

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED



Business Meeting Agenda

December 20, 2018
9:00 AM until Completion
2740 Centerview Dr., Suite 1A
Tallahassee, FL 32301

Marion Hart, Chairman
Dr. Phillip Stevens, Vice-Chairman
Mike Willingham, Commissioner
Dr. Robin Tellez, Commissioner
Becki Forsell, Commissioner

Dial-In Number: 888-670-3525
Conference Code: 1383090556

Item #	Agenda Item	Speaker(s)
I	Call to Order	Chairman Hart
II	Introduction of Commissioners and Advisors	Commissioners and Advisors
III	Commissioner and Advisor Reports	Commissioners and Advisors
IV	Public Comments (Comments limited to the current agenda items)	Public
	Action Items	
V	2018 Annual Performance Report	
VI	Executive Director Report	
VII	Public Comments	Public
VIII	Commissioner and Advisor Comments	Commissioners and Advisors
IX	Adjournment	Chairman Hart
	Next Meeting: March 19, 2019 – Tallahassee, FL	

When operating under Florida's Government in the Sunshine Law, the Florida Supreme Court recognizes the importance of public participation in open meetings. The Commission provides that right of access at each public meeting and adheres to Chapter 286.011, Florida Statutes. A comment card for each speaker is required, and this limits public comment to five (5) minutes per speaker.

In accordance with the Americans with Disabilities Act (ADA), and Chapter 286.26, Florida Statutes, persons in need of special accommodation to participate in the meeting (including an agenda) shall contact our office, at least 48 hours before the meeting by email at julia.blanchard@dot.state.fl.us or by the following listed below:

Commission for the Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, FL 32399-0450
(850) 410-5703 or (800) 983-2435
(850) 410-5708 (TDD/TTY).

This meeting is subject to change upon the chairman's request.

State of Florida
Commission for the Transportation Disadvantaged
Commission Business Meeting

MEETING DATE: December 20, 2018

AGENDA ITEM:

V 2018 Annual Performance Report

BACKGROUND INFORMATION:

Chapter 427 charges the Commission to submit an annual report to the Governor, the President of the Senate, and the Speaker of the House of Representatives by January 1 of each year. This report consists of the individual county and statewide program achievements throughout the last reporting year (July – June). Community Transportation Coordinators (CTCs) are required to submit their reports to the Commission by September 15 each year.

Commission staff are finalizing the reviewing, confirming and analyzing of the data submitted by the CTCs. Due to the time required to complete these reviews, there has been a delay in finalizing the actual report. The statewide county and summary pages have been completed.

ATTACHMENTS:

- 2018 Annual Performance Report - County and Statewide Summary Pages

EXECUTIVE DIRECTOR RECOMMENDATION/MOTION:

Recommend Commission approval of the 2018 Annual Performance Report and provide the Executive Director the authority to edit and make technical changes prior to its final submittal to the Governor and Legislature.



Steve Holmes

Executive Director

Date: December 20, 2018

ACTION TAKEN AT MEETING:

Florida Commission for the



**Transportation
Disadvantaged**

2018 Annual Performance Report

January 1, 2018

www.fdot.gov/ctd/



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

Demographics	Number
Statewide Population	20,984,400
Potential TD Population	8,866,128
UDPHC	313,134



Trips By Type of Service	2016	2017	2018
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

Passenger Trips By Trip Purpose	2016	2017	2018
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

Passenger Trips By Funding Source	2016	2017	2018
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

Vehicle Data	2016	2017	2018
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

Financial and General Data	2016	2017	2018
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

Performance Measures	2016	2017	2018
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

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	2016	2017	2018
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	2016	2017	2018
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	2016	2017	2018
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	2016	2017	2018
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 3299 Tamiami Trail East #103 Naples, FL 34112 239-252-5841	Total County Population	372,880
		Potential TD Population	173,410
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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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	2016	2017	2018
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	2016	2017	2018
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	2016	2017	2018
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	2016	2017	2018
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 180 Marine St. St. Augustine, FL 32084 904-209-3700	Total County Population	243,812
		Potential TD Population	65,450
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			
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			
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			
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			
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	Demographics	Number
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	2016	2017	2018
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	2016	2017	2018
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	2016	2017	2018
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	2016	2017	2018
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@suwanneec.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

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

Passenger Trips By Trip Purpose	2016	2017	2018
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

Financial and General Data	2016	2017	2018
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

Passenger Trips By Funding Source	2016	2017	2018
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

Performance Measures	2016	2017	2018
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

State of Florida
Commission for the Transportation Disadvantaged
Commission Business Meeting

MEETING DATE: December 20, 2018

AGENDA ITEM:

VI Executive Director Report

BACKGROUND INFORMATION:

Steve Holmes will provide the Executive Director Report.

ATTACHMENTS:

None

EXECUTIVE DIRECTOR RECOMMENDATION/MOTION:

For information purposes only.



Steve Holmes
Executive Director

Date: December 20, 2018

ACTION TAKEN AT MEETING: