

Florida Commission for the



**Transportation
Disadvantaged**

2018 Annual Performance Report

January 1, 2019

www.fdot.gov/ctd/





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.



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Rick Scott
Governor

Marion Hart Jr.
Chairperson

Dr. Phillip Stevens
Vice Chairperson

Steven Holmes
Executive Director

January 1, 2019

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

Honorable Bill Galvano
President, Florida Senate
Suite 409, Capitol
Tallahassee, FL 32399-1100

Honorable José R. Oliva
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 *2018 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, persons with disabilities, or individuals with low incomes.

During Fiscal Year 2017-2018, over 313,000 Floridians used the Coordinated Transportation System to be productive citizens and actively participate in their local communities by taking over 22 million trips.

Highlights of the *2018 Annual Performance Report* include:

- Florida's Coordinated Transportation System reported revenues of \$284 million, which generated 22.5 million trips for 313,134 people at an average cost of \$12.62 per trip and \$24.14 per paratransit trip.
- The Coordinated Transportation System increased life-sustaining trips by 59 percent to about 2.7 million trips.
- The largest contributors of revenue to the Coordinated System were local governments. Local governments contributed \$118 million, which is 43 percent of all revenues in the Coordinated System.

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 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, persons with disabilities, or individuals with low incomes while increasing the efficiency and cost-effectiveness of the Coordinated Transportation System.

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,

Marion Hart Jr.
Chairperson

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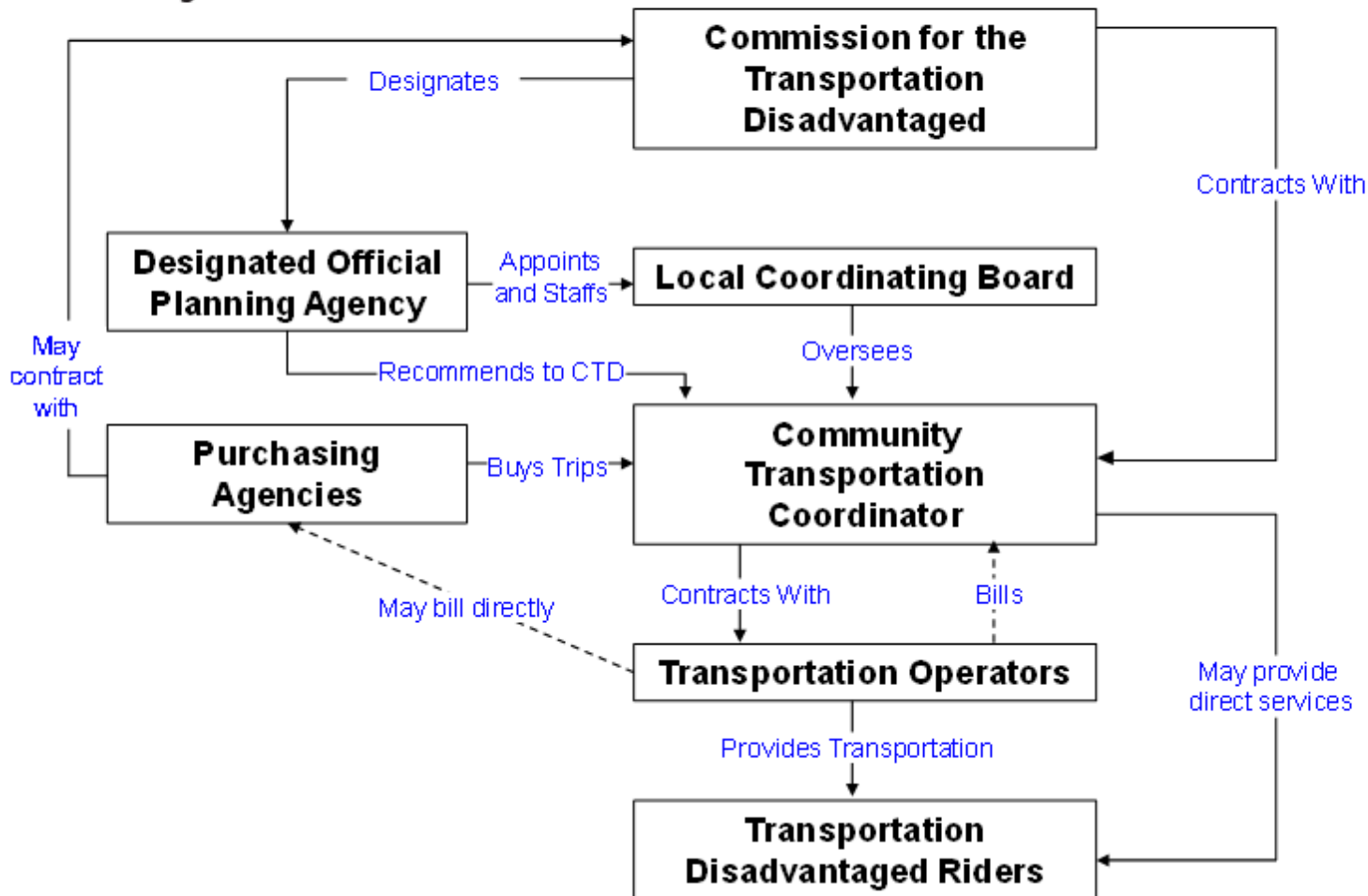
Jason Goldfield

Palm Beach County

“I rely on this service to transport me to and from work on a daily basis – I wouldn’t be employed without it. I find the service to be beneficial and reliable means of transportation that I have come to depend on in my personal and professional life.”



Coordinated Transportation System Organization





August Esche

Baker County

Mr. Esche is confined to a wheelchair and depends on transportation assistance to get to doctors' appointments. "I have been in a nursing home for three years, and this is my only means of transportation."

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 2017-18 the Coordinated Transportation System provided 22.5 million trips, which is a decrease of 121,000 trips from Fiscal Year 2016-17.

REVENUES

In Fiscal Year 2017-18, the Coordinated Transportation System had revenues of \$274.5 million. Local Government is the largest contributor of revenues to the Coordinated Transportation System with revenues reaching \$118 million.



TRIPS BY TYPE OF SERVICE

Over 11.8 million trips, 53% 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 47% of trips were provided by paratransit services at an average cost of \$24.14 per trip. Paratransit services are the most expensive means of transportation for people served by the Coordinated Transportation System. Paratransit services are the predominant service in Florida's rural areas.

PURCHASERS OF TRIPS

The largest purchasers of trips from the Coordinating Transportation System were the Commission for the Transportation Disadvantaged and Local Government. These two organizations purchased 61% of all trips within the System. The Commission purchased over 10.6 million trips with funds from the Transportation Disadvantaged Trust

Fund, which is an increase of half a million trips over the previous year.

The Coordinated Transportation System is a manifestation of the hard work and support of elected and appointed officials, transportation professionals, and local partners who dedicate themselves to serve those who are unable to serve themselves.

INTRODUCTION

The 2018 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, 2017, to June 30, 2018.

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 to those who are 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 funds 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 Elder 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:

PROGRAM ORGANIZATION

| Commission Membership | |
|---|---------------------------------------|
| Commissioners Voting Members | Representing |
| Chairman Marion Hart Jr. | The Business Community |
| Vice-Chairman Dr. Phillip Stevens | The Business Community |
| Rebecca “Becki” Forsell | Users with a Disability |
| Dr. Robin D. Tellez | The Business Community |
| Mike Willingham | The Business Community |
| Ex Officio Members | Representing |
| Eric Fenniman, Secretary Ed Coven, Designee | Department of Transportation |
| Cissy Proctor, Executive Director James Finch, Designee | Department of Economic Opportunity |
| Mike Carroll, Secretary Diane Harris, Designee | Department of Children and Families |
| Justin Senior, Secretary Erica Floyd-Thomas, Designee | Agency for Health Care Administration |
| Barbara Palmer, Director Kent Carroll, Designee | Agency for Persons with Disabilities |
| Jeffrey S. Bragg, Secretary Catherine Anne Avery, Designee | Department of Elder Affairs |
| Glenn Sutphin, Executive Director Dennis Latta, Designee | Department of Veterans' Affairs |
| ** VACANT ** | County Manager or Administrator |

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 2017-2018, 312 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.

Mobility Enhancement Grant

The 2017 Florida Legislature authorized the Commission for the Transportation Disadvantaged to competitively award \$1,750,000 of non-recurring funds for innovation and cost-effective grants to Community Transportation Coordinators. This was the second year these funds were made available. The Mobility Enhancement Grant projects must meet one or more of the following criteria:

1. enhance the access of older adults, persons with disabilities, and low-income individuals to healthcare, shopping, education, employment, public services, and recreation;
2. assist in the development, improvement, and use of transportation systems in non-urbanized areas;
3. promote the efficient coordination of services;
4. support inter-city bus transportation; or
5. encourage private transportation provider participation.

The Commission approved the following projects for FY 2017-18;

- ❖ MV Contract Transportation in Alachua County, continued to partner with the City of Gainesville through its GRACE Marketplace (homeless shelter) to provide reduced fare bus passes for the homeless clients they served.

- ❖ Suwannee River Economic Council (SREC) in Bradford County, provided “on-demand” service (within 30 minutes) to designated stops in the City of Starke for medical, pharmacy and shopping. Service was expanded in FY 2017-2018 to include north and west side of county (including City of Lawtey). SREC provided on-demand service (within 60 minutes) on Tuesdays. SREC expanded services to the south side of the county (including City of Hampton and Melrose Area) for on-demand service (within 60 minutes) on Thursdays.
- ❖ Suwannee River Economic Council in Dixie and Gilchrist Counties, provided on-demand service (within 60 minutes) to the Walmart in Chiefland (Levy Co) on Tuesdays and to Dixie County riders on Mondays.
- ❖ Suwannee Valley Transit Authority in Colombia County, provided “on-demand” service (within 30 minutes) to designated stops in the City of Lake City for medical, pharmacy and shopping.
- ❖ Mid-Florida Community Services in Hernando County, expanded their current service hours and days and added 3 connector stops to fixed route service.
- ❖ Central Florida Regional Transportation Authority (LYNX) in Orange, Osceola, and Seminole Counties, provided taxi vouchers to select TD riders to utilize taxi service to and from designated dialysis centers in each county. The intent is to reduce the wait time of dialysis patients to access transportation to and from treatment which may be extremely exhausting.

- ❖ Pinellas Suncoast Transit Authority in Pinellas County, partnered with Uber, United Taxi, and Care Ride to provide affordable, on-demand, door-to-door trips within 20 minutes of request to or from work outside of the fixed route service times. In addition, this grant would also fund limited urgent TD trips for medical purposes.
- ❖ St. Lucie County BOCC in St. Lucie County provide "after-hour" transportation services utilizing taxis, car services and rideshare providers to destinations within St Lucie County as well as adjacent counties.

The table below is a statewide summary of the Mobility Enhancement Grants.

| Mobility Enhancement Grant Summary | | | | | | | |
|------------------------------------|--|--------------|---------------|------------------|--------------|---------------|--------------------|
| County | Community Transportation Coordinator | FY 2016-17 | | | FY 2017-18 | | |
| | | Bus Passes | Trips* | CTD Cost | Bus Passes | Trips* | CTD Cost |
| Alachua | MV Contract Transportation | 2,244 | 0 | \$41,402 | 2,696 | 0 | \$49,741 |
| Bradford | Suwannee River Economic Council | 0 | 2,240 | \$47,517 | 0 | 1,850 | \$39,544 |
| Columbia | Suwannee Valley Transit Authority | 0 | 928 | \$17,947 | 0 | 2,511 | \$48,633 |
| Dixie/Gilchrist | Suwannee River Economic Council | 0 | 0 | \$0 | 0 | 342 | \$10,499 |
| Hernando | Mid-Florida Community Services | 0 | 2,885 | \$141,505 | | 4,809 | \$186,294 |
| Manatee | Manatee BOCC | 465 | 0 | \$1,674 | 0 | 0 | \$0 |
| Orange/Osceola/Seminole | Central Florida Regional Transportation Authority (LYNX) | 0 | 309 | \$5,562 | 0 | 17,500 | \$315,000 |
| Pinellas | Pinellas Suncoast Transit Authority | 0 | 24,769 | \$326,456 | 0 | 29,394 | \$507,000 |
| St Lucie | St Lucie Co BOCC | 0 | 0 | \$0 | 0 | 3,274 | \$75,282 |
| Total | | 2,709 | 31,131 | \$582,063 | 2,696 | 59,680 | \$1,231,993 |

*Estimated Number of Trips

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.

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.

In 2011, the Legislature created the Medicaid Managed Care Program which was completely implemented in February 2015 and changed how many individuals received their health care from the Florida Medicaid Program. Non-emergency transportation is now the responsibility of an individual's managed health care plan and is provided through brokers under contract with such health care plans.

Fiscal Year 2017-2018
Statewide Summary

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

| <u>Demographics</u> | <u>Number</u> |
|-------------------------|---------------|
| Statewide Population | 20,984,400 |
| Potential TD Population | 8,866,128 |
| UDPHC | 313,134 |



| <u>Trips By Type of Service</u> | <u>2016</u> | <u>2017</u> | <u>2018</u> |
|---------------------------------|-------------------|-------------------|-------------------|
| Fixed Route (FR) | 10,481,518 | 11,278,146 | 11,150,598 |
| Deviated FR | 796,354 | 722,047 | 701,241 |
| Ambulatory | 8,431,669 | 8,735,836 | 8,964,908 |
| Non-Ambulatory | 1,742,608 | 1,799,586 | 1,651,336 |
| Stretcher | 2,591 | 1,639 | 1,092 |
| School Board | 167,398 | 99,396 | 45,678 |
| TOTAL TRIPS | 21,622,138 | 22,636,650 | 22,514,853 |

| <u>Vehicle Data</u> | <u>2016</u> | <u>2017</u> | <u>2018</u> |
|---------------------|-------------|-------------|-------------|
| Vehicle Miles | 93,048,270 | 95,945,735 | 99,057,595 |
| Revenue Miles | 75,642,955 | 79,702,553 | 82,615,994 |
| Roadcalls | 2,404 | 2,154 | 2,592 |
| Accidents | 1,601 | 1,371 | 1,480 |
| Vehicles | 4,142 | 4,233 | 4,105 |
| Driver Hours | 6,859,501 | 7,557,309 | 7,133,971 |

| <u>Passenger Trips By Trip Purpose</u> | <u>2016</u> | <u>2017</u> | <u>2018</u> |
|--|-------------------|-------------------|-------------------|
| Medical | 5,164,765 | 5,622,291 | 4,744,140 |
| Employment | 3,471,560 | 3,597,565 | 3,752,285 |
| Ed/Train/DayCare | 3,433,064 | 5,331,015 | 2,805,745 |
| Nutritional | 2,022,764 | 3,496,933 | 3,925,897 |
| Life-Sustaining/Other | 7,529,985 | 4,588,846 | 7,286,786 |
| TOTAL TRIPS | 21,622,138 | 22,636,650 | 22,514,853 |

| <u>Financial and General Data</u> | <u>2016</u> | <u>2017</u> | <u>2018</u> |
|-----------------------------------|---------------|---------------|---------------|
| Expenses | \$273,667,057 | \$280,061,013 | \$284,081,695 |
| Revenues | \$267,320,111 | \$285,399,016 | \$274,544,299 |
| Commendations | 5,428 | 4,144 | 5,064 |
| Complaints | 5,910 | 8,345 | 12,275 |
| Passenger No-Shows | 242,049 | 283,836 | 272,321 |
| Unmet Trip Requests | 726,932 | 1,947,023 | 1,345,805 |

| <u>Passenger Trips By Funding Source</u> | <u>2016</u> | <u>2017</u> | <u>2018</u> |
|--|-------------------|-------------------|-------------------|
| CTD | 8,487,760 | 10,129,858 | 10,669,884 |
| AHCA | 839,705 | 779,017 | 574,430 |
| APD | 1,647,992 | 1,680,022 | 1,608,000 |
| DOEA | 797,485 | 855,943 | 611,331 |
| DOE | 202,449 | 287,305 | 228,920 |
| Other | 9,646,747 | 8,904,505 | 8,822,288 |
| TOTAL TRIPS | 21,622,138 | 22,636,650 | 22,514,853 |

| <u>Performance Measures</u> | <u>2016</u> | <u>2017</u> | <u>2018</u> |
|-----------------------------|-------------|-------------|-------------|
| Accidents per 100,000 Miles | 1.72 | 1.43 | 1.49 |
| Miles between Roadcalls | 38,706 | 44,543 | 38,217 |
| Avg. Trips per Driver Hour | 1.62 | 1.50 | 1.59 |
| Avg. Trips per Para Pass. | 25.67 | 48.58 | 54.11 |
| Cost per Trip | 12.66 | 12.37 | 12.62 |
| Cost per Paratransit Trip | 23.19 | 23.61 | 24.14 |
| Cost per Driver Hour | 37.66 | 35.48 | 38.46 |
| Cost per Total Mile | 2.78 | 2.79 | 2.77 |



Florie Petty

St. Johns County

“I never thought the day would come when I couldn’t drive – but it did. I am 91 years young and legally blind. I am so grateful to the Commission for the Transportation Disadvantaged and to the St. Johns County COA for taking me to the doctor and grocery shopping, and I am grateful to stay independent. I could not get along without you.”

Fiscal Year 2017-2018
Statewide Data Tables

2017-18 CTC System Information

| County | Operating Environment | Coordinators' Name | Organization Type | Network Type |
|--------------|-----------------------|--|--------------------------|--------------------|
| Alachua | Urban | MV Transportation, Inc. | Private For-Profit | Sole Source |
| Baker | Rural | Baker County Council On Aging, Inc. | Private Non-Profit | Sole Source |
| Bay | Urban | Bay County Board of County Commissioners | County | Complete 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 | 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 | Sole Source |
| Collier | Urban | Collier County Board of County Commissioners | County | Complete Brokerage |
| Columbia | Rural | Suwannee Valley Transit Authority | Public Transit Authority | Sole Source |
| Desoto | Rural | MV Contract Transportation, Inc. | 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 | Escambia County | County | Complete Brokerage |
| Flagler | Rural | Flagler County Public Transportation | County | Sole Source |
| Franklin | Rural | Gulf County Association for Retarded Citizens, Inc | Private Non-Profit | Sole Source |
| Gadsden | Rural | Big Bend Transit, Inc. | Private Non-Profit | Sole Source |
| Gilchrist | Rural | Suwannee River Economic Council, Inc. | Private Non-Profit | Partial Brokerage |
| Glades | Rural | Good Wheels, Inc. | Private Non-Profit | Sole Source |
| Gulf | Rural | Gulf County Association for Retarded Citizens, Inc | Private Non-Profit | Sole Source |
| Hamilton | Rural | Suwannee Valley Transit Authority | Public Transit Authority | Sole Source |
| Hardee | Rural | MV Contract Transportation | Private For-Profit | Complete Brokerage |
| Hendry | Rural | Good Wheels, Inc. | Private Non-Profit | Sole Source |
| Hernando | Rural | Mid Florida Community Services, Inc. | Private Non-Profit | Sole Source |
| Highlands | Rural | MV Contract Transportation, Inc. | Private For-Profit | Complete Brokerage |
| Hillsborough | Urban | Hillsborough County BOCC | County | Partial Brokerage |
| Holmes | Rural | Tri-County Community Council, Inc. | Private Non-Profit | Partial Brokerage |
| Indian River | Urban | Senior Resource Association, Inc. | Private Non-Profit | Partial Brokerage |
| Jackson | Rural | Jackson Co. Trans. dba JTrans | Private Non-Profit | Sole Source |
| Jefferson | Rural | Big Bend Transit, Inc. | Private Non-Profit | Sole Source |
| 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 (CTC System Information 1 of 2)

2017-18 CTC System Information

| County | Operating Environment | Coordinators' Name | Organization Type | Network Type |
|------------------|-----------------------|--|------------------------------------|-------------------------------|
| Lee | Urban | Good Wheels, Inc. | Private Non-Profit | Sole Source |
| Leon | Urban | StarMetro-City of Tallahassee | City Government | Partial Brokerage |
| Levy | Rural | Levy Board of County Commissioners | County | Sole Source |
| Liberty | Rural | Liberty County Transit | County | Sole Source |
| Madison | Rural | Big Bend Transit | Private Non-Profit | Sole Source |
| 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 | Private For-Profit | Complete Brokerage |
| Miami- | Urban | Miami-Dade DTPW | County | Partial Brokerage |
| Monroe | Rural | Guidance/Care Center | Private Non-Profit | Partial Brokerage |
| Nassau | Rural | NASSAU COUNTY COUNCIL ON AGING, INC. | Private Non-Profit | Sole Source |
| Okaloosa | Urban | Okaloosa County BOCC | County | Complete Brokerage |
| Okeechobe | Rural | MV Contract Transportation, Inc. | Private For-Profit | Complete Brokerage |
| Orange | Urban | Central Florida Regional Transportation Authority | Public Transit Authority | Complete Brokerage |
| Osceola | Urban | Central Florida Regional Transportation Authority | Public Transit Authority | Complete Brokerage |
| Palm Beach | Urban | Palm Beach County | County | Partial Brokerage |
| Pasco | Urban | Pasco County Public Transportation | County | Partial Brokerage |
| Pinellas | Urban | Pinellas Suncoast Transit Authority | Public Transit Authority | Partial Brokerage |
| Polk | Urban | Lakeland Area Mass Transit/ Citrus Connection | Public Transit Authority | Partial Brokerage |
| Putnam | Rural | Ride Solution, Inc. | Private Non-Profit | Sole Source |
| Saint Johns | Rural | St. Johns County Council on Aging, Inc. | Private Non-Profit | Sole Source |
| Saint Lucie | Urban | St. Lucie County B.O.C.C. | County | Complete Brokerage |
| Santa Rosa | Rural | Tri-County Community Council, Inc. | Private Non-Profit | Partial Brokerage |
| Sarasota | Urban | Sarasota County Board of County Commissioners | County | Complete Brokerage |
| Seminole | Urban | Central Florida Regional Transportation Authority | Public Transit Authority | Complete Brokerage |
| Sumter | Rural | Board of Sumter County Commissioners | County | Complete Brokerage |
| Suwannee | Rural | Suwannee Valley Transit Authority | Public Transit Authority | Sole Source |
| Taylor | Rural | Big Bend Transit, Inc. | Private Non-Profit | Sole Source |
| Union | Rural | Suwannee River Economic Council, Inc. | Private Non-Profit | Partial Brokerage |
| Volusia | Urban | County of Volusia d/b/a VOTRAN | County | Partial Brokerage |
| Wakulla | Rural | Wakulla County Senior Citizens/Wakulla Transportat | Private Non-Profit | Sole Source |
| Walton | Rural | Tri-County Community Council, Inc. | Private Non-Profit | Partial Brokerage |
| Washington | Rural | Tri-County Community Council, Inc. | Private Non-Profit | Partial Brokerage |
| | | | Private Non-Profit- 30 | |
| | | | Private For-Profit- 6 | |
| | | | County- 21 | |
| | | | Public Transit Authority- 9 | Sole Source- 25 |
| | Urban- 26 | | City Government- 1 | Partial Brokerage- 26 |
| By County | Rural- 41 | Counties- 67 | Other- 0 | Complete Brokerage- 16 |

(CTC System Information 2 of 2)

2017-18 Trips by Trip Type

| County | Daily Tickets | Weekly Passes | Monthly Passes | Deviated Fixed Route | Ambulatory |
|--------------|---------------|---------------|----------------|----------------------|------------|
| Alachua | 0 | 0 | 2696 | 0 | 60,400 |
| Baker | 0 | 0 | 0 | 6,142 | 14,971 |
| Bay | 0 | 0 | 0 | 452 | 96,188 |
| Bradford | 0 | 0 | 0 | 0 | 22,497 |
| Brevard | 348,715 | 16,203 | 26,232 | 0 | 482,834 |
| Broward | 200 | 0 | 1,151,532 | 0 | 1,010,361 |
| Calhoun | 0 | 0 | 0 | 0 | 10,525 |
| Charlotte | 0 | 0 | 0 | 0 | 61,738 |
| Citrus | 0 | 0 | 0 | 45,041 | 105,543 |
| Clay | 0 | 0 | 0 | 42,842 | 73,231 |
| Collier | 0 | 0 | 0 | 0 | 91,435 |
| Columbia | 0 | 0 | 0 | 0 | 46,666 |
| Desoto | 0 | 0 | 0 | 0 | 5,965 |
| Dixie | 0 | 0 | 0 | 0 | 5,840 |
| Duval | 0 | 0 | 0 | 0 | 238,654 |
| Escambia | 0 | 0 | 0 | 0 | 73,165 |
| Flagler | 0 | 0 | 0 | 0 | 91,945 |
| Franklin | 0 | 0 | 0 | 0 | 4,630 |
| Gadsden | 0 | 0 | 0 | 53,774 | 48,269 |
| Gilchrist | 0 | 0 | 0 | 0 | 4,182 |
| Glades | 0 | 0 | 0 | 0 | 3,251 |
| Gulf | 0 | 0 | 0 | 0 | 19,273 |
| Hamilton | 0 | 0 | 0 | 0 | 10,527 |
| Hardee | 0 | 0 | 0 | 0 | 12,331 |
| Hendry | 0 | 0 | 0 | 0 | 17,695 |
| Hernando | 0 | 0 | 0 | 0 | 105,680 |
| Highlands | 0 | 0 | 0 | 0 | 62,668 |
| Hillsborough | 40,045 | 0 | 39,654 | 0 | 576,216 |
| Holmes | 0 | 0 | 0 | 0 | 26,023 |
| Indian River | 0 | 0 | 0 | 0 | 59,480 |
| Jackson | 0 | 0 | 0 | 2,458 | 36,615 |
| Jefferson | 0 | 0 | 0 | 0 | 15,878 |
| Lafayette | 0 | 0 | 0 | 0 | 3,664 |
| Lake | 0 | 0 | 0 | 522 | 124,507 |

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

2017-18 Trips by Trip Type

| County | Daily Tickets | Weekly Passes | Monthly Passes | Deviated Fixed Route | Ambulatory |
|--------------|------------------|----------------|------------------|----------------------|------------------|
| Lee | 0 | 0 | 0 | 0 | 120,279 |
| Leon | 4,800 | 0 | 36,929 | 0 | 41,574 |
| Levy | 0 | 0 | 0 | 0 | 27,440 |
| Liberty | 0 | 0 | 0 | 0 | 26,527 |
| Madison | 0 | 0 | 0 | 561 | 14,611 |
| Manatee | 9,074 | 90 | 4,116 | 0 | 115,164 |
| Marion | 0 | 0 | 0 | 0 | 76,741 |
| Martin | 0 | 0 | 8 | 8 | 41,869 |
| Miami-Dade | 45,284 | 80,206 | 3,422,020 | 0 | 1,378,516 |
| Monroe | 1 | 0 | 804 | 0 | 43,654 |
| Nassau | 0 | 0 | 0 | 14,415 | 30,238 |
| Okaloosa | 0 | 0 | - | 0 | 74,737 |
| Okeechobee | 0 | 0 | 0 | 0 | 6,920 |
| Orange | 160,182 | 53,148 | 180,070 | 101,695 | 532,234 |
| Osceola | 38,754 | 12,858 | 43,565 | 24,604 | 128,766 |
| Palm Beach | 193 | 0 | 310,812 | 0 | 704,285 |
| Pasco | 0 | 0 | 27,195 | 0 | 147,421 |
| Pinellas | 0 | 134,252 | 3,607,983 | 0 | 672,174 |
| Polk | 352,642 | 1,019 | 84,525 | 0 | 136,970 |
| Putnam | 0 | 0 | 0 | 67,773 | 50,687 |
| Saint Johns | 0 | 0 | 0 | 294,459 | 36,709 |
| Saint Lucie | 14,184 | 4,493 | 13,920 | 0 | 94,821 |
| Santa Rosa | 0 | 0 | 0 | 0 | 19,323 |
| Sarasota | 0 | 0 | 473,094 | 0 | 188,199 |
| Seminole | 59,422 | 19,716 | 66,800 | 37,726 | 197,442 |
| Sumter | 0 | 0 | 0 | 3,338 | 62,166 |
| Suwannee | 0 | 0 | 0 | 0 | 16,671 |
| Taylor | 0 | 0 | 0 | 5,431 | 9,473 |
| Union | 0 | 0 | 0 | 0 | 3,872 |
| Volusia | 97,264 | 24,537 | 141,361 | 0 | 277,836 |
| Wakulla | 0 | 0 | 0 | 0 | 11,634 |
| Walton | 0 | 0 | 0 | 0 | 38,865 |
| Washington | 0 | 0 | 0 | 0 | 14,243 |
| TOTAL | 1,170,760 | 346,522 | 9,633,316 | 701,241 | 8,964,908 |

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

2017-18 Trips by Trip Type

| County | Non Ambulatory | Stretcher | School Board | Total | Trips by Trans Operators | Trips by Coordination |
|--------------|----------------|-----------|--------------|-----------|--------------------------|-----------------------|
| Alachua | 25,644 | 0 | 0 | 88,740 | 0 | 0 |
| Baker | 5,679 | 0 | 0 | 26,792 | 0 | 0 |
| Bay | 17,525 | 0 | 0 | 114,165 | 88,517 | 25,648 |
| Bradford | 3,781 | 0 | 0 | 26,278 | 0 | 11,009 |
| Brevard | 16,347 | 0 | 14,571 | 904,902 | 0 | 0 |
| Broward | 215,876 | 0 | 19,623 | 2,397,592 | 1,919,122 | 478,470 |
| Calhoun | 1,050 | 82 | 0 | 11,657 | 0 | 0 |
| Charlotte | 9,690 | 0 | 0 | 71,428 | 0 | 0 |
| Citrus | 10,676 | 0 | 0 | 161,260 | 0 | 88,922 |
| Clay | 15,098 | 0 | 0 | 131,171 | 0 | 0 |
| Collier | 18,188 | 0 | 0 | 109,623 | 103,178 | 6,445 |
| Columbia | 4,091 | 0 | 0 | 50,757 | 0 | 10,844 |
| Desoto | 1,629 | 0 | 0 | 7,594 | 7,594 | 0 |
| Dixie | 1,252 | 0 | 0 | 7,092 | 0 | 0 |
| Duval | 97,364 | 0 | 0 | 336,018 | 336,018 | 0 |
| Escambia | 24,739 | 0 | 0 | 97,904 | 97,904 | 0 |
| Flagler | 16,230 | 0 | 0 | 108,175 | 0 | 0 |
| Franklin | 630 | 0 | 0 | 5,260 | 0 | 0 |
| Gadsden | 2,935 | 0 | 0 | 104,978 | 0 | 0 |
| Gilchrist | 1,170 | 57 | 0 | 5,409 | 0 | 0 |
| Glades | 1,139 | 0 | 0 | 4,390 | 0 | 135 |
| Gulf | 2,484 | 0 | 0 | 21,757 | 0 | 0 |
| Hamilton | 658 | 0 | 0 | 11,185 | 0 | 0 |
| Hardee | 4,384 | 0 | 0 | 16,715 | 5,549 | 11,166 |
| Hendry | 8,067 | 0 | 0 | 25,762 | 0 | 9,701 |
| Hernando | 8,434 | 0 | 0 | 114,114 | 0 | 93,471 |
| Highlands | 9,445 | 106 | 0 | 72,219 | 44,548 | 27,671 |
| Hillsborough | 78,405 | 0 | 0 | 734,320 | 0 | 503,171 |
| Holmes | 3,191 | 42 | 0 | 29,256 | 42 | 0 |
| Indian River | 15,619 | 0 | 0 | 75,099 | 1097 | 15,619 |
| Jackson | 4,977 | 23 | 0 | 44,073 | 0 | 0 |
| Jefferson | 1,201 | 0 | 0 | 17,079 | 0 | 0 |
| Lafayette | 610 | 0 | 0 | 4,274 | 0 | 0 |
| Lake | 28,188 | 0 | 0 | 153,217 | 84,938 | 68,279 |

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

2017-18 Trips by Trip Type

| County | Non Ambulatory | Stretcher | School Board | Total | Trips by Trans Operators | Trips by Coordination |
|--------------|------------------|--------------|---------------|-------------------|--------------------------|-----------------------|
| Lee | 65,080 | 9 | 0 | 185,368 | 0 | 67720 |
| Leon | 8,504 | 0 | 0 | 91,807 | 50,078 | 41729 |
| Levy | 2,792 | 0 | 0 | 30,232 | 0 | 0 |
| Liberty | 1,997 | 0 | 0 | 28,524 | 0 | 0 |
| Madison | 3,298 | 0 | 0 | 18,470 | 0 | 0 |
| Manatee | 49,368 | 0 | 0 | 177,812 | 0 | 71,966 |
| Marion | 29,283 | 0 | 0 | 106,024 | 0 | 22,414 |
| Martin | 8,341 | 0 | 0 | 50,226 | 14,261 | 35,965 |
| Miami-Dade | 7,203 | 0 | 0 | 4,933,229 | 0 | 1,392,534 |
| Monroe | 5,404 | 52 | 0 | 49,915 | 6,391 | 40,062 |
| Nassau | 7,840 | 0 | 0 | 52,493 | 0 | 0 |
| Okaloosa | 21,305 | 0 | 0 | 96,042 | 96,042 | 0 |
| Okeechobee | 1,915 | 0 | 0 | 8,835 | 8,835 | 0 |
| Orange | 78,925 | 0 | 0 | 1,106,254 | 0 | 249,339 |
| Osceola | 19,095 | 0 | 0 | 267,642 | 0 | 60,324 |
| Palm Beach | 109,898 | 0 | 0 | 1,125,188 | 0 | 0 |
| Pasco | 12,696 | 0 | 10,294 | 197,606 | 16,448 | 98,489 |
| Pinellas | 183,142 | 0 | 0 | 4,597,551 | 689,845 | 165,471 |
| Polk | 51,279 | 0 | 0 | 626,435 | 0 | 92,844 |
| Putnam | 15,007 | 148 | 0 | 133,615 | 0 | 0 |
| Saint Johns | 17,926 | 547 | 0 | 349,641 | 0 | 0 |
| Saint Lucie | 111,753 | 0 | 0 | 239,171 | 163,614 | 75557 |
| Santa Rosa | 5,995 | 0 | 0 | 25,318 | 0 | 0 |
| Sarasota | 56,992 | 0 | 0 | 718,285 | 176,626 | 68,565 |
| Seminole | 29,279 | 0 | 0 | 410,385 | 0 | 92,497 |
| Sumter | 3,920 | 0 | 0 | 69,424 | 56,278 | 13,146 |
| Suwannee | 1,580 | 0 | 0 | 18,251 | 0 | 9,810 |
| Taylor | 2,329 | 0 | 0 | 17,233 | 0 | 0 |
| Union | 677 | 0 | 0 | 4,549 | 0 | 0 |
| Volusia | 69,216 | 0 | 1,190 | 611,404 | 100,940 | 51,494 |
| Wakulla | 1,300 | 5 | 0 | 12,939 | 0 | 0 |
| Walton | 5,273 | 0 | 0 | 44,138 | 466 | 0 |
| Washington | 6,328 | 21 | 0 | 20,592 | 21 | 0 |
| TOTAL | 1,651,336 | 1,092 | 45,678 | 22,514,853 | 4,068,352 | 4,000,477 |

(Passenger Trip by Trip Type page 4 of 4)

2017-18 Trips by Purpose

| County | Medical | Employment | Education/Training | Nutritional | Life-Sustaining/Other | Total |
|--------------|---------|------------|--------------------|-------------|-----------------------|-----------|
| Alachua | 41,381 | 14,297 | 2,166 | 1,532 | 29,364 | 88,740 |
| Baker | 10,529 | 2,145 | 3,299 | 5,357 | 5,462 | 26,792 |
| Bay | 25,224 | 5,605 | 17,431 | 7,454 | 58,451 | 114,165 |
| Bradford | 12,251 | 0 | 8,225 | 1,434 | 4,368 | 26,278 |
| Brevard | 101,777 | 305,392 | 251,374 | 19,759 | 226,600 | 904,902 |
| Broward | 158,611 | 52,473 | 368,725 | 284,802 | 1,532,981 | 2,397,592 |
| Calhoun | 6,749 | 973 | 1,948 | 1,651 | 336 | 11,657 |
| Charlotte | 14,443 | 18,354 | 14,682 | 11,596 | 12,353 | 71,428 |
| Citrus | 25,540 | 13,014 | 56,479 | 19,899 | 46,328 | 161,260 |
| Clay | 18,975 | 45,247 | 34,399 | 18,128 | 14,422 | 131,171 |
| Collier | 50,069 | 12,874 | 4,097 | 13,868 | 28,715 | 109,623 |
| Columbia | 9,246 | 752 | 15,152 | 10,862 | 14,745 | 50,757 |
| Desoto | 6,516 | 694 | 0 | 5 | 379 | 7,594 |
| Dixie | 6,150 | 0 | 4 | 670 | 268 | 7,092 |
| Duval | 69,175 | 61,632 | 23,032 | 3,539 | 178,640 | 336,018 |
| Escambia | 40,172 | 41,214 | 4,358 | 2,745 | 9,415 | 97,904 |
| Flagler | 18,231 | 15,669 | 50,028 | 12,671 | 11,576 | 108,175 |
| Franklin | 5,014 | 0 | 2 | 10 | 234 | 5,260 |
| Gadsden | 20,929 | 50,611 | 21,900 | 98 | 11,440 | 104,978 |
| Gilchrist | 4,225 | 0 | 0 | 722 | 462 | 5,409 |
| Glades | 2,715 | 362 | 384 | 463 | 466 | 4,390 |
| Gulf | 8,377 | 7,365 | 1,560 | 3,703 | 752 | 21,757 |
| Hamilton | 1,021 | 0 | 5,348 | 3,687 | 1,129 | 11,185 |
| Hardee | 4,047 | 207 | 1,826 | 1,569 | 9,066 | 16,715 |
| Hendry | 15,654 | 2177 | 2,319 | 2,797 | 2815 | 25,762 |
| Hernando | 27,603 | 823 | 75,541 | 3,279 | 6,868 | 114,114 |
| Highlands | 29,297 | 10,029 | 27,671 | 2,430 | 2,792 | 72,219 |
| Hillsborough | 207,855 | 66,584 | 203,006 | 86,474 | 170,401 | 734,320 |
| Holmes | 15,467 | 1,410 | 9,676 | 998 | 1,705 | 29,256 |
| Indian River | 24,550 | 486 | 31,614 | 131 | 18,318 | 75,099 |
| Jackson | 15,766 | 14,438 | 2,840 | 5,768 | 5,261 | 44,073 |
| Jefferson | 6,732 | 2,482 | 2,302 | 2,660 | 2,903 | 17,079 |
| Lafayette | 1,306 | 0 | 770 | 1,836 | 362 | 4,274 |
| Lake | 50,625 | 9,462 | 46,421 | 18,743 | 27,966 | 153,217 |

Continued on the next page (Trips by Purpose page 1 of 2)

2017-18 Trips by Purpose

| County | Medical | Employment | Education/Training | Nutritional | Life-Sustaining/Other | Total |
|--------------|------------------|------------------|--------------------|------------------|-----------------------|-------------------|
| Lee | 110,518 | 16,127 | 17,183 | 20,687 | 20,853 | 185,368 |
| Leon | 18,580 | 30,917 | 23,238 | 6,491 | 12,581 | 91,807 |
| Levy | 6,606 | 608 | 16,262 | 837 | 5,919 | 30,232 |
| Liberty | 15,025 | 312 | 7,908 | 1,655 | 3,624 | 28,524 |
| Madison | 7,835 | 3,205 | 4,516 | 905 | 2,009 | 18,470 |
| Manatee | 46,550 | 21,279 | 87,179 | 4,475 | 18,329 | 177,812 |
| Marion | 56,417 | 854 | 27,619 | 15,188 | 5,946 | 106,024 |
| Martin | 8,359 | 2,916 | 27,738 | 485 | 10,728 | 50,226 |
| Miami-Dade | 61,035 | 4,016 | 230,184 | 2,318,997 | 2,318,997 | 4,933,229 |
| Monroe | 13,411 | 2,864 | 19,592 | 2,033 | 12,015 | 49,915 |
| Nassau | 16,916 | 10,892 | 6,938 | 12,491 | 5,256 | 52,493 |
| Okaloosa | 46,035 | 32,057 | 6,546 | 4,503 | 6,901 | 96,042 |
| Okeechobee | 6,173 | 620 | 0 | 1,071 | 971 | 8,835 |
| Orange | 430,417 | 217,690 | 237,599 | 61,832 | 158,716 | 1,106,254 |
| Osceola | 104,133 | 52,667 | 57,484 | 14,959 | 38,399 | 267,642 |
| Palm Beach | 162,837 | 293,914 | 220,637 | 48,851 | 398,949 | 1,125,188 |
| Pasco | 79,799 | 21,419 | 18,400 | 17,775 | 60,213 | 197,606 |
| Pinellas | 1,853,717 | 1,976,278 | 21,324 | 730,551 | 15,681 | 4,597,551 |
| Polk | 61,043 | 8,645 | 43,452 | 19,000 | 494,295 | 626,435 |
| Putnam | 24,095 | 40,994 | 351 | 33 | 68,142 | 133,615 |
| Saint Johns | 26,932 | 2,779 | 3,658 | 14,690 | 301,582 | 349,641 |
| Saint Lucie | 41,504 | 49,340 | 63,765 | 7,728 | 76,834 | 239,171 |
| Santa Rosa | 15,251 | 5,202 | 491 | 319 | 4,055 | 25,318 |
| Sarasota | 56,007 | 26,797 | 122,143 | 9,269 | 504,069 | 718,285 |
| Seminole | 159,671 | 80,756 | 88,141 | 22,938 | 58,879 | 410,385 |
| Sumter | 6,470 | 14,905 | 16,759 | 7,492 | 23,798 | 69,424 |
| Suwannee | 4,534 | 515 | 11,464 | 1 | 1,737 | 18,251 |
| Taylor | 5,830 | 3,540 | 4,376 | 1,576 | 1,911 | 17,233 |
| Union | 3,581 | 6 | 4 | 873 | 85 | 4,549 |
| Volusia | 199,159 | 64,512 | 114,646 | 17,894 | 215,193 | 611,404 |
| Wakulla | 6,960 | 492 | 568 | 4,215 | 704 | 12,939 |
| Walton | 19,625 | 6,565 | 12,361 | 4,116 | 1,471 | 44,138 |
| Washington | 12,893 | 1,831 | 4,640 | 627 | 601 | 20,592 |
| TOTAL | 4,744,140 | 3,752,285 | 2,805,745 | 3,925,897 | 7,286,786 | 22,514,853 |

(Trips by Purpose page 2 of 2)

2017-18 Trips by Type of Passenger

| County | Elderly | Children | Low Income | Disabled | Low Income/Disabled | Other | Total |
|--------------|---------|----------|------------|----------|---------------------|--------|-----------|
| Alachua | 24,673 | 8,765 | 17,219 | 9,078 | 29,005 | 0 | 88,740 |
| Baker | 7,554 | 9,852 | 2,128 | 3,113 | 1,796 | 2,349 | 26,792 |
| Bay | 36,495 | 19,869 | 36,380 | 3,364 | 2,301 | 15,756 | 114,165 |
| Bradford | 10,637 | 361 | 2,575 | 1,077 | 5,418 | 6,210 | 26,278 |
| Brevard | 390,092 | 52,562 | 235,745 | 134,051 | 55,470 | 36,982 | 904,902 |
| Broward | 924,925 | 72,699 | 759,924 | 403,098 | 185,705 | 51,241 | 2,397,592 |
| Calhoun | 6,741 | 68 | 1,973 | 609 | 609 | 1,657 | 11,657 |
| Charlotte | 25,785 | 9,786 | 2,761 | 5,450 | 1,183 | 26,463 | 71,428 |
| Citrus | 141,636 | 314 | 8,860 | 1,054 | 3,176 | 6,220 | 161,260 |
| Clay | 34,031 | 21,927 | 2,107 | 19,527 | 8,017 | 45,562 | 131,171 |
| Collier | 69,127 | 0 | 34,051 | 0 | 0 | 6,445 | 109,623 |
| Columbia | 18,981 | 5,121 | 0 | 0 | 0 | 26,655 | 50,757 |
| Desoto | 4,976 | 0 | 1,978 | 201 | 427 | 12 | 7,594 |
| Dixie | 4,062 | 855 | 1,904 | 72 | 192 | 7 | 7,092 |
| Duval | 103,793 | 75,335 | 36,087 | 35,960 | 12,120 | 72,723 | 336,018 |
| Escambia | 22,559 | 329 | 22,711 | 44,687 | 7,173 | 445 | 97,904 |
| Flagler | 54,634 | 7,735 | 2,164 | 1,341 | 7,572 | 34,729 | 108,175 |
| Franklin | 2,451 | 364 | 222 | 110 | 86 | 2,027 | 5,260 |
| Gadsden | 15,766 | 790 | 43,973 | 1,340 | 1,694 | 41,415 | 104,978 |
| Gilchrist | 3,021 | 460 | 1,610 | 129 | 189 | 0 | 5,409 |
| Glades | 3,292 | 104 | 379 | 133 | 324 | 158 | 4,390 |
| Gulf | 13,135 | 655 | 4,072 | 335 | 822 | 2,738 | 21,757 |
| Hamilton | 5,156 | 4,292 | 0 | 0 | 0 | 1,737 | 11,185 |
| Hardee | 4,144 | 27 | 1,215 | 11,245 | 72 | 12 | 16,715 |
| Hendry | 19,011 | 652 | 2,377 | 805 | 1,959 | 958 | 25,762 |
| Hernando | 33,665 | 0 | 2,358 | 48,368 | 27,516 | 2,207 | 114,114 |
| Highlands | 20,922 | 458 | 13,386 | 4,693 | 31,791 | 969 | 72,219 |
| Hillsborough | 136,149 | 27,089 | 48,354 | 252,586 | 267,772 | 2,370 | 734,320 |
| Holmes | 16,609 | 8,018 | 1,517 | 1,002 | 1,938 | 172 | 29,256 |
| Indian River | 62,017 | 0 | 0 | 2,048 | 9,896 | 1,138 | 75,099 |
| Jackson | 19,879 | 439 | 16,710 | 1,051 | 643 | 5,351 | 44,073 |
| Jefferson | 8,236 | 345 | 5,952 | 36 | 937 | 1,573 | 17,079 |
| Lafayette | 2,577 | 375 | 1,101 | 38 | 12 | 171 | 4,274 |
| Lake | 57,208 | 186 | 13,725 | 4,181 | 65,217 | 12,700 | 153,217 |

Continued on the next page (Trips by Type of Passenger 1 of 2)

2017-18 Trips by Type of Passenger

| County | Elderly | Children | Low Income | Disabled | Low Income/Disabled | Other | Total |
|--------------|------------------|------------------|------------------|------------------|---------------------|------------------|-------------------|
| Lee | 136,507 | 4,690 | 16,590 | 5,968 | 14,514 | 7,099 | 185,368 |
| Leon | 11,916 | 17,783 | 41,690 | 16,599 | 3,819 | 0 | 91,807 |
| Levy | 10,773 | 289 | 11,502 | 0 | 0 | 7,668 | 30,232 |
| Liberty | 16,884 | 4,482 | 5,117 | 1,911 | 68 | 62 | 28,524 |
| Madison | 6,992 | 156 | 7,426 | 227 | 2,031 | 1,638 | 18,470 |
| Manatee | 13,927 | 3,849 | 5,621 | 5,300 | 136,504 | 12,611 | 177,812 |
| Marion | 58,786 | 4,251 | 4,111 | 25,692 | 10,960 | 2,224 | 106,024 |
| Martin | 16,045 | 3,120 | 0 | 8,800 | 8,000 | 14,261 | 50,226 |
| Miami-Dade | 1,471,298 | 1,463,985 | 7,672 | 93,402 | 112,176 | 1,784,696 | 4,933,229 |
| Monroe | 20,247 | 5,606 | 2,391 | 12 | 17,142 | 4,517 | 49,915 |
| Nassau | 25,669 | 375 | 13037 | 3219 | 8047 | 2146 | 52,493 |
| Okaloosa | 36,889 | 655 | 33,344 | 25,154 | 0 | 0 | 96,042 |
| Okeechobee | 5,559 | 0 | 2,143 | 131 | 849 | 153 | 8,835 |
| Orange | 644,933 | 144,467 | 41,318 | 178,436 | 88,531 | 8,569 | 1,106,254 |
| Osceola | 155,786 | 34,952 | 9,996 | 43,416 | 21,419 | 2,073 | 267,642 |
| Palm Beach | 385,483 | 43,628 | 221,233 | 452,520 | 22,191 | 133 | 1,125,188 |
| Pasco | 101,417 | 12,728 | 1,403 | 31,403 | 2,740 | 47,915 | 197,606 |
| Pinellas | 1,351,631 | 560,469 | 1,579,001 | 360,961 | 507,557 | 237,932 | 4,597,551 |
| Polk | 147,974 | 93,606 | 156,364 | 166,834 | 36,143 | 25,514 | 626,435 |
| Putnam | 13,803 | 29,944 | 0 | 9,731 | 15,301 | 64,836 | 133,615 |
| Saint Johns | 146,849 | 181,814 | 11 | 13,972 | 6,992 | 3 | 349,641 |
| Saint Lucie | 83,287 | 6,850 | 35,517 | 10,970 | 102,547 | 0 | 239,171 |
| Santa Rosa | 9,099 | 172 | 6,101 | 762 | 76 | 9,108 | 25,318 |
| Sarasota | 460,349 | 862 | 159,962 | 97,112 | 0 | 0 | 718,285 |
| Seminole | 238,873 | 53,593 | 15,328 | 66,670 | 32,742 | 3,179 | 410,385 |
| Sumter | 22,512 | 20,987 | 14,932 | 1,454 | 8,203 | 1,336 | 69,424 |
| Suwannee | 3,640 | 953 | 0 | 9,810 | 0 | 3,848 | 18,251 |
| Taylor | 4,541 | 512 | 9,482 | 93 | 887 | 1,718 | 17,233 |
| Union | 1,008 | 1,373 | 1,107 | 0 | 1,061 | 0 | 4,549 |
| Volusia | 198,621 | 97,413 | 0 | 299,722 | 0 | 15,648 | 611,404 |
| Wakulla | 5,470 | 6 | 193 | 202 | 0 | 7,068 | 12,939 |
| Walton | 29,375 | 7,450 | 2,904 | 2,840 | 1,302 | 267 | 44,138 |
| Washington | 12,114 | 4,802 | 1,605 | 1,350 | 471 | 250 | 20,592 |
| TOTAL | 8,152,196 | 3,135,654 | 3,732,619 | 2,925,455 | 1,893,305 | 2,675,624 | 22,514,853 |

(Trips by Type of Passenger 2 of 2)

2017-18 Passenger Trips by Funding Source

| County | CTD | FDOT | DCF | APD | AHCA | DCA | DJJ |
|--------------|-----------|---------|--------|---------|--------|-----|-------|
| Alachua | 21,222 | 0 | 0 | 0 | 1,560 | 0 | 0 |
| Baker | 7,533 | 6,490 | 0 | 0 | 6,186 | 0 | 0 |
| Bay | 26,081 | 1,982 | 0 | 50,765 | 9686 | 0 | 0 |
| Bradford | 9,871 | 0 | 0 | 11,009 | 4,132 | 0 | 0 |
| Brevard | 68,949 | 262,614 | 0 | 36,515 | 0 | 0 | 0 |
| Broward | 1,216,479 | 0 | 1,905 | 61,218 | 57,548 | 0 | 0 |
| Calhoun | 2,912 | 1 | 0 | 1,495 | 6,096 | 0 | 0 |
| Charlotte | 48,243 | 4,332 | 0 | 0 | 0 | 0 | 0 |
| Citrus | 17,471 | 45,041 | 0 | 89,194 | 0 | 0 | 0 |
| Clay | 37,255 | 44,430 | 0 | 11,119 | 18,722 | 0 | 8,945 |
| Collier | 18,917 | 6,403 | 0 | 0 | 0 | 0 | 0 |
| Columbia | 18,631 | 3,246 | 0 | 5,712 | 105 | 0 | 0 |
| Desoto | 5,381 | 2,198 | 0 | 0 | 0 | 0 | 0 |
| Dixie | 3,661 | 0 | 0 | 0 | 2,956 | 0 | 0 |
| Duval | 61,191 | 3,390 | 0 | 0 | 0 | 0 | 0 |
| Escambia | 34,798 | 0 | 0 | 0 | 2268 | 0 | 0 |
| Flagler | 35,911 | 13,320 | 0 | 0 | 0 | 0 | 0 |
| Franklin | 3,790 | 1 | 0 | 0 | 1,435 | 0 | 0 |
| Gadsden | 19,646 | 16,829 | 0 | 10,103 | 17,372 | 0 | 0 |
| Gilchrist | 3,116 | 0 | 0 | 0 | 2,292 | 0 | 0 |
| Glades | 3,018 | 0 | 0 | 1,212 | 159 | 0 | 0 |
| Gulf | 8,010 | 1 | 0 | 5,996 | 2,964 | 0 | 0 |
| Hamilton | 6,672 | 2,562 | 0 | 338 | 0 | 0 | 0 |
| Hardee | 2,282 | 2,571 | 0 | 11,166 | 695 | 0 | 0 |
| Hendry | 11,528 | 1,634 | 0 | 6,736 | 2,240 | 0 | 0 |
| Hernando | 17,857 | 0 | 0 | 423 | 47,228 | 0 | 0 |
| Highlands | 21,539 | 13,338 | 0 | 27,670 | 7,239 | 0 | 0 |
| Hillsborough | 118,535 | 6,622 | 39,835 | 109,720 | 0 | 0 | 4,236 |
| Holmes | 7,624 | 0 | 0 | 1,897 | 9,817 | 0 | 0 |
| Indian River | 10,665 | 26,078 | 0 | 28,175 | 0 | 0 | 0 |
| Jackson | 7,582 | 0 | 0 | 17,130 | 11,548 | 41 | 0 |
| Jefferson | 8,327 | 0 | 0 | 2,325 | 5,758 | 0 | 0 |
| Lafayette | 3,402 | 0 | 0 | 0 | 311 | 0 | 0 |
| Lake | 28,364 | 31,443 | 0 | 54,319 | 1,213 | 0 | 0 |

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

2017-18 Passenger Trips by Funding Source

| County | CTD | FDOT | DCF | APD | AHCA | DCA | DJJ |
|--------------|-------------------|----------------|----------------|------------------|----------------|---------------|---------------|
| Lee | 44,790 | 6,266 | 0 | 27,970 | 77,636 | 0 | 0 |
| Leon | 21,786 | 4,288 | 0 | 17,805 | 0 | 0 | 0 |
| Levy | 11,344 | 0 | 0 | 6,971 | 635 | 0 | 0 |
| Liberty | 6,295 | 1 | 0 | 0 | 12,954 | 0 | 0 |
| Madison | 6,211 | 0 | 0 | 4,278 | 6,291 | 0 | 0 |
| Manatee | 27,257 | 2,424 | 0 | 63,173 | 3,944 | 0 | 0 |
| Marion | 30,772 | 33,732 | 0 | 22,414 | 5,164 | 0 | 0 |
| Martin | 11,799 | 3,085 | 3119 | 16,800 | 0 | 0 | 0 |
| Miami-Dade | 3,547,520 | 29,272 | 42,407 | 86,450 | 116,064 | 0 | 4,164 |
| Monroe | 9,853 | 3,624 | 0 | 3102 | 13,698 | 0 | 0 |
| Nassau | 23,729 | 11,827 | 0 | 0 | 584 | 0 | 0 |
| Okaloosa | 28,730 | 25,695 | 0 | 0 | 19,541 | 0 | 0 |
| Okeechobee | 3,108 | 4,976 | 0 | 0 | 0 | 0 | 0 |
| Orange | 114,509 | 0 | 0 | 141,703 | 12,958 | 1 | 0 |
| Osceola | 27,703 | 0 | 0 | 34,283 | 3,135 | 1 | 0 |
| Palm Beach | 412,240 | 0 | 0 | 0 | 0 | 0 | 0 |
| Pasco | 33,374 | 79,506 | 4,589 | 21,313 | 9412 | 0 | 0 |
| Pinellas | 3,904,908 | 1,457 | 42,687 | 121,776 | 24,646 | 0 | 0 |
| Polk | 108,229 | 11,163 | 17,355 | 86,862 | 2754 | 10447 | 4502 |
| Putnam | 16,711 | 49,037 | 0 | 38,891 | 12,750 | 0 | 0 |
| Saint Johns | 110,137 | 47,406 | 0 | 0 | 985 | 0 | 0 |
| Saint Lucie | 44,771 | 51,637 | 14,161 | 53,823 | 0 | 0 | 0 |
| Santa Rosa | 12,143 | 0 | 0 | 5,399 | 7,404 | 0 | 0 |
| Sarasota | 43,772 | 0 | 0 | 68,565 | 0 | 0 | 0 |
| Seminole | 42,479 | 0 | 0 | 52,567 | 4,807 | 1 | 0 |
| Sumter | 18,962 | 16,732 | 0 | 4,491 | 0 | 0 | 0 |
| Suwannee | 6,132 | 837 | 0 | 10,110 | 0 | 0 | 0 |
| Taylor | 6,151 | 0 | 0 | 980 | 3,460 | 0 | 0 |
| Union | 2,460 | 0 | 0 | 0 | 1,598 | 0 | 0 |
| Volusia | 38,661 | 1,042 | 0 | 0 | 0 | 0 | 0 |
| Wakulla | 6,134 | 0 | 0 | 294 | 2,498 | 0 | 0 |
| Walton | 22,646 | 0 | 0 | 2,252 | 5,327 | 0 | 0 |
| Washington | 8,105 | 0 | 0 | 5,433 | 6,655 | 0 | 0 |
| TOTAL | 10,669,884 | 878,533 | 166,058 | 1,441,942 | 574,430 | 10,491 | 21,847 |

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

2017-18 Passenger Trips by Funding Source

| County | DOH | AWI | DOE | DOEA | Other Fed/State | Local Govt | Local Non Govt | Total |
|--------------|-----|-----|--------|--------|-----------------|------------|----------------|-----------|
| Alachua | 0 | 0 | 0 | 421 | 0 | 65,536 | 1 | 88,740 |
| Baker | 0 | 0 | 0 | 0 | 1 | 1 | 6,581 | 26,792 |
| Bay | 0 | 0 | 0 | 7,363 | 18,285 | 3 | 0 | 114,165 |
| Bradford | 0 | 0 | 0 | 1,266 | 0 | 0 | 0 | 26,278 |
| Brevard | 0 | 0 | 26,232 | 21,401 | 0 | 277,185 | 212,006 | 904,902 |
| Broward | 0 | 0 | 30,330 | 80,287 | 5,953 | 793,848 | 150,024 | 2,397,592 |
| Calhoun | 0 | 0 | 0 | 1,096 | 2 | 1 | 54 | 11,657 |
| Charlotte | 0 | 0 | 0 | 6,234 | 0 | 12,619 | 0 | 71,428 |
| Citrus | 0 | 0 | 0 | 0 | 0 | 9,554 | 0 | 161,260 |
| Clay | 0 | 0 | 491 | 0 | 9,265 | 602 | 342 | 131,171 |
| Collier | 0 | 0 | 0 | 319 | 5,488 | 67,185 | 11,311 | 109,623 |
| Columbia | 0 | 0 | 1 | 10,844 | 175 | 2 | 12,041 | 50,757 |
| Desoto | 0 | 0 | 14 | 0 | 0 | 1 | 0 | 7,594 |
| Dixie | 0 | 0 | 0 | 474 | 0 | 0 | 1 | 7,092 |
| Duval | 0 | 0 | 0 | 0 | 0 | 1,275 | 270,162 | 336,018 |
| Escambia | 0 | 0 | 1,151 | 4,495 | 0 | 55,192 | 0 | 97,904 |
| Flagler | 0 | 0 | 0 | 5,178 | 0 | 53,655 | 111 | 108,175 |
| Franklin | 0 | 0 | 0 | 0 | 1 | 1 | 32 | 5,260 |
| Gadsden | 24 | 0 | 60 | 0 | 0 | 36,945 | 3,999 | 104,978 |
| Gilchrist | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 5,409 |
| Glades | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 4,390 |
| Gulf | 0 | 0 | 0 | 2,427 | 1 | 1 | 2,357 | 21,757 |
| Hamilton | 0 | 0 | 0 | 0 | 1 | 1 | 1,611 | 11,185 |
| Hardee | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 16,715 |
| Hendry | 0 | 0 | 0 | 0 | 667 | 1,574 | 1,383 | 25,762 |
| Hernando | 0 | 0 | 2,474 | 2,506 | 0 | 0 | 43,626 | 114,114 |
| Highlands | 0 | 0 | 1 | 2,430 | 1 | 1 | 0 | 72,219 |
| Hillsborough | 0 | 0 | 0 | 34,921 | 76,674 | 336,125 | 7,652 | 734,320 |
| Holmes | 0 | 0 | 4 | 998 | 8,860 | 56 | 0 | 29,256 |
| Indian River | 0 | 0 | 0 | 0 | 0 | 10,181 | 0 | 75,099 |
| Jackson | 0 | 0 | 0 | 4,539 | 0 | 2,458 | 775 | 44,073 |
| Jefferson | 16 | 0 | 4 | 0 | 0 | 0 | 649 | 17,079 |
| Lafayette | 0 | 0 | 0 | 560 | 0 | 0 | 1 | 4,274 |
| Lake | 0 | 0 | 0 | 11,570 | 0 | 5,861 | 20,447 | 153,217 |

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

2017-18 Passenger Trips by Funding Source

| County | DOH | AWI | DOE | DOEA | Other Fed/State | Local Govt | Local Non Govt | Total |
|--------------|---------------|----------|----------------|----------------|------------------|------------------|------------------|-------------------|
| Lee | 2 | 0 | 0 | 3,258 | 17,996 | 4,709 | 2,741 | 185,368 |
| Leon | 0 | 0 | 0 | 0 | 0 | 47,928 | 0 | 91,807 |
| Levy | 0 | 0 | 0 | 821 | 0 | 1 | 10,460 | 30,232 |
| Liberty | 0 | 0 | 0 | 2,090 | 0 | 4,260 | 2,924 | 28,524 |
| Madison | 0 | 0 | 2 | 0 | 0 | 628 | 1,060 | 18,470 |
| Manatee | 0 | 0 | 236 | 9,596 | 0 | 59,227 | 11,955 | 177,812 |
| Marion | 0 | 0 | 0 | 0 | 0 | 13,942 | 0 | 106,024 |
| Martin | 0 | 0 | 1 | 0 | 7,224 | 8,198 | 0 | 50,226 |
| Miami-Dade | 0 | 0 | 6,791 | 175,921 | 679,831 | 52,945 | 191,864 | 4,933,229 |
| Monroe | 0 | 0 | 0 | 0 | 0 | 19,191 | 447 | 49,915 |
| Nassau | 0 | 0 | 0 | 13,765 | 0 | 2588 | 0 | 52,493 |
| Okaloosa | 0 | 0 | 40 | 4,402 | 0 | 17,632 | 2 | 96,042 |
| Okeechobee | 0 | 0 | 0 | 750 | 0 | 1 | 0 | 8,835 |
| Orange | 0 | 0 | 0 | 47,259 | 121,363 | 263,958 | 404,503 | 1,106,254 |
| Osceola | 0 | 0 | 0 | 11,434 | 29,362 | 63,861 | 97,863 | 267,642 |
| Palm Beach | 0 | 0 | 0 | 50,874 | 0 | 662,074 | 0 | 1,125,188 |
| Pasco | 0 | 0 | 408 | 11,977 | 7,595 | 10,294 | 19,138 | 197,606 |
| Pinellas | 0 | 0 | 1,259 | 35,373 | 42,979 | 344,299 | 78,167 | 4,597,551 |
| Polk | 25 | 0 | 79,930 | 6,058 | 34,762 | 211,060 | 53,288 | 626,435 |
| Putnam | 0 | 0 | 0 | 0 | 1 | 1 | 16,224 | 133,615 |
| Saint Johns | 0 | 0 | 0 | 0 | 0 | 184,404 | 6,709 | 349,641 |
| Saint Lucie | 2,224 | 0 | 0 | 3,950 | 4312 | 61,732 | 2,561 | 239,171 |
| Santa Rosa | 0 | 0 | 10 | 0 | 1 | 1 | 360 | 25,318 |
| Sarasota | 0 | 0 | 0 | 0 | 0 | 602,250 | 3,698 | 718,285 |
| Seminole | 0 | 0 | 0 | 17,532 | 45,022 | 97,920 | 150,057 | 410,385 |
| Sumter | 0 | 0 | 0 | 3,852 | 0 | 25,387 | 0 | 69,424 |
| Suwannee | 10 | 0 | 0 | 0 | 2 | 2 | 1,158 | 18,251 |
| Taylor | 2 | 0 | 0 | 0 | 0 | 5,431 | 1,209 | 17,233 |
| Union | 0 | 0 | 0 | 490 | 0 | 0 | 1 | 4,549 |
| Volusia | 14947 | 0 | 79,469 | 7,267 | 1,190 | 253,619 | 215,209 | 611,404 |
| Wakulla | 0 | 0 | 0 | 71 | 0 | 3,942 | 0 | 12,939 |
| Walton | 0 | 0 | 12 | 4,934 | 8,553 | 351 | 63 | 44,138 |
| Washington | 0 | 0 | 0 | 328 | 4 | 67 | 0 | 20,592 |
| TOTAL | 17,250 | - | 228,920 | 611,331 | 1,125,571 | 4,751,768 | 2,016,828 | 22,514,853 |

(Passenger Trip by Funding Source page 4 of 4)

2017-18 Operators by County

| County | Private Non Profit | Private For Profit | School Board | Municipality | County |
|--------------|--------------------|--------------------|--------------|--------------|--------|
| Alachua | 0 | 1 | 0 | 0 | 0 |
| Baker | 1 | 0 | 0 | 0 | 0 |
| Bay | 3 | 1 | 0 | 0 | 0 |
| Bradford | 1 | 0 | 0 | 0 | 0 |
| Brevard | 0 | 1 | 1 | 0 | 1 |
| Broward | 16 | 3 | 0 | 6 | 1 |
| Calhoun | 1 | 0 | 0 | 0 | 0 |
| Charlotte | 5 | 1 | 0 | 0 | 0 |
| Citrus | 1 | 0 | 0 | 0 | 1 |
| Clay | 1 | 0 | 0 | 0 | 0 |
| Collier | 3 | 2 | 0 | 0 | 1 |
| Columbia | 0 | 0 | 0 | 0 | 0 |
| Desoto | 0 | 1 | 0 | 0 | 0 |
| Dixie | 1 | 0 | 0 | 0 | 0 |
| Duval | 0 | 3 | 0 | 0 | 0 |
| Escambia | 0 | 1 | 0 | 0 | 0 |
| Flagler | 0 | 0 | 0 | 0 | 1 |
| Franklin | 1 | 0 | 0 | 0 | 0 |
| Gadsden | 1 | 0 | 0 | 0 | 0 |
| Gilchrist | 1 | 0 | 0 | 0 | 0 |
| Glades | 3 | 0 | 0 | 0 | 0 |
| Gulf | 1 | 0 | 0 | 0 | 0 |
| Hamilton | 0 | 0 | 0 | 0 | 0 |
| Hardee | 0 | 2 | 0 | 0 | 0 |
| Hendry | 3 | 0 | 0 | 0 | 0 |
| Hernando | 2 | 0 | 0 | 0 | 0 |
| Highlands | 0 | 2 | 0 | 0 | 0 |
| Hillsborough | 13 | 0 | 0 | 0 | 1 |
| Holmes | 1 | 2 | 0 | 0 | 1 |
| Indian River | 3 | 1 | 0 | 0 | 0 |
| Jackson | 1 | 0 | 0 | 0 | 0 |
| Jefferson | 1 | 0 | 0 | 0 | 0 |
| Lafayette | 1 | 0 | 0 | 0 | 0 |
| Lake | 4 | 7 | 0 | 0 | 0 |

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

2017-18 Operators by County

| County | Private Non Profit | Private For Profit | School Board | Municipality | County |
|--------------|--------------------|--------------------|--------------|--------------|-----------|
| Lee | 5 | 0 | 0 | 0 | 0 |
| Leon | 1 | 1 | 0 | 1 | 0 |
| Levy | 0 | 0 | 0 | 0 | 1 |
| Liberty | 0 | 0 | 1 | 0 | 1 |
| Madison | 1 | 0 | 0 | 0 | 0 |
| Manatee | 4 | 1 | 0 | 0 | 1 |
| Marion | 2 | 0 | 0 | 0 | 0 |
| Martin | 1 | 2 | 0 | 0 | 0 |
| Miami-Dade | 45 | 1 | 0 | 0 | 1 |
| Monroe | 4 | 0 | 0 | 0 | 1 |
| Nassau | 1 | 0 | 0 | 0 | 0 |
| Okaloosa | 0 | 1 | 0 | 0 | 0 |
| Okeechobee | 0 | 1 | 0 | 0 | 0 |
| Orange | 8 | 9 | 0 | 0 | 0 |
| Osceola | 2 | 2 | 0 | 0 | 0 |
| Palm Beach | 0 | 3 | 0 | 0 | 1 |
| Pasco | 6 | 4 | 0 | 0 | 1 |
| Pinellas | 13 | 1 | 0 | 1 | 0 |
| Polk | 9 | 0 | 0 | 0 | 0 |
| Putnam | 1 | 0 | 0 | 0 | 0 |
| Saint Johns | 1 | 0 | 0 | 0 | 0 |
| Saint Lucie | 8 | 1 | 0 | 0 | 2 |
| Santa Rosa | 1 | 0 | 0 | 0 | 1 |
| Sarasota | 5 | 1 | 0 | 0 | 0 |
| Seminole | 3 | 3 | 0 | 0 | 0 |
| Sumter | 1 | 1 | 0 | 0 | 0 |
| Suwannee | 0 | 0 | 0 | 0 | 0 |
| Taylor | 1 | 0 | 0 | 0 | 0 |
| Union | 1 | 0 | 0 | 0 | 0 |
| Volusia | 6 | 5 | 0 | 0 | 1 |
| Wakulla | 1 | 0 | 0 | 0 | 0 |
| Walton | 3 | 2 | 0 | 0 | 1 |
| Washington | 1 | 0 | 0 | 0 | 1 |
| TOTAL | 204 | 67 | 2 | 8 | 20 |

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

2017-18 Operators by County

| County | City | Transit Authority | Other Operators | Total Operators | Number of Coordination |
|--------------|------|-------------------|-----------------|-----------------|------------------------|
| Alachua | 0 | 0 | 0 | 1 | 0 |
| Baker | 0 | 0 | 0 | 1 | 0 |
| Bay | 0 | 0 | 0 | 4 | 3 |
| Bradford | 0 | 0 | 0 | 1 | 1 |
| Brevard | 0 | 0 | 0 | 3 | 0 |
| Broward | 0 | 0 | 0 | 26 | 22 |
| Calhoun | 0 | 0 | 0 | 1 | 0 |
| Charlotte | 0 | 0 | 0 | 6 | 0 |
| Citrus | 0 | 0 | 0 | 2 | 1 |
| Clay | 0 | 0 | 0 | 1 | 0 |
| Collier | 0 | 0 | 0 | 6 | 5 |
| Columbia | 0 | 1 | 1 | 2 | 1 |
| Desoto | 0 | 0 | 0 | 1 | 0 |
| Dixie | 0 | 0 | 0 | 1 | 0 |
| Duval | 0 | 1 | 0 | 4 | 0 |
| Escambia | 0 | 0 | 0 | 1 | 0 |
| Flagler | 0 | 0 | 0 | 1 | 0 |
| Franklin | 0 | 0 | 0 | 1 | 0 |
| Gadsden | 0 | 0 | 0 | 1 | 0 |
| Gilchrist | 0 | 0 | 0 | 1 | 0 |
| Glades | 0 | 0 | 0 | 3 | 2 |
| Gulf | 0 | 0 | 0 | 1 | 0 |
| Hamilton | 0 | 1 | 0 | 1 | 0 |
| Hardee | 0 | 0 | 0 | 2 | 1 |
| Hendry | 0 | 0 | 0 | 3 | 2 |
| Hernando | 0 | 0 | 0 | 2 | 1 |
| Highlands | 0 | 0 | 0 | 2 | 2 |
| Hillsborough | 0 | 1 | 0 | 15 | 14 |
| Holmes | 0 | 0 | 0 | 4 | 0 |
| Indian River | 0 | 0 | 0 | 4 | 2 |
| Jackson | 0 | 0 | 0 | 1 | 0 |
| Jefferson | 0 | 0 | 0 | 1 | 0 |
| Lafayette | 0 | 0 | 0 | 1 | 0 |
| Lake | 0 | 0 | 0 | 11 | 10 |

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

2017-18 Operators by County

| County | City | Transit Authority | Other Operators | Total Operators | Number of Coordination |
|--------------|----------|-------------------|-----------------|-----------------|------------------------|
| Lee | 0 | 0 | 0 | 5 | 4 |
| Leon | 0 | 0 | 0 | 3 | 0 |
| Levy | 0 | 0 | 0 | 1 | 0 |
| Liberty | 0 | 0 | 0 | 2 | 0 |
| Madison | 0 | 0 | 0 | 1 | 0 |
| Manatee | 0 | 0 | 0 | 6 | 5 |
| Marion | 0 | 0 | 0 | 2 | 1 |
| Martin | 0 | 0 | 0 | 3 | 1 |
| Miami-Dade | 0 | 0 | 0 | 47 | 45 |
| Monroe | 0 | 0 | 0 | 5 | 1 |
| Nassau | 0 | 0 | 0 | 1 | 0 |
| Okaloosa | 0 | 0 | 0 | 1 | 0 |
| Okeechobee | 0 | 0 | 0 | 1 | 0 |
| Orange | 0 | 1 | 0 | 18 | 16 |
| Osceola | 0 | 0 | 0 | 4 | 4 |
| Palm Beach | 0 | 0 | 0 | 4 | 0 |
| Pasco | 0 | 0 | 0 | 11 | 7 |
| Pinellas | 0 | 1 | 0 | 16 | 11 |
| Polk | 0 | 1 | 0 | 10 | 9 |
| Putnam | 0 | 0 | 0 | 1 | 0 |
| Saint Johns | 0 | 0 | 0 | 1 | 0 |
| Saint Lucie | 0 | 0 | 0 | 11 | 8 |
| Santa Rosa | 0 | 0 | 0 | 2 | 0 |
| Sarasota | 0 | 0 | 0 | 6 | 5 |
| Seminole | 0 | 0 | 0 | 6 | 6 |
| Sumter | 0 | 0 | 0 | 2 | 1 |
| Suwannee | 0 | 1 | 1 | 2 | 1 |
| Taylor | 0 | 0 | 0 | 1 | 0 |
| Union | 0 | 0 | 0 | 1 | 0 |
| Volusia | 0 | 0 | 1 | 13 | 6 |
| Wakulla | 0 | 0 | 0 | 1 | 0 |
| Walton | 0 | 0 | 0 | 6 | 0 |
| Washington | 0 | 0 | 0 | 2 | 0 |
| TOTAL | 0 | 8 | 3 | 312 | 198 |

(Operators by County page 4 of 4)

2017-18 Employee Information

| County | Total Drivers- CTC & Oper | CTC & Oper Driver Hours | CTC & Oper Total Employees | CC Drivers | CC Driver Hours | CC Total Employees |
|--------------|---------------------------|-------------------------|----------------------------|------------|-----------------|--------------------|
| Alachua | 40 | 65,209 | 57 | 0 | 0 | 0 |
| Baker | 26 | 30,473 | 38 | 0 | 0 | 0 |
| Bay | 22 | 36,316 | 39 | 6 | 4,812 | 8 |
| Bradford | 6 | 10,211 | 10 | 18 | 7,236 | 18 |
| Brevard | 190 | 123,579 | 213 | 0 | 0 | 0 |
| Broward | 384 | 676,617 | 533 | 328 | 192,312 | 428 |
| Calhoun | 10 | 16,100 | 15 | 0 | 0 | 0 |
| Charlotte | 66 | 30,949 | 80 | 0 | 0 | 0 |
| Citrus | 24 | 40,234 | 37 | 30 | 46,800 | 36 |
| Clay | 57 | 87,360 | 70 | 0 | 0 | 0 |
| Collier | 54 | 76,860 | 72 | 12 | 17,432 | 24 |
| Columbia | 9 | 19,458 | 15 | 5 | 8,060 | 7 |
| Desoto | 21 | 25,937 | 27 | 0 | 0 | 0 |
| Dixie | 7 | 6,308 | 10 | 0 | 0 | 0 |
| Duval | 137 | 281,840 | 202 | 0 | 0 | 0 |
| Escambia | 43 | 67,482 | 58 | 0 | 0 | 0 |
| Flagler | 23 | 49,764 | 28 | 0 | 0 | 0 |
| Franklin | 5 | 7,592 | 6 | 0 | 0 | 0 |
| Gadsden | 15 | 35,837 | 28 | 0 | 0 | 0 |
| Gilchrist | 7 | 6,308 | 10 | 0 | 0 | 0 |
| Glades | 3 | 9,242 | 9 | 1 | 65 | 1 |
| Gulf | 9 | 13,806 | 12 | 0 | 0 | 0 |
| Hamilton | 4 | 6,486 | 8 | 0 | 0 | 0 |
| Hardee | 4 | 4,647 | 8 | 11 | 11,055 | 14 |
| Hendry | 13 | 27,731 | 20 | 5 | 3,765 | 5 |
| Hernando | 7 | 14,560 | 10 | 25 | 26,000 | 30 |
| Highlands | 94 | 69,716 | 110 | 37 | 73,320 | 47 |
| Hillsborough | 75 | 96,290 | 103 | 638 | 512,485 | 697 |
| Holmes | 12 | 25,730 | 19 | 0 | 0 | 0 |
| Indian River | 16 | 30,909 | 30 | 11 | 10,791 | 19 |
| Jackson | 19 | 35,885 | 28 | 0 | 0 | 0 |
| Jefferson | 6 | 11,749 | 19 | 0 | 0 | 0 |
| Lafayette | 4 | 4,762 | 7 | 0 | 0 | 0 |
| Lake | 32 | 72,816 | 57 | 151 | 34,172 | 173 |

Continued on the next page (Employee Information 1 of 2)

2017-18 Employee Information

| County | Total Drivers- CTC & Oper | CTC & Oper Driver Hours | CTC & Oper Total Employees | CC Drivers | CC Driver Hours | CC Total Employees |
|--------------|---------------------------|-------------------------|----------------------------|--------------|------------------|--------------------|
| Lee | 55 | 98,748 | 77 | 32 | 25,759 | 41 |
| Leon | 14 | 43,521 | 41 | 0 | 0 | 0 |
| Levy | 7 | 17,988 | 12 | 0 | 0 | 0 |
| Liberty | 12 | 20,400 | 18 | 0 | 0 | 0 |
| Madison | 7 | 13,706 | 19 | 0 | 0 | 0 |
| Manatee | 61 | 60,218 | 74 | 64 | 25,158 | 113 |
| Marion | 39 | 76,201 | 51 | 18 | 23,920 | 18 |
| Martin | 15 | 31,200 | 25 | 16 | 29,226 | 21 |
| Miami-Dade | 0 | 0 | 19 | 422 | 454,438 | 528 |
| Monroe | 24 | 27,271 | 30 | 24 | 46,784 | 33 |
| Nassau | 22 | 31,742 | 27 | 0 | 0 | 0 |
| Okaloosa | 32 | 59,332 | 59 | 0 | 0 | 0 |
| Okeechobee | 6 | 10,358 | 11 | 0 | 0 | 0 |
| Orange | 198 | 398,346 | 277 | 273 | 182,337 | 298 |
| Osceola | 48 | 96,374 | 67 | 66 | 44,113 | 72 |
| Palm Beach | 387 | 616,746 | 537 | 0 | 0 | 0 |
| Pasco | 19 | 37,695 | 33 | 100 | 31,406 | 112 |
| Pinellas | 233 | 322,312 | 263 | 191 | 52,703 | 216 |
| Polk | 49 | 87,583 | 68 | 225 | 19,484 | 266 |
| Putnam | 26 | 54,645 | 38 | 0 | 0 | 0 |
| Saint Johns | 69 | 94,178 | 85 | 0 | 0 | 0 |
| Saint Lucie | 34 | 58,635 | 52 | 104 | 39,495 | 126 |
| Santa Rosa | 19 | 34,013 | 25 | 0 | 0 | 0 |
| Sarasota | 67 | 141,874 | 88 | 82 | 93,334 | 116 |
| Seminole | 74 | 147,773 | 102 | 101 | 67,641 | 109 |
| Sumter | 18 | 32,240 | 27 | 2 | 1,196 | 5 |
| Suwannee | 3 | 4,941 | 9 | 6 | 12,480 | 8 |
| Taylor | 7 | 14,066 | 20 | 0 | 0 | 0 |
| Union | 4 | 7,917 | 7 | 0 | 0 | 0 |
| Volusia | 95 | 187,146 | 157 | 49 | 22,673 | 56 |
| Wakulla | 11 | 10,115 | 17 | 0 | 0 | 0 |
| Walton | 14 | 34,579 | 20 | 0 | 0 | 0 |
| Washington | 11 | 22,893 | 18 | 0 | 0 | 0 |
| TOTAL | 3,124 | 5,013,519 | 4,361 | 3,053 | 2,120,452 | 3,645 |

(Employee Information 2 of 2)

2017-18 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 | 1,129,073 | 0 | 0 | 0 | 1,129,073 | 964,070 | 27 |
| Baker | 485,965 | 1 | 0 | 0 | 485,966 | 412,892 | 28 |
| Bay | 0 | 462,213 | 45,999 | 0 | 508,212 | 399,036 | 4 |
| Bradford | 156,348 | 0 | 78,857 | 0 | 235,205 | 177,518 | 4 |
| Brevard | 878,746 | 1,227,930 | 0 | 30,174 | 2,136,850 | 1,929,529 | 34 |
| Broward | 1 | 10,831,830 | 2,576,564 | 0 | 13,408,395 | 10,934,157 | 253 |
| Calhoun | 238,365 | 0 | 0 | 0 | 238,365 | 190,535 | 1 |
| Charlotte | 476,135 | 0 | 0 | 0 | 476,135 | 410,579 | 72 |
| Citrus | 452,502 | 0 | 292,428 | 0 | 744,930 | 659,209 | 18 |
| Clay | 962,457 | 0 | 0 | 0 | 962,457 | 834,326 | 10 |
| Collier | 0 | 1,378,344 | 29,360 | 0 | 1,407,704 | 1,219,940 | 20 |
| Columbia | 401,910 | 0 | 133,174 | 0 | 535,084 | 390,758 | 4 |
| Desoto | 0 | 125,668 | 0 | 0 | 125,668 | 113,864 | 1 |
| Dixie | 166,028 | 0 | 0 | 0 | 166,028 | 145,741 | 2 |
| Duval | 1 | 4,665,486 | 0 | 0 | 4,665,487 | 4,096,342 | 126 |
| Escambia | 0 | 1,251,550 | 0 | 0 | 1,251,550 | 905,098 | 5 |
| Flagler | 652,884 | 0 | 0 | 0 | 652,884 | 587,453 | 4 |
| Franklin | 172,034 | 0 | 0 | 0 | 172,034 | 129,036 | 0 |
| Gadsden | 1,056,648 | 0 | 0 | 0 | 1,056,648 | 961,550 | 11 |
| Gilchrist | 110,685 | 0 | 0 | 0 | 110,685 | 97,161 | 2 |
| Glades | 296,890 | 0 | 540 | 0 | 297,430 | 246,866 | 1 |
| Gulf | 348,624 | 0 | 0 | 0 | 348,624 | 296,273 | 0 |
| Hamilton | 133,970 | 0 | 0 | 0 | 133,970 | 85,861 | 2 |
| Hardee | 0 | 142,522 | 56,398 | 0 | 198,920 | 160,092 | 1 |
| Hendry | 342,650 | 0 | 10,168 | 0 | 352,818 | 292,749 | 12 |
| Hernando | 203,698 | 0 | 477,550 | 0 | 681,248 | 630,098 | 3 |
| Highlands | 0 | 646,100 | 66,240 | 0 | 712,340 | 530,044 | 5 |
| Hillsborough | 1,159,080 | 0 | 3,295,918 | 0 | 4,454,998 | 3,985,793 | 307 |
| Holmes | 489,293 | 1,537 | 0 | 0 | 490,830 | 272,356 | 0 |
| Indian River | 572,697 | 12,707 | 224,742 | 0 | 810,146 | 733,118 | 5 |
| Jackson | 630,160 | 0 | 0 | 0 | 630,160 | 518,220 | 4 |
| Jefferson | 409,484 | 0 | 0 | 0 | 409,484 | 315,303 | 2 |
| Lafayette | 58,012 | 0 | 0 | 0 | 58,012 | 51,506 | 0 |
| Lake | 0 | 1,148,903 | 371,295 | 0 | 1,520,198 | 1,198,009 | 41 |

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

2017-18 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 | 1,488,918 | 0 | 444,362 | 0 | 1,933,280 | 1,604,621 | 0 |
| Leon | 41,380 | 476,948 | 0 | 0 | 518,328 | 367,904 | 0 |
| Levy | 952,783 | 0 | 0 | 0 | 952,783 | 894,173 | 8 |
| Liberty | 333,651 | 0 | 0 | 0 | 333,651 | 316,182 | 1 |
| Madison | 343,956 | 0 | 0 | 0 | 343,956 | 257,977 | 1 |
| Manatee | 804,451 | 0 | 276,109 | 0 | 1,080,560 | 856,377 | 119 |
| Marion | 960,993 | 0 | 156,571 | 0 | 1,117,564 | 954,320 | 33 |
| Martin | 0 | 120,872 | 392,662 | 0 | 513,534 | 406,071 | 0 |
| Miami-Dade | 2 | 0 | 3,273,427 | 0 | 3,273,429 | 2,901,008 | 40 |
| Monroe | 116,988 | 44,198 | 293,817 | 0 | 455,003 | 342,035 | 8 |
| Nassau | 500,869 | 0 | 0 | 0 | 500,869 | 479,874 | 11 |
| Okaloosa | 0 | 1,389,339 | 0 | 0 | 1,389,339 | 1,163,664 | 45 |
| Okeechobee | 0 | 161,525 | 0 | 0 | 161,525 | 123,912 | 2 |
| Orange | 0 | 6,808,666 | 1,752,718 | 0 | 8,561,384 | 6,362,014 | 236 |
| Osceola | 0 | 1,647,258 | 424,045 | 0 | 2,071,303 | 1,539,197 | 57 |
| Palm Beach | 11,007,774 | 0 | 0 | 0 | 11,007,774 | 10,143,445 | 471 |
| Pasco | 532,592 | 52,977 | 473,446 | 12,049 | 1,071,064 | 716,690 | 13 |
| Pinellas | 2 | 5,998,216 | 787,402 | 0 | 6,785,620 | 5,892,977 | 122 |
| Polk | 889,500 | 0 | 485,899 | 0 | 1,375,399 | 901,693 | 53 |
| Putnam | 1,011,130 | 0 | 0 | 0 | 1,011,130 | 808,904 | 14 |
| Saint Johns | 1,166,609 | 0 | 0 | 0 | 1,166,609 | 1,137,669 | 8 |
| Saint Lucie | 0 | 793,748 | 601,134 | 0 | 1,394,882 | 1,225,574 | 26 |
| Santa Rosa | 410,250 | 0 | 0 | 0 | 410,250 | 306,768 | 5 |
| Sarasota | 0 | 1,619,150 | 213,921 | 0 | 1,833,071 | 1,551,608 | 7 |
| Seminole | 0 | 2,525,795 | 650,202 | 0 | 3,175,997 | 2,360,102 | 88 |
| Sumter | 0 | 416,441 | 31,653 | 0 | 448,094 | 357,633 | 7 |
| Suwannee | 102,072 | 0 | 65,481 | 0 | 167,553 | 130,899 | 0 |
| Taylor | 197,929 | 0 | 0 | 0 | 197,929 | 170,219 | 1 |
| Union | 130,369 | 0 | 0 | 0 | 130,369 | 112,381 | 4 |
| Volusia | 1,875,759 | 819,883 | 221,158 | 0 | 2,916,800 | 2,526,128 | 201 |
| Wakulla | 296,837 | 0 | 0 | 0 | 296,837 | 169,952 | 0 |
| Walton | 530,157 | 3,564 | 0 | 0 | 533,721 | 392,041 | 0 |
| Washington | 358,799 | 651 | 0 | 0 | 359,450 | 266,900 | 2 |
| Totals | 36,038,110 | 44,774,022 | 18,203,240 | 42,223 | 99,057,595 | 82,615,994 | 2,592 |

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

2017-18 Summary of Vehicle Information

| County | Number of Accidents | Number of Chargeable | Total Number of Vehicles | Total Number of W/C Accessible | Total Number of Stretcher Equipped | Percentage of W/C Accessible Vehicles | Percentage of Stretcher Equipped |
|--------------|---------------------|----------------------|--------------------------|--------------------------------|------------------------------------|---------------------------------------|----------------------------------|
| Alachua | 12 | 8 | 32 | 30 | 0 | 93% | 0% |
| Baker | 0 | 0 | 26 | 26 | 0 | 100% | 0% |
| Bay | 8 | 4 | 26 | 26 | 0 | 100% | 0% |
| Bradford | 1 | 1 | 9 | 9 | 0 | 100% | 0% |
| Brevard | 14 | 6 | 188 | 92 | 0 | 48% | 0% |
| Broward | 150 | 60 | 505 | 375 | 0 | 74% | 0% |
| Calhoun | 0 | 0 | 14 | 5 | 1 | 35% | 7% |
| Charlotte | 4 | 0 | 43 | 37 | 0 | 86% | 0% |
| Citrus | 9 | 3 | 67 | 37 | 0 | 55% | 0% |
| Clay | 7 | 2 | 46 | 35 | 0 | 76% | 0% |
| Collier | 18 | 9 | 29 | 29 | 0 | 100% | 0% |
| Columbia | 1 | 1 | 25 | 21 | 0 | 84% | 0% |
| Desoto | 1 | 0 | 15 | 8 | 0 | 53% | 0% |
| Dixie | 0 | 0 | 7 | 7 | 0 | 100% | 0% |
| Duval | 10 | 9 | 97 | 97 | 0 | 100% | 0% |
| Escambia | 4 | 3 | 28 | 28 | 0 | 100% | 0% |
| Flagler | 0 | 0 | 34 | 32 | 0 | 94% | 0% |
| Franklin | 0 | 0 | 8 | 6 | 0 | 75% | 0% |
| Gadsden | 0 | 0 | 20 | 19 | 0 | 95% | 0% |
| Gilchrist | 1 | 0 | 9 | 9 | 1 | 100% | 11% |
| Glades | 1 | 1 | 5 | 5 | 0 | 100% | 0% |
| Gulf | 0 | 0 | 16 | 10 | 0 | 62% | 0% |
| Hamilton | 0 | 0 | 7 | 6 | 0 | 85% | 0% |
| Hardee | 2 | 0 | 13 | 6 | 0 | 46% | 0% |
| Hendry | 4 | 0 | 13 | 13 | 0 | 100% | 0% |
| Hernando | 1 | 0 | 16 | 16 | 0 | 100% | 0% |
| Highlands | 4 | 2 | 51 | 43 | 1 | 84% | 1% |
| Hillsborough | 96 | 12 | 271 | 148 | 0 | 54% | 0% |
| Holmes | 0 | 0 | 18 | 9 | 1 | 50% | 5% |
| Indian River | 0 | 0 | 62 | 47 | 0 | 75% | 0% |
| Jackson | 2 | 1 | 24 | 10 | 1 | 41% | 4% |
| Jefferson | 0 | 0 | 10 | 10 | 0 | 100% | 0% |
| Lafayette | 0 | 0 | 4 | 4 | 0 | 100% | 0% |
| Lake | 23 | 7 | 75 | 49 | 0 | 65% | 0% |

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

2017-18 Summary of Vehicle Information

| County | Number of Accidents | Chargeable Accidents | Total Number of Vehicles | W/C Accessible Vehicles | Stretcher Equipped Vehicles | Percentage of W/C Accessible Vehicles | Stretcher Equipped Vehicles |
|---------------|---------------------|----------------------|--------------------------|-------------------------|-----------------------------|---------------------------------------|-----------------------------|
| Lee | 45 | 5 | 45 | 43 | 1 | 95% | 2% |
| Leon | 0 | 0 | 14 | 14 | 0 | 100% | 0% |
| Levy | 2 | 0 | 16 | 16 | 0 | 100% | 0% |
| Liberty | 1 | 0 | 19 | 8 | 0 | 42% | 0% |
| Madison | 0 | 0 | 10 | 10 | 0 | 100% | 0% |
| Manatee | 50 | 20 | 82 | 63 | 0 | 76% | 0% |
| Marion | 13 | 0 | 41 | 41 | 0 | 100% | 0% |
| Martin | 1 | 0 | 16 | 7 | 0 | 43% | 0% |
| Miami-Dade | 25 | 10 | 307 | 127 | 0 | 41% | 0% |
| Monroe | 12 | 2 | 60 | 31 | 1 | 51% | 1% |
| Nassau | 4 | 2 | 25 | 25 | 0 | 100% | 0% |
| Okaloosa | 27 | 14 | 36 | 33 | 0 | 91% | 0% |
| Okeechobee | 1 | 0 | 8 | 6 | 0 | 75% | 0% |
| Orange | 217 | 48 | 246 | 170 | 0 | 69% | 0% |
| Osceola | 53 | 12 | 60 | 41 | 0 | 68% | 0% |
| Palm Beach | 379 | 105 | 238 | 238 | 0 | 100% | 0% |
| Pasco | 2 | 2 | 46 | 16 | 0 | 34% | 0% |
| Pinellas | 35 | 17 | 238 | 122 | 0 | 51% | 0% |
| Polk | 78 | 29 | 122 | 102 | 0 | 83% | 0% |
| Putnam | 5 | 2 | 34 | 32 | 2 | 94% | 5% |
| Saint Johns | 8 | 1 | 47 | 43 | 2 | 91% | 4% |
| Saint Lucie | 4 | 1 | 195 | 100 | 0 | 51% | 0% |
| Santa Rosa | 2 | 1 | 15 | 9 | 0 | 60% | 0% |
| Sarasota | 38 | 24 | 65 | 53 | 0 | 81% | 0% |
| Seminole | 80 | 18 | 91 | 63 | 0 | 69% | 0% |
| Sumter | 9 | 7 | 22 | 22 | 0 | 100% | 0% |
| Suwannee | 3 | 0 | 13 | 9 | 0 | 69% | 0% |
| Taylor | 1 | 1 | 7 | 7 | 0 | 100% | 0% |
| Union | 0 | 0 | 7 | 6 | 0 | 85% | 0% |
| Volusia | 10 | 6 | 123 | 103 | 0 | 83% | 0% |
| Wakulla | 1 | 1 | 9 | 5 | 1 | 55% | 11% |
| Walton | 0 | 0 | 20 | 10 | 0 | 50% | 0% |
| Washington | 1 | 0 | 15 | 10 | 1 | 66% | 6% |
| Totals | 1,480 | 457 | 4,105 | 2,889 | 13 | 78% | 1% |

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

2017-18 Revenue Summary

| County | CTD | FDOT | DCF | APD | AHCA | DOH | DOE | DOEA |
|--------------|-------------|-------------|-----------|-----------|-----------|-------|-----------|-------------|
| Alachua | \$780,572 | \$0 | \$0 | \$0 | \$24,236 | \$0 | \$0 | \$16,335 |
| Baker | \$331,084 | \$247,677 | \$0 | \$0 | \$270,452 | \$0 | \$0 | \$0 |
| Bay | \$466,058 | \$225,000 | \$0 | \$575,222 | \$103,672 | \$0 | \$0 | \$58,904 |
| Bradford | \$263,927 | \$106,536 | \$0 | \$136,093 | \$101,227 | \$0 | \$0 | \$19,445 |
| Brevard | \$1,432,945 | \$2,640,981 | \$0 | \$235,268 | \$0 | \$0 | \$10,460 | \$56,730 |
| Broward | \$3,890,998 | \$0 | \$44,383 | \$547,047 | \$504,849 | \$0 | \$503,958 | \$1,013,362 |
| Calhoun | \$123,501 | \$103,913 | \$0 | \$27,378 | \$287,403 | \$0 | \$0 | \$6,654 |
| Charlotte | \$440,289 | \$135,355 | \$0 | \$0 | \$0 | \$0 | \$0 | \$60,932 |
| Citrus | \$388,245 | \$896,921 | \$0 | \$340,508 | \$0 | \$0 | \$0 | \$0 |
| Clay | \$658,340 | \$336,018 | \$0 | \$155,154 | \$495,328 | \$0 | \$13,068 | \$0 |
| Collier | \$647,818 | \$288,176 | \$0 | \$0 | \$0 | \$0 | \$0 | \$10,786 |
| Columbia | \$558,197 | \$382,836 | \$0 | \$39,513 | \$3,117 | \$0 | \$660 | \$67,278 |
| Desoto | \$223,902 | \$116,733 | \$0 | \$0 | \$0 | \$0 | \$651 | \$0 |
| Dixie | \$199,909 | \$71,044 | \$0 | \$0 | \$148,033 | \$0 | \$0 | \$6,863 |
| Duval | \$1,702,908 | \$574,763 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| Escambia | \$589,116 | \$353,075 | \$0 | \$0 | \$15,903 | \$0 | \$8,792 | \$35,042 |
| Flagler | \$436,919 | \$464,414 | \$0 | \$0 | \$0 | \$0 | \$0 | \$86,000 |
| Franklin | \$184,532 | \$72,420 | \$0 | \$0 | \$73,145 | \$0 | \$0 | \$0 |
| Gadsden | \$423,468 | \$511,851 | \$0 | \$79,178 | \$592,164 | \$839 | \$780 | \$0 |
| Gilchrist | \$150,770 | \$73,857 | \$0 | \$0 | \$98,520 | \$0 | \$0 | \$0 |
| Glades | \$166,458 | \$14,803 | \$0 | \$49,640 | \$37,038 | \$0 | \$0 | \$0 |
| Gulf | \$275,344 | \$114,032 | \$0 | \$43,304 | \$99,504 | \$0 | \$0 | \$12,483 |
| Hamilton | \$169,847 | \$131,284 | \$0 | \$13,171 | \$0 | \$0 | \$0 | \$0 |
| Hardee | \$86,908 | \$107,253 | \$0 | \$45,140 | \$14,637 | \$0 | \$0 | \$0 |
| Hendry | \$409,373 | \$132,576 | \$0 | \$68,641 | \$2,240 | \$0 | \$0 | \$0 |
| Hernando | \$736,581 | \$129,655 | \$0 | \$4,598 | \$513,363 | \$0 | \$26,882 | \$26,456 |
| Highlands | \$922,133 | \$546,030 | \$0 | \$65,026 | \$196,229 | \$0 | \$103 | \$23,899 |
| Hillsborough | \$2,331,636 | \$178,792 | \$592,416 | \$849,851 | \$0 | \$0 | \$0 | \$578,411 |
| Holmes | \$243,933 | \$162,871 | \$0 | \$31,073 | \$267,120 | \$0 | \$418 | \$6,655 |
| Indian River | \$386,973 | \$1,062,265 | \$0 | \$172,728 | \$0 | \$0 | \$0 | \$0 |
| Jackson | \$424,634 | \$485,622 | \$0 | \$146,119 | \$583,741 | \$0 | \$0 | \$54,347 |
| Jefferson | \$224,741 | \$171,716 | \$0 | \$19,860 | \$251,633 | \$614 | \$327 | \$0 |
| Lafayette | \$209,932 | \$40,317 | \$0 | \$0 | \$19,582 | \$0 | \$0 | \$4,480 |
| Lake | \$889,355 | \$2,771,365 | \$0 | \$442,502 | \$57,973 | \$0 | \$0 | \$109,905 |

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

2017-18 Revenue Summary

| County | CTD | FDOT | DCF | APD | AHCA | DOH | DOE | DOEA |
|---------------|---------------------|---------------------|--------------------|---------------------|--------------------|------------------|------------------|--------------------|
| Lee | \$1,256,234 | \$668,408 | \$0 | \$408,135 | \$801,578 | \$58 | \$0 | \$83,666 |
| Leon | \$491,708 | \$233,630 | \$0 | \$233,656 | \$0 | \$0 | \$0 | \$0 |
| Levy | \$436,974 | \$265,268 | \$0 | \$82,999 | \$20,743 | \$0 | \$0 | \$17,886 |
| Liberty | \$232,834 | \$50,768 | \$0 | \$0 | \$168,421 | \$0 | \$0 | \$7,600 |
| Madison | \$170,223 | \$188,670 | \$0 | \$37,328 | \$265,995 | \$0 | \$134 | \$0 |
| Manatee | \$525,934 | \$1,318,547 | \$0 | \$383,137 | \$32,816 | \$0 | \$466 | \$180,008 |
| Marion | \$827,195 | \$787,327 | \$0 | \$209,116 | \$170,096 | \$0 | \$0 | \$0 |
| Martin | \$404,412 | \$47,902 | \$9,438 | \$386,996 | \$0 | \$0 | \$28,985 | \$0 |
| Miami-Dade | \$4,261,302 | \$568,290 | \$1,316,271 | \$728,552 | \$823,847 | \$0 | \$127,688 | \$1,039,932 |
| Monroe | \$300,596 | \$0 | \$0 | \$91,602 | \$404,443 | \$0 | \$0 | \$0 |
| Nassau | \$338,807 | \$667,638 | \$0 | \$0 | \$10,572 | \$0 | \$0 | \$61,833 |
| Okaloosa | \$464,700 | \$1,456,690 | \$0 | \$0 | \$467,460 | \$0 | \$699 | \$38,878 |
| Okeechobee | \$129,859 | \$210,423 | \$0 | \$0 | \$0 | \$0 | \$0 | \$7,686 |
| Orange | \$2,386,541 | \$0 | \$0 | \$974,941 | \$221,483 | \$0 | \$0 | \$653,249 |
| Osceola | \$577,389 | \$0 | \$0 | \$235,873 | \$53,585 | \$0 | \$0 | \$158,044 |
| Palm Beach | \$3,492,821 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$322,000 |
| Pasco | \$796,472 | \$695,501 | \$61,062 | \$133,084 | \$102,308 | \$0 | \$10,803 | \$272,391 |
| Pinellas | \$3,793,232 | \$1,140,148 | \$653,229 | \$1,130,492 | \$106,057 | \$0 | \$25,657 | \$635,883 |
| Polk | \$979,398 | \$1,568,929 | \$26,032 | \$170,138 | \$4,131 | \$1,537 | \$58,637 | \$150,045 |
| Putnam | \$438,696 | \$954,863 | \$0 | \$323,775 | \$417,215 | \$0 | \$0 | \$0 |
| Saint Johns | \$676,761 | \$2,155,286 | \$0 | \$0 | \$56,691 | \$0 | \$0 | \$0 |
| Saint Lucie | \$814,308 | \$1,217,792 | \$917,054 | \$262,063 | \$0 | \$17,715 | \$0 | \$60,000 |
| Santa Rosa | \$364,030 | \$94,588 | \$0 | \$116,950 | \$155,590 | \$0 | \$23 | \$0 |
| Sarasota | \$954,893 | \$0 | \$0 | \$214,763 | \$0 | \$0 | \$0 | \$0 |
| Seminole | \$885,330 | \$0 | \$0 | \$361,672 | \$82,163 | \$0 | \$0 | \$242,334 |
| Sumter | \$401,433 | \$321,591 | \$0 | \$105,582 | \$0 | \$0 | \$0 | \$24,558 |
| Suwannee | \$129,407 | \$97,262 | \$0 | \$99,617 | \$0 | \$352 | \$0 | \$0 |
| Taylor | \$232,912 | \$137,599 | \$0 | \$8,632 | \$193,934 | \$20 | \$0 | \$0 |
| Union | \$216,677 | \$62,006 | \$0 | \$0 | \$60,334 | \$0 | \$0 | \$4,920 |
| Volusia | \$1,303,986 | \$1,646,206 | \$0 | \$0 | \$0 | \$84,102 | \$40,770 | \$125,110 |
| Wakulla | \$235,120 | \$224,642 | \$0 | \$2,387 | \$76,112 | \$0 | \$0 | \$961 |
| Walton | \$343,694 | \$293,067 | \$0 | \$28,420 | \$159,414 | \$0 | \$40 | \$40,011 |
| Washington | \$314,374 | \$184,345 | \$0 | \$56,754 | \$263,092 | \$0 | \$0 | \$818 |
| Totals | \$50,549,598 | \$30,907,537 | \$3,619,885 | \$10,873,678 | \$9,879,189 | \$105,237 | \$860,001 | \$6,382,780 |

Continued on the next page (Revenue Summary page 2 of 4)

2017-18 Revenue Summary

| County | DCA | WAGES | DJJ | OTHER FED | LOCAL GOVT | LOCAL NON GOVT | FAREBOX | Total |
|--------------|---------|-------|----------|-------------|--------------|----------------|-------------|--------------|
| Alachua | \$0 | \$0 | \$0 | \$0 | \$1,824,755 | \$14,355 | \$122,652 | \$2,782,905 |
| Baker | \$0 | \$0 | \$0 | \$15,378 | \$86,150 | \$170,350 | \$18,657 | \$1,139,748 |
| Bay | \$0 | \$0 | \$0 | \$276,822 | \$100,000 | \$0 | \$40,145 | \$1,845,823 |
| Bradford | \$0 | \$0 | \$0 | \$0 | \$0 | \$29,325 | \$0 | \$656,553 |
| Brevard | \$0 | \$0 | \$0 | \$0 | \$737,541 | \$133,117 | \$375,614 | \$5,622,656 |
| Broward | \$0 | \$0 | \$0 | \$68,066 | \$25,291,419 | \$1,633,949 | \$1,105,458 | \$34,603,489 |
| Calhoun | \$0 | \$0 | \$0 | \$4,409 | \$14,168 | \$5,123 | \$7,489 | \$580,038 |
| Charlotte | \$0 | \$0 | \$0 | \$0 | \$872,818 | \$1,000 | \$58,809 | \$1,569,203 |
| Citrus | \$0 | \$0 | \$0 | \$0 | \$473,194 | \$3,208 | \$33,166 | \$2,135,242 |
| Clay | \$0 | \$0 | \$73,177 | \$9,872 | \$375,785 | \$74,773 | \$64,013 | \$2,255,528 |
| Collier | \$0 | \$0 | \$0 | \$246,978 | \$2,928,929 | \$594,573 | \$213,816 | \$4,931,076 |
| Columbia | \$0 | \$0 | \$0 | \$14,002 | \$65,913 | \$31,178 | \$25,497 | \$1,188,191 |
| Desoto | \$0 | \$0 | \$0 | \$0 | \$13,859 | \$0 | \$14,902 | \$370,047 |
| Dixie | \$0 | \$0 | \$0 | \$0 | \$0 | \$22,212 | \$0 | \$448,061 |
| Duval | \$0 | \$0 | \$0 | \$0 | \$10,645,556 | \$0 | \$1,036,759 | \$13,959,986 |
| Escambia | \$0 | \$0 | \$0 | \$0 | \$1,611,491 | \$0 | \$369,687 | \$2,983,106 |
| Flagler | \$0 | \$0 | \$0 | \$0 | \$394,228 | \$0 | \$87,300 | \$1,468,861 |
| Franklin | \$0 | \$0 | \$0 | \$2,119 | \$9,239 | \$1,750 | \$7,552 | \$350,757 |
| Gadsden | \$0 | \$0 | \$0 | \$0 | \$167,519 | \$38,037 | \$105,689 | \$1,919,525 |
| Gilchrist | \$0 | \$0 | \$0 | \$0 | \$0 | \$16,752 | \$0 | \$339,899 |
| Glades | \$0 | \$0 | \$0 | \$0 | \$20,000 | \$28,316 | \$2,962 | \$319,217 |
| Gulf | \$0 | \$0 | \$0 | \$6,975 | \$24,630 | \$31,902 | \$10,573 | \$618,747 |
| Hamilton | \$0 | \$0 | \$0 | \$5,112 | \$12,884 | \$34,951 | \$8,499 | \$375,748 |
| Hardee | \$0 | \$0 | \$0 | \$0 | \$9,669 | \$330,524 | \$4,205 | \$598,336 |
| Hendry | \$0 | \$0 | \$0 | \$1 | \$46,574 | \$135,538 | \$9,197 | \$804,140 |
| Hernando | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$75,211 | \$1,512,746 |
| Highlands | \$0 | \$0 | \$0 | \$1,563 | \$49,662 | \$0 | \$27,666 | \$1,832,311 |
| Hillsborough | \$0 | \$0 | \$24,371 | \$2,410,817 | \$8,965,142 | \$108,849 | \$1,032,029 | \$17,072,314 |
| Holmes | \$0 | \$0 | \$0 | \$23,555 | \$536 | \$297 | \$22,454 | \$758,912 |
| Indian River | \$0 | \$0 | \$0 | \$0 | \$354,774 | \$5,000 | \$8,913 | \$1,990,653 |
| Jackson | \$1,977 | \$0 | \$0 | \$0 | \$21,800 | \$2,475 | \$43,444 | \$1,764,159 |
| Jefferson | \$0 | \$0 | \$0 | \$0 | \$0 | \$2,010 | \$30,661 | \$701,562 |
| Lafayette | \$0 | \$0 | \$0 | \$0 | \$0 | \$16,280 | \$0 | \$290,591 |
| Lake | \$0 | \$0 | \$0 | \$0 | \$1,163,760 | \$214,494 | \$117,945 | \$5,767,299 |

Continued on the next page (Revenue Summary page 3 of 4)

2017-18 Revenue Summary

| County | DCA | WAGES | DJJ | OTHER FED | LOCAL GOVT | LOCAL NON GOVT | FAREBOX | Total |
|---------------|-----------------|------------|------------------|---------------------|----------------------|---------------------|---------------------|----------------------|
| Lee | \$0 | \$0 | \$0 | \$189,638 | \$216,080 | \$1,250,681 | \$22,451 | \$4,896,929 |
| Leon | \$0 | \$0 | \$0 | \$0 | \$264,010 | \$0 | \$56,807 | \$1,279,811 |
| Levy | \$0 | \$0 | \$0 | \$0 | \$74,593 | \$0 | \$43,156 | \$941,619 |
| Liberty | \$0 | \$0 | \$0 | \$0 | \$57,032 | \$468 | \$0 | \$517,123 |
| Madison | \$0 | \$0 | \$0 | \$0 | \$16,780 | \$4,800 | \$27,083 | \$711,013 |
| Manatee | \$0 | \$0 | \$0 | \$0 | \$1,787,447 | \$124,366 | \$449,270 | \$4,801,991 |
| Marion | \$0 | \$0 | \$0 | \$0 | \$1,249,909 | \$333,724 | \$97,573 | \$3,674,940 |
| Martin | \$0 | \$0 | \$0 | \$102,296 | \$44,936 | \$0 | \$0 | \$1,024,965 |
| Miami-Dade | \$0 | \$0 | \$85,445 | \$4,554,260 | \$1,199,885 | \$4,603,050 | \$0 | \$19,308,522 |
| Monroe | \$0 | \$0 | \$0 | \$0 | \$1,024,462 | \$20,896 | \$8,365 | \$1,850,364 |
| Nassau | \$0 | \$0 | \$0 | \$0 | \$10,000 | \$43,800 | \$16,462 | \$1,149,112 |
| Okaloosa | \$0 | \$0 | \$0 | \$0 | \$73,515 | \$0 | \$116,338 | \$2,618,280 |
| Okeechobee | \$0 | \$0 | \$0 | \$0 | \$14,428 | \$0 | \$16,287 | \$378,683 |
| Orange | \$17,188 | \$0 | \$0 | \$2,147,724 | \$6,673,618 | \$1,750,351 | \$1,391,617 | \$16,216,712 |
| Osceola | \$4,159 | \$0 | \$0 | \$519,610 | \$1,614,584 | \$423,471 | \$336,682 | \$3,923,397 |
| Palm Beach | \$0 | \$0 | \$0 | \$0 | \$25,377,427 | \$0 | \$2,712,117 | \$31,904,365 |
| Pasco | \$0 | \$0 | \$0 | \$154,450 | \$613,822 | \$570,637 | \$77,507 | \$3,488,037 |
| Pinellas | \$0 | \$0 | \$0 | \$366,102 | \$6,705,719 | \$2,577,998 | \$812,615 | \$17,947,132 |
| Polk | \$15,671 | \$0 | \$29,666 | \$79,790 | \$1,715,005 | \$605,207 | \$220,617 | \$5,624,803 |
| Putnam | \$0 | \$0 | \$0 | \$71,448 | \$44,400 | \$39,903 | \$70,307 | \$2,360,607 |
| Saint Johns | \$0 | \$0 | \$0 | \$0 | \$276,489 | \$125,010 | \$153,103 | \$3,443,340 |
| Saint Lucie | \$0 | \$0 | \$0 | \$171,944 | \$1,527,659 | \$102,191 | \$15,787 | \$5,106,513 |
| Santa Rosa | \$0 | \$0 | \$0 | \$10,148 | \$18,000 | \$30,690 | \$11,918 | \$801,937 |
| Sarasota | \$0 | \$0 | \$0 | \$0 | \$5,298,202 | \$55,454 | \$441,593 | \$6,964,905 |
| Seminole | \$6,377 | \$0 | \$0 | \$796,737 | \$2,475,696 | \$653,518 | \$516,245 | \$6,020,072 |
| Sumter | \$0 | \$0 | \$0 | \$0 | \$638,651 | \$36,290 | \$78,862 | \$1,606,967 |
| Suwannee | \$0 | \$0 | \$0 | \$3,112 | \$39,914 | \$15,166 | \$6,475 | \$391,305 |
| Taylor | \$0 | \$0 | \$0 | \$0 | \$47,040 | \$4,969 | \$29,799 | \$654,905 |
| Union | \$0 | \$0 | \$0 | \$0 | \$0 | \$17,030 | \$0 | \$360,967 |
| Volusia | \$0 | \$0 | \$0 | \$8,211 | \$2,529,665 | \$347,701 | \$482,610 | \$6,568,361 |
| Wakulla | \$0 | \$0 | \$0 | \$0 | \$63,063 | \$0 | \$39,765 | \$642,050 |
| Walton | \$0 | \$0 | \$0 | \$22,539 | \$44,695 | \$3,405 | \$25,790 | \$961,075 |
| Washington | \$0 | \$0 | \$0 | \$6,549 | \$3,786 | \$297 | \$16,053 | \$846,068 |
| Totals | \$45,372 | \$0 | \$212,659 | \$12,290,227 | \$118,022,507 | \$17,421,411 | \$13,374,218 | \$274,544,299 |

(Revenue Summary page 4 of 4)

2017-18 Expense Summary

| County | Labor | Fringe Benefits | Services | Materials and Supplies | Utilities | Insurance | Taxes | Bus Pass Expenses |
|--------------|--------------|-----------------|-------------|------------------------|-----------|-------------|-----------|-------------------|
| Alachua | \$1,435,686 | \$38,886 | \$128,720 | \$409,769 | \$65,564 | \$273,131 | \$4,942 | \$47,565 |
| Baker | \$500,380 | \$135,769 | \$32,570 | \$193,112 | \$14,371 | \$61,007 | \$514 | \$0 |
| Bay | \$563,343 | \$89,272 | \$70,151 | \$61,991 | \$59,580 | \$56,905 | \$0 | \$0 |
| Bradford | \$235,591 | \$115,310 | \$24,213 | \$109,968 | \$14,686 | \$58,658 | \$498 | \$0 |
| Brevard | \$1,198,886 | \$318,618 | \$1,210,312 | \$617,318 | \$23,998 | \$83,149 | \$3,233 | \$11,144 |
| Broward | \$18,099,319 | \$2,208,809 | \$4,060,458 | \$2,231,337 | \$427,232 | \$2,161,355 | \$560,899 | \$1,444,962 |
| Calhoun | \$364,213 | \$95,581 | \$20,961 | \$60,301 | \$15,226 | \$32,298 | \$0 | \$0 |
| Charlotte | \$230,676 | \$114,455 | \$70,492 | \$154,849 | \$10,083 | \$23,947 | \$0 | \$0 |
| Citrus | \$957,817 | \$331,872 | \$138,195 | \$378,506 | \$930 | \$102,258 | \$1,431 | \$0 |
| Clay | \$1,302,641 | \$263,348 | \$119,620 | \$361,341 | \$79,263 | \$150,862 | \$874 | \$0 |
| Collier | \$1,638,181 | \$305,406 | \$1,405,561 | \$766,405 | \$35,986 | \$136,200 | \$33,826 | \$0 |
| Columbia | \$643,329 | \$138,945 | \$40,136 | \$175,628 | \$27,141 | \$83,886 | \$191 | \$0 |
| Desoto | \$25,938 | \$2,869 | \$1,387 | \$10,040 | \$4,329 | \$6,333 | \$2,558 | \$0 |
| Dixie | \$123,087 | \$57,639 | \$18,117 | \$57,429 | \$10,045 | \$15,830 | \$344 | \$0 |
| Duval | \$1,590,811 | \$725,885 | \$560,503 | \$2,001,767 | \$12,731 | \$9,633 | \$0 | \$0 |
| Escambia | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| Flagler | \$750,449 | \$354,545 | \$121,472 | \$202,400 | \$11,000 | \$21,765 | \$0 | \$0 |
| Franklin | \$162,937 | \$31,860 | \$8,346 | \$31,156 | \$4,633 | \$20,130 | \$138 | \$0 |
| Gadsden | \$853,139 | \$348,197 | \$49,865 | \$328,091 | \$14,572 | \$92,762 | \$680 | \$0 |
| Gilchrist | \$123,556 | \$59,715 | \$17,997 | \$56,383 | \$10,733 | \$15,850 | \$192 | \$0 |
| Glades | \$113,324 | \$41,506 | \$2,943 | \$44,834 | \$618 | \$18,784 | \$0 | \$0 |
| Gulf | \$287,442 | \$63,110 | \$32,922 | \$47,944 | \$9,318 | \$32,922 | \$346 | \$0 |
| Hamilton | \$199,265 | \$42,576 | \$13,379 | \$58,542 | \$9,047 | \$21,961 | \$64 | \$0 |
| Hardee | \$231,953 | \$43,705 | \$19,044 | \$23,502 | \$2,610 | \$25,713 | \$2,281 | \$0 |
| Hendry | \$453,306 | \$131,958 | \$9,736 | \$145,202 | \$3,135 | \$65,433 | \$111 | \$0 |
| Hernando | \$476,917 | \$158,983 | \$11,695 | \$267,343 | \$31,004 | \$101,332 | \$4,008 | \$0 |
| Highlands | \$246,107 | \$38,306 | \$10,993 | \$76,092 | \$24,816 | \$64,311 | \$13,713 | \$0 |
| Hillsborough | \$9,915,377 | \$2,741,009 | \$879,948 | \$1,227,678 | \$234,646 | \$870,862 | \$2,108 | \$792,401 |
| Holmes | \$339,166 | \$74,176 | \$10,955 | \$138,743 | \$17,850 | \$64,170 | \$265 | \$0 |
| Indian River | \$859,083 | \$160,088 | \$286,791 | \$217,202 | \$16,719 | \$95,008 | \$5,839 | \$0 |
| Jackson | \$792,906 | \$278,462 | \$19,092 | \$163,679 | \$27,913 | \$98,065 | \$616 | \$0 |
| Jefferson | \$263,786 | \$120,483 | \$19,975 | \$119,975 | \$8,984 | \$39,416 | \$78 | \$0 |
| Lafayette | \$69,593 | \$34,287 | \$7,454 | \$93,111 | \$6,211 | \$9,862 | \$133 | \$0 |
| Lake | \$394,502 | \$65,733 | \$895,364 | \$600,825 | \$16,717 | \$98,478 | \$1,789 | \$0 |

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

2017-18 Expense Summary

| County | Labor | Fringe Benefits | Services | Materials and Supplies | Utilities | Insurance | Taxes | Bus Pass Expenses |
|--------------|---------------------|---------------------|---------------------|------------------------|--------------------|---------------------|------------------|--------------------|
| Lee | \$2,620,570 | \$758,850 | \$141,180 | \$802,518 | \$15,650 | \$439,182 | \$22,880 | \$0 |
| Leon | \$170,836 | \$53,251 | \$0 | \$0 | \$59,742 | \$0 | \$0 | \$121,965 |
| Levy | \$396,249 | \$192,954 | \$27,918 | \$170,392 | \$5,647 | \$0 | \$0 | \$0 |
| Liberty | \$213,235 | \$99,735 | \$33,701 | \$36,142 | \$21,509 | \$28,829 | \$0 | \$0 |
| Madison | \$350,494 | \$152,190 | \$19,975 | \$110,865 | \$7,130 | \$36,492 | \$2 | \$0 |
| Manatee | \$2,013,032 | \$605,718 | \$787,470 | \$429,726 | \$49,997 | \$191,339 | \$2,108 | \$8,580 |
| Marion | \$1,574,722 | \$422,574 | \$427,256 | \$500,042 | \$36,309 | \$150,319 | \$1,283 | \$0 |
| Martin | \$289,676 | \$25,174 | \$135,423 | \$28,945 | \$8,232 | \$72,625 | \$11,679 | \$50 |
| Miami-Dade | \$6,672,090 | \$1,546,136 | \$876,043 | \$1,001,493 | \$318,280 | \$1,329,417 | \$39,458 | \$4,734,776 |
| Monroe | \$744,368 | \$282,694 | \$199,859 | \$123,394 | \$5,150 | \$118,963 | \$27 | \$8,943 |
| Nassau | \$499,971 | \$7,200 | \$38,437 | \$247,396 | \$19,317 | \$71,437 | \$0 | \$0 |
| Okaloosa | \$98,477 | \$11,605 | \$0 | \$388,713 | \$31,284 | \$0 | \$0 | \$0 |
| Okeechobee | \$26,537 | \$2,935 | \$1,419 | \$10,272 | \$4,429 | \$6,479 | \$2,617 | \$0 |
| Orange | \$2,490,742 | \$513,882 | \$411,082 | \$1,953,657 | \$61,410 | \$256,741 | \$65,579 | \$1 |
| Osceola | \$602,600 | \$124,327 | \$99,455 | \$472,659 | \$14,857 | \$62,115 | \$15,866 | \$1 |
| Palm Beach | \$2,725,379 | \$1,893,092 | \$53,150 | \$22,376 | \$127,527 | \$0 | \$0 | \$1,105,606 |
| Pasco | \$1,438,187 | \$478,908 | \$27,002 | \$1,044,916 | \$20,665 | \$181,055 | \$9,206 | \$15,877 |
| Pinellas | \$9,171,184 | \$1,651,235 | \$902,736 | \$1,562,965 | \$112,258 | \$869,221 | \$3,473 | \$1,401,811 |
| Polk | \$3,015,502 | \$1,145,662 | \$176,244 | \$847,029 | \$60,539 | \$91,625 | \$26,923 | \$11,572 |
| Putnam | \$1,249,043 | \$340,807 | \$193,415 | \$399,476 | \$32,238 | \$255,215 | \$2,820 | \$0 |
| Saint Johns | \$2,011,181 | \$289,752 | \$71,907 | \$597,517 | \$35,401 | \$359,893 | \$0 | \$0 |
| Saint Lucie | \$2,262,799 | \$696,777 | \$845,156 | \$365,171 | \$50,040 | \$738,119 | \$7 | \$1 |
| Santa Rosa | \$448,909 | \$102,885 | \$8,277 | \$173,501 | \$19,639 | \$59,264 | \$60 | \$0 |
| Sarasota | \$423,410 | \$68,913 | \$38,752 | \$87,195 | \$10,785 | \$46,960 | \$1,923 | \$23,654 |
| Seminole | \$923,985 | \$190,634 | \$152,499 | \$724,743 | \$22,781 | \$95,243 | \$24,328 | \$1 |
| Sumter | \$63,881 | \$14,131 | \$9,815 | \$131,672 | \$1,999 | \$31,070 | \$0 | \$0 |
| Suwannee | \$199,672 | \$39,089 | \$10,732 | \$69,508 | \$6,893 | \$29,018 | \$3,157 | \$0 |
| Taylor | \$320,241 | \$143,502 | \$20,200 | \$69,311 | \$10,779 | \$27,691 | \$2 | \$0 |
| Union | \$124,451 | \$75,640 | \$12,861 | \$128,748 | \$12,583 | \$19,197 | \$281 | \$0 |
| Volusia | \$2,223,372 | \$890,737 | \$323,417 | \$965,982 | \$22,826 | \$104,560 | \$0 | \$7,913 |
| Wakulla | \$357,850 | \$64,215 | \$22,400 | \$17,500 | \$12,050 | \$46,203 | \$43,385 | \$0 |
| Walton | \$496,260 | \$127,082 | \$12,360 | \$174,711 | \$34,428 | \$69,289 | \$406 | \$0 |
| Washington | \$336,586 | \$79,793 | \$10,326 | \$124,207 | \$19,919 | \$58,426 | \$205 | \$0 |
| TOTAL | \$91,998,197 | \$22,823,442 | \$16,409,834 | \$25,215,205 | \$2,523,984 | \$10,858,263 | \$919,346 | \$9,736,823 |

Continued on the next page (Expense Summary page 2 of 4)

2017-18 Expense Summary

| County | School Bus | Purchased Service | Miscellaneous Exp | Interest Exp | Leases and Rentals | Depreciation | Contributed Services | Allocated Indirect Exp | Total |
|--------------|------------|-------------------|-------------------|--------------|--------------------|--------------|----------------------|------------------------|--------------|
| Alachua | \$0 | \$0 | \$78,801 | \$21,924 | \$113,558 | \$9,558 | \$0 | \$126,806 | \$2,754,910 |
| Baker | \$0 | \$0 | \$6,005 | \$0 | \$8,576 | \$0 | \$0 | \$0 | \$952,304 |
| Bay | \$0 | \$672,795 | \$1,873 | \$0 | \$3,886 | \$0 | \$0 | \$52,870 | \$1,632,666 |
| Bradford | \$0 | \$0 | \$2,637 | \$0 | \$11,649 | \$5,091 | \$29,325 | \$0 | \$607,626 |
| Brevard | \$0 | \$0 | \$2,498 | \$0 | \$1,210 | \$742,102 | \$0 | \$47,476 | \$4,259,944 |
| Broward | \$0 | \$0 | \$450,319 | \$4,896 | \$553,484 | \$2,812,410 | \$52,270 | \$847,070 | \$35,914,820 |
| Calhoun | \$0 | \$0 | \$2,763 | \$0 | \$0 | \$83,820 | \$0 | \$0 | \$675,163 |
| Charlotte | \$0 | \$662,476 | \$7,159 | \$0 | \$6,564 | \$76,511 | \$0 | \$211,990 | \$1,569,202 |
| Citrus | \$0 | \$0 | \$41,227 | \$0 | \$0 | \$27,356 | \$0 | \$63,143 | \$2,042,735 |
| Clay | \$0 | \$0 | \$54,715 | \$0 | \$0 | \$52,034 | \$111,562 | \$0 | \$2,496,260 |
| Collier | \$0 | \$0 | \$33,069 | \$0 | \$4,640 | \$484,186 | \$0 | \$589,766 | \$5,433,226 |
| Columbia | \$0 | \$0 | \$36,616 | \$1,089 | \$2,099 | \$0 | \$0 | \$0 | \$1,149,060 |
| Desoto | \$0 | \$289,713 | \$2,043 | \$931 | \$2,859 | \$3,753 | \$0 | \$17,290 | \$370,043 |
| Dixie | \$0 | \$150 | \$2,141 | \$0 | \$0 | \$6,433 | \$22,212 | \$0 | \$313,427 |
| Duval | \$0 | \$7,597,458 | \$8,004 | \$0 | \$0 | \$0 | \$0 | \$1,453,194 | \$13,959,986 |
| Escambia | \$0 | \$2,983,108 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$2,983,108 |
| Flagler | \$0 | \$0 | \$0 | \$0 | \$7,230 | \$0 | \$0 | \$0 | \$1,468,861 |
| Franklin | \$0 | \$0 | \$2,370 | \$0 | \$4,589 | \$0 | \$0 | \$0 | \$266,159 |
| Gadsden | \$0 | \$0 | \$40,712 | \$0 | \$46,460 | \$132,939 | \$0 | \$0 | \$1,907,417 |
| Gilchrist | \$0 | \$6,508 | \$1,580 | \$0 | \$0 | \$4,599 | \$16,752 | \$0 | \$313,865 |
| Glades | \$0 | \$0 | \$3,091 | \$3,972 | \$241 | \$22,210 | \$0 | \$0 | \$251,523 |
| Gulf | \$0 | \$0 | \$3,371 | \$4,658 | \$8,333 | \$108,092 | \$9,725 | \$0 | \$608,183 |
| Hamilton | \$0 | \$0 | \$12,205 | \$363 | \$700 | \$0 | \$0 | \$0 | \$358,102 |
| Hardee | \$0 | \$174,229 | \$1,232 | \$561 | \$1,724 | \$8,815 | \$0 | \$62,962 | \$598,331 |
| Hendry | \$0 | \$0 | \$9,928 | \$13,286 | \$767 | \$72,181 | \$0 | \$7,207 | \$912,250 |
| Hernando | \$0 | \$0 | \$115,885 | \$0 | \$767 | \$122,469 | \$0 | \$52,889 | \$1,343,292 |
| Highlands | \$0 | \$1,302,502 | \$10,557 | \$4,471 | \$17,604 | \$67,141 | \$1,200 | \$83,026 | \$1,960,839 |
| Hillsborough | \$0 | \$2,456 | \$20,974 | \$1,501 | \$10,819 | \$340,487 | \$0 | \$122,572 | \$17,162,838 |
| Holmes | \$0 | \$4,748 | \$15,739 | \$0 | \$0 | \$32,721 | \$36 | \$0 | \$698,569 |
| Indian River | \$0 | \$0 | \$18,538 | \$634 | \$4,835 | \$199,578 | \$0 | \$0 | \$1,864,315 |
| Jackson | \$0 | \$0 | \$50,301 | \$0 | \$12,451 | \$236,096 | \$0 | \$0 | \$1,679,581 |
| Jefferson | \$0 | \$0 | \$12,320 | \$0 | \$15,071 | \$49,781 | \$0 | \$0 | \$649,869 |
| Lafayette | \$0 | \$0 | \$1,114 | \$0 | \$0 | \$4,053 | \$15,567 | \$0 | \$241,385 |
| Lake | \$0 | \$2,499,782 | \$5,578 | \$0 | \$10,601 | \$403,465 | \$0 | \$0 | \$4,992,834 |

Continued on the next page (Expense Summary page 3 of 4)

2017-18 Expense Summary

| County | School Bus | Purchased Service | Miscellaneous Exp | Interest Exp | Leases and Rentals | Depreciation | Contributed Services | Allocated Indirect Exp | Total |
|--------------|-----------------|---------------------|--------------------|------------------|--------------------|---------------------|----------------------|------------------------|----------------------|
| Lee | \$0 | \$0 | \$3,450 | \$86,003 | \$5,706 | \$627,188 | \$0 | \$29,806 | \$5,552,983 |
| Leon | \$0 | \$666,250 | \$0 | \$0 | \$63,194 | \$0 | \$0 | \$144,573 | \$1,279,811 |
| Levy | \$0 | \$68,364 | \$3,459 | \$0 | \$0 | \$0 | \$0 | \$0 | \$864,983 |
| Liberty | \$0 | \$0 | \$24,545 | \$0 | \$10,560 | \$24,240 | \$0 | \$0 | \$492,496 |
| Madison | \$0 | \$0 | \$15,158 | \$0 | \$13,871 | \$63,154 | \$0 | \$0 | \$769,331 |
| Manatee | \$0 | \$0 | \$61,561 | \$0 | \$4,670 | \$279,351 | \$0 | \$325,671 | \$4,759,223 |
| Marion | \$0 | \$28,010 | \$19,936 | \$363 | \$15,122 | \$406,426 | \$0 | \$46,554 | \$3,628,916 |
| Martin | \$0 | \$313,859 | \$15,510 | \$228 | \$9,915 | \$30,424 | \$0 | \$73,045 | \$1,014,785 |
| Miami-Dade | \$0 | \$79,166 | \$82,460 | \$4,616 | \$372,946 | \$1,209,757 | \$432,709 | \$328,545 | \$19,027,892 |
| Monroe | \$0 | \$0 | \$194,675 | \$0 | \$2,398 | \$140,000 | \$0 | \$99,610 | \$1,920,081 |
| Nassau | \$0 | \$0 | \$0 | \$0 | \$0 | \$98,755 | \$0 | \$166,599 | \$1,149,112 |
| Okaloosa | \$0 | \$2,088,201 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$2,618,280 |
| Okeechobee | \$0 | \$296,497 | \$2,090 | \$952 | \$2,925 | \$3,840 | \$0 | \$17,688 | \$378,680 |
| Orange | \$0 | \$14,391,544 | \$145,062 | \$792 | \$203,915 | \$226,185 | \$21,358 | \$77,103 | \$20,819,053 |
| Osceola | \$0 | \$3,481,826 | \$35,095 | \$192 | \$49,334 | \$54,722 | \$5,167 | \$18,654 | \$5,036,870 |
| Palm Beach | \$0 | \$25,905,969 | \$33,471 | \$0 | \$15,795 | \$0 | \$22,000 | \$0 | \$31,904,365 |
| Pasco | \$38,722 | \$129,635 | \$5,294 | \$311 | \$2,778 | \$64,460 | \$0 | \$266,792 | \$3,723,808 |
| Pinellas | \$0 | \$67,596 | \$137,285 | \$17,605 | \$74,893 | \$905,203 | \$2,051,620 | \$445,768 | \$19,374,853 |
| Polk | \$0 | \$0 | \$22,857 | \$2,275 | \$4,944 | \$427,915 | \$41,473 | \$38,582 | \$5,913,142 |
| Putnam | \$0 | \$0 | \$17,396 | \$0 | \$68,485 | \$367,463 | \$0 | \$0 | \$2,926,358 |
| Saint Johns | \$0 | \$0 | \$13,335 | \$0 | \$0 | \$420,086 | \$0 | \$3,437 | \$3,802,509 |
| Saint Lucie | \$0 | \$1,480 | \$19,325 | \$53 | \$146,910 | \$36,139 | \$2,938 | \$0 | \$5,164,915 |
| Santa Rosa | \$0 | \$0 | \$22,217 | \$0 | \$9,637 | \$0 | \$0 | \$0 | \$844,389 |
| Sarasota | \$0 | \$5,951,169 | \$3,262 | \$0 | \$7,031 | \$105,044 | \$0 | \$291,149 | \$7,059,247 |
| Seminole | \$0 | \$5,338,799 | \$53,813 | \$294 | \$75,646 | \$83,907 | \$7,923 | \$28,603 | \$7,723,199 |
| Sumter | \$0 | \$1,088,200 | \$3,109 | \$0 | \$3,098 | \$0 | \$181,790 | \$0 | \$1,528,765 |
| Suwannee | \$0 | \$0 | \$9,299 | \$277 | \$533 | \$7,805 | \$0 | \$0 | \$375,983 |
| Taylor | \$0 | \$0 | \$10,536 | \$0 | \$12,971 | \$34,161 | \$0 | \$0 | \$649,394 |
| Union | \$0 | \$0 | \$1,564 | \$0 | \$0 | \$0 | \$16,317 | \$0 | \$391,642 |
| Volusia | \$0 | \$1,655,645 | \$0 | \$0 | \$0 | \$0 | \$0 | \$373,909 | \$6,568,361 |
| Wakulla | \$0 | \$0 | \$1,000 | \$0 | \$5,400 | \$50,000 | \$0 | \$0 | \$620,003 |
| Walton | \$0 | \$2,138 | \$69,388 | \$0 | \$0 | \$101,710 | \$42,798 | \$0 | \$1,130,570 |
| Washington | \$0 | \$2,514 | \$15,828 | \$0 | \$0 | \$27,163 | \$36 | \$0 | \$675,003 |
| TOTAL | \$38,722 | \$77,752,787 | \$2,097,345 | \$172,247 | \$2,033,394 | \$11,902,979 | \$3,084,778 | \$6,514,349 | \$284,081,695 |

(Expense Summary page 4 of 4)

2017-18 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 | \$31.04 | \$31.46 | \$2.40 | \$41.52 | 70% | 3% | 1.32 | 64.21 | 1.06 | 41,818 |
| Baker | \$35.54 | \$35.54 | \$1.96 | \$31.25 | 24% | 7% | 0.88 | 42.46 | 0.00 | 17,356 |
| Bay | \$14.30 | \$14.30 | \$3.21 | \$39.70 | 8% | 2% | 2.78 | 118.55 | 1.57 | 127,053 |
| Bradford | \$23.12 | \$23.12 | \$2.58 | \$34.83 | 4% | 6% | 1.51 | 39.28 | 4.25 | 58,801 |
| Brevard | \$4.71 | \$8.27 | \$1.99 | \$34.38 | 22% | 6% | 4.16 | 34.72 | 6.55 | 62,849 |
| Broward | \$14.98 | \$27.67 | \$2.57 | \$39.67 | 81% | 2% | 1.43 | 115.20 | 1.12 | 52,998 |
| Calhoun | \$57.92 | \$57.92 | \$2.83 | \$41.94 | 5% | 7% | 0.72 | 26.68 | 0.00 | 238,365 |
| Charlotte | \$21.97 | \$21.97 | \$3.30 | \$50.70 | 59% | 1% | 2.31 | 97.45 | 8.40 | 6,613 |
| Citrus | \$12.67 | \$12.67 | \$2.74 | \$23.47 | 24% | 10% | 1.85 | 20.62 | 1.21 | 41,385 |
| Clay | \$19.03 | \$19.03 | \$2.59 | \$28.57 | 23% | 5% | 1.50 | 44.59 | 7.27 | 96,246 |
| Collier | \$49.56 | \$49.56 | \$3.86 | \$57.62 | 76% | 1% | 1.16 | 83.30 | 1.28 | 70,385 |
| Columbia | \$22.64 | \$22.64 | \$2.15 | \$41.76 | 10% | 2% | 1.84 | 93.65 | 1.87 | 133,771 |
| Desoto | \$48.73 | \$48.73 | \$2.94 | \$14.27 | 8% | 1% | 0.29 | 37.41 | 7.96 | 125,668 |
| Dixie | \$44.19 | \$44.19 | \$1.89 | \$49.69 | 5% | 4% | 1.12 | 17.95 | 0.00 | 83,014 |
| Duval | \$41.55 | \$41.55 | \$2.99 | \$49.53 | 84% | 1% | 1.19 | 75.83 | 2.14 | 37,028 |
| Escambia | \$30.47 | \$30.47 | \$2.38 | \$44.21 | 66% | 1% | 1.45 | 66.92 | 3.20 | 250,310 |
| Flagler | \$13.58 | \$13.58 | \$2.25 | \$29.52 | 33% | 25% | 2.17 | 13.09 | 0.00 | 163,221 |
| Franklin | \$50.60 | \$50.60 | \$1.55 | \$35.06 | 5% | 3% | 0.69 | 22.10 | 0.00 | 0 |
| Gadsden | \$18.17 | \$18.17 | \$1.81 | \$53.22 | 16% | 12% | 2.93 | 34.84 | 0.00 | 96,059 |
| Gilchrist | \$58.03 | \$58.03 | \$2.84 | \$49.76 | 5% | 4% | 0.86 | 20.41 | 9.03 | 55,343 |
| Glades | \$57.29 | \$57.29 | \$0.85 | \$27.03 | 16% | 4% | 0.47 | 24.53 | 3.36 | 297,430 |
| Gulf | \$27.95 | \$27.95 | \$1.74 | \$44.05 | 11% | 7% | 1.58 | 71.33 | 0.00 | 0 |
| Hamilton | \$32.02 | \$32.02 | \$2.67 | \$55.21 | 15% | 1% | 1.72 | 74.57 | 0.00 | 66,985 |
| Hardee | \$35.80 | \$35.80 | \$3.01 | \$38.11 | 58% | 2% | 1.06 | 81.54 | 1.01 | 198,920 |
| Hendry | \$35.41 | \$35.41 | \$2.59 | \$28.96 | 24% | 29% | 0.82 | 30.85 | 1.13 | 29,402 |
| Hernando | \$11.77 | \$11.77 | \$1.97 | \$33.12 | 5% | 1% | 2.81 | 101.34 | 1.47 | 227,083 |
| Highlands | \$27.15 | \$27.15 | \$2.75 | \$13.71 | 4% | 2% | 0.50 | 62.15 | 5.62 | 142,468 |
| Hillsborough | \$23.37 | \$25.01 | \$3.67 | \$26.89 | 59% | 6% | 1.08 | 29.43 | 2.15 | 14,511 |
| Holmes | \$23.88 | \$23.88 | \$1.42 | \$27.15 | 3% | 11% | 1.14 | 35.00 | 0.00 | 0 |
| Indian River | \$24.82 | \$24.82 | \$2.30 | \$44.71 | 19% | 2% | 1.80 | 39.42 | 0.00 | 162,029 |
| Jackson | \$38.11 | \$38.11 | \$2.67 | \$46.80 | 4% | 5% | 1.23 | 36.73 | 3.17 | 157,540 |
| Jefferson | \$38.05 | \$38.05 | \$1.59 | \$55.31 | 5% | 5% | 1.45 | 46.92 | 0.00 | 204,742 |
| Lafayette | \$56.48 | \$56.48 | \$4.16 | \$50.69 | 6% | 8% | 0.90 | 22.86 | 0.00 | 0 |
| Lake | \$32.59 | \$32.59 | \$3.28 | \$46.67 | 26% | 1% | 1.43 | 85.12 | 1.51 | 37,078 |

Continued on the next page (Performance Measures page 1 of 2)

2017-18 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 | \$29.96 | \$29.96 | \$2.87 | \$44.60 | 30% | 2% | 1.49 | 35.65 | 2.33 | 0 |
| Leon | \$13.94 | \$23.12 | \$2.23 | \$26.60 | 25% | 4% | 1.15 | 23.49 | 0.00 | 0 |
| Levy | \$28.61 | \$28.61 | \$0.91 | \$48.09 | 13% | 2% | 1.68 | 62.72 | 2.10 | 119,098 |
| Liberty | \$17.27 | \$17.27 | \$1.48 | \$24.14 | 11% | 52% | 1.40 | 20.02 | 3.00 | 333,651 |
| Madison | \$41.65 | \$41.65 | \$2.24 | \$56.13 | 7% | 8% | 1.35 | 33.16 | 0.00 | 343,956 |
| Manatee | \$26.77 | \$28.87 | \$4.40 | \$55.64 | 49% | 4% | 1.93 | 49.44 | 4.63 | 9,080 |
| Marion | \$34.23 | \$34.23 | \$3.25 | \$36.25 | 46% | 2% | 1.06 | 32.31 | 1.16 | 33,866 |
| Martin | \$20.20 | \$20.21 | \$1.98 | \$16.79 | 4% | 1% | 0.83 | 76.32 | 1.95 | 0 |
| Miami-Dade | \$3.86 | \$10.31 | \$4.37 | \$31.45 | 30% | 5% | 3.05 | 120.60 | 7.64 | 81,836 |
| Monroe | \$38.47 | \$38.92 | \$4.20 | \$25.81 | 57% | 3% | 0.66 | 46.59 | 2.64 | 56,875 |
| Nassau | \$21.89 | \$21.89 | \$2.29 | \$36.20 | 6% | 4% | 1.65 | 73.01 | 7.99 | 45,534 |
| Okaloosa | \$27.26 | \$27.26 | \$1.88 | \$44.13 | 7% | 3% | 1.62 | 47.71 | 1.94 | 30,874 |
| Okeechobee | \$42.86 | \$42.86 | \$2.34 | \$36.56 | 8% | 1% | 0.85 | 49.63 | 6.19 | 80,763 |
| Orange | \$18.82 | \$29.21 | \$2.43 | \$35.85 | 61% | 8% | 1.23 | 71.93 | 2.53 | 36,277 |
| Osceola | \$18.82 | \$29.21 | \$2.43 | \$35.85 | 61% | 6% | 1.23 | 71.92 | 2.56 | 36,339 |
| Palm Beach | \$28.35 | \$37.83 | \$2.80 | \$49.94 | 88% | 2% | 1.32 | 74.10 | 3.44 | 23,371 |
| Pasco | \$18.84 | \$21.76 | \$3.46 | \$53.66 | 36% | 2% | 2.47 | 100.12 | 1.87 | 82,390 |
| Pinellas | \$4.21 | \$21.01 | \$2.65 | \$47.93 | 56% | 5% | 2.28 | 46.29 | 5.16 | 55,620 |
| Polk | \$9.44 | \$31.35 | \$4.29 | \$55.12 | 45% | 27% | 1.76 | 58.30 | 5.67 | 25,951 |
| Putnam | \$21.90 | \$21.90 | \$2.89 | \$53.55 | 7% | 5% | 2.45 | 20.95 | 4.94 | 72,224 |
| Saint Johns | \$10.88 | \$10.88 | \$3.26 | \$40.38 | 16% | 7% | 3.71 | 41.26 | 6.86 | 145,826 |
| Saint Lucie | \$21.60 | \$25.00 | \$3.70 | \$52.63 | 32% | 9% | 2.11 | 44.17 | 2.87 | 53,649 |
| Santa Rosa | \$33.35 | \$33.35 | \$2.06 | \$24.83 | 8% | 1% | 0.74 | 39.01 | 4.88 | 82,050 |
| Sarasota | \$9.83 | \$28.69 | \$3.84 | \$29.91 | 83% | 2% | 1.04 | 65.31 | 2.07 | 261,867 |
| Seminole | \$18.82 | \$29.21 | \$2.43 | \$35.85 | 61% | 5% | 1.23 | 71.92 | 2.52 | 36,091 |
| Sumter | \$22.02 | \$22.02 | \$3.41 | \$45.72 | 47% | 6% | 2.08 | 47.75 | 2.01 | 64,013 |
| Suwannee | \$20.60 | \$20.60 | \$2.24 | \$21.58 | 16% | 2% | 1.05 | 127.63 | 1.79 | 0 |
| Taylor | \$37.68 | \$37.68 | \$3.28 | \$46.17 | 12% | 10% | 1.23 | 19.28 | 5.05 | 197,929 |
| Union | \$86.09 | \$86.09 | \$3.00 | \$49.47 | 5% | 5% | 0.57 | 24.33 | 0.00 | 32,592 |
| Volusia | \$10.74 | \$18.84 | \$2.25 | \$31.27 | 51% | 7% | 1.66 | 75.28 | 3.43 | 14,511 |
| Wakulla | \$47.92 | \$47.92 | \$2.09 | \$61.30 | 16% | 3% | 1.28 | 39.57 | 3.37 | 0 |
| Walton | \$25.61 | \$25.61 | \$2.12 | \$32.70 | 8% | 5% | 1.28 | 40.35 | 0.00 | 0 |
| Washington | \$32.78 | \$32.78 | \$1.88 | \$29.49 | 2% | 7% | 0.90 | 29.89 | 2.78 | 179,725 |

(Performance Measures page 2 of 2)

2017-18 Other Reported Data

| County | Paratransit/Deviated Fixed Route/ School Brd Head Count | Fixed Route Head Count | Unduplicated Pass Head Count | Unmet Trip Requests | Medical Unmet Trip Requests | Employment Unmet Trip Requests | Educ/Training Unmet Trip Requests |
|--------------|---|------------------------|------------------------------|---------------------|-----------------------------|--------------------------------|-----------------------------------|
| Alachua | 1,340 | 2,696 | 4,036 | 28 | 1 | 0 | 1 |
| Baker | 631 | 0 | 631 | 96 | 96 | 0 | 0 |
| Bay | 963 | 0 | 963 | 1,019 | 836 | 10 | 10 |
| Bradford | 669 | 0 | 669 | 0 | 0 | 0 | 0 |
| Brevard | 14,796 | 1,694 | 16,490 | 20 | 16 | 0 | 2 |
| Broward | 10,815 | 4,464 | 15,279 | 8,444 | 2,149 | 540 | 791 |
| Calhoun | 437 | 0 | 437 | 0 | 0 | 0 | 0 |
| Charlotte | 733 | 0 | 733 | 442 | 40 | 111 | 33 |
| Citrus | 7,821 | 0 | 7,821 | 369 | 75 | 60 | 7 |
| Clay | 2,942 | 0 | 2,942 | 96 | 3 | 39 | 15 |
| Collier | 1,316 | 0 | 1,316 | 199 | 70 | 19 | 17 |
| Columbia | 542 | 0 | 542 | 12 | 11 | 1 | 0 |
| Desoto | 203 | 0 | 203 | 87 | 46 | 0 | 0 |
| Dixie | 395 | 0 | 395 | 0 | 0 | 0 | 0 |
| Duval | 4,431 | 0 | 4,431 | 0 | 0 | 0 | 0 |
| Escambia | 1,463 | 0 | 1,463 | 53 | 12 | 11 | 4 |
| Flagler | 8,265 | 0 | 8,265 | 242 | 15 | 78 | 4 |
| Franklin | 238 | 0 | 238 | 0 | 0 | 0 | 0 |
| Gadsden | 3,013 | 0 | 3,013 | 8 | 0 | 8 | 0 |
| Gilchrist | 265 | 0 | 265 | 0 | 0 | 0 | 0 |
| Glades | 179 | 0 | 179 | 35 | 35 | 0 | 0 |
| Gulf | 305 | 0 | 305 | 88 | 32 | 28 | 21 |
| Hamilton | 150 | 0 | 150 | 2 | 2 | 0 | 0 |
| Hardee | 205 | 0 | 205 | 2 | 0 | 0 | 0 |
| Hendry | 835 | 0 | 835 | 80 | 80 | 0 | 0 |
| Hernando | 1,126 | 0 | 1,126 | 0 | 0 | 0 | 0 |
| Highlands | 1,162 | 0 | 1,162 | 6 | 0 | 0 | 0 |
| Hillsborough | 22,240 | 11,260 | 33,500 | 241 | 158 | 9 | 3 |
| Holmes | 836 | 0 | 836 | 59 | 45 | 11 | 3 |
| Indian River | 1,905 | 0 | 1,905 | 720 | 0 | 0 | 0 |
| Jackson | 1,200 | 0 | 1,200 | 51 | 41 | 0 | 0 |
| Jefferson | 364 | 0 | 364 | 1 | 1 | 0 | 0 |
| Lafayette | 187 | 0 | 187 | 0 | 0 | 0 | 0 |
| Lake | 1,800 | 0 | 1,800 | 0 | 0 | 0 | 0 |

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

2017-18 Other Reported Data

| County | Paratransit/Deviated Fixed Route/ School Brd Head Count | Fixed Route Head Count | Unduplicated Pass Head Count | Unmet Trip Requests | Medical Unmet Trip Requests | Employment Unmet Trip Requests | Educ/Training Unmet Trip Requests |
|---------------|---|------------------------|------------------------------|---------------------|-----------------------------|--------------------------------|-----------------------------------|
| Lee | 5,200 | 0 | 5,200 | 560 | 401 | 0 | 60 |
| Leon | 2,132 | 3,060 | 5,192 | 29 | 6 | 8 | 3 |
| Levy | 482 | 0 | 482 | 132 | 16 | 0 | 0 |
| Liberty | 1,425 | 0 | 1,425 | 10 | 5 | 3 | 2 |
| Madison | 557 | 0 | 557 | 0 | 0 | 0 | 0 |
| Manatee | 3,328 | 8,835 | 12,163 | 328 | 224 | 0 | 8 |
| Marion | 3,281 | 0 | 3,281 | 50 | 42 | 0 | 0 |
| Martin | 658 | 4 | 662 | 31 | 0 | 0 | 31 |
| Miami-Dade | 11,490 | 8,918 | 20,408 | 1,284,192 | 0 | 0 | 0 |
| Monroe | 1,054 | 35 | 1,089 | 0 | 0 | 0 | 0 |
| Nassau | 719 | 0 | 719 | 733 | 535 | 89 | 16 |
| Okaloosa | 2,013 | 0 | 2,013 | 1,266 | 595 | 234 | 50 |
| Okeechobee | 178 | 0 | 178 | 2 | 0 | 0 | 0 |
| Orange | 9,911 | 16,075 | 25,986 | 5,513 | 936 | 0 | 3,586 |
| Osceola | 2,398 | 3,889 | 6,287 | 1,335 | 227 | 0 | 868 |
| Palm Beach | 10,987 | 772 | 11,759 | 0 | 0 | 0 | 0 |
| Pasco | 1,702 | 139 | 1,841 | 206 | 30 | 16 | 99 |
| Pinellas | 18,478 | 9,845 | 28,323 | 210 | 155 | 0 | 8 |
| Polk | 3,229 | 2,932 | 6,161 | 441 | 427 | 5 | 8 |
| Putnam | 6,377 | 0 | 6,377 | 3 | 2 | 1 | 0 |
| Saint Johns | 8,475 | 0 | 8,475 | 2 | 0 | 0 | 0 |
| Saint Lucie | 4,677 | 7,072 | 11,749 | 16,642 | 5 | 12,296 | 2,169 |
| Santa Rosa | 649 | 0 | 649 | 108 | 56 | 15 | 0 |
| Sarasota | 3,754 | 226 | 3,980 | 19,338 | 0 | 3,674 | 9,087 |
| Seminole | 3,677 | 5,963 | 9,640 | 2,044 | 347 | 0 | 1,330 |
| Sumter | 1,454 | 0 | 1,454 | 0 | 0 | 0 | 0 |
| Suwannee | 143 | 0 | 143 | 7 | 4 | 1 | 0 |
| Taylor | 894 | 0 | 894 | 0 | 0 | 0 | 0 |
| Union | 187 | 0 | 187 | 0 | 0 | 0 | 0 |
| Volusia | 4,626 | 15,238 | 19,864 | 0 | 0 | 0 | 0 |
| Wakulla | 327 | 0 | 327 | 0 | 0 | 0 | 0 |
| Walton | 1,094 | 0 | 1,094 | 84 | 40 | 22 | 4 |
| Washington | 689 | 0 | 689 | 139 | 61 | 40 | 38 |
| Totals | 210,017 | 103,117 | 313,134 | 1,345,805 | 7,878 | 17,329 | 18,278 |

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

2017-18 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 | 26 | 21 | 0 | 0 | 7 | 5,761 | 25 | 95 |
| Baker | 0 | 0 | 0 | 0 | 0 | 0 | 226 | 0 | 0 |
| Bay | 122 | 41 | 1,020 | 0 | 0 | 0 | 1,776 | 14 | 7 |
| Bradford | 0 | 0 | 0 | 0 | 0 | 0 | 172 | 0 | 0 |
| Brevard | 0 | 2 | 0 | 0 | 0 | 0 | 10,308 | 16 | 58 |
| Broward | 1,221 | 3,743 | 0 | 8,247 | 6 | 191 | 38,503 | 5,675 | 1,669 |
| Calhoun | 0 | 0 | 0 | 0 | 0 | 0 | 166 | 0 | 1 |
| Charlotte | 7 | 251 | 0 | 0 | 0 | 340 | 1,722 | 49 | 0 |
| Citrus | 81 | 146 | 0 | 0 | 0 | 0 | 1,158 | 4 | 2 |
| Clay | 39 | 0 | 0 | 0 | 0 | 0 | 1,035 | 26 | 2 |
| Collier | 5 | 88 | 0 | 0 | 199 | 0 | 2,821 | 65 | 6 |
| Columbia | 0 | 0 | 0 | 0 | 0 | 0 | 1,454 | 4 | 2 |
| Desoto | 0 | 41 | 86 | 0 | 0 | 1 | 339 | 0 | 16 |
| Dixie | 0 | 0 | 0 | 0 | 0 | 0 | 584 | 0 | 0 |
| Duval | 0 | 0 | 0 | 0 | 0 | 0 | 16,255 | 1,418 | 666 |
| Escambia | 7 | 19 | 0 | 0 | 0 | 0 | 6,735 | 23 | 27 |
| Flagler | 3 | 142 | 0 | 0 | 0 | 0 | 0 | 9 | 0 |
| Franklin | 0 | 0 | 0 | 0 | 0 | 0 | 117 | 0 | 0 |
| Gadsden | 0 | 0 | 0 | 0 | 0 | 0 | 3,069 | 4 | 2 |
| Gilchrist | 0 | 0 | 0 | 0 | 0 | 0 | 438 | 0 | 0 |
| Glades | 0 | 0 | 0 | 0 | 0 | 0 | 60 | 1 | 0 |
| Gulf | 7 | 0 | 34 | 29 | 25 | 0 | 871 | 0 | 0 |
| Hamilton | 0 | 0 | 0 | 0 | 0 | 2 | 371 | 0 | 0 |
| Hardee | 0 | 2 | 0 | 0 | 0 | 2 | 247 | 0 | 0 |
| Hendry | 0 | 0 | 0 | 0 | 0 | 0 | 820 | 1 | 0 |
| Hernando | 0 | 0 | 0 | 0 | 0 | 0 | 364 | 12 | 138 |
| Highlands | 0 | 6 | 0 | 0 | 0 | 6 | 3,694 | 9 | 26 |
| Hillsborough | 20 | 51 | 0 | 0 | 0 | 0 | 9,498 | 125 | 235 |
| Holmes | 0 | 0 | 0 | 0 | 0 | 0 | 70 | 2 | 0 |
| Indian River | 0 | 720 | 0 | 0 | 720 | 0 | 2,567 | 20 | 2 |
| Jackson | 0 | 10 | 0 | 0 | 51 | 0 | 496 | 7 | 0 |
| Jefferson | 0 | 0 | 0 | 0 | 0 | 0 | 218 | 0 | 3 |
| Lafayette | 0 | 0 | 0 | 0 | 0 | 0 | 926 | 0 | 0 |
| Lake | 0 | 0 | 0 | 0 | 0 | 0 | 2,612 | 21 | 16 |

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

2017-18 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 | 99 | 0 | 0 | 0 | 0 | 0 | 7,001 | 26 | 11 |
| Leon | 2 | 10 | 0 | 0 | 0 | 0 | 961 | 9 | 4 |
| Levy | 0 | 116 | 0 | 0 | 116 | 16 | 245 | 0 | 11 |
| Liberty | 0 | 0 | 0 | 1 | 9 | 0 | 62 | 1 | 4 |
| Madison | 0 | 0 | 0 | 0 | 0 | 0 | 475 | 0 | 0 |
| Manatee | 62 | 34 | 0 | 0 | 122 | 206 | 741 | 123 | 35 |
| Marion | 1 | 7 | 0 | 0 | 0 | 0 | 3,364 | 16 | 66 |
| Martin | 0 | 0 | 0 | 31 | 0 | 0 | 53 | 23 | 5 |
| Miami-Dade | 0 | 1,284,192 | 0 | 0 | 0 | 0 | 1,287 | 63 | 21 |
| Monroe | 0 | 0 | 0 | 0 | 0 | 0 | 651 | 0 | 1 |
| Nassau | 65 | 28 | 0 | 0 | 0 | 0 | 719 | 0 | 0 |
| Okaloosa | 3 | 384 | 0 | 0 | 0 | 0 | 7,659 | 84 | 5 |
| Okeechobee | 0 | 2 | 0 | 0 | 0 | 2 | 1,010 | 2 | 25 |
| Orange | 972 | 19 | 0 | 0 | 0 | 0 | 29,870 | 616 | 106 |
| Osceola | 235 | 5 | 0 | 0 | 0 | 0 | 7,227 | 150 | 26 |
| Palm Beach | 0 | 0 | 0 | 0 | 0 | 0 | 33,405 | 3,046 | 1,136 |
| Pasco | 16 | 45 | 0 | 0 | 0 | 0 | 531 | 16 | 0 |
| Pinellas | 1 | 46 | 202 | 0 | 0 | 8 | 24,500 | 18 | 30 |
| Polk | 1 | 0 | 102 | 346 | 5 | 0 | 3,885 | 24 | 0 |
| Putnam | 0 | 0 | 0 | 2 | 1 | 0 | 2,921 | 3 | 10 |
| Saint Johns | 0 | 0 | 0 | 0 | 0 | 0 | 483 | 8 | 11 |
| Saint Lucie | 2,172 | 0 | 16,584 | 58 | 0 | 0 | 2,424 | 9 | 15 |
| Santa Rosa | 24 | 13 | 108 | 0 | 0 | 0 | 663 | 0 | 0 |
| Sarasota | 2,517 | 4,060 | 0 | 0 | 0 | 0 | 4,208 | 24 | 1 |
| Seminole | 360 | 7 | 0 | 0 | 0 | 0 | 11,081 | 229 | 39 |
| Sumter | 0 | 0 | 0 | 0 | 0 | 0 | 541 | 1 | 127 |
| Suwannee | 0 | 2 | 1 | 0 | 0 | 6 | 292 | 0 | 4 |
| Taylor | 0 | 0 | 0 | 0 | 0 | 0 | 265 | 0 | 6 |
| Union | 0 | 0 | 0 | 0 | 0 | 0 | 473 | 1 | 0 |
| Volusia | 0 | 0 | 0 | 0 | 0 | 0 | 9,203 | 249 | 391 |
| Wakulla | 0 | 0 | 0 | 0 | 0 | 0 | 475 | 0 | 0 |
| Walton | 6 | 12 | 0 | 0 | 0 | 0 | 111 | 2 | 1 |
| Washington | 0 | 0 | 0 | 0 | 0 | 0 | 82 | 2 | 0 |
| Totals | 8,048 | 1,294,270 | 18,158 | 8,714 | 1,254 | 787 | 272,321 | 12,275 | 5,064 |

(Other Reported Data page 4 of 4)



Lois Glass

Volusia County

“I had no way of getting to a grocery store, getting my son to school, or getting either of us to our doctors’ appointments. Votran was the answer to my prayers! We were able to rejoin society. I was able to put food on the table for me and my son and take him to his doctors’ appointments.”

2017-18 County Summaries

County: Alachua
 CTC: MV Transportation, Inc.
 Contact: Edward I. Griffin
 3713 SW 42nd St Suite 3
 Gainesville, FL 32608
 352-375-2784
 Email: egriffin@mvtransit.com

| Demographics | Number |
|-------------------------|---------|
| Total County Population | 266,944 |
| Potential TD Population | 109,357 |
| UDPHC | 4,036 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|---------------|---------------|---------------|
| Fixed Route (FR) | 0 | 2,244 | 2,696 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 66,789 | 61,540 | 60,400 |
| Non-Ambulatory | 29,274 | 25,372 | 25,644 |
| Stretcher | 549 | 10 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 96,612 | 89,166 | 88,740 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|-----------|-----------|-----------|
| Vehicle Miles | 1,325,073 | 1,173,958 | 1,129,073 |
| Revenue Miles | 1,124,876 | 981,410 | 964,070 |
| Roadcalls | 35 | 26 | 27 |
| Accidents | 18 | 8 | 12 |
| Vehicles | 42 | 32 | 32 |
| Driver Hours | 82,460 | 69,750 | 65,209 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|---------------|---------------|---------------|
| Medical | 57,239 | 43,358 | 41,381 |
| Employment | 10,229 | 14,244 | 14,297 |
| Ed/Train/DayCare | 2,656 | 3,350 | 2,166 |
| Nutritional | 1,592 | 1,720 | 1,532 |
| Life-Sustaining/Other | 24,896 | 26,494 | 29,364 |
| TOTAL TRIPS | 96,612 | 89,166 | 88,740 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-------------|-------------|-------------|
| Expenses | \$2,618,026 | \$2,734,105 | \$2,754,910 |
| Revenues | \$2,818,781 | \$2,845,563 | \$2,782,905 |
| Commendations | 93 | 112 | 95 |
| Complaints | 52 | 47 | 25 |
| Passenger No-Shows | 8,746 | 6,748 | 5,761 |
| Unmet Trip Requests | 2 | 1 | 28 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|---------------|---------------|---------------|
| CTD | 17,607 | 22,803 | 21,222 |
| AHCA | 21,150 | 5,614 | 1,560 |
| APD | 0 | 0 | 0 |
| DOEA | 232 | 665 | 421 |
| DOE | 0 | 0 | 0 |
| Other | 57,623 | 60,084 | 65,537 |
| TOTAL TRIPS | 96,612 | 89,166 | 88,740 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|--------|--------|--------|
| Accidents per 100,000 Miles | 1.36 | 0.68 | 1.06 |
| Miles between Roadcalls | 37,859 | 45,152 | 41,818 |
| Avg. Trips per Driver Hour | 1.17 | 1.25 | 1.32 |
| Avg. Trips per Para Pass. | 79.45 | 59.09 | 64.21 |
| Cost per Trip | 27.10 | 30.66 | 31.04 |
| Cost per Paratransit Trip | 27.10 | 30.98 | 31.46 |
| Cost per Driver Hour | 31.75 | 38.60 | 41.52 |
| Cost per Total Mile | 1.98 | 2.29 | 2.40 |

County: Baker
 CTC: Baker County Council On Aging, Inc.
 Contact: Tiffany Shrull
 9264 Buck Starling Rd.
 Macclenny, FL 32063
 904-259-9315
 Email: tshrull@bakercoa.org

| Demographics | Number |
|-------------------------|--------|
| Total County Population | 28,283 |
| Potential TD Population | 9,673 |
| UDPHC | 631 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|---------------|---------------|---------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 7,159 | 7,632 | 6,142 |
| Ambulatory | 19,098 | 18,897 | 14,971 |
| Non-Ambulatory | 4,452 | 4,949 | 5,679 |
| Stretcher | 0 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 30,709 | 31,478 | 26,792 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|---------|---------|---------|
| Vehicle Miles | 340,314 | 447,815 | 485,966 |
| Revenue Miles | 293,607 | 369,439 | 412,892 |
| Roadcalls | 19 | 17 | 28 |
| Accidents | 7 | 3 | 0 |
| Vehicles | 19 | 21 | 26 |
| Driver Hours | 27,273 | 28,627 | 30,473 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|---------------|---------------|---------------|
| Medical | 9,586 | 10,615 | 10,529 |
| Employment | 2,676 | 2,852 | 2,145 |
| Ed/Train/DayCare | 6,444 | 5,179 | 3,299 |
| Nutritional | 5,641 | 6,219 | 5,357 |
| Life-Sustaining/Other | 6,362 | 6,613 | 5,462 |
| TOTAL TRIPS | 30,709 | 31,478 | 26,792 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-----------|-------------|-------------|
| Expenses | \$923,368 | \$915,571 | \$952,304 |
| Revenues | \$970,196 | \$1,033,274 | \$1,139,748 |
| Commendations | 0 | 0 | 0 |
| Complaints | 0 | 0 | 0 |
| Passenger No-Shows | 19 | 73 | 226 |
| Unmet Trip Requests | 221 | 156 | 96 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|---------------|---------------|---------------|
| CTD | 5,712 | 5,178 | 7,533 |
| AHCA | 5,066 | 6,043 | 6,186 |
| APD | 0 | 0 | 0 |
| DOEA | 0 | 0 | 0 |
| DOE | 0 | 0 | 0 |
| Other | 19,931 | 20,257 | 13,073 |
| TOTAL TRIPS | 30,709 | 31,478 | 26,792 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|--------|--------|--------|
| Accidents per 100,000 Miles | 2.06 | 0.67 | 0.00 |
| Miles between Roadcalls | 17,911 | 26,342 | 17,356 |
| Avg. Trips per Driver Hour | 1.13 | 1.10 | 0.88 |
| Avg. Trips per Para Pass. | 36.43 | 46.36 | 42.46 |
| Cost per Trip | 30.07 | 29.09 | 35.54 |
| Cost per Paratransit Trip | 30.07 | 29.09 | 35.54 |
| Cost per Driver Hour | 33.86 | 31.98 | 31.25 |
| Cost per Total Mile | 2.71 | 2.04 | 1.96 |

| | | | |
|----------|--|-------------------------|---------------|
| County: | Bay | <u>Demographics</u> | <u>Number</u> |
| CTC: | Bay County Board of County Commissioners | | |
| Contact: | Sandra Culbreth 840 W. 11th Street Panama City, FL 32401 850-248-8169 | Total County Population | 183,563 |
| | | Potential TD Population | 75,886 |
| Email: | sculbreth@baycountyfl.gov | UDPHC | 963 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|---------------------------------|----------------|----------------|----------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 103 | 54 | 452 |
| Ambulatory | 110,406 | 104,470 | 96,188 |
| Non-Ambulatory | 22,300 | 23,252 | 17,525 |
| Stretcher | 42 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 132,851 | 127,776 | 114,165 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|--|----------------|----------------|----------------|
| Medical | 22,659 | 25,428 | 25,224 |
| Employment | 4,814 | 5,937 | 5,605 |
| Ed/Train/DayCare | 33,648 | 29,770 | 17,431 |
| Nutritional | 8,296 | 7,527 | 7,454 |
| Life-Sustaining/Other | 63,434 | 59,114 | 58,451 |
| TOTAL TRIPS | 132,851 | 127,776 | 114,165 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|--|----------------|----------------|----------------|
| CTD | 27,649 | 29,726 | 26,081 |
| AHCA | 0 | 6,163 | 9,686 |
| APD | 54,941 | 52,263 | 50,765 |
| DOEA | 7,899 | 9,685 | 7,363 |
| DOE | 0 | 0 | 0 |
| Other | 42,362 | 29,939 | 20,270 |
| TOTAL TRIPS | 132,851 | 127,776 | 114,165 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------------|-------------|-------------|-------------|
| Vehicle Miles | 468,081 | 527,437 | 508,212 |
| Revenue Miles | 380,265 | 428,906 | 399,036 |
| Roadcalls | 22 | 5 | 4 |
| Accidents | 5 | 13 | 8 |
| Vehicles | 27 | 29 | 26 |
| Driver Hours | 47,576 | 42,490 | 41,128 |

| Financial and General Data | 2016 | 2017 | 2018 |
|-----------------------------------|-------------|-------------|-------------|
| Expenses | \$1,363,396 | \$1,472,256 | \$1,632,666 |
| Revenues | \$1,676,636 | \$1,956,029 | \$1,845,823 |
| Commendations | 9 | 10 | 7 |
| Complaints | 15 | 35 | 14 |
| Passenger No-Shows | 4,078 | 3,992 | 1,776 |
| Unmet Trip Requests | 0 | 355 | 1,019 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|-------------|-------------|-------------|
| Accidents per 100,000 Miles | 1.07 | 2.46 | 1.57 |
| Miles between Roadcalls | 21,276 | 105,487 | 127,053 |
| Avg. Trips per Driver Hour | 2.79 | 3.01 | 2.78 |
| Avg. Trips per Para Pass. | 137.24 | 96.43 | 118.55 |
| Cost per Trip | 10.26 | 11.52 | 14.30 |
| Cost per Paratransit Trip | 10.26 | 11.52 | 14.30 |
| Cost per Driver Hour | 28.66 | 34.65 | 39.70 |
| Cost per Total Mile | 2.91 | 2.79 | 3.21 |

County: Bradford
 CTC: Suwannee River Economic Council, Inc.
 Contact: Matt Pearson
 P.O. Box 70
 Live Oak, FL 32064
 386-362-4115
 Email: mattpearson@suwanneeec.net

| Demographics | Number |
|-------------------------|--------|
| Total County Population | 27,038 |
| Potential TD Population | 10,384 |
| UDPHC | 669 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|---------------|---------------|---------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 22,283 | 24,435 | 22,497 |
| Non-Ambulatory | 2,107 | 2,310 | 3,781 |
| Stretcher | 107 | 118 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 24,497 | 26,863 | 26,278 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|---------|---------|---------|
| Vehicle Miles | 197,016 | 249,784 | 235,205 |
| Revenue Miles | 170,630 | 227,082 | 177,518 |
| Roadcalls | 0 | 1 | 4 |
| Accidents | 0 | 2 | 1 |
| Vehicles | 12 | 10 | 9 |
| Driver Hours | 19,687 | 23,309 | 17,447 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|---------------|---------------|---------------|
| Medical | 8,955 | 10,857 | 12,251 |
| Employment | 0 | 0 | 0 |
| Ed/Train/DayCare | 13,988 | 8,836 | 8,225 |
| Nutritional | 1,324 | 3,408 | 1,434 |
| Life-Sustaining/Other | 230 | 3,762 | 4,368 |
| TOTAL TRIPS | 24,497 | 26,863 | 26,278 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-----------|-----------|-----------|
| Expenses | \$571,139 | \$683,516 | \$607,626 |
| Revenues | \$659,198 | \$715,207 | \$656,553 |
| Commendations | 0 | 0 | 0 |
| Complaints | 2 | 1 | 0 |
| Passenger No-Shows | 171 | 165 | 172 |
| Unmet Trip Requests | 24 | 22 | 0 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|---------------|---------------|---------------|
| CTD | 5,671 | 7,824 | 9,871 |
| AHCA | 3,891 | 4,941 | 4,132 |
| APD | 13,611 | 12,931 | 11,009 |
| DOEA | 1,324 | 1,167 | 1,266 |
| DOE | 0 | 0 | 0 |
| Other | 0 | 0 | 0 |
| TOTAL TRIPS | 24,497 | 26,863 | 26,278 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|-------|---------|--------|
| Accidents per 100,000 Miles | 0.00 | 0.80 | 0.43 |
| Miles between Roadcalls | 0 | 249,784 | 58,801 |
| Avg. Trips per Driver Hour | 1.24 | 1.15 | 1.51 |
| Avg. Trips per Para Pass. | 46.84 | 46.96 | 39.28 |
| Cost per Trip | 23.31 | 25.44 | 23.12 |
| Cost per Paratransit Trip | 23.31 | 25.44 | 23.12 |
| Cost per Driver Hour | 29.01 | 29.32 | 34.83 |
| Cost per Total Mile | 2.90 | 2.74 | 2.58 |

County: Brevard
 CTC: Space Coast Area Transit
 Contact: Scott Nelson
 401 South Varr Ave
 Cocoa, FL 32922
 321-635-7815
 Email: scott.nelson@brevardFL.gov

| Demographics | Number |
|-------------------------|---------|
| Total County Population | 589,162 |
| Potential TD Population | 281,464 |
| UDPHC | 16,490 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|----------------|----------------|----------------|
| Fixed Route (FR) | 392,427 | 373,489 | 391,150 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 566,138 | 466,119 | 482,834 |
| Non-Ambulatory | 15,765 | 17,399 | 16,347 |
| Stretcher | 0 | 0 | 0 |
| School Board | 18,478 | 20,576 | 14,571 |
| TOTAL TRIPS | 992,808 | 877,583 | 904,902 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|-----------|-----------|-----------|
| Vehicle Miles | 2,623,775 | 2,475,509 | 2,136,850 |
| Revenue Miles | 2,360,285 | 2,218,546 | 1,929,529 |
| Roadcalls | 38 | 27 | 34 |
| Accidents | 25 | 24 | 14 |
| Vehicles | 183 | 183 | 188 |
| Driver Hours | 122,928 | 120,032 | 123,579 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|----------------|----------------|----------------|
| Medical | 105,627 | 95,352 | 101,777 |
| Employment | 307,028 | 273,480 | 305,392 |
| Ed/Train/DayCare | 252,422 | 233,831 | 251,374 |
| Nutritional | 21,987 | 22,195 | 19,759 |
| Life-Sustaining/Other | 305,744 | 252,725 | 226,600 |
| TOTAL TRIPS | 992,808 | 877,583 | 904,902 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-------------|-------------|-------------|
| Expenses | \$4,510,173 | \$4,619,713 | \$4,259,944 |
| Revenues | \$5,078,109 | \$6,479,462 | \$5,622,656 |
| Commendations | 85 | 62 | 58 |
| Complaints | 6 | 7 | 16 |
| Passenger No-Shows | 9,917 | 10,711 | 10,308 |
| Unmet Trip Requests | 27 | 24 | 20 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|----------------|----------------|----------------|
| CTD | 69,524 | 67,174 | 68,949 |
| AHCA | 0 | 0 | 0 |
| APD | 40,104 | 35,377 | 36,515 |
| DOEA | 27,351 | 23,687 | 21,401 |
| DOE | 22,224 | 22,908 | 26,232 |
| Other | 833,605 | 728,437 | 751,805 |
| TOTAL TRIPS | 992,808 | 877,583 | 904,902 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|--------|--------|--------|
| Accidents per 100,000 Miles | 0.95 | 0.97 | 0.66 |
| Miles between Roadcalls | 69,047 | 91,686 | 62,849 |
| Avg. Trips per Driver Hour | 4.88 | 4.20 | 4.16 |
| Avg. Trips per Para Pass. | 37.63 | 35.94 | 34.72 |
| Cost per Trip | 4.54 | 5.26 | 4.71 |
| Cost per Paratransit Trip | 7.47 | 9.13 | 8.27 |
| Cost per Driver Hour | 36.47 | 38.35 | 34.38 |
| Cost per Total Mile | 1.71 | 1.86 | 1.99 |

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

| Demographics | Number |
|-------------------------|-----------|
| Total County Population | 1,935,878 |
| Potential TD Population | 781,587 |
| UDPHC | 15,279 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|------------------|------------------|------------------|
| Fixed Route (FR) | 271,829 | 269,294 | 1,151,732 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 947,041 | 876,213 | 1,010,361 |
| Non-Ambulatory | 217,125 | 207,721 | 215,876 |
| Stretcher | 0 | 0 | 0 |
| School Board | 33,957 | 31,441 | 19,623 |
| TOTAL TRIPS | 1,469,952 | 1,384,669 | 2,397,592 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|------------|------------|------------|
| Vehicle Miles | 11,667,330 | 12,530,455 | 13,408,395 |
| Revenue Miles | 9,204,766 | 10,295,201 | 10,934,157 |
| Roadcalls | 286 | 145 | 253 |
| Accidents | 406 | 141 | 150 |
| Vehicles | 429 | 452 | 505 |
| Driver Hours | 722,119 | 771,182 | 868,929 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|------------------|------------------|------------------|
| Medical | 160,671 | 160,760 | 158,611 |
| Employment | 51,605 | 57,325 | 52,473 |
| Ed/Train/DayCare | 473,203 | 392,138 | 368,725 |
| Nutritional | 265,099 | 220,855 | 284,802 |
| Life-Sustaining/Other | 519,374 | 553,591 | 1,532,981 |
| TOTAL TRIPS | 1,469,952 | 1,384,669 | 2,397,592 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|--------------|--------------|--------------|
| Expenses | \$27,643,937 | \$31,027,246 | \$35,914,820 |
| Revenues | \$26,451,243 | \$33,376,485 | \$34,603,489 |
| Commendations | 953 | 884 | 1,669 |
| Complaints | 2,420 | 3,957 | 5,675 |
| Passenger No-Shows | 30,003 | 53,182 | 38,503 |
| Unmet Trip Requests | 1,240 | 2,900 | 8,444 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|------------------|------------------|------------------|
| CTD | 254,953 | 377,298 | 1,216,479 |
| AHCA | 64,117 | 63,779 | 57,548 |
| APD | 95,189 | 35,206 | 63,123 |
| DOEA | 26,506 | 36,806 | 80,287 |
| DOE | 41,005 | 78,726 | 30,330 |
| Other | 988,182 | 792,854 | 949,825 |
| TOTAL TRIPS | 1,469,952 | 1,384,669 | 2,397,592 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|--------|--------|--------|
| Accidents per 100,000 Miles | 3.48 | 1.13 | 1.12 |
| Miles between Roadcalls | 40,795 | 86,417 | 52,998 |
| Avg. Trips per Driver Hour | 1.66 | 1.45 | 1.43 |
| Avg. Trips per Para Pass. | 115.33 | 103.45 | 115.20 |
| Cost per Trip | 18.81 | 22.41 | 14.98 |
| Cost per Paratransit Trip | 22.41 | 26.62 | 27.67 |
| Cost per Driver Hour | 37.18 | 38.50 | 39.67 |
| Cost per Total Mile | 2.30 | 2.37 | 2.57 |

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 |
|-------------------------|--------|
| Total County Population | 14,483 |
| Potential TD Population | 6,484 |
| UDPHC | 437 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|---------------|---------------|---------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 9,918 | 10,717 | 10,525 |
| Non-Ambulatory | 1,438 | 1,606 | 1,050 |
| Stretcher | 95 | 78 | 82 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 11,451 | 12,401 | 11,657 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|---------|---------|---------|
| Vehicle Miles | 252,166 | 235,770 | 238,365 |
| Revenue Miles | 200,352 | 189,542 | 190,535 |
| Roadcalls | 3 | 3 | 1 |
| Accidents | 2 | 0 | 0 |
| Vehicles | 15 | 14 | 14 |
| Driver Hours | 13,520 | 15,900 | 16,100 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|---------------|---------------|---------------|
| Medical | 7,635 | 7,251 | 6,749 |
| Employment | 846 | 914 | 973 |
| Ed/Train/DayCare | 736 | 1,707 | 1,948 |
| Nutritional | 1,653 | 2,209 | 1,651 |
| Life-Sustaining/Other | 581 | 320 | 336 |
| TOTAL TRIPS | 11,451 | 12,401 | 11,657 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-----------|-----------|-----------|
| Expenses | \$588,976 | \$645,633 | \$675,163 |
| Revenues | \$655,742 | \$642,947 | \$580,038 |
| Commendations | 1 | 1 | 1 |
| Complaints | 0 | 0 | 0 |
| Passenger No-Shows | 36 | 82 | 166 |
| Unmet Trip Requests | 0 | 0 | 0 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|---------------|---------------|---------------|
| CTD | 3,539 | 2,644 | 2,912 |
| AHCA | 5,851 | 7,010 | 6,096 |
| APD | 1,339 | 1,189 | 1,495 |
| DOEA | 680 | 1,503 | 1,096 |
| DOE | 0 | 0 | 0 |
| Other | 42 | 55 | 58 |
| TOTAL TRIPS | 11,451 | 12,401 | 11,657 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|--------|--------|---------|
| Accidents per 100,000 Miles | 0.79 | 0.00 | 0.00 |
| Miles between Roadcalls | 84,055 | 78,590 | 238,365 |
| Avg. Trips per Driver Hour | 0.85 | 0.78 | 0.72 |
| Avg. Trips per Para Pass. | 24.68 | 26.39 | 26.68 |
| Cost per Trip | 51.43 | 52.06 | 57.92 |
| Cost per Paratransit Trip | 51.43 | 52.06 | 57.92 |
| Cost per Driver Hour | 43.56 | 40.61 | 41.94 |
| Cost per Total Mile | 2.34 | 2.74 | 2.83 |

| | | | |
|----------|--|-------------------------|---------------|
| County: | Charlotte | <u>Demographics</u> | <u>Number</u> |
| CTC: | Charlotte County BOCC Transit Division | | |
| Contact: | Richard Kolar | Total County Population | 182,033 |
| | 25490 Airport Road | | |
| | Punta Gorda, FL 33950 | Potential TD Population | 142,684 |
| | 941-833-6236 | | |
| Email: | Richard.Kolar@charlottecountyfl.gov | UDPHC | 733 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|---------------------------------|---------------|---------------|---------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 69,683 | 82,370 | 61,738 |
| Non-Ambulatory | 5,870 | 5,218 | 9,690 |
| Stretcher | 0 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 75,553 | 87,588 | 71,428 |

| Passenger Trips By Trip Purpose | | | |
|--|---------------|---------------|---------------|
| Medical | 15,128 | 17,420 | 14,443 |
| Employment | 7,534 | 19,385 | 18,354 |
| Ed/Train/DayCare | 21,197 | 20,874 | 14,682 |
| Nutritional | 14,457 | 12,808 | 11,596 |
| Life-Sustaining/Other | 17,237 | 17,101 | 12,353 |
| TOTAL TRIPS | 75,553 | 87,588 | 71,428 |

| Passenger Trips By Funding Source | | | |
|--|---------------|---------------|---------------|
| CTD | 48,015 | 42,348 | 48,243 |
| AHCA | 0 | 0 | 0 |
| APD | 0 | 0 | 0 |
| DOEA | 7,295 | 6,620 | 6,234 |
| DOE | 0 | 0 | 0 |
| Other | 20,243 | 38,620 | 16,951 |
| TOTAL TRIPS | 75,553 | 87,588 | 71,428 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------------|-------------|-------------|-------------|
| Vehicle Miles | 516,678 | 567,523 | 476,135 |
| Revenue Miles | 442,132 | 482,708 | 410,579 |
| Roadcalls | 56 | 48 | 72 |
| Accidents | 1 | 2 | 4 |
| Vehicles | 36 | 37 | 43 |
| Driver Hours | 34,938 | 42,855 | 30,949 |

| Financial and General Data | | | |
|-----------------------------------|-------------|-------------|-------------|
| Expenses | \$1,737,952 | \$2,148,027 | \$1,569,202 |
| Revenues | \$1,737,952 | \$2,148,027 | \$1,569,203 |
| Commendations | 0 | 0 | 0 |
| Complaints | 124 | 94 | 49 |
| Passenger No-Shows | 2,058 | 2,060 | 1,722 |
| Unmet Trip Requests | 1,159 | 1,318 | 442 |

| Performance Measures | | | |
|-----------------------------|-------|--------|-------|
| Accidents per 100,000 Miles | 0.19 | 0.35 | 0.84 |
| Miles between Roadcalls | 9,226 | 11,823 | 6,613 |
| Avg. Trips per Driver Hour | 2.16 | 2.04 | 2.31 |
| Avg. Trips per Para Pass. | 57.90 | 53.44 | 97.45 |
| Cost per Trip | 23.00 | 24.52 | 21.97 |
| Cost per Paratransit Trip | 23.00 | 24.52 | 21.97 |
| Cost per Driver Hour | 49.74 | 50.12 | 50.70 |
| Cost per Total Mile | 3.36 | 3.78 | 3.30 |

County: Citrus
 CTC: Citrus County Transit
 Contact: Lon Frye
 1300 S Lecanto Highway,
 Lecanto, FL 34461
 352-527-7634
 Email: Lon.Frye@citrusbocc.com

| Demographics | Number |
|-------------------------|---------|
| Total County Population | 145,647 |
| Potential TD Population | 108,429 |
| UDPHC | 7,821 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|----------------|----------------|----------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 64,011 | 87,879 | 45,041 |
| Ambulatory | 126,573 | 122,370 | 105,543 |
| Non-Ambulatory | 9,943 | 10,185 | 10,676 |
| Stretcher | 0 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 200,527 | 220,434 | 161,260 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|---------|---------|---------|
| Vehicle Miles | 931,068 | 739,927 | 744,930 |
| Revenue Miles | 536,965 | 419,838 | 659,209 |
| Roadcalls | 27 | 22 | 18 |
| Accidents | 7 | 11 | 9 |
| Vehicles | 65 | 71 | 67 |
| Driver Hours | 83,309 | 85,622 | 87,034 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|----------------|----------------|----------------|
| Medical | 14,674 | 14,723 | 25,540 |
| Employment | 24,952 | 23,858 | 13,014 |
| Ed/Train/DayCare | 67,673 | 66,415 | 56,479 |
| Nutritional | 12,910 | 12,242 | 19,899 |
| Life-Sustaining/Other | 80,318 | 103,196 | 46,328 |
| TOTAL TRIPS | 200,527 | 220,434 | 161,260 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-------------|-------------|-------------|
| Expenses | \$2,561,950 | \$2,012,641 | \$2,042,735 |
| Revenues | \$2,359,707 | \$2,360,553 | \$2,135,242 |
| Commendations | 10 | 11 | 2 |
| Complaints | 7 | 5 | 4 |
| Passenger No-Shows | 6,592 | 4,545 | 1,158 |
| Unmet Trip Requests | 541 | 559 | 369 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|----------------|----------------|----------------|
| CTD | 19,274 | 22,087 | 17,471 |
| AHCA | 0 | 0 | 0 |
| APD | 110,363 | 107,392 | 89,194 |
| DOEA | 6,621 | 4,203 | 0 |
| DOE | 0 | 0 | 0 |
| Other | 64,269 | 86,752 | 54,595 |
| TOTAL TRIPS | 200,527 | 220,434 | 161,260 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|--------|--------|--------|
| Accidents per 100,000 Miles | 0.75 | 1.49 | 1.21 |
| Miles between Roadcalls | 34,484 | 33,633 | 41,385 |
| Avg. Trips per Driver Hour | 2.41 | 2.57 | 1.85 |
| Avg. Trips per Para Pass. | 18.79 | 20.93 | 20.62 |
| Cost per Trip | 12.78 | 9.13 | 12.67 |
| Cost per Paratransit Trip | 12.78 | 9.13 | 12.67 |
| Cost per Driver Hour | 30.75 | 23.51 | 23.47 |
| Cost per Total Mile | 2.75 | 2.72 | 2.74 |

| | | | |
|----------|---|-------------------------|---------------|
| County: | Clay | <u>Demographics</u> | <u>Number</u> |
| CTC: | Clay County Council on Aging, Inc. | | |
| Contact: | Al Rizer 604 Walnut Street Green Cove Springs, Florida , FL 32043 904-531-5020 | Total County Population | 212,230 |
| Email: | alrizer@claycoa.org | Potential TD Population | 72,623 |
| | | UDPHC | 2,942 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|---------------------------------|----------------|----------------|----------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 52,952 | 46,969 | 42,842 |
| Ambulatory | 59,630 | 81,676 | 73,231 |
| Non-Ambulatory | 20,660 | 14,779 | 15,098 |
| Stretcher | 0 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 133,242 | 143,424 | 131,171 |

| Passenger Trips By Trip Purpose | | | |
|--|----------------|----------------|----------------|
| Medical | 35,266 | 22,784 | 18,975 |
| Employment | 58,432 | 47,401 | 45,247 |
| Ed/Train/DayCare | 23,222 | 37,781 | 34,399 |
| Nutritional | 15,698 | 19,142 | 18,128 |
| Life-Sustaining/Other | 624 | 16,316 | 14,422 |
| TOTAL TRIPS | 133,242 | 143,424 | 131,171 |

| Passenger Trips By Funding Source | | | |
|--|----------------|----------------|----------------|
| CTD | 26,063 | 40,028 | 37,255 |
| AHCA | 22,149 | 20,588 | 18,722 |
| APD | 13,093 | 13,035 | 11,119 |
| DOEA | 7,781 | 0 | 0 |
| DOE | 234 | 524 | 491 |
| Other | 63,922 | 69,249 | 63,584 |
| TOTAL TRIPS | 133,242 | 143,424 | 131,171 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------------|-------------|-------------|-------------|
| Vehicle Miles | 1,071,941 | 1,184,198 | 962,457 |
| Revenue Miles | 971,015 | 987,234 | 834,326 |
| Roadcalls | 9 | 8 | 10 |
| Accidents | 3 | 5 | 7 |
| Vehicles | 46 | 45 | 46 |
| Driver Hours | 78,336 | 90,267 | 87,360 |

| Financial and General Data | | | |
|-----------------------------------|-------------|-------------|-------------|
| Expenses | \$2,480,462 | \$2,562,988 | \$2,496,260 |
| Revenues | \$2,823,444 | \$2,195,209 | \$2,255,528 |
| Commendations | 11 | 2 | 2 |
| Complaints | 22 | 24 | 26 |
| Passenger No-Shows | 1,251 | 1,336 | 1,035 |
| Unmet Trip Requests | 105 | 101 | 96 |

| Performance Measures | | | |
|-----------------------------|---------|---------|--------|
| Accidents per 100,000 Miles | 0.28 | 0.42 | 0.73 |
| Miles between Roadcalls | 119,105 | 148,025 | 96,246 |
| Avg. Trips per Driver Hour | 1.70 | 1.59 | 1.50 |
| Avg. Trips per Para Pass. | 44.76 | 45.46 | 44.59 |
| Cost per Trip | 18.62 | 17.87 | 19.03 |
| Cost per Paratransit Trip | 18.62 | 17.87 | 19.03 |
| Cost per Driver Hour | 31.66 | 28.39 | 28.57 |
| Cost per Total Mile | 2.31 | 2.16 | 2.59 |

| | | | |
|----------|--|-------------------------|---------------|
| County: | Collier | <u>Demographics</u> | <u>Number</u> |
| CTC: | Collier County Board of County Commissioners | | |
| Contact: | Michelle E. Arnold | Total County Population | 372,880 |
| | 3299 Tamiami Trail East #103 | | |
| | Naples, FL 34112 | Potential TD Population | 173,410 |
| | 239-252-5841 | | |
| Email: | michelle.arnold@colliercountyfl.gov | UDPHC | 1,316 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|---------------------------------|----------------|----------------|----------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 83,845 | 89,088 | 91,435 |
| Non-Ambulatory | 24,528 | 25,656 | 18,188 |
| Stretcher | 0 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 108,373 | 114,744 | 109,623 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|--|----------------|----------------|----------------|
| Medical | 53,160 | 51,839 | 50,069 |
| Employment | 11,844 | 13,043 | 12,874 |
| Ed/Train/DayCare | 4,224 | 3,445 | 4,097 |
| Nutritional | 16,416 | 13,700 | 13,868 |
| Life-Sustaining/Other | 22,729 | 32,717 | 28,715 |
| TOTAL TRIPS | 108,373 | 114,744 | 109,623 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|--|----------------|----------------|----------------|
| CTD | 24,229 | 24,408 | 18,917 |
| AHCA | 0 | 0 | 0 |
| APD | 0 | 0 | 0 |
| DOEA | 4 | 332 | 319 |
| DOE | 0 | 0 | 0 |
| Other | 84,140 | 90,004 | 90,387 |
| TOTAL TRIPS | 108,373 | 114,744 | 109,623 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------------|-------------|-------------|-------------|
| Vehicle Miles | 1,269,393 | 1,351,040 | 1,407,704 |
| Revenue Miles | 1,091,651 | 1,172,194 | 1,219,940 |
| Roadcalls | 20 | 17 | 20 |
| Accidents | 15 | 18 | 18 |
| Vehicles | 26 | 29 | 29 |
| Driver Hours | 62,164 | 85,239 | 94,292 |

| Financial and General Data | 2016 | 2017 | 2018 |
|-----------------------------------|-------------|-------------|-------------|
| Expenses | \$3,994,504 | \$4,614,372 | \$5,433,226 |
| Revenues | \$4,134,320 | \$4,828,842 | \$4,931,076 |
| Commendations | 5 | 1 | 6 |
| Complaints | 6 | 27 | 65 |
| Passenger No-Shows | 397 | 499 | 2,821 |
| Unmet Trip Requests | 18 | 23 | 199 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|-------------|-------------|-------------|
| Accidents per 100,000 Miles | 1.18 | 1.33 | 1.28 |
| Miles between Roadcalls | 63,470 | 79,473 | 70,385 |
| Avg. Trips per Driver Hour | 1.74 | 1.35 | 1.16 |
| Avg. Trips per Para Pass. | 104.31 | 97.74 | 83.30 |
| Cost per Trip | 36.86 | 40.21 | 49.56 |
| Cost per Paratransit Trip | 36.86 | 40.21 | 49.56 |
| Cost per Driver Hour | 64.26 | 54.13 | 57.62 |
| Cost per Total Mile | 3.15 | 3.42 | 3.86 |

County: Columbia
 CTC: Suwannee Valley Transit Authority
 Contact: Larry Sessions/Felonzie Raggins
 1907 Voyles Street, S.W.
 Live Oak, FL 32064
 386-362-5332
 Email: larry.sessions@ridesvta.com

| Demographics | Number |
|-------------------------|--------|
| Total County Population | 69,612 |
| Potential TD Population | 27,805 |
| UDPHC | 542 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|---------------|---------------|---------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 27,051 | 32,824 | 46,666 |
| Non-Ambulatory | 3,392 | 3,767 | 4,091 |
| Stretcher | 0 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 30,443 | 36,591 | 50,757 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|---------------|---------------|---------------|
| Medical | 9,830 | 3,891 | 9,246 |
| Employment | 5,390 | 181 | 752 |
| Ed/Train/DayCare | 8,116 | 5,195 | 15,152 |
| Nutritional | 1,810 | 12,675 | 10,862 |
| Life-Sustaining/Other | 5,297 | 14,649 | 14,745 |
| TOTAL TRIPS | 30,443 | 36,591 | 50,757 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|---------------|---------------|---------------|
| CTD | 13,974 | 15,736 | 18,631 |
| AHCA | 138 | 154 | 105 |
| APD | 3,372 | 3,317 | 5,712 |
| DOEA | 9,275 | 11,963 | 10,844 |
| DOE | 1 | 7 | 1 |
| Other | 3,683 | 5,414 | 15,464 |
| TOTAL TRIPS | 30,443 | 36,591 | 50,757 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|---------|---------|---------|
| Vehicle Miles | 294,606 | 291,698 | 535,084 |
| Revenue Miles | 236,484 | 233,925 | 390,758 |
| Roadcalls | 1 | 4 | 4 |
| Accidents | 2 | 1 | 1 |
| Vehicles | 19 | 20 | 25 |
| Driver Hours | 23,316 | 21,297 | 27,518 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-------------|-------------|-------------|
| Expenses | \$1,112,281 | \$1,131,157 | \$1,149,060 |
| Revenues | \$959,740 | \$1,068,730 | \$1,188,191 |
| Commendations | 9 | 7 | 2 |
| Complaints | 5 | 7 | 4 |
| Passenger No-Shows | 417 | 243 | 1,454 |
| Unmet Trip Requests | 36 | 38 | 12 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|---------|--------|---------|
| Accidents per 100,000 Miles | 0.68 | 0.34 | 0.19 |
| Miles between Roadcalls | 294,606 | 72,925 | 133,771 |
| Avg. Trips per Driver Hour | 1.31 | 1.72 | 1.84 |
| Avg. Trips per Para Pass. | 73.00 | 71.47 | 93.65 |
| Cost per Trip | 36.54 | 30.91 | 22.64 |
| Cost per Paratransit Trip | 36.54 | 30.91 | 22.64 |
| Cost per Driver Hour | 47.70 | 53.11 | 41.76 |
| Cost per Total Mile | 3.78 | 3.88 | 2.15 |

County: Desoto
 CTC: MV Contract Transportation, Inc.
 Contact: Kelly Kirk Brooks
 4650 US 27 S
 Sebring, FL 33870
 863-382-6004
 Email: kelly.kirkbrooks@mvtransit.com

| Demographics | Number |
|-------------------------|--------|
| Total County Population | 36,862 |
| Potential TD Population | 18,739 |
| UDPHC | 203 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|--------------|--------------|--------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 6,638 | 6,859 | 5,965 |
| Non-Ambulatory | 2,253 | 1,300 | 1,629 |
| Stretcher | 1 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 8,892 | 8,159 | 7,594 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|---------|---------|---------|
| Vehicle Miles | 144,373 | 139,249 | 125,668 |
| Revenue Miles | 124,328 | 134,113 | 113,864 |
| Roadcalls | 6 | 2 | 1 |
| Accidents | 1 | 0 | 1 |
| Vehicles | 23 | 20 | 15 |
| Driver Hours | 35,360 | 28,437 | 25,937 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|--------------|--------------|--------------|
| Medical | 4,487 | 6,869 | 6,516 |
| Employment | 391 | 376 | 694 |
| Ed/Train/DayCare | 64 | 51 | 0 |
| Nutritional | 50 | 44 | 5 |
| Life-Sustaining/Other | 3,900 | 819 | 379 |
| TOTAL TRIPS | 8,892 | 8,159 | 7,594 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-----------|-----------|-----------|
| Expenses | \$372,384 | \$400,204 | \$370,043 |
| Revenues | \$386,575 | \$402,504 | \$370,047 |
| Commendations | 1 | 3 | 16 |
| Complaints | 1 | 1 | 0 |
| Passenger No-Shows | 590 | 335 | 339 |
| Unmet Trip Requests | 0 | 0 | 87 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|--------------|--------------|--------------|
| CTD | 5,522 | 5,343 | 5,381 |
| AHCA | 358 | 0 | 0 |
| APD | 0 | 0 | 0 |
| DOEA | 50 | 0 | 0 |
| DOE | 0 | 17 | 14 |
| Other | 2,962 | 2,799 | 2,199 |
| TOTAL TRIPS | 8,892 | 8,159 | 7,594 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|--------|--------|---------|
| Accidents per 100,000 Miles | 0.69 | 0.00 | 0.80 |
| Miles between Roadcalls | 24,062 | 69,625 | 125,668 |
| Avg. Trips per Driver Hour | 0.25 | 0.29 | 0.29 |
| Avg. Trips per Para Pass. | 7.73 | 40.19 | 37.41 |
| Cost per Trip | 41.88 | 49.05 | 48.73 |
| Cost per Paratransit Trip | 41.88 | 49.05 | 48.73 |
| Cost per Driver Hour | 10.53 | 14.07 | 14.27 |
| Cost per Total Mile | 2.58 | 2.87 | 2.94 |

County: Dixie
 CTC: Suwannee River Economic Council, Inc.
 Contact: Matt Pearson
 P.O. Box 70
 Live Oak, FL 32064
 386-362-4115
 Email: mattpearson@suwanneeec.net

| Demographics | Number |
|-------------------------|--------|
| Total County Population | 16,673 |
| Potential TD Population | 9,758 |
| UDPHC | 395 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|--------------|--------------|--------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 5,322 | 5,142 | 5,840 |
| Non-Ambulatory | 701 | 680 | 1,252 |
| Stretcher | 115 | 110 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 6,138 | 5,932 | 7,092 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|--------|---------|---------|
| Vehicle Miles | 93,992 | 126,625 | 166,028 |
| Revenue Miles | 72,660 | 112,586 | 145,741 |
| Roadcalls | 3 | 5 | 2 |
| Accidents | 0 | 1 | 0 |
| Vehicles | 9 | 7 | 7 |
| Driver Hours | 8,671 | 5,009 | 6,308 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|--------------|--------------|--------------|
| Medical | 5,544 | 5,417 | 6,150 |
| Employment | 0 | 0 | 0 |
| Ed/Train/DayCare | 0 | 0 | 4 |
| Nutritional | 555 | 485 | 670 |
| Life-Sustaining/Other | 39 | 30 | 268 |
| TOTAL TRIPS | 6,138 | 5,932 | 7,092 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-----------|-----------|-----------|
| Expenses | \$324,737 | \$391,039 | \$313,427 |
| Revenues | \$472,823 | \$528,418 | \$448,061 |
| Commendations | 0 | 0 | 0 |
| Complaints | 1 | 3 | 0 |
| Passenger No-Shows | 60 | 58 | 584 |
| Unmet Trip Requests | 0 | 0 | 0 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|--------------|--------------|--------------|
| CTD | 3,455 | 3,441 | 3,661 |
| AHCA | 2,127 | 2,005 | 2,956 |
| APD | 0 | 0 | 0 |
| DOEA | 555 | 485 | 474 |
| DOE | 0 | 0 | 0 |
| Other | 1 | 1 | 1 |
| TOTAL TRIPS | 6,138 | 5,932 | 7,092 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|--------|--------|--------|
| Accidents per 100,000 Miles | 0.00 | 0.79 | 0.00 |
| Miles between Roadcalls | 31,331 | 25,325 | 83,014 |
| Avg. Trips per Driver Hour | 0.71 | 1.18 | 1.12 |
| Avg. Trips per Para Pass. | 15.16 | 15.21 | 17.95 |
| Cost per Trip | 52.91 | 65.92 | 44.19 |
| Cost per Paratransit Trip | 52.91 | 65.92 | 44.19 |
| Cost per Driver Hour | 37.45 | 78.07 | 49.69 |
| Cost per Total Mile | 3.45 | 3.09 | 1.89 |

County: Duval
 CTC: Jacksonville Transportation Authority
 Contact: Peter Gajdjis
 100 N Myrtle Ave, Building 2
 Jacksonville, FL 32202
 904-265-8939
 Email: pgajdjis@jtafla.com

| Demographics | Number |
|-------------------------|---------|
| Total County Population | 937,934 |
| Potential TD Population | 339,041 |
| UDPHC | 4,431 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|----------------|----------------|----------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 239,964 | 240,173 | 238,654 |
| Non-Ambulatory | 97,607 | 99,458 | 97,364 |
| Stretcher | 0 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 337,571 | 339,631 | 336,018 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|-----------|-----------|-----------|
| Vehicle Miles | 4,665,982 | 4,644,767 | 4,665,487 |
| Revenue Miles | 4,102,704 | 4,108,942 | 4,096,342 |
| Roadcalls | 89 | 107 | 126 |
| Accidents | 21 | 14 | 10 |
| Vehicles | 99 | 98 | 97 |
| Driver Hours | 289,120 | 338,000 | 281,840 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|----------------|----------------|----------------|
| Medical | 73,908 | 72,416 | 69,175 |
| Employment | 56,273 | 59,033 | 61,632 |
| Ed/Train/DayCare | 24,623 | 25,524 | 23,032 |
| Nutritional | 11,914 | 3,027 | 3,539 |
| Life-Sustaining/Other | 170,853 | 179,631 | 178,640 |
| TOTAL TRIPS | 337,571 | 339,631 | 336,018 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|--------------|--------------|--------------|
| Expenses | \$13,877,304 | \$13,372,918 | \$13,959,986 |
| Revenues | \$13,877,304 | \$13,372,918 | \$13,959,986 |
| Commendations | 914 | 730 | 666 |
| Complaints | 1,138 | 1,206 | 1,418 |
| Passenger No-Shows | 15,047 | 15,467 | 16,255 |
| Unmet Trip Requests | 0 | 0 | 0 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|----------------|----------------|----------------|
| CTD | 58,086 | 58,901 | 61,191 |
| AHCA | 0 | 0 | 0 |
| APD | 0 | 0 | 0 |
| DOEA | 0 | 0 | 0 |
| DOE | 0 | 0 | 0 |
| Other | 279,485 | 280,730 | 274,827 |
| TOTAL TRIPS | 337,571 | 339,631 | 336,018 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|--------|--------|--------|
| Accidents per 100,000 Miles | 0.45 | 0.30 | 0.21 |
| Miles between Roadcalls | 52,427 | 43,409 | 37,028 |
| Avg. Trips per Driver Hour | 1.17 | 1.00 | 1.19 |
| Avg. Trips per Para Pass. | 78.69 | 77.75 | 75.83 |
| Cost per Trip | 41.11 | 39.37 | 41.55 |
| Cost per Paratransit Trip | 41.11 | 39.37 | 41.55 |
| Cost per Driver Hour | 48.00 | 39.56 | 49.53 |
| Cost per Total Mile | 2.97 | 2.88 | 2.99 |

County: Escambia
 CTC: Escambia County BOCC
 Contact: Mike Crittenden
 1515 W Fairfield Drive
 Pensacola, FL 32501
 850-595-3221
 Email: mcrittenden@myescambia.com

| Demographics | Number |
|--------------|---------|
| Total County | 313,512 |
| Potential TD | 132,310 |
| UDPHC | 1,463 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|---------------|---------------|---------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 63,449 | 62,128 | 73,165 |
| Non-Ambulatory | 21,764 | 21,007 | 24,739 |
| Stretcher | 0 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 85,213 | 83,135 | 97,904 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|-----------|---------|-----------|
| Vehicle Miles | 1,079,538 | 968,844 | 1,251,550 |
| Revenue Miles | 1,052,580 | 855,216 | 905,098 |
| Roadcalls | 0 | 0 | 5 |
| Accidents | 21 | 14 | 4 |
| Vehicles | 24 | 27 | 28 |
| Driver Hours | 70,704 | 70,184 | 67,482 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|---------------|---------------|---------------|
| Medical | 36,076 | 32,359 | 40,172 |
| Employment | 30,744 | 30,313 | 41,214 |
| Ed/Train/DayCare | 7,274 | 2,552 | 4,358 |
| Nutritional | 24 | 31 | 2,745 |
| Life-Sustaining/Other | 11,095 | 17,880 | 9,415 |
| TOTAL TRIPS | 85,213 | 83,135 | 97,904 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-------------|-------------|-------------|
| Expenses | \$2,603,878 | \$2,653,207 | \$2,983,108 |
| Revenues | \$2,603,876 | \$2,654,128 | \$2,983,106 |
| Commendations | 24 | 19 | 27 |
| Complaints | 19 | 23 | 23 |
| Passenger No-Shows | 4,048 | 1,851 | 6,735 |
| Unmet Trip Requests | 308 | 0 | 53 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|---------------|---------------|---------------|
| CTD | 33,108 | 23,055 | 34,798 |
| AHCA | 0 | 1,802 | 2,268 |
| APD | 6,006 | 1,396 | 0 |
| DOEA | 5,810 | 3,250 | 4,495 |
| DOE | 2,711 | 1,016 | 1,151 |
| Other | 37,578 | 52,616 | 55,192 |
| TOTAL TRIPS | 85,213 | 83,135 | 97,904 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|-------|-------|---------|
| Accidents per 100,000 Miles | 1.95 | 1.45 | 0.32 |
| Miles between Roadcalls | 0 | 0 | 250,310 |
| Avg. Trips per Driver Hour | 1.21 | 1.18 | 1.45 |
| Avg. Trips per Para Pass. | 64.80 | 64.50 | 66.92 |
| Cost per Trip | 30.56 | 31.91 | 30.47 |
| Cost per Paratransit Trip | 30.56 | 31.91 | 30.47 |
| Cost per Driver Hour | 36.83 | 37.80 | 44.21 |
| Cost per Total Mile | 2.41 | 2.74 | 2.38 |

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

| Demographics | Number |
|-------------------------|---------|
| Total County Population | 110,510 |
| Potential TD Population | 34,308 |
| UDPHC | 8,265 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|---------|---------|---------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 90,489 | 97,199 | 91,945 |
| Non-Ambulatory | 11,763 | 13,254 | 16,230 |
| Stretcher | 0 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 102,252 | 110,453 | 108,175 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|---------|---------|---------|
| Vehicle Miles | 708,186 | 709,122 | 652,884 |
| Revenue Miles | 614,012 | 636,795 | 587,453 |
| Roadcalls | 3 | 4 | 4 |
| Accidents | 1 | 2 | 0 |
| Vehicles | 37 | 40 | 34 |
| Driver Hours | 49,504 | 51,740 | 49,764 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|---------|---------|---------|
| Medical | 21,331 | 21,531 | 18,231 |
| Employment | 14,990 | 17,426 | 15,669 |
| Ed/Train/DayCare | 40,949 | 47,267 | 50,028 |
| Nutritional | 11,574 | 12,669 | 12,671 |
| Life-Sustaining/Other | 13,408 | 11,560 | 11,576 |
| TOTAL TRIPS | 102,252 | 110,453 | 108,175 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-------------|-------------|-------------|
| Expenses | \$1,386,287 | \$1,517,895 | \$1,468,861 |
| Revenues | \$1,386,287 | \$1,517,895 | \$1,468,861 |
| Commendations | 0 | 0 | 0 |
| Complaints | 5 | 8 | 9 |
| Passenger No-Shows | 1,467 | 1,244 | 0 |
| Unmet Trip Requests | 166 | 182 | 242 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|---------|---------|---------|
| CTD | 42,787 | 44,430 | 35,911 |
| AHCA | 0 | 0 | 0 |
| APD | 0 | 0 | 0 |
| DOEA | 12,678 | 13,129 | 5,178 |
| DOE | 0 | 0 | 0 |
| Other | 46,787 | 52,894 | 67,086 |
| TOTAL TRIPS | 102,252 | 110,453 | 108,175 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|---------|---------|---------|
| Accidents per 100,000 Miles | 0.14 | 0.28 | 0.00 |
| Miles between Roadcalls | 236,062 | 177,281 | 163,221 |
| Avg. Trips per Driver Hour | 2.07 | 2.13 | 2.17 |
| Avg. Trips per Para Pass. | 12.73 | 13.09 | 13.09 |
| Cost per Trip | 13.56 | 13.74 | 13.58 |
| Cost per Paratransit Trip | 13.56 | 13.74 | 13.58 |
| Cost per Driver Hour | 28.00 | 29.34 | 29.52 |
| Cost per Total Mile | 1.96 | 2.14 | 2.25 |

County: Franklin
 CTC: Gulf County ARC, Inc
 Contact: Andrew Rutherford
 P. O. Box 8
 Port St Joe, FL 32457
 850-229-6327
 Email: gtran@fairpoint.net

| Demographics | Number |
|--------------|--------|
| Total County | 11,727 |
| Potential TD | 6,446 |
| UDPHC | 238 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|--------------|--------------|--------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 2,936 | 3,520 | 4,630 |
| Non-Ambulatory | 323 | 560 | 630 |
| Stretcher | 0 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 3,259 | 4,080 | 5,260 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|--------------|--------------|--------------|
| Medical | 3,135 | 3,891 | 5,014 |
| Employment | 0 | 0 | 0 |
| Ed/Train/DayCare | 0 | 1 | 2 |
| Nutritional | 13 | 10 | 10 |
| Life-Sustaining/Other | 111 | 178 | 234 |
| TOTAL TRIPS | 3,259 | 4,080 | 5,260 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|--------------|--------------|--------------|
| CTD | 2,789 | 3,279 | 3,790 |
| AHCA | 465 | 781 | 1,435 |
| APD | 0 | 0 | 0 |
| DOEA | 0 | 0 | 0 |
| DOE | 0 | 0 | 0 |
| Other | 5 | 20 | 35 |
| TOTAL TRIPS | 3,259 | 4,080 | 5,260 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|--------|---------|---------|
| Vehicle Miles | 98,712 | 149,978 | 172,034 |
| Revenue Miles | 71,607 | 109,150 | 129,036 |
| Roadcalls | 0 | 0 | 0 |
| Accidents | 0 | 0 | 0 |
| Vehicles | 5 | 7 | 8 |
| Driver Hours | 5,653 | 6,515 | 7,592 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-----------|-----------|-----------|
| Expenses | \$183,033 | \$365,282 | \$266,159 |
| Revenues | \$217,341 | \$445,976 | \$350,757 |
| Commendations | 0 | 0 | 0 |
| Complaints | 0 | 0 | 0 |
| Passenger No-Shows | 88 | 91 | 117 |
| Unmet Trip Requests | 0 | 0 | 0 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|-------|-------|-------|
| Accidents per 100,000 Miles | 0.00 | 0.00 | 0.00 |
| Miles between Roadcalls | 0 | 0 | 0 |
| Avg. Trips per Driver Hour | 0.58 | 0.63 | 0.69 |
| Avg. Trips per Para Pass. | 20.50 | 19.25 | 22.10 |
| Cost per Trip | 56.16 | 89.53 | 50.60 |
| Cost per Paratransit Trip | 56.16 | 89.53 | 50.60 |
| Cost per Driver Hour | 32.38 | 56.07 | 35.06 |
| Cost per Total Mile | 1.85 | 2.44 | 1.55 |

County: Gadsden
 CTC: Big Bend Transit, Inc.
 Contact: Shawn Mitchell
 Post Office Box 1721
 Tallahassee, FL 32302
 850-574-6266
 Email: smitchell@bigbendtransit.org

| Demographics | Number |
|-------------------------|--------|
| Total County Population | 46,071 |
| Potential TD Population | 22,951 |
| UDPHC | 3,013 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|----------------|----------------|----------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 54,861 | 56,564 | 53,774 |
| Ambulatory | 43,900 | 48,407 | 48,269 |
| Non-Ambulatory | 2,241 | 2,346 | 2,935 |
| Stretcher | 0 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 101,002 | 107,317 | 104,978 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|---------|---------|-----------|
| Vehicle Miles | 927,119 | 972,817 | 1,056,648 |
| Revenue Miles | 776,556 | 898,724 | 961,550 |
| Roadcalls | 26 | 23 | 11 |
| Accidents | 1 | 0 | 0 |
| Vehicles | 21 | 21 | 20 |
| Driver Hours | 34,536 | 40,160 | 35,837 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|----------------|----------------|----------------|
| Medical | 22,126 | 24,338 | 20,929 |
| Employment | 53,454 | 54,810 | 50,611 |
| Ed/Train/DayCare | 18,479 | 19,261 | 21,900 |
| Nutritional | 1,841 | 17 | 98 |
| Life-Sustaining/Other | 5,102 | 8,891 | 11,440 |
| TOTAL TRIPS | 101,002 | 107,317 | 104,978 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-------------|-------------|-------------|
| Expenses | \$1,815,065 | \$1,884,136 | \$1,907,417 |
| Revenues | \$1,828,705 | \$1,916,254 | \$1,919,525 |
| Commendations | 0 | 2 | 2 |
| Complaints | 9 | 3 | 4 |
| Passenger No-Shows | 3,280 | 3,113 | 3,069 |
| Unmet Trip Requests | 0 | 13 | 8 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|----------------|----------------|----------------|
| CTD | 18,641 | 20,187 | 19,646 |
| AHCA | 16,728 | 19,671 | 17,372 |
| APD | 7,343 | 7,698 | 10,103 |
| DOEA | 0 | 0 | 0 |
| DOE | 0 | 27 | 60 |
| Other | 58,290 | 59,734 | 57,797 |
| TOTAL TRIPS | 101,002 | 107,317 | 104,978 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|--------|--------|--------|
| Accidents per 100,000 Miles | 0.11 | 0.00 | 0.00 |
| Miles between Roadcalls | 35,658 | 42,296 | 96,059 |
| Avg. Trips per Driver Hour | 2.92 | 2.67 | 2.93 |
| Avg. Trips per Para Pass. | 43.20 | 39.94 | 34.84 |
| Cost per Trip | 17.97 | 17.56 | 18.17 |
| Cost per Paratransit Trip | 17.97 | 17.56 | 18.17 |
| Cost per Driver Hour | 52.56 | 46.92 | 53.22 |
| Cost per Total Mile | 1.96 | 1.94 | 1.81 |

County: Gilchrist
 CTC: Suwannee River Economic Council, Inc.
 Contact: Matt Pearson
 P.O. Box 70
 Live Oak, FL 32064
 386-362-4115
 Email: mpearson@suwanneeec.net

| Demographics | Number |
|-------------------------|--------|
| Total County Population | 17,743 |
| Potential TD Population | 8,872 |
| UDPHC | 265 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|--------------|--------------|--------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 3,524 | 3,378 | 4,182 |
| Non-Ambulatory | 978 | 939 | 1,170 |
| Stretcher | 2 | 56 | 57 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 4,504 | 4,373 | 5,409 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|--------------|--------------|--------------|
| Medical | 4,402 | 4,275 | 4,225 |
| Employment | 0 | 0 | 0 |
| Ed/Train/DayCare | 0 | 0 | 0 |
| Nutritional | 0 | 0 | 722 |
| Life-Sustaining/Other | 102 | 98 | 462 |
| TOTAL TRIPS | 4,504 | 4,373 | 5,409 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|--------------|--------------|--------------|
| CTD | 3,438 | 3,295 | 3,116 |
| AHCA | 1,065 | 1,077 | 2,292 |
| APD | 0 | 0 | 0 |
| DOEA | 0 | 0 | 0 |
| DOE | 0 | 0 | 0 |
| Other | 1 | 1 | 1 |
| TOTAL TRIPS | 4,504 | 4,373 | 5,409 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|--------|--------|---------|
| Vehicle Miles | 66,391 | 86,052 | 110,685 |
| Revenue Miles | 55,779 | 75,528 | 97,161 |
| Roadcalls | 1 | 0 | 2 |
| Accidents | 0 | 0 | 1 |
| Vehicles | 10 | 7 | 9 |
| Driver Hours | 6,063 | 5,007 | 6,308 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-----------|-----------|-----------|
| Expenses | \$308,264 | \$263,624 | \$313,865 |
| Revenues | \$312,803 | \$276,906 | \$339,899 |
| Commendations | 0 | 0 | 0 |
| Complaints | 0 | 0 | 0 |
| Passenger No-Shows | 13 | 25 | 438 |
| Unmet Trip Requests | 0 | 0 | 0 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|--------|-------|--------|
| Accidents per 100,000 Miles | 0.00 | 0.00 | 0.90 |
| Miles between Roadcalls | 66,391 | 0 | 55,343 |
| Avg. Trips per Driver Hour | 0.74 | 0.87 | 0.86 |
| Avg. Trips per Para Pass. | 12.65 | 12.82 | 20.41 |
| Cost per Trip | 68.44 | 60.28 | 58.03 |
| Cost per Paratransit Trip | 68.44 | 60.28 | 58.03 |
| Cost per Driver Hour | 50.84 | 52.65 | 49.76 |
| Cost per Total Mile | 4.64 | 3.06 | 2.84 |

County: Glades
 CTC: Good Wheels, Inc.
 Contact: Alan M. Mandel
 10075 Bavaria Rd.
 Fort Myers, FL 33913
 239-768-6184
 Email: amandel@goodwheels.com

| Demographics | Number |
|-------------------------|--------|
| Total County Population | 13,754 |
| Potential TD Population | 5,814 |
| UDPHC | 179 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|--------------|---------------|--------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 3,733 | 9,416 | 3,251 |
| Non-Ambulatory | 1,926 | 1,261 | 1,139 |
| Stretcher | 0 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 5,659 | 10,677 | 4,390 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|---------|---------|---------|
| Vehicle Miles | 207,116 | 345,418 | 297,430 |
| Revenue Miles | 171,906 | 288,134 | 246,866 |
| Roadcalls | 7 | 8 | 1 |
| Accidents | 2 | 4 | 1 |
| Vehicles | 4 | 5 | 5 |
| Driver Hours | 7,468 | 8,617 | 9,307 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|--------------|---------------|--------------|
| Medical | 3,916 | 3,365 | 2,715 |
| Employment | 0 | 0 | 362 |
| Ed/Train/DayCare | 1,743 | 1,781 | 384 |
| Nutritional | 0 | 5,531 | 463 |
| Life-Sustaining/Other | 0 | 0 | 466 |
| TOTAL TRIPS | 5,659 | 10,677 | 4,390 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-----------|-----------|-----------|
| Expenses | \$257,066 | \$301,776 | \$251,523 |
| Revenues | \$254,452 | \$273,656 | \$319,217 |
| Commendations | 0 | 0 | 0 |
| Complaints | 2 | 0 | 1 |
| Passenger No-Shows | 61 | 70 | 60 |
| Unmet Trip Requests | 32 | 40 | 35 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|--------------|---------------|--------------|
| CTD | 1,167 | 1,566 | 3,018 |
| AHCA | 2,436 | 2,491 | 159 |
| APD | 1,743 | 899 | 1,212 |
| DOEA | 0 | 5,720 | 0 |
| DOE | 0 | 0 | 0 |
| Other | 313 | 1 | 1 |
| TOTAL TRIPS | 5,659 | 10,677 | 4,390 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|--------|--------|---------|
| Accidents per 100,000 Miles | 0.97 | 1.16 | 0.34 |
| Miles between Roadcalls | 29,588 | 43,177 | 297,430 |
| Avg. Trips per Driver Hour | 0.76 | 1.24 | 0.47 |
| Avg. Trips per Para Pass. | 56.59 | 45.24 | 24.53 |
| Cost per Trip | 45.43 | 28.26 | 57.29 |
| Cost per Paratransit Trip | 45.43 | 28.26 | 57.29 |
| Cost per Driver Hour | 34.42 | 35.02 | 27.03 |
| Cost per Total Mile | 1.24 | 0.87 | 0.85 |

County: Gulf
 CTC: Gulf County ARC, Inc
 Contact: Andrew Rutherford
 P. O. Box 8
 Port St Joe, FL 32457
 850-229-6327
 Email: gtran@fairpoint.net

| Demographics | Number |
|--------------|--------|
| Total County | 16,160 |
| Potential TD | 5,904 |
| UDPHC | 305 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|---------------|---------------|---------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 21,165 | 19,938 | 19,273 |
| Non-Ambulatory | 1,909 | 2,368 | 2,484 |
| Stretcher | 1 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 23,075 | 22,306 | 21,757 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|---------|---------|---------|
| Vehicle Miles | 299,369 | 292,187 | 348,624 |
| Revenue Miles | 281,177 | 254,308 | 296,273 |
| Roadcalls | 1 | 0 | 0 |
| Accidents | 0 | 0 | 0 |
| Vehicles | 13 | 13 | 16 |
| Driver Hours | 15,302 | 15,184 | 13,806 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|---------------|---------------|---------------|
| Medical | 8,172 | 7,442 | 8,377 |
| Employment | 6,771 | 8,695 | 7,365 |
| Ed/Train/DayCare | 3,603 | 1,526 | 1,560 |
| Nutritional | 3,378 | 3,888 | 3,703 |
| Life-Sustaining/Other | 1,151 | 755 | 752 |
| TOTAL TRIPS | 23,075 | 22,306 | 21,757 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-----------|-----------|-----------|
| Expenses | \$472,880 | \$623,208 | \$608,183 |
| Revenues | \$488,411 | \$664,954 | \$618,747 |
| Commendations | 1 | 1 | 0 |
| Complaints | 1 | 0 | 0 |
| Passenger No-Shows | 93 | 125 | 871 |
| Unmet Trip Requests | 36 | 63 | 88 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|---------------|---------------|---------------|
| CTD | 7,933 | 8,445 | 8,010 |
| AHCA | 3,515 | 2,418 | 2,964 |
| APD | 6,026 | 6,490 | 5,996 |
| DOEA | 2,440 | 2,485 | 2,427 |
| DOE | 0 | 0 | 0 |
| Other | 3,161 | 2,468 | 2,360 |
| TOTAL TRIPS | 23,075 | 22,306 | 21,757 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|---------|-------|-------|
| Accidents per 100,000 Miles | 0.00 | 0.00 | 0.00 |
| Miles between Roadcalls | 299,369 | 0 | 0 |
| Avg. Trips per Driver Hour | 1.51 | 1.47 | 1.58 |
| Avg. Trips per Para Pass. | 54.68 | 54.67 | 71.33 |
| Cost per Trip | 20.49 | 27.94 | 27.95 |
| Cost per Paratransit Trip | 20.49 | 27.94 | 27.95 |
| Cost per Driver Hour | 30.90 | 41.04 | 44.05 |
| Cost per Total Mile | 1.58 | 2.13 | 1.74 |

County: Hamilton
 CTC: Suwannee Valley Transit Authority
 Contact: Larry Sessions/Felonzie Raggins
 1907 Voyles Street, S. W.
 Live Oak, FL 32064
 386-362-5332
 Email: larry.sessions@ridesvta.com

| Demographics | Number |
|-------------------------|--------|
| Total County Population | 14,184 |
| Potential TD Population | 7,237 |
| UDPHC | 150 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|--------------|--------------|---------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 3,811 | 4,244 | 10,527 |
| Non-Ambulatory | 690 | 767 | 658 |
| Stretcher | 0 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 4,501 | 5,011 | 11,185 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|--------|--------|---------|
| Vehicle Miles | 47,257 | 46,941 | 133,970 |
| Revenue Miles | 36,969 | 36,670 | 85,861 |
| Roadcalls | 0 | 1 | 2 |
| Accidents | 0 | 0 | 0 |
| Vehicles | 3 | 3 | 7 |
| Driver Hours | 3,293 | 3,093 | 6,486 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|--------------|--------------|---------------|
| Medical | 1,980 | 766 | 1,021 |
| Employment | 1,098 | 37 | 0 |
| Ed/Train/DayCare | 17 | 1,058 | 5,348 |
| Nutritional | 327 | 357 | 3,687 |
| Life-Sustaining/Other | 1,079 | 2,793 | 1,129 |
| TOTAL TRIPS | 4,501 | 5,011 | 11,185 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-----------|-----------|-----------|
| Expenses | \$211,163 | \$220,611 | \$358,102 |
| Revenues | \$184,526 | \$207,096 | \$375,748 |
| Commendations | 3 | 1 | 0 |
| Complaints | 0 | 1 | 0 |
| Passenger No-Shows | 85 | 50 | 371 |
| Unmet Trip Requests | 7 | 7 | 2 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|--------------|--------------|---------------|
| CTD | 2,846 | 3,015 | 6,672 |
| AHCA | 28 | 31 | 0 |
| APD | 687 | 674 | 338 |
| DOEA | 186 | 185 | 0 |
| DOE | 2 | 1 | 0 |
| Other | 752 | 1,105 | 4,175 |
| TOTAL TRIPS | 4,501 | 5,011 | 11,185 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|-------|--------|--------|
| Accidents per 100,000 Miles | 0.00 | 0.00 | 0.00 |
| Miles between Roadcalls | 0 | 46,941 | 66,985 |
| Avg. Trips per Driver Hour | 1.37 | 1.62 | 1.72 |
| Avg. Trips per Para Pass. | 63.39 | 60.37 | 74.57 |
| Cost per Trip | 46.91 | 44.03 | 32.02 |
| Cost per Paratransit Trip | 46.91 | 44.03 | 32.02 |
| Cost per Driver Hour | 64.12 | 71.33 | 55.21 |
| Cost per Total Mile | 4.47 | 4.70 | 2.67 |

County: Hardee
 CTC: MV Contract Transportation
 Contact: Kelly Kirk Brooks
 4650 US 27 S
 Sebring Fl., FL 33870
 863-382-6004
 Email: kelly.kirkbrooks@mvtransit.com

| Demographics | Number |
|-------------------------|--------|
| Total County Population | 27,411 |
| Potential TD Population | 10,896 |
| UDPHC | 205 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|---------------|---------------|---------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 25,621 | 26,001 | 12,331 |
| Non-Ambulatory | 6,882 | 7,164 | 4,384 |
| Stretcher | 1 | 2 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 32,504 | 33,167 | 16,715 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|---------------|---------------|---------------|
| Medical | 8,730 | 7,981 | 4,047 |
| Employment | 32 | 72 | 207 |
| Ed/Train/DayCare | 18,943 | 21,264 | 1,826 |
| Nutritional | 1,434 | 1,636 | 1,569 |
| Life-Sustaining/Other | 3,365 | 2,214 | 9,066 |
| TOTAL TRIPS | 32,504 | 33,167 | 16,715 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|---------------|---------------|---------------|
| CTD | 5,121 | 2,514 | 2,282 |
| AHCA | 1,815 | 1,004 | 695 |
| APD | 22,743 | 5,821 | 11,166 |
| DOEA | 576 | 174 | 0 |
| DOE | 0 | 0 | 0 |
| Other | 2,249 | 23,654 | 2,572 |
| TOTAL TRIPS | 32,504 | 33,167 | 16,715 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|---------|---------|---------|
| Vehicle Miles | 297,781 | 369,168 | 198,920 |
| Revenue Miles | 123,725 | 294,043 | 160,092 |
| Roadcalls | 3 | 2 | 1 |
| Accidents | 0 | 0 | 2 |
| Vehicles | 15 | 15 | 13 |
| Driver Hours | 17,680 | 17,487 | 15,702 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-----------|-----------|-----------|
| Expenses | \$707,896 | \$527,419 | \$598,331 |
| Revenues | \$738,135 | \$521,624 | \$598,336 |
| Commendations | 2 | 2 | 0 |
| Complaints | 0 | 0 | 0 |
| Passenger No-Shows | 463 | 536 | 247 |
| Unmet Trip Requests | 0 | 1 | 2 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|--------|---------|---------|
| Accidents per 100,000 Miles | 0.00 | 0.00 | 1.01 |
| Miles between Roadcalls | 99,260 | 184,584 | 198,920 |
| Avg. Trips per Driver Hour | 1.84 | 1.90 | 1.06 |
| Avg. Trips per Para Pass. | 161.71 | 157.94 | 81.54 |
| Cost per Trip | 21.78 | 15.90 | 35.80 |
| Cost per Paratransit Trip | 21.78 | 15.90 | 35.80 |
| Cost per Driver Hour | 40.04 | 30.16 | 38.11 |
| Cost per Total Mile | 2.38 | 1.43 | 3.01 |

County: Hendry
 CTC: Good Wheels, Inc.
 Contact: Alan M. Mandel
 10075 Bavaria Rd.
 Fort Myers , FL 33913
 239-768-6184
 Email: amandel@goodwheels.org

| Demographics | Number |
|-------------------------|--------|
| Total County Population | 40,347 |
| Potential TD Population | 17,417 |
| UDPHC | 835 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|---------------|---------------|---------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 0 | 2,671 | 0 |
| Ambulatory | 16,881 | 13,230 | 17,695 |
| Non-Ambulatory | 5,014 | 6,609 | 8,067 |
| Stretcher | 2 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 21,897 | 22,510 | 25,762 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|---------|---------|---------|
| Vehicle Miles | 263,202 | 370,241 | 352,818 |
| Revenue Miles | 217,724 | 307,299 | 292,749 |
| Roadcalls | 15 | 11 | 12 |
| Accidents | 6 | 4 | 4 |
| Vehicles | 13 | 12 | 13 |
| Driver Hours | 28,701 | 21,962 | 31,496 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|---------------|---------------|---------------|
| Medical | 14,865 | 7,919 | 15,654 |
| Employment | 0 | 1,170 | 2,177 |
| Ed/Train/DayCare | 3,421 | 3,853 | 2,319 |
| Nutritional | 3,611 | 6,374 | 2,797 |
| Life-Sustaining/Other | 0 | 3,194 | 2,815 |
| TOTAL TRIPS | 21,897 | 22,510 | 25,762 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-------------|-------------|-----------|
| Expenses | \$1,106,684 | \$874,375 | \$912,250 |
| Revenues | \$973,665 | \$1,163,792 | \$804,140 |
| Commendations | 2 | 2 | 0 |
| Complaints | 4 | 10 | 1 |
| Passenger No-Shows | 871 | 901 | 820 |
| Unmet Trip Requests | 82 | 93 | 80 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|---------------|---------------|---------------|
| CTD | 4,974 | 7,586 | 11,528 |
| AHCA | 2,382 | 8,097 | 2,240 |
| APD | 1,754 | 3,078 | 6,736 |
| DOEA | 3,611 | 3,603 | 0 |
| DOE | 0 | 0 | 0 |
| Other | 9,176 | 146 | 5,258 |
| TOTAL TRIPS | 21,897 | 22,510 | 25,762 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|--------|--------|--------|
| Accidents per 100,000 Miles | 2.28 | 1.08 | 1.13 |
| Miles between Roadcalls | 17,547 | 33,658 | 29,402 |
| Avg. Trips per Driver Hour | 0.76 | 1.02 | 0.82 |
| Avg. Trips per Para Pass. | 77.37 | 4.52 | 30.85 |
| Cost per Trip | 50.54 | 38.84 | 35.41 |
| Cost per Paratransit Trip | 50.54 | 38.84 | 35.41 |
| Cost per Driver Hour | 38.56 | 39.81 | 28.96 |
| Cost per Total Mile | 4.20 | 2.36 | 2.59 |

County: Hernando
 CTC: Mid Florida Community Services, Inc.
 Contact: Michelle Hale
 1122 Ponce De Leon Blvd.
 Brooksville, FL 34601
 352-799-1510
 Email: mhale@mfc.us.com

| Demographics | Number |
|-------------------------|---------|
| Total County Population | 186,553 |
| Potential TD Population | 142,234 |
| UDPHC | 1,126 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|----------------|----------------|----------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 101,504 | 104,939 | 105,680 |
| Non-Ambulatory | 7,909 | 9,129 | 8,434 |
| Stretcher | 0 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 109,413 | 114,068 | 114,114 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|---------|---------|---------|
| Vehicle Miles | 499,748 | 614,868 | 681,248 |
| Revenue Miles | 448,352 | 568,336 | 630,098 |
| Roadcalls | 1 | 4 | 3 |
| Accidents | 0 | 1 | 1 |
| Vehicles | 36 | 44 | 16 |
| Driver Hours | 57,200 | 37,952 | 40,560 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|----------------|----------------|----------------|
| Medical | 18,582 | 29,029 | 27,603 |
| Employment | 142 | 781 | 823 |
| Ed/Train/DayCare | 87,030 | 74,286 | 75,541 |
| Nutritional | 3,223 | 4,154 | 3,279 |
| Life-Sustaining/Other | 436 | 5,818 | 6,868 |
| TOTAL TRIPS | 109,413 | 114,068 | 114,114 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-------------|-------------|-------------|
| Expenses | \$1,080,328 | \$1,067,725 | \$1,343,292 |
| Revenues | \$1,156,930 | \$1,300,039 | \$1,512,746 |
| Commendations | 93 | 97 | 138 |
| Complaints | 6 | 14 | 12 |
| Passenger No-Shows | 308 | 299 | 364 |
| Unmet Trip Requests | 217 | 0 | 0 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|----------------|----------------|----------------|
| CTD | 13,748 | 17,205 | 17,857 |
| AHCA | 42,534 | 43,933 | 47,228 |
| APD | 710 | 510 | 423 |
| DOEA | 1,669 | 2,392 | 2,506 |
| DOE | 3,336 | 4,154 | 2,474 |
| Other | 47,416 | 45,874 | 43,626 |
| TOTAL TRIPS | 109,413 | 114,068 | 114,114 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|---------|---------|---------|
| Accidents per 100,000 Miles | 0.00 | 0.16 | 0.15 |
| Miles between Roadcalls | 499,748 | 153,717 | 227,083 |
| Avg. Trips per Driver Hour | 1.91 | 3.01 | 2.81 |
| Avg. Trips per Para Pass. | 39.66 | 127.45 | 101.34 |
| Cost per Trip | 9.87 | 9.36 | 11.77 |
| Cost per Paratransit Trip | 9.87 | 9.36 | 11.77 |
| Cost per Driver Hour | 18.89 | 28.13 | 33.12 |
| Cost per Total Mile | 2.16 | 1.74 | 1.97 |

County: Highlands
 CTC: MV Contract Transportation, Inc.
 Contact: Kelly Kirk Brooks
 4650 US 27 South
 Sebring, FL 33870
 863-382-6004
 Email: kelly.kirkbrooks@mvtransit.com

| Demographics | Number |
|-------------------------|---------|
| Total County Population | 102,883 |
| Potential TD Population | 66,352 |
| UDPHC | 1,162 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|---------------|---------------|---------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 80,017 | 68,003 | 62,668 |
| Non-Ambulatory | 11,788 | 10,156 | 9,445 |
| Stretcher | 234 | 175 | 106 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 92,039 | 78,334 | 72,219 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|-----------|---------|---------|
| Vehicle Miles | 1,237,562 | 829,871 | 712,340 |
| Revenue Miles | 858,458 | 642,114 | 530,044 |
| Roadcalls | 13 | 10 | 5 |
| Accidents | 2 | 7 | 4 |
| Vehicles | 56 | 51 | 51 |
| Driver Hours | 183,040 | 137,554 | 143,036 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|---------------|---------------|---------------|
| Medical | 30,035 | 28,920 | 29,297 |
| Employment | 11,777 | 9,821 | 10,029 |
| Ed/Train/DayCare | 43,397 | 32,169 | 27,671 |
| Nutritional | 2,892 | 4,041 | 2,430 |
| Life-Sustaining/Other | 3,938 | 3,383 | 2,792 |
| TOTAL TRIPS | 92,039 | 78,334 | 72,219 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-------------|-------------|-------------|
| Expenses | \$1,660,168 | \$2,009,903 | \$1,960,839 |
| Revenues | \$1,541,419 | \$1,866,742 | \$1,832,311 |
| Commendations | 2 | 5 | 26 |
| Complaints | 11 | 10 | 9 |
| Passenger No-Shows | 3,217 | 3,568 | 3,694 |
| Unmet Trip Requests | 0 | 3 | 6 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|---------------|---------------|---------------|
| CTD | 27,532 | 21,147 | 21,539 |
| AHCA | 6,780 | 6,855 | 7,239 |
| APD | 43,397 | 31,754 | 27,670 |
| DOEA | 2,892 | 4,382 | 2,430 |
| DOE | 0 | 21 | 1 |
| Other | 11,438 | 14,175 | 13,340 |
| TOTAL TRIPS | 92,039 | 78,334 | 72,219 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|--------|--------|---------|
| Accidents per 100,000 Miles | 0.16 | 0.84 | 0.56 |
| Miles between Roadcalls | 95,197 | 82,987 | 142,468 |
| Avg. Trips per Driver Hour | 0.50 | 0.57 | 0.50 |
| Avg. Trips per Para Pass. | 83.60 | 66.38 | 62.15 |
| Cost per Trip | 18.04 | 25.66 | 27.15 |
| Cost per Paratransit Trip | 18.04 | 25.66 | 27.15 |
| Cost per Driver Hour | 9.07 | 14.61 | 13.71 |
| Cost per Total Mile | 1.34 | 2.42 | 2.75 |

County: Hillsborough
 CTC: Hillsborough County BOCC
 Contact: Karen Smith
 2709 E Hanna Avenue
 Tampa, FL 33610
 813-276-8126
 Email: smithk@hillsboroughcounty.org

| Demographics | Number |
|-------------------------|-----------|
| Total County Population | 1,408,566 |
| Potential TD Population | 437,966 |
| UDPHC | 33,500 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|----------------|----------------|----------------|
| Fixed Route (FR) | 120,604 | 120,170 | 79,699 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 495,964 | 528,392 | 576,216 |
| Non-Ambulatory | 86,134 | 79,583 | 78,405 |
| Stretcher | 0 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 702,702 | 728,145 | 734,320 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|----------------|----------------|----------------|
| Medical | 202,142 | 223,030 | 207,855 |
| Employment | 54,725 | 51,173 | 66,584 |
| Ed/Train/DayCare | 111,827 | 147,769 | 203,006 |
| Nutritional | 99,942 | 95,669 | 86,474 |
| Life-Sustaining/Other | 234,066 | 210,504 | 170,401 |
| TOTAL TRIPS | 702,702 | 728,145 | 734,320 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|----------------|----------------|----------------|
| CTD | 143,816 | 143,573 | 118,535 |
| AHCA | 42,151 | 28,338 | 0 |
| APD | 134,293 | 124,328 | 149,555 |
| DOEA | 23,178 | 30,722 | 34,921 |
| DOE | 0 | 0 | 0 |
| Other | 359,264 | 401,184 | 431,309 |
| TOTAL TRIPS | 702,702 | 728,145 | 734,320 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|-----------|-----------|-----------|
| Vehicle Miles | 4,363,975 | 4,265,108 | 4,454,998 |
| Revenue Miles | 3,897,484 | 3,860,361 | 3,985,793 |
| Roadcalls | 399 | 206 | 307 |
| Accidents | 44 | 22 | 96 |
| Vehicles | 262 | 248 | 271 |
| Driver Hours | 402,132 | 442,000 | 608,775 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|--------------|--------------|--------------|
| Expenses | \$15,088,978 | \$16,928,558 | \$17,162,838 |
| Revenues | \$15,088,983 | \$16,928,553 | \$17,072,314 |
| Commendations | 321 | 333 | 235 |
| Complaints | 236 | 184 | 125 |
| Passenger No-Shows | 6,973 | 7,982 | 9,498 |
| Unmet Trip Requests | 511 | 320 | 241 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|--------|--------|--------|
| Accidents per 100,000 Miles | 1.01 | 0.52 | 2.15 |
| Miles between Roadcalls | 10,937 | 20,704 | 14,511 |
| Avg. Trips per Driver Hour | 1.45 | 1.38 | 1.08 |
| Avg. Trips per Para Pass. | 40.28 | 39.06 | 29.43 |
| Cost per Trip | 21.47 | 23.25 | 23.37 |
| Cost per Paratransit Trip | 24.91 | 26.47 | 25.01 |
| Cost per Driver Hour | 36.06 | 36.41 | 26.89 |
| Cost per Total Mile | 3.32 | 3.77 | 3.67 |

| | | | |
|----------|--|-------------------------|---------------|
| County: | Holmes | Demographics | Number |
| CTC: | Tri-County Community Council, Inc. | | |
| Contact: | Joel Paul | Total County Population | 19,558 |
| | 302 North Oklahoma Street, Post Office Box 1210 | | |
| | Bonifay, FL 32425 | Potential TD Population | 8,849 |
| | 850-547-3689 | | |
| Email: | joelpaul.tccc@mchsi.com | UDPHC | 836 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|---------------------------------|---------------|---------------|---------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 28,361 | 28,988 | 26,023 |
| Non-Ambulatory | 2,560 | 2,608 | 3,191 |
| Stretcher | 99 | 72 | 42 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 31,020 | 31,668 | 29,256 |

| Passenger Trips By Trip Purpose | | | |
|--|---------------|---------------|---------------|
| Medical | 17,001 | 18,100 | 15,467 |
| Employment | 2,988 | 1,522 | 1,410 |
| Ed/Train/DayCare | 8,315 | 9,072 | 9,676 |
| Nutritional | 804 | 1,159 | 998 |
| Life-Sustaining/Other | 1,912 | 1,815 | 1,705 |
| TOTAL TRIPS | 31,020 | 31,668 | 29,256 |

| Passenger Trips By Funding Source | | | |
|--|---------------|---------------|---------------|
| CTD | 7,239 | 8,135 | 7,624 |
| AHCA | 10,022 | 10,299 | 9,817 |
| APD | 3,202 | 2,455 | 1,897 |
| DOEA | 870 | 1,324 | 998 |
| DOE | 0 | 0 | 4 |
| Other | 9,687 | 9,455 | 8,916 |
| TOTAL TRIPS | 31,020 | 31,668 | 29,256 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------------|-------------|-------------|-------------|
| Vehicle Miles | 431,856 | 449,788 | 490,830 |
| Revenue Miles | 248,453 | 268,633 | 272,356 |
| Roadcalls | 0 | 3 | 0 |
| Accidents | 5 | 2 | 0 |
| Vehicles | 18 | 18 | 18 |
| Driver Hours | 18,658 | 25,486 | 25,730 |

| Financial and General Data | | | |
|-----------------------------------|-----------|-----------|-----------|
| Expenses | \$685,977 | \$712,895 | \$698,569 |
| Revenues | \$823,601 | \$685,215 | \$758,912 |
| Commendations | 0 | 0 | 0 |
| Complaints | 2 | 1 | 2 |
| Passenger No-Shows | 66 | 55 | 70 |
| Unmet Trip Requests | 42 | 51 | 59 |

| Performance Measures | | | |
|-----------------------------|-------|---------|-------|
| Accidents per 100,000 Miles | 1.16 | 0.44 | 0.00 |
| Miles between Roadcalls | 0 | 149,929 | 0 |
| Avg. Trips per Driver Hour | 1.66 | 1.24 | 1.14 |
| Avg. Trips per Para Pass. | 29.83 | 32.78 | 35.00 |
| Cost per Trip | 22.11 | 22.51 | 23.88 |
| Cost per Paratransit Trip | 22.11 | 22.51 | 23.88 |
| Cost per Driver Hour | 36.77 | 27.97 | 27.15 |
| Cost per Total Mile | 1.59 | 1.58 | 1.42 |

County: Indian River
 CTC: Senior Resource Association, Inc.
 Contact: Karen Deigl
 694 14th Street
 Vero Beach, FL 32960
 772-569-0111
 Email: kdeigl@sramail.org

| Demographics | Number |
|-------------------------|---------|
| Total County Population | 154,383 |
| Potential TD Population | 74,614 |
| UDPHC | 1,905 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|---------------|---------------|---------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 68,437 | 58,905 | 59,480 |
| Non-Ambulatory | 13,628 | 14,034 | 15,619 |
| Stretcher | 0 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 82,065 | 72,939 | 75,099 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|---------|---------|---------|
| Vehicle Miles | 441,382 | 516,652 | 810,146 |
| Revenue Miles | 368,399 | 459,831 | 733,118 |
| Roadcalls | 1 | 6 | 5 |
| Accidents | 0 | 0 | 0 |
| Vehicles | 42 | 49 | 62 |
| Driver Hours | 32,832 | 56,232 | 41,700 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|---------------|---------------|---------------|
| Medical | 23,079 | 23,733 | 24,550 |
| Employment | 1,069 | 632 | 486 |
| Ed/Train/DayCare | 47,332 | 28,285 | 31,614 |
| Nutritional | 364 | 523 | 131 |
| Life-Sustaining/Other | 10,221 | 19,766 | 18,318 |
| TOTAL TRIPS | 82,065 | 72,939 | 75,099 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-------------|-------------|-------------|
| Expenses | \$1,409,687 | \$1,883,522 | \$1,864,315 |
| Revenues | \$1,350,387 | \$1,756,028 | \$1,990,653 |
| Commendations | 18 | 5 | 2 |
| Complaints | 11 | 10 | 20 |
| Passenger No-Shows | 1,032 | 1,626 | 2,567 |
| Unmet Trip Requests | 1,235 | 0 | 720 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|---------------|---------------|---------------|
| CTD | 14,210 | 10,819 | 10,665 |
| AHCA | 0 | 0 | 0 |
| APD | 44,787 | 28,038 | 28,175 |
| DOEA | 313 | 284 | 0 |
| DOE | 0 | 0 | 0 |
| Other | 22,755 | 33,798 | 36,259 |
| TOTAL TRIPS | 82,065 | 72,939 | 75,099 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|---------|--------|---------|
| Accidents per 100,000 Miles | 0.00 | 0.00 | 0.00 |
| Miles between Roadcalls | 441,382 | 86,109 | 162,029 |
| Avg. Trips per Driver Hour | 2.50 | 1.30 | 1.80 |
| Avg. Trips per Para Pass. | 52.40 | 40.28 | 39.42 |
| Cost per Trip | 17.18 | 25.82 | 24.82 |
| Cost per Paratransit Trip | 17.18 | 25.82 | 24.82 |
| Cost per Driver Hour | 42.94 | 33.50 | 44.71 |
| Cost per Total Mile | 3.19 | 3.65 | 2.30 |

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 |
|-------------------------|--------|
| Total County Population | 48,330 |
| Potential TD Population | 23,795 |
| UDPHC | 1,200 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|---------------|---------------|---------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 3,782 | 2,768 | 2,458 |
| Ambulatory | 40,832 | 42,556 | 36,615 |
| Non-Ambulatory | 6,205 | 5,568 | 4,977 |
| Stretcher | 63 | 35 | 23 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 50,882 | 50,927 | 44,073 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|---------------|---------------|---------------|
| Medical | 18,219 | 18,474 | 15,766 |
| Employment | 16,209 | 16,023 | 14,438 |
| Ed/Train/DayCare | 4,481 | 4,998 | 2,840 |
| Nutritional | 5,079 | 5,490 | 5,768 |
| Life-Sustaining/Other | 6,894 | 5,942 | 5,261 |
| TOTAL TRIPS | 50,882 | 50,927 | 44,073 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|---------------|---------------|---------------|
| CTD | 7,603 | 7,210 | 7,582 |
| AHCA | 13,644 | 14,191 | 11,548 |
| APD | 20,635 | 20,032 | 17,130 |
| DOEA | 4,442 | 4,908 | 4,539 |
| DOE | 44 | 0 | 0 |
| Other | 4,514 | 4,586 | 3,274 |
| TOTAL TRIPS | 50,882 | 50,927 | 44,073 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|---------|---------|---------|
| Vehicle Miles | 656,248 | 684,499 | 630,160 |
| Revenue Miles | 530,097 | 559,774 | 518,220 |
| Roadcalls | 2 | 5 | 4 |
| Accidents | 0 | 0 | 2 |
| Vehicles | 29 | 28 | 24 |
| Driver Hours | 33,504 | 32,920 | 35,885 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-------------|-------------|-------------|
| Expenses | \$1,499,840 | \$1,778,824 | \$1,679,581 |
| Revenues | \$1,907,617 | \$1,849,945 | \$1,764,159 |
| Commendations | 0 | 0 | 0 |
| Complaints | 0 | 0 | 7 |
| Passenger No-Shows | 530 | 536 | 496 |
| Unmet Trip Requests | 37 | 32 | 51 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|---------|---------|---------|
| Accidents per 100,000 Miles | 0.00 | 0.00 | 0.32 |
| Miles between Roadcalls | 328,124 | 136,900 | 157,540 |
| Avg. Trips per Driver Hour | 1.52 | 1.55 | 1.23 |
| Avg. Trips per Para Pass. | 45.23 | 43.94 | 36.73 |
| Cost per Trip | 29.48 | 34.93 | 38.11 |
| Cost per Paratransit Trip | 29.48 | 34.93 | 38.11 |
| Cost per Driver Hour | 44.77 | 54.03 | 46.80 |
| Cost per Total Mile | 2.29 | 2.60 | 2.67 |

County: Jefferson
 CTC: Big Bend Transit, Inc.
 Contact: Shawn Mitchell
 Post Office Box 1721
 Tallahassee, FL 32302
 850-574-6266
 Email: smitchell@bigbendtransit.org

| Demographics | Number |
|-------------------------|--------|
| Total County Population | 14,144 |
| Potential TD Population | 7,877 |
| UDPHC | 364 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|---------------|---------------|---------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 13,889 | 17,491 | 15,878 |
| Non-Ambulatory | 833 | 1,361 | 1,201 |
| Stretcher | 0 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 14,722 | 18,852 | 17,079 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|---------------|---------------|---------------|
| Medical | 5,767 | 7,847 | 6,732 |
| Employment | 2,230 | 2,216 | 2,482 |
| Ed/Train/DayCare | 3,098 | 2,650 | 2,302 |
| Nutritional | 4 | 123 | 2,660 |
| Life-Sustaining/Other | 3,623 | 6,016 | 2,903 |
| TOTAL TRIPS | 14,722 | 18,852 | 17,079 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|---------------|---------------|---------------|
| CTD | 6,289 | 8,706 | 8,327 |
| AHCA | 4,799 | 6,853 | 5,758 |
| APD | 3,358 | 2,887 | 2,325 |
| DOEA | 0 | 0 | 0 |
| DOE | 15 | 0 | 4 |
| Other | 261 | 406 | 665 |
| TOTAL TRIPS | 14,722 | 18,852 | 17,079 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|---------|---------|---------|
| Vehicle Miles | 275,825 | 290,441 | 409,484 |
| Revenue Miles | 226,177 | 232,352 | 315,303 |
| Roadcalls | 5 | 0 | 2 |
| Accidents | 0 | 0 | 0 |
| Vehicles | 9 | 11 | 10 |
| Driver Hours | 14,877 | 15,169 | 11,749 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-----------|-----------|-----------|
| Expenses | \$652,656 | \$690,977 | \$649,869 |
| Revenues | \$633,543 | \$703,636 | \$701,562 |
| Commendations | 1 | 3 | 3 |
| Complaints | 0 | 0 | 0 |
| Passenger No-Shows | 226 | 242 | 218 |
| Unmet Trip Requests | 7 | 7 | 1 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|--------|-------|---------|
| Accidents per 100,000 Miles | 0.00 | 0.00 | 0.00 |
| Miles between Roadcalls | 55,165 | 0 | 204,742 |
| Avg. Trips per Driver Hour | 0.99 | 1.24 | 1.45 |
| Avg. Trips per Para Pass. | 38.64 | 49.22 | 46.92 |
| Cost per Trip | 44.33 | 36.65 | 38.05 |
| Cost per Paratransit Trip | 44.33 | 36.65 | 38.05 |
| Cost per Driver Hour | 43.87 | 45.55 | 55.31 |
| Cost per Total Mile | 2.37 | 2.38 | 1.59 |

County: Lafayette
 CTC: Suwannee River Economic Council, Inc.
 Contact: Matt Pearson
 P.O. Box 70
 Live Oak, FL 32064
 386-362-4115
 Email: mpearson@suwanneeec.net

| Demographics | Number |
|-------------------------|--------|
| Total County Population | 8,451 |
| Potential TD Population | 3,698 |
| UDPHC | 187 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|--------------|--------------|--------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 3,646 | 4,001 | 3,664 |
| Non-Ambulatory | 150 | 166 | 610 |
| Stretcher | 0 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 3,796 | 4,167 | 4,274 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|--------|--------|--------|
| Vehicle Miles | 56,944 | 63,277 | 58,012 |
| Revenue Miles | 43,399 | 53,212 | 51,506 |
| Roadcalls | 1 | 0 | 0 |
| Accidents | 0 | 1 | 0 |
| Vehicles | 3 | 3 | 4 |
| Driver Hours | 3,182 | 4,617 | 4,762 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|--------------|--------------|--------------|
| Medical | 3,210 | 3,639 | 1,306 |
| Employment | 0 | 0 | 0 |
| Ed/Train/DayCare | 0 | 0 | 770 |
| Nutritional | 586 | 528 | 1,836 |
| Life-Sustaining/Other | 0 | 0 | 362 |
| TOTAL TRIPS | 3,796 | 4,167 | 4,274 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-----------|-----------|-----------|
| Expenses | \$217,333 | \$152,967 | \$241,385 |
| Revenues | \$283,150 | \$217,649 | \$290,591 |
| Commendations | 0 | 0 | 0 |
| Complaints | 3 | 0 | 0 |
| Passenger No-Shows | 10 | 11 | 926 |
| Unmet Trip Requests | 10 | 9 | 0 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|--------------|--------------|--------------|
| CTD | 3,044 | 3,106 | 3,402 |
| AHCA | 165 | 532 | 311 |
| APD | 0 | 0 | 0 |
| DOEA | 586 | 528 | 560 |
| DOE | 0 | 0 | 0 |
| Other | 1 | 1 | 1 |
| TOTAL TRIPS | 3,796 | 4,167 | 4,274 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|--------|-------|-------|
| Accidents per 100,000 Miles | 0.00 | 1.58 | 0.00 |
| Miles between Roadcalls | 56,944 | 0 | 0 |
| Avg. Trips per Driver Hour | 1.19 | 0.90 | 0.90 |
| Avg. Trips per Para Pass. | 13.46 | 13.49 | 22.86 |
| Cost per Trip | 57.25 | 36.71 | 56.48 |
| Cost per Paratransit Trip | 57.25 | 36.71 | 56.48 |
| Cost per Driver Hour | 68.30 | 33.13 | 50.69 |
| Cost per Total Mile | 3.82 | 2.42 | 4.16 |

| | | | |
|----------|--|-------------------------|---------------|
| County: | Lake | <u>Demographics</u> | <u>Number</u> |
| CTC: | Lake County Board of County Commissioners | | |
| Contact: | David Hope | Total County Population | 346,017 |
| | P.O. Box 7800 | | |
| | Tavares, FL 32778-7800 | Potential TD Population | 145,716 |
| | 352-323-5733 | | |
| Email: | dhope@lakecountyfl.gov | UDPHC | 1,800 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|---------------------------------|----------------|----------------|----------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 636 | 531 | 522 |
| Ambulatory | 127,135 | 117,225 | 124,507 |
| Non-Ambulatory | 26,725 | 22,515 | 28,188 |
| Stretcher | 26 | 2 | 0 |
| School Board | 37,972 | 23,243 | 0 |
| TOTAL TRIPS | 192,494 | 163,516 | 153,217 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|--|----------------|----------------|----------------|
| Medical | 66,679 | 45,074 | 50,625 |
| Employment | 30,383 | 18,431 | 9,462 |
| Ed/Train/DayCare | 57,931 | 64,484 | 46,421 |
| Nutritional | 17,958 | 16,880 | 18,743 |
| Life-Sustaining/Other | 19,543 | 18,647 | 27,966 |
| TOTAL TRIPS | 192,494 | 163,516 | 153,217 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|--|----------------|----------------|----------------|
| CTD | 30,144 | 29,590 | 28,364 |
| AHCA | 11,931 | 1,129 | 1,213 |
| APD | 56,375 | 51,492 | 54,319 |
| DOEA | 12,722 | 11,231 | 11,570 |
| DOE | 0 | 0 | 0 |
| Other | 81,322 | 70,074 | 57,751 |
| TOTAL TRIPS | 192,494 | 163,516 | 153,217 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------------|-------------|-------------|-------------|
| Vehicle Miles | 1,670,726 | 1,525,992 | 1,520,198 |
| Revenue Miles | 1,429,234 | 1,213,065 | 1,198,009 |
| Roadcalls | 40 | 9 | 41 |
| Accidents | 28 | 31 | 23 |
| Vehicles | 90 | 70 | 75 |
| Driver Hours | 119,277 | 96,765 | 106,988 |

| Financial and General Data | 2016 | 2017 | 2018 |
|-----------------------------------|-------------|-------------|-------------|
| Expenses | \$4,516,532 | \$3,594,889 | \$4,992,834 |
| Revenues | \$5,609,497 | \$4,799,675 | \$5,767,299 |
| Commendations | 2 | 9 | 16 |
| Complaints | 29 | 28 | 21 |
| Passenger No-Shows | 4,753 | 2,842 | 2,612 |
| Unmet Trip Requests | 549 | 572 | 0 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|-------------|-------------|-------------|
| Accidents per 100,000 Miles | 1.68 | 2.03 | 1.51 |
| Miles between Roadcalls | 41,768 | 169,555 | 37,078 |
| Avg. Trips per Driver Hour | 1.61 | 1.69 | 1.43 |
| Avg. Trips per Para Pass. | 24.52 | 95.46 | 85.12 |
| Cost per Trip | 23.46 | 21.98 | 32.59 |
| Cost per Paratransit Trip | 23.46 | 21.98 | 32.59 |
| Cost per Driver Hour | 37.87 | 37.15 | 46.67 |
| Cost per Total Mile | 2.70 | 2.36 | 3.28 |

| | | | |
|----------|--|-------------------------|---------------|
| County: | Lee | <u>Demographics</u> | <u>Number</u> |
| CTC: | Good Wheels, Inc. | | |
| Contact: | Alan M. Mandel | Total County Population | 739,224 |
| | 10075 Bavaria Rd. | | |
| | Fort Myers, FL 33913 | Potential TD Population | 277,367 |
| | 239-768-6184 | | |
| Email: | amandel@goodwheels.org | UDPHC | 5,200 |



| <u>Trips By Type of Service</u> | <u>2016</u> | <u>2017</u> | <u>2018</u> |
|---------------------------------|----------------|----------------|----------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 222,242 | 198,288 | 120,279 |
| Non-Ambulatory | 72,576 | 47,586 | 65,080 |
| Stretcher | 60 | 140 | 9 |
| School Board | 6,000 | 0 | 0 |
| TOTAL TRIPS | 300,878 | 246,014 | 185,368 |

| <u>Passenger Trips By Trip Purpose</u> | | | |
|--|----------------|----------------|----------------|
| Medical | 86,501 | 147,981 | 110,518 |
| Employment | 457 | 21,126 | 16,127 |
| Ed/Train/DayCare | 209,161 | 22,506 | 17,183 |
| Nutritional | 3,207 | 27,091 | 20,687 |
| Life-Sustaining/Other | 1,552 | 27,310 | 20,853 |
| TOTAL TRIPS | 300,878 | 246,014 | 185,368 |

| <u>Passenger Trips By Funding Source</u> | | | |
|--|----------------|----------------|----------------|
| CTD | 21,823 | 33,318 | 44,790 |
| AHCA | 218,500 | 154,177 | 77,636 |
| APD | 26,994 | 32,844 | 27,970 |
| DOEA | 4,573 | 8,536 | 3,258 |
| DOE | 0 | 0 | 0 |
| Other | 28,988 | 17,139 | 31,714 |
| TOTAL TRIPS | 300,878 | 246,014 | 185,368 |

| <u>Vehicle Data</u> | <u>2016</u> | <u>2017</u> | <u>2018</u> |
|---------------------|-------------|-------------|-------------|
| Vehicle Miles | 1,811,772 | 2,111,610 | 1,933,280 |
| Revenue Miles | 1,508,730 | 1,754,526 | 1,604,621 |
| Roadcalls | 49 | 0 | 0 |
| Accidents | 29 | 34 | 45 |
| Vehicles | 53 | 74 | 45 |
| Driver Hours | 118,405 | 154,500 | 124,507 |

| <u>Financial and General Data</u> | | | |
|-----------------------------------|-------------|-------------|-------------|
| Expenses | \$3,773,594 | \$5,968,985 | \$5,552,983 |
| Revenues | \$3,594,940 | \$4,715,031 | \$4,896,929 |
| Commendations | 98 | 45 | 11 |
| Complaints | 56 | 48 | 26 |
| Passenger No-Shows | 6,989 | 7,010 | 7,001 |
| Unmet Trip Requests | 684 | 711 | 560 |

| <u>Performance Measures</u> | | | |
|-----------------------------|--------|-------|-------|
| Accidents per 100,000 Miles | 1.60 | 1.61 | 2.33 |
| Miles between Roadcalls | 36,975 | 0 | 0 |
| Avg. Trips per Driver Hour | 2.54 | 1.59 | 1.49 |
| Avg. Trips per Para Pass. | 57.65 | 46.11 | 35.65 |
| Cost per Trip | 12.54 | 24.26 | 29.96 |
| Cost per Paratransit Trip | 12.54 | 24.26 | 29.96 |
| Cost per Driver Hour | 31.87 | 38.63 | 44.60 |
| Cost per Total Mile | 2.08 | 2.83 | 2.87 |

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

| Demographics | Number |
|-------------------------|---------|
| Total County Population | 290,292 |
| Potential TD Population | 124,655 |
| UDPHC | 5,192 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|----------------|----------------|---------------|
| Fixed Route (FR) | 115,561 | 76,862 | 41,729 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 40,111 | 49,414 | 41,574 |
| Non-Ambulatory | 5,448 | 7,087 | 8,504 |
| Stretcher | 0 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 161,120 | 133,363 | 91,807 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|---------|---------|---------|
| Vehicle Miles | 473,942 | 455,740 | 518,328 |
| Revenue Miles | 381,353 | 356,601 | 367,904 |
| Roadcalls | 0 | 0 | 0 |
| Accidents | 0 | 0 | 0 |
| Vehicles | 14 | 14 | 14 |
| Driver Hours | 31,439 | 42,148 | 43,521 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|----------------|----------------|---------------|
| Medical | 40,331 | 33,117 | 18,580 |
| Employment | 75,170 | 58,135 | 30,917 |
| Ed/Train/DayCare | 26,777 | 26,965 | 23,238 |
| Nutritional | 13,223 | 9,266 | 6,491 |
| Life-Sustaining/Other | 5,619 | 5,880 | 12,581 |
| TOTAL TRIPS | 161,120 | 133,363 | 91,807 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-------------|-------------|-------------|
| Expenses | \$1,200,420 | \$1,357,444 | \$1,279,811 |
| Revenues | \$1,200,420 | \$1,357,444 | \$1,279,811 |
| Commendations | 4 | 4 | 4 |
| Complaints | 5 | 6 | 9 |
| Passenger No-Shows | 2,902 | 1,125 | 961 |
| Unmet Trip Requests | 38 | 35 | 29 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|----------------|----------------|---------------|
| CTD | 51,368 | 33,847 | 21,786 |
| AHCA | 0 | 0 | 0 |
| APD | 22,050 | 21,799 | 17,805 |
| DOEA | 0 | 0 | 0 |
| DOE | 0 | 0 | 0 |
| Other | 87,702 | 77,717 | 52,216 |
| TOTAL TRIPS | 161,120 | 133,363 | 91,807 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|-------|-------|-------|
| Accidents per 100,000 Miles | 0.00 | 0.00 | 0.00 |
| Miles between Roadcalls | 0 | 0 | 0 |
| Avg. Trips per Driver Hour | 1.45 | 1.34 | 1.15 |
| Avg. Trips per Para Pass. | 19.40 | 27.82 | 23.49 |
| Cost per Trip | 7.45 | 10.18 | 13.94 |
| Cost per Paratransit Trip | 23.11 | 20.80 | 23.12 |
| Cost per Driver Hour | 33.48 | 27.88 | 26.60 |
| Cost per Total Mile | 2.22 | 2.58 | 2.23 |

| | | | |
|----------|--|-------------------------|---------------|
| County: | Levy | <u>Demographics</u> | <u>Number</u> |
| CTC: | Levy Board of County Commissioners | | |
| Contact: | Connie Conley | Total County Population | 40,355 |
| | 970 East Hathaway Avenue, Post Office Box 310 | | |
| | Bronson, FL 32621 | Potential TD Population | 23,564 |
| | 352-486-3485 | | |
| Email: | conley-connie@levycounty.org | UDPHC | 482 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|---------------------------------|---------------|---------------|---------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 39,971 | 29,604 | 27,440 |
| Non-Ambulatory | 2,315 | 689 | 2,792 |
| Stretcher | 2 | 1 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 42,288 | 30,294 | 30,232 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|--|---------------|---------------|---------------|
| Medical | 10,082 | 6,327 | 6,606 |
| Employment | 2,225 | 1,497 | 608 |
| Ed/Train/DayCare | 25,957 | 13,640 | 16,262 |
| Nutritional | 622 | 1,202 | 837 |
| Life-Sustaining/Other | 3,402 | 7,628 | 5,919 |
| TOTAL TRIPS | 42,288 | 30,294 | 30,232 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|--|---------------|---------------|---------------|
| CTD | 10,188 | 15,005 | 11,344 |
| AHCA | 121 | 70 | 635 |
| APD | 8,356 | 6,107 | 6,971 |
| DOEA | 615 | 1,202 | 821 |
| DOE | 0 | 0 | 0 |
| Other | 23,008 | 7,910 | 10,461 |
| TOTAL TRIPS | 42,288 | 30,294 | 30,232 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------------|-------------|-------------|-------------|
| Vehicle Miles | 651,431 | 533,465 | 952,783 |
| Revenue Miles | 553,355 | 465,249 | 894,173 |
| Roadcalls | 26 | 6 | 8 |
| Accidents | 0 | 0 | 2 |
| Vehicles | 24 | 21 | 16 |
| Driver Hours | 27,508 | 22,400 | 17,988 |

| Financial and General Data | 2016 | 2017 | 2018 |
|-----------------------------------|-------------|-------------|-------------|
| Expenses | \$957,245 | \$818,968 | \$864,983 |
| Revenues | \$1,043,264 | \$826,158 | \$941,619 |
| Commendations | 13 | 10 | 11 |
| Complaints | 0 | 0 | 0 |
| Passenger No-Shows | 780 | 301 | 245 |
| Unmet Trip Requests | 26 | 30 | 132 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|-------------|-------------|-------------|
| Accidents per 100,000 Miles | 0.00 | 0.00 | 0.21 |
| Miles between Roadcalls | 25,055 | 88,911 | 119,098 |
| Avg. Trips per Driver Hour | 1.54 | 1.35 | 1.68 |
| Avg. Trips per Para Pass. | 87.19 | 58.82 | 62.72 |
| Cost per Trip | 22.64 | 27.03 | 28.61 |
| Cost per Paratransit Trip | 22.64 | 27.03 | 28.61 |
| Cost per Driver Hour | 34.80 | 36.56 | 48.09 |
| Cost per Total Mile | 1.47 | 1.54 | 0.91 |

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 |
|--------------|--------|
| Total County | 8,242 |
| Potential TD | 2,978 |
| UDPHC | 1,425 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|---------------|---------------|---------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 29,587 | 31,627 | 26,527 |
| Non-Ambulatory | 1,189 | 1,248 | 1,997 |
| Stretcher | 1 | 2 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 30,777 | 32,877 | 28,524 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|---------------|---------------|---------------|
| Medical | 16,880 | 18,712 | 15,025 |
| Employment | 188 | 196 | 312 |
| Ed/Train/DayCare | 7,986 | 8,048 | 7,908 |
| Nutritional | 2,010 | 2,057 | 1,655 |
| Life-Sustaining/Other | 3,713 | 3,864 | 3,624 |
| TOTAL TRIPS | 30,777 | 32,877 | 28,524 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|---------------|---------------|---------------|
| CTD | 6,408 | 6,613 | 6,295 |
| AHCA | 11,385 | 11,381 | 12,954 |
| APD | 0 | 0 | 0 |
| DOEA | 1,202 | 2,294 | 2,090 |
| DOE | 0 | 0 | 0 |
| Other | 11,782 | 12,589 | 7,185 |
| TOTAL TRIPS | 30,777 | 32,877 | 28,524 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|---------|---------|---------|
| Vehicle Miles | 360,415 | 363,288 | 333,651 |
| Revenue Miles | 342,430 | 345,436 | 316,182 |
| Roadcalls | 1 | 0 | 1 |
| Accidents | 1 | 1 | 1 |
| Vehicles | 20 | 20 | 19 |
| Driver Hours | 22,944 | 23,488 | 20,400 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-----------|-----------|-----------|
| Expenses | \$507,748 | \$534,642 | \$492,496 |
| Revenues | \$556,207 | \$581,778 | \$517,123 |
| Commendations | 4 | 3 | 4 |
| Complaints | 1 | 0 | 1 |
| Passenger No-Shows | 111 | 96 | 62 |
| Unmet Trip Requests | 8 | 9 | 10 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|---------|-------|---------|
| Accidents per 100,000 Miles | 0.28 | 0.28 | 0.30 |
| Miles between Roadcalls | 360,415 | 0 | 333,651 |
| Avg. Trips per Driver Hour | 1.34 | 1.40 | 1.40 |
| Avg. Trips per Para Pass. | 21.55 | 21.36 | 20.02 |
| Cost per Trip | 16.50 | 16.26 | 17.27 |
| Cost per Paratransit Trip | 16.50 | 16.26 | 17.27 |
| Cost per Driver Hour | 22.13 | 22.76 | 24.14 |
| Cost per Total Mile | 1.41 | 1.47 | 1.48 |

County: Madison
 CTC: Big Bend Transit
 Contact: Shawn Mitchell
 Post Office Box 1721
 Tallahassee, FL 32302
 850-574-6266
 Email: smitchell@bigbendtransit.org

| Demographics | Number |
|-------------------------|--------|
| Total County Population | 18,449 |
| Potential TD Population | 8,766 |
| UDPHC | 557 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|---------------|---------------|---------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 1,133 | 957 | 561 |
| Ambulatory | 14,436 | 15,729 | 14,611 |
| Non-Ambulatory | 3,255 | 2,926 | 3,298 |
| Stretcher | 0 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 18,824 | 19,612 | 18,470 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|---------|---------|---------|
| Vehicle Miles | 229,709 | 343,549 | 343,956 |
| Revenue Miles | 185,067 | 259,905 | 257,977 |
| Roadcalls | 4 | 4 | 1 |
| Accidents | 0 | 0 | 0 |
| Vehicles | 9 | 10 | 10 |
| Driver Hours | 12,117 | 11,604 | 13,706 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|---------------|---------------|---------------|
| Medical | 6,701 | 8,244 | 7,835 |
| Employment | 3,297 | 3,649 | 3,205 |
| Ed/Train/DayCare | 5,048 | 4,579 | 4,516 |
| Nutritional | 6 | 83 | 905 |
| Life-Sustaining/Other | 3,772 | 3,057 | 2,009 |
| TOTAL TRIPS | 18,824 | 19,612 | 18,470 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-----------|-----------|-----------|
| Expenses | \$701,348 | \$769,058 | \$769,331 |
| Revenues | \$646,645 | \$670,875 | \$711,013 |
| Commendations | 0 | 0 | 0 |
| Complaints | 0 | 0 | 0 |
| Passenger No-Shows | 407 | 412 | 475 |
| Unmet Trip Requests | 12 | 8 | 0 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|---------------|---------------|---------------|
| CTD | 8,137 | 8,733 | 6,211 |
| AHCA | 4,078 | 4,461 | 6,291 |
| APD | 4,653 | 4,659 | 4,278 |
| DOEA | 0 | 0 | 0 |
| DOE | 149 | 31 | 2 |
| Other | 1,807 | 1,728 | 1,688 |
| TOTAL TRIPS | 18,824 | 19,612 | 18,470 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|--------|--------|---------|
| Accidents per 100,000 Miles | 0.00 | 0.00 | 0.00 |
| Miles between Roadcalls | 57,427 | 85,887 | 343,956 |
| Avg. Trips per Driver Hour | 1.55 | 1.69 | 1.35 |
| Avg. Trips per Para Pass. | 30.66 | 27.01 | 33.16 |
| Cost per Trip | 37.26 | 39.21 | 41.65 |
| Cost per Paratransit Trip | 37.26 | 39.21 | 41.65 |
| Cost per Driver Hour | 57.88 | 66.28 | 56.13 |
| Cost per Total Mile | 3.05 | 2.24 | 2.24 |

County: Manatee
 CTC: Manatee County Area Transit
 Contact: Benita L. Zarr
 2411 Tallevast Rd
 Sarasota, FL 34243
 941-708-7426
 Email: benita.zarr@mymanatee.org

| Demographics | Number |
|-------------------------|---------|
| Total County Population | 385,571 |
| Potential TD Population | 169,375 |
| UDPHC | 12,163 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|----------------|----------------|----------------|
| Fixed Route (FR) | 14,806 | 14,373 | 13,280 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 138,358 | 121,870 | 115,164 |
| Non-Ambulatory | 41,833 | 48,897 | 49,368 |
| Stretcher | 0 | 0 | 0 |
| School Board | 8,878 | 6,457 | 0 |
| TOTAL TRIPS | 203,875 | 191,597 | 177,812 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|-----------|-----------|-----------|
| Vehicle Miles | 1,253,074 | 1,126,106 | 1,080,560 |
| Revenue Miles | 996,008 | 925,779 | 856,377 |
| Roadcalls | 93 | 85 | 119 |
| Accidents | 67 | 136 | 50 |
| Vehicles | 81 | 76 | 82 |
| Driver Hours | 99,150 | 87,005 | 85,376 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|----------------|----------------|----------------|
| Medical | 55,519 | 48,062 | 46,550 |
| Employment | 67,521 | 50,204 | 21,279 |
| Ed/Train/DayCare | 47,960 | 57,731 | 87,179 |
| Nutritional | 9,529 | 5,331 | 4,475 |
| Life-Sustaining/Other | 23,346 | 30,269 | 18,329 |
| TOTAL TRIPS | 203,875 | 191,597 | 177,812 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-------------|-------------|-------------|
| Expenses | \$4,205,481 | \$4,566,231 | \$4,759,223 |
| Revenues | \$4,205,487 | \$4,566,229 | \$4,801,991 |
| Commendations | 59 | 31 | 35 |
| Complaints | 39 | 89 | 123 |
| Passenger No-Shows | 595 | 628 | 741 |
| Unmet Trip Requests | 2,335 | 542 | 328 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|----------------|----------------|----------------|
| CTD | 31,147 | 29,385 | 27,257 |
| AHCA | 1,525 | 5,715 | 3,944 |
| APD | 70,181 | 58,172 | 63,173 |
| DOEA | 19,231 | 14,217 | 9,596 |
| DOE | 2,799 | 2,612 | 236 |
| Other | 78,992 | 81,496 | 73,606 |
| TOTAL TRIPS | 203,875 | 191,597 | 177,812 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|--------|--------|-------|
| Accidents per 100,000 Miles | 5.35 | 12.08 | 4.63 |
| Miles between Roadcalls | 13,474 | 13,248 | 9,080 |
| Avg. Trips per Driver Hour | 1.91 | 2.04 | 1.93 |
| Avg. Trips per Para Pass. | 82.49 | 85.57 | 49.44 |
| Cost per Trip | 20.63 | 23.83 | 26.77 |
| Cost per Paratransit Trip | 22.22 | 25.74 | 28.87 |
| Cost per Driver Hour | 42.37 | 52.43 | 55.64 |
| Cost per Total Mile | 3.35 | 4.05 | 4.40 |

County: Marion
 CTC: Marion Senior Services, Inc.
 Contact: Tom Wilder
 1101 SW 20th Court
 Ocala, FL 34471
 352-620-3519
 Email: twilder@marionseniorservices.org

| Demographics | Number |
|-------------------------|---------|
| Total County Population | 354,353 |
| Potential TD Population | 186,913 |
| UDPHC | 3,281 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|----------------|----------------|----------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 87,108 | 78,323 | 76,741 |
| Non-Ambulatory | 32,259 | 32,171 | 29,283 |
| Stretcher | 0 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 119,367 | 110,494 | 106,024 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|-----------|-----------|-----------|
| Vehicle Miles | 1,149,596 | 1,126,786 | 1,117,564 |
| Revenue Miles | 1,067,670 | 981,948 | 954,320 |
| Roadcalls | 51 | 36 | 33 |
| Accidents | 4 | 4 | 13 |
| Vehicles | 66 | 57 | 41 |
| Driver Hours | 95,461 | 75,614 | 100,121 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|----------------|----------------|----------------|
| Medical | 63,177 | 59,999 | 56,417 |
| Employment | 431 | 713 | 854 |
| Ed/Train/DayCare | 34,032 | 29,885 | 27,619 |
| Nutritional | 14,031 | 14,157 | 15,188 |
| Life-Sustaining/Other | 7,696 | 5,740 | 5,946 |
| TOTAL TRIPS | 119,367 | 110,494 | 106,024 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-------------|-------------|-------------|
| Expenses | \$3,359,264 | \$3,400,073 | \$3,628,916 |
| Revenues | \$4,296,109 | \$3,294,525 | \$3,674,940 |
| Commendations | 2 | 33 | 66 |
| Complaints | 13 | 51 | 16 |
| Passenger No-Shows | 2,774 | 2,957 | 3,364 |
| Unmet Trip Requests | 553 | 669 | 50 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|----------------|----------------|----------------|
| CTD | 27,424 | 35,059 | 30,772 |
| AHCA | 11,262 | 7,551 | 5,164 |
| APD | 30,157 | 26,607 | 22,414 |
| DOEA | 0 | 0 | 0 |
| DOE | 0 | 0 | 0 |
| Other | 50,524 | 41,277 | 47,674 |
| TOTAL TRIPS | 119,367 | 110,494 | 106,024 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|--------|--------|--------|
| Accidents per 100,000 Miles | 0.35 | 0.35 | 1.16 |
| Miles between Roadcalls | 22,541 | 31,300 | 33,866 |
| Avg. Trips per Driver Hour | 1.25 | 1.46 | 1.06 |
| Avg. Trips per Para Pass. | 37.02 | 33.25 | 32.31 |
| Cost per Trip | 28.14 | 30.77 | 34.23 |
| Cost per Paratransit Trip | 28.14 | 30.77 | 34.23 |
| Cost per Driver Hour | 35.19 | 44.97 | 36.25 |
| Cost per Total Mile | 2.92 | 3.02 | 3.25 |

County: Martin
 CTC: Medical Transportation Management
 Contact: Lisa Sanders
 759 SW Federal Highway Suite #301
 Stuart, FL 34994
 772-266-4971
 Email: lusanders@mtm-inc.net

| Demographics | Number |
|-------------------------|---------|
| Total County Population | 159,923 |
| Potential TD Population | 82,848 |
| UDPHC | 662 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|---------------|---------------|---------------|
| Fixed Route (FR) | 0 | 13 | 8 |
| Deviated FR | 0 | 0 | 8 |
| Ambulatory | 44,118 | 42,901 | 41,869 |
| Non-Ambulatory | 6,285 | 3,325 | 8,341 |
| Stretcher | 3 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 50,406 | 46,239 | 50,226 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|---------|---------|---------|
| Vehicle Miles | 436,987 | 457,874 | 513,534 |
| Revenue Miles | 362,492 | 370,765 | 406,071 |
| Roadcalls | 0 | 0 | 0 |
| Accidents | 0 | 1 | 1 |
| Vehicles | 28 | 21 | 16 |
| Driver Hours | 36,368 | 29,327 | 60,426 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|---------------|---------------|---------------|
| Medical | 13,244 | 13,896 | 8,359 |
| Employment | 2,117 | 1,541 | 2,916 |
| Ed/Train/DayCare | 20,659 | 18,275 | 27,738 |
| Nutritional | 45 | 43 | 485 |
| Life-Sustaining/Other | 14,341 | 12,484 | 10,728 |
| TOTAL TRIPS | 50,406 | 46,239 | 50,226 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-----------|-------------|-------------|
| Expenses | \$991,952 | \$978,319 | \$1,014,785 |
| Revenues | \$777,414 | \$1,026,879 | \$1,024,965 |
| Commendations | 77 | 64 | 5 |
| Complaints | 21 | 3 | 23 |
| Passenger No-Shows | 3 | 7 | 53 |
| Unmet Trip Requests | 332 | 476 | 31 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|---------------|---------------|---------------|
| CTD | 11,791 | 10,291 | 11,799 |
| AHCA | 12,659 | 0 | 0 |
| APD | 12,004 | 19,706 | 19,919 |
| DOEA | 880 | 4,529 | 0 |
| DOE | 0 | 0 | 1 |
| Other | 13,072 | 11,713 | 18,507 |
| TOTAL TRIPS | 50,406 | 46,239 | 50,226 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|-------|-------|-------|
| Accidents per 100,000 Miles | 0.00 | 0.22 | 0.19 |
| Miles between Roadcalls | 0 | 0 | 0 |
| Avg. Trips per Driver Hour | 1.39 | 1.58 | 0.83 |
| Avg. Trips per Para Pass. | 77.55 | 67.48 | 76.32 |
| Cost per Trip | 19.68 | 21.16 | 20.20 |
| Cost per Paratransit Trip | 19.68 | 21.16 | 20.21 |
| Cost per Driver Hour | 27.28 | 33.36 | 16.79 |
| Cost per Total Mile | 2.27 | 2.14 | 1.98 |

County: Miami-Dade
 CTC: Miami-Dade DTPW
 Contact: Ed Carson
 701 NW 1st Court, 13th Floor
 MIAMI, FL 33136
 786-469-5545
 Email: ecarson@miamidade.gov

| Demographics | Number |
|-------------------------|-----------|
| Total County Population | 2,751,796 |
| Potential TD Population | 1,068,119 |
| UDPHC | 20,408 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|------------------|------------------|------------------|
| Fixed Route (FR) | 2,973,334 | 4,192,490 | 3,547,510 |
| Deviated FR | 12,553 | 0 | 0 |
| Ambulatory | 984,903 | 1,362,974 | 1,378,516 |
| Non-Ambulatory | 19,065 | 19,183 | 7,203 |
| Stretcher | 0 | 0 | 0 |
| School Board | 46,684 | 0 | 0 |
| TOTAL TRIPS | 4,036,539 | 5,574,647 | 4,933,229 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|-----------|-----------|-----------|
| Vehicle Miles | 4,029,758 | 4,461,413 | 3,273,429 |
| Revenue Miles | 3,414,204 | 3,922,269 | 2,901,008 |
| Roadcalls | 76 | 78 | 40 |
| Accidents | 29 | 51 | 25 |
| Vehicles | 447 | 453 | 307 |
| Driver Hours | 435,874 | 837,908 | 454,438 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|------------------|------------------|------------------|
| Medical | 78,740 | 610,289 | 61,035 |
| Employment | 30,221 | 111,429 | 4,016 |
| Ed/Train/DayCare | 262,107 | 2,668,587 | 230,184 |
| Nutritional | 336,469 | 1,846,868 | 2,318,997 |
| Life-Sustaining/Other | 3,329,002 | 337,474 | 2,318,997 |
| TOTAL TRIPS | 4,036,539 | 5,574,647 | 4,933,229 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|--------------|--------------|--------------|
| Expenses | \$34,031,382 | \$32,804,590 | \$19,027,892 |
| Revenues | \$32,571,829 | \$31,840,978 | \$19,308,522 |
| Commendations | 0 | 32 | 21 |
| Complaints | 50 | 73 | 63 |
| Passenger No-Shows | 12,075 | 7,815 | 1,287 |
| Unmet Trip Requests | 597,192 | 1,668,752 | 1,284,192 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|------------------|------------------|------------------|
| CTD | 2,810,459 | 4,192,355 | 3,547,520 |
| AHCA | 120,629 | 126,312 | 116,064 |
| APD | 135,909 | 238,659 | 128,857 |
| DOEA | 287,981 | 305,285 | 175,921 |
| DOE | 6,600 | 2,185 | 6,791 |
| Other | 674,961 | 709,851 | 958,076 |
| TOTAL TRIPS | 4,036,539 | 5,574,647 | 4,933,229 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|--------|--------|--------|
| Accidents per 100,000 Miles | 0.72 | 1.14 | 0.76 |
| Miles between Roadcalls | 53,023 | 57,198 | 81,836 |
| Avg. Trips per Driver Hour | 2.44 | 1.65 | 3.05 |
| Avg. Trips per Para Pass. | 5.92 | 43.60 | 120.60 |
| Cost per Trip | 8.43 | 5.88 | 3.86 |
| Cost per Paratransit Trip | 24.79 | 19.14 | 10.31 |
| Cost per Driver Hour | 60.47 | 31.57 | 31.45 |
| Cost per Total Mile | 6.54 | 5.93 | 4.37 |

County: Monroe
 CTC: Guidance/Care Center
 Contact: Lisa Marciniak
 3000 41st Street, Ocean
 Marathon, FL 33050
 305-434-7660
 Email: lisa.marciniak@westcare.com

| Demographics | Number |
|-------------------------|--------|
| Total County Population | 77,013 |
| Potential TD Population | 45,244 |
| UDPHC | 1,089 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|---------------|---------------|---------------|
| Fixed Route (FR) | 1,492 | 1,769 | 805 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 54,525 | 47,908 | 43,654 |
| Non-Ambulatory | 7,553 | 8,953 | 5,404 |
| Stretcher | 0 | 0 | 52 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 63,570 | 58,630 | 49,915 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|---------|---------|---------|
| Vehicle Miles | 500,246 | 472,393 | 455,003 |
| Revenue Miles | 340,851 | 330,106 | 342,035 |
| Roadcalls | 17 | 15 | 8 |
| Accidents | 1 | 5 | 12 |
| Vehicles | 62 | 61 | 60 |
| Driver Hours | 69,680 | 64,480 | 74,055 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|---------------|---------------|---------------|
| Medical | 19,990 | 16,016 | 13,411 |
| Employment | 3,828 | 3,977 | 2,864 |
| Ed/Train/DayCare | 21,961 | 21,795 | 19,592 |
| Nutritional | 4,333 | 2,905 | 2,033 |
| Life-Sustaining/Other | 13,458 | 13,937 | 12,015 |
| TOTAL TRIPS | 63,570 | 58,630 | 49,915 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-------------|-------------|-------------|
| Expenses | \$1,443,065 | \$1,796,216 | \$1,920,081 |
| Revenues | \$1,529,327 | \$1,854,009 | \$1,850,364 |
| Commendations | 2 | 1 | 1 |
| Complaints | 0 | 0 | 0 |
| Passenger No-Shows | 425 | 418 | 651 |
| Unmet Trip Requests | 0 | 4 | 0 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|---------------|---------------|---------------|
| CTD | 16,828 | 15,481 | 9,853 |
| AHCA | 12,145 | 14,709 | 13,698 |
| APD | 4,212 | 2,264 | 3,102 |
| DOEA | 0 | 0 | 0 |
| DOE | 0 | 0 | 0 |
| Other | 30,385 | 26,176 | 23,262 |
| TOTAL TRIPS | 63,570 | 58,630 | 49,915 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|--------|--------|--------|
| Accidents per 100,000 Miles | 0.20 | 1.06 | 2.64 |
| Miles between Roadcalls | 29,426 | 31,493 | 56,875 |
| Avg. Trips per Driver Hour | 0.89 | 0.88 | 0.66 |
| Avg. Trips per Para Pass. | 58.67 | 50.95 | 46.59 |
| Cost per Trip | 22.70 | 30.64 | 38.47 |
| Cost per Paratransit Trip | 23.20 | 31.51 | 38.92 |
| Cost per Driver Hour | 20.67 | 27.79 | 25.81 |
| Cost per Total Mile | 2.88 | 3.79 | 4.20 |

| | | | |
|----------|--|-------------------------|---------------|
| County: | Nassau | <u>Demographics</u> | <u>Number</u> |
| CTC: | NASSAU COUNTY COUNCIL ON AGING, INC. | | |
| Contact: | MICHAEL HAYS 1367 S 18TH ST FERNANDINA BEACH, FL 32034 904-261-0700 | Total County Population | 82,721 |
| | | Potential TD Population | 21,651 |
| Email: | mhays@nassaucountycoa.org | UDPHC | 719 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|---------------------------------|---------------|---------------|---------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 10,134 | 9,609 | 14,415 |
| Ambulatory | 41,444 | 35,842 | 30,238 |
| Non-Ambulatory | 4,460 | 7,577 | 7,840 |
| Stretcher | 0 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 56,038 | 53,028 | 52,493 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|--|---------------|---------------|---------------|
| Medical | 9,208 | 17,620 | 16,916 |
| Employment | 21,288 | 9,116 | 10,892 |
| Ed/Train/DayCare | 3,075 | 3,988 | 6,938 |
| Nutritional | 22,368 | 13,136 | 12,491 |
| Life-Sustaining/Other | 99 | 9,168 | 5,256 |
| TOTAL TRIPS | 56,038 | 53,028 | 52,493 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|--|---------------|---------------|---------------|
| CTD | 32,245 | 28,226 | 23,729 |
| AHCA | 487 | 186 | 584 |
| APD | 0 | 0 | 0 |
| DOEA | 13,172 | 14,895 | 13,765 |
| DOE | 0 | 0 | 0 |
| Other | 10,134 | 9,721 | 14,415 |
| TOTAL TRIPS | 56,038 | 53,028 | 52,493 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------------|-------------|-------------|-------------|
| Vehicle Miles | 459,916 | 307,600 | 500,869 |
| Revenue Miles | 420,532 | 295,677 | 479,874 |
| Roadcalls | 5 | 9 | 11 |
| Accidents | 2 | 3 | 4 |
| Vehicles | 20 | 23 | 25 |
| Driver Hours | 26,987 | 32,057 | 31,742 |

| Financial and General Data | 2016 | 2017 | 2018 |
|-----------------------------------|-------------|-------------|-------------|
| Expenses | \$1,112,848 | \$1,272,019 | \$1,149,112 |
| Revenues | \$977,336 | \$1,154,930 | \$1,149,112 |
| Commendations | 0 | 0 | 0 |
| Complaints | 1 | 1 | 0 |
| Passenger No-Shows | 1,816 | 820 | 719 |
| Unmet Trip Requests | 319 | 1,097 | 733 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|-------------|-------------|-------------|
| Accidents per 100,000 Miles | 0.43 | 0.98 | 0.80 |
| Miles between Roadcalls | 91,983 | 34,178 | 45,534 |
| Avg. Trips per Driver Hour | 2.08 | 1.65 | 1.65 |
| Avg. Trips per Para Pass. | 46.66 | 70.14 | 73.01 |
| Cost per Trip | 19.86 | 23.99 | 21.89 |
| Cost per Paratransit Trip | 19.86 | 23.99 | 21.89 |
| Cost per Driver Hour | 41.24 | 39.68 | 36.20 |
| Cost per Total Mile | 2.42 | 4.14 | 2.29 |

County: Okaloosa
 CTC: Okaloosa County BOCC
 Contact: Janet Willis
 600 Transit Way
 Ft. Walton Beach, FL 32547
 850-683-6255
 Email: jwillis@co.okaloosa.fl.us

| Demographics | Number |
|-------------------------|---------|
| Total County Population | 202,970 |
| Potential TD Population | 70,272 |
| UDPHC | 2,013 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|----------------|----------------|---------------|
| Fixed Route (FR) | 5,680 | 13,602 | 0 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 84,581 | 70,669 | 74,737 |
| Non-Ambulatory | 21,188 | 16,363 | 21,305 |
| Stretcher | 0 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 111,449 | 100,634 | 96,042 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|---------|-----------|-----------|
| Vehicle Miles | 872,856 | 1,161,781 | 1,389,339 |
| Revenue Miles | 769,687 | 1,016,524 | 1,163,664 |
| Roadcalls | 34 | 39 | 45 |
| Accidents | 6 | 31 | 27 |
| Vehicles | 33 | 33 | 36 |
| Driver Hours | 110,409 | 67,130 | 59,332 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|----------------|----------------|---------------|
| Medical | 70,331 | 59,223 | 46,035 |
| Employment | 22,243 | 24,887 | 32,057 |
| Ed/Train/DayCare | 5,008 | 4,411 | 6,546 |
| Nutritional | 5,477 | 4,499 | 4,503 |
| Life-Sustaining/Other | 8,390 | 7,614 | 6,901 |
| TOTAL TRIPS | 111,449 | 100,634 | 96,042 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-------------|-------------|-------------|
| Expenses | \$1,642,671 | \$1,666,313 | \$2,618,280 |
| Revenues | \$1,625,993 | \$1,666,313 | \$2,618,280 |
| Commendations | 3 | 13 | 5 |
| Complaints | 20 | 124 | 84 |
| Passenger No-Shows | 2,465 | 6,771 | 7,659 |
| Unmet Trip Requests | 1,090 | 2,827 | 1,266 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|----------------|----------------|---------------|
| CTD | 28,794 | 30,868 | 28,730 |
| AHCA | 58,628 | 44,121 | 19,541 |
| APD | 887 | 1,499 | 0 |
| DOEA | 4,142 | 3,768 | 4,402 |
| DOE | 38 | 49 | 40 |
| Other | 18,960 | 20,329 | 43,329 |
| TOTAL TRIPS | 111,449 | 100,634 | 96,042 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|--------|--------|--------|
| Accidents per 100,000 Miles | 0.69 | 2.67 | 1.94 |
| Miles between Roadcalls | 25,672 | 29,789 | 30,874 |
| Avg. Trips per Driver Hour | 0.96 | 1.30 | 1.62 |
| Avg. Trips per Para Pass. | 28.12 | 39.85 | 47.71 |
| Cost per Trip | 14.74 | 16.56 | 27.26 |
| Cost per Paratransit Trip | 15.41 | 19.09 | 27.26 |
| Cost per Driver Hour | 14.76 | 24.75 | 44.13 |
| Cost per Total Mile | 1.87 | 1.43 | 1.88 |

County: Okeechobee
 CTC: MV Contract Transportation, Inc.
 Contact: Kelly Kirk Brooks
 4650 US 27 South
 Sebring, FL 33870
 863-382-6004
 Email: kelly.kirkbrooks@mvtransit.com

| Demographics | Number |
|-------------------------|--------|
| Total County Population | 41,605 |
| Potential TD Population | 24,437 |
| UDPHC | 178 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|--------------|--------------|--------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 8,256 | 7,249 | 6,920 |
| Non-Ambulatory | 1,571 | 1,997 | 1,915 |
| Stretcher | 0 | 84 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 9,827 | 9,330 | 8,835 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|---------|---------|---------|
| Vehicle Miles | 312,000 | 193,667 | 161,525 |
| Revenue Miles | 152,000 | 153,471 | 123,912 |
| Roadcalls | 2 | 1 | 2 |
| Accidents | 0 | 0 | 1 |
| Vehicles | 8 | 8 | 8 |
| Driver Hours | 12,480 | 12,480 | 10,358 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|--------------|--------------|--------------|
| Medical | 5,598 | 6,137 | 6,173 |
| Employment | 968 | 947 | 620 |
| Ed/Train/DayCare | 0 | 2 | 0 |
| Nutritional | 1,141 | 1,511 | 1,071 |
| Life-Sustaining/Other | 2,120 | 733 | 971 |
| TOTAL TRIPS | 9,827 | 9,330 | 8,835 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-----------|-----------|-----------|
| Expenses | \$388,028 | \$378,380 | \$378,680 |
| Revenues | \$442,586 | \$378,387 | \$378,683 |
| Commendations | 2 | 7 | 25 |
| Complaints | 3 | 2 | 2 |
| Passenger No-Shows | 1,346 | 1,354 | 1,010 |
| Unmet Trip Requests | 0 | 1 | 2 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|--------------|--------------|--------------|
| CTD | 5,126 | 3,741 | 3,108 |
| AHCA | 0 | 0 | 0 |
| APD | 0 | 0 | 0 |
| DOEA | 1,211 | 583 | 750 |
| DOE | 0 | 7 | 0 |
| Other | 3,490 | 4,999 | 4,977 |
| TOTAL TRIPS | 9,827 | 9,330 | 8,835 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|---------|---------|--------|
| Accidents per 100,000 Miles | 0.00 | 0.00 | 0.62 |
| Miles between Roadcalls | 156,000 | 193,667 | 80,763 |
| Avg. Trips per Driver Hour | 0.79 | 0.75 | 0.85 |
| Avg. Trips per Para Pass. | 38.39 | 57.59 | 49.63 |
| Cost per Trip | 39.49 | 40.56 | 42.86 |
| Cost per Paratransit Trip | 39.49 | 40.56 | 42.86 |
| Cost per Driver Hour | 31.09 | 30.32 | 36.56 |
| Cost per Total Mile | 1.24 | 1.95 | 2.34 |

| | | | |
|----------|--|-------------------------|---------------|
| County: | Orange | <u>Demographics</u> | <u>Number</u> |
| CTC: | Central Florida Regional Transportation Authority | | |
| Contact: | Selita Stubbs | Total County Population | 1,348,975 |
| | 455 North Garland Avenue | | |
| | Orlando, FL 32801 | Potential TD Population | 455,573 |
| | 407-254-6039 | | |
| Email: | sstubbs@GoLYNX.com | UDPHC | 25,986 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|---------------------------------|------------------|------------------|------------------|
| Fixed Route (FR) | 769,399 | 525,508 | 393,400 |
| Deviated FR | 119,870 | 109,405 | 101,695 |
| Ambulatory | 525,025 | 514,657 | 532,234 |
| Non-Ambulatory | 119,546 | 131,013 | 78,925 |
| Stretcher | 0 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 1,533,840 | 1,280,583 | 1,106,254 |

| Passenger Trips By Trip Purpose | | | |
|--|------------------|------------------|------------------|
| Medical | 590,117 | 494,813 | 430,417 |
| Employment | 316,164 | 270,415 | 217,690 |
| Ed/Train/DayCare | 276,598 | 224,171 | 237,599 |
| Nutritional | 70,093 | 83,998 | 61,832 |
| Life-Sustaining/Other | 280,868 | 207,186 | 158,716 |
| TOTAL TRIPS | 1,533,840 | 1,280,583 | 1,106,254 |

| Passenger Trips By Funding Source | | | |
|--|------------------|------------------|------------------|
| CTD | 115,968 | 121,535 | 114,509 |
| AHCA | 8,765 | 26,391 | 12,958 |
| APD | 151,688 | 156,839 | 141,703 |
| DOEA | 52,464 | 56,570 | 47,259 |
| DOE | 0 | 0 | 0 |
| Other | 1,204,955 | 919,248 | 789,825 |
| TOTAL TRIPS | 1,533,840 | 1,280,583 | 1,106,254 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------------|-------------|-------------|-------------|
| Vehicle Miles | 8,216,496 | 8,221,253 | 8,561,384 |
| Revenue Miles | 6,310,482 | 6,799,583 | 6,362,014 |
| Roadcalls | 176 | 327 | 236 |
| Accidents | 218 | 267 | 217 |
| Vehicles | 234 | 241 | 246 |
| Driver Hours | 469,170 | 582,522 | 580,683 |

| Financial and General Data | | | |
|-----------------------------------|--------------|--------------|--------------|
| Expenses | \$17,894,050 | \$17,925,496 | \$20,819,053 |
| Revenues | \$15,499,267 | \$18,139,415 | \$16,216,712 |
| Commendations | 116 | 128 | 106 |
| Complaints | 88 | 555 | 616 |
| Passenger No-Shows | 33,393 | 47,395 | 29,870 |
| Unmet Trip Requests | 45,837 | 147,037 | 5,513 |

| Performance Measures | | | |
|-----------------------------|--------|--------|--------|
| Accidents per 100,000 Miles | 2.65 | 3.25 | 2.53 |
| Miles between Roadcalls | 46,685 | 25,141 | 36,277 |
| Avg. Trips per Driver Hour | 1.63 | 1.30 | 1.23 |
| Avg. Trips per Para Pass. | 23.72 | 49.83 | 71.93 |
| Cost per Trip | 11.67 | 14.00 | 18.82 |
| Cost per Paratransit Trip | 23.41 | 23.74 | 29.21 |
| Cost per Driver Hour | 38.14 | 30.77 | 35.85 |
| Cost per Total Mile | 2.18 | 2.18 | 2.43 |

| | | | |
|----------|--|-------------------------|---------------|
| County: | Osceola | <u>Demographics</u> | <u>Number</u> |
| CTC: | Central Florida Regional Transportation Authority | | |
| Contact: | Selita Stubbs | Total County Population | 352,180 |
| | 455 North Garland Avenue | | |
| | Orlando, FL 32801 | Potential TD Population | 117,215 |
| | 407-254-6039 | | |
| Email: | SStubbs@GoLYNX.com | UDPHC | 6,287 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|---------------------------------|----------------|----------------|----------------|
| Fixed Route (FR) | 154,806 | 105,734 | 95,177 |
| Deviated FR | 24,118 | 22,013 | 24,604 |
| Ambulatory | 105,637 | 103,551 | 128,766 |
| Non-Ambulatory | 24,053 | 26,360 | 19,095 |
| Stretcher | 0 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 308,614 | 257,658 | 267,642 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------------|-------------|-------------|-------------|
| Vehicle Miles | 1,653,187 | 1,654,145 | 2,071,303 |
| Revenue Miles | 1,269,691 | 1,368,100 | 1,539,197 |
| Roadcalls | 36 | 66 | 57 |
| Accidents | 45 | 53 | 53 |
| Vehicles | 47 | 48 | 60 |
| Driver Hours | 94,399 | 117,205 | 140,487 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|--|----------------|----------------|----------------|
| Medical | 118,734 | 99,558 | 104,133 |
| Employment | 63,612 | 54,408 | 52,667 |
| Ed/Train/DayCare | 55,653 | 45,104 | 57,484 |
| Nutritional | 14,103 | 16,901 | 14,959 |
| Life-Sustaining/Other | 56,512 | 41,687 | 38,399 |
| TOTAL TRIPS | 308,614 | 257,658 | 267,642 |

| Financial and General Data | 2016 | 2017 | 2018 |
|-----------------------------------|-------------|-------------|-------------|
| Expenses | \$3,600,344 | \$3,606,673 | \$5,036,870 |
| Revenues | \$3,118,505 | \$3,649,712 | \$3,923,397 |
| Commendations | 24 | 26 | 26 |
| Complaints | 18 | 112 | 150 |
| Passenger No-Shows | 6,719 | 9,536 | 7,227 |
| Unmet Trip Requests | 9,222 | 29,584 | 1,335 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|--|----------------|----------------|----------------|
| CTD | 23,333 | 24,453 | 27,703 |
| AHCA | 1,763 | 5,310 | 3,135 |
| APD | 30,520 | 31,556 | 34,283 |
| DOEA | 10,556 | 11,382 | 11,434 |
| DOE | 0 | 0 | 0 |
| Other | 242,442 | 184,957 | 191,087 |
| TOTAL TRIPS | 308,614 | 257,658 | 267,642 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|-------------|-------------|-------------|
| Accidents per 100,000 Miles | 2.72 | 3.20 | 2.56 |
| Miles between Roadcalls | 45,922 | 25,063 | 36,339 |
| Avg. Trips per Driver Hour | 1.63 | 1.30 | 1.23 |
| Avg. Trips per Para Pass. | 23.72 | 49.83 | 71.92 |
| Cost per Trip | 11.67 | 14.00 | 18.82 |
| Cost per Paratransit Trip | 23.41 | 23.74 | 29.21 |
| Cost per Driver Hour | 38.14 | 30.77 | 35.85 |
| Cost per Total Mile | 2.18 | 2.18 | 2.43 |

| | | | |
|----------|--|-------------------------|---------------|
| County: | Palm Beach | <u>Demographics</u> | <u>Number</u> |
| CTC: | Palm Beach County | | |
| Contact: | Chad Hockman | Total County Population | 1,471,150 |
| | 50 S. Military Trail, Suite - 101 | | |
| | West Palm Beach, FL , FL 33415 | Potential TD Population | 682,450 |
| | 561-812-5354 | | |
| Email: | chockman@pbcgov.org | UDPHC | 11,759 |



| <u>Trips By Type of Service</u> | <u>2016</u> | <u>2017</u> | <u>2018</u> |
|---------------------------------|------------------|------------------|------------------|
| Fixed Route (FR) | 464,483 | 454,466 | 311,005 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 715,464 | 671,163 | 704,285 |
| Non-Ambulatory | 167,825 | 200,477 | 109,898 |
| Stretcher | 0 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 1,347,772 | 1,326,106 | 1,125,188 |

| <u>Passenger Trips By Trip Purpose</u> | | | |
|--|------------------|------------------|------------------|
| Medical | 177,843 | 174,328 | 162,837 |
| Employment | 338,453 | 375,412 | 293,914 |
| Ed/Train/DayCare | 438,563 | 296,964 | 220,637 |
| Nutritional | 89,040 | 52,298 | 48,851 |
| Life-Sustaining/Other | 303,873 | 427,104 | 398,949 |
| TOTAL TRIPS | 1,347,772 | 1,326,106 | 1,125,188 |

| <u>Passenger Trips By Funding Source</u> | | | |
|--|------------------|------------------|------------------|
| CTD | 550,889 | 558,323 | 412,240 |
| AHCA | 0 | 0 | 0 |
| APD | 0 | 0 | 0 |
| DOEA | 49,901 | 51,231 | 50,874 |
| DOE | 0 | 0 | 0 |
| Other | 746,982 | 716,552 | 662,074 |
| TOTAL TRIPS | 1,347,772 | 1,326,106 | 1,125,188 |

| <u>Vehicle Data</u> | <u>2016</u> | <u>2017</u> | <u>2018</u> |
|---------------------|-------------|-------------|-------------|
| Vehicle Miles | 10,691,010 | 10,666,848 | 11,007,774 |
| Revenue Miles | 9,102,089 | 9,199,527 | 10,143,445 |
| Roadcalls | 174 | 275 | 471 |
| Accidents | 386 | 266 | 379 |
| Vehicles | 241 | 241 | 238 |
| Driver Hours | 703,983 | 715,195 | 616,746 |

| <u>Financial and General Data</u> | | | |
|-----------------------------------|--------------|--------------|--------------|
| Expenses | \$31,905,052 | \$32,891,835 | \$31,904,365 |
| Revenues | \$31,905,052 | \$32,891,836 | \$31,904,365 |
| Commendations | 1,806 | 846 | 1,136 |
| Complaints | 792 | 1,034 | 3,046 |
| Passenger No-Shows | 14,856 | 15,085 | 33,405 |
| Unmet Trip Requests | 0 | 0 | 0 |

| <u>Performance Measures</u> | | | |
|-----------------------------|--------|--------|--------|
| Accidents per 100,000 Miles | 3.61 | 2.49 | 3.44 |
| Miles between Roadcalls | 61,443 | 38,789 | 23,371 |
| Avg. Trips per Driver Hour | 1.25 | 1.22 | 1.32 |
| Avg. Trips per Para Pass. | 79.76 | 78.35 | 74.10 |
| Cost per Trip | 23.67 | 24.80 | 28.35 |
| Cost per Paratransit Trip | 34.28 | 35.89 | 37.83 |
| Cost per Driver Hour | 43.01 | 43.74 | 49.94 |
| Cost per Total Mile | 2.83 | 2.93 | 2.80 |

County: Pasco
 CTC: Pasco County Public Transportation
 Contact: Kurt M. Scheible
 8620 Galen Wilson Boulevard
 Port Richey, FL 34668
 727-834-3200
 Email: kscheible@ridepcpt.com

| Demographics | Number |
|-------------------------|---------|
| Total County Population | 525,643 |
| Potential TD Population | 272,578 |
| UDPHC | 1,841 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|----------------|----------------|----------------|
| Fixed Route (FR) | 117,214 | 30,444 | 27,195 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 110,062 | 123,603 | 147,421 |
| Non-Ambulatory | 11,112 | 17,416 | 12,696 |
| Stretcher | 0 | 0 | 0 |
| School Board | 9,617 | 12,289 | 10,294 |
| TOTAL TRIPS | 248,005 | 183,752 | 197,606 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|---------|-----------|-----------|
| Vehicle Miles | 889,263 | 1,174,451 | 1,071,064 |
| Revenue Miles | 812,219 | 980,335 | 716,690 |
| Roadcalls | 16 | 7 | 13 |
| Accidents | 2 | 4 | 2 |
| Vehicles | 87 | 57 | 46 |
| Driver Hours | 58,268 | 69,468 | 69,101 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|----------------|----------------|----------------|
| Medical | 70,292 | 63,342 | 79,799 |
| Employment | 33,664 | 24,322 | 21,419 |
| Ed/Train/DayCare | 71,224 | 15,815 | 18,400 |
| Nutritional | 3,962 | 19,206 | 17,775 |
| Life-Sustaining/Other | 68,863 | 61,067 | 60,213 |
| TOTAL TRIPS | 248,005 | 183,752 | 197,606 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-------------|-------------|-------------|
| Expenses | \$2,601,925 | \$3,256,422 | \$3,723,808 |
| Revenues | \$2,579,425 | \$3,367,902 | \$3,488,037 |
| Commendations | 18 | 4 | 0 |
| Complaints | 12 | 4 | 16 |
| Passenger No-Shows | 1,101 | 608 | 531 |
| Unmet Trip Requests | 0 | 164 | 206 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|----------------|----------------|----------------|
| CTD | 63,989 | 109,511 | 33,374 |
| AHCA | 0 | 11,583 | 9,412 |
| APD | 24,800 | 25,671 | 25,902 |
| DOEA | 28,446 | 9,450 | 11,977 |
| DOE | 942 | 12,289 | 408 |
| Other | 129,828 | 15,248 | 116,533 |
| TOTAL TRIPS | 248,005 | 183,752 | 197,606 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|--------|---------|--------|
| Accidents per 100,000 Miles | 0.22 | 0.34 | 0.19 |
| Miles between Roadcalls | 55,579 | 167,779 | 82,390 |
| Avg. Trips per Driver Hour | 2.24 | 2.21 | 2.47 |
| Avg. Trips per Para Pass. | 42.55 | 39.16 | 100.12 |
| Cost per Trip | 10.49 | 17.72 | 18.84 |
| Cost per Paratransit Trip | 19.22 | 20.73 | 21.76 |
| Cost per Driver Hour | 43.13 | 45.74 | 53.66 |
| Cost per Total Mile | 2.83 | 2.71 | 3.46 |

| | | | |
|----------|--|-------------------------|---------------|
| County: | Pinellas | <u>Demographics</u> | <u>Number</u> |
| CTC: | Pinellas Suncoast Transit Authority | | |
| Contact: | Ross Silvers | Total County Population | 970,637 |
| | 3201 Scherer Drive | | |
| | St Petersburg, FL 33716 | Potential TD Population | 506,649 |
| | 727-540-1844 | | |
| Email: | rsilvers@psta.net | UDPHC | 28,323 |



| <u>Trips By Type of Service</u> | <u>2016</u> | <u>2017</u> | <u>2018</u> |
|---------------------------------|------------------|------------------|------------------|
| Fixed Route (FR) | 3,364,514 | 3,471,768 | 3,742,235 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 540,106 | 579,300 | 672,174 |
| Non-Ambulatory | 168,237 | 198,266 | 183,142 |
| Stretcher | 0 | 0 | 0 |
| School Board | 444 | 0 | 0 |
| TOTAL TRIPS | 4,073,301 | 4,249,334 | 4,597,551 |

| <u>Passenger Trips By Trip Purpose</u> | | | |
|--|------------------|------------------|------------------|
| Medical | 1,746,684 | 1,839,002 | 1,853,717 |
| Employment | 1,453,438 | 1,535,648 | 1,976,278 |
| Ed/Train/DayCare | 23,687 | 23,415 | 21,324 |
| Nutritional | 751,883 | 752,665 | 730,551 |
| Life-Sustaining/Other | 97,609 | 98,604 | 15,681 |
| TOTAL TRIPS | 4,073,301 | 4,249,334 | 4,597,551 |

| <u>Passenger Trips By Funding Source</u> | | | |
|--|------------------|------------------|------------------|
| CTD | 3,451,239 | 3,471,768 | 3,904,908 |
| AHCA | 43,010 | 44,981 | 24,646 |
| APD | 129,808 | 157,892 | 164,463 |
| DOEA | 70,605 | 70,884 | 35,373 |
| DOE | 589 | 589 | 1,259 |
| Other | 378,050 | 503,220 | 466,902 |
| TOTAL TRIPS | 4,073,301 | 4,249,334 | 4,597,551 |

| <u>Vehicle Data</u> | <u>2016</u> | <u>2017</u> | <u>2018</u> |
|---------------------|-------------|-------------|-------------|
| Vehicle Miles | 5,280,350 | 6,098,541 | 6,785,620 |
| Revenue Miles | 3,339,015 | 4,134,496 | 5,892,977 |
| Roadcalls | 104 | 65 | 122 |
| Accidents | 27 | 49 | 35 |
| Vehicles | 273 | 345 | 238 |
| Driver Hours | 464,897 | 525,443 | 375,015 |

| <u>Financial and General Data</u> | | | |
|-----------------------------------|--------------|--------------|--------------|
| Expenses | \$16,986,476 | \$16,168,242 | \$19,374,853 |
| Revenues | \$17,272,069 | \$17,674,315 | \$17,947,132 |
| Commendations | 13 | 33 | 30 |
| Complaints | 99 | 16 | 18 |
| Passenger No-Shows | 14,075 | 16,651 | 24,500 |
| Unmet Trip Requests | 198 | 199 | 210 |

| <u>Performance Measures</u> | | | |
|-----------------------------|--------|--------|--------|
| Accidents per 100,000 Miles | 0.51 | 0.80 | 0.52 |
| Miles between Roadcalls | 50,773 | 93,824 | 55,620 |
| Avg. Trips per Driver Hour | 1.52 | 1.48 | 2.28 |
| Avg. Trips per Para Pass. | 35.90 | 44.37 | 46.29 |
| Cost per Trip | 4.17 | 3.80 | 4.21 |
| Cost per Paratransit Trip | 17.91 | 19.00 | 21.01 |
| Cost per Driver Hour | 27.30 | 28.11 | 47.93 |
| Cost per Total Mile | 2.40 | 2.42 | 2.65 |

| | | | |
|----------|--|-------------------------|---------------|
| County: | Polk | <u>Demographics</u> | <u>Number</u> |
| CTC: | Lakeland Area Mass Transit/ Citrus Connection | | |
| Contact: | Cindy Mixon | Total County Population | 686,483 |
| | 1212 George Jenkins Blvd | | |
| | Lakeland, FL 33815 | Potential TD Population | 245,366 |
| | 863-733-4214 | | |
| Email: | RCarter@ridecitrus.com | UDPHC | 6,161 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|---------------------------------|----------------|----------------|----------------|
| Fixed Route (FR) | 287,902 | 430,366 | 438,186 |
| Deviated FR | 376 | 628 | 0 |
| Ambulatory | 150,598 | 197,628 | 136,970 |
| Non-Ambulatory | 32,171 | 36,751 | 51,279 |
| Stretcher | 276 | 64 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 471,323 | 665,437 | 626,435 |

| Passenger Trips By Trip Purpose | | | |
|--|----------------|----------------|----------------|
| Medical | 284,615 | 303,059 | 61,043 |
| Employment | 3,127 | 42,104 | 8,645 |
| Ed/Train/DayCare | 65,317 | 92,914 | 43,452 |
| Nutritional | 48,984 | 47,991 | 19,000 |
| Life-Sustaining/Other | 69,280 | 179,369 | 494,295 |
| TOTAL TRIPS | 471,323 | 665,437 | 626,435 |

| Passenger Trips By Funding Source | | | |
|--|----------------|----------------|----------------|
| CTD | 16,100 | 24,228 | 108,229 |
| AHCA | 0 | 1,028 | 2,754 |
| APD | 72,002 | 102,106 | 104,217 |
| DOEA | 40,125 | 70,511 | 6,058 |
| DOE | 60,662 | 90,475 | 79,930 |
| Other | 282,434 | 377,089 | 325,247 |
| TOTAL TRIPS | 471,323 | 665,437 | 626,435 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------------|-------------|-------------|-------------|
| Vehicle Miles | 1,490,814 | 1,744,038 | 1,375,399 |
| Revenue Miles | 1,095,488 | 1,177,946 | 901,693 |
| Roadcalls | 70 | 78 | 53 |
| Accidents | 27 | 3 | 78 |
| Vehicles | 101 | 127 | 122 |
| Driver Hours | 217,118 | 180,829 | 107,067 |

| Financial and General Data | | | |
|-----------------------------------|-------------|-------------|-------------|
| Expenses | \$8,235,680 | \$7,363,865 | \$5,913,142 |
| Revenues | \$8,278,747 | \$7,538,276 | \$5,624,803 |
| Commendations | 16 | 1 | 0 |
| Complaints | 99 | 51 | 24 |
| Passenger No-Shows | 6,611 | 6,624 | 3,885 |
| Unmet Trip Requests | 1,208 | 533 | 441 |

| Performance Measures | | | |
|-----------------------------|--------|--------|--------|
| Accidents per 100,000 Miles | 1.81 | 0.17 | 5.67 |
| Miles between Roadcalls | 21,297 | 22,359 | 25,951 |
| Avg. Trips per Driver Hour | 0.84 | 1.30 | 1.76 |
| Avg. Trips per Para Pass. | 61.02 | 38.30 | 58.30 |
| Cost per Trip | 17.47 | 11.07 | 9.44 |
| Cost per Paratransit Trip | 44.81 | 31.27 | 31.35 |
| Cost per Driver Hour | 37.85 | 40.65 | 55.12 |
| Cost per Total Mile | 5.51 | 4.21 | 4.29 |

County: Putnam
 CTC: Ride Solution, Inc.
 Contact: Boyd Thompson
 220 North 11th Street
 Palatka, FL 32177
 386-325-9999
 Email: boyd@theridesolution.org

| Demographics | Number |
|-------------------------|--------|
| Total County Population | 73,464 |
| Potential TD Population | 48,935 |
| UDPHC | 6,377 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|----------------|----------------|----------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 112,655 | 60,137 | 67,773 |
| Ambulatory | 0 | 57,629 | 50,687 |
| Non-Ambulatory | 13,165 | 13,086 | 15,007 |
| Stretcher | 85 | 95 | 148 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 125,905 | 130,947 | 133,615 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|---------|---------|-----------|
| Vehicle Miles | 730,021 | 801,609 | 1,011,130 |
| Revenue Miles | 600,734 | 641,287 | 808,904 |
| Roadcalls | 6 | 8 | 14 |
| Accidents | 0 | 2 | 5 |
| Vehicles | 34 | 32 | 34 |
| Driver Hours | 49,771 | 61,330 | 54,645 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|----------------|----------------|----------------|
| Medical | 19,327 | 21,773 | 24,095 |
| Employment | 3,357 | 46,158 | 40,994 |
| Ed/Train/DayCare | 369 | 22,171 | 351 |
| Nutritional | 0 | 4 | 33 |
| Life-Sustaining/Other | 102,852 | 40,841 | 68,142 |
| TOTAL TRIPS | 125,905 | 130,947 | 133,615 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-------------|-------------|-------------|
| Expenses | \$2,201,067 | \$2,467,967 | \$2,926,358 |
| Revenues | \$2,249,098 | \$2,409,386 | \$2,360,607 |
| Commendations | 1 | 9 | 10 |
| Complaints | 13 | 4 | 3 |
| Passenger No-Shows | 2,174 | 2,592 | 2,921 |
| Unmet Trip Requests | 0 | 4 | 3 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|----------------|----------------|----------------|
| CTD | 27,430 | 19,116 | 16,711 |
| AHCA | 6,706 | 11,569 | 12,750 |
| APD | 41,268 | 39,538 | 38,891 |
| DOEA | 0 | 0 | 0 |
| DOE | 0 | 0 | 0 |
| Other | 50,501 | 60,724 | 65,263 |
| TOTAL TRIPS | 125,905 | 130,947 | 133,615 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|---------|---------|--------|
| Accidents per 100,000 Miles | 0.00 | 0.25 | 0.49 |
| Miles between Roadcalls | 121,670 | 100,201 | 72,224 |
| Avg. Trips per Driver Hour | 2.53 | 2.14 | 2.45 |
| Avg. Trips per Para Pass. | 9.22 | 59.09 | 20.95 |
| Cost per Trip | 17.48 | 18.85 | 21.90 |
| Cost per Paratransit Trip | 17.48 | 18.85 | 21.90 |
| Cost per Driver Hour | 44.22 | 40.24 | 53.55 |
| Cost per Total Mile | 3.02 | 3.08 | 2.89 |

| | | | |
|----------|--|-------------------------|---------------|
| County: | Saint Johns | Demographics | Number |
| CTC: | St. Johns County Council on Aging, Inc. | | |
| Contact: | Becky Yanni | Total County Population | 243,812 |
| | 180 Marine St. | | |
| | St. Augustine, FL 32084 | Potential TD Population | 65,450 |
| | 904-209-3700 | | |
| Email: | byanni@stjohnscoa.com | UDPHC | 8,475 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|---------------------------------|----------------|----------------|----------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 288,315 | 275,098 | 294,459 |
| Ambulatory | 46,415 | 39,052 | 36,709 |
| Non-Ambulatory | 18,815 | 18,141 | 17,926 |
| Stretcher | 741 | 533 | 547 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 354,286 | 332,824 | 349,641 |

| Passenger Trips By Trip Purpose | | | |
|--|----------------|----------------|----------------|
| Medical | 34,373 | 30,184 | 26,932 |
| Employment | 2,704 | 2,717 | 2,779 |
| Ed/Train/DayCare | 3,282 | 3,314 | 3,658 |
| Nutritional | 21,418 | 16,829 | 14,690 |
| Life-Sustaining/Other | 292,509 | 279,780 | 301,582 |
| TOTAL TRIPS | 354,286 | 332,824 | 349,641 |

| Passenger Trips By Funding Source | | | |
|--|----------------|----------------|----------------|
| CTD | 22,400 | 52,850 | 110,137 |
| AHCA | 6,435 | 3,769 | 985 |
| APD | 0 | 0 | 0 |
| DOEA | 0 | 0 | 0 |
| DOE | 0 | 0 | 0 |
| Other | 325,451 | 276,205 | 238,519 |
| TOTAL TRIPS | 354,286 | 332,824 | 349,641 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------------|-------------|-------------|-------------|
| Vehicle Miles | 1,043,355 | 1,062,755 | 1,166,609 |
| Revenue Miles | 921,144 | 898,951 | 1,137,669 |
| Roadcalls | 20 | 8 | 8 |
| Accidents | 5 | 7 | 8 |
| Vehicles | 39 | 39 | 47 |
| Driver Hours | 83,831 | 87,450 | 94,178 |

| Financial and General Data | | | |
|-----------------------------------|-------------|-------------|-------------|
| Expenses | \$2,996,885 | \$3,448,291 | \$3,802,509 |
| Revenues | \$3,012,672 | \$3,237,291 | \$3,443,340 |
| Commendations | 6 | 8 | 11 |
| Complaints | 3 | 8 | 8 |
| Passenger No-Shows | 299 | 260 | 483 |
| Unmet Trip Requests | 2 | 0 | 2 |

| Performance Measures | | | |
|-----------------------------|--------|---------|---------|
| Accidents per 100,000 Miles | 0.48 | 0.66 | 0.69 |
| Miles between Roadcalls | 52,168 | 132,844 | 145,826 |
| Avg. Trips per Driver Hour | 4.23 | 3.81 | 3.71 |
| Avg. Trips per Para Pass. | 78.57 | 80.01 | 41.26 |
| Cost per Trip | 8.46 | 10.36 | 10.88 |
| Cost per Paratransit Trip | 8.46 | 10.36 | 10.88 |
| Cost per Driver Hour | 35.75 | 39.43 | 40.38 |
| Cost per Total Mile | 2.87 | 3.24 | 3.26 |

County: Saint Lucie
 CTC: St. Lucie County B.O.C.C.
 Contact: Murriah S. Dekle
 437 N. 7th Street
 Fort Pierce, FL 34950
 772-462-3065
 Email: deklem@st.lucieco.org

| Demographics | Number |
|-------------------------|---------|
| Total County Population | 313,506 |
| Potential TD Population | 137,153 |
| UDPHC | 11,749 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|----------------|----------------|----------------|
| Fixed Route (FR) | 34,268 | 33,588 | 32,597 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 118,471 | 106,666 | 94,821 |
| Non-Ambulatory | 108,213 | 107,396 | 111,753 |
| Stretcher | 0 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 260,952 | 247,650 | 239,171 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|-----------|-----------|-----------|
| Vehicle Miles | 1,403,366 | 1,418,760 | 1,394,882 |
| Revenue Miles | 1,066,102 | 1,228,949 | 1,225,574 |
| Roadcalls | 29 | 38 | 26 |
| Accidents | 9 | 13 | 4 |
| Vehicles | 108 | 114 | 195 |
| Driver Hours | 142,123 | 120,980 | 98,130 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|----------------|----------------|----------------|
| Medical | 48,224 | 37,677 | 41,504 |
| Employment | 44,719 | 42,790 | 49,340 |
| Ed/Train/DayCare | 82,925 | 76,881 | 63,765 |
| Nutritional | 12,229 | 11,949 | 7,728 |
| Life-Sustaining/Other | 72,855 | 78,353 | 76,834 |
| TOTAL TRIPS | 260,952 | 247,650 | 239,171 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-------------|-------------|-------------|
| Expenses | \$4,538,532 | \$3,800,957 | \$5,164,915 |
| Revenues | \$4,589,716 | \$3,988,411 | \$5,106,513 |
| Commendations | 19 | 18 | 15 |
| Complaints | 8 | 9 | 9 |
| Passenger No-Shows | 2,538 | 2,097 | 2,424 |
| Unmet Trip Requests | 36,436 | 32,222 | 16,642 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|----------------|----------------|----------------|
| CTD | 27,079 | 26,997 | 44,771 |
| AHCA | 4,005 | 0 | 0 |
| APD | 73,558 | 84,534 | 67,984 |
| DOEA | 4,195 | 3,960 | 3,950 |
| DOE | 0 | 0 | 0 |
| Other | 152,115 | 132,159 | 122,466 |
| TOTAL TRIPS | 260,952 | 247,650 | 239,171 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|--------|--------|--------|
| Accidents per 100,000 Miles | 0.64 | 0.92 | 0.29 |
| Miles between Roadcalls | 48,392 | 37,336 | 53,649 |
| Avg. Trips per Driver Hour | 1.59 | 1.77 | 2.11 |
| Avg. Trips per Para Pass. | 12.83 | 49.68 | 44.17 |
| Cost per Trip | 17.39 | 15.35 | 21.60 |
| Cost per Paratransit Trip | 19.94 | 17.68 | 25.00 |
| Cost per Driver Hour | 31.81 | 31.27 | 52.63 |
| Cost per Total Mile | 3.22 | 2.67 | 3.70 |

County: Santa Rosa
 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 |
|-------------------------|---------|
| Total County Population | 174,272 |
| Potential TD Population | 61,628 |
| UDPHC | 649 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|---------------|---------------|---------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 18,526 | 26,287 | 19,323 |
| Non-Ambulatory | 5,908 | 6,718 | 5,995 |
| Stretcher | 0 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 24,434 | 33,005 | 25,318 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|---------------|---------------|---------------|
| Medical | 11,934 | 19,189 | 15,251 |
| Employment | 4,655 | 7,102 | 5,202 |
| Ed/Train/DayCare | 4 | 614 | 491 |
| Nutritional | 98 | 399 | 319 |
| Life-Sustaining/Other | 7,743 | 5,701 | 4,055 |
| TOTAL TRIPS | 24,434 | 33,005 | 25,318 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|---------------|---------------|---------------|
| CTD | 9,082 | 13,275 | 12,143 |
| AHCA | 7,154 | 10,083 | 7,404 |
| APD | 2,446 | 3,113 | 5,399 |
| DOEA | 0 | 0 | 0 |
| DOE | 2 | 4 | 10 |
| Other | 5,750 | 6,530 | 362 |
| TOTAL TRIPS | 24,434 | 33,005 | 25,318 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|---------|---------|---------|
| Vehicle Miles | 370,213 | 492,542 | 410,250 |
| Revenue Miles | 317,986 | 417,951 | 306,768 |
| Roadcalls | 4 | 2 | 5 |
| Accidents | 8 | 1 | 2 |
| Vehicles | 13 | 15 | 15 |
| Driver Hours | 26,412 | 36,436 | 34,013 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-----------|-----------|-----------|
| Expenses | \$671,755 | \$870,702 | \$844,389 |
| Revenues | \$720,111 | \$898,220 | \$801,937 |
| Commendations | 1 | 0 | 0 |
| Complaints | 2 | 0 | 0 |
| Passenger No-Shows | 1,213 | 1,776 | 663 |
| Unmet Trip Requests | 97 | 85 | 108 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|--------|---------|--------|
| Accidents per 100,000 Miles | 2.16 | 0.20 | 0.49 |
| Miles between Roadcalls | 92,553 | 246,271 | 82,050 |
| Avg. Trips per Driver Hour | 0.93 | 0.91 | 0.74 |
| Avg. Trips per Para Pass. | 38.36 | 43.43 | 39.01 |
| Cost per Trip | 27.49 | 26.38 | 33.35 |
| Cost per Paratransit Trip | 27.49 | 26.38 | 33.35 |
| Cost per Driver Hour | 25.43 | 23.90 | 24.83 |
| Cost per Total Mile | 1.81 | 1.77 | 2.06 |

| | | | |
|----------|--|-------------------------|---------------|
| County: | Sarasota | <u>Demographics</u> | <u>Number</u> |
| CTC: | Sarasota County Board of County Commissioners | | |
| Contact: | Rob Lewis | Total County Population | 419,119 |
| | 5303 Pinkney Avenue | | |
| | Sarasota, FL 34233 | Potential TD Population | 221,345 |
| | 941-861-1003 | | |
| Email: | rlewis@scgov.net | UDPHC | 3,980 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|---------------------------------|------------------|------------------|----------------|
| Fixed Route (FR) | 915,766 | 786,635 | 473,094 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 156,602 | 180,232 | 188,199 |
| Non-Ambulatory | 57,201 | 66,661 | 56,992 |
| Stretcher | 0 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 1,129,569 | 1,033,528 | 718,285 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|--|------------------|------------------|----------------|
| Medical | 64,011 | 74,873 | 56,007 |
| Employment | 26,002 | 26,473 | 26,797 |
| Ed/Train/DayCare | 122,479 | 124,805 | 122,143 |
| Nutritional | 12,528 | 10,814 | 9,269 |
| Life-Sustaining/Other | 904,549 | 796,563 | 504,069 |
| TOTAL TRIPS | 1,129,569 | 1,033,528 | 718,285 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|--|------------------|------------------|----------------|
| CTD | 25,771 | 38,575 | 43,772 |
| AHCA | 0 | 0 | 0 |
| APD | 44,974 | 44,854 | 68,565 |
| DOEA | 0 | 0 | 0 |
| DOE | 0 | 0 | 0 |
| Other | 1,058,824 | 950,099 | 605,948 |
| TOTAL TRIPS | 1,129,569 | 1,033,528 | 718,285 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------------|-------------|-------------|-------------|
| Vehicle Miles | 1,836,496 | 1,892,106 | 1,833,071 |
| Revenue Miles | 1,542,808 | 1,565,017 | 1,551,608 |
| Roadcalls | 6 | 5 | 7 |
| Accidents | 26 | 16 | 38 |
| Vehicles | 65 | 65 | 65 |
| Driver Hours | 236,929 | 235,874 | 235,208 |

| Financial and General Data | 2016 | 2017 | 2018 |
|-----------------------------------|-------------|-------------|-------------|
| Expenses | \$9,218,829 | \$8,128,791 | \$7,059,247 |
| Revenues | \$5,830,568 | \$6,698,332 | \$6,964,905 |
| Commendations | 12 | 8 | 1 |
| Complaints | 103 | 26 | 24 |
| Passenger No-Shows | 1,462 | 3,911 | 4,208 |
| Unmet Trip Requests | 12,253 | 15,662 | 19,338 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|-------------|-------------|-------------|
| Accidents per 100,000 Miles | 1.42 | 0.85 | 2.07 |
| Miles between Roadcalls | 306,083 | 378,421 | 261,867 |
| Avg. Trips per Driver Hour | 0.90 | 1.05 | 1.04 |
| Avg. Trips per Para Pass. | 53.58 | 60.59 | 65.31 |
| Cost per Trip | 8.16 | 7.87 | 9.83 |
| Cost per Paratransit Trip | 42.91 | 32.73 | 28.69 |
| Cost per Driver Hour | 38.72 | 34.26 | 29.91 |
| Cost per Total Mile | 5.00 | 4.27 | 3.84 |

| | | | |
|----------|--|-------------------------|---------------|
| County: | Seminole | <u>Demographics</u> | <u>Number</u> |
| CTC: | Central Florida Regional Transportation Authority | | |
| Contact: | Selita Stubbs | Total County Population | 462,659 |
| | 445 North Garland Avenue | | |
| | Orlando, FL 32801 | Potential TD Population | 188,889 |
| | 407-254-6039 | | |
| Email: | SStubbs@golynx.com | UDPHC | 9,640 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|---------------------------------|----------------|----------------|----------------|
| Fixed Route (FR) | 204,940 | 139,976 | 145,938 |
| Deviated FR | 31,929 | 29,141 | 37,726 |
| Ambulatory | 139,847 | 137,089 | 197,442 |
| Non-Ambulatory | 31,843 | 34,897 | 29,279 |
| Stretcher | 0 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 408,559 | 341,103 | 410,385 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|--|----------------|----------------|----------------|
| Medical | 157,186 | 131,800 | 159,671 |
| Employment | 84,214 | 72,029 | 80,756 |
| Ed/Train/DayCare | 73,676 | 59,711 | 88,141 |
| Nutritional | 18,670 | 22,374 | 22,938 |
| Life-Sustaining/Other | 74,813 | 55,189 | 58,879 |
| TOTAL TRIPS | 408,559 | 341,103 | 410,385 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|--|----------------|----------------|----------------|
| CTD | 30,890 | 32,373 | 42,479 |
| AHCA | 2,335 | 7,029 | 4,807 |
| APD | 40,404 | 41,776 | 52,567 |
| DOEA | 13,974 | 15,068 | 17,532 |
| DOE | 0 | 0 | 0 |
| Other | 320,956 | 244,857 | 293,000 |
| TOTAL TRIPS | 408,559 | 341,103 | 410,385 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------------|-------------|-------------|-------------|
| Vehicle Miles | 2,188,574 | 2,189,842 | 3,175,997 |
| Revenue Miles | 1,680,882 | 1,811,160 | 2,360,102 |
| Roadcalls | 47 | 87 | 88 |
| Accidents | 58 | 71 | 80 |
| Vehicles | 62 | 64 | 91 |
| Driver Hours | 124,970 | 155,163 | 215,414 |

| Financial and General Data | 2016 | 2017 | 2018 |
|-----------------------------------|-------------|-------------|-------------|
| Expenses | \$4,766,320 | \$4,774,694 | \$7,723,199 |
| Revenues | \$4,128,438 | \$4,831,677 | \$6,020,072 |
| Commendations | 31 | 34 | 39 |
| Complaints | 24 | 148 | 229 |
| Passenger No-Shows | 8,895 | 12,624 | 11,081 |
| Unmet Trip Requests | 12,208 | 39,165 | 2,044 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|-------------|-------------|-------------|
| Accidents per 100,000 Miles | 2.65 | 3.24 | 2.52 |
| Miles between Roadcalls | 46,565 | 25,171 | 36,091 |
| Avg. Trips per Driver Hour | 1.63 | 1.30 | 1.23 |
| Avg. Trips per Para Pass. | 23.72 | 49.83 | 71.92 |
| Cost per Trip | 11.67 | 14.00 | 18.82 |
| Cost per Paratransit Trip | 23.41 | 23.74 | 29.21 |
| Cost per Driver Hour | 38.14 | 30.77 | 35.85 |
| Cost per Total Mile | 2.18 | 2.18 | 2.43 |

| | | | |
|----------|--|-------------------------|---------------|
| County: | Sumter | <u>Demographics</u> | <u>Number</u> |
| CTC: | Board of Sumter County Commissioners | | |
| Contact: | Jackey Jackson 319 E Anderson Ave Bushnell, FL 33513 352-689-4400 | Total County Population | 125,165 |
| Email: | jackey.jackson@sumtercountyfl.gov | Potential TD Population | 29,310 |
| | | UDPHC | 1,454 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|---------------------------------|---------------|---------------|---------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 3,537 | 3,481 | 3,338 |
| Ambulatory | 69,934 | 69,516 | 62,166 |
| Non-Ambulatory | 4,817 | 4,460 | 3,920 |
| Stretcher | 1 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 78,289 | 77,457 | 69,424 |

| Passenger Trips By Trip Purpose | | | |
|--|---------------|---------------|---------------|
| Medical | 8,472 | 7,158 | 6,470 |
| Employment | 17,606 | 17,807 | 14,905 |
| Ed/Train/DayCare | 16,791 | 16,596 | 16,759 |
| Nutritional | 8,513 | 8,156 | 7,492 |
| Life-Sustaining/Other | 26,907 | 27,740 | 23,798 |
| TOTAL TRIPS | 78,289 | 77,457 | 69,424 |

| Passenger Trips By Funding Source | | | |
|--|---------------|---------------|---------------|
| CTD | 17,594 | 17,040 | 18,962 |
| AHCA | 0 | 0 | 0 |
| APD | 13,059 | 11,299 | 4,491 |
| DOEA | 4,749 | 4,478 | 3,852 |
| DOE | 0 | 0 | 0 |
| Other | 42,887 | 44,640 | 42,119 |
| TOTAL TRIPS | 78,289 | 77,457 | 69,424 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------------|-------------|-------------|-------------|
| Vehicle Miles | 571,187 | 532,769 | 448,094 |
| Revenue Miles | 450,583 | 437,345 | 357,633 |
| Roadcalls | 6 | 6 | 7 |
| Accidents | 1 | 1 | 9 |
| Vehicles | 32 | 32 | 22 |
| Driver Hours | 36,248 | 31,520 | 33,436 |

| Financial and General Data | | | |
|-----------------------------------|-------------|-------------|-------------|
| Expenses | \$1,511,227 | \$1,356,283 | \$1,528,765 |
| Revenues | \$1,473,578 | \$1,446,632 | \$1,606,967 |
| Commendations | 142 | 117 | 127 |
| Complaints | 2 | 2 | 1 |
| Passenger No-Shows | 409 | 618 | 541 |
| Unmet Trip Requests | 0 | 0 | 0 |

| Performance Measures | | | |
|-----------------------------|--------|--------|--------|
| Accidents per 100,000 Miles | 0.18 | 0.19 | 2.01 |
| Miles between Roadcalls | 95,198 | 88,795 | 64,013 |
| Avg. Trips per Driver Hour | 2.16 | 2.46 | 2.08 |
| Avg. Trips per Para Pass. | 50.74 | 46.16 | 47.75 |
| Cost per Trip | 19.30 | 17.51 | 22.02 |
| Cost per Paratransit Trip | 19.30 | 17.51 | 22.02 |
| Cost per Driver Hour | 41.69 | 43.03 | 45.72 |
| Cost per Total Mile | 2.65 | 2.55 | 3.41 |

County: Suwannee
 CTC: Suwannee Valley Transit Authority
 Contact: Larry Sessions/Felonzie Raggins
 1907 Voyles Street, S.W.
 Live Oak, FL 32064
 386-362-5332
 Email: larry.sessions@ridesvta.com

| Demographics | Number |
|-------------------------|--------|
| Total County Population | 44,190 |
| Potential TD Population | 18,155 |
| UDPHC | 143 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|---------------|---------------|---------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 22,651 | 22,528 | 16,671 |
| Non-Ambulatory | 2,199 | 2,884 | 1,580 |
| Stretcher | 0 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 24,850 | 25,412 | 18,251 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|---------|---------|---------|
| Vehicle Miles | 222,861 | 213,709 | 167,553 |
| Revenue Miles | 190,129 | 181,028 | 130,899 |
| Roadcalls | 0 | 3 | 0 |
| Accidents | 0 | 0 | 3 |
| Vehicles | 16 | 17 | 13 |
| Driver Hours | 13,357 | 22,324 | 17,421 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|---------------|---------------|---------------|
| Medical | 6,298 | 2,438 | 4,534 |
| Employment | 3,494 | 117 | 515 |
| Ed/Train/DayCare | 10,588 | 12,830 | 11,464 |
| Nutritional | 1,037 | 1,135 | 1 |
| Life-Sustaining/Other | 3,433 | 8,892 | 1,737 |
| TOTAL TRIPS | 24,850 | 25,412 | 18,251 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-----------|-----------|-----------|
| Expenses | \$732,243 | \$792,271 | \$375,983 |
| Revenues | \$701,260 | \$769,482 | \$391,305 |
| Commendations | 6 | 4 | 4 |
| Complaints | 6 | 4 | 0 |
| Passenger No-Shows | 271 | 157 | 292 |
| Unmet Trip Requests | 22 | 25 | 7 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|---------------|---------------|---------------|
| CTD | 9,057 | 9,595 | 6,132 |
| AHCA | 89 | 100 | 0 |
| APD | 12,719 | 11,613 | 10,110 |
| DOEA | 593 | 590 | 0 |
| DOE | 2 | 4 | 0 |
| Other | 2,390 | 3,510 | 2,009 |
| TOTAL TRIPS | 24,850 | 25,412 | 18,251 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|-------|--------|--------|
| Accidents per 100,000 Miles | 0.00 | 0.00 | 1.79 |
| Miles between Roadcalls | 0 | 71,236 | 0 |
| Avg. Trips per Driver Hour | 1.86 | 1.14 | 1.05 |
| Avg. Trips per Para Pass. | 98.22 | 87.03 | 127.63 |
| Cost per Trip | 29.47 | 31.18 | 20.60 |
| Cost per Paratransit Trip | 29.47 | 31.18 | 20.60 |
| Cost per Driver Hour | 54.82 | 35.49 | 21.58 |
| Cost per Total Mile | 3.29 | 3.71 | 2.24 |

County: Taylor
 CTC: Big Bend Transit, Inc.
 Contact: Shawn Mitchell
 Post Office Box 1721
 Tallahassee, FL 32302
 850-574-6266
 Email: smitchell@bigbendtransit.org

| Demographics | Number |
|-------------------------|--------|
| Total County Population | 21,833 |
| Potential TD Population | 8,542 |
| UDPHC | 894 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|---------------|---------------|---------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 8,230 | 6,510 | 5,431 |
| Ambulatory | 7,132 | 8,215 | 9,473 |
| Non-Ambulatory | 2,585 | 2,926 | 2,329 |
| Stretcher | 0 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 17,947 | 17,651 | 17,233 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|---------|---------|---------|
| Vehicle Miles | 237,724 | 263,823 | 197,929 |
| Revenue Miles | 187,383 | 224,653 | 170,219 |
| Roadcalls | 3 | 6 | 1 |
| Accidents | 0 | 0 | 1 |
| Vehicles | 9 | 8 | 7 |
| Driver Hours | 9,815 | 13,224 | 14,066 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|---------------|---------------|---------------|
| Medical | 5,458 | 6,446 | 5,830 |
| Employment | 4,760 | 3,869 | 3,540 |
| Ed/Train/DayCare | 3,302 | 3,834 | 4,376 |
| Nutritional | 2 | 54 | 1,576 |
| Life-Sustaining/Other | 4,425 | 3,448 | 1,911 |
| TOTAL TRIPS | 17,947 | 17,651 | 17,233 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-----------|-----------|-----------|
| Expenses | \$525,749 | \$651,620 | \$649,394 |
| Revenues | \$756,031 | \$666,407 | \$654,905 |
| Commendations | 0 | 1 | 6 |
| Complaints | 0 | 0 | 0 |
| Passenger No-Shows | 227 | 266 | 265 |
| Unmet Trip Requests | 0 | 0 | 0 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|---------------|---------------|---------------|
| CTD | 5,859 | 6,551 | 6,151 |
| AHCA | 3,560 | 3,997 | 3,460 |
| APD | 0 | 0 | 980 |
| DOEA | 0 | 0 | 0 |
| DOE | 0 | 0 | 0 |
| Other | 8,528 | 7,103 | 6,642 |
| TOTAL TRIPS | 17,947 | 17,651 | 17,233 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|--------|--------|---------|
| Accidents per 100,000 Miles | 0.00 | 0.00 | 0.51 |
| Miles between Roadcalls | 79,241 | 43,971 | 197,929 |
| Avg. Trips per Driver Hour | 1.83 | 1.33 | 1.23 |
| Avg. Trips per Para Pass. | 22.32 | 20.60 | 19.28 |
| Cost per Trip | 29.29 | 36.92 | 37.68 |
| Cost per Paratransit Trip | 29.29 | 36.92 | 37.68 |
| Cost per Driver Hour | 53.57 | 49.28 | 46.17 |
| Cost per Total Mile | 2.21 | 2.47 | 3.28 |

County: Union
 CTC: Suwannee River Economic Council, Inc.
 Contact: Matt Pearson
 POB 70
 Live Oak, FL 32064
 386-362-4115
 Email: mpearson@suwanneeec.net

| Demographics | Number |
|-------------------------|--------|
| Total County Population | 15,517 |
| Potential TD Population | 5,531 |
| UDPHC | 187 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|--------------|--------------|--------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 4,809 | 4,285 | 3,872 |
| Non-Ambulatory | 442 | 395 | 677 |
| Stretcher | 1 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 5,252 | 4,680 | 4,549 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|---------|---------|---------|
| Vehicle Miles | 144,390 | 159,711 | 130,369 |
| Revenue Miles | 122,902 | 140,206 | 112,381 |
| Roadcalls | 1 | 1 | 4 |
| Accidents | 0 | 1 | 0 |
| Vehicles | 6 | 10 | 7 |
| Driver Hours | 6,922 | 6,659 | 7,917 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|--------------|--------------|--------------|
| Medical | 3,538 | 4,003 | 3,581 |
| Employment | 0 | 0 | 6 |
| Ed/Train/DayCare | 828 | 0 | 4 |
| Nutritional | 886 | 677 | 873 |
| Life-Sustaining/Other | 0 | 0 | 85 |
| TOTAL TRIPS | 5,252 | 4,680 | 4,549 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-----------|-----------|-----------|
| Expenses | \$459,006 | \$306,042 | \$391,642 |
| Revenues | \$461,206 | \$274,434 | \$360,967 |
| Commendations | 0 | 0 | 0 |
| Complaints | 0 | 0 | 1 |
| Passenger No-Shows | 32 | 35 | 473 |
| Unmet Trip Requests | 30 | 27 | 0 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|--------------|--------------|--------------|
| CTD | 3,161 | 2,049 | 2,460 |
| AHCA | 1,203 | 1,952 | 1,598 |
| APD | 0 | 0 | 0 |
| DOEA | 886 | 677 | 490 |
| DOE | 0 | 0 | 0 |
| Other | 2 | 2 | 1 |
| TOTAL TRIPS | 5,252 | 4,680 | 4,549 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|---------|---------|--------|
| Accidents per 100,000 Miles | 0.00 | 0.63 | 0.00 |
| Miles between Roadcalls | 144,390 | 159,711 | 32,592 |
| Avg. Trips per Driver Hour | 0.76 | 0.70 | 0.57 |
| Avg. Trips per Para Pass. | 16.46 | 16.48 | 24.33 |
| Cost per Trip | 87.40 | 65.39 | 86.09 |
| Cost per Paratransit Trip | 87.40 | 65.39 | 86.09 |
| Cost per Driver Hour | 66.31 | 45.96 | 49.47 |
| Cost per Total Mile | 3.18 | 1.92 | 3.00 |

County: Volusia
 CTC: County of Volusia d/b/a VOTRAN
 Contact: Colby E. Stallings
 950 Big Tree Road
 South Daytona, FL 32119
 386-856-7496
 Email: cstallings@volusia.org

| Demographics | Number |
|-------------------------|---------|
| Total County Population | 538,692 |
| Potential TD Population | 320,931 |
| UDPHC | 19,864 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|--------------------------|----------------|----------------|----------------|
| Fixed Route (FR) | 272,493 | 235,355 | 263,162 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 243,249 | 250,444 | 277,836 |
| Non-Ambulatory | 77,293 | 76,727 | 69,216 |
| Stretcher | 0 | 0 | 0 |
| School Board | 5,368 | 5,390 | 1,190 |
| TOTAL TRIPS | 598,403 | 567,916 | 611,404 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------|-----------|-----------|-----------|
| Vehicle Miles | 2,859,280 | 2,918,524 | 2,916,800 |
| Revenue Miles | 2,532,891 | 2,531,007 | 2,526,128 |
| Roadcalls | 212 | 168 | 201 |
| Accidents | 18 | 15 | 10 |
| Vehicles | 124 | 123 | 123 |
| Driver Hours | 205,379 | 211,431 | 209,819 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|---------------------------------|----------------|----------------|----------------|
| Medical | 205,065 | 162,761 | 199,159 |
| Employment | 63,889 | 49,385 | 64,512 |
| Ed/Train/DayCare | 106,532 | 114,429 | 114,646 |
| Nutritional | 16,805 | 18,057 | 17,894 |
| Life-Sustaining/Other | 206,112 | 223,284 | 215,193 |
| TOTAL TRIPS | 598,403 | 567,916 | 611,404 |

| Financial and General Data | 2016 | 2017 | 2018 |
|----------------------------|-------------|-------------|-------------|
| Expenses | \$7,657,144 | \$6,937,738 | \$6,568,361 |
| Revenues | \$6,157,957 | \$6,937,738 | \$6,568,361 |
| Commendations | 393 | 362 | 391 |
| Complaints | 291 | 265 | 249 |
| Passenger No-Shows | 7,491 | 8,664 | 9,203 |
| Unmet Trip Requests | 0 | 0 | 0 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|-----------------------------------|----------------|----------------|----------------|
| CTD | 34,254 | 34,391 | 38,661 |
| AHCA | 0 | 0 | 0 |
| APD | 3,315 | 708 | 0 |
| DOEA | 15,450 | 18,102 | 7,267 |
| DOE | 61,094 | 71,645 | 79,469 |
| Other | 484,290 | 443,070 | 486,007 |
| TOTAL TRIPS | 598,403 | 567,916 | 611,404 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|--------|--------|--------|
| Accidents per 100,000 Miles | 0.63 | 0.51 | 0.34 |
| Miles between Roadcalls | 13,487 | 17,372 | 14,511 |
| Avg. Trips per Driver Hour | 1.59 | 1.57 | 1.66 |
| Avg. Trips per Para Pass. | 57.48 | 57.67 | 75.28 |
| Cost per Trip | 12.80 | 12.22 | 10.74 |
| Cost per Paratransit Trip | 23.47 | 20.84 | 18.84 |
| Cost per Driver Hour | 37.25 | 32.78 | 31.27 |
| Cost per Total Mile | 2.68 | 2.37 | 2.25 |

| | | | |
|----------|--|-------------------------|---------------|
| County: | Wakulla | <u>Demographics</u> | <u>Number</u> |
| CTC: | Wakulla County Senior Citizens/Wakulla Transportat | | |
| Contact: | R.H. Carter | Total County Population | 32,120 |
| | 33 Michael Drive | | |
| | Crawfordville, FL 32327 | Potential TD Population | 9,146 |
| | 850-926-7145 | | |
| Email: | rhCarter@wakullaseniorecitizens.com | UDPHC | 327 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|---------------------------------|---------------|---------------|---------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 12,813 | 10,763 | 11,634 |
| Non-Ambulatory | 1,775 | 1,860 | 1,300 |
| Stretcher | 11 | 4 | 5 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 14,599 | 12,627 | 12,939 |

| Passenger Trips By Trip Purpose | 2016 | 2017 | 2018 |
|--|---------------|---------------|---------------|
| Medical | 8,065 | 7,417 | 6,960 |
| Employment | 176 | 212 | 492 |
| Ed/Train/DayCare | 369 | 450 | 568 |
| Nutritional | 5,469 | 4,144 | 4,215 |
| Life-Sustaining/Other | 520 | 404 | 704 |
| TOTAL TRIPS | 14,599 | 12,627 | 12,939 |

| Passenger Trips By Funding Source | 2016 | 2017 | 2018 |
|--|---------------|---------------|---------------|
| CTD | 5,187 | 5,502 | 6,134 |
| AHCA | 4,375 | 2,906 | 2,498 |
| APD | 276 | 274 | 294 |
| DOEA | 127 | 20 | 71 |
| DOE | 0 | 0 | 0 |
| Other | 4,634 | 3,925 | 3,942 |
| TOTAL TRIPS | 14,599 | 12,627 | 12,939 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------------|-------------|-------------|-------------|
| Vehicle Miles | 267,482 | 175,825 | 296,837 |
| Revenue Miles | 181,690 | 158,484 | 169,952 |
| Roadcalls | 0 | 0 | 0 |
| Accidents | 0 | 0 | 1 |
| Vehicles | 10 | 8 | 9 |
| Driver Hours | 10,400 | 12,818 | 10,115 |

| Financial and General Data | 2016 | 2017 | 2018 |
|-----------------------------------|-------------|-------------|-------------|
| Expenses | \$532,056 | \$517,076 | \$620,003 |
| Revenues | \$588,991 | \$644,455 | \$642,050 |
| Commendations | 0 | 0 | 0 |
| Complaints | 0 | 0 | 0 |
| Passenger No-Shows | 363 | 353 | 475 |
| Unmet Trip Requests | 0 | 0 | 0 |

| Performance Measures | 2016 | 2017 | 2018 |
|-----------------------------|-------------|-------------|-------------|
| Accidents per 100,000 Miles | 0.00 | 0.00 | 0.34 |
| Miles between Roadcalls | 0 | 0 | 0 |
| Avg. Trips per Driver Hour | 1.40 | 0.99 | 1.28 |
| Avg. Trips per Para Pass. | 33.26 | 42.23 | 39.57 |
| Cost per Trip | 36.44 | 40.95 | 47.92 |
| Cost per Paratransit Trip | 36.44 | 40.95 | 47.92 |
| Cost per Driver Hour | 51.16 | 40.34 | 61.30 |
| Cost per Total Mile | 1.99 | 2.94 | 2.09 |

| | | | |
|----------|--|-------------------------|---------------|
| County: | Walton | Demographics | Number |
| CTC: | Tri-County Community Council, Inc. | | |
| Contact: | Joel Paul | Total County Population | 68,376 |
| | 302 North Oklahoma Street, Post Office Box 1210 | | |
| | Bonifay, FL 32425 | Potential TD Population | 22,907 |
| | 850-547-3689 | | |
| Email: | joelpaul.tccc@mchi.com | UDPHC | 1,094 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|---------------------------------|---------------|---------------|---------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 45,474 | 45,027 | 38,865 |
| Non-Ambulatory | 4,941 | 4,876 | 5,273 |
| Stretcher | 1 | 0 | 0 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 50,416 | 49,903 | 44,138 |

| Passenger Trips By Trip Purpose | | | |
|--|---------------|---------------|---------------|
| Medical | 23,162 | 22,893 | 19,625 |
| Employment | 7,457 | 6,523 | 6,565 |
| Ed/Train/DayCare | 16,097 | 15,893 | 12,361 |
| Nutritional | 2,002 | 3,062 | 4,116 |
| Life-Sustaining/Other | 1,698 | 1,532 | 1,471 |
| TOTAL TRIPS | 50,416 | 49,903 | 44,138 |

| Passenger Trips By Funding Source | | | |
|--|---------------|---------------|---------------|
| CTD | 21,924 | 21,800 | 22,646 |
| AHCA | 6,650 | 6,529 | 5,327 |
| APD | 2,132 | 2,209 | 2,252 |
| DOEA | 4,714 | 5,541 | 4,934 |
| DOE | 0 | 14 | 12 |
| Other | 14,996 | 13,810 | 8,967 |
| TOTAL TRIPS | 50,416 | 49,903 | 44,138 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------------|-------------|-------------|-------------|
| Vehicle Miles | 551,292 | 549,584 | 533,721 |
| Revenue Miles | 434,124 | 421,742 | 392,041 |
| Roadcalls | 2 | 0 | 0 |
| Accidents | 3 | 2 | 0 |
| Vehicles | 20 | 21 | 20 |
| Driver Hours | 34,256 | 35,038 | 34,579 |

| Financial and General Data | | | |
|-----------------------------------|-------------|-------------|-------------|
| Expenses | \$1,090,444 | \$1,106,146 | \$1,130,570 |
| Revenues | \$1,329,710 | \$1,024,041 | \$961,075 |
| Commendations | 0 | 0 | 1 |
| Complaints | 2 | 2 | 2 |
| Passenger No-Shows | 161 | 138 | 111 |
| Unmet Trip Requests | 144 | 134 | 84 |

| Performance Measures | | | |
|-----------------------------|---------|-------|-------|
| Accidents per 100,000 Miles | 0.54 | 0.36 | 0.00 |
| Miles between Roadcalls | 275,646 | 0 | 0 |
| Avg. Trips per Driver Hour | 1.47 | 1.42 | 1.28 |
| Avg. Trips per Para Pass. | 43.99 | 44.72 | 40.35 |
| Cost per Trip | 21.63 | 22.17 | 25.61 |
| Cost per Paratransit Trip | 21.63 | 22.17 | 25.61 |
| Cost per Driver Hour | 31.83 | 31.57 | 32.70 |
| Cost per Total Mile | 1.98 | 2.01 | 2.12 |

| | | | |
|----------|--|-------------------------|---------------|
| County: | Washington | Demographics | Number |
| CTC: | Tri-County Community Council, Inc. | | |
| Contact: | Joel Paul | Total County Population | 24,567 |
| | 302 North Oklahoma Street, Post Office Box 1210 | | |
| | Bonifay, FL 32425 | Potential TD Population | 11,606 |
| | 850-547-3689 | | |
| Email: | joelpaul.tccc@mchsi.com | UDPHC | 689 |



| Trips By Type of Service | 2016 | 2017 | 2018 |
|---------------------------------|---------------|---------------|---------------|
| Fixed Route (FR) | 0 | 0 | 0 |
| Deviated FR | 0 | 0 | 0 |
| Ambulatory | 13,541 | 14,949 | 14,243 |
| Non-Ambulatory | 4,633 | 5,227 | 6,328 |
| Stretcher | 72 | 58 | 21 |
| School Board | 0 | 0 | 0 |
| TOTAL TRIPS | 18,246 | 20,234 | 20,592 |

| Passenger Trips By Trip Purpose | | | |
|--|---------------|---------------|---------------|
| Medical | 11,249 | 13,261 | 12,893 |
| Employment | 1,489 | 1,506 | 1,831 |
| Ed/Train/DayCare | 4,993 | 4,320 | 4,640 |
| Nutritional | 125 | 735 | 627 |
| Life-Sustaining/Other | 390 | 412 | 601 |
| TOTAL TRIPS | 18,246 | 20,234 | 20,592 |

| Passenger Trips By Funding Source | | | |
|--|---------------|---------------|---------------|
| CTD | 5,114 | 5,202 | 8,105 |
| AHCA | 6,929 | 7,308 | 6,655 |
| APD | 4,549 | 5,462 | 5,433 |
| DOEA | 147 | 737 | 328 |
| DOE | 0 | 0 | 0 |
| Other | 1,507 | 1,525 | 71 |
| TOTAL TRIPS | 18,246 | 20,234 | 20,592 |

| Vehicle Data | 2016 | 2017 | 2018 |
|---------------------|-------------|-------------|-------------|
| Vehicle Miles | 368,482 | 362,609 | 359,450 |
| Revenue Miles | 225,426 | 231,319 | 266,900 |
| Roadcalls | 2 | 2 | 2 |
| Accidents | 6 | 3 | 1 |
| Vehicles | 16 | 15 | 15 |
| Driver Hours | 18,048 | 19,599 | 22,893 |

| Financial and General Data | | | |
|-----------------------------------|-----------|-----------|-----------|
| Expenses | \$682,923 | \$595,485 | \$675,003 |
| Revenues | \$755,055 | \$673,587 | \$846,068 |
| Commendations | 0 | 0 | 0 |
| Complaints | 2 | 2 | 2 |
| Passenger No-Shows | 105 | 69 | 82 |
| Unmet Trip Requests | 74 | 131 | 139 |

| Performance Measures | | | |
|-----------------------------|---------|---------|---------|
| Accidents per 100,000 Miles | 1.63 | 0.83 | 0.28 |
| Miles between Roadcalls | 184,241 | 181,305 | 179,725 |
| Avg. Trips per Driver Hour | 1.01 | 1.03 | 0.90 |
| Avg. Trips per Para Pass. | 24.01 | 26.80 | 29.89 |
| Cost per Trip | 37.43 | 29.43 | 32.78 |
| Cost per Paratransit Trip | 37.43 | 29.43 | 32.78 |
| Cost per Driver Hour | 37.84 | 30.38 | 29.49 |
| Cost per Total Mile | 1.85 | 1.64 | 1.88 |



Charlette Wilson

Putnam County

“Two of my sons have asthma, and I depend on the bus to get them to their medical appointments. I will also start classes at St. Johns Community College, and this bus service is critical in my continuing efforts to better my life for me and my children.”

GLOSSARY

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.

Deviated Fixed-Route Service: Any system of transporting individuals, including the provision of designated public transportation service by public entities and the provision of transportation service by private entities, including, but not limited to, specific public transportation service which is not a fixed-route system.

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 user's 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 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 riding on the vehicles. This figure should be calculated from first passenger pick-up until the last passenger drop-off, excluding any breaks in actual passenger transport. For example: if 10 passengers rode 10 miles together, there would be 10 revenue miles.

Ridesharing: the sharing of a vehicle by clients of two or more agencies, thus allowing for greater cost efficiency and improved vehicle utilization.

Roadcall: any in-service interruptions caused by failure of some functionally necessary element of the vehicle, whether the rider is transferred or not. Roadcalls exclude accidents.

Rule 41-2, F.A.C.: the rule adopted by the Commission for the Transportation Disadvantaged to implement provisions established in Chapter 427, F.S.

Scheduler: a person who prepares an operating schedule for vehicles on the basis of passenger demand, level of service, and other operating elements such as travel times or equipment availability.

Shuttle: a transit service that operates on a short route, or in a small geographical area, often as an extension to the service of a longer route.

Sole Source: (also referred to as Sole Provider) network type in which the CTC provides all of the transportation disadvantaged services.

Sponsored Trip: a passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source (not including monies provided by the TD Trust Fund).

Standard: something established by authority, custom, or general consent as a model or example.

Stretcher Service: a form of non-emergency paratransit service whereby the rider is transported on a stretcher, litter, gurney, or other device that does not meet the dimensions of a wheelchair as defined in the Americans with Disabilities Act.

Subscription Service: a regular and recurring service in which schedules are prearranged, to meet the travel needs of riders who sign up for the service in advance. The service is characterized by the fact that the same passengers are picked up at the same location and time and are transported to the same location, and then returned to the point of origin in the same manner.

System Safety Program Plan (SSPP): a documented organized approach and guide to accomplishing a system safety program set forth in Florida Rule 14-90.

Total Fleet: this includes all revenue vehicles held at the end of the fiscal year, including those in storage, emergency contingency, awaiting sale, etc.

Total Quality Management (TQM): a management philosophy utilizing measurable goals and objectives to achieve quality management practices.

Transportation Alternative: those specific transportation services that are approved by rule to be acceptable transportation alternatives, and defined in s. 427.018, F. S.

Transportation Disadvantaged (TD): those persons, including children as defined in s. 411.202 F.S., who because of physical or mental disability, income status, or inability to drive due to age or disability are unable to transport themselves or to purchase transportation and have no other form of transportation available. These persons are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, or medically necessary or life-sustaining activities.

Transportation Disadvantaged Funds: 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 transportation, administration, operation, procurement, and maintenance of vehicles or equipment and capital investments. Transportation disadvantaged funds do not include funds for the transportation of children to public schools.

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 Network Carrier (TNC): is a company which "hires" people to give rides to others in their own personal cars for a fee, or fare.

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.

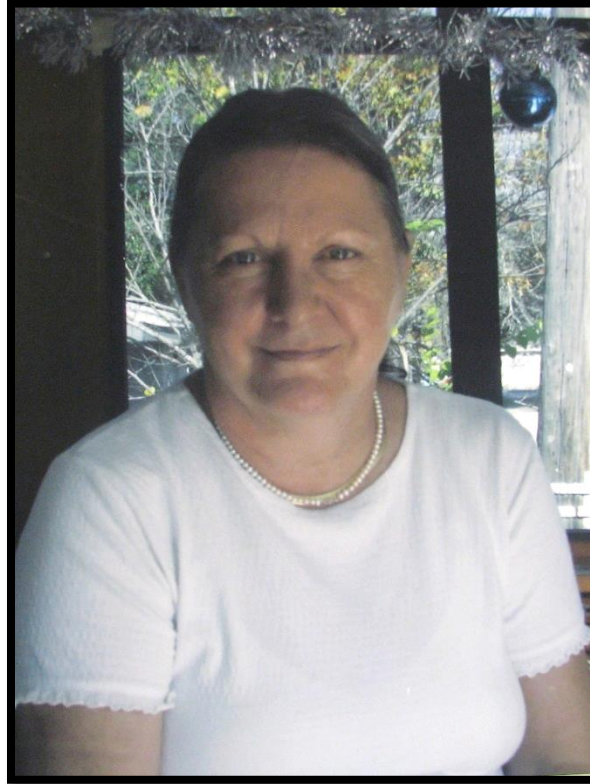
Vehicle Miles: the total distance traveled by revenue vehicles, including both revenue miles and deadhead miles.

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.



Mary Marks

Putnam County

“My whole way of life depends on the bus running. If it stopped, I would fall out in the heat trying to walk. Legislators should not think about cutting funds that support systems like this before they think about the fact they or one of their relatives may need it one day.”

Florida Commission for the



**Transportation
Disadvantaged**