	1.43	99.36	1.26	61,787.72
Columbia	\$40.95	\$40.95	\$2.77	\$46.66	3%	6.79%	1.14	31.19	0.13	388,784.50
Desoto	\$32.28	\$32.28	\$2.07	\$21.51	3%	4.79%	0.67	31.94	0.25	199,782.00
Dixie	\$55.34	\$55.34	\$2.84	\$52.28	6%	4.23%	0.94	19.77	0.00	141,980.00
Duval	\$25.30	\$37.84	\$2.94	\$35.92	86%	8.08%	0.95	15.55	0.95	14,694.78
Escambia	\$16.49	\$22.17	\$2.32	\$40.84	42%	2.30%	1.84	53.94	0.96	14,160.26
Flagler	\$16.02	\$16.02	\$1.53	\$31.08	38%	26.38%	1.94	12.50	0.10	163,625.00
Franklin	\$56.23	\$56.23	\$1.65	\$30.30	11%	5.92%	0.54	26.90	0.00	325,080.00
Gadsden	\$16.82	\$16.82	\$3.11	\$51.83	21%	19.66%	1.29	10.65	0.17	86,307.14
Gilchrist	\$57.85	\$57.85	\$2.83	\$44.12	5%	4.90%	0.76	13.51	0.00	98,312.00
Glades	\$51.55	\$98.38	\$3.24	\$81.52	2%	4.25%	0.83	19.52	5.35	43,604.33
Gulf	\$20.25	\$20.25	\$1.72	\$38.32	16%	7.87%	1.89	54.11	0.35	282,962.00
Hamilton	\$40.95	\$40.95	\$2.77	\$46.66	3%	8.96%	1.14	31.17	0.00	274,066.00
Hardee	\$35.18	\$35.18	\$1.57	\$38.07	3%	5.39%	1.08	43.70	0.36	50,735.45
Hendry	\$43.31	\$43.31	\$2.71	\$68.22	5%	5.31%	0.89	25.23	0.35	82,700.29
Hernando	\$14.83	\$14.83	\$0.99	\$22.45	20%	2.55%	1.51	49.66	0.09	2,195,804.00
Highlands	\$17.32	\$17.32	\$2.04	\$25.90	4%	3.60%	1.50	57.84	0.39	39,900.35
Hillsborough	\$13.35	\$21.82	\$2.23	\$32.81	47%	6.26%	1.50	27.97	0.59	19,214.84
Holmes	\$16.72	\$16.72	\$1.28	\$17.08	4%	19.36%	1.02	20.08	0.23	433,193.00
Indian River	\$28.47	\$28.47	\$2.67	\$41.41	15%	2.73%	1.45	29.40	0.55	109,556.20
Jackson	\$32.33	\$32.33	\$2.45	\$50.13	5%	4.65%	1.41	37.61	0.00	286,996.50
Jefferson	\$39.35	\$39.35	\$2.53	\$64.35	3%	17.09%	1.64	12.08	0.00	116,135.00
Lafayette	\$75.10	\$75.10	\$3.85	\$56.32	6%	7.84%	0.75	15.25	0.00	79,184.00
Lake	\$20.41	\$20.41	\$2.52	\$35.09	29%	15.12%	1.35	9.16	0.84	28,044.27

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2012-13 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	\$27.31	\$28.87	\$2.49	\$38.91	7%	0.93%	1.35	47.34	3.04	35,771.41
Leon	\$6.17	\$24.43	\$2.94	\$32.55	19%	8.65%	1.33	8.17	0.00	572,622.00
Levy	\$26.39	\$26.39	\$1.92	\$44.53	5%	5.80%	1.69	51.97	0.00	210,548.25
Liberty	\$11.77	\$11.77	\$1.00	\$20.11	6%	52.63%	1.71	21.97	0.26	195,911.00
Madison	\$42.09	\$42.09	\$3.17	\$56.10	6%	16.41%	1.15	12.09	0.00	129,214.00
Manatee	\$12.42	\$16.13	\$2.79	\$25.16	38%	8.63%	1.56	16.26	6.01	12,352.82
Marion	\$22.92	\$22.92	\$2.46	\$26.87	26%	4.57%	1.17	26.71	0.17	94,861.42
Martin	\$12.59	\$12.59	\$1.98	\$4.41	11%	3.09%	0.34	27.11	0.00	393,729.00
Miami-Dade	\$6.50	\$62.83	\$5.57	\$62.97	92%	26.34%	1.00	10.29	0.53	373,621.16
Monroe	\$21.19	\$27.01	\$1.93	\$24.93	42%	4.88%	0.92	42.28	0.44	281,577.50
Nassau	\$15.60	\$15.60	\$2.09	\$26.80	7%	5.31%	1.42	59.89	0.18	68,575.88
Okaloosa	\$10.21	\$16.64	\$2.22	\$26.40	9%	11.49%	1.59	13.91	0.14	80,843.44
Okeechobee	\$16.69	\$16.69	\$1.01	\$25.45	3%	3.25%	1.53	55.00	0.31	45,474.50
Orange	\$11.00	\$20.45	\$2.22	\$28.98	46%	4.20%	1.28	52.32	3.24	63,775.26
Osceola	\$11.00	\$20.45	\$2.22	\$28.98	46%	4.65%	1.28	52.33	3.31	63,903.49
Palm Beach	\$5.74	\$28.57	\$2.62	\$33.35	86%	3.05%	1.17	48.84	1.64	86,449.03
Pasco	\$7.05	\$21.20	\$2.68	\$43.15	20%	3.69%	1.93	16.52	0.59	132,841.22
Pinellas	\$3.79	\$6.22	\$3.25	\$18.97	42%	8.78%	3.05	50.69	1.05	38,953.74
Polk	\$15.29	\$30.45	\$3.33	\$33.76	45%	12.75%	1.09	9.73	0.75	14,349.91
Putnam	\$13.91	\$13.91	\$2.35	\$40.84	12%	27.70%	0.27	1.12	0.11	49,363.39
Santa Rosa	\$14.59	\$23.10	\$1.58	\$26.56	4%	0.87%	1.15	68.01	0.46	43,817.80
Sarasota	\$11.85	\$30.92	\$2.54	\$44.77	84%	3.29%	1.45	34.11	11.30	69,151.95
Seminole	\$11.00	\$20.45	\$2.22	\$28.98	46%	2.63%	1.28	52.33	3.30	64,459.53
St Johns	\$9.19	\$9.19	\$2.54	\$30.54	25%	9.57%	0.82	15.64	0.34	84,958.00
St Lucie	\$4.71	\$5.20	\$0.93	\$14.55	46%	16.35%	2.79	14.03	0.46	30,756.69
Sumter	\$22.21	\$22.21	\$2.44	\$32.32	40%	10.43%	1.31	31.44	1.41	53,249.75
Suwannee	\$40.95	\$40.95	\$2.77	\$46.66	3%	4.92%	1.14	31.19	0.00	370,095.00
Taylor	\$29.57	\$29.57	\$3.69	\$70.85	12%	12.14%	1.45	10.88	0.00	36,029.00
Union	\$15.32	\$15.32	\$2.79	\$59.34	15%	13.93%	3.87	37.63	0.70	71,697.00
Volusia	\$8.33	\$20.09	\$2.27	\$30.55	66%	9.43%	1.52	13.31	0.31	12,453.05
Wakulla	\$28.66	\$28.66	\$1.67	\$46.55	11%	6.76%	1.62	27.08	0.00	250,451.00
Walton	\$19.46	\$19.46	\$1.45	\$21.33	6%	11.07%	1.10	23.45	0.29	344,611.50
Washington	\$25.34	\$25.34	\$1.69	\$25.01	5%	12.53%	0.99	20.58	0.24	206,304.50
Totals	\$8.32	\$25.97	\$3.12	\$39.66	65%	8.56%	1.53	33.20	1.29	161,096.65

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2012-13 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	2,220	0	2,220	0	0	0	0
Baker	543	0	543	0	0	0	0
Bay	2,689	0	2,689	61	44	8	7
Bradford	480	0	480	20	0	0	0
Brevard	12,967	1,602	14,569	40	27	0	6
Broward	17,720	240	17,960	20,696	31	0	20,600
Calhoun	550	0	550	11	11	0	0
Charlotte	6,212	0	6,212	238	112	57	51
Citrus	8,674	0	8,674	500	153	38	25
Clay	2,154	0	2,154	439	38	123	176
Collier	888	0	888	38	0	0	12
Columbia	1,687	0	1,687	48	29	2	2
Desoto	802	0	802	260	117	4	12
Dixie	368	0	368	39	0	0	0
Duval	5,020	19,266	24,286	0	0	0	0
Escambia	2,333	492	2,825	850	143	437	33
Flagler	7,512	0	7,512	140	13	52	4
Franklin	354	0	354	0	0	0	0
Gadsden	4,373	0	4,373	32	0	0	0
Gilchrist	356	0	356	31	0	0	0
Glades	146	75	221	55	55	0	0
Gulf	443	0	443	27	3	15	9
Hamilton	595	0	595	9	6	0	0
Hardee	570	0	570	1,115	305	116	15
Hendry	817	0	817	221	221	0	0
Hernando	2,950	0	2,950	1,750	1,300	0	100
Highlands	2,116	0	2,116	1,688	472	37	166
Hillsborough	17,654	7,247	24,901	1,012	852	8	31
Holmes	1,649	0	1,649	138	62	28	48
Indian River	1,749	0	1,749	0	0	0	0
Jackson	1,056	0	1,056	43	37	0	0
Jefferson	1,237	0	1,237	13	1	9	3
Lafayette	266	0	266	22	0	0	0
Lake	18,993	0	18,993	18,803	120	16,620	2,020

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

2012-13 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
Lee	2,067	150	2,217	18,012	12,609	1,801	1,801
Leon	3,585	4,859	8,444	60	7	12	15
Levy	1,182	0	1,182	212	56	12	38
Liberty	1,511	0	1,511	15	6	5	4
Madison	1,393	0	1,393	24	24	0	0
Manatee	7,359	5,393	12,752	351	278	0	0
Marion	7,258	0	7,258	1,440	1,291	4	27
Martin	2,208	0	2,208	153	134	5	10
Miami-Dade	165,013	92,738	257,751	2,263	0	0	0
Monroe	1,630	277	1,907	0	0	0	0
Nassau	1,012	0	1,012	411	293	49	13
Okaloosa	6,334	656	6,990	320	16	109	32
Okeechobee	704	0	704	214	89	12	6
Orange	13,829	1,901	15,730	38,556	19,167	1,110	1,486
Osceola	3,674	505	4,179	10,244	5,092	295	395
Palm Beach	11,325	6,375	17,700	0	0	0	0
Pasco	6,549	2,103	8,652	457	143	7	0
Pinellas	33,223	6,950	40,173	1,408	750	15	26
Polk	7,110	21,028	28,138	119	118	0	0
Putnam	12,090	0	12,090	0	0	0	0
St Johns	5,198	0	5,198	0	0	0	0
St Lucie	15,802	3,297	19,099	41,594	14	30,688	5,452
Santa Rosa	351	90	441	327	72	209	0
Sarasota	4,017	2,320	6,337	12,351	628	963	390
Seminole	3,388	466	3,854	9,446	4,696	272	364
Sumter	2,672	0	2,672	568	394	58	6
Suwannee	803	0	803	14	8	1	1
Taylor	998	0	998	0	0	0	0
Union	695	0	695	1,200	300	200	0
Volusia	6,942	17,562	24,504	0	0	0	0
Wakulla	538	0	538	0	0	0	0
Walton	2,189	0	2,189	115	97	10	2
Washington	1,337	0	1,337	98	47	28	23
Totals	462,129	195,592	657,721	188,311	50,481	53,419	33,411

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

2012-13 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	0	0	0	0	0	0	11,128	15	19
Baker	0	0	0	0	0	0	158	0	0
Bay	0	2	0	0	0	0	102	45	4
Bradford	0	20	0	0	0	0	188	3	0
Brevard	0	7	0	0	0	0	9,880	15	156
Broward	65	0	0	0	0	0	241	4,280	441
Calhoun	0	0	0	5	6	0	30	0	2
Charlotte	3	15	0	0	50	118	806	16	5
Citrus	42	242	0	0	0	0	1,739	34	24
Clay	60	42	0	0	0	0	1,896	27	13
Collier	0	26	0	0	0	38	2,630	40	19
Columbia	0	15	0	0	0	0	2,810	13	3
Desoto	111	16	139	0	0	121	485	18	10
Dixie	0	39	0	0	0	0	70	1	0
Duval	0	0	0	0	0	0	13,237	1,428	1,079
Escambia	3	234	0	0	0	0	4,655	45	7
Flagler	3	68	0	0	0	0	1,409	7	3
Franklin	0	0	0	0	0	0	14	1	0
Gadsden	0	0	0	0	0	0	1,121	0	0
Gilchrist	0	31	0	0	0	0	15	0	0
Glades	0	0	55	0	0	0	221	0	16
Gulf	0	0	0	14	5	8	71	0	4
Hamilton	0	3	0	0	0	0	542	3	1
Hardee	3	676	557	17	36	505	580	10	6
Hendry	0	0	221	0	0	0	883	16	40
Hernando	100	250	0	0	0	0	1,308	17	72
Highlands	3	1,010	975	12	73	628	2,505	34	18
Hillsborough	121	0	0	0	0	0	17,407	203	248
Holmes	0	0	0	0	0	0	155	3	0
Indian River	0	0	0	0	0	0	587	5	1
Jackson	0	6	0	0	43	0	238	6	1
Jefferson	0	0	12	0	0	1	179	0	2
Lafayette	0	22	0	0	0	0	4	0	0
Lake	43	0	18,803	0	0	0	7,839	302	118

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

2012-13 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	1,801	0	18,012	0	0	0	4,198	80	72
Leon	23	3	53	0	0	0	429	64	10
Levy	0	106	85	0	9	84	1,142	1	17
Liberty	0	0	8	3	4	0	28	1	3
Madison	0	0	0	0	0	0	242	2	0
Manatee	51	22	0	0	29	317	766	61	63
Marion	2	116	0	0	0	0	8,610	25	30
Martin	4	0	125	0	0	28	132	20	75
Miami-Dade	0	0	0	0	0	0	0	4,115	260
Monroe	0	0	0	0	0	0	728	0	0
Nassau	42	14	0	0	0	0	933	1	0
Okaloosa	6	157	0	0	0	0	521	9	4
Okeechobee	0	107	18	16	35	145	734	10	5
Orange	14,600	2,193	0	0	0	0	38,266	241	107
Osceola	3,879	583	0	0	0	0	10,167	63	28
Palm Beach	0	0	0	0	0	0	24,877	1,892	1,305
Pasco	4	303	436	0	21	0	2,097	11	10
Pinellas	10	607	0	0	0	0	9,135	359	1
Polk	0	1	0	1	0	0	2,365	40	6
Putnam	0	0	0	0	0	0	2,077	5	3
St Johns	0	0	0	0	0	0	1,164	4	12
St Lucie	5,440	0	41,524	4	0	8	1,501	44	23
Santa Rosa	0	46	327	0	0	0	795	6	1
Sarasota	1,339	9,031	0	0	0	0	1,056	51	23
Seminole	3,577	537	0	0	0	0	9,376	59	26
Sumter	52	58	69	378	98	56	178	1	45
Suwannee	0	4	0	0	0	0	731	3	1
Taylor	0	0	0	0	0	0	182	0	0
Union	300	400	1,000	0	0	10	166	13	0
Volusia	0	0	0	0	0	0	5,485	244	148
Wakulla	0	0	0	0	0	0	0	0	1
Walton	2	4	0	0	0	0	259	6	0
Washington	0	0	0	0	0	0	142	2	1
Totals	31,689	17,016	82,419	450	409	2,067	213,615	14,020	4,592

(Other Reported Data page 4 of 4)

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2013 County Summaries

County: Alachua
 CTC: MV Transportation Inc
 Contact: Kelly Gonzalez
 3713 SW 42nd St Suite 3
 Gainesville, FL 32608
 352-375-2784
 Email: kelly.gonzalez@mvtransit.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	246,800	1.29%
Potential TD Population / Percent of County Total	97,681	1.27%
UDPHC / Percent of TD Passengers Served	2,220	0.34%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	73,920	70,840	0
Deviated FR	0	0	0
Ambulatory	72,669	82,999	80,263
Non-Ambulatory	32,595	32,487	33,819
Stretcher	871	723	571
School Board	0	0	0
TOTAL TRIPS	180,055	187,049	114,653

Vehicle Data	2011	2012	2013
Vehicle Miles	1,291,143	1,496,539	1,398,584
Revenue Miles	1,111,165	1,235,988	1,186,538
Roadcalls	88	50	53
Accidents	20	12	11
Vehicles	43	42	43
Driver Hours	89440	94,640	101,920

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	80,269	80,515	75,618
Employment	80,696	83,086	17,076
Ed/Train/DayCare	1,130	1,652	1,191
Nutritional	1,492	1,320	1,583
Life-Sustaining/Other	16,468	20,476	19,185
TOTAL TRIPS	180,055	187,049	114,653

Financial and General Data	2011	2012	2013
Expenses	\$2,977,810	\$3,209,787	\$3,017,332
Revenues	\$3,204,713	\$3,344,478	\$3,368,204
Commendations	34	11	19
Complaints	20	12	15
Passenger No-Shows	9,981	10,078	11,128
Unmet Trip Requests	0	1,574	0

Passenger Trips By Funding Source	2011	2012	2013
CTD	85,032	84,721	17,421
AHCA	46,060	44,322	39,424
APD	0	0	0
DOEA	1,085	634	725
DOE	0	0	0
Other	47,878	57,372	57,083
TOTAL TRIPS	180,055	187,049	114,653

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	1.55	0.80	0.79
Miles between Roadcalls	14,672	29,931	26,388
Avg. Trips per Driver Hour	1.19	1.23	1.12
Avg. Trips per Para Pass.	48.75	52.37	51.65
Cost per Trip	16.54	17.16	26.32
Cost per Paratransit Trip	27.75	27.36	26.32
Cost per Driver Hour	32.93	33.59	29.6
Cost per Total Mile	2.28	2.12	2.16

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 CountyTotal	8,554	0.11%
UDPHC / Percent of TD Passengers Served	543	0.08%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	14,606	14,406	13,188
Non-Ambulatory	2,058	3,498	3,620
Stretcher	0	0	0
School Board	0	0	0
TOTAL TRIPS	16,664	17,904	16,808

Vehicle Data	2011	2012	2013
Vehicle Miles	217,445	238,279	391,817
Revenue Miles	168,351	185,383	290,251
Roadcalls	3	2	4
Accidents	1	2	3
Vehicles	14	14	13
Driver Hours	15,647	15,647	24,367

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	9,714	9,846	7,523
Employment	158	1,077	974
Ed/Train/DayCare	10	0	2
Nutritional	5,599	5,602	4,400
Life-Sustaining/Other	1,183	1,379	3,909
TOTAL TRIPS	16,664	17,904	16,808

Financial and General Data	2011	2012	2013
Expenses	\$524,211	\$512,519	\$593,429
Revenues	\$624,157	\$593,044	\$663,144
Commendations	0	0	0
Complaints	0	0	0
Passenger No-Shows	123	66	158
Unmet Trip Requests	0	0	0

Passenger Trips By Funding Source	2011	2012	2013
CTD	11,129	6,011	4,516
AHCA	2,705	2,377	2,458
APD	0	0	0
DOEA	0	0	0
DOE	0	0	0
Other	2,830	9,516	9,834
TOTAL TRIPS	16,664	17,904	16,808

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.46	0.84	0.77
Miles between Roadcalls	72,482	119,140	97,954
Avg. Trips per Driver Hour	1.06	1.14	0.69
Avg. Trips per Para Pass.	35.38	35.88	30.95
Cost per Trip	31.46	28.63	35.31
Cost per Paratransit Trip	31.46	28.63	35.31
Cost per Driver Hour	33.50	32.76	24.35
Cost per Total Mile	2.41	2.15	1.51

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	169,400	0.89%
Potential TD Population / Percent of County Total	66,591	0.87%
UDPHC / Percent of TD Passengers Served	2,689	0.41%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	161,697	169,891	178,384
Non-Ambulatory	20,949	22,402	23,521
Stretcher	1,325	1,140	1,196
School Board	0	0	0
TOTAL TRIPS	183,971	193,433	203,101

Vehicle Data	2011	2012	2013
Vehicle Miles	701,781	722,794	668,352
Revenue Miles	558,548	565,999	511,592
Roadcalls	2	7	22
Accidents	4	5	5
Vehicles	33	35	38
Driver Hours	64,921	65,011	57,966

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	73,558	76,493	80,317
Employment	16,557	19,210	20,170
Ed/Train/DayCare	79,107	80,873	84,916
Nutritional	14,381	16,358	17,175
Life-Sustaining/Other	368	499	523
TOTAL TRIPS	183,971	193,433	203,101

Financial and General Data	2011	2012	2013
Expenses	\$1,717,116	\$1,908,081	\$1,770,319
Revenues	\$1,875,151	\$2,099,477	\$2,078,974
Commendations	4	0	4
Complaints	3	2	45
Passenger No-Shows	112	64	102
Unmet Trip Requests	104	59	61

Passenger Trips By Funding Source	2011	2012	2013
CTD	16,165	16,111	16,916
AHCA	30,699	30,784	32,323
APD	52,573	46,093	48,397
DOEA	8,490	12,493	13,118
DOE	0	0	0
Other	76,044	87,952	92,347
TOTAL TRIPS	183,971	193,433	203,101

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.57	0.69	0.75
Miles between Roadcalls	350,891	103,256	30,380
Avg. Trips per Driver Hour	2.83	2.98	3.50
Avg. Trips per Para Pass.	79.85	75.53	75.53
Cost per Trip	9.33	9.86	8.72
Cost per Paratransit Trip	9.33	9.86	8.72
Cost per Driver Hour	26.45	29.35	30.54
Cost per Total Mile	2.45	2.64	2.65

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	27,200	0.14%
Potential TD Population / Percent of CountyTotal	9,930	0.13%
UDPHC / Percent of TD Passengers Served	480	0.07%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	20,528	32,635	29,800
Non-Ambulatory	2,019	2,182	2,215
Stretcher	470	360	109
School Board	0	0	0
TOTAL TRIPS	23,017	35,177	32,124

Vehicle Data	2011	2012	2013
Vehicle Miles	236,033	238,046	237,801
Revenue Miles	206,520	197,533	196,755
Roadcalls	0	0	0
Accidents	0	0	0
Vehicles	14	14	14
Driver Hours	21,125	21,310	20,860

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	7,161	8,920	9,101
Employment	0	0	0
Ed/Train/DayCare	12,928	23,793	19,992
Nutritional	2,553	2,224	2,771
Life-Sustaining/Other	375	240	260
TOTAL TRIPS	23,017	35,177	32,124

Financial and General Data	2011	2012	2013
Expenses	\$613,430	\$700,581	\$690,779
Revenues	\$572,636	\$598,479	\$632,519
Commendations	0	0	0
Complaints	2	3	3
Passenger No-Shows	129	141	188
Unmet Trip Requests	21	19	20

Passenger Trips By Funding Source	2011	2012	2013
CTD	2,526	3,360	4,153
AHCA	4,635	5,560	4,795
APD	12,928	23,793	19,992
DOEA	2,662	2,215	3,030
DOE	0	0	0
Other	266	249	154
TOTAL TRIPS	23,017	35,177	32,124

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.00	0.00	0.00
Miles between Roadcalls	206520	0	0
Avg. Trips per Driver Hour	1.09	1.65	1.54
Avg. Trips per Para Pass.	45.94	68.71	66.93
Cost per Trip	26.65	19.92	21.50
Cost per Paratransit Trip	26.65	19.92	21.50
Cost per Driver Hour	29.04	32.88	33.12
Cost per Total Mile	2.60	2.94	2.90

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	545,600	2.86%
Potential TD Population / Percent of County Total	237,280	3.09%
UDPHC / Percent of TD Passengers Served	14,569	2.22%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	374,447	405,713	435,339
Deviated FR	0	0	0
Ambulatory	600,151	602,559	645,275
Non-Ambulatory	16,820	15,963	15,254
Stretcher	0	0	0
School Board	21,532	20,946	23,305
TOTAL TRIPS	1,012,950	1,045,181	1,119,173

Vehicle Data	2011	2012	2013
Vehicle Miles	2,833,797	2,857,263	2,785,075
Revenue Miles	2,673,088	2,557,733	2,614,122
Roadcalls	83	31	64
Accidents	16	37	25
Vehicles	191	191	192
Driver Hours	164,769	164,823	156,151

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	101,302	101,920	108,119
Employment	254,573	305,088	331,196
Ed/Train/DayCare	206,060	212,632	270,508
Nutritional	27,607	31,001	28,074
Life-Sustaining/Other	423,408	394,540	381,276
TOTAL TRIPS	1,012,950	1,045,181	1,119,173

Financial and General Data	2011	2012	2013
Expenses	\$3,575,762	\$3,847,653	\$4,749,088
Revenues	\$4,435,498	\$5,347,295	\$5,295,742
Commendations	193	185	156
Complaints	50	26	15
Passenger No-Shows	10,075	10,043	9,880
Unmet Trip Requests	15	27	40

Passenger Trips By Funding Source	2011	2012	2013
CTD	58,514	59,169	65,713
AHCA	0	0	0
APD	33,266	32,166	28,647
DOEA	28,780	26,617	32,217
DOE	64,720	68,920	84,480
Other	827,670	858,309	908,116
TOTAL TRIPS	1,012,950	1,045,181	1,119,173

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.56	1.29	0.90
Miles between Roadcalls	34,142	92,170	43,517
Avg. Trips per Driver Hour	3.88	3.88	4.38
Avg. Trips per Para Pass.	57.16	52.2	52.74
Cost per Trip	3.53	3.68	4.24
Cost per Paratransit Trip	5.52	5.92	6.87
Cost per Driver Hour	21.40	22.96	30.09
Cost per Total Mile	1.24	1.32	1.69

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	1,771,100	9.80%
Potential TD Population / Percent of County Total	687,340	8.95%
UDPHC / Percent of TD Passengers Served	17,960	2.73%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	2,709,783	2,359,212	2,449,437
Deviated FR	0	0	0
Ambulatory	894,130	974,735	1,079,742
Non-Ambulatory	273,762	293,262	331,293
Stretcher	2,498	3,718	0
School Board	0	0	37,518
TOTAL TRIPS	3,880,173	3,630,927	3,897,990

Vehicle Data	2011	2012	2013
Vehicle Miles	15,441,698	10,877,584	11,310,579
Revenue Miles	12,566,798	9,210,216	9,188,441
Roadcalls	76	106	107
Accidents	35	139	169
Vehicles	248	421	487
Driver Hours	918,391	844,597	709,335

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	1,158,988	1,125,102	455,971
Employment	315,873	310,995	84,962
Ed/Train/DayCare	677,490	513,477	2,786,353
Nutritional	797,028	735,410	217,536
Life-Sustaining/Other	930,794	945,943	353,168
TOTAL TRIPS	3,880,173	3,630,927	3,897,990

Financial and General Data	2011	2012	2013
Expenses	\$21,853,239	\$23,522,779	\$26,762,775
Revenues	\$26,824,183	\$28,801,154	\$26,096,576
Commendations	27	639	441
Complaints	8189	4,624	4,280
Passenger No-Shows	213	235	241
Unmet Trip Requests	19,123	11,700	20,696

Passenger Trips By Funding Source	2011	2012	2013
CTD	212,011	636,737	316,897
AHCA	451,078	122,856	35,153
APD	173,323	89,037	190,665
DOEA	111,231	121,141	117,256
DOE	89,000	34,549	54,893
Other	2,843,530	2,626,607	3,183,126
TOTAL TRIPS	3,880,173	3,630,927	3,897,990

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.23	1.28	1.49
Miles between Roadcalls	203,180	102,619	105,706
Avg. Trips per Driver Hour	1.27	1.51	2.04
Avg. Trips per Para Pass.	107.10	92.39	81.75
Cost per Trip	5.63	6.48	6.87
Cost per Paratransit Trip	17.17	16.84	18.41
Cost per Driver Hour	21.88	25.35	37.59
Cost per Total Mile	1.30	1.97	2.36

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	14,600	0.08%
Potential TD Population / Percent of CountyTotal	5,809	0.08%
UDPHC / Percent of TD Passengers Served	550	0.08%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	12,306	10,025	7,677
Non-Ambulatory	3,847	1,852	1,993
Stretcher	606	202	17
School Board	0	0	0
TOTAL TRIPS	16,759	12,079	9,687

Vehicle Data	2011	2012	2013
Vehicle Miles	197,618	175,253	160,745
Revenue Miles	190,999	147,364	134,443
Roadcalls	4	4	4
Accidents	0	0	0
Vehicles	13	12	13
Driver Hours	12,240	9,360	9,360

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	9,189	5,785	5,634
Employment	2,041	1,217	1,067
Ed/Train/DayCare	1,102	1,095	887
Nutritional	3,773	3,052	1,921
Life-Sustaining/Other	654	930	178
TOTAL TRIPS	16,759	12,079	9,687

Financial and General Data	2011	2012	2013
Expenses	\$525,074	\$496,112	\$481,100
Revenues	\$538,365	\$499,390	\$488,110
Commendations	2	2	2
Complaints	2	0	0
Passenger No-Shows	31	34	30
Unmet Trip Requests	11	12	11

Passenger Trips By Funding Source	2011	2012	2013
CTD	4,037	3,461	2,933
AHCA	5,948	2,998	2,877
APD	2,969	2,001	1,954
DOEA	3,802	3,616	1,920
DOE	0	0	0
Other	3	3	3
TOTAL TRIPS	16,759	12,079	9,687

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.00	0.00	0.00
Miles between Roadcalls	49,405	43,813	40,186
Avg. Trips per Driver Hour	1.37	1.29	1.03
Avg. Trips per Para Pass.	27.56	23.10	17.61
Cost per Trip	31.33	41.07	49.66
Cost per Paratransit Trip	31.33	41.07	49.66
Cost per Driver Hour	42.90	53.00	51.40
Cost per Total Mile	2.66	2.83	2.99

County: Charlotte
 CTC: Charlotte County BOCC Transit Division
 Contact: Pamela Barr
 25490 Airport Road
 Punta Gorda, FL 33950
 941-764-4990
 Email: pamela.barr@charlottefl.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	163,400	0.86%
Potential TD Population / Percent of County Total	117,352	1.53%
UDPHC / Percent of TD Passengers Served	6,212	0.94%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	19,436	19,696	0
Ambulatory	108,146	95,766	87,906
Non-Ambulatory	10,066	1,127	10,682
Stretcher	0	0	0
School Board	0	0	0
TOTAL TRIPS	137,648	116,589	98,588

Vehicle Data	2011	2012	2013
Vehicle Miles	502,587	527,435	438,461
Revenue Miles	463,000	450,617	375,239
Roadcalls	10	31	139
Accidents	2	12	1
Vehicles	45	45	47
Driver Hours	58,640	56,560	41,459

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	54,022	45,757	32,611
Employment	423	358	5,111
Ed/Train/DayCare	35,156	29,778	6,299
Nutritional	44,624	37,797	22,887
Life-Sustaining/Other	3,423	2,899	31,680
TOTAL TRIPS	137,648	116,589	98,588

Financial and General Data	2011	2012	2013
Expenses	\$1,898,507	\$1,437,852	\$1,907,144
Revenues	\$1,898,507	\$1,437,852	\$1,907,144
Commendations	40	0	5
Complaints	67	61	16
Passenger No-Shows	1,307	1790	806
Unmet Trip Requests	8,557	409	238

Passenger Trips By Funding Source	2011	2012	2013
CTD	23,435	37,631	58,034
AHCA	12,325	11,604	11,767
APD	0	0	0
DOEA	10,800	7,204	6,783
DOE	0	0	0
Other	91,088	60,150	22,004
TOTAL TRIPS	137,648	116,589	98,588

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.40	2.28	0.23
Miles between Roadcalls	50,259	17,014	3,154
Avg. Trips per Driver Hour	2.35	2.06	2.38
Avg. Trips per Para Pass.	11.08	17.28	15.87
Cost per Trip	13.79	12.33	19.34
Cost per Paratransit Trip	13.79	12.33	19.34
Cost per Driver Hour	32.38	25.42	46.00
Cost per Total Mile	3.78	2.73	4.35

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	140,800	0.74%
Potential TD Population / Percent of County Total	90,947	1.18%
UDPHC / Percent of TD Passengers Served	8,674	1.32%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	8,079	21,060	29,516
Ambulatory	212,942	279,395	200,646
Non-Ambulatory	20,281	21,658	19,586
Stretcher	609	747	518
School Board	0	0	0
TOTAL TRIPS	241,911	322,860	250,266

Vehicle Data	2011	2012	2013
Vehicle Miles	1,087,239	1,087,239	989,855
Revenue Miles	902,997	902,997	814,022
Roadcalls	18	18	35
Accidents	5	5	17
Vehicles	72	72	77
Driver Hours	92,300	81,120	79,257

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	36,779	42,225	32,006
Employment	30,764	37,227	28,036
Ed/Train/DayCare	122,914	171,614	121,013
Nutritional	16,026	17,308	14,674
Life-Sustaining/Other	35,428	54,486	54,537
TOTAL TRIPS	241,911	322,860	250,266

Financial and General Data	2011	2012	2013
Expenses	\$3,309,365	\$3,106,915	\$3,214,948
Revenues	\$2,363,230	\$2,756,786	\$2,566,842
Commendations	38	27	24
Complaints	24	18	34
Passenger No-Shows	424	2071	1739
Unmet Trip Requests	500	500	500

Passenger Trips By Funding Source	2011	2012	2013
CTD	36,569	36,115	29,064
AHCA	10,868	11,361	10,254
APD	174,736	242,428	170,525
DOEA	11,255	11,094	9,937
DOE	0	0	0
Other	8,483	21,862	30,486
TOTAL TRIPS	241,911	322,860	250,266

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.46	0.46	1.72
Miles between Roadcalls	60,402	60,402	28,282
Avg. Trips per Driver Hour	2.62	3.98	3.16
Avg. Trips per Para Pass.	58.10	42.97	28.85
Cost per Trip	13.68	9.62	12.85
Cost per Paratransit Trip	13.68	9.62	12.85
Cost per Driver Hour	35.85	38.3	40.56
Cost per Total Mile	3.04	2.86	3.25

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@claycco.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	192,100	1.01%
Potential TD Population / Percent of County Total	55,947	0.73%
UDPHC / Percent of TD Passengers Served	2,154	0.33%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	38,454	48,530	50,805
Ambulatory	70,783	62,514	69,762
Non-Ambulatory	11,678	22,434	15,710
Stretcher	917	739	429
School Board	0	0	0
TOTAL TRIPS	121,832	134,217	136,706

Vehicle Data	2011	2012	2013
Vehicle Miles	1,089,630	1,041,942	1,032,310
Revenue Miles	859,469	878,313	877,846
Roadcalls	7	22	17
Accidents	6	2	1
Vehicles	48	51	50
Driver Hours	74,366	84,557	74,917

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	26,818	29,474	31,341
Employment	46,504	56,222	57,288
Ed/Train/DayCare	25,724	28,847	25,832
Nutritional	16,763	14,969	15,704
Life-Sustaining/Other	6,023	4,705	6,541
TOTAL TRIPS	121,832	134,217	136,706

Financial and General Data	2011	2012	2013
Expenses	\$1,958,634	\$2,141,109	\$2,168,258
Revenues	\$1,969,923	\$2,452,653	\$2,287,329
Commendations	16	16	13
Complaints	2	1	27
Passenger No-Shows	2,268	2,659	1,896
Unmet Trip Requests	240	362	439

Passenger Trips By Funding Source	2011	2012	2013
CTD	12,984	14,984	18,825
AHCA	20,722	26,391	25,629
APD	22,199	19,082	16,340
DOEA	16,638	14,471	15,280
DOE	191	388	264
Other	49,098	58,901	60,368
TOTAL TRIPS	121,832	134,217	136,706

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.55	0.19	0.10
Miles between Roadcalls	155,661	47,361	60,724
Avg. Trips per Driver Hour	1.64	1.59	1.82
Avg. Trips per Para Pass.	67.84	70.46	63.47
Cost per Trip	16.08	15.95	15.86
Cost per Paratransit Trip	16.08	15.95	15.86
Cost per Driver Hour	26.34	25.32	28.94
Cost per Total Mile	1.80	2.05	2.10

County: Collier
 CTC: Collier County BOCC
 Contact: Trinity Scott
 3299 Tamiami Trail East #103
 Naples, FL 34112
 239-252-5832
 Email: Trinityscott@colliergov.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	329,800	1.73%
Potential TD Population / Percent of County Total	140,900	1.83%
UDPHC / Percent of TD Passengers Served	888	0.14%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	388,115	436,819	0
Deviated FR	0	0	0
Ambulatory	93,306	84,346	69,311
Non-Ambulatory	27,709	25,536	18,923
Stretcher	310	153	0
School Board	0	0	0
TOTAL TRIPS	509,440	546,854	88,234

Vehicle Data	2011	2012	2013
Vehicle Miles	1,482,513	1,554,284	1,112,179
Revenue Miles	1,264,704	1,313,083	953,565
Roadcalls	36	28	18
Accidents	10	6	14
Vehicles	35	32	25
Driver Hours	71,969	70,879	61,864

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	77,759	81,602	47,479
Employment	13,499	11,259	9,970
Ed/Train/DayCare	4,102	4,685	5,963
Nutritional	15,568	14,124	12,808
Life-Sustaining/Other	398,512	435,184	12,014
TOTAL TRIPS	509,440	546,854	88,234

Financial and General Data	2011	2012	2013
Expenses	\$4,966,980	\$4,678,155	\$3,733,703
Revenues	\$3,672,982	\$4,466,856	\$3,815,255
Commendations	14	17	19
Complaints	56	43	40
Passenger No-Shows	2,307	3,661	2,630
Unmet Trip Requests	56	36	38

Passenger Trips By Funding Source	2011	2012	2013
CTD	60,508	54,527	42,844
AHCA	27,247	30,365	0
APD	0	0	0
DOEA	4,216	3,285	2,458
DOE	0	0	0
Other	417,469	458,677	42,932
TOTAL TRIPS	509,440	546,854	88,234

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.67	0.39	1.26
Miles between Roadcalls	41,181	55,510	61,788
Avg. Trips per Driver Hour	1.69	1.55	1.43
Avg. Trips per Para Pass.	80.03	72.20	99.36
Cost per Trip	9.75	8.55	42.32
Cost per Paratransit Trip	31.14	37.62	37.93
Cost per Driver Hour	52.49	58.40	54.10
Cost per Total Mile	2.55	2.66	3.01

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	67,700	0.35%
Potential TD Population / Percent of County Total	24,848	0.32%
UDPHC / Percent of TD Passengers Served	1,687	0.26%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	154,859	0	0
Ambulatory	76,943	58,427	43,698
Non-Ambulatory	6,847	9,201	8,868
Stretcher	3,883	512	57
School Board	0	0	0
TOTAL TRIPS	242,532	68,140	52,623

Vehicle Data	2011	2012	2013
Vehicle Miles	1,121,746	575,535	777,569
Revenue Miles	1,062,179	517,984	660,001
Roadcalls	3	15	2
Accidents	0	6	1
Vehicles	56	26	26
Driver Hours	50,126	41,600	46,188

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	197,514	62,110	46,396
Employment	2,001	0	773
Ed/Train/DayCare	29,681	6,030	4,725
Nutritional	9,021	0	255
Life-Sustaining/Other	4,315	0	474
TOTAL TRIPS	242,532	68,140	52,623

Financial and General Data	2011	2012	2013
Expenses	\$1,479,718	\$1,652,859	\$2,154,991
Revenues	\$1,482,701	\$1,910,823	\$2,213,929
Commendations	1	0	3
Complaints	7	35	13
Passenger No-Shows	55	0	2,810
Unmet Trip Requests	56	0	48

Passenger Trips By Funding Source	2011	2012	2013
CTD	9,954	12,299	13,465
AHCA	170,101	49,810	35,745
APD	17,458	6,030	3,098
DOEA	0	0	125
DOE	0	0	0
Other	45,019	1	190
TOTAL TRIPS	242,532	68,140	52,623

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.00	1.04	0.13
Miles between Roadcalls	373,915	38,369	388,785
Avg. Trips per Driver Hour	4.84	1.64	1.14
Avg. Trips per Para Pass.	25.73	47.12	31.19
Cost per Trip	6.10	24.26	40.95
Cost per Paratransit Trip	6.10	24.26	40.95
Cost per Driver Hour	29.52	39.73	46.66
Cost per Total Mile	1.32	2.87	2.77

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	34,400	0.18%
Potential TD Population / Percent of CountyTotal	16,728	0.22%
UDPHC / Percent of TD Passengers Served	802	0.12%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	22,474	17,994	22,329
Non-Ambulatory	2,896	3,309	3,281
Stretcher	17	3	7
School Board	0	0	0
TOTAL TRIPS	25,387	21,306	25,617

Vehicle Data	2011	2012	2013
Vehicle Miles	392,285	378,570	399,564
Revenue Miles	365,085	318,560	352,282
Roadcalls	5	4	2
Accidents	1	0	1
Vehicles	20	20	20
Driver Hours	37,903	38,583	38,457

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	14,472	14,355	14,478
Employment	5,385	1,475	3,483
Ed/Train/DayCare	4	895	1,258
Nutritional	2,905	1,856	895
Life-Sustaining/Other	2,621	2,725	5,503
TOTAL TRIPS	25,387	21,306	25,617

Financial and General Data	2011	2012	2013
Expenses	\$828,639	\$725,468	\$827,028
Revenues	\$824,882	\$772,052	\$937,946
Commendations	8	10	10
Complaints	26	24	18
Passenger No-Shows	268	383	485
Unmet Trip Requests	554	380	260

Passenger Trips By Funding Source	2011	2012	2013
CTD	3,412	3,764	4,134
AHCA	11,941	11,915	13,424
APD	5,508	0	0
DOEA	1,286	1,589	981
DOE	34	0	4
Other	3,206	4,038	7,074
TOTAL TRIPS	25,387	21,306	25,617

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.25	0.00	0.25
Miles between Roadcalls	78,457	94,643	199,782
Avg. Trips per Driver Hour	0.67	0.55	0.67
Avg. Trips per Para Pass.	37.12	30.01	31.94
Cost per Trip	32.64	34.05	32.28
Cost per Paratransit Trip	32.64	34.05	32.28
Cost per Driver Hour	21.86	18.80	21.51
Cost per Total Mile	2.11	1.92	2.07

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	16,300	0.09%
Potential TD Population / Percent of County Total	8,698	0.11%
UDPHC / Percent of TD Passengers Served	368	0.06%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	6,461	7,061	6,233
Non-Ambulatory	860	933	825
Stretcher	394	253	216
School Board	0	0	0
TOTAL TRIPS	7,715	8,247	7,274

Vehicle Data	2011	2012	2013
Vehicle Miles	199,944	167,646	141,980
Revenue Miles	148,076	143,052	123,279
Roadcalls	0	1	1
Accidents	0	0	0
Vehicles	9	9	9
Driver Hours	7,740	8,045	7,700

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	6,633	7,480	6,420
Employment	0	0	0
Ed/Train/DayCare	0	0	0
Nutritional	974	652	727
Life-Sustaining/Other	108	115	127
TOTAL TRIPS	7,715	8,247	7,274

Financial and General Data	2011	2012	2013
Expenses	\$350,052	\$421,478	\$402,558
Revenues	\$383,871	\$454,464	\$470,901
Commendations	1	0	0
Complaints	2	1	1
Passenger No-Shows	54	107	70
Unmet Trip Requests	39	37	39

Passenger Trips By Funding Source	2011	2012	2013
CTD	3,101	3,007	2,712
AHCA	3,532	4,472	3,708
APD	0	0	0
DOEA	1,081	767	853
DOE	0	0	0
Other	1	1	1
TOTAL TRIPS	7,715	8,247	7,274

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.00	0.00	0.00
Miles between Roadcalls	199,944	167,646	141,980
Avg. Trips per Driver Hour	1.00	1.03	0.94
Avg. Trips per Para Pass.	20.41	20.31	19.77
Cost per Trip	45.37	51.11	55.34
Cost per Paratransit Trip	45.37	51.11	55.34
Cost per Driver Hour	45.23	52.39	52.28
Cost per Total Mile	1.75	2.51	2.84

County: Duval
 CTC: Jacksonville Transportation Authority
 Contact: Helen Perez
 5711 Richard Street, Suite #1
 Jacksonville, FL 32216
 904-265-8939
 Email: hperez@jtafla.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	869,700	4.56%
Potential TD Population / Percent of County Total	300,390	3.91%
UDPHC / Percent of TD Passengers Served	24,286	3.69%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	143,175	188,127	187,298
Deviated FR	0	0	0
Ambulatory	250,790	261,115	262,383
Non-Ambulatory	128,797	131,104	115,280
Stretcher	0	0	0
School Board	0	0	0
TOTAL TRIPS	522,762	580,346	564,961

Vehicle Data	2011	2012	2013
Vehicle Miles	4,694,307	4,954,211	4,863,972
Revenue Miles	4,003,070	4,235,849	4,172,668
Roadcalls	294	331	331
Accidents	16	5	46
Vehicles	83	83	97
Driver Hours	280,384	289,121	397,929

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	111,398	120,259	118,551
Employment	74,954	83,491	77,976
Ed/Train/DayCare	30,249	36,447	37,146
Nutritional	30,411	29,371	24,763
Life-Sustaining/Other	275,750	310,778	306,525
TOTAL TRIPS	522,762	580,346	564,961

Financial and General Data	2011	2012	2013
Expenses	\$13,662,548	\$14,485,882	\$14,367,101
Revenues	\$13,662,548	\$14,485,880	\$14,367,101
Commendations	406	616	1,079
Complaints	1,626	1,522	1,428
Passenger No-Shows	15,781	15,255	13,237
Unmet Trip Requests	0	0	0

Passenger Trips By Funding Source	2011	2012	2013
CTD	62,537	69,140	68,758
AHCA	0	0	0
APD	0	0	0
DOEA	77	62	196
DOE	0	0	0
Other	460,148	511,144	496,007
TOTAL TRIPS	522,762	580,346	564,961

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.34	0.10	0.95
Miles between Roadcalls	15,967	14,967	14,695
Avg. Trips per Driver Hour	1.35	1.36	0.95
Avg. Trips per Para Pass.	164.18	93.45	75.23
Cost per Trip	26.14	24.96	25.43
Cost per Paratransit Trip	35.73	36.68	37.84
Cost per Driver Hour	48.37	49.76	35.92
Cost per Total Mile	2.89	2.90	2.94

County: Escambia
 CTC: Pensacola Bay Transportation
 Contact: Janice Grigsby
 3100 McCormick Street
 Pensacola, FL 32514
 850-476-8130
 Email: jgrigsby@pensacolabaytransportation.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	299,500	1.57%
Potential TD Population / Percent of CountyTotal	122,842	1.60%
UDPHC / Percent of TD Passengers Served	2,825	0.43%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	115,920	70,882	52,474
Deviated FR	0	0	0
Ambulatory	104,395	105,574	113,684
Non-Ambulatory	38,250	41,322	38,365
Stretcher	120	201	319
School Board	0	0	0
TOTAL TRIPS	258,685	217,979	204,842

Vehicle Data	2011	2012	2013
Vehicle Miles	1,670,306	1,588,782	1,458,507
Revenue Miles	1,024,241	1,155,403	1,257,532
Roadcalls	56	90	103
Accidents	5	6	14
Vehicles	31	29	26
Driver Hours	80,494	79,653	82,715

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	52,674	53,307	55,433
Employment	143,239	100,142	82,665
Ed/Train/DayCare	9,836	4,894	5,387
Nutritional	1,893	1,433	1,831
Life-Sustaining/Other	51,043	58,203	59,526
TOTAL TRIPS	258,685	217,979	204,842

Financial and General Data	2011	2012	2013
Expenses	\$3,020,594	\$3,379,882	\$3,488,679
Revenues	\$3,248,715	\$3,320,400	\$3,427,854
Commendations	17	13	7
Complaints	33	27	45
Passenger No-Shows	5,273	5,204	4,655
Unmet Trip Requests	1,490	1,213	850

Passenger Trips By Funding Source	2011	2012	2013
CTD	20,066	20,932	21,965
AHCA	61,103	67,651	68,439
APD	1,528	1,819	3,057
DOEA	8,651	8,815	8,487
DOE	2,696	908	675
Other	164,641	117,854	102,219
TOTAL TRIPS	258,685	217,979	204,842

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.30	0.38	0.96
Miles between Roadcalls	29,827	17,653	14,160
Avg. Trips per Driver Hour	1.77	1.85	1.84
Avg. Trips per Para Pass.	67.15	65.76	65.31
Cost per Trip	11.68	15.51	17.03
Cost per Paratransit Trip	19.89	22.17	22.17
Cost per Driver Hour	35.27	40.94	40.84
Cost per Total Mile	1.70	2.05	2.32

County: Flagler
 CTC: Flagler County Public Transportation
 Contact: Bob Owens
 1769 East Moody Blvd., Bldg. 5
 Bunnell, FL 32110
 386-313-4190
 Email: bowens@flaglercounty.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	97,200	0.51%
Potential TD Population / Percent of County Total	28,476	0.37%
UDPHC / Percent of TD Passengers Served	7,512	1.14%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	71,070	76,289	79,102
Non-Ambulatory	12,360	15,229	14,804
Stretcher	0	0	0
School Board	0	0	0
TOTAL TRIPS	83,430	91,518	93,906

Vehicle Data	2011	2012	2013
Vehicle Miles	899,995	939,387	981,750
Revenue Miles	810,579	843,137	873,185
Roadcalls	8	5	6
Accidents	4	1	1
Vehicles	29	34	35
Driver Hours	34,736	44,720	48,412

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	20,078	20,409	20,415
Employment	20,690	21,610	21,673
Ed/Train/DayCare	19,446	23,393	26,390
Nutritional	17,606	18,883	19,740
Life-Sustaining/Other	5,610	7,223	5,688
TOTAL TRIPS	83,430	91,518	93,906

Financial and General Data	2011	2012	2013
Expenses	\$1,185,515	\$1,379,988	\$1,504,783
Revenues	\$1,185,515	\$1,379,988	\$1,504,783
Commendations	2	2	3
Complaints	11	6	7
Passenger No-Shows	1,058	1536	1409
Unmet Trip Requests	61	78	140

Passenger Trips By Funding Source	2011	2012	2013
CTD	14,485	16,664	20,023
AHCA	6,331	7,309	7,202
APD	6,749	3,889	1,309
DOEA	10,147	7,892	12,478
DOE	0	0	0
Other	45,718	55,764	52,894
TOTAL TRIPS	83,430	91,518	93,906

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.44	0.11	0.10
Miles between Roadcalls	112,499	187,877	163,625
Avg. Trips per Driver Hour	2.40	2.05	1.94
Avg. Trips per Para Pass.	13.58	12.54	12.50
Cost per Trip	14.21	15.08	16.02
Cost per Paratransit Trip	14.21	15.08	16.02
Cost per Driver Hour	34.13	30.86	31.08
Cost per Total Mile	1.32	1.47	1.53

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 CountyTotal	5,981	0.08%
UDPHC / Percent of TD Passengers Served	354	0.05%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	6,895	7,404	7,992
Non-Ambulatory	498	700	1,498
Stretcher	15	15	32
School Board	1,115	1,116	0
TOTAL TRIPS	8,523	9,235	9,522

Vehicle Data	2011	2012	2013
Vehicle Miles	251,614	406,124	325,080
Revenue Miles	251,449	313,738	324,973
Roadcalls	4	2	1
Accidents	1	0	0
Vehicles	14	15	15
Driver Hours	15,489	15,989	17,667

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	7,053	6,741	6,862
Employment	255	6	139
Ed/Train/DayCare	1,215	1,385	1,438
Nutritional	0	9	15
Life-Sustaining/Other	0	1,094	1,068
TOTAL TRIPS	8,523	9,235	9,522

Financial and General Data	2011	2012	2013
Expenses	\$597,886	\$607,954	\$535,375
Revenues	\$726,971	\$634,654	\$600,289
Commendations	2	0	0
Complaints	0	0	1
Passenger No-Shows	300	6	14
Unmet Trip Requests	0	0	0

Passenger Trips By Funding Source	2011	2012	2013
CTD	5,266	4,296	3,365
AHCA	2,066	3,217	3,593
APD	0	0	0
DOEA	0	0	0
DOE	0	0	0
Other	1,191	1,722	2,564
TOTAL TRIPS	8,523	9,235	9,522

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.40	0.00	0.00
Miles between Roadcalls	62,904	203,062	325,080
Avg. Trips per Driver Hour	0.55	0.58	0.54
Avg. Trips per Para Pass.	27.32	23.74	26.90
Cost per Trip	70.15	65.83	56.23
Cost per Paratransit Trip	70.15	65.83	56.23
Cost per Driver Hour	38.60	38.02	30.30
Cost per Total Mile	2.38	1.50	1.65

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	47,500	0.25%
Potential TD Population / Percent of CountyTotal	22,245	0.29%
UDPHC / Percent of TD Passengers Served	4,373	0.66%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	38,918	44,108	65,018
Ambulatory	49,918	55,609	42,008
Non-Ambulatory	3,100	3,678	4,563
Stretcher	74	38	5
School Board	0	0	0
TOTAL TRIPS	92,010	103,433	111,594

Vehicle Data	2011	2012	2013
Vehicle Miles	657,911	672,246	604,150
Revenue Miles	562,003	570,947	488,132
Roadcalls	1	1	7
Accidents	1	0	1
Vehicles	21	21	18
Driver Hours	32,245	31,738	36,209

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	21,696	23,383	25,746
Employment	50,608	56,361	58,206
Ed/Train/DayCare	15,647	18,808	15,755
Nutritional	0	0	2
Life-Sustaining/Other	4,059	4,881	11,885
TOTAL TRIPS	92,010	103,433	111,594

Financial and General Data	2011	2012	2013
Expenses	\$1,669,515	\$1,839,043	\$1,876,675
Revenues	\$1,338,804	\$1,358,647	\$1,651,324
Commendations	0	0	0
Complaints	5	1	0
Passenger No-Shows	912	1,247	1,121
Unmet Trip Requests	0	0	32

Passenger Trips By Funding Source	2011	2012	2013
CTD	15,190	20,973	24,861
AHCA	14,000	14,938	19,350
APD	10	0	13
DOEA	0	0	0
DOE	0	0	0
Other	62,810	67,522	67,370
TOTAL TRIPS	92,010	103,433	111,594

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.15	0.00	0.17
Miles between Roadcalls	657,911	672,246	86,307
Avg. Trips per Driver Hour	2.85	3.26	3.08
Avg. Trips per Para Pass.	9.02	10.73	25.52
Cost per Trip	18.14	17.78	16.82
Cost per Paratransit Trip	18.14	17.78	16.82
Cost per Driver Hour	51.78	57.94	51.83
Cost per Total Mile	2.54	2.74	3.11

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	16,900	0.09%
Potential TD Population / Percent of CountyTotal	7,268	0.09%
UDPHC / Percent of TD Passengers Served	356	0.05%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	4,756	3,688	3,804
Non-Ambulatory	1,632	950	976
Stretcher	78	64	28
School Board	0	0	0
TOTAL TRIPS	6,466	4,702	4,808

Vehicle Data	2011	2012	2013
Vehicle Miles	133,505	99,264	98,312
Revenue Miles	102,057	91,194	82,278
Roadcalls	0	1	1
Accidents	0	0	0
Vehicles	9	9	9
Driver Hours	6,629	6,538	6,304

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	5,291	4,025	4,289
Employment	103	0	0
Ed/Train/DayCare	0	0	0
Nutritional	872	576	419
Life-Sustaining/Other	200	101	100
TOTAL TRIPS	6,466	4,702	4,808

Financial and General Data	2011	2012	2013
Expenses	\$193,160	\$199,860	\$278,162
Revenues	\$241,071	\$254,193	\$329,704
Commendations	0	0	0
Complaints	2	2	0
Passenger No-Shows	12	15	15
Unmet Trip Requests	31	29	31

Passenger Trips By Funding Source	2011	2012	2013
CTD	2,847	2,578	2,862
AHCA	2,507	1,447	1,426
APD	40	0	0
DOEA	1,071	676	519
DOE	0	0	0
Other	1	1	1
TOTAL TRIPS	6,466	4,702	4,808

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.00	0.00	0.00
Miles between Roadcalls	133,505	99,264	98,312
Avg. Trips per Driver Hour	0.98	0.72	0.76
Avg. Trips per Para Pass.	17.24	13.47	13.51
Cost per Trip	29.87	42.51	57.85
Cost per Paratransit Trip	29.87	42.51	57.85
Cost per Driver Hour	29.14	30.57	44.12
Cost per Total Mile	1.45	2.01	2.83

County: Glades
 CTC: Good Wheels, Inc.
 Contact: Thomas F. Nolan
 10075 Bavaria Rd.
 Fort Myers, FL 33913
 239-768-6184
 Email: tnolan@goodwheels.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	12,700	0.07%
Potential TD Population / Percent of CountyTotal	5,199	0.07%
UDPHC / Percent of TD Passengers Served	221	0.03%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	3,917
Deviated FR	0	0	0
Ambulatory	3,221	3,098	3,397
Non-Ambulatory	767	761	916
Stretcher	0	0	0
School Board	0	0	0
TOTAL TRIPS	3,988	3,859	8,230

Vehicle Data	2011	2012	2013
Vehicle Miles	128,043	104,590	130,813
Revenue Miles	106,114	87,062	118,108
Roadcalls	3	7	3
Accidents	0	0	7
Vehicles	2	2	4
Driver Hours	3,744	3,675	5,205

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	2,036	1,968	3,313
Employment	0	0	0
Ed/Train/DayCare	1,582	1,531	1,229
Nutritional	370	360	178
Life-Sustaining/Other	0	0	3,510
TOTAL TRIPS	3,988	3,859	8,230

Financial and General Data	2011	2012	2013
Expenses	\$301,278	\$278,985	\$428,209
Revenues	\$272,750	\$266,820	\$331,406
Commendations	6	6	16
Complaints	2	2	0
Passenger No-Shows	116	121	221
Unmet Trip Requests	35	37	55

Passenger Trips By Funding Source	2011	2012	2013
CTD	577	558	770
AHCA	1,350	1,306	2,079
APD	1,186	1,148	792
DOEA	261	253	85
DOE	0	0	0
Other	614	594	4,504
TOTAL TRIPS	3,988	3,859	8,230

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.00	0.00	5.35
Miles between Roadcalls	42,681	14,941	43,604
Avg. Trips per Driver Hour	1.07	1.05	0.83
Avg. Trips per Para Pass.	41.98	40.62	29.54
Cost per Trip	75.55	72.29	52.03
Cost per Paratransit Trip	75.55	72.29	98.38
Cost per Driver Hour	80.47	75.91	81.52
Cost per Total Mile	2.35	2.67	3.24

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	15,900	0.08%
Potential TD Population / Percent of County Total	5,631	0.07%
UDPHC / Percent of TD Passengers Served	443	0.07%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	18,697	18,782	21,090
Non-Ambulatory	3,042	2,685	2,835
Stretcher	65	35	47
School Board	0	0	0
TOTAL TRIPS	21,804	21,502	23,972

Vehicle Data	2011	2012	2013
Vehicle Miles	239,693	229,277	282,962
Revenue Miles	237,505	226,726	279,814
Roadcalls	0	2	0
Accidents	2	0	1
Vehicles	12	12	12
Driver Hours	9,393	11,470	12,665

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	7,617	6,932	8,463
Employment	12	0	8
Ed/Train/DayCare	7,723	8,715	10,613
Nutritional	6,000	4,948	4,471
Life-Sustaining/Other	452	907	417
TOTAL TRIPS	21,804	21,502	23,972

Financial and General Data	2011	2012	2013
Expenses	\$443,127	\$430,847	\$485,349
Revenues	\$474,915	\$457,562	\$472,320
Commendations	3	2	4
Complaints	2	0	0
Passenger No-Shows	111	81	71
Unmet Trip Requests	24	25	27

Passenger Trips By Funding Source	2011	2012	2013
CTD	3,986	7,628	9,819
AHCA	3,434	3,400	4,345
APD	6,805	4,702	4,925
DOEA	5,073	3,956	3,598
DOE	0	0	0
Other	2,506	1,816	1,285
TOTAL TRIPS	21,804	21,502	23,972

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.83	0.00	0.35
Miles between Roadcalls	239,693	114,639	282,962
Avg. Trips per Driver Hour	2.32	1.87	1.89
Avg. Trips per Para Pass.	48.56	49.77	54.11
Cost per Trip	20.32	20.04	20.25
Cost per Paratransit Trip	20.32	20.04	20.25
Cost per Driver Hour	47.18	37.56	38.32
Cost per Total Mile	1.85	1.88	1.72

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	14,800	0.08%
Potential TD Population / Percent of County Total	6,640	0.09%
UDPHC / Percent of TD Passengers Served	595	0.09%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	9,122	0	0
Deviated FR	24,225	0	0
Ambulatory	33,198	23,129	15,403
Non-Ambulatory	1,333	2,988	3,125
Stretcher	969	73	20
School Board	0	0	0
TOTAL TRIPS	68,847	26,190	18,548

Vehicle Data	2011	2012	2013
Vehicle Miles	679,671	287,768	274,066
Revenue Miles	582,435	258,992	232,626
Roadcalls	0	4	1
Accidents	0	0	0
Vehicles	14	13	9
Driver Hours	31,045	20,800	16,280

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	33,165	22,181	16,353
Employment	625	0	272
Ed/Train/DayCare	12,546	0	1,665
Nutritional	12,756	4,008	90
Life-Sustaining/Other	9,755	1	168
TOTAL TRIPS	68,847	26,190	18,548

Financial and General Data	2011	2012	2013
Expenses	\$236,361	\$685,104	\$759,558
Revenues	\$1,050,312	\$1,196,997	\$780,330
Commendations	0	0	1
Complaints	1	14	3
Passenger No-Shows	43	0	542
Unmet Trip Requests	42	0	9

Passenger Trips By Funding Source	2011	2012	2013
CTD	9,845	7,007	4,744
AHCA	45,236	15,174	12,599
APD	0	0	1,092
DOEA	13,763	4,008	44
DOE	0	0	0
Other	3	1	69
TOTAL TRIPS	68,847	26,190	18,548

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.00	0.00	0.00
Miles between Roadcalls	679,671	71,942	274,066
Avg. Trips per Driver Hour	1.92	1.26	1.14
Avg. Trips per Para Pass.	9.45	47.10	31.17
Cost per Trip	3.43	26.16	40.95
Cost per Paratransit Trip	3.95	26.16	40.95
Cost per Driver Hour	7.61	32.94	46.66
Cost per Total Mile	0.35	2.38	2.77

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	27,800	0.15%
Potential TD Population / Percent of CountyTotal	10,570	0.14%
UDPHC / Percent of TD Passengers Served	570	0.09%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	17,090	20,281	20,119
Non-Ambulatory	3,683	3,922	4,643
Stretcher	24	33	148
School Board	0	0	0
TOTAL TRIPS	20,797	24,236	24,910

Vehicle Data	2011	2012	2013
Vehicle Miles	474,704	533,600	558,090
Revenue Miles	405,350	477,368	482,183
Roadcalls	10	12	11
Accidents	3	2	2
Vehicles	14	14	15
Driver Hours	15,920	22,146	23,017

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	16,003	16,517	16,126
Employment	3,443	4,076	4,122
Ed/Train/DayCare	774	1,583	2,666
Nutritional	383	1,347	1,224
Life-Sustaining/Other	194	713	772
TOTAL TRIPS	20,797	24,236	24,910

Financial and General Data	2011	2012	2013
Expenses	\$790,051	\$861,412	\$876,312
Revenues	\$791,192	\$928,373	\$972,501
Commendations	5	6	6
Complaints	9	9	10
Passenger No-Shows	617	588	580
Unmet Trip Requests	846	1,278	1,115

Passenger Trips By Funding Source	2011	2012	2013
CTD	4,196	4,516	5,481
AHCA	9,895	10,234	9,167
APD	1,112	470	0
DOEA	380	1,350	1,209
DOE	42	2	2
Other	5,172	7,664	9,051
TOTAL TRIPS	20,797	24,236	24,910

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.63	0.37	0.36
Miles between Roadcalls	47,470	44,467	50,735
Avg. Trips per Driver Hour	1.31	1.09	1.08
Avg. Trips per Para Pass.	39.31	43.59	43.70
Cost per Trip	37.99	35.54	35.18
Cost per Paratransit Trip	37.99	35.54	35.18
Cost per Driver Hour	49.63	38.90	38.07
Cost per Total Mile	1.66	1.61	1.57

County: Hendry
 CTC: Good Wheels, Inc.
 Contact: Thomas F. Nolan
 10075 Bavaria Rd.
 Fort Myers , FL 33913
 239-768-6184
 Email: tnolan@goodwheels.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	38,100	0.20%
Potential TD Population / Percent of CountyTotal	15,374	0.20%
UDPHC / Percent of TD Passengers Served	817	0.12%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	0	0	15,668
Ambulatory	18,972	12,561	15,515
Non-Ambulatory	5,118	5,214	5,058
Stretcher	41	46	42
School Board	0	0	0
TOTAL TRIPS	24,131	17,821	36,283

Vehicle Data	2011	2012	2013
Vehicle Miles	498,320	442,850	578,902
Revenue Miles	456,502	412,288	517,676
Roadcalls	15	15	7
Accidents	2	0	2
Vehicles	21	15	23
Driver Hours	21,300	19,944	23,036

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	15,418	15,123	13,445
Employment	318	0	0
Ed/Train/DayCare	7,028	1,295	7,329
Nutritional	1,196	1,227	3,108
Life-Sustaining/Other	171	176	12,401
TOTAL TRIPS	24,131	17,821	36,283

Financial and General Data	2011	2012	2013
Expenses	\$1,546,326	\$1,633,086	\$1,571,408
Revenues	\$1,577,636	\$1,376,717	\$1,399,743
Commendations	18	18	40
Complaints	15	8	16
Passenger No-Shows	1,179	1,295	883
Unmet Trip Requests	115	84	221

Passenger Trips By Funding Source	2011	2012	2013
CTD	5,080	5,861	4,881
AHCA	8,872	7,797	5,716
APD	7,526	1,333	8,517
DOEA	779	682	340
DOE	0	0	0
Other	1,874	2,148	16,829
TOTAL TRIPS	24,131	17,821	36,283

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.40	0.00	0.35
Miles between Roadcalls	33,221	29,523	82,700
Avg. Trips per Driver Hour	1.13	0.89	1.58
Avg. Trips per Para Pass.	19.35	25.72	44.41
Cost per Trip	64.08	91.64	43.31
Cost per Paratransit Trip	64.08	91.64	43.31
Cost per Driver Hour	72.60	81.88	67.54
Cost per Total Mile	3.10	3.69	2.69

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	0.91%
Potential TD Population / Percent of County Total	115,748	1.51%
UDPHC / Percent of TD Passengers Served	2,950	0.45%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	177,952	121,666	131,587
Non-Ambulatory	17,656	15,984	13,674
Stretcher	1,329	1,366	1,225
School Board	0	0	0
TOTAL TRIPS	196,937	139,016	146,486

Vehicle Data	2011	2012	2013
Vehicle Miles	1,946,207	2,162,202	2,195,804
Revenue Miles	1,741,553	1,948,156	1,976,223
Roadcalls	15	5	0
Accidents	4	3	2
Vehicles	62	54	59
Driver Hours	110,240	86,320	96,720

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	57,785	54,334	57,923
Employment	1,300	3	0
Ed/Train/DayCare	120,399	79,197	82,688
Nutritional	10,776	4,670	4,369
Life-Sustaining/Other	6,677	812	1,506
TOTAL TRIPS	196,937	139,016	146,486

Financial and General Data	2011	2012	2013
Expenses	\$2,268,514	\$2,204,421	\$2,171,759
Revenues	\$2,227,095	\$2,440,939	\$2,653,018
Commendations	57	58	72
Complaints	60	47	17
Passenger No-Shows	1,616	1,209	1,308
Unmet Trip Requests	5,424	2,300	1,750

Passenger Trips By Funding Source	2011	2012	2013
CTD	13,545	9,331	15,744
AHCA	79,523	85,666	76,023
APD	11,558	11,595	450
DOEA	5,338	4,533	4,369
DOE	3,000	0	0
Other	83,973	27,891	49,900
TOTAL TRIPS	196,937	139,016	146,486

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.21	0.14	0.09
Miles between Roadcalls	129,747	432,440	2,195,804
Avg. Trips per Driver Hour	1.79	1.61	1.51
Avg. Trips per Para Pass.	53.69	48.98	49.66
Cost per Trip	11.52	15.86	14.83
Cost per Paratransit Trip	11.52	15.86	14.83
Cost per Driver Hour	20.58	25.54	22.45
Cost per Total Mile	1.17	1.02	0.99

County: Highlands
 CTC: Veolia Transportation Services
 Contact: Tim Banks
 1103 US 27 South
 Sebring, FL 33870
 863-382-6004

Email: Tim.Banks@veoliatransportation.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	99,000	0.52%
Potential TD Population / Percent of County Total	58,782	0.77%
UDPHC / Percent of TD Passengers Served	2,116	0.32%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	100,389	108,073	102,468
Non-Ambulatory	18,580	19,513	18,473
Stretcher	756	688	1,447
School Board	0	0	0
TOTAL TRIPS	119,725	128,274	122,388

Vehicle Data	2011	2012	2013
Vehicle Miles	1,087,130	1,106,517	1,037,409
Revenue Miles	754,100	737,901	727,732
Roadcalls	37	30	26
Accidents	4	5	4
Vehicles	50	51	49
Driver Hours	82,586	82,731	81,864

Passenger Trips By Trip Purpose

Medical	41,347	44,573	43,469
Employment	60,262	64,611	60,463
Ed/Train/DayCare	1,942	2,693	2,762
Nutritional	7,841	7,978	6,930
Life-Sustaining/Other	8,333	8,419	8,764
TOTAL TRIPS	119,725	128,274	122,388

Financial and General Data

Expenses	\$1,895,384	\$1,941,222	\$2,119,909
Revenues	\$1,711,055	\$1,799,982	\$1,959,348
Commendations	15	13	18
Complaints	34	34	34
Passenger No-Shows	2,368	2,358	2,505
Unmet Trip Requests	1,969	992	1,688

Passenger Trips By Funding Source

CTD	14,236	12,116	13,840
AHCA	23,976	25,806	27,030
APD	58,109	59,967	49,960
DOEA	7,682	7,975	6,123
DOE	86	12	0
Other	15,636	22,398	25,435
TOTAL TRIPS	119,725	128,274	122,388

Performance Measures

Accidents per 100,000 Miles	0.37	0.45	0.39
Miles between Roadcalls	29,382	36,884	39,900
Avg. Trips per Driver Hour	1.45	1.55	1.50
Avg. Trips per Para Pass.	55.61	67.16	57.84
Cost per Trip	15.83	15.13	17.32
Cost per Paratransit Trip	15.83	15.13	17.32
Cost per Driver Hour	22.95	23.46	25.90
Cost per Total Mile	1.74	1.75	2.04

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	1,256,100	6.59%
Potential TD Population / Percent of County Total	397,739	5.18%
UDPHC / Percent of TD Passengers Served	24,901	3.79%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	448,644	436,486	441,361
Deviated FR	0	0	0
Ambulatory	678,863	709,763	574,382
Non-Ambulatory	92,293	122,497	122,066
Stretcher	0	5	0
School Board	0	0	0
TOTAL TRIPS	1,219,800	1,268,751	1,137,809

Vehicle Data	2011	2012	2013
Vehicle Miles	6,954,649	6,945,892	6,821,268
Revenue Miles	5,198,932	5,669,059	5,561,269
Roadcalls	175	217	355
Accidents	56	38	40
Vehicles	314	278	275
Driver Hours	526,094	460,232	463,058

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	456,643	508,794	478,016
Employment	143,000	137,310	108,883
Ed/Train/DayCare	227,785	251,030	112,082
Nutritional	67,449	79,403	100,037
Life-Sustaining/Other	324,923	292,214	338,791
TOTAL TRIPS	1,219,800	1,268,751	1,137,809

Financial and General Data	2011	2012	2013
Expenses	\$16,364,004	\$15,843,584	\$16,009,233
Revenues	\$16,248,804	\$15,725,632	\$15,591,122
Commendations	97	128	248
Complaints	130	140	203
Passenger No-Shows	17,734	17,486	17,407
Unmet Trip Requests	1,216	965	1,012

Passenger Trips By Funding Source	2011	2012	2013
CTD	225,474	281,710	358,299
AHCA	154,258	193,939	149,799
APD	217,129	175,832	71,255
DOEA	42,167	37,699	33,326
DOE	112	123	339
Other	580,660	579,448	524,791
TOTAL TRIPS	1,219,800	1,268,751	1,137,809

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.81	0.55	0.59
Miles between Roadcalls	39,741	32,009	19,215
Avg. Trips per Driver Hour	1.47	1.81	1.50
Avg. Trips per Para Pass.	37.14	49.84	39.45
Cost per Trip	13.42	12.49	14.07
Cost per Paratransit Trip	20.47	18.24	21.82
Cost per Driver Hour	30.00	32.98	32.81
Cost per Total Mile	2.27	2.19	2.23

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	20,000	0.10%
Potential TD Population / Percent of CountyTotal	8,517	0.11%
UDPHC / Percent of TD Passengers Served	1,649	0.25%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	37,011	31,640	30,056
Non-Ambulatory	2,044	3,128	2,809
Stretcher	568	186	245
School Board	0	0	0
TOTAL TRIPS	39,623	34,954	33,110

Vehicle Data	2011	2012	2013
Vehicle Miles	301,336	379,328	433,193
Revenue Miles	169,389	349,928	326,350
Roadcalls	0	0	0
Accidents	0	0	1
Vehicles	23	21	21
Driver Hours	15,181	13,613	32,401

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	17,436	16,778	17,641
Employment	3,961	3,671	3,109
Ed/Train/DayCare	15,057	12,234	10,103
Nutritional	792	532	518
Life-Sustaining/Other	2,377	1,739	1,739
TOTAL TRIPS	39,623	34,954	33,110

Financial and General Data	2011	2012	2013
Expenses	\$543,384	\$590,248	\$553,517
Revenues	\$545,384	\$543,890	\$672,612
Commendations	2	0	0
Complaints	1	0	3
Passenger No-Shows	126	134	155
Unmet Trip Requests	141	179	138

Passenger Trips By Funding Source	2011	2012	2013
CTD	9,867	8,707	6,812
AHCA	12,445	10,234	13,267
APD	4,795	4,544	3,594
DOEA	1,201	1,037	491
DOE	0	0	0
Other	11,315	10,432	8,946
TOTAL TRIPS	39,623	34,954	33,110

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.00	0.00	0.23
Miles between Roadcalls	301,336	0	0
Avg. Trips per Driver Hour	2.61	2.57	1.02
Avg. Trips per Para Pass.	29.81	27.9	20.08
Cost per Trip	13.71	16.89	16.72
Cost per Paratransit Trip	13.71	16.89	16.72
Cost per Driver Hour	35.79	43.36	17.08
Cost per Total Mile	1.80	1.56	1.28

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	139,400	0.73%
Potential TD Population / Percent of CountyTotal	64,057	0.83%
UDPHC / Percent of TD Passengers Served	1,749	0.27%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	61,925	49,129	46,699
Non-Ambulatory	10,669	6,747	4,729
Stretcher	47	10	0
School Board	0	0	0
TOTAL TRIPS	72,641	55,886	51,428

Vehicle Data	2011	2012	2013
Vehicle Miles	647,899	640,645	547,781
Revenue Miles	559,070	536,455	466,472
Roadcalls	4	5	5
Accidents	6	1	3
Vehicles	66	47	48
Driver Hours	63,940	59,562	35,360

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	39,385	26,091	25,657
Employment	73	157	287
Ed/Train/DayCare	15,725	19,803	20,036
Nutritional	1,302	1,273	1,218
Life-Sustaining/Other	16,156	8,562	4,230
TOTAL TRIPS	72,641	55,886	51,428

Financial and General Data	2011	2012	2013
Expenses	\$1,542,309	\$1,533,742	\$1,464,344
Revenues	\$1,543,966	\$1,598,931	\$1,529,423
Commendations	32	6	1
Complaints	13	11	5
Passenger No-Shows	398	701	587
Unmet Trip Requests	912	744	0

Passenger Trips By Funding Source	2011	2012	2013
CTD	21,712	17,926	14,843
AHCA	10,977	10,158	5,556
APD	26,012	14,126	20,036
DOEA	1,406	5,630	4,067
DOE	0	0	0
Other	12,534	8,046	5,012
TOTAL TRIPS	72,641	55,886	49,514

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.93	0.16	0.55
Miles between Roadcalls	161,975	128,129	109,556
Avg. Trips per Driver Hour	1.14	0.94	1.45
Avg. Trips per Para Pass.	48.36	31.75	29.4
Cost per Trip	21.23	27.44	28.47
Cost per Paratransit Trip	21.23	27.44	28.47
Cost per Driver Hour	24.12	25.75	41.41
Cost per Total Mile	2.38	2.39	2.67

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	49,800	0.26%
Potential TD Population / Percent of CountyTotal	22,694	0.30%
UDPHC / Percent of TD Passengers Served	1,056	0.16%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	4,066	3,920	3,867
Ambulatory	48,907	42,059	36,132
Non-Ambulatory	6,564	5,284	3,565
Stretcher	129	59	22
School Board	0	0	0
TOTAL TRIPS	59,666	51,322	43,586

Vehicle Data	2011	2012	2013
Vehicle Miles	667,274	585,671	573,993
Revenue Miles	640,149	552,041	439,725
Roadcalls	5	9	2
Accidents	1	1	0
Vehicles	28	26	26
Driver Hours	37,586	31,615	28,111

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	19,508	17,254	16,704
Employment	19,233	15,580	12,900
Ed/Train/DayCare	9,064	7,570	4,216
Nutritional	6,936	6,179	7,552
Life-Sustaining/Other	4,925	4,739	2,214
TOTAL TRIPS	59,666	51,322	43,586

Financial and General Data	2011	2012	2013
Expenses	\$1,627,759	\$1,491,098	\$1,409,115
Revenues	\$1,686,248	\$1,671,327	\$1,487,736
Commendations	0	0	1
Complaints	5	0	6
Passenger No-Shows	157	91	238
Unmet Trip Requests	0	0	43

Passenger Trips By Funding Source	2011	2012	2013
CTD	6,946	6,126	6,908
AHCA	12,993	11,546	10,532
APD	28,387	23,103	16,985
DOEA	6,956	5,984	5,019
DOE	0	0	0
Other	4,384	4,563	4,142
TOTAL TRIPS	59,666	51,322	43,586

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.15	0.17	0.00
Miles between Roadcalls	133,455	65,075	286,997
Avg. Trips per Driver Hour	1.59	1.62	1.55
Avg. Trips per Para Pass.	47.96	52.37	41.27
Cost per Trip	27.28	29.05	32.33
Cost per Paratransit Trip	27.28	29.05	32.33
Cost per Driver Hour	43.31	47.16	50.13
Cost per Total Mile	2.44	2.55	2.45

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	14,500	0.08%
Potential TD Population / Percent of CountyTotal	7,239	0.09%
UDPHC / Percent of TD Passengers Served	1,237	0.19%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	13,508	12,464	13,071
Non-Ambulatory	1,637	1,525	1,826
Stretcher	231	130	41
School Board	0	0	0
TOTAL TRIPS	15,376	14,119	14,938

Vehicle Data	2011	2012	2013
Vehicle Miles	237,230	221,386	232,270
Revenue Miles	203,321	185,996	214,683
Roadcalls	0	0	2
Accidents	0	0	0
Vehicles	9	9	12
Driver Hours	9,650	9,735	9,134

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	9,756	10,426	7,961
Employment	1,633	1,482	2,137
Ed/Train/DayCare	3,393	1,666	3,382
Nutritional	186	174	575
Life-Sustaining/Other	408	371	883
TOTAL TRIPS	15,376	14,119	14,938

Financial and General Data	2011	2012	2013
Expenses	\$555,436	\$549,848	\$587,794
Revenues	\$783,430	\$756,667	\$743,914
Commendations	0	0	2
Complaints	2	0	0
Passenger No-Shows	152	153	179
Unmet Trip Requests	0	0	13

Passenger Trips By Funding Source	2011	2012	2013
CTD	4,173	3,934	4,554
AHCA	6,217	6,024	6,932
APD	2,769	3,538	3,307
DOEA	0	0	0
DOE	54	241	77
Other	2,163	382	68
TOTAL TRIPS	15,376	14,119	14,938

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.00	0.00	0.00
Miles between Roadcalls	237,230	0	116,135
Avg. Trips per Driver Hour	1.59	1.45	1.64
Avg. Trips per Para Pass.	4.20	3.57	12.08
Cost per Trip	36.12	38.94	39.35
Cost per Paratransit Trip	36.12	38.94	39.35
Cost per Driver Hour	57.56	56.48	64.35
Cost per Total Mile	2.34	2.48	2.53

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	8,700	0.05%
Potential TD Population / Percent of CountyTotal	3,395	0.04%
UDPHC / Percent of TD Passengers Served	266	0.04%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	3,314	3,399	3,835
Non-Ambulatory	193	193	216
Stretcher	74	1	6
School Board	0	0	0
TOTAL TRIPS	3,581	3,593	4,057

Vehicle Data	2011	2012	2013
Vehicle Miles	90,883	75,500	79,184
Revenue Miles	70,780	62,194	64,041
Roadcalls	0	1	1
Accidents	0	2	0
Vehicles	6	6	6
Driver Hours	5,910	5,800	5,410

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	3,196	3,117	3,493
Employment	0	0	0
Ed/Train/DayCare	0	0	0
Nutritional	385	476	564
Life-Sustaining/Other	0	0	0
TOTAL TRIPS	3,581	3,593	4,057

Financial and General Data	2011	2012	2013
Expenses	\$189,350	\$185,131	\$304,700
Revenues	\$243,086	\$244,083	\$351,668
Commendations	0	0	0
Complaints	0	0	0
Passenger No-Shows	39	37	4
Unmet Trip Requests	14	13	22

Passenger Trips By Funding Source	2011	2012	2013
CTD	2,486	2,498	2,470
AHCA	710	619	1,023
APD	0	0	0
DOEA	384	475	563
DOE	0	0	0
Other	1	1	1
TOTAL TRIPS	3,581	3,593	4,057

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.00	2.65	0.00
Miles between Roadcalls	90,883	75,500	79,184
Avg. Trips per Driver Hour	0.61	0.62	0.75
Avg. Trips per Para Pass.	13.31	12.79	15.25
Cost per Trip	52.88	51.53	75.1
Cost per Paratransit Trip	52.88	51.53	75.1
Cost per Driver Hour	32.04	31.92	56.32
Cost per Total Mile	2.08	2.45	3.85

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	299,700	1.57%
Potential TD Population / Percent of County Total	125,619	1.64%
UDPHC / Percent of TD Passengers Served	18,993	2.89%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	1,235	1,344	1,228
Ambulatory	147,182	157,205	135,731
Non-Ambulatory	38,005	37,961	37,991
Stretcher	365	275	220
School Board	26,228	51,092	46,825
TOTAL TRIPS	213,015	247,877	221,995

Vehicle Data	2011	2012	2013
Vehicle Miles	2,615,090	2,324,550	1,794,833
Revenue Miles	2,302,415	2,021,928	1,524,756
Roadcalls	98	100	64
Accidents	18	31	15
Vehicles	93	98	101
Driver Hours	138,426	146,509	129,110

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	68,787	98,495	81,546
Employment	44,656	19,811	7,203
Ed/Train/DayCare	61,272	92,145	88,023
Nutritional	19,042	23,994	19,758
Life-Sustaining/Other	19,258	13,432	25,465
TOTAL TRIPS	213,015	247,877	221,995

Financial and General Data	2011	2012	2013
Expenses	\$4,677,740	\$5,190,848	\$4,530,922
Revenues	\$5,647,622	\$4,866,505	\$5,445,914
Commendations	87	121	118
Complaints	370	287	302
Passenger No-Shows	6,143	8,116	7,839
Unmet Trip Requests	179	3,111	18,803

Passenger Trips By Funding Source	2011	2012	2013
CTD	30,061	31,074	26,152
AHCA	29,150	28,663	25,676
APD	48,992	58,613	55,446
DOEA	17,333	18,181	16,013
DOE	0	0	0
Other	87,479	111,346	98,708
TOTAL TRIPS	213,015	247,877	221,995

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.69	1.33	0.84
Miles between Roadcalls	26,685	23,246	28,044
Avg. Trips per Driver Hour	1.54	1.69	1.72
Avg. Trips per Para Pass.	14.49	16.5	11.69
Cost per Trip	21.96	20.94	20.41
Cost per Paratransit Trip	21.96	20.94	20.41
Cost per Driver Hour	33.79	35.43	35.09
Cost per Total Mile	1.79	2.23	2.52

County: Lee
 CTC: Good Wheels, Inc.
 Contact: Thomas F. Nolan
 10075 Bavaria Rd.
 Fort Myers, FL 33913
 239-768-6184
 Email: tnolan@goodwheels.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	638,000	3.34%
Potential TD Population / Percent of County Total	237,461	3.09%
UDPHC / Percent of TD Passengers Served	2,217	0.34%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	65	65	6,000
Deviated FR	0	0	0
Ambulatory	94,677	81,127	78,708
Non-Ambulatory	29,295	29,163	26,083
Stretcher	342	346	160
School Board	0	0	0
TOTAL TRIPS	124,379	110,701	110,951

Vehicle Data	2011	2012	2013
Vehicle Miles	1,709,736	1,484,740	1,216,228
Revenue Miles	1,465,555	1,247,138	1,115,646
Roadcalls	41	45	34
Accidents	10	3	37
Vehicles	58	51	46
Driver Hours	96,803	79,588	77,859

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	71,904	72,361	78,274
Employment	0	0	0
Ed/Train/DayCare	48,214	34,763	29,345
Nutritional	4,154	3,457	1,014
Life-Sustaining/Other	107	120	2,318
TOTAL TRIPS	124,379	110,701	110,951

Financial and General Data	2011	2012	2013
Expenses	\$3,818,953	\$3,576,142	\$3,081,284
Revenues	\$3,121,212	\$3,007,303	\$3,075,393
Commendations	36	75	72
Complaints	119	52	80
Passenger No-Shows	8,911	9,464	4,198
Unmet Trip Requests	4,778	5,420	18,012

Passenger Trips By Funding Source	2011	2012	2013
CTD	19,946	22,590	27,489
AHCA	47,026	51,334	53,593
APD	43,798	24,288	22,534
DOEA	6,772	4,978	3,829
DOE	0	0	0
Other	6,837	7,511	3,506
TOTAL TRIPS	124,379	110,701	110,951

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.58	0.20	3.04
Miles between Roadcalls	41,701	32,994	35,771
Avg. Trips per Driver Hour	1.28	1.39	1.35
Avg. Trips per Para Pass.	59.88	54.64	50.77
Cost per Trip	30.70	32.30	27.77
Cost per Paratransit Trip	30.72	32.17	28.87
Cost per Driver Hour	39.45	44.72	38.91
Cost per Total Mile	2.23	2.40	2.49

County: Leon
 CTC: StarMetro-City of Tallahassee
 Contact: Andrea L. Rosser
 555 Appleyard Dr.
 Tallahassee, FL 32304
 850-891-5200
 Email: andrea.rosser@talgov.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	277,700	1.46%
Potential TD Population / Percent of County Total	97,657	1.27%
UDPHC / Percent of TD Passengers Served	8,444	1.28%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	175,035	176,872	203,936
Deviated FR	0	0	0
Ambulatory	66,953	65,554	59,029
Non-Ambulatory	13,490	11,171	9,878
Stretcher	49	46	53
School Board	0	0	0
TOTAL TRIPS	255,527	253,643	272,896

Vehicle Data	2011	2012	2013
Vehicle Miles	318,859	480,886	572,622
Revenue Miles	308,072	470,767	480,057
Roadcalls	0	2	0
Accidents	0	0	0
Vehicles	19	20	20
Driver Hours	45,093	46,220	51,745

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	73,573	75,429	82,383
Employment	30,075	39,240	41,977
Ed/Train/DayCare	131,053	133,050	142,278
Nutritional	12,713	3,046	3,246
Life-Sustaining/Other	8,113	2,878	3,012
TOTAL TRIPS	255,527	253,643	272,896

Financial and General Data	2011	2012	2013
Expenses	\$1,844,256	\$1,896,688	\$1,871,364
Revenues	\$1,844,256	\$1,896,688	\$1,871,364
Commendations	12	13	10
Complaints	82	68	64
Passenger No-Shows	935	773	429
Unmet Trip Requests	104	59	60

Passenger Trips By Funding Source	2011	2012	2013
CTD	176,896	164,538	183,996
AHCA	35,671	46,824	51,488
APD	32,016	27,967	24,748
DOEA	0	0	0
DOE	0	0	0
Other	10,944	14,314	12,664
TOTAL TRIPS	255,527	253,643	272,896

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.00	0.00	0.00
Miles between Roadcalls	318,859	240,443	572,622
Avg. Trips per Driver Hour	1.79	1.66	1.33
Avg. Trips per Para Pass.	23.53	21.79	19.24
Cost per Trip	7.22	7.48	6.86
Cost per Paratransit Trip	20.40	22.08	24.43
Cost per Driver Hour	36.41	36.68	32.55
Cost per Total Mile	5.15	3.53	2.94

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	40,300	0.21%
Potential TD Population / Percent of County Total	20,390	0.27%
UDPHC / Percent of TD Passengers Served	1,182	0.18%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	46,488	48,815	56,806
Non-Ambulatory	6,836	5,454	4,612
Stretcher	103	24	7
School Board	0	0	0
TOTAL TRIPS	53,427	54,293	61,425

Vehicle Data	2011	2012	2013
Vehicle Miles	1,652,000	791,395	842,193
Revenue Miles	777,596	659,152	706,612
Roadcalls	3	6	4
Accidents	1	4	0
Vehicles	26	25	24
Driver Hours	31,151	32,396	36,400

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	21,222	25,823	13,769
Employment	3,979	2,431	4,248
Ed/Train/DayCare	25,691	23,812	34,846
Nutritional	895	737	525
Life-Sustaining/Other	1,640	1,490	8,037
TOTAL TRIPS	53,427	54,293	61,425

Financial and General Data	2011	2012	2013
Expenses	\$1,369,184	\$1,688,930	\$1,620,909
Revenues	\$1,509,009	\$1,661,838	\$1,806,260
Commendations	5	6	17
Complaints	0	2	1
Passenger No-Shows	891	1,017	1,142
Unmet Trip Requests	807	723	212

Passenger Trips By Funding Source	2011	2012	2013
CTD	7,238	6,450	11,549
AHCA	11,857	11,121	10,432
APD	13,694	11,389	10,989
DOEA	887	737	389
DOE	0	0	0
Other	19,751	24,596	28,066
TOTAL TRIPS	53,427	54,293	61,425

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.06	0.51	0.00
Miles between Roadcalls	550,667	131,899	210,548
Avg. Trips per Driver Hour	1.72	1.68	1.69
Avg. Trips per Para Pass.	58.01	46.56	51.97
Cost per Trip	25.63	31.11	26.39
Cost per Paratransit Trip	25.63	31.11	26.39
Cost per Driver Hour	43.95	52.13	44.53
Cost per Total Mile	0.83	2.13	1.92

County: Liberty
 CTC: Liberty County Transit
 Contact: Ann 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	8,500	0.04%
Potential TD Population / Percent of CountyTotal	2,871	0.04%
UDPHC / Percent of TD Passengers Served	1,511	0.23%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	30,819	30,025	32,024
Non-Ambulatory	1,166	1,137	1,169
Stretcher	4	2	1
School Board	0	0	0
TOTAL TRIPS	31,989	31,164	33,194

Vehicle Data	2011	2012	2013
Vehicle Miles	377,251	387,393	391,822
Revenue Miles	377,050	367,250	372,584
Roadcalls	2	1	2
Accidents	0	1	1
Vehicles	18	18	19
Driver Hours	20,467	18,720	19,420

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	17,392	16,921	18,324
Employment	179	164	186
Ed/Train/DayCare	7,988	7,852	8,118
Nutritional	2,054	2,015	2,212
Life-Sustaining/Other	4,376	4,212	4,354
TOTAL TRIPS	31,989	31,164	33,194

Financial and General Data	2011	2012	2013
Expenses	\$362,373	\$371,250	\$390,601
Revenues	\$365,040	\$392,210	\$395,858
Commendations	2	2	3
Complaints	1	1	1
Passenger No-Shows	19	26	28
Unmet Trip Requests	10	9	15

Passenger Trips By Funding Source	2011	2012	2013
CTD	24,628	20,041	9,709
AHCA	3,599	7,549	7,910
APD	134	0	0
DOEA	1,100	1,090	1,127
DOE	0	0	0
Other	2,528	2,484	14,448
TOTAL TRIPS	31,989	31,164	33,194

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.00	0.26	0.26
Miles between Roadcalls	188,626	387,393	195,911
Avg. Trips per Driver Hour	1.56	1.66	1.71
Avg. Trips per Para Pass.	21.06	20.96	21.97
Cost per Trip	11.33	11.91	11.77
Cost per Paratransit Trip	11.33	11.91	11.77
Cost per Driver Hour	17.71	19.83	20.11
Cost per Total Mile	0.96	0.96	1.00

County: Madison
 CTC: Big Bend Transit, Inc.
 Contact: Shawn Mitchell
 Post Office Box 1721
 Tallahassee, FL 32302
 850-576-6266
 Email: shawnmitch-bbt@comcast.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	19,200	0.10%
Potential TD Population / Percent of County Total	8,491	0.11%
UDPHC / Percent of TD Passengers Served	1,393	0.21%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	0	961	2,631
Ambulatory	22,233	16,907	15,059
Non-Ambulatory	2,395	2,615	1,717
Stretcher	86	90	59
School Board	0	0	0
TOTAL TRIPS	24,714	20,573	19,466

Vehicle Data	2011	2012	2013
Vehicle Miles	295,978	256,953	258,428
Revenue Miles	256,636	216,158	207,987
Roadcalls	1	1	2
Accidents	0	0	0
Vehicles	15	13	15
Driver Hours	12,668	15,337	14,606

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	10,602	10,557	8,545
Employment	2,068	2,625	4,189
Ed/Train/DayCare	6,282	5,751	3,373
Nutritional	4,469	0	352
Life-Sustaining/Other	1,293	1,640	3,007
TOTAL TRIPS	24,714	20,573	19,466

Financial and General Data	2011	2012	2013
Expenses	\$541,858	\$739,812	\$819,342
Revenues	\$679,906	\$664,709	\$768,548
Commendations	0	0	0
Complaints	2	0	2
Passenger No-Shows	155	282	242
Unmet Trip Requests	0	0	24

Passenger Trips By Funding Source	2011	2012	2013
CTD	6,469	6,684	6,586
AHCA	6,139	5,994	4,951
APD	4,120	5,751	4,618
DOEA	4,469	0	0
DOE	0	2	16
Other	3,517	2,142	3,295
TOTAL TRIPS	24,714	20,573	19,466

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.00	0.00	0.00
Miles between Roadcalls	295,978	256,953	129,214
Avg. Trips per Driver Hour	1.95	1.34	1.33
Avg. Trips per Para Pass.	4.89	3.79	13.97
Cost per Trip	21.93	35.96	42.09
Cost per Paratransit Trip	21.93	35.96	42.09
Cost per Driver Hour	42.77	48.24	56.10
Cost per Total Mile	1.83	2.88	3.17

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	330,300	1.73%
Potential TD Population / Percent of County Total	147,729	1.92%
UDPHC / Percent of TD Passengers Served	12,752	1.94%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	173,850	48,143	62,052
Deviated FR	0	0	0
Ambulatory	243,046	172,206	163,528
Non-Ambulatory	55,113	37,619	43,024
Stretcher	332	424	846
School Board	0	0	0
TOTAL TRIPS	472,341	258,392	269,450

Vehicle Data	2011	2012	2013
Vehicle Miles	1,021,941	1,061,752	1,198,224
Revenue Miles	817,991	861,619	876,841
Roadcalls	16	111	97
Accidents	11	55	72
Vehicles	65	87	83
Driver Hours	69,628	97,390	132,990

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	132,569	74,924	114,963
Employment	31,569	26,118	39,603
Ed/Train/DayCare	84,129	85,714	68,136
Nutritional	103,864	2,410	22,537
Life-Sustaining/Other	120,210	69,226	24,211
TOTAL TRIPS	472,341	258,392	269,450

Financial and General Data	2011	2012	2013
Expenses	\$3,949,881	\$4,043,556	\$4,048,992
Revenues	\$3,642,067	\$3,997,794	\$4,048,994
Commendations	6	56	63
Complaints	34	60	61
Passenger No-Shows	897	1,431	766
Unmet Trip Requests	240	203	351

Passenger Trips By Funding Source	2011	2012	2013
CTD	140,393	30,745	32,710
AHCA	2,791	79,634	63,886
APD	69,644	38,845	52,710
DOEA	21,744	15,580	18,463
DOE	0	16,462	14,406
Other	237,769	77,126	87,275
TOTAL TRIPS	472,341	258,392	269,450

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	1.08	5.18	6.01
Miles between Roadcalls	63,871	9,565	12,353
Avg. Trips per Driver Hour	4.29	2.16	1.56
Avg. Trips per Para Pass.	85.28	39.51	28.18
Cost per Trip	8.36	15.65	15.03
Cost per Paratransit Trip	10.62	16.02	16.13
Cost per Driver Hour	45.52	34.57	25.16
Cost per Total Mile	3.10	3.17	2.79

County: Marion
 CTC: Marion Senior Services, Inc.
 Contact: Donna Hersom (Cart)
 1101 SW 20th Court
 Ocala, FL 34471
 352-620-3519
 Email: dhersom@marionseniorservices.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	330,000	1.73%
Potential TD Population / Percent of CountyTotal	158,738	2.07%
UDPHC / Percent of TD Passengers Served	7,258	1.10%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	139,147	139,939	137,759
Non-Ambulatory	57,477	61,320	55,187
Stretcher	1,021	1,097	920
School Board	0	0	0
TOTAL TRIPS	197,645	202,356	193,866

Vehicle Data	2011	2012	2013
Vehicle Miles	1,907,213	1,849,858	1,802,367
Revenue Miles	1,770,192	1,581,919	1,670,389
Roadcalls	28	13	19
Accidents	4	4	3
Vehicles	93	109	108
Driver Hours	153,920	162,240	165,360

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	150,210	155,302	149,817
Employment	1,976	2,007	1,938
Ed/Train/DayCare	9,882	10,442	10,005
Nutritional	23,717	25,313	23,085
Life-Sustaining/Other	11,860	9,292	9,021
TOTAL TRIPS	197,645	202,356	193,866

Financial and General Data	2011	2012	2013
Expenses	\$4,550,487	\$4,324,026	\$4,442,490
Revenues	\$3,905,408	\$3,947,075	\$4,346,260
Commendations	30	28	30
Complaints	28	26	25
Passenger No-Shows	10,090	9,245	8,610
Unmet Trip Requests	1,032	899	1,440

Passenger Trips By Funding Source	2011	2012	2013
CTD	39,077	36,977	36,735
AHCA	55,235	65,951	56,310
APD	44,195	42,536	39,955
DOEA	1,413	1,026	485
DOE	0	0	0
Other	57,725	55,866	60,381
TOTAL TRIPS	197,645	202,356	193,866

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.21	0.22	0.17
Miles between Roadcalls	68,115	142,297	94,861
Avg. Trips per Driver Hour	1.28	1.25	1.17
Avg. Trips per Para Pass.	24.71	26.12	26.71
Cost per Trip	23.02	21.37	22.92
Cost per Paratransit Trip	23.02	21.37	22.92
Cost per Driver Hour	29.56	26.65	26.87
Cost per Total Mile	2.39	2.34	2.46

County: Martin
 CTC: Medical Transportation Management, Inc.
 Contact: Lisa Sanders
 789 South Federal Highway #201
 Stuart, FL 34994
 772-266-4971
 Email: lusanders@mtm-inc.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	147,200	0.77%
Potential TD Population / Percent of County Total	71,385	0.93%
UDPHC / Percent of TD Passengers Served	2,208	0.34%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	23,672	1,678	2,208
Ambulatory	32,899	25,853	50,505
Non-Ambulatory	21,961	12,020	9,357
Stretcher	21	6	6
School Board	0	0	0
TOTAL TRIPS	78,553	39,557	62,076

Vehicle Data	2011	2012	2013
Vehicle Miles	330,354	333,503	393,729
Revenue Miles	184,022	200,492	114,180
Roadcalls	0	5	0
Accidents	0	0	0
Vehicles	36	21	40
Driver Hours	81,360	64,811	177,276

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	14,864	8,283	49,408
Employment	4,527	3,477	1,977
Ed/Train/DayCare	28,808	12,340	1,530
Nutritional	31	75	228
Life-Sustaining/Other	30,323	15,382	8,933
TOTAL TRIPS	78,553	39,557	62,076

Financial and General Data	2011	2012	2013
Expenses	\$744,260	\$511,497	\$781,279
Revenues	\$712,488	\$519,134	\$665,832
Commendations	0	0	75
Complaints	55	97	20
Passenger No-Shows	424	283	132
Unmet Trip Requests	517	431	153

Passenger Trips By Funding Source	2011	2012	2013
CTD	8,370	7,067	23,426
AHCA	5,827	7,378	14,355
APD	11,470	11,137	19,485
DOEA	0	0	0
DOE	0	0	0
Other	52,886	13,975	4,810
TOTAL TRIPS	78,553	39,557	62,076

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.00	0.00	0.00
Miles between Roadcalls	330,354	66,701	393,729
Avg. Trips per Driver Hour	0.97	0.61	0.35
Avg. Trips per Para Pass.	48.43	27.51	28.11
Cost per Trip	9.47	12.93	12.59
Cost per Paratransit Trip	9.47	12.93	12.59
Cost per Driver Hour	9.15	7.89	4.41
Cost per Total Mile	2.25	1.53	1.98

County: Miami-Dade
 CTC: Miami-Dade Transit
 Contact: Ed Carson
 701 NW 1st Court, 12th Floor
 MIAMI, FL 33136
 786-469-5545
 Email: ecarson@miamidade.gov

Demographics	Number	Percentage
Total County Population / Percent of State Total	2,551,300	13.38%
Potential TD Population / Percent of CountyTotal	978,576	12.74%
UDPHC / Percent of TD Passengers Served	257,751	39.19%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	22,953,737	21,987,950	22,979,015
Deviated FR	0	0	0
Ambulatory	2,002,599	2,589,977	2,206,679
Non-Ambulatory	1,037,265	519,884	444,222
Stretcher	1,415	0	669
School Board	794	0	0
TOTAL TRIPS	25,995,810	25,097,811	25,630,585

Vehicle Data	2011	2012	2013
Vehicle Miles	26,311,216	27,391,227	29,889,693
Revenue Miles	23,938,887	23,004,484	25,875,033
Roadcalls	71	48	80
Accidents	23	22	159
Vehicles	845	733	1,184
Driver Hours	1,567,200	1,709,462	2,645,552

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	9,358,492	9,077,383	290,378
Employment	519,916	1,128,455	27,921
Ed/Train/DayCare	6,238,995	5,698,093	318,916
Nutritional	8,318,659	8,027,223	257,895
Life-Sustaining/Other	1,559,748	1,166,657	24,735,475
TOTAL TRIPS	25,995,810	25,097,811	25,630,585

Financial and General Data	2011	2012	2013
Expenses	\$144,915,741	\$126,407,272	\$167,682,137
Revenues	\$114,738,490	\$107,734,042	\$157,068,413
Commendations	0	0	260
Complaints	4,000	541	4,115
Passenger No-Shows	35,000	2,500	0
Unmet Trip Requests	104,497	2,470	2,263

Passenger Trips By Funding Source	2011	2012	2013
CTD	2,705,643	1,756,847	2,447,113
AHCA	1,921,090	125,489	0
APD	3,711,591	1,330,183	170,100
DOEA	2,261,635	752,934	212,100
DOE	155,974	0	0
Other	15,239,877	21,132,358	22,801,272
TOTAL TRIPS	25,995,810	25,097,811	25,630,585

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.09	0.08	0.53
Miles between Roadcalls	370,581	570,651	373,621
Avg. Trips per Driver Hour	1.94	1.82	1.00
Avg. Trips per Para Pass.	46.09	62.2	16.07
Cost per Trip	5.57	5.04	6.54
Cost per Paratransit Trip	43.36	36.35	62.83
Cost per Driver Hour	84.17	66.13	62.97
Cost per Total Mile	5.01	4.13	5.57

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	72,900	0.38%
Potential TD Population / Percent of CountyTotal	39,050	0.51%
UDPHC / Percent of TD Passengers Served	1,907	0.29%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	24,591	29,038	22,140
Deviated FR	0	0	0
Ambulatory	88,476	77,351	72,239
Non-Ambulatory	4,811	6,201	8,382
Stretcher	0	0	0
School Board	0	0	0
TOTAL TRIPS	117,878	112,590	102,761

Vehicle Data	2011	2012	2013
Vehicle Miles	1,036,008	1,016,530	1,126,310
Revenue Miles	931,418	914,877	951,067
Roadcalls	10	5	4
Accidents	5	2	5
Vehicles	54	51	45
Driver Hours	90,480	92,560	87,360

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	42,439	35,394	31,672
Employment	2,959	3,321	3,595
Ed/Train/DayCare	22,954	20,741	22,421
Nutritional	9,066	7,240	7,453
Life-Sustaining/Other	40,460	45,894	37,620
TOTAL TRIPS	117,878	112,590	102,761

Financial and General Data	2011	2012	2013
Expenses	\$2,109,025	\$2,118,313	\$2,181,889
Revenues	\$2,008,872	\$2,010,333	\$2,070,401
Commendations	6	0	0
Complaints	0	0	0
Passenger No-Shows	375	661	728
Unmet Trip Requests	0	0	0

Passenger Trips By Funding Source	2011	2012	2013
CTD	61,967	54,983	43,052
AHCA	24,206	23,297	20,444
APD	2,266	1,723	2,689
DOEA	0	0	0
DOE	0	0	0
Other	29,439	32,587	36,576
TOTAL TRIPS	117,878	112,590	102,761

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.48	0.20	0.44
Miles between Roadcalls	103,601	203,306	281,578
Avg. Trips per Driver Hour	1.03	0.90	0.92
Avg. Trips per Para Pass.	50.87	50.95	49.46
Cost per Trip	17.89	18.81	21.23
Cost per Paratransit Trip	22.56	25.32	27.01
Cost per Driver Hour	23.26	22.85	24.93
Cost per Total Mile	2.03	2.08	1.93

County: Nassau
 CTC: Nassau County Council on Aging, Inc.
 Contact: Michael Hays
 1367 South 18th Street
 Fernandina Beach, FL 32034
 904-261-0700
 Email: mhays@coanassau.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	73,700	0.39%
Potential TD Population / Percent of County Total	19,059	0.25%
UDPHC / Percent of TD Passengers Served	1,012	0.15%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	640	7,288	12,749
Ambulatory	57,761	57,247	54,300
Non-Ambulatory	7,309	7,996	6,232
Stretcher	48	22	80
School Board	0	0	0
TOTAL TRIPS	65,758	72,553	73,361

Vehicle Data	2011	2012	2013
Vehicle Miles	548,984	666,582	548,607
Revenue Miles	428,365	520,102	436,425
Roadcalls	12	10	8
Accidents	1	0	1
Vehicles	21	22	23
Driver Hours	40,362	40,708	42,720

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	37,432	36,234	36,335
Employment	3,872	3,706	3,914
Ed/Train/DayCare	1,881	9,667	9,800
Nutritional	15,204	15,887	16,025
Life-Sustaining/Other	7,369	7,059	7,287
TOTAL TRIPS	65,758	72,553	73,361

Financial and General Data	2011	2012	2013
Expenses	\$1,079,084	\$1,168,152	\$1,144,780
Revenues	\$987,854	\$1,102,262	\$1,007,148
Commendations	0	0	0
Complaints	0	1	1
Passenger No-Shows	821	679	933
Unmet Trip Requests	327	366	411

Passenger Trips By Funding Source	2011	2012	2013
CTD	26,814	30,463	29,695
AHCA	16,447	15,820	13,710
APD	0	0	0
DOEA	17,228	16,943	13,341
DOE	0	2,136	1,817
Other	5,269	7,191	14,798
TOTAL TRIPS	65,758	72,553	73,361

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.18	0.00	0.18
Miles between Roadcalls	45,749	66,658	68,576
Avg. Trips per Driver Hour	1.63	1.78	1.72
Avg. Trips per Para Pass.	59.67	60.36	72.49
Cost per Trip	16.41	16.10	15.60
Cost per Paratransit Trip	16.41	16.10	15.60
Cost per Driver Hour	26.74	28.70	26.80
Cost per Total Mile	1.97	1.75	2.09

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	187,300	0.98%
Potential TD Population / Percent of County Total	60,814	0.79%
UDPHC / Percent of TD Passengers Served	6,990	1.06%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	47,720	53,612	61,176
Deviated FR	0	0	0
Ambulatory	71,211	76,507	75,044
Non-Ambulatory	17,979	20,097	22,157
Stretcher	1	1	0
School Board	0	0	0
TOTAL TRIPS	136,911	150,217	158,377

Vehicle Data	2011	2012	2013
Vehicle Miles	673,237	714,372	727,591
Revenue Miles	585,978	624,943	630,363
Roadcalls	4	9	9
Accidents	2	1	1
Vehicles	64	62	60
Driver Hours	63,044	62,284	61,259

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	64,348	73,606	74,437
Employment	46,549	51,074	57,015
Ed/Train/DayCare	8,521	7,511	8,489
Nutritional	13,691	13,520	14,254
Life-Sustaining/Other	3,802	4,506	4,182
TOTAL TRIPS	136,911	150,217	158,377

Financial and General Data	2011	2012	2013
Expenses	\$1,611,300	\$1,814,943	\$1,617,492
Revenues	\$1,557,996	\$1,974,960	\$1,569,231
Commendations	8	11	4
Complaints	16	16	9
Passenger No-Shows	524	610	521
Unmet Trip Requests	496	470	320

Passenger Trips By Funding Source	2011	2012	2013
CTD	43,154	44,894	42,593
AHCA	18,254	19,727	19,267
APD	0	3,582	4,038
DOEA	6,170	5,576	5,672
DOE	858	1,004	447
Other	68,475	75,434	86,360
TOTAL TRIPS	136,911	150,217	158,377

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.30	0.14	0.14
Miles between Roadcalls	168,309	79,375	80,843
Avg. Trips per Driver Hour	1.41	1.55	1.59
Avg. Trips per Para Pass.	15.32	16.02	15.35
Cost per Trip	11.77	12.08	10.21
Cost per Paratransit Trip	18.06	18.79	16.64
Cost per Driver Hour	25.56	29.14	26.40
Cost per Total Mile	2.39	2.54	2.22

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	39,800	0.21%
Potential TD Population / Percent of CountyTotal	21,639	0.28%
UDPHC / Percent of TD Passengers Served	704	0.11%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	35,731	35,449	33,271
Non-Ambulatory	4,858	5,620	5,436
Stretcher	0	8	11
School Board	0	0	0
TOTAL TRIPS	40,589	41,077	38,718

Vehicle Data	2011	2012	2013
Vehicle Miles	668,895	648,260	636,643
Revenue Miles	460,674	425,229	415,902
Roadcalls	8	10	14
Accidents	3	2	2
Vehicles	15	15	13
Driver Hours	26,083	24,475	25,387

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	15,659	14,617	12,347
Employment	21,761	22,672	21,423
Ed/Train/DayCare	33	565	838
Nutritional	2,195	2,192	1,534
Life-Sustaining/Other	941	1,031	2,576
TOTAL TRIPS	40,589	41,077	38,718

Financial and General Data	2011	2012	2013
Expenses	\$783,701	\$708,657	\$646,015
Revenues	\$694,289	\$697,040	\$764,796
Commendations	5	5	5
Complaints	9	10	10
Passenger No-Shows	734	817	734
Unmet Trip Requests	205	178	214

Passenger Trips By Funding Source	2011	2012	2013
CTD	4,935	6,481	5,455
AHCA	10,385	10,080	9,247
APD	18,840	19,248	19,600
DOEA	1,240	1,260	857
DOE	0	0	0
Other	5,189	4,008	3,559
TOTAL TRIPS	40,589	41,077	38,718

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.45	0.31	0.31
Miles between Roadcalls	83,612	64,826	45,475
Avg. Trips per Driver Hour	1.56	1.68	1.53
Avg. Trips per Para Pass.	59.43	57.37	55.00
Cost per Trip	19.31	17.25	16.69
Cost per Paratransit Trip	19.31	17.25	16.69
Cost per Driver Hour	30.05	28.95	25.45
Cost per Total Mile	1.17	1.09	1.01

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	1,175,900	6.16%
Potential TD Population / Percent of County Total	374,322	4.87%
UDPHC / Percent of TD Passengers Served	15,730	2.39%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	479,078	783,737	785,164
Deviated FR	77,376	94,352	91,178
Ambulatory	594,348	669,100	614,710
Non-Ambulatory	164,512	162,795	197,317
Stretcher	10,286	10,794	11,028
School Board	0	0	0
TOTAL TRIPS	1,325,600	1,720,778	1,699,397

Vehicle Data	2011	2012	2013
Vehicle Miles	7,067,527	8,335,715	8,418,334
Revenue Miles	5,788,804	6,709,385	6,688,842
Roadcalls	250	199	132
Accidents	169	249	273
Vehicles	293	284	298
Driver Hours	537,824	569,669	645,043

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	691,402	1,003,523	971,025
Employment	147,415	164,491	183,844
Ed/Train/DayCare	286,977	296,276	247,338
Nutritional	61,624	81,426	79,204
Life-Sustaining/Other	138,182	175,062	217,986
TOTAL TRIPS	1,325,600	1,720,778	1,699,397

Financial and General Data	2011	2012	2013
Expenses	\$16,871,102	\$19,071,893	\$18,694,675
Revenues	\$15,634,093	\$17,901,039	\$18,751,981
Commendations	74	117	107
Complaints	461	342	241
Passenger No-Shows	36,979	39,141	38,266
Unmet Trip Requests	18,619	13,759	38,556

Passenger Trips By Funding Source	2011	2012	2013
CTD	55,907	67,729	81,664
AHCA	242,489	297,194	296,768
APD	188,439	177,964	151,299
DOEA	75,783	70,006	66,140
DOE	0	0	0
Other	762,982	1,107,885	1,103,526
TOTAL TRIPS	1,325,600	1,720,778	1,699,397

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	2.39	2.99	3.24
Miles between Roadcalls	28,270	41,888	63,775
Avg. Trips per Driver Hour	1.57	1.64	1.42
Avg. Trips per Para Pass.	33.85	34.63	66.11
Cost per Trip	12.73	11.08	11.00
Cost per Paratransit Trip	19.93	20.35	20.45
Cost per Driver Hour	31.37	33.48	28.98
Cost per Total Mile	2.39	2.29	2.22

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	280,900	1.47%
Potential TD Population / Percent of County Total	89,826	1.17%
UDPHC / Percent of TD Passengers Served	4,179	0.64%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	127,284	208,227	208,606
Deviated FR	20,558	25,068	24,225
Ambulatory	157,908	177,770	163,319
Non-Ambulatory	43,709	43,252	52,425
Stretcher	2,733	2,868	2,930
School Board	0	0	0
TOTAL TRIPS	352,192	457,185	451,505

Vehicle Data	2011	2012	2013
Vehicle Miles	1,877,732	2,214,670	2,236,622
Revenue Miles	1,537,996	1,782,579	1,777,121
Roadcalls	66	53	35
Accidents	45	66	74
Vehicles	78	76	79
Driver Hours	142,891	150,992	171,378

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	183,695	266,620	257,987
Employment	39,166	43,703	48,845
Ed/Train/DayCare	76,245	78,716	65,714
Nutritional	16,373	21,635	21,043
Life-Sustaining/Other	36,713	46,511	57,916
TOTAL TRIPS	352,192	457,185	451,505

Financial and General Data	2011	2012	2013
Expenses	\$4,482,388	\$5,067,102	\$4,966,880
Revenues	\$4,153,736	\$4,756,025	\$4,982,107
Commendations	20	31	28
Complaints	123	92	63
Passenger No-Shows	9,825	10,399	10,167
Unmet Trip Requests	4,947	3,656	10,244

Passenger Trips By Funding Source	2011	2012	2013
CTD	14,854	17,995	21,699
AHCA	64,425	78,960	78,847
APD	50,065	47,282	40,198
DOEA	20,134	18,600	17,572
DOE	0	0	0
Other	202,714	294,348	293,189
TOTAL TRIPS	352,192	457,185	451,505

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	2.40	2.98	3.31
Miles between Roadcalls	28,450	41,786	63,903
Avg. Trips per Driver Hour	1.57	1.65	1.42
Avg. Trips per Para Pass.	33.85	34.63	66.11
Cost per Trip	12.73	11.08	11.00
Cost per Paratransit Trip	19.93	20.35	20.45
Cost per Driver Hour	31.37	33.56	28.98
Cost per Total Mile	2.39	2.29	2.22

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	1,335,400	7.00%
Potential TD Population / Percent of CountyTotal	581,161	7.56%
UDPHC / Percent of TD Passengers Served	17,700	2.69%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	3,792,916	3,358,842	3,434,258
Deviated FR	0	0	0
Ambulatory	864,040	728,010	720,296
Non-Ambulatory	165,668	136,946	144,191
Stretcher	0	0	0
School Board	0	0	0
TOTAL TRIPS	4,822,624	4,223,798	4,298,745

Vehicle Data	2011	2012	2013
Vehicle Miles	10,400,153	9,235,777	9,422,944
Revenue Miles	9,519,480	8,643,012	8,569,751
Roadcalls	370	462	109
Accidents	230	206	155
Vehicles	246	201	215
Driver Hours	707,293	557,081	740,558

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	1,784,371	1,562,805	938,814
Employment	434,036	422,380	417,265
Ed/Train/DayCare	868,072	718,046	1,098,101
Nutritional	530,489	422,380	387,123
Life-Sustaining/Other	1,205,656	1,098,187	1,457,442
TOTAL TRIPS	4,822,624	4,223,798	4,298,745

Financial and General Data	2011	2012	2013
Expenses	\$30,545,226	\$27,992,154	\$28,611,568
Revenues	\$23,253,460	\$22,395,327	\$20,860,068
Commendations	1,719	1,896	1,305
Complaints	1,129	1,162	1,892
Passenger No-Shows	27,537	21,758	24,877
Unmet Trip Requests	295	0	0

Passenger Trips By Funding Source	2011	2012	2013
CTD	1,670,132	1,637,383	2,167,979
AHCA	0	0	0
APD	0	0	0
DOEA	184,751	13,033	12,196
DOE	0	0	0
Other	2,967,741	2,573,382	2,118,570
TOTAL TRIPS	4,822,624	4,223,798	4,298,745

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	2.21	2.23	1.64
Miles between Roadcalls	28,109	19,991	86,449
Avg. Trips per Driver Hour	1.46	1.55	1.17
Avg. Trips per Para Pass.	59.61	76.54	76.33
Cost per Trip	6.33	6.63	6.66
Cost per Paratransit Trip	24.59	27.02	28.57
Cost per Driver Hour	35.80	41.95	33.35
Cost per Total Mile	2.43	2.53	2.62

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	468,600	2.46%
Potential TD Population / Percent of County Total	234,199	3.05%
UDPHC / Percent of TD Passengers Served	8,652	1.32%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	254,094	260,379	302,608
Deviated FR	0	0	0
Ambulatory	124,723	129,455	121,553
Non-Ambulatory	19,216	21,266	21,125
Stretcher	612	644	292
School Board	9,050	6,528	7,892
TOTAL TRIPS	407,695	418,272	453,470

Vehicle Data	2011	2012	2013
Vehicle Miles	1,177,213	1,280,727	1,195,571
Revenue Miles	1,026,940	1,118,841	1,060,368
Roadcalls	11	14	9
Accidents	3	5	7
Vehicles	122	123	119
Driver Hours	67,584	83,008	74,132

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	270,671	292,226	324,444
Employment	35,291	35,700	37,002
Ed/Train/DayCare	57,299	42,071	46,780
Nutritional	10,828	11,353	11,861
Life-Sustaining/Other	33,606	36,922	33,383
TOTAL TRIPS	407,695	418,272	453,470

Financial and General Data	2011	2012	2013
Expenses	\$3,102,797	\$3,126,355	\$3,202,093
Revenues	\$3,102,797	\$2,285,507	\$3,202,093
Commendations	16	10	10
Complaints	26	15	11
Passenger No-Shows	1,047	1,711	2,097
Unmet Trip Requests	64	279	457

Passenger Trips By Funding Source	2011	2012	2013
CTD	23,232	161,230	270,719
AHCA	222,809	94,023	26,886
APD	43,318	31,373	25,576
DOEA	13,667	17,658	16,425
DOE	37,111	31,262	38,088
Other	67,558	82,726	75,776
TOTAL TRIPS	407,695	418,272	453,470

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.25	0.39	0.59
Miles between Roadcalls	107,019	91,481	132,841
Avg. Trips per Driver Hour	2.27	1.90	2.04
Avg. Trips per Para Pass.	27.69	24.76	23.04
Cost per Trip	7.61	7.47	7.06
Cost per Paratransit Trip	20.17	19.78	21.20
Cost per Driver Hour	45.85	37.62	43.15
Cost per Total Mile	2.63	2.44	2.68

County: Pinellas
 CTC: Pinellas Suncoast Transit Authority
 Contact: Ross Silvers
 3201 Scherer Drive
 St Petersburg, FL 33716
 727-540-1844
 Email: rsilvers@psta.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	920,400	4.83%
Potential TD Population / Percent of County Total	457,523	5.96%
UDPHC / Percent of TD Passengers Served	40,173	6.11%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	1,764,302	1,148,820	1,304,890
Deviated FR	0	0	0
Ambulatory	791,135	737,990	1,786,608
Non-Ambulatory	225,766	189,684	249,872
Stretcher	1	1	0
School Board	0	0	1,009
TOTAL TRIPS	2,781,204	2,076,495	3,342,379

Vehicle Data	2011	2012	2013
Vehicle Miles	8,016,194	6,477,019	3,895,374
Revenue Miles	5,955,452	5,266,002	2,642,418
Roadcalls	201	57	100
Accidents	45	47	41
Vehicles	708	699	501
Driver Hours	744,658	593,977	667,986

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	1,003,830	588,922	2,217,764
Employment	994,957	755,691	902,748
Ed/Train/DayCare	287,374	276,454	5,168
Nutritional	157,456	130,491	66,187
Life-Sustaining/Other	337,587	324,937	150,512
TOTAL TRIPS	2,781,204	2,076,495	3,342,379

Financial and General Data	2011	2012	2013
Expenses	\$17,558,540	\$15,641,278	\$14,283,340
Revenues	\$17,091,519	\$15,298,093	\$15,065,597
Commendations	41	15	1
Complaints	214	454	359
Passenger No-Shows	9,442	9,261	9,135
Unmet Trip Requests	1,399	2,134	1,408

Passenger Trips By Funding Source	2011	2012	2013
CTD	1,560,976	1,199,568	1,278,765
AHCA	450,009	172,788	275,958
APD	232,223	199,749	152,644
DOEA	104,906	99,060	86,054
DOE	3,562	4,588	3,076
Other	429,528	400,742	1,545,882
TOTAL TRIPS	2,781,204	2,076,495	3,342,379

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.56	0.73	1.05
Miles between Roadcalls	39,882	113,632	38,954
Avg. Trips per Driver Hour	1.37	1.56	3.05
Avg. Trips per Para Pass.	29.12	24.89	61.33
Cost per Trip	6.31	7.53	4.27
Cost per Paratransit Trip	16.06	15.31	6.22
Cost per Driver Hour	21.94	23.92	18.97
Cost per Total Mile	2.04	2.19	3.25

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	606,900	3.18%
Potential TD Population / Percent of County Total	220,679	2.87%
UDPHC / Percent of TD Passengers Served	28,138	4.28%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	222,554	221,255	275,559
Deviated FR	0	105	4,147
Ambulatory	241,330	231,716	219,145
Non-Ambulatory	49,777	52,541	53,596
Stretcher	1,607	1,026	917
School Board	0	0	0
TOTAL TRIPS	515,268	506,643	553,364

Vehicle Data	2011	2012	2013
Vehicle Miles	2,295,834	2,397,371	2,539,934
Revenue Miles	1,839,617	1,992,506	2,098,653
Roadcalls	106	115	177
Accidents	17	19	19
Vehicles	131	136	123
Driver Hours	219,340	264,991	250,522

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	225,209	268,389	381,011
Employment	23,858	15,798	2,785
Ed/Train/DayCare	89,876	93,228	69,314
Nutritional	65,879	61,260	45,284
Life-Sustaining/Other	110,446	67,968	54,970
TOTAL TRIPS	515,268	506,643	553,364

Financial and General Data	2011	2012	2013
Expenses	\$8,303,047	\$8,463,034	\$8,513,644
Revenues	\$8,027,991	\$8,350,723	\$8,674,860
Commendations	17	19	6
Complaints	30	64	40
Passenger No-Shows	4,533	2,620	2,365
Unmet Trip Requests	164	488	119

Passenger Trips By Funding Source	2011	2012	2013
CTD	73,382	61,379	32,809
AHCA	87,274	90,410	52,187
APD	118,338	115,249	129,679
DOEA	52,815	53,808	55,931
DOE	28,533	51,538	58,202
Other	154,926	134,259	224,556
TOTAL TRIPS	515,268	506,643	553,364

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.74	0.79	0.75
Miles between Roadcalls	21,659	20,847	14,350
Avg. Trips per Driver Hour	1.33	1.08	1.11
Avg. Trips per Para Pass.	44.12	42.27	39.07
Cost per Trip	16.11	16.70	15.39
Cost per Paratransit Trip	28.21	29.37	30.45
Cost per Driver Hour	37.65	31.63	33.76
Cost per Total Mile	3.60	3.50	3.33

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	73,200	0.38%
Potential TD Population / Percent of County Total	43,654	0.57%
UDPHC / Percent of TD Passengers Served	12,090	1.84%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	139,857	132,076	136,658
Ambulatory	0	0	0
Non-Ambulatory	16,537	15,102	13,035
Stretcher	1,202	1,221	544
School Board	0	0	0
TOTAL TRIPS	157,596	148,399	150,237

Vehicle Data	2011	2012	2013
Vehicle Miles	809,101	740,460	888,541
Revenue Miles	658,608	602,734	723,272
Roadcalls	27	9	18
Accidents	6	4	1
Vehicles	34	33	33
Driver Hours	60,458	49,519	51,154

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	13,587	10,980	12,726
Employment	67,660	62,542	53,441
Ed/Train/DayCare	0	0	0
Nutritional	345	250	250
Life-Sustaining/Other	76,004	74,627	83,820
TOTAL TRIPS	157,596	148,399	150,237

Financial and General Data	2011	2012	2013
Expenses	\$1,999,220	\$1,980,425	\$2,089,151
Revenues	\$1,809,035	\$1,741,241	\$1,841,873
Commendations	4	5	3
Complaints	7	6	5
Passenger No-Shows	2,998	2,693	2,077
Unmet Trip Requests	0	0	0

Passenger Trips By Funding Source	2011	2012	2013
CTD	19,556	24,148	20,962
AHCA	13,587	10,980	12,726
APD	44,355	41,583	41,641
DOEA	345	124	259
DOE	0	0	0
Other	79,753	71,564	74,649
TOTAL TRIPS	157,596	148,399	150,237

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.74	0.54	0.11
Miles between Roadcalls	29,967	82,273	49,363
Avg. Trips per Driver Hour	2.61	3.00	2.94
Avg. Trips per Para Pass.	14.08	12.70	12.43
Cost per Trip	12.69	13.35	13.91
Cost per Paratransit Trip	12.69	13.35	13.91
Cost per Driver Hour	33.07	39.99	40.84
Cost per Total Mile	2.47	2.67	2.35

County: Santa Rosa
 CTC: Pensacola Bay Transportation
 Contact: Janice Grigsby
 3100 McCormick Street
 Pensacola, FL 32514
 850-476-8130

Email: jgrigsby@pensacolabaytransportation.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	155,400	0.81%
Potential TD Population / Percent of CountyTotal	50,809	0.66%
UDPHC / Percent of TD Passengers Served	441	0.07%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	28,174	18,934	17,491
Deviated FR	0	0	0
Ambulatory	17,163	23,819	23,357
Non-Ambulatory	5,021	7,197	6,631
Stretcher	4	0	4
School Board	0	0	0
TOTAL TRIPS	50,362	49,950	47,483

Vehicle Data	2011	2012	2013
Vehicle Miles	363,922	420,941	438,178
Revenue Miles	296,076	347,591	352,778
Roadcalls	6	5	10
Accidents	0	0	2
Vehicles	9	9	10
Driver Hours	14,706	19,711	26,085

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	5,786	10,429	9,830
Employment	33,790	25,268	22,985
Ed/Train/DayCare	869	357	32
Nutritional	30	2	9
Life-Sustaining/Other	9,887	13,894	14,627
TOTAL TRIPS	50,362	49,950	47,483

Financial and General Data	2011	2012	2013
Expenses	\$578,907	\$692,551	\$727,783
Revenues	\$745,839	\$844,210	\$894,305
Commendations	1	0	1
Complaints	6	1	6
Passenger No-Shows	877	762	795
Unmet Trip Requests	677	745	327

Passenger Trips By Funding Source	2011	2012	2013
CTD	9,519	11,392	10,230
AHCA	9,098	9,523	10,169
APD	924	6,218	7,144
DOEA	0	0	0
DOE	239	393	52
Other	30,582	22,424	19,888
TOTAL TRIPS	50,362	49,950	47,483

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.00	0.00	0.46
Miles between Roadcalls	60,654	84,188	43,818
Avg. Trips per Driver Hour	1.51	1.57	1.15
Avg. Trips per Para Pass.	53.21	97.53	85.45
Cost per Trip	11.49	13.86	15.33
Cost per Paratransit Trip	24.19	21.26	23.10
Cost per Driver Hour	36.49	33.45	26.56
Cost per Total Mile	1.47	1.57	1.58

County: Sarasota
 CTC: Sarasota County Area Transit
 Contact: Glama Carter
 5303 Pinkney Avenue
 Sarasota, FL 34233
 941-861-1006
 Email: gcarter@scgov.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	383,700	2.01%
Potential TD Population / Percent of CountyTotal	192,682	2.51%
UDPHC / Percent of TD Passengers Served	6,337	0.96%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	1,079,163	12,573	347,880
Deviated FR	2,635	3,047	0
Ambulatory	180,846	170,166	160,812
Non-Ambulatory	53,197	48,264	55,312
Stretcher	644	0	0
School Board	0	0	0
TOTAL TRIPS	1,316,485	234,050	564,004

Vehicle Data	2011	2012	2013
Vehicle Miles	1,541,994	1,685,331	2,627,774
Revenue Miles	1,399,562	1,480,261	2,115,010
Roadcalls	93	77	38
Accidents	23	63	297
Vehicles	91	91	55
Driver Hours	133,308	140,690	149,282

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	276,664	17,085	58,765
Employment	23,401	5,149	21,406
Ed/Train/DayCare	92,321	17,085	66,968
Nutritional	17,340	4,212	15,535
Life-Sustaining/Other	906,759	190,519	401,330
TOTAL TRIPS	1,316,485	234,050	564,004

Financial and General Data	2011	2012	2013
Expenses	\$8,465,429	\$8,509,725	\$9,172,576
Revenues	\$7,609,775	\$6,099,956	\$6,755,108
Commendations	25	44	23
Complaints	196	108	51
Passenger No-Shows	1,102	1,670	1,056
Unmet Trip Requests	0	0	12,351

Passenger Trips By Funding Source	2011	2012	2013
CTD	59,639	14,263	14,942
AHCA	28,622	0	0
APD	6,580	37,274	39,890
DOEA	11,412	0	0
DOE	0	0	0
Other	1,210,232	182,513	509,172
TOTAL TRIPS	1,316,485	234,050	564,004

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	1.49	3.74	11.30
Miles between Roadcalls	16,581	21,887	69,152
Avg. Trips per Driver Hour	1.78	1.57	1.45
Avg. Trips per Para Pass.	81.78	98.13	53.80
Cost per Trip	6.43	36.36	16.26
Cost per Paratransit Trip	28.29	38.35	30.92
Cost per Driver Hour	50.37	60.37	44.77
Cost per Total Mile	4.35	5.04	2.54

County: Seminole
 CTC: Central FL Reg. 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	428,100	2.24%
Potential TD Population / Percent of County Total	146,600	1.91%
UDPHC / Percent of TD Passengers Served	3,854	0.59%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	117,386	192,035	192,385
Deviated FR	18,959	23,118	22,341
Ambulatory	145,630	163,947	150,619
Non-Ambulatory	40,310	39,889	48,347
Stretcher	2,520	2,645	2,702
School Board	0	0	0
TOTAL TRIPS	324,805	421,634	416,394

Vehicle Data	2011	2012	2013
Vehicle Miles	1,731,723	2,042,461	2,062,705
Revenue Miles	1,418,403	1,643,968	1,638,935
Roadcalls	61	49	32
Accidents	42	61	68
Vehicles	72	70	73
Driver Hours	131,780	139,583	158,052

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	169,411	245,888	237,925
Employment	36,120	40,304	45,046
Ed/Train/DayCare	70,316	72,595	60,604
Nutritional	15,100	19,952	19,407
Life-Sustaining/Other	33,858	42,895	53,412
TOTAL TRIPS	324,805	421,634	416,394

Financial and General Data	2011	2012	2013
Expenses	\$4,133,845	\$4,673,091	\$4,580,665
Revenues	\$3,830,745	\$4,386,204	\$4,594,706
Commendations	18	28	26
Complaints	112	83	59
Passenger No-Shows	9,061	9,591	9,376
Unmet Trip Requests	4,562	3,372	9,446

Passenger Trips By Funding Source	2011	2012	2013
CTD	13,699	16,595	20,010
AHCA	59,416	72,820	72,715
APD	46,172	43,605	37,072
DOEA	18,569	17,153	16,206
DOE	0	0	0
Other	186,949	271,461	270,391
TOTAL TRIPS	324,805	421,634	416,394

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	2.43	2.99	3.30
Miles between Roadcalls	28,389	41,683	64,460
Avg. Trips per Driver Hour	1.57	1.64	1.42
Avg. Trips per Para Pass.	33.85	34.63	66.12
Cost per Trip	12.73	11.08	11.00
Cost per Paratransit Trip	19.93	20.35	20.45
Cost per Driver Hour	31.37	33.48	28.98
Cost per Total Mile	2.39	2.29	2.22

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	196,100	1.03%
Potential TD Population / Percent of County Total	54,338	0.71%
UDPHC / Percent of TD Passengers Served	5,198	0.79%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	199,284	233,802	246,788
Ambulatory	52,150	51,820	51,519
Non-Ambulatory	29,661	28,877	27,381
Stretcher	2,228	2,572	2,407
School Board	0	0	0
TOTAL TRIPS	283,323	317,071	328,095

Vehicle Data	2011	2012	2013
Vehicle Miles	1,250,297	1,159,005	1,189,412
Revenue Miles	1,016,126	931,960	975,755
Roadcalls	13	15	14
Accidents	6	5	4
Vehicles	47	46	45
Driver Hours	92,680	99,676	98,734

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	50,799	52,632	53,654
Employment	0	0	0
Ed/Train/DayCare	1,494	1,070	490
Nutritional	22,917	21,546	19,114
Life-Sustaining/Other	208,113	241,823	254,837
TOTAL TRIPS	283,323	317,071	328,095

Financial and General Data	2011	2012	2013
Expenses	\$2,938,168	\$3,030,809	\$3,015,189
Revenues	\$2,814,657	\$2,994,696	\$3,005,517
Commendations	16	11	12
Complaints	6	11	4
Passenger No-Shows	1,123	1,358	1,164
Unmet Trip Requests	0	0	0

Passenger Trips By Funding Source	2011	2012	2013
CTD	19,974	18,918	18,952
AHCA	19,119	20,549	23,293
APD	0	0	0
DOEA	2	0	0
DOE	0	0	0
Other	244,228	277,604	285,850
TOTAL TRIPS	283,323	317,071	328,095

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.48	0.43	0.34
Miles between Roadcalls	96,177	77,267	84,958
Avg. Trips per Driver Hour	3.06	3.18	3.32
Avg. Trips per Para Pass.	55.42	61.12	63.12
Cost per Trip	10.37	9.56	9.19
Cost per Paratransit Trip	10.37	9.56	9.19
Cost per Driver Hour	31.70	30.41	30.54
Cost per Total Mile	2.35	2.62	2.54

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	280,400	1.47%
Potential TD Population / Percent of County Total	116,817	1.52%
UDPHC / Percent of TD Passengers Served	19,099	2.90%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	29,586	24,654	27,894
Deviated FR	0	0	0
Ambulatory	184,741	90,762	150,719
Non-Ambulatory	99,731	159,435	117,152
Stretcher	0	0	0
School Board	1,315	512	893
TOTAL TRIPS	315,373	275,363	296,658

Vehicle Data	2011	2012	2013
Vehicle Miles	2,712,827	1,594,959	1,507,078
Revenue Miles	1,177,648	978,076	1,269,815
Roadcalls	55	50	49
Accidents	4	6	7
Vehicles	110	127	118
Driver Hours	98,786	180,129	96,106

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	76,443	83,792	92,276
Employment	21,009	44,955	63,172
Ed/Train/DayCare	110,707	59,553	45,438
Nutritional	8,518	12,140	13,533
Life-Sustaining/Other	98,696	74,923	82,239
TOTAL TRIPS	315,373	275,363	296,658

Financial and General Data	2011	2012	2013
Expenses	\$4,752,617	\$4,615,731	\$4,004,210
Revenues	\$3,346,239	\$4,613,973	\$3,884,608
Commendations	7	170	23
Complaints	80	54	44
Passenger No-Shows	1,387	1,206	1,501
Unmet Trip Requests	40,379	37,853	41,594

Passenger Trips By Funding Source	2011	2012	2013
CTD	18,904	20,315	21,486
AHCA	0	0	0
APD	68,458	65,665	93,937
DOEA	3,522	3,946	3,876
DOE	0	0	0
Other	224,489	185,437	177,359
TOTAL TRIPS	315,373	275,363	296,658

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.15	0.38	0.46
Miles between Roadcalls	49,324	31,899	30,757
Avg. Trips per Driver Hour	2.89	1.39	2.80
Avg. Trips per Para Pass.	18.39	16.38	17.01
Cost per Trip	15.07	16.76	13.50
Cost per Paratransit Trip	16.59	18.31	5.20
Cost per Driver Hour	47.99	25.49	14.55
Cost per Total Mile	1.75	2.88	0.93

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	100,200	0.53%
Potential TD Population / Percent of County Total	25,630	0.33%
UDPHC / Percent of TD Passengers Served	2,672	0.41%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	4,973	8,112	9,510
Ambulatory	83,112	80,702	75,321
Non-Ambulatory	11,214	9,738	8,556
Stretcher	163	338	135
School Board	0	0	0
TOTAL TRIPS	99,462	98,890	93,522

Vehicle Data	2011	2012	2013
Vehicle Miles	828,599	917,137	851,996
Revenue Miles	473,198	635,577	692,849
Roadcalls	17	14	16
Accidents	0	9	12
Vehicles	50	37	36
Driver Hours	41,320	41,320	64,272

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	25,165	24,225	22,013
Employment	16,336	19,181	19,981
Ed/Train/DayCare	19,120	18,759	15,323
Nutritional	10,387	13,852	12,790
Life-Sustaining/Other	28,454	22,873	23,415
TOTAL TRIPS	99,462	98,890	93,522

Financial and General Data	2011	2012	2013
Expenses	\$1,670,158	\$1,871,172	\$2,077,546
Revenues	\$1,612,840	\$2,762,821	\$1,973,480
Commendations	92	24	45
Complaints	12	3	1
Passenger No-Shows	838	318	178
Unmet Trip Requests	1,964	252	568

Passenger Trips By Funding Source	2011	2012	2013
CTD	27,108	25,298	21,462
AHCA	10,399	9,295	8,350
APD	14,653	12,403	11,925
DOEA	6,499	5,681	5,278
DOE	0	0	0
Other	40,803	46,213	46,507
TOTAL TRIPS	99,462	98,890	93,522

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.00	0.98	1.41
Miles between Roadcalls	48,741	65,510	53,250
Avg. Trips per Driver Hour	2.41	2.39	1.46
Avg. Trips per Para Pass.	36.87	19.94	35.00
Cost per Trip	16.79	18.92	22.21
Cost per Paratransit Trip	16.79	18.92	22.21
Cost per Driver Hour	40.42	45.28	32.32
Cost per Total Mile	2.02	2.04	2.44

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	43,800	0.23%
Potential TD Population / Percent of County Total	16,337	0.21%
UDPHC / Percent of TD Passengers Served	803	0.12%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	79,692	0	0
Ambulatory	108,093	17,424	20,799
Non-Ambulatory	14,218	5,152	4,221
Stretcher	3,639	297	27
School Board	0	0	0
TOTAL TRIPS	205,642	22,873	25,047

Vehicle Data	2011	2012	2013
Vehicle Miles	1,087,918	287,768	370,095
Revenue Miles	488,028	258,992	314,136
Roadcalls	1	4	1
Accidents	0	0	0
Vehicles	43	13	12
Driver Hours	44,942	20,800	21,984

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	161,654	21,092	22,083
Employment	3,778	0	368
Ed/Train/DayCare	27,669	1,780	2,249
Nutritional	10,916	0	121
Life-Sustaining/Other	1,625	1	226
TOTAL TRIPS	205,642	22,873	25,047

Financial and General Data	2011	2012	2013
Expenses	\$1,635,505	\$685,104	\$1,025,697
Revenues	\$1,699,976	\$1,448,849	\$1,053,751
Commendations	0	0	1
Complaints	5	10	3
Passenger No-Shows	54	0	731
Unmet Trip Requests	26	0	14

Passenger Trips By Funding Source	2011	2012	2013
CTD	53,116	5,051	6,409
AHCA	138,562	16,041	17,014
APD	3,056	1,780	1,474
DOEA	0	0	59
DOE	0	0	0
Other	10,908	1	91
TOTAL TRIPS	205,642	22,873	25,047

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.00	0.00	0.00
Miles between Roadcalls	1,087,918	71,942	370,095
Avg. Trips per Driver Hour	4.58	1.10	1.14
Avg. Trips per Para Pass.	35.52	25.64	31.19
Cost per Trip	7.95	29.95	40.95
Cost per Paratransit Trip	7.95	29.95	40.95
Cost per Driver Hour	36.39	32.94	46.66
Cost per Total Mile	1.50	2.38	2.77

County: Taylor
 CTC: Big Bend Transit, Inc.
 Contact: Shawn Mitchell
 Post Office Box 1721
 Tallahassee, FL 32302
 850-576-6266

Email: shawnmitch-bbt@comcast.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	22,900	0.12%
Potential TD Population / Percent of CountyTotal	8,220	0.11%
UDPHC / Percent of TD Passengers Served	998	0.15%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	7,918	7,529	7,141
Ambulatory	16,962	16,899	8,712
Non-Ambulatory	587	696	2,147
Stretcher	8	6	3
School Board	0	0	0
TOTAL TRIPS	25,475	25,130	18,003

Vehicle Data	2011	2012	2013
Vehicle Miles	227,099	202,097	144,116
Revenue Miles	198,635	175,900	113,063
Roadcalls	0	0	4
Accidents	0	0	0
Vehicles	13	13	14
Driver Hours	9,318	8,264	7,513

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	4,233	4,364	4,790
Employment	14,926	14,027	2,913
Ed/Train/DayCare	144	0	4,788
Nutritional	1,366	1,492	263
Life-Sustaining/Other	4,806	5,247	5,249
TOTAL TRIPS	25,475	25,130	18,003

Financial and General Data	2011	2012	2013
Expenses	\$528,665	\$507,136	\$532,325
Revenues	\$674,009	\$638,139	\$663,808
Commendations	0	0	0
Complaints	3	0	0
Passenger No-Shows	118	178	182
Unmet Trip Requests	0	0	0

Passenger Trips By Funding Source	2011	2012	2013
CTD	6,817	7,867	8,195
AHCA	2,442	2,500	2,164
APD	0	0	0
DOEA	0	0	0
DOE	2	0	29
Other	16,214	14,763	7,615
TOTAL TRIPS	25,475	25,130	18,003

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.00	0.00	0.00
Miles between Roadcalls	227,099	202,097	36,029
Avg. Trips per Driver Hour	2.73	3.04	2.40
Avg. Trips per Para Pass.	6.31	6.93	18.04
Cost per Trip	20.75	20.18	29.57
Cost per Paratransit Trip	20.75	20.18	29.57
Cost per Driver Hour	56.74	61.37	70.85
Cost per Total Mile	2.33	2.51	3.69

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 CountyTotal	4,988	0.06%
UDPHC / Percent of TD Passengers Served	695	0.11%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	27,396	21,877	25,250
Non-Ambulatory	1,052	920	891
Stretcher	14	6	12
School Board	0	4,055	0
TOTAL TRIPS	28,462	26,858	26,153

Vehicle Data	2011	2012	2013
Vehicle Miles	285,922	263,436	143,394
Revenue Miles	211,866	209,767	114,715
Roadcalls	1	2	2
Accidents	1	0	1
Vehicles	11	11	8
Driver Hours	6,716	5,850	6,750

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	7,712	7,815	7,119
Employment	0	0	0
Ed/Train/DayCare	19,129	18,177	18,275
Nutritional	899	866	759
Life-Sustaining/Other	722	0	0
TOTAL TRIPS	28,462	26,858	26,153

Financial and General Data	2011	2012	2013
Expenses	\$428,529	\$449,967	\$400,571
Revenues	\$421,483	\$488,731	\$400,571
Commendations	0	1	0
Complaints	6	25	13
Passenger No-Shows	176	243	166
Unmet Trip Requests	482	1,350	1,200

Passenger Trips By Funding Source	2011	2012	2013
CTD	3,242	2,564	2,136
AHCA	5,195	5,251	5,055
APD	14,581	14,122	14,435
DOEA	0	866	0
DOE	0	0	0
Other	5,444	4,055	4,527
TOTAL TRIPS	28,462	26,858	26,153

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.35	0.00	0.70
Miles between Roadcalls	285,922	131,718	71,697
Avg. Trips per Driver Hour	4.24	4.59	3.87
Avg. Trips per Para Pass.	45.39	39.79	37.63
Cost per Trip	15.06	16.75	15.32
Cost per Paratransit Trip	15.06	16.75	15.32
Cost per Driver Hour	63.81	76.92	59.34
Cost per Total Mile	1.50	1.71	2.79

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	497,100	2.61%
Potential TD Population / Percent of County Total	259,721	3.38%
UDPHC / Percent of TD Passengers Served	24,504	3.73%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	446,350	454,590	460,440
Deviated FR	0	0	0
Ambulatory	186,253	246,411	249,692
Non-Ambulatory	125,109	79,233	76,534
Stretcher	0	0	0
School Board	0	0	0
TOTAL TRIPS	757,712	780,234	786,666

Vehicle Data	2011	2012	2013
Vehicle Miles	2,507,966	2,802,889	2,889,107
Revenue Miles	2,276,335	2,484,515	2,555,235
Roadcalls	189	188	232
Accidents	4	3	9
Vehicles	98	106	115
Driver Hours	188,495	203,544	214,513

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	158,807	172,294	175,657
Employment	62,666	71,422	69,509
Ed/Train/DayCare	165,038	161,704	143,435
Nutritional	14,855	12,363	11,923
Life-Sustaining/Other	356,346	362,451	386,142
TOTAL TRIPS	757,712	780,234	786,666

Financial and General Data	2011	2012	2013
Expenses	\$6,633,073	\$6,427,499	\$6,555,281
Revenues	\$6,659,236	\$6,446,076	\$6,637,641
Commendations	197	132	148
Complaints	153	217	244
Passenger No-Shows	4,770	5,186	5,485
Unmet Trip Requests	0	0	0

Passenger Trips By Funding Source	2011	2012	2013
CTD	32,917	35,414	34,447
AHCA	0	0	0
APD	2,211	2,196	1,330
DOEA	15,662	12,886	10,751
DOE	142,704	139,484	115,420
Other	564,218	590,254	624,718
TOTAL TRIPS	757,712	780,234	786,666

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.16	0.11	0.31
Miles between Roadcalls	13,270	14,909	12,453
Avg. Trips per Driver Hour	1.65	1.60	1.52
Avg. Trips per Para Pass.	47.98	49.72	46.99
Cost per Trip	8.75	8.24	8.33
Cost per Paratransit Trip	21.30	19.74	20.09
Cost per Driver Hour	35.18	31.57	30.55
Cost per Total Mile	2.64	2.29	2.27

County: Wakulla
 CTC: Wakulla County Senior Citizens
 Contact: Nell Rozar
 33 Michael Drive
 Crawfordville, FL 32327
 850-926-7145

Email: nell.rozar@wakullaseniorecitizens.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	30,800	0.16%
Potential TD Population / Percent of County Total	7,963	0.10%
UDPHC / Percent of TD Passengers Served	538	0.08%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	24,978	19,001	13,443
Non-Ambulatory	603	823	981
Stretcher	479	199	146
School Board	0	0	0
TOTAL TRIPS	26,060	20,023	14,570

Vehicle Data	2011	2012	2013
Vehicle Miles	282,077	267,341	250,451
Revenue Miles	267,084	247,141	230,251
Roadcalls	0	0	0
Accidents	0	0	0
Vehicles	8	8	9
Driver Hours	14,560	12,220	8,970

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	14,593	9,129	6,789
Employment	613	1,775	681
Ed/Train/DayCare	1,000	3,167	301
Nutritional	6,349	5,887	5,684
Life-Sustaining/Other	3,505	65	1,115
TOTAL TRIPS	26,060	20,023	14,570

Financial and General Data	2011	2012	2013
Expenses	\$442,625	\$367,955	\$417,539
Revenues	\$442,625	\$412,107	\$429,076
Commendations	2	0	1
Complaints	0	0	0
Passenger No-Shows	0	0	0
Unmet Trip Requests	0	9	0

Passenger Trips By Funding Source	2011	2012	2013
CTD	15,813	8,981	6,886
AHCA	2,230	641	517
APD	362	648	434
DOEA	0	880	453
DOE	0	0	0
Other	7,655	8,873	6,280
TOTAL TRIPS	26,060	20,023	14,570

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.00	0.00	0.00
Miles between Roadcalls	282,077	267,341	250,451
Avg. Trips per Driver Hour	1.79	1.64	1.62
Avg. Trips per Para Pass.	51.20	36.47	27.08
Cost per Trip	16.98	18.38	28.66
Cost per Paratransit Trip	16.98	18.38	28.66
Cost per Driver Hour	30.40	30.11	46.55
Cost per Total Mile	1.57	1.38	1.67

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

Demographics	Number	Percentage
Total County Population / Percent of State Total	57,000	0.30%
Potential TD Population / Percent of County Total	19,778	0.26%
UDPHC / Percent of TD Passengers Served	2,189	0.33%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	53,568	53,377	46,528
Non-Ambulatory	6,433	6,259	4,674
Stretcher	241	260	133
School Board	0	0	0
TOTAL TRIPS	60,242	59,896	51,335

Vehicle Data	2011	2012	2013
Vehicle Miles	754,809	721,701	689,223
Revenue Miles	635,488	634,243	591,637
Roadcalls	2	2	2
Accidents	1	2	2
Vehicles	23	20	21
Driver Hours	28,816	28,145	46,845

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	21,687	21,563	23,554
Employment	10,241	10,182	8,567
Ed/Train/DayCare	19,879	19,766	15,508
Nutritional	3,616	3,594	2,226
Life-Sustaining/Other	4,819	4,791	1,480
TOTAL TRIPS	60,242	59,896	51,335

Financial and General Data	2011	2012	2013
Expenses	\$765,313	\$823,228	\$999,161
Revenues	\$873,971	\$929,834	\$1,158,486
Commendations	1	6	0
Complaints	0	0	6
Passenger No-Shows	109	125	259
Unmet Trip Requests	184	127	115

Passenger Trips By Funding Source	2011	2012	2013
CTD	20,312	22,034	19,476
AHCA	13,348	13,541	13,979
APD	7,888	5,966	3,657
DOEA	4,272	4,333	4,858
DOE	214	203	140
Other	14,208	13,819	9,225
TOTAL TRIPS	60,242	59,896	51,335

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.13	0.28	0.29
Miles between Roadcalls	377,405	360,851	344,612
Avg. Trips per Driver Hour	2.09	2.13	1.10
Avg. Trips per Para Pass.	42.01	39.67	23.45
Cost per Trip	12.70	13.74	19.46
Cost per Paratransit Trip	12.70	13.74	19.46
Cost per Driver Hour	26.56	29.25	21.33
Cost per Total Mile	1.01	1.14	1.45

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	24,900	0.13%
Potential TD Population / Percent of CountyTotal	10,668	0.14%
UDPHC / Percent of TD Passengers Served	1,337	0.20%



Trips By Type of Service	2011	2012	2013
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	38,570	25,031	22,843
Non-Ambulatory	2,648	3,058	4,321
Stretcher	220	360	349
School Board	0	0	0
TOTAL TRIPS	41,438	28,449	27,513

Vehicle Data	2011	2012	2013
Vehicle Miles	325,086	376,321	412,609
Revenue Miles	243,493	305,979	351,557
Roadcalls	0	6	2
Accidents	1	0	1
Vehicles	21	21	21
Driver Hours	14,066	13,547	27,867

Passenger Trips By Trip Purpose	2011	2012	2013
Medical	18,377	14,069	14,669
Employment	2,901	2,260	2,306
Ed/Train/DayCare	18,876	11,310	10,005
Nutritional	41	0	0
Life-Sustaining/Other	1,243	810	533
TOTAL TRIPS	41,438	28,449	27,513

Financial and General Data	2011	2012	2013
Expenses	\$582,073	\$596,396	\$697,068
Revenues	\$606,856	\$618,684	\$701,194
Commendations	2	1	1
Complaints	1	0	2
Passenger No-Shows	196	141	142
Unmet Trip Requests	90	121	98

Passenger Trips By Funding Source	2011	2012	2013
CTD	13,807	10,034	8,838
AHCA	11,751	7,920	10,703
APD	9,847	6,204	3,993
DOEA	92	172	154
DOE	0	0	0
Other	5,941	4,119	3,825
TOTAL TRIPS	41,438	28,449	27,513

Performance Measures	2011	2012	2013
Accidents per 100,000 Miles	0.31	0.00	0.24
Miles between Roadcalls	325,086	62,720	206,305
Avg. Trips per Driver Hour	2.95	2.10	0.99
Avg. Trips per Para Pass.	41.03	22.94	20.58
Cost per Trip	14.05	20.96	25.34
Cost per Paratransit Trip	14.05	20.96	25.34
Cost per Driver Hour	41.38	44.02	25.01
Cost per Total Mile	1.79	1.58	1.69

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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 guide-way).

Florida Administrative Code (FAC): a set of administrative codes regulating the State of Florida.

Florida Coordinated Transportation System (FCTS): a transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, Florida Statutes.

Florida Department Of Transportation (FDOT): a governmental entity. The Commission for the Transportation Disadvantaged is housed under the Florida Department of Transportation for administrative purposes.

Florida Statutes (FS): the laws governing the State of Florida.

Full Time Equivalent (FTE): a measure used to determine the number of employees based on a 40-hour work week. One FTE equals 40 work hours per week.

Fully Allocated Costs: the total cost, including the value of donations, contributions, grants or subsidies, of providing coordinated transportation, including those services which are purchased through transportation operators or provided through coordination contracts.

General Trips: passenger trips by individuals to destinations of their choice, not associated with any agency program.

Goal: broad conditions that define what the organization hopes to achieve.

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

Grievance Process or Procedure: a formal grievance is a written complaint to document any concern or an unresolved service complaint regarding the separation or administration of TD service by the Transportation Operator, Community Transportation Coordinator, designated official planning agency, or local Coordinating Board. Provides a channel for the adjustment of

grievances through discussions at progressively higher levels of authority, culminating in mediation, if necessary.

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

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

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

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

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

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

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

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

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

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.

Non-sponsored 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 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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Florida Commission for the



Transportation Disadvantaged

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