Florida Commission for the

CTD

**Transportation
Disadvantaged**

2019 Annual Performance Report

March 2020

OUR MISSION

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

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EXECUTIVE SUMMARY

Transportation plays a critical role in supporting an individual's ability to participate in and contribute to the community, including employment, health care, education, and other life-sustaining activities. For many Floridians who are older adults, individuals with disabilities, people with low incomes, or at-risk children, transportation is a significant barrier to access these activities and live independently.

The Commission for the Transportation Disadvantaged ensures the availability of transportation services across the state for these individuals to have the same opportunities as other Floridians to live, work, learn and play in their community. This is accomplished through "Coordinated Transportation," where the Commission works with state and local partners to deliver transportation services to individuals who are transportation disadvantaged.

The 2019 Annual Performance Report provides an overview of the program as well as performance trends of the state's Coordinated Transportation System in Fiscal Year 2018-19. Highlights from the report include:

- The Coordinated Transportation System provided approximately 21.1 million trips and served over 280,000 individuals in FY 2018-19.

- Majority of trips supported life-sustaining (41%) and other medical (21%) activities.
- Over 13.3 million trips (63%) were provided through public transportation systems (i.e., fixed bus routes) at an average cost of $14.35 per trip.
- The system reported over $301 million in revenues, with local government being the largest contributor of $136 million.

The report also discusses some of the challenges with the Coordinated System reporting consistent trends from year-to-year. The Commission is examining ways to improve this methodology to promote a more predictable funding model.

The report concludes with a summary of initiatives to promote innovations within the Coordinated System and respond to the unique challenges facing riders at the turn of the decade.

INTRODUCTION

The 2019 Annual Performance Report for the Florida Commission for the Transportation Disadvantaged is published to meet the statutory requirements outlined in Section 427.013(12), Florida Statutes, and covers the time period of July 1, 2018 to June 30, 2019.

This report provides an overview of the program and a summary of performance trends statewide. This information is compiled from each system's Annual Operating Report, thereby providing the Governor, Legislature, Commission, community transportation coordinators, planning agencies, local coordinating boards, state human service agencies, advocacy groups and other stakeholders information about coordinated transportation services.

MISSION

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

PURPOSE OF THE COMMISSION

The Florida Legislature created the Commission for the Transportation Disadvantaged (Commission) in 1989 to ensure the availability of transportation services for Floridians who are transportation disadvantaged. The authority of the Commission derives from Chapter 427, Florida Statutes, and Chapter 41-2, Florida Administrative Code.

Florida's "transportation disadvantaged" are defined in Section 427.011(1), F.S., as those persons who because of physical or mental disability, income status, or age, are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are high-risk as defined in s. 411.202, F.S.

The Commission accomplishes its purpose through "coordinated transportation," where it facilitates the provision of transportation services through qualified Community Transportation Coordinators or transportation operators in every county of the state. The goal of this coordination is to ensure these services are delivered in a cost-effective and efficient manner.

The Commission works with state and local partner agencies to purchase transportation services for their constituents through the Coordinated System. The Commission also administers the Transportation Disadvantaged Trust Fund (TDTF), which provides funds for carrying out its statutory responsibilities.

The Commission is an independent agency located within the Department of Transportation for administrative and fiscal purposes. Otherwise, the Commission operates independently, with rule making and budget authority. The Commission employs staff in Tallahassee to administer and monitor the statutory requirements for the program.

COMMISSION MEMBERSHIP

The Commission consists of seven (7) voting members that are all appointed by the Governor, including five (5) Business Community Members and two (2) members who have a disability and use the Transportation Disadvantaged System. One of these members must be over 65 years of age. In addition, the Secretary of the Departments of Transportation, Children and Families, Elder Affairs, Agency for Health Care Administration, the Executive Director of the Departments of Economic Opportunity, Department of Veterans' Affairs, Agency for Persons with Disabilities, and a county manager or administrator who is appointed by the Governor, or a senior management level of each, shall serve as ex officio non-voting advisors to the Commission.

Commission Membership	
Commissioners Voting Members	**Representing**
Marion Hart Jr.**, Chair**	The Business Community
Dr. Phillip Stevens**, Vice-Chair**	The Business Community
Mike Willingham	The Business Community
Dr. Robin D. Tellez	The Business Community
Renee Knight	The Business Community
Christinne Rudd	User with a Disability
Ex Officio Members	**Representing**
Kevin J. Thibault, **Secretary** Elizabeth Stutts, Designee	Department of Transportation
Ken Lawson, **Executive Director** Vacant, Designee	Department of Economic Opportunity
Chad Poppell, **Secretary** Diane Harris, Designee	Department of Children and Families
Mary C. Mayhew, **Secretary** Erica Floyd-Thomas, Designee	Agency for Health Care Administration
Barbara Palmer, **Director** Kent Carroll, Designee	Agency for Persons with Disabilities
Richard Prudom, **Secretary** Krysta Carter, Designee	Department of Elder Affairs
Baddy Burgess, **Executive Director** Dennis Latta, Designee	Department of Veterans' Affairs
** VACANT **	County Manager or Administrator

(left to right)
Dr. Phillip Stevens, Vice-Chairman and Chairman Marion Hart,
Florida Commission for the Transportation Disadvantaged

PROGRAM ORGANIZATION

The Commission is the state-level policy board responsible for the oversight of the implementation of coordinated transportation disadvantaged services. The chart on page 12 provides a visual representation of the various players in the Coordinated System.

To assist with program implementation, the Commission contracts with a Community Transportation Coordinator (CTC) and a Designated Official Planning Agency (planning agency) in each county. The CTC can be a public transportation organization (such as a transit authority), a private for-profit transportation company, a not-for-profit human services agency, or a local government entity (see pages 19-21 for the list CTCs in the state).

The local CTC is responsible for the actual arrangement and/or delivery of transportation services for individuals who are transportation disadvantaged in its service area. The CTC, through a competitive procurement process, may contract (i.e., broker) with local transportation operators to provide services. During Fiscal Year 2018-19, 320 qualified transportation operators carried out the provision of coordinated transportation services.

The Local Coordinating Board (LCB), appointed and staffed by the planning agency, oversees and annually evaluates the CTC, which the Commission approves. LCBs also provide assistance to the CTCs by identifying local service needs and providing information, advice and direction to CTCs on the coordination of services. Each LCB is an advisory body to the CTC in its service area.

Membership of each LCB includes a local elected official, who serves as the Chairperson of the Board, representatives from the Departments of Transportation, Children and Families, Education, Elder Affairs, Agency for Health Care Administration, and the Agency for Persons with Disabilities; a person over sixty representing older adults; an individual representing persons with disabilities; two (2) citizen advocate representatives (one who must be a user of the system); a representative of the local public education system; a person who is recognized by the Florida Department of

Veterans' Affairs, representing the veterans of the county; a person who is recognized by the Florida Association for Community Action representing the economically disadvantaged; a representative of the local private for profit transportation industry; a representative for children at risk; a person representing the Regional Workforce Board; a representative of the local medical community; and where available, a representative of a local public transit system.

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

ANNUAL OPERATING REPORT 2018-19

Each year CTCs are required to submit operating data on their respective service areas, which include the number of unduplicated riders served in each county, the number of trips provided, a summary of revenues and expenses, and other performance measures. The data is analyzed and compiled into the Commission's Annual Performance Report.

In FY 2018-19, the Commission upgraded its Annual Operating Report (AOR) system to address aging software that had caused reporting errors in the past. Enhancements were made to the system to capture additional data details, bringing more transparency and simplicity to the overall reporting process. Despite these upgrades, there remains an inconsistent trend in the system reporting ridership and trips provided from year-to-year. This poses challenges in predictability, where the current methodology used to distribute funds from the Trip and Equipment Grant is based in part by the performance (trips and miles) reported. The Commission is currently examining ways to improve this methodology to promote a more predictable model for funding TD services.

The following sections provide a summary of the outcomes and trends that were reported in the AOR for FY 2018-19.

RIDERSHIP

In FY 2018-19, the Coordinated Transportation System provided 21.1 million trips to over 280,000 individuals who are transportation disadvantaged. The system reported a decrease in ridership of 33,094 and provided 1.4 million less trips than the previous fiscal year.

TRIPS BY PURPOSE AND TYPE OF SERVICE

Most trips funded by the Coordinated System support medical and other life-sustaining activities. Approximately 8.5 million trips, 41% of all trips provided by the Coordinated System, were reported to support life-sustaining and other

activities, such as trips to conduct personal business, or to participate in social activities. Over 4.3 million trips, 21% of all trips, were reported to support medical-related activities, such as trips to dialysis and cancer treatment.

Over 13.3 million trips, 63% of all trips taken by riders of the Coordinated System, were on fixed route, Complementary ADA, or deviated-fixed route systems, at an average cost of $14.35 per trip. Many fixed route and deviated-fixed route systems use funds from the Coordinated System to subsidize the purchase of bus passes through various programs offered by transit authorities. Bus passes are the most cost-effective means of providing transportation for people who are in proximity to a fixed route and are able to ride a bus.

The remaining 37% of trips were provided by paratransit services at an average cost of $26.93 per trip. Paratransit services are the most expensive means of transportation for people served by the Coordinated Transportation System. Paratransit services are the predominant service in Florida's rural areas.

This year, the upgraded AOR included "on-demand," door-to-door trips provided by transportation network companies (TNCs). In FY 2018-19, the Coordinated Transportation System delivered approximately 24,500 on-demand trips to the Transportation Disadvantaged population. Further, the Commission funded over 9,000 on-demand trips through the "Advantage Ride" Pilot Program for individuals with intellectual or developmental disabilities.

TRIPS BY FUNDING SOURCE

Several agencies utilize the Coordinated System for the provision of transportation. Local governments and the Commission for the Transportation Disadvantaged provide the most funding, purchasing approximately 65% of all trips within the system. The Commission purchased over 9.9 million trips with funds from the Transportation Disadvantaged Trust Fund

REVENUES

In FY 2018-19, CTCs reported receiving a total of $56.4 million in revenue through the Transportation Disadvantaged Trust Fund. The Coordinated Transportation System as a whole had revenues of $301 million, with local government being the largest contributor of $136 million. The system experienced an increase of approximately $26.5 million in revenue from the previous fiscal year.

INNOVATION INITIATIVES

In addition to the performance of the Coordinated System, the 2019 Annual Performance Report summarizes some of the initiatives being led by the Commission and its partners to

promote innovations and respond to the unique challenges facing riders at the turn of the decade.

MOBILITY ENHANCEMENT GRANT

The 2018 Florida Legislature continued its authorization for the Commission to competitively award grants for innovative and cost-effective projects. This was the third year these funds were made available.

The Mobility Enhancement Grant projects must meet one or more of the following criteria:

1. Enhance the access of older adults, persons with disabilities, and low-income individuals to healthcare, shopping, education, employment, public services, and recreation;

2. Assist in the development, improvement, and use of transportation systems in non-urbanized areas;

3. Promote the efficient coordination of services;

4. Support inter-city bus transportation; or

5. Encourage private transportation provider participation.

The Commission approved the following projects for FY 2018-19:

- ❖ MV Contract Transportation in Alachua County, continued to partner with the City of Gainesville

through its GRACE Marketplace (homeless shelter) to provide reduced fare bus passes for the homeless clients they served.

- ❖ Suwannee River Economic Council in Bradford County, provided "on-demand" service (within 30 minutes) to designated stops in the City of Starke for medical, pharmacy and shopping.

- ❖ Suwannee Valley Transit Authority in Colombia County, provided "on-demand" service (within 30 minutes) to designated stops in the City of Lake City for medical, pharmacy and shopping.

- ❖ Mid-Florida Community Services in Hernando County, expanded their current service hours and days and added 3 connector stops to fixed route service.

- ❖ Central Florida Regional Transportation Authority (LYNX) in Orange, Osceola, and Seminole Counties, provided taxi vouchers to select TD riders to utilize taxi service to and from designated dialysis centers in each county. The intent is to reduce the wait time of dialysis patients to access transportation to and from treatment which may be extremely exhausting.

- ❖ Pinellas Suncoast Transit Authority in Pinellas County, partnered with Uber, United Taxi, and Care Ride to provide affordable, on-demand, door-to-door trips within 20 minutes of request to or from work outside of the fixed route service times. In addition, this grant

would also fund limited urgent TD trips for medical purposes.

- ❖ St. Lucie County BOCC in St. Lucie County provided "after-hour" transportation services utilizing taxis, car services and rideshare providers to destinations within St Lucie County as well as adjacent counties.

The table on the following page is a statewide summary of the Mobility Enhancement Grants that were awarded during the last two fiscal years. During the 2019 Legislative Session, the Commission received $10 million in recurring funds to support innovation and service development grants, which will continue funding some of the projects that were awarded through the Mobility Enhancement Grants.

Mobility Enhancement Grant Summary							
		FY 2017-18			FY 2018-19		
County	Community Transportation Coordinator	Bus Passes	Trips*	CTD Cost	Bus Passes	Trips*	CTD Cost
Alachua	MV Contract Transportation	2,696	0	$49,741	2,672	0	$49,298
Bradford	Suwannee River Economic Council	0	1,850	$39,544	0	2,470	$52,796
Columbia	Suwannee Valley Transit Authority	0	2,511	$48,633	0	818	$16,012
Dixie/Gilchrist	Suwannee River Economic Council	0	342	$10,499	0	0	$0
Hernando	Mid-Florida Community Services	0	4,809	$186,294	0	4,479	$174,058
Orange/Osceola/ Seminole	Central Florida Regional Transportation Authority (LYNX)	0	15,700	$315,000	0	14,750	$295,000
Pinellas	Pinellas Suncoast Transit Authority	0	29,394	$507,000	0	29,859	$415,599
St Lucie	St Lucie Co BOCC	0	3,274	$75,282	0	710	$16,469
	Total	2,696	57,880	$1,231,993	2,672	53,086	$1,019,232

*Estimated Number of Trips

"ADVANTAGE RIDE" PILOT PROGRAM

In 2017, the Commission, along with the Florida Agency for Persons with Disabilities (APD), chaired a task force to identify strategies to improve transportation experiences for individuals with intellectual or developmental disabilities (IDD). The task force made a series of recommendations to the Legislature, which were published in a report by the Center for Urban Transportation Research at the University of South Florida.

The 2018 Legislature appropriated $500,000 to the Commission to administer a pilot program to support greater mobility options for individuals with developmental disabilities, as defined by s. 393.063, F.S., as part of the recommendations made by the task force. The Commission conducted a competitive procurement and selected UZURV, an adaptive transportation network company (TNC), to provide on-demand transportation services for individuals served by the APD Medicaid Waiver and Waiting List programs in Hillsborough, Manatee, and Pinellas Counties.

The "Advantage Ride" Pilot Program began operation in January 2019. The 2019 Legislature appropriated $500,000 to continue the pilot for FY 2019-20. The program served approximately 483 individuals and provided over 20,000 trips in calendar year 2019. The program supported trips to various community activities, including employment and other social-recreational activities.

The Commission presented a report on the Advantage Ride program to the Florida Legislature on February 1, 2020. The report was prepared by the Center for Urban Transportation Research at the University of South Florida and highlights the program's performance in on-demand services and customer satisfaction.

FUTURE OF THE COORDINATED SYSTEM

2019 marked the 40th Anniversary of the Coordinated Transportation System. As Florida continues to grow and become more mobile, the Commission and its partners are committed to promoting innovations that will ensure the program is equipped to respond to changes and fulfill its purpose in the next decade.

To assist in this effort, the 2019 Florida Legislature appropriated an additional $10 million in recurring funds to the Transportation Disadvantaged Trust Fund through the passage of the Multi-Use Corridors for Regional Economic Significance program (SB 7068). The Commission will invest this funding in innovative projects to promote greater mobility and inter-connectivity for Floridians who are transportation disadvantaged. The Commission will include a summary of the projects funded by this program in future Annual Performance Reports.

Coordinated Transportation System Organization

Florida Commission for the
CTD
Transportation Disadvantaged
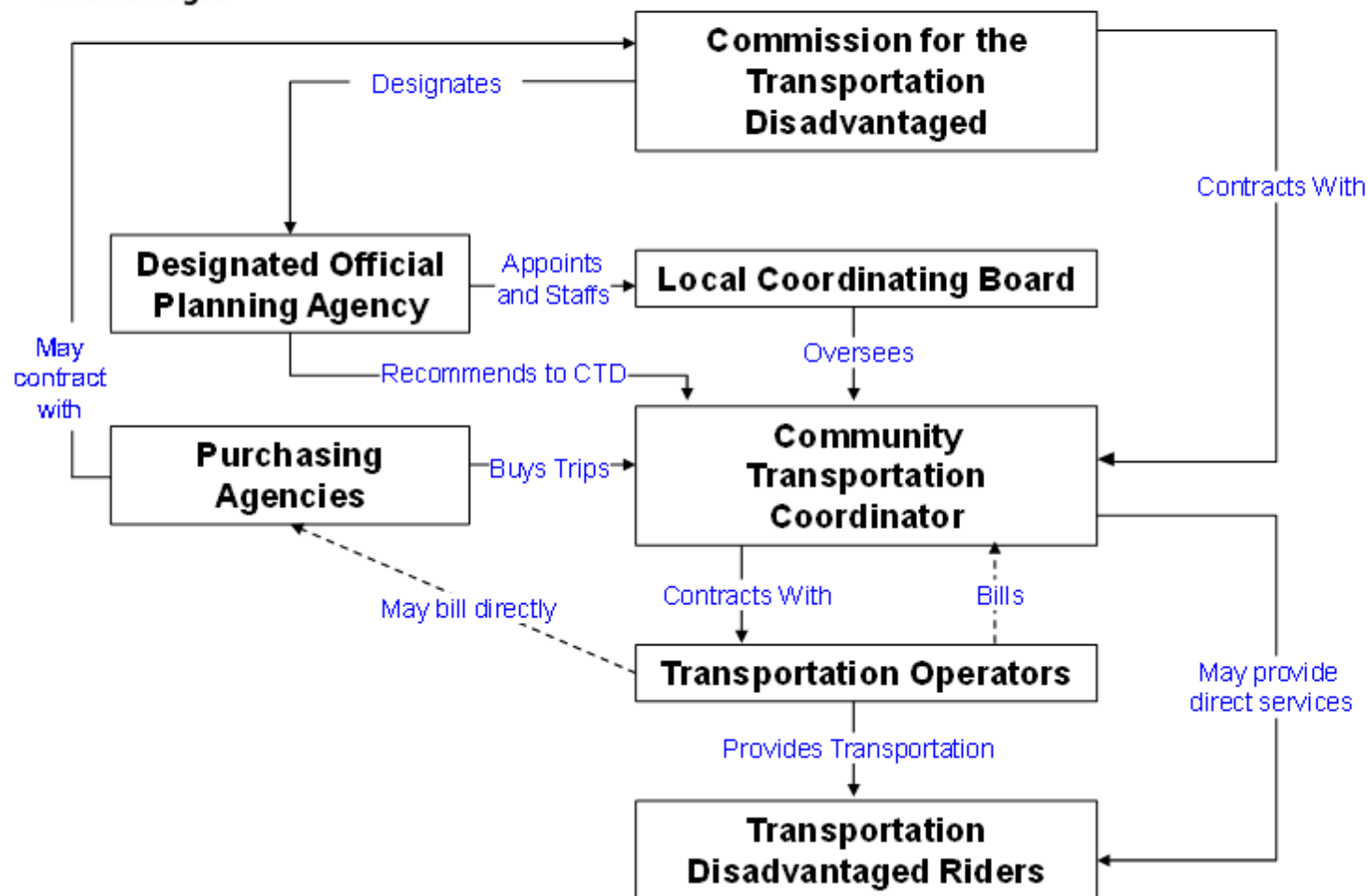
Fiscal Year 2018-2019

Statewide Summary

Demographics	Number
Statewide Population	20,984,400
Unduplicated Head Count	280,040

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	11,278,146	11,150,598	10,063,915
Deviated FR	722,047	701,241	576,343
Complementary ADA	0	0	2,758,483
Paratransit	10,537,061	10,617,336	7,448,940
TNC	0	0	24,500
Taxi	0	0	188,693
School Board (School Bus)	99,396	45,678	26,265
Volunteers	0	0	16,224
TOTAL TRIPS	**22,636,650**	**22,514,853**	**21,103,363**

Passenger Trips By Trip Purpose			
Medical	5,622,291	4,744,140	4,387,367
Employment	3,597,565	3,752,285	3,025,009
Ed/Train/DayCare	5,331,015	2,805,745	3,232,580
Nutritional	3,496,933	3,925,897	1,908,632
Life-Sustaining/Other	4,588,846	7,286,786	8,549,775
TOTAL TRIPS	**22,636,650**	**22,514,853**	**21,103,363**

Passenger Trips By Revenue Source			
CTD	10,129,858	10,669,884	9,941,361
AHCA	779,017	574,430	331,430
APD	1,492,163	1,441,942	1,379,161
DOEA	855,943	611,331	638,836
DOE	287,305	228,920	174,085
Other	9,092,364	8,988,346	8,638,490
TOTAL TRIPS	**22,636,650**	**22,514,853**	**21,103,363**

Trips by Provider Type			
CTC	15,801,045	14,487,753	13,107,576
Transportation Operator	3,091,846	4,068,352	4,498,188
Coordination Contractor	3,743,759	3,958,748	3,497,599
TOTAL TRIPS	**22,636,650**	**22,514,853**	**21,103,363**

Vehicle Data	2017	2018	2019
Vehicle Miles	95,945,735	99,057,595	95,241,016
Roadcalls	2,154	2,592	4,140
Accidents	429	457	497
Vehicles	4,233	4,105	4,580
Drivers	6,011	6,177	6,831

Financial and General Data			
Expenses	$280,061,013	$284,081,695	$302,854,277
Revenues	$285,399,016	$274,544,299	$301,051,923
Commendations	4,142	5,064	4,114
Complaints	8,345	12,275	12,243
Passenger No-Shows	283,836	272,321	211,526
Unmet Trip Requests	1,947,023	1,345,805	245,556

Performance Measures			
Accidents per 100,000 Miles	0.45	0.46	0.53
Miles between Roadcalls	44,543	38,217	22,703
Avg. Trips per Passenger	56.52	71.90	75.36
Cost per Trip	$12.37	$12.62	$14.35
Cost per Paratransit Trip	$23.81	$24.24	$26.93
Cost per Total Mile	$2.92	$2.87	$3.22
Cost per Paratransit Mile	$2.80	$2.77	$3.10

Florie Petty

St. Johns County

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

Fiscal Year 2018-2019

Statewide Data Tables

2018-19 CTC System Information

FY18/19 Community Transportation Coordinator System Information

County	Operating Environment	Coordinator Name	Organization Type	Network Type
Alachua	URBAN	MV Transportation, Inc.	Private For Profit	Sole Source
Baker	RURAL	Baker County Council On Aging, Inc.	Private Non Profit	Sole Source
Bay	URBAN	Bay County Board of County Commissioners	County	Complete Brokerage
Bradford	RURAL	Suwannee River Economic Council, Inc.	Private Non Profit	Partial Brokerage
Brevard	URBAN	Space Coast Area Transit	County	Sole Source
Broward	URBAN	Broward County Board of County Commissioners	County	Partial Brokerage
Calhoun	RURAL	Calhoun County Senior Citizens	Private Non Profit	Sole Source
Charlotte	URBAN	Charlotte County BOCC Transit Division	County	Sole Source
Citrus	RURAL	Citrus County Transit	County	Partial Brokerage
Clay	RURAL	Jacksonville Transportation Authority	Public Transit Authority	Partial Brokerage
Collier	URBAN	Collier County Board of County Commissioners	County	Complete Brokerage
Columbia	RURAL	Suwannee Valley Transit Authority	Public Transit Authority	Sole Source
Desoto	RURAL	MV Transportation, Inc.	Private For Profit	Complete Brokerage
Dixie	RURAL	Suwannee River Economic Council, Inc.	Private Non Profit	Partial Brokerage
Duval	URBAN	Jacksonville Transportation Authority	Public Transit Authority	Partial Brokerage
Escambia	URBAN	Escambia County	County	Complete Brokerage
Flagler	RURAL	Flagler County Public Transportation	County	Sole Source
Franklin	RURAL	Gulf County ARC & Transportation	Private Non Profit	Sole Source
Gadsden	RURAL	Big Bend Transit, Inc.	Private Non Profit	Sole Source
Gilchrist	RURAL	Suwannee River Economic Council, Inc.	Private Non Profit	Partial Brokerage
Glades	RURAL	Good Wheels, Inc.	Private Non Profit	Sole Source
Gulf	RURAL	Gulf County ARC & Transportation	Private Non Profit	Sole Source
Hamilton	RURAL	Suwannee Valley Transit Authority	Public Transit Authority	Sole Source
Hardee	RURAL	MV Contract Transportation, Inc.	Private For Profit	Complete Brokerage
Hendry	RURAL	Good Wheels, Inc.	Private Non Profit	Sole Source
Hernando	RURAL	Mid Florida Community Services, Inc.	Private Non Profit	Sole Source
Highlands	RURAL	MV Contract Transportation, Inc.	Private For Profit	Complete Brokerage
Hillsborough	URBAN	Hillsborough County Board of County Commissioners	County	Partial Brokerage
Holmes	RURAL	Tri-County Community Council, Inc	Private Non Profit	Partial Brokerage
Indian River	URBAN	Senior Resource Association, Inc.	Private Non Profit	Partial Brokerage
Jackson	RURAL	Jackson Co. Trans. dba JTrans	Private Non Profit	Sole Source
Jefferson	RURAL	Big Bend Transit, Inc.	Private Non Profit	Sole Source
Lafayette	RURAL	Suwannee River Economic Council, Inc.	Private Non Profit	Partial Brokerage
Lake	RURAL	Lake County Board of County Commissioners	County	Complete Brokerage
Lee	URBAN	Good Wheels, Inc.	Private Non Profit	Sole Source
Leon	URBAN	StarMetro - City of Tallahassee	City Government	Partial Brokerage
Levy	RURAL	Levy Board of County Commissioners	County	Sole Source

FY18/19 Community Transportation Coordinator System Information

County	Operating Environment	Coordinator Name	Organization Type	Network Type
Liberty	RURAL	Liberty County Transit	County	Sole Source
Madison	RURAL	Big Bend Transit, Inc.	Private Non Profit	Sole Source
Manatee	URBAN	Manatee County Area Transit	County	Partial Brokerage
Marion	RURAL	Marion Senior Services, Inc.	Private Non Profit	Partial Brokerage
Martin	URBAN	Senior Resource Association, Inc.	Private Non Profit	Complete Brokerage
Miami-Dade	URBAN	Miami-Dade DTPW	County	Partial Brokerage
Monroe	RURAL	Guidance/Care Center	Private Non Profit	Partial Brokerage
Nassau	RURAL	Nassau County Council on Aging, Inc.	Private Non Profit	Sole Source
Okaloosa	URBAN	Okaloosa County BOCC	County	Complete Brokerage
Okeechobee	RURAL	MV Contract Transportation, Inc.	Private For Profit	Complete Brokerage
Orange	URBAN	Central Florida Regional Transportation Authority	Public Transit Authority	Partial Brokerage
Osceola	URBAN	Central Florida Regional Transportation Authority	Public Transit Authority	Partial Brokerage
Palm Beach	URBAN	Palm Beach County	County	Partial Brokerage
Pasco	URBAN	Pasco County Public Transportation	County	Partial Brokerage
Pinellas	URBAN	Pinellas Suncoast Transit Authority	Public Transit Authority	Partial Brokerage
Polk	URBAN	Lakeland Area Mass Transit District	Other	Partial Brokerage
Putnam	RURAL	Ride Solution, Inc.	Private Non Profit	Sole Source
Saint Johns	RURAL	St. Johns County Council on Aging, Inc.	Private Non Profit	Sole Source
Saint Lucie	URBAN	St. Lucie County Board of County Commissioners	County	Complete Brokerage
Santa Rosa	RURAL	Tri-County Community Council, Inc.	Private Non Profit	Partial Brokerage
Sarasota	URBAN	Sarasota County Board of County Commissioners	County	Complete Brokerage
Seminole	URBAN	Central Florida Regional Transportation Authority	Public Transit Authority	Partial Brokerage
Sumter	RURAL	Sumter County Board of County Commissioners, Sumter County Transit	County	Complete Brokerage
Suwannee	RURAL	Suwannee Valley Transit Authority	Public Transit Authority	Sole Source
Taylor	RURAL	Big Bend Transit, Inc.	Private Non Profit	Sole Source
Union	RURAL	Suwannee River Economic Council, Inc.	Private Non Profit	Partial Brokerage
Volusia	URBAN	County of Volusia d/b/a VOTRAN	County	Partial Brokerage
Wakulla	RURAL	Wakulla Senior Citizens Council, Inc.	Private Non Profit	Sole Source
Walton	RURAL	Tri-County Community Council, Inc	Private Non Profit	Partial Brokerage
Washington	RURAL	Tri-County Community Council, Inc	Private Non Profit	Partial Brokerage

Operating Environment Totals:	Rural - 41	Urban - 26		
Network Type Totals:	Complete Brokerage - 13	Partial Brokerage - 28	Sole Source - 26	
Organization Type Totals:	Private For Profit - 5	City Government - 1	County - 21	
	Private Non Profit - 30	School Board - 0	Other - 1	
	Public Transit Authority - 9			

2018-19 Trips By Service Type

FY18/19 Trips By Service Type

County	Fixed Route/Fixed Schedule					Paratransit		Stretcher
	Daily Pass Trips	Weekly Pass Trips	Monthly Pass Trips	Complementary ADA Service	Deviated Fixed Route	Ambulatory	Non Ambulatory	
Alachua	0	0	2,672	57,590	0	18,831	5,560	0
Baker	0	0	0	0	4,726	13,765	5,275	0
Bay	0	0	0	0	147	111,858	12,911	0
Bradford	0	0	0	0	0	21,771	4,148	0
Brevard	420,369	12,042	22,428	0	0	466,638	15,371	0
Broward	0	0	1,396,546	593,618	0	594,703	124,033	0
Calhoun	0	0	0	0	0	9,601	1,231	13
Charlotte	0	0	0	0	0	58,325	11,143	0
Citrus	0	0	0	0	0	96,266	11,048	0
Clay	0	0	0	0	13,040	19,302	7,766	0
Collier	0	0	0	77,945	0	34,648	4,992	0
Columbia	0	0	0	0	0	38,266	5,965	0
Desoto	0	0	0	0	0	5,400	2,015	0
Dixie	0	0	0	0	0	5,405	734	22
Duval	0	0	0	296,135	0	38,960	15,001	0
Escambia	0	0	0	56,236	0	40,095	2,732	0
Flagler	0	0	0	0	0	85,926	15,163	0
Franklin	0	0	0	0	0	4,282	687	0
Gadsden	0	0	0	0	51,254	44,519	3,825	0
Gilchrist	0	0	0	0	0	4,509	1,549	28
Glades	0	0	0	0	0	2,786	1,138	0
Gulf	0	0	0	0	0	17,200	1,399	0
Hamilton	0	0	0	0	0	16,270	658	0
Hardee	0	0	0	0	0	27,553	6,435	0
Hendry	0	0	0	0	0	15,173	7,791	0
Hernando	0	0	0	0	0	60,641	13,003	0
Highlands	0	0	0	0	0	62,494	11,809	222
Hillsborough	6,299	0	136,704	0	0	565,885	98,631	0
Holmes	0	0	0	0	0	20,289	2,387	144
Indian River	0	0	0	33,202	0	59,697	9,632	0
Jackson	0	0	0	0	2,195	32,750	4,761	56
Jefferson	0	0	0	0	0	16,652	1,677	0
Lafayette	0	0	0	0	0	5,669	523	0
Lake	0	0	0	17,495	479	147,885	26,278	0

FY18/19 Trips By Service Type

County	Fixed Route/Fixed Schedule					Paratransit		
	Daily Pass Trips	Weekly Pass Trips	Monthly Pass Trips	Complementary ADA Service	Deviated Fixed Route	Ambulatory	Non Ambulatory	Stretcher
Lee	0	0	0	0	0	124,761	46,781	0
Leon	0	0	5,376	71,747	9,157	44,085	11,445	0
Levy	0	0	0	0	0	28,804	1,883	0
Liberty	0	0	0	0	0	21,570	1,222	0
Madison	0	0	0	0	897	12,881	3,537	0
Manatee	7,380	75	1,932	40,346	0	98,921	25,318	0
Marion	0	0	0	0	0	80,844	31,604	0
Martin	0	0	0	0	0	51,640	8,399	0
Miami-Dade	30,061	56,377	2,761,483	0	0	861,573	123,351	0
Monroe	0	0	576	0	0	44,964	6,557	2
Nassau	0	0	0	0	14,610	32,701	7,422	0
Okaloosa	0	0	0	0	3,870	65,620	17,481	0
Okeechobee	0	0	0	0	0	9,501	1,779	0
Orange	180,629	36,952	141,018	188,634	59,875	317,171	79,736	0
Osceola	49,527	10,132	38,666	48,919	45,453	95,852	20,963	0
Palm Beach	0	0	105,847	727,072	0	124,555	15,477	0
Pasco	0	0	28,386	27,475	0	94,195	80,034	0
Pinellas	0	110,164	3,623,455	327,103	0	384,779	17,793	0
Polk	168,735	2,422	435,759	70,482	652	98,217	11,833	0
Putnam	0	0	0	0	54,780	53,735	15,628	202
Saint Johns	0	0	0	0	284,424	37,543	18,948	344
Saint Lucie	0	0	0	0	0	76,820	98,932	0
Santa Rosa	0	0	0	0	0	16,194	6,340	0
Sarasota	0	0	0	69,886	0	137,818	57,347	0
Seminole	61,181	12,516	47,764	54,598	23,469	70,900	17,114	0
Sumter	0	0	0	0	1,563	61,987	2,954	0
Suwannee	0	0	0	0	0	16,848	1,716	0
Taylor	0	0	0	0	5,752	8,735	2,361	0
Union	0	0	0	0	0	4,645	965	0
Volusia	31,657	15,921	102,864	0	0	283,247	74,288	0
Wakulla	0	0	0	0	0	12,178	1,313	1
Walton	0	0	0	0	0	40,256	4,465	0
Washington	0	0	0	0	0	12,790	5,226	79
TOTAL	**955,838**	**256,601**	**8,851,476**	**2,758,483**	**576,343**	**6,190,344**	**1,257,483**	**1,113**

FY18/19 Trips By Service Type

County	Taxi	TNC	Volunteer	School Board (School Bus)	Total Trips by Service Type	CTC Trips	Operator Trips	CC Trips	Total Trips by Provider Type
		Other				Trips By Provider Type			
Alachua	0	0	0	0	84,653	84,653	0	0	84,653
Baker	0	0	0	0	23,766	23,766	0	0	23,766
Bay	0	0	0	0	124,916	0	62,916	62,000	124,916
Bradford	0	0	0	0	25,919	14,151	0	11,768	25,919
Brevard	0	0	0	14,240	951,088	951,088	0	0	951,088
Broward	0	0	0	0	2,708,900	1,396,546	839,486	472,868	2,708,900
Calhoun	0	0	0	0	10,845	10,845	0	0	10,845
Charlotte	0	0	0	0	69,468	69,468	0	0	69,468
Citrus	0	0	0	0	107,314	21,142	0	86,172	107,314
Clay	0	0	0	0	40,108	40,108	0	0	40,108
Collier	0	0	0	0	117,585	0	105,273	12,312	117,585
Columbia	0	0	0	0	44,231	33,920	0	10,311	44,231
Desoto	0	0	0	0	7,415	0	7,415	0	7,415
Dixie	0	0	0	0	6,161	6,161	0	0	6,161
Duval	0	0	0	0	350,096	0	350,096	0	350,096
Escambia	0	0	0	0	99,063	0	99,063	0	99,063
Flagler	0	0	0	0	101,089	101,089	0	0	101,089
Franklin	0	0	0	0	4,969	4,969	0	0	4,969
Gadsden	0	0	0	0	99,598	99,598	0	0	99,598
Gilchrist	0	0	0	0	6,086	6,086	0	0	6,086
Glades	0	0	0	0	3,924	3,878	0	46	3,924
Gulf	0	0	0	0	18,599	18,599	0	0	18,599
Hamilton	0	0	0	0	16,928	16,928	0	0	16,928
Hardee	0	0	0	0	33,988	0	5,136	28,852	33,988
Hendry	0	0	0	0	22,964	17,312	0	5,652	22,964
Hernando	0	0	0	0	73,644	18,434	0	55,210	73,644
Highlands	0	0	0	0	74,525	0	51,239	23,286	74,525
Hillsborough	2,524	0	0	0	810,043	325,164	2,524	482,355	810,043
Holmes	0	0	0	0	22,820	22,676	144	0	22,820
Indian River	0	0	0	0	102,531	38,816	12,563	51,152	102,531
Jackson	0	0	0	0	39,762	39,762	0	0	39,762
Jefferson	0	0	0	0	18,329	18,329	0	0	18,329
Lafayette	0	0	0	0	6,192	6,192	0	0	6,192
Lake	0	0	0	0	192,137	0	97,601	94,536	192,137

FY18/19 Trips By Service Type

County	Taxi	TNC	Volunteer	School Board (School Bus)	Total Trips by Service Type	CTC Trips	Operator Trips	CC Trips	Total Trips by Provider Type
Lee	0	0	0	0	171,542	96,415	0	75,127	171,542
Leon	18,962	0	0	0	160,772	87,351	73,421	0	160,772
Levy	0	0	0	0	30,687	30,687	0	0	30,687
Liberty	0	0	0	0	22,792	22,792	0	0	22,792
Madison	0	0	0	0	17,315	17,315	0	0	17,315
Manatee	0	0	0	0	173,972	107,513	0	66,459	173,972
Marion	0	0	0	0	112,448	84,640	0	27,808	112,448
Martin	0	0	0	0	60,039	0	7,090	52,949	60,039
Miami-Dade	0	0	0	0	3,832,845	2,847,921	0	984,924	3,832,845
Monroe	0	0	0	0	52,099	5,155	7,888	39,056	52,099
Nassau	0	0	0	0	54,733	54,733	0	0	54,733
Okaloosa	0	0	0	0	86,971	0	86,971	0	86,971
Okeechobee	0	0	0	0	11,280	0	11,280	0	11,280
Orange	121,490	5,154	0	0	1,130,659	358,599	509,005	263,055	1,130,659
Osceola	5,978	1,019	0	0	316,509	98,325	144,712	73,472	316,509
Palm Beach	0	0	0	0	972,951	105,847	867,104	0	972,951
Pasco	0	0	0	12,025	242,115	174,806	0	67,309	242,115
Pinellas	13,894	15,988	0	0	4,493,176	3,814,071	577,016	102,089	4,493,176
Polk	0	0	0	0	788,100	703,009	0	85,091	788,100
Putnam	0	0	16,224	0	140,569	140,569	0	0	140,569
Saint Johns	0	0	0	0	341,259	341,259	0	0	341,259
Saint Lucie	710	0	0	0	176,462	0	108,363	68,099	176,462
Santa Rosa	0	0	0	0	22,534	22,534	0	0	22,534
Sarasota	0	0	0	0	265,051	0	188,827	76,224	265,051
Seminole	25,135	2,339	0	0	315,016	121,461	146,360	47,195	315,016
Sumter	0	0	0	0	66,504	0	53,535	12,969	66,504
Suwannee	0	0	0	0	18,564	10,743	0	7,821	18,564
Taylor	0	0	0	0	16,848	16,848	0	0	16,848
Union	0	0	0	0	5,610	5,610	0	0	5,610
Volusia	0	0	0	0	507,977	375,188	81,357	51,432	507,977
Wakulla	0	0	0	0	13,492	13,492	0	0	13,492
Walton	0	0	0	0	44,721	42,997	1,724	0	44,721
Washington	0	0	0	0	18,095	18,016	79	0	18,095
TOTAL	**188,693**	**24,500**	**16,224**	**26,265**	**21,103,363**	**13,107,576**	**4,498,188**	**3,497,599**	**21,103,363**

2018-19 Trips by Purpose

FY18/19 Trips By Purpose

County	Medical			Employment			Education, Training, Daycare		
	CTC/ Operator	Coordination Contractor	Total	CTC/ Operator	Coordination Contractor	Total	CTC/ Operator	Coordination Contractor	Total
Alachua	41,110	0	41,110	16,086	0	16,086	2,039	0	2,039
Baker	12,231	0	12,231	2,254	0	2,254	2,727	0	2,727
Bay	14,543	0	14,543	4,577	0	4,577	77	55,620	55,697
Bradford	10,997	0	10,997	5	0	5	2	11,768	11,770
Brevard	106,641	0	106,641	324,123	0	324,123	268,669	0	268,669
Broward	133,587	35,410	168,997	47,987	6,096	54,083	127,830	195,750	323,580
Calhoun	6,196	0	6,196	870	0	870	1,719	0	1,719
Charlotte	13,894	0	13,894	19,451	0	19,451	12,504	0	12,504
Citrus	4,398	18,234	22,632	1,743	8,617	10,360	734	53,564	54,298
Clay	5,802	0	5,802	13,835	0	13,835	10,518	0	10,518
Collier	39,507	3,626	43,133	14,256	0	14,256	8,296	8,686	16,982
Columbia	7,606	0	7,606	574	0	574	11,098	0	11,098
Desoto	6,293	0	6,293	604	0	604	0	0	0
Dixie	4,890	0	4,890	0	0	0	0	0	0
Duval	147,583	0	147,583	64,701	0	64,701	25,652	0	25,652
Escambia	36,543	0	36,543	45,156	0	45,156	4,961	0	4,961
Flagler	15,518	0	15,518	14,122	0	14,122	52,050	0	52,050
Franklin	4,891	0	4,891	0	0	0	0	0	0
Gadsden	18,432	0	18,432	47,847	0	47,847	21,678	0	21,678
Gilchrist	5,033	0	5,033	0	0	0	21	0	21
Glades	1,744	0	1,744	0	0	0	1,314	46	1,360
Gulf	7,050	0	7,050	6,331	0	6,331	853	0	853
Hamilton	1,536	0	1,536	0	0	0	6,540	0	6,540
Hardee	3,254	1,325	4,579	377	0	377	8	17,816	17,824
Hendry	6,978	164	7,142	2,204	47	2,251	0	4,481	4,481
Hernando	12,732	7,729	20,461	785	4,417	5,202	205	26,501	26,706
Highlands	31,346	1,780	33,126	10,645	0	10,645	2,232	16,613	18,845
Hillsborough	72,315	128,269	200,584	12,689	63,379	76,068	21,324	157,900	179,224
Holmes	9,636	0	9,636	1,754	0	1,754	8,132	0	8,132
Indian River	24,545	0	24,545	0	100	100	5,154	50,744	55,898
Jackson	15,218	0	15,218	15,185	0	15,185	1,651	0	1,651
Jefferson	7,318	0	7,318	3,176	0	3,176	2,683	0	2,683
Lafayette	1,073	0	1,073	0	0	0	3,105	0	3,105
Lake	54,590	6,031	60,621	8,253	1,578	9,831	12,866	50,333	63,199

FY18/19 Trips By Purpose

County	Medical			Employment			Education, Training, Daycare		
	CTC/ Operator	Coordination Contractor	Total	CTC/ Operator	Coordination Contractor	Total	CTC/ Operator	Coordination Contractor	Total
Lee	42,136	7,483	49,619	28,946	0	28,946	4,876	63,374	68,250
Leon	30,543	0	30,543	40,144	0	40,144	45,116	0	45,116
Levy	9,139	0	9,139	745	0	745	17,275	0	17,275
Liberty	11,602	0	11,602	821	0	821	7,338	0	7,338
Madison	7,773	0	7,773	2,725	0	2,725	4,768	0	4,768
Manatee	45,529	90	45,619	14,599	1,425	16,024	31,063	54,722	85,785
Marion	52,830	0	52,830	1,910	0	1,910	5,760	27,808	33,568
Martin	5,255	579	5,834	29	170	199	280	52,200	52,480
Miami-Dade	0	224,778	224,778	0	39,388	39,388	0	326,887	326,887
Monroe	4,507	10,665	15,172	0	1,964	1,964	1,602	18,971	20,573
Nassau	20,012	0	20,012	11,498	0	11,498	5,570	0	5,570
Okaloosa	40,733	0	40,733	34,691	0	34,691	1,620	0	1,620
Okeechobee	6,734	0	6,734	372	0	372	2	0	2
Orange	193,390	20,786	214,176	119,767	0	119,767	50,398	147,984	198,382
Osceola	46,761	4,222	50,983	26,917	0	26,917	9,373	37,323	46,696
Palm Beach	132,092	0	132,092	172,608	0	172,608	315,724	0	315,724
Pasco	154,761	5,948	160,709	685	3,050	3,735	8,354	42,757	51,111
Pinellas	1,657,180	20,095	1,677,275	1,543,901	1,121	1,545,022	132,555	51,764	184,319
Polk	121,039	7,004	128,043	5,661	327	5,988	140,282	36,568	176,850
Putnam	24,932	0	24,932	39,047	0	39,047	108	0	108
Saint Johns	24,947	0	24,947	4,940	0	4,940	3,221	0	3,221
Saint Lucie	38,026	9,443	47,469	8,928	1,932	10,860	4,487	43,035	47,522
Santa Rosa	12,002	0	12,002	5,893	0	5,893	3,163	0	3,163
Sarasota	61,067	2,906	63,973	26,984	22	27,006	60,882	71,231	132,113
Seminole	49,042	22,747	71,789	35,334	0	35,334	13,747	8,089	21,836
Sumter	4,801	333	5,134	5,422	6,870	12,292	10,288	4,431	14,719
Suwannee	4,301	0	4,301	786	0	786	1,780	7,821	9,601
Taylor	4,926	0	4,926	3,281	0	3,281	5,211	0	5,211
Union	3,955	0	3,955	16	0	16	6	0	6
Volusia	116,721	6,590	123,311	56,347	991	57,338	74,393	1,652	76,045
Wakulla	6,830	0	6,830	876	0	876	385	0	385
Walton	13,982	0	13,982	6,841	0	6,841	9,503	0	9,503
Washington	8,552	0	8,552	3,211	0	3,211	369	0	369
TOTAL	**3,841,130**	**546,237**	**4,387,367**	**2,883,515**	**141,494**	**3,025,009**	**1,586,141**	**1,646,439**	**3,232,580**

FY18/19 Trips By Purpose

County	Nutritional CTC/ Operator	Nutritional Coordination Contractor	Nutritional Total	Life-Sustaining Other CTC/ Operator	Life-Sustaining Other Coordination Contractor	Life-Sustaining Other Total	System Total CTC/ Operator	System Total Coordination Contractor	System Total Total
Alachua	2,689	0	2,689	22,729	0	22,729	84,653	0	84,653
Baker	4,375	0	4,375	2,179	0	2,179	23,766	0	23,766
Bay	151	6,380	6,531	43,568	0	43,568	62,916	62,000	124,916
Bradford	1,698	0	1,698	1,449	0	1,449	14,151	11,768	25,919
Brevard	20,984	0	20,984	230,671	0	230,671	951,088	0	951,088
Broward	155,723	104,940	260,663	1,770,905	130,672	1,901,577	2,236,032	472,868	2,708,900
Calhoun	1,651	0	1,651	409	0	409	10,845	0	10,845
Charlotte	12,504	0	12,504	11,115	0	11,115	69,468	0	69,468
Citrus	9,483	910	10,393	4,784	4,847	9,631	21,142	86,172	107,314
Clay	5,543	0	5,543	4,410	0	4,410	40,108	0	40,108
Collier	14,907	0	14,907	28,307	0	28,307	105,273	12,312	117,585
Columbia	2	10,311	10,313	14,640	0	14,640	33,920	10,311	44,231
Desoto	443	0	443	75	0	75	7,415	0	7,415
Dixie	973	0	973	298	0	298	6,161	0	6,161
Duval	16,266	0	16,266	95,894	0	95,894	350,096	0	350,096
Escambia	2,162	0	2,162	10,241	0	10,241	99,063	0	99,063
Flagler	11,332	0	11,332	8,067	0	8,067	101,089	0	101,089
Franklin	7	0	7	71	0	71	4,969	0	4,969
Gadsden	129	0	129	11,512	0	11,512	99,598	0	99,598
Gilchrist	450	0	450	582	0	582	6,086	0	6,086
Glades	0	0	0	820	0	820	3,878	46	3,924
Gulf	3,456	0	3,456	909	0	909	18,599	0	18,599
Hamilton	3,812	0	3,812	5,040	0	5,040	16,928	0	16,928
Hardee	1,412	3,184	4,596	85	6,527	6,612	5,136	28,852	33,988
Hendry	0	734	734	8,130	226	8,356	17,312	5,652	22,964
Hernando	3,561	4,417	7,978	1,151	12,146	13,297	18,434	55,210	73,644
Highlands	5,016	0	5,016	2,000	4,893	6,893	51,239	23,286	74,525
Hillsborough	139,082	7,986	147,068	82,278	124,821	207,099	327,688	482,355	810,043
Holmes	77	0	77	3,221	0	3,221	22,820	0	22,820
Indian River	0	0	0	21,680	308	21,988	51,379	51,152	102,531
Jackson	3,708	0	3,708	4,000	0	4,000	39,762	0	39,762
Jefferson	4,986	0	4,986	166	0	166	18,329	0	18,329
Lafayette	1,755	0	1,755	259	0	259	6,192	0	6,192
Lake	16,036	2,134	18,170	5,856	34,460	40,316	97,601	94,536	192,137

FY18/19 Trips By Purpose

County	Nutritional			Life-Sustaining Other			System Total		
	CTC/ Operator	Coordination Contractor	Total	CTC/ Operator	Coordination Contractor	Total	CTC/ Operator	Coordination Contractor	Total
Lee	2,665	2,105	4,770	17,792	2,165	19,957	96,415	75,127	171,542
Leon	2,280	0	2,280	42,689	0	42,689	160,772	0	160,772
Levy	754	0	754	2,774	0	2,774	30,687	0	30,687
Liberty	911	0	911	2,120	0	2,120	22,792	0	22,792
Madison	1,014	0	1,014	1,035	0	1,035	17,315	0	17,315
Manatee	4,060	5,451	9,511	12,262	4,771	17,033	107,513	66,459	173,972
Marion	18,964	0	18,964	5,176	0	5,176	84,640	27,808	112,448
Martin	313	0	313	1,213	0	1,213	7,090	52,949	60,039
Miami-Dade	0	297,963	297,963	2,847,921	95,908	2,943,829	2,847,921	984,924	3,832,845
Monroe	0	2,295	2,295	6,934	5,161	12,095	13,043	39,056	52,099
Nassau	12,437	0	12,437	5,216	0	5,216	54,733	0	54,733
Okaloosa	3,543	0	3,543	6,384	0	6,384	86,971	0	86,971
Okeechobee	3,280	0	3,280	892	0	892	11,280	0	11,280
Orange	135	62,377	62,512	503,914	31,908	535,822	867,604	263,055	1,130,659
Osceola	27	25,841	25,868	159,959	6,086	166,045	243,037	73,472	316,509
Palm Beach	82,514	0	82,514	270,013	0	270,013	972,951	0	972,951
Pasco	5,829	3,050	8,879	5,177	12,504	17,681	174,806	67,309	242,115
Pinellas	687,895	3,674	691,569	369,556	25,435	394,991	4,391,087	102,089	4,493,176
Polk	17,482	10,169	27,651	418,545	31,023	449,568	703,009	85,091	788,100
Putnam	17	0	17	76,465	0	76,465	140,569	0	140,569
Saint Johns	15,652	0	15,652	292,499	0	292,499	341,259	0	341,259
Saint Lucie	6,710	945	7,655	50,212	12,744	62,956	108,363	68,099	176,462
Santa Rosa	556	0	556	920	0	920	22,534	0	22,534
Sarasota	0	0	0	39,894	2,065	41,959	188,827	76,224	265,051
Seminole	20	8,799	8,819	169,678	7,560	177,238	267,821	47,195	315,016
Sumter	4,362	0	4,362	28,662	1,335	29,997	53,535	12,969	66,504
Suwannee	1	0	1	3,875	0	3,875	10,743	7,821	18,564
Taylor	1,913	0	1,913	1,517	0	1,517	16,848	0	16,848
Union	1,366	0	1,366	267	0	267	5,610	0	5,610
Volusia	16,792	1,456	18,248	192,292	40,743	233,035	456,545	51,432	507,977
Wakulla	2,621	0	2,621	2,780	0	2,780	13,492	0	13,492
Walton	4,812	0	4,812	9,583	0	9,583	44,721	0	44,721
Washington	213	0	213	5,750	0	5,750	18,095	0	18,095
TOTAL	**1,343,511**	**565,121**	**1,908,632**	**7,951,467**	**598,308**	**8,549,775**	**17,605,764**	**3,497,599**	**21,103,363**

2018-19 Trips by Passenger Type

FY18/19 Trips By Passenger Type

County	Older Adults CTC/ Operator	Coordination Contractor	Total	Children At Risk CTC/ Operator	Coordination Contractor	Total	Persons With Disabilities CTC/ Operator	Coordination Contractor	Total
Alachua	23,537	0	23,537	8,362	0	8,362	22,492	0	22,492
Baker	1,334	0	1,334	0	0	0	16,103	0	16,103
Bay	18,830	6,380	25,210	499	55,620	56,119	1,160	0	1,160
Bradford	8,396	0	8,396	43	0	43	1,207	11,768	12,975
Brevard	399,657	0	399,657	55,757	0	55,757	143,746	0	143,746
Broward	348,794	162,289	511,083	0	45,232	45,232	829,209	265,021	1,094,230
Calhoun	7,381	0	7,381	56	0	56	629	0	629
Charlotte	37,567	0	37,567	0	0	0	19,808	0	19,808
Citrus	5,592	0	5,592	147	0	147	5,073	86,172	91,245
Clay	10,406	0	10,406	6,705	0	6,705	5,970	0	5,970
Collier	30,871	0	30,871	365	0	365	30,605	8,686	39,291
Columbia	7,143	9,778	16,921	494	0	494	0	533	533
Desoto	4,578	0	4,578	0	0	0	1,435	0	1,435
Dixie	3,565	0	3,565	37	0	37	757	0	757
Duval	0	0	0	0	0	0	350,096	0	350,096
Escambia	22,880	0	22,880	333	0	333	45,323	0	45,323
Flagler	51,555	0	51,555	8,087	0	8,087	1,254	0	1,254
Franklin	2,100	0	2,100	348	0	348	20	0	20
Gadsden	15,751	0	15,751	594	0	594	2,603	0	2,603
Gilchrist	3,544	0	3,544	26	0	26	1,581	0	1,581
Glades	1,000	0	1,000	82	0	82	0	46	46
Gulf	10,987	0	10,987	239	0	239	619	0	619
Hamilton	4,984	0	4,984	5,076	0	5,076	0	0	0
Hardee	2,821	0	2,821	8	0	8	1,163	28,852	30,015
Hendry	6,114	0	6,114	612	0	612	0	5,652	5,652
Hernando	15,232	17,044	32,276	98	0	98	1,109	28,597	29,706
Highlands	22,124	0	22,124	208	0	208	15,000	23,286	38,286
Hillsborough	10,701	1,054	11,755	0	954	954	69,425	463,334	532,759
Holmes	10,183	0	10,183	7,539	0	7,539	2,618	0	2,618
Indian River	11,817	10,400	22,217	0	0	0	39,562	40,344	79,906
Jackson	8,738	0	8,738	233	0	233	7,074	0	7,074
Jefferson	9,999	0	9,999	204	0	204	1,115	0	1,115
Lafayette	2,536	0	2,536	24	0	24	523	0	523
Lake	60,343	5,450	65,793	231	0	231	8,409	89,028	97,437

FY18/19 Trips By Passenger Type

County	Older Adults			Children At Risk			Persons With Disabilities		
	CTC/ Operator	Coordination Contractor	Total	CTC/ Operator	Coordination Contractor	Total	CTC/ Operator	Coordination Contractor	Total
Lee	29,420	22,679	52,099	19,968	0	19,968	2,000	37,952	39,952
Leon	56,285	0	56,285	0	0	0	82,355	0	82,355
Levy	10,636	0	10,636	154	0	154	7,401	0	7,401
Liberty	13,448	0	13,448	3,647	0	3,647	1,368	0	1,368
Madison	6,830	0	6,830	67	0	67	2,196	0	2,196
Manatee	828	12,667	13,495	0	4,495	4,495	96,689	41,348	138,037
Marion	10,381	0	10,381	2,325	0	2,325	64,259	27,808	92,067
Martin	6,381	13,306	19,687	0	4,243	4,243	709	35,400	36,109
Miami-Dade	0	463,606	463,606	0	33,071	33,071	0	330,554	330,554
Monroe	2,036	18,544	20,580	6,612	194	6,806	344	15,793	16,137
Nassau	27,200	0	27,200	320	0	320	5,546	0	5,546
Okaloosa	32,253	0	32,253	671	0	671	23,002	0	23,002
Okeechobee	7,500	0	7,500	0	0	0	1,661	0	1,661
Orange	218,092	70,899	288,991	34,372	33	34,405	185,976	188,507	374,483
Osceola	51,759	32,191	83,950	8,882	7	8,889	35,630	36,804	72,434
Palm Beach	440,567	0	440,567	0	0	0	412,689	0	412,689
Pasco	62,397	5,680	68,077	2,658	0	2,658	84,537	1,537	86,074
Pinellas	80,762	8,053	88,815	11,852	0	11,852	1,897,933	88,485	1,986,418
Polk	81,569	12,306	93,875	103,356	0	103,356	165,453	66,038	231,491
Putnam	14,016	0	14,016	29,193	0	29,193	11,431	0	11,431
Saint Johns	24,725	0	24,725	6,340	0	6,340	22,293	0	22,293
Saint Lucie	80,305	3,889	84,194	0	3,416	3,416	2,928	15,813	18,741
Santa Rosa	8,727	0	8,727	6	0	6	11,165	0	11,165
Sarasota	0	2	2	0	0	0	135,763	43,336	179,099
Seminole	62,223	22,787	85,010	10,715	41	10,756	51,241	24,367	75,608
Sumter	15,293	0	15,293	21,456	0	21,456	9,032	12,969	22,001
Suwannee	3,389	0	3,389	925	0	925	0	7,821	7,821
Taylor	4,917	0	4,917	312	0	312	2,421	0	2,421
Union	3,460	0	3,460	43	0	43	1,003	0	1,003
Volusia	44,064	50,052	94,116	1,090	0	1,090	401,030	1,380	402,410
Wakulla	4,379	0	4,379	23	0	23	4,432	0	4,432
Walton	28,284	0	28,284	8,167	0	8,167	5,465	0	5,465
Washington	11,265	0	11,265	4,002	0	4,002	1,243	0	1,243
TOTAL	**2,624,451**	**949,056**	**3,573,507**	**373,563**	**147,306**	**520,869**	**5,354,883**	**2,027,231**	**7,382,114**

FY18/19 Trips by Passenger Type

County	Low Income CTC/ Operator	Low Income Coordination Contractor	Low Income Total	Other CTC/ Operator	Other Coordination Contractor	Other Total	System Total CTC/ Operator	System Total Coordination Contractor	System Total Total
Alachua	30,262	0	30,262	0	0	0	84,653	0	84,653
Baker	4,644	0	4,644	1,685	0	1,685	23,766	0	23,766
Bay	25,767	0	25,767	16,660	0	16,660	62,916	62,000	124,916
Bradford	4,505	0	4,505	0	0	0	14,151	11,768	25,919
Brevard	252,794	0	252,794	99,134	0	99,134	951,088	0	951,088
Broward	1,058,029	0	1,058,029	0	326	326	2,236,032	472,868	2,708,900
Calhoun	921	0	921	1,858	0	1,858	10,845	0	10,845
Charlotte	10,929	0	10,929	1,164	0	1,164	69,468	0	69,468
Citrus	9,393	0	9,393	937	0	937	21,142	86,172	107,314
Clay	644	0	644	16,383	0	16,383	40,108	0	40,108
Collier	43,432	3,626	47,058	0	0	0	105,273	12,312	117,585
Columbia	0	0	0	26,283	0	26,283	33,920	10,311	44,231
Desoto	1,402	0	1,402	0	0	0	7,415	0	7,415
Dixie	1,802	0	1,802	0	0	0	6,161	0	6,161
Duval	0	0	0	0	0	0	350,096	0	350,096
Escambia	23,034	0	23,034	7,493	0	7,493	99,063	0	99,063
Flagler	2,022	0	2,022	38,171	0	38,171	101,089	0	101,089
Franklin	105	0	105	2,396	0	2,396	4,969	0	4,969
Gadsden	42,638	0	42,638	38,012	0	38,012	99,598	0	99,598
Gilchrist	935	0	935	0	0	0	6,086	0	6,086
Glades	0	0	0	2,796	0	2,796	3,878	46	3,924
Gulf	3,873	0	3,873	2,881	0	2,881	18,599	0	18,599
Hamilton	0	0	0	6,868	0	6,868	16,928	0	16,928
Hardee	1,144	0	1,144	0	0	0	5,136	28,852	33,988
Hendry	0	0	0	10,586	0	10,586	17,312	5,652	22,964
Hernando	1,995	6,343	8,338	0	3,226	3,226	18,434	55,210	73,644
Highlands	13,847	0	13,847	60	0	60	51,239	23,286	74,525
Hillsborough	244,305	14,184	258,489	3,257	2,829	6,086	327,688	482,355	810,043
Holmes	2,480	0	2,480	0	0	0	22,820	0	22,820
Indian River	0	408	408	0	0	0	51,379	51,152	102,531
Jackson	18,933	0	18,933	4,784	0	4,784	39,762	0	39,762
Jefferson	4,306	0	4,306	2,705	0	2,705	18,329	0	18,329
Lafayette	3,109	0	3,109	0	0	0	6,192	0	6,192
Lake	14,912	0	14,912	13,706	58	13,764	97,601	94,536	192,137

FY18/19 Trips by Passenger Type

County	Low Income CTC/ Operator	Low Income Coordination Contractor	Low Income Total	Other CTC/ Operator	Other Coordination Contractor	Other Total	System Total CTC/ Operator	System Total Coordination Contractor	System Total Total
Lee	1,014	14,496	15,510	44,013	0	44,013	96,415	75,127	171,542
Leon	0	0	0	22,132	0	22,132	160,772	0	160,772
Levy	1,806	0	1,806	10,690	0	10,690	30,687	0	30,687
Liberty	4,102	0	4,102	227	0	227	22,792	0	22,792
Madison	5,811	0	5,811	2,411	0	2,411	17,315	0	17,315
Manatee	0	7,335	7,335	9,996	614	10,610	107,513	66,459	173,972
Marion	6,817	0	6,817	858	0	858	84,640	27,808	112,448
Martin	0	0	0	0	0	0	7,090	52,949	60,039
Miami-Dade	2,847,921	36,086	2,884,007	0	121,607	121,607	2,847,921	984,924	3,832,845
Monroe	3,462	0	3,462	589	4,525	5,114	13,043	39,056	52,099
Nassau	14,001	0	14,001	7,666	0	7,666	54,733	0	54,733
Okaloosa	31,045	0	31,045	0	0	0	86,971	0	86,971
Okeechobee	2,117	0	2,117	2	0	2	11,280	0	11,280
Orange	0	3,616	3,616	429,164	0	429,164	867,604	263,055	1,130,659
Osceola	0	2,100	2,100	146,766	2,370	149,136	243,037	73,472	316,509
Palm Beach	24,120	0	24,120	95,575	0	95,575	972,951	0	972,951
Pasco	25,214	4,251	29,465	0	55,841	55,841	174,806	67,309	242,115
Pinellas	2,400,540	5,479	2,406,019	0	72	72	4,391,087	102,089	4,493,176
Polk	194,214	4,642	198,856	158,417	2,105	160,522	703,009	85,091	788,100
Putnam	0	0	0	85,929	0	85,929	140,569	0	140,569
Saint Johns	3,463	0	3,463	284,438	0	284,438	341,259	0	341,259
Saint Lucie	25,130	44,973	70,103	0	8	8	108,363	68,099	176,462
Santa Rosa	2,636	0	2,636	0	0	0	22,534	0	22,534
Sarasota	53,064	32,886	85,950	0	0	0	188,827	76,224	265,051
Seminole	0	0	0	143,642	0	143,642	267,821	47,195	315,016
Sumter	7,121	0	7,121	633	0	633	53,535	12,969	66,504
Suwannee	0	0	0	6,429	0	6,429	10,743	7,821	18,564
Taylor	8,106	0	8,106	1,092	0	1,092	16,848	0	16,848
Union	1,104	0	1,104	0	0	0	5,610	0	5,610
Volusia	0	0	0	10,361	0	10,361	456,545	51,432	507,977
Wakulla	297	0	297	4,361	0	4,361	13,492	0	13,492
Walton	2,805	0	2,805	0	0	0	44,721	0	44,721
Washington	1,585	0	1,585	0	0	0	18,095	0	18,095
TOTAL	**7,489,657**	**180,425**	**7,670,082**	**1,763,210**	**193,581**	**1,956,791**	**17,605,764**	**3,497,599**	**21,103,363**

2018-19 Trips By Revenue Source

FY18/19 Trips By Revenue Source

County	AHCA			APD			CTD			DEO		
	CTC / Op	CC	Total	CTC / Op	CC	Total	CTC / Op	CC	Total	CTC / Op	CC	Total
Alachua	1,102	0	1,102	0	0	0	19,568	0	19,568	0	0	0
Baker	4,841	0	4,841	0	0	0	8,603	0	8,603	0	0	0
Bay	4,115	0	4,115	38,246	0	38,246	17,163	0	17,163	0	0	0
Bradford	2,880	0	2,880	0	11,768	11,768	7,448	0	7,448	0	0	0
Brevard	0	0	0	36,859	0	36,859	71,779	0	71,779	0	0	0
Broward	0	59,760	59,760	0	58,762	58,762	1,533,612	0	1,533,612	0	0	0
Calhoun	4,612	0	4,612	1,286	0	1,286	3,082	0	3,082	0	0	0
Charlotte	0	0	0	0	0	0	40,799	0	40,799	0	0	0
Citrus	0	0	0	0	64,629	64,629	17,852	0	17,852	0	0	0
Clay	0	0	0	0	0	0	25,724	0	25,724	0	0	0
Collier	0	3,626	3,626	0	0	0	27,232	0	27,232	0	0	0
Columbia	0	0	0	5,832	0	5,832	10,406	0	10,406	0	0	0
Desoto	0	0	0	0	0	0	5,630	0	5,630	0	0	0
Dixie	1,835	0	1,835	0	0	0	3,886	0	3,886	0	0	0
Duval	0	0	0	0	0	0	53,961	0	53,961	0	0	0
Escambia	457	0	457	0	0	0	32,444	0	32,444	0	0	0
Flagler	0	0	0	0	0	0	46,229	0	46,229	0	0	0
Franklin	1,599	0	1,599	0	0	0	3,366	0	3,366	0	0	0
Gadsden	14,509	0	14,509	10,254	0	10,254	18,791	0	18,791	0	0	0
Gilchrist	2,133	0	2,133	0	0	0	3,953	0	3,953	0	0	0
Glades	148	0	148	1,314	0	1,314	2,406	0	2,406	0	0	0
Gulf	2,173	0	2,173	5,875	0	5,875	5,907	0	5,907	0	0	0
Hamilton	0	0	0	776	0	776	6,648	0	6,648	0	0	0
Hardee	503	0	503	0	4,000	4,000	2,863	0	2,863	0	0	0
Hendry	5,632	0	5,632	1,786	4,904	6,690	8,998	0	8,998	0	0	0
Hernando	0	0	0	0	50,765	50,765	16,126	0	16,126	0	0	0
Highlands	5,642	0	5,642	0	13,671	13,671	22,458	0	22,458	0	0	0
Hillsborough	0	27,174	27,174	0	105,865	105,865	182,643	0	182,643	0	0	0
Holmes	3,615	0	3,615	1,969	0	1,969	9,544	0	9,544	0	0	0
Indian River	0	0	0	0	50,744	50,744	18,177	0	18,177	0	0	0
Jackson	9,799	0	9,799	15,721	0	15,721	8,350	0	8,350	6	0	6
Jefferson	5,712	0	5,712	2,289	0	2,289	9,530	0	9,530	0	0	0
Lafayette	158	0	158	0	0	0	5,266	0	5,266	0	0	0
Lake	0	30,880	30,880	8,262	38,738	47,000	29,864	0	29,864	0	0	0

FY18/19 Trips By Revenue Source

County	AHCA			APD			CTD			DEO		
	CTC / Op	CC	Total	CTC / Op	CC	Total	CTC / Op	CC	Total	CTC / Op	CC	Total
Lee	25,985	2,032	28,017	28,644	4,070	32,714	40,224	0	40,224	0	0	0
Leon	0	0	0	22,281	0	22,281	22,726	0	22,726	0	0	0
Levy	285	0	285	7,401	0	7,401	7,093	0	7,093	0	0	0
Liberty	14,951	0	14,951	0	0	0	5,377	0	5,377	0	0	0
Madison	5,095	0	5,095	4,504	0	4,504	5,251	0	5,251	0	0	0
Manatee	1,130	1,542	2,672	24,167	34,471	58,638	25,730	0	25,730	0	0	0
Marion	2,373	0	2,373	0	26,380	26,380	33,703	0	33,703	0	0	0
Martin	0	0	0	0	35,408	35,408	7,090	0	7,090	0	0	0
Miami-Dade	0	0	0	0	128,029	128,029	2,847,920	0	2,847,920	0	0	0
Monroe	0	14,674	14,674	0	0	0	11,230	0	11,230	0	0	0
Nassau	2,050	0	2,050	0	0	0	30,341	0	30,341	0	0	0
Okaloosa	16,295	0	16,295	0	0	0	29,794	0	29,794	0	0	0
Okeechobee	174	0	174	0	0	0	3,860	0	3,860	0	0	0
Orange	0	11,901	11,901	0	181,318	181,318	135,322	0	135,322	0	0	0
Osceola	0	2,929	2,929	0	32,204	32,204	37,543	0	37,543	0	1	1
Palm Beach	0	0	0	0	0	0	245,879	0	245,879	0	0	0
Pasco	0	0	0	0	27,055	27,055	62,396	0	62,396	0	0	0
Pinellas	0	3,639	3,639	88,943	43,928	132,871	3,621,324	0	3,621,324	0	0	0
Polk	0	0	0	0	23,303	23,303	169,964	0	169,964	0	0	0
Putnam	12,529	0	12,529	32,799	0	32,799	28,195	0	28,195	0	0	0
Saint Johns	0	0	0	0	0	0	27,159	0	27,159	0	0	0
Saint Lucie	0	253	253	0	52,412	52,412	40,494	0	40,494	0	0	0
Santa Rosa	1,689	0	1,689	2,222	0	2,222	12,224	0	12,224	0	0	0
Sarasota	0	710	710	0	3,969	3,969	46,686	0	46,686	0	0	0
Seminole	0	6,581	6,581	0	10,683	10,683	34,117	0	34,117	0	0	0
Sumter	0	0	0	0	12,967	12,967	17,792	0	17,792	0	0	0
Suwannee	0	0	0	1,222	7,821	9,043	5,029	0	5,029	0	0	0
Taylor	2,046	0	2,046	1,712	0	1,712	6,735	0	6,735	0	0	0
Union	1,760	0	1,760	0	0	0	3,850	0	3,850	0	0	0
Volusia	0	0	0	0	0	0	52,172	0	52,172	0	0	0
Wakulla	4,100	0	4,100	332	0	332	6,582	0	6,582	0	0	0
Walton	1,508	0	1,508	1,916	0	1,916	26,487	0	26,487	0	0	0
Washington	2,294	0	2,294	4,685	0	4,685	10,764	0	10,764	0	0	0
TOTAL	**165,729**	**165,701**	**331,430**	**351,297**	**1,027,864**	**1,379,161**	**9,941,361**	**0**	**9,941,361**	**6**	**1**	**7**

FY18/19 Trips By Revenue Source

County	DCF			DOE			DOEA			DOH		
	CTC / Op	CC	Total	CTC / Op	CC	Total	CTC / Op	CC	Total	CTC / Op	CC	Total
Alachua	0	0	0	0	0	0	1,071	0	1,071	0	0	0
Baker	0	0	0	0	0	0	0	0	0	0	0	0
Bay	0	55,620	55,620	0	0	0	0	6,380	6,380	0	6,380	6,380
Bradford	0	0	0	0	0	0	1,353	0	1,353	0	0	0
Brevard	0	0	0	22,428	0	22,428	22,973	0	22,973	0	0	0
Broward	0	3,772	3,772	0	30,255	30,255	0	76,805	76,805	0	76,805	76,805
Calhoun	0	0	0	0	0	0	1,810	0	1,810	0	0	0
Charlotte	0	0	0	0	0	0	6,555	0	6,555	0	0	0
Citrus	0	0	0	0	0	0	0	0	0	0	0	0
Clay	0	0	0	0	0	0	0	0	0	0	0	0
Collier	0	0	0	0	0	0	96	0	96	0	0	0
Columbia	0	0	0	0	0	0	0	8,754	8,754	1	8,754	8,755
Desoto	0	0	0	0	0	0	0	0	0	0	0	0
Dixie	0	0	0	0	0	0	440	0	440	0	0	0
Duval	0	0	0	0	0	0	0	0	0	0	0	0
Escambia	0	0	0	1,064	0	1,064	4,373	0	4,373	0	0	0
Flagler	0	0	0	0	0	0	5,178	0	5,178	0	0	0
Franklin	0	0	0	0	0	0	0	0	0	0	0	0
Gadsden	0	0	0	0	0	0	0	0	0	22	0	22
Gilchrist	0	0	0	0	0	0	0	0	0	0	0	0
Glades	0	0	0	0	0	0	0	0	0	0	0	0
Gulf	0	0	0	0	0	0	2,209	0	2,209	0	0	0
Hamilton	0	0	0	0	0	0	0	0	0	17	0	17
Hardee	0	0	0	0	0	0	0	0	0	0	0	0
Hendry	0	0	0	0	0	0	478	0	478	0	0	0
Hernando	0	0	0	0	0	0	2,308	0	2,308	0	0	0
Highlands	0	0	0	0	0	0	3,241	0	3,241	0	0	0
Hillsborough	6,427	11,923	18,350	0	13	13	28,167	0	28,167	0	0	0
Holmes	0	0	0	0	0	0	58	0	58	0	0	0
Indian River	0	0	0	0	0	0	0	0	0	0	0	0
Jackson	0	0	0	77	0	77	3,199	0	3,199	2	0	2
Jefferson	0	0	0	0	0	0	0	0	0	10	0	10
Lafayette	0	0	0	0	0	0	768	0	768	0	0	0
Lake	0	0	0	0	0	0	13,081	0	13,081	0	0	0

FY18/19 Trips By Revenue Source

County	DCF			DOE			DOEA			DOH		
	CTC / Op	CC	Total	CTC / Op	CC	Total	CTC / Op	CC	Total	CTC / Op	CC	Total
Lee	0	0	0	0	0	0	1,548	0	1,548	0	0	0
Leon	0	0	0	0	0	0	0	0	0	0	0	0
Levy	0	0	0	0	0	0	1,306	0	1,306	0	0	0
Liberty	0	0	0	0	0	0	1,840	0	1,840	0	0	0
Madison	0	0	0	51	0	51	0	0	0	0	0	0
Manatee	0	0	0	1,047	0	1,047	828	8,627	9,455	0	8,627	8,627
Marion	0	0	0	0	0	0	0	0	0	0	0	0
Martin	0	4,243	4,243	0	0	0	0	0	0	0	0	0
Miami-Dade	0	24,317	24,317	0	11,870	11,870	0	240,906	240,906	0	240,906	240,906
Monroe	0	4,725	4,725	0	0	0	0	0	0	0	0	0
Nassau	0	0	0	0	0	0	7,732	0	7,732	0	0	0
Okaloosa	0	0	0	38	0	38	3,536	0	3,536	0	0	0
Okeechobee	0	0	0	0	0	0	1,516	0	1,516	0	0	0
Orange	0	0	0	0	0	0	0	46,326	46,326	0	46,326	46,326
Osceola	0	0	0	0	0	0	0	19,304	19,304	0	19,304	19,304
Palm Beach	0	0	0	0	0	0	0	0	0	0	0	0
Pasco	0	4,251	4,251	0	0	0	9,933	0	9,933	0	0	0
Pinellas	0	19,215	19,215	3,234	0	3,234	43,409	0	43,409	0	0	0
Polk	50,597	0	50,597	103,356	0	103,356	8,943	0	8,943	67,285	0	67,285
Putnam	0	0	0	0	0	0	0	0	0	0	0	0
Saint Johns	0	0	0	0	0	0	0	0	0	0	0	0
Saint Lucie	0	0	0	0	269	269	3,950	0	3,950	0	0	0
Santa Rosa	0	0	0	0	0	0	0	0	0	0	0	0
Sarasota	0	0	0	0	0	0	0	0	0	0	0	0
Seminole	0	0	0	0	0	0	0	13,342	13,342	0	13,342	13,342
Sumter	0	0	0	0	0	0	3,692	0	3,692	0	0	0
Suwannee	0	0	0	0	0	0	0	0	0	6	0	6
Taylor	0	0	0	0	0	0	0	0	0	0	0	0
Union	0	0	0	0	0	0	0	0	0	0	0	0
Volusia	0	0	0	383	0	383	26,363	0	26,363	0	0	0
Wakulla	0	0	0	0	0	0	0	0	0	0	0	0
Walton	0	0	0	0	0	0	6,230	0	6,230	0	0	0
Washington	0	0	0	0	0	0	208	0	208	0	0	0
TOTAL	**57,024**	**128,066**	**185,090**	**131,678**	**42,407**	**174,085**	**218,392**	**420,444**	**638,836**	**67,343**	**420,444**	**487,787**

FY18/19 Trips By Revenue Source

County	DJJ			FDOT			Local Government		
	CTC / Op	CC	Total	CTC / Op	CC	Total	CTC / Op	CC	Total
Alachua	0	0	0	0	0	0	62,912	0	62,912
Baker	0	0	0	5,176	0	5,176	0	0	0
Bay	0	0	0	2,860	0	2,860	385	0	385
Bradford	0	0	0	0	0	0	0	0	0
Brevard	0	0	0	295,713	0	295,713	309,953	0	309,953
Broward	0	0	0	0	0	0	702,420	89,119	791,539
Calhoun	0	0	0	0	0	0	0	0	0
Charlotte	0	0	0	8,164	0	8,164	13,950	0	13,950
Citrus	0	0	0	1,794	0	1,794	1,354	0	1,354
Clay	0	0	0	13,040	0	13,040	0	0	0
Collier	0	0	0	5,898	0	5,898	57,483	0	57,483
Columbia	0	0	0	2,607	0	2,607	5	1,485	1,490
Desoto	0	0	0	1,783	0	1,783	1	0	1
Dixie	0	0	0	0	0	0	0	0	0
Duval	0	0	0	0	0	0	1,215	0	1,215
Escambia	0	0	0	10,323	0	10,323	50,402	0	50,402
Flagler	0	0	0	14,560	0	14,560	35,025	0	35,025
Franklin	0	0	0	1	0	1	1	0	1
Gadsden	0	0	0	14,302	0	14,302	36,952	0	36,952
Gilchrist	0	0	0	0	0	0	0	0	0
Glades	0	0	0	0	25	25	10	0	10
Gulf	0	0	0	1	0	1	1	0	1
Hamilton	0	0	0	670	0	670	1	0	1
Hardee	0	0	0	1,770	0	1,770	0	0	0
Hendry	0	0	0	0	404	404	0	0	0
Hernando	0	0	0	0	0	0	0	1,431	1,431
Highlands	0	0	0	19,898	8,334	28,232	0	0	0
Hillsborough	260	0	260	0	171,815	171,815	110,191	101,282	211,473
Holmes	0	0	0	0	0	0	12	0	12
Indian River	0	0	0	0	0	0	33,202	0	33,202
Jackson	0	0	0	0	0	0	2,195	0	2,195
Jefferson	0	0	0	0	0	0	0	0	0
Lafayette	0	0	0	0	0	0	0	0	0
Lake	0	0	0	13,647	0	13,647	32,746	0	32,746

FY18/19 Trips By Revenue Source

County	DJJ			FDOT			Local Government		
	CTC / Op	CC	Total	CTC / Op	CC	Total	CTC / Op	CC	Total
Lee	0	0	0	0	50,280	50,280	0	4,254	4,254
Leon	0	0	0	10,660	0	10,660	86,163	0	86,163
Levy	0	0	0	14,308	0	14,308	0	0	0
Liberty	0	0	0	0	0	0	576	0	576
Madison	0	0	0	0	0	0	1,132	0	1,132
Manatee	0	0	0	1	2,845	2,846	54,609	3,892	58,501
Marion	0	0	0	31,529	1	31,530	17,034	0	17,034
Martin	0	0	0	0	0	0	0	0	0
Miami-Dade	0	7,134	7,134	0	62,997	62,997	1	45,263	45,264
Monroe	0	0	0	0	0	0	1,696	18,792	20,488
Nassau	0	0	0	11,831	0	11,831	2,779	0	2,779
Okaloosa	0	0	0	18,095	0	18,095	119	0	119
Okeechobee	0	0	0	5,730	0	5,730	0	0	0
Orange	0	0	0	0	204	204	34,154	14,986	49,140
Osceola	0	0	0	0	1,267	1,267	37,279	11,673	48,952
Palm Beach	0	0	0	0	0	0	727,072	0	727,072
Pasco	0	0	0	33,719	14,788	48,507	63,495	0	63,495
Pinellas	0	0	0	68,576	4,114	72,690	470,451	10,808	481,259
Polk	11,266	0	11,266	1,048	10,649	11,697	62,586	1,159	63,745
Putnam	0	0	0	50,822	0	50,822	0	0	0
Saint Johns	0	0	0	302,762	0	302,762	5,226	0	5,226
Saint Lucie	0	0	0	30,458	4,326	34,784	32,996	2,802	35,798
Santa Rosa	0	0	0	6,368	0	6,368	1	0	1
Sarasota	0	0	0	0	0	0	127,512	0	127,512
Seminole	0	0	0	0	11,001	11,001	16,766	1,340	18,106
Sumter	0	0	0	21,456	0	21,456	9,032	1	9,033
Suwannee	0	0	0	769	0	769	1	0	1
Taylor	0	0	0	0	0	0	5,752	0	5,752
Union	0	0	0	0	0	0	0	0	0
Volusia	0	0	0	2,193	1,380	3,573	223,830	0	223,830
Wakulla	0	0	0	0	0	0	2,478	0	2,478
Walton	0	0	0	0	0	0	245	0	245
Washington	0	0	0	0	0	0	20	0	20
TOTAL	**11,526**	**7,134**	**18,660**	**1,022,532**	**344,430**	**1,366,962**	**3,433,421**	**308,287**	**3,741,708**

FY18/19 Trips By Revenue Source

County	Local Non Government			Other Fed/State Programs			Total by Revenue Source		
	CTC / Op	CC	Total	CTC / Op	CC	Total	CTC / Op	CC	Total
Alachua	0	0	0	0	0	0	84,653	0	84,653
Baker	5,146	0	5,146	0	0	0	23,766	0	23,766
Bay	0	0	0	147	0	147	62,916	68,380	131,296
Bradford	0	0	0	2,470	0	2,470	14,151	11,768	25,919
Brevard	191,383	0	191,383	0	0	0	951,088	0	951,088
Broward	0	150,790	150,790	0	3,605	3,605	2,236,032	549,673	2,785,705
Calhoun	55	0	55	0	0	0	10,845	0	10,845
Charlotte	0	0	0	0	0	0	69,468	0	69,468
Citrus	142	21,543	21,685	0	0	0	21,142	86,172	107,314
Clay	1,344	0	1,344	0	0	0	40,108	0	40,108
Collier	4,951	6,767	11,718	9,613	1,919	11,532	105,273	12,312	117,585
Columbia	14,280	72	14,352	789	0	789	33,920	19,065	52,985
Desoto	1	0	1	0	0	0	7,415	0	7,415
Dixie	0	0	0	0	0	0	6,161	0	6,161
Duval	294,920	0	294,920	0	0	0	350,096	0	350,096
Escambia	0	0	0	0	0	0	99,063	0	99,063
Flagler	97	0	97	0	0	0	101,089	0	101,089
Franklin	1	0	1	1	0	1	4,969	0	4,969
Gadsden	4,768	0	4,768	0	0	0	99,598	0	99,598
Gilchrist	0	0	0	0	0	0	6,086	0	6,086
Glades	0	21	21	0	0	0	3,878	46	3,924
Gulf	2,432	0	2,432	1	0	1	18,599	0	18,599
Hamilton	8,815	0	8,815	1	0	1	16,928	0	16,928
Hardee	0	24,852	24,852	0	0	0	5,136	28,852	33,988
Hendry	418	344	762	0	0	0	17,312	5,652	22,964
Hernando	0	3,014	3,014	0	0	0	18,434	55,210	73,644
Highlands	0	1,281	1,281	0	0	0	51,239	23,286	74,525
Hillsborough	0	18,475	18,475	0	45,808	45,808	327,688	482,355	810,043
Holmes	42	0	42	7,580	0	7,580	22,820	0	22,820
Indian River	0	408	408	0	0	0	51,379	51,152	102,531
Jackson	413	0	413	0	0	0	39,762	0	39,762
Jefferson	788	0	788	0	0	0	18,329	0	18,329
Lafayette	0	0	0	0	0	0	6,192	0	6,192
Lake	1	24,918	24,919	0	0	0	97,601	94,536	192,137

FY18/19 Trips By Revenue Source

County	Local Non Government			Other Fed/State Programs			Total by Revenue Source		
	CTC / Op	CC	Total	CTC / Op	CC	Total	CTC / Op	CC	Total
Lee	14	3,458	3,472	0	11,033	11,033	96,415	75,127	171,542
Leon	18,942	0	18,942	0	0	0	160,772	0	160,772
Levy	294	0	294	0	0	0	30,687	0	30,687
Liberty	0	0	0	48	0	48	22,792	0	22,792
Madison	1,282	0	1,282	0	0	0	17,315	0	17,315
Manatee	1	14,957	14,958	0	125	125	107,513	75,086	182,599
Marion	1	1,427	1,428	0	0	0	84,640	27,808	112,448
Martin	0	13,298	13,298	0	0	0	7,090	52,949	60,039
Miami-Dade	0	328,334	328,334	0	136,074	136,074	2,847,921	1,225,830	4,073,751
Monroe	117	865	982	0	0	0	13,043	39,056	52,099
Nassau	0	0	0	0	0	0	54,733	0	54,733
Okaloosa	13	0	13	19,081	0	19,081	86,971	0	86,971
Okeechobee	0	0	0	0	0	0	11,280	0	11,280
Orange	363,390	8,320	371,710	334,738	0	334,738	867,604	309,381	1,176,985
Osceola	99,690	5,640	105,330	68,525	454	68,979	243,037	92,776	335,813
Palm Beach	0	0	0	0	0	0	972,951	0	972,951
Pasco	3,042	21,215	24,257	2,221	0	2,221	174,806	67,309	242,115
Pinellas	95,150	16,012	111,162	0	4,373	4,373	4,391,087	102,089	4,493,176
Polk	95,821	43,493	139,314	132,143	6,487	138,630	703,009	85,091	788,100
Putnam	16,224	0	16,224	0	0	0	140,569	0	140,569
Saint Johns	6,112	0	6,112	0	0	0	341,259	0	341,259
Saint Lucie	465	6,026	6,491	0	0	0	108,363	66,088	174,451
Santa Rosa	30	0	30	0	0	0	22,534	0	22,534
Sarasota	14,629	59,718	74,347	0	11,827	11,827	188,827	76,224	265,051
Seminole	122,870	4,248	127,118	94,068	0	94,068	267,821	60,537	328,358
Sumter	1,563	1	1,564	0	0	0	53,535	12,969	66,504
Suwannee	3,715	0	3,715	1	0	1	10,743	7,821	18,564
Taylor	603	0	603	0	0	0	16,848	0	16,848
Union	0	0	0	0	0	0	5,610	0	5,610
Volusia	150,856	50,052	200,908	748	0	748	456,545	51,432	507,977
Wakulla	0	0	0	0	0	0	13,492	0	13,492
Walton	145	0	145	8,190	0	8,190	44,721	0	44,721
Washington	35	0	35	89	0	89	18,095	0	18,095
TOTAL	**1,525,001**	**829,549**	**2,354,550**	**680,454**	**221,705**	**902,159**	**17,605,764**	**3,916,032**	**21,521,796**

2018-19 System Organization Type by County

FY18/19 System Organization Type by County

County	Private Non Profit			Private For Profit			City Government			County		
	CTC	Op	CC	CTC	Op	CC	CTC	Op	CC	CTC	Op	CC
Alachua	0	0	0	1	0	0	0	0	0	0	0	0
Baker	1	0	0	0	0	0	0	0	0	0	0	0
Bay	0	0	2	0	1	0	0	0	0	1	0	0
Bradford	1	0	1	0	0	0	0	0	0	0	0	0
Brevard	0	0	0	0	0	0	0	0	0	1	0	0
Broward	0	3	15	0	2	0	0	3	7	1	0	0
Calhoun	1	0	0	0	0	0	0	0	0	0	0	0
Charlotte	0	0	0	0	0	0	0	0	0	1	0	0
Citrus	0	0	1	0	0	0	0	0	0	1	0	0
Clay	0	0	0	0	1	0	0	0	0	0	0	0
Collier	0	0	3	0	1	0	0	0	0	1	0	0
Columbia	0	0	1	0	0	0	0	0	0	0	0	0
Desoto	0	0	0	1	1	0	0	0	0	0	0	0
Dixie	1	0	0	0	0	0	0	0	0	0	0	0
Duval	0	1	0	0	1	0	0	0	0	0	0	0
Escambia	0	0	0	0	1	0	0	0	0	1	0	0
Flagler	0	0	0	0	0	0	0	0	0	1	0	0
Franklin	1	0	0	0	0	0	0	0	0	0	0	0
Gadsden	1	0	0	0	0	0	0	0	0	0	0	0
Gilchrist	1	0	0	0	0	0	0	0	0	0	0	0
Glades	1	0	1	0	0	0	0	0	0	0	0	0
Gulf	1	0	0	0	0	0	0	0	0	0	0	0
Hamilton	0	0	0	0	0	0	0	0	0	0	0	0
Hardee	0	0	1	1	2	0	0	0	0	0	0	0
Hendry	1	0	2	0	0	0	0	0	0	0	0	0
Hernando	1	0	0	0	0	1	0	0	0	0	0	0
Highlands	0	0	2	1	2	0	0	0	0	0	0	0
Hillsborough	0	0	13	0	1	0	0	0	0	1	0	0
Holmes	1	0	0	0	0	0	0	0	0	0	1	0
Indian River	1	0	3	0	5	0	0	0	0	0	0	0
Jackson	1	0	0	0	0	0	0	0	0	0	0	0
Jefferson	1	0	0	0	0	0	0	0	0	0	0	0
Lafayette	1	0	0	0	0	0	0	0	0	0	0	0
Lake	0	0	6	0	1	1	0	0	0	1	0	0

FY18/19 System Organization Type by County

County	Private Non Profit			Private For Profit			City Government			County		
County	CTC	Op	CC	CTC	Op	CC	CTC	Op	CC	CTC	Op	CC
Lee	1	0	4	0	0	0	0	0	0	0	0	0
Leon	0	1	0	0	2	0	1	0	0	0	0	0
Levy	0	0	0	0	0	0	0	0	0	1	0	0
Liberty	0	0	0	0	0	0	0	0	0	1	0	0
Madison	1	0	0	0	0	0	0	0	0	0	0	0
Manatee	0	0	4	0	0	1	0	0	0	1	0	0
Marion	1	0	1	0	0	0	0	0	0	0	0	0
Martin	1	2	3	0	2	0	0	0	0	0	0	0
Miami-Dade	0	0	29	0	0	0	0	0	1	1	0	1
Monroe	1	2	1	0	0	0	0	0	0	0	0	1
Nassau	1	0	0	0	0	0	0	0	0	0	0	0
Okaloosa	0	0	0	0	2	0	0	0	0	1	0	0
Okeechobee	0	0	0	1	1	0	0	0	0	0	0	0
Orange	0	0	11	0	0	4	0	0	0	0	0	0
Osceola	0	0	4	0	0	2	0	0	0	0	0	0
Palm Beach	0	0	0	0	3	0	0	0	0	1	0	0
Pasco	0	0	4	0	0	0	0	0	0	1	0	0
Pinellas	0	3	12	0	2	0	0	0	1	0	0	0
Polk	0	0	7	0	0	2	0	0	0	0	0	0
Putnam	1	0	0	0	0	0	0	0	0	0	0	0
Saint Johns	1	0	0	0	0	0	0	0	0	0	0	0
Saint Lucie	0	1	5	0	0	3	0	0	0	1	0	1
Santa Rosa	1	0	0	0	0	0	0	0	0	0	0	0
Sarasota	0	0	4	0	1	0	0	0	0	1	0	0
Seminole	0	0	6	0	0	2	0	0	0	0	0	0
Sumter	0	0	1	0	1	0	0	0	0	1	0	0
Suwannee	0	0	1	0	0	0	0	0	0	0	0	0
Taylor	1	0	0	0	0	0	0	0	0	0	0	0
Union	1	0	0	0	0	0	0	0	0	0	0	0
Volusia	0	0	4	0	4	0	0	0	0	1	0	0
Wakulla	1	0	0	0	0	0	0	0	0	0	0	0
Walton	1	1	0	0	0	0	0	0	0	0	0	0
Washington	1	0	0	0	0	0	0	0	0	0	1	0
TOTAL	30	14	152	5	37	16	1	3	9	21	2	3

FY18/19 System Organization Type by County

County	Public Transit Authority			School Board (School Bus)			Other			Total By Type			Total System
	CTC	Op	CC	CTC	Op	CC	CTC	Op	CC	CTC	Op	CC	
Alachua	0	0	0	0	0	0	0	0	0	1	0	0	1
Baker	0	0	0	0	0	0	0	0	0	1	0	0	1
Bay	0	0	0	0	0	0	0	0	0	1	1	2	4
Bradford	0	0	0	0	0	0	0	0	0	1	0	1	2
Brevard	0	0	0	0	0	0	0	0	0	1	0	0	1
Broward	0	0	0	0	0	0	0	0	0	1	8	22	31
Calhoun	0	0	0	0	0	0	0	0	0	1	0	0	1
Charlotte	0	0	0	0	0	0	0	0	0	1	0	0	1
Citrus	0	0	0	0	0	0	0	0	0	1	0	1	2
Clay	1	0	0	0	0	0	0	0	0	1	1	0	2
Collier	0	0	0	0	0	0	0	0	0	1	1	3	5
Columbia	1	0	0	0	0	0	0	0	0	1	0	1	2
Desoto	0	0	0	0	0	0	0	0	0	1	1	0	2
Dixie	0	0	0	0	0	0	0	0	0	1	0	0	1
Duval	1	0	0	0	0	0	0	0	0	1	2	0	3
Escambia	0	0	0	0	0	0	0	0	0	1	1	0	2
Flagler	0	0	0	0	0	0	0	0	0	1	0	0	1
Franklin	0	0	0	0	0	0	0	0	0	1	0	0	1
Gadsden	0	0	0	0	0	0	0	0	0	1	0	0	1
Gilchrist	0	0	0	0	0	0	0	0	0	1	0	0	1
Glades	0	0	0	0	0	0	0	0	0	1	0	1	2
Gulf	0	0	0	0	0	0	0	0	0	1	0	0	1
Hamilton	1	0	0	0	0	0	0	0	0	1	0	0	1
Hardee	0	0	0	0	0	0	0	0	0	1	2	1	4
Hendry	0	0	0	0	0	0	0	0	0	1	0	2	3
Hernando	0	0	0	0	0	0	0	0	0	1	0	1	2
Highlands	0	0	0	0	0	0	0	0	0	1	2	2	5
Hillsborough	0	0	1	0	0	0	0	0	0	1	1	14	16
Holmes	0	0	0	0	0	0	0	0	0	1	1	0	2
Indian River	0	0	0	0	0	0	0	0	0	1	5	3	9
Jackson	0	0	0	0	0	0	0	0	0	1	0	0	1
Jefferson	0	0	0	0	0	0	0	0	0	1	0	0	1
Lafayette	0	0	0	0	0	0	0	0	0	1	0	0	1
Lake	0	0	0	0	0	0	0	0	0	1	1	7	9

FY18/19 System Organization Type by County

County	Public Transit Authority			School Board (School Bus)			Other			Total By Type			Total System
	CTC	Op	CC	CTC	Op	CC	CTC	Op	CC	CTC	Op	CC	
Lee	0	0	0	0	0	0	0	0	0	1	0	4	5
Leon	0	0	0	0	0	0	0	0	0	1	3	0	4
Levy	0	0	0	0	0	0	0	0	0	1	0	0	1
Liberty	0	0	0	0	0	0	0	0	0	1	0	0	1
Madison	0	0	0	0	0	0	0	0	0	1	0	0	1
Manatee	0	0	0	0	0	0	0	0	0	1	0	5	6
Marion	0	0	0	0	0	0	0	0	0	1	0	1	2
Martin	0	0	0	0	0	0	0	0	0	1	4	3	8
Miami-Dade	0	0	0	0	0	0	0	0	1	1	0	32	33
Monroe	0	0	0	0	0	0	0	0	0	1	2	2	5
Nassau	0	0	0	0	0	0	0	0	0	1	0	0	1
Okaloosa	0	0	0	0	0	0	0	0	0	1	2	0	3
Okeechobee	0	0	0	0	0	0	0	0	0	1	1	0	2
Orange	1	0	0	0	0	0	0	5	0	1	5	15	21
Osceola	1	0	0	0	0	0	0	5	0	1	5	6	12
Palm Beach	0	0	0	0	0	0	0	0	0	1	3	0	4
Pasco	0	0	0	0	0	0	0	0	0	1	0	4	5
Pinellas	1	0	0	0	0	0	0	0	0	1	5	13	19
Polk	0	0	0	0	0	0	1	0	0	1	0	9	10
Putnam	0	0	0	0	0	0	0	0	0	1	0	0	1
Saint Johns	0	0	0	0	0	0	0	0	0	1	0	0	1
Saint Lucie	0	0	0	0	0	0	0	0	0	1	1	9	11
Santa Rosa	0	0	0	0	0	0	0	0	0	1	0	0	1
Sarasota	0	0	0	0	0	0	0	0	0	1	1	4	6
Seminole	1	0	0	0	0	0	0	5	0	1	5	8	14
Sumter	0	0	0	0	0	0	0	0	0	1	1	1	3
Suwannee	1	0	0	0	0	0	0	0	0	1	0	1	2
Taylor	0	0	0	0	0	0	0	0	0	1	0	0	1
Union	0	0	0	0	0	0	0	0	0	1	0	0	1
Volusia	0	0	0	0	0	0	0	0	0	1	4	4	9
Wakulla	0	0	0	0	0	0	0	0	0	1	0	0	1
Walton	0	0	0	0	0	0	0	0	0	1	1	0	2
Washington	0	0	0	0	0	0	0	0	0	1	1	0	2
TOTAL	**9**	**0**	**1**	**0**	**0**	**0**	**1**	**15**	**1**	**67**	**71**	**182**	**320**

2018-19 Driver Information

FY18/19 Driver Information

County	CTC & Transportation Operators		Coordination Contractor		Total Drivers
	Full/Part Time Drivers	Volunteer Drivers	Full/Part Time Drivers	Volunteer Drivers	
Alachua	26	0	0	0	26
Baker	15	0	0	0	15
Bay	23	0	4	0	27
Bradford	6	0	23	0	29
Brevard	58	162	0	0	220
Broward	558	0	402	0	960
Calhoun	11	0	0	0	11
Charlotte	29	22	0	0	51
Citrus	24	0	30	0	54
Clay	7	8	0	0	15
Collier	37	0	30	0	67
Columbia	13	0	2	3	18
Desoto	15	0	0	0	15
Dixie	8	0	0	0	8
Duval	141	0	0	0	141
Escambia	33	0	0	0	33
Flagler	18	0	0	0	18
Franklin	4	0	0	0	4
Gadsden	12	0	0	0	12
Gilchrist	8	0	0	0	8
Glades	3	0	1	0	4
Gulf	9	0	0	0	9
Hamilton	4	0	0	0	4
Hardee	3	0	38	0	41
Hendry	11	0	4	0	15
Hernando	7	0	22	5	34
Highlands	45	0	33	0	78
Hillsborough	77	0	723	0	800
Holmes	12	0	0	0	12
Indian River	84	0	13	0	97
Jackson	12	0	0	0	12
Jefferson	8	0	0	0	8
Lafayette	4	0	0	0	4
Lake	68	0	132	0	200

FY18/19 Driver Information

County	CTC & Transportation Operators		Coordination Contractor		Total Drivers
	Full/Part Time Drivers	Volunteer Drivers	Full/Part Time Drivers	Volunteer Drivers	
Lee	56	0	69	47	172
Leon	15	0	0	0	15
Levy	7	0	0	0	7
Liberty	14	0	0	0	14
Madison	6	0	0	0	6
Manatee	27	0	79	0	106
Marion	38	0	20	0	58
Martin	28	0	17	0	45
Miami-Dade	0	0	463	5	468
Monroe	34	4	22	0	60
Nassau	21	0	0	0	21
Okaloosa	45	0	0	0	45
Okeechobee	6	0	0	0	6
Orange	225	0	396	0	621
Osceola	62	0	31	0	93
Palm Beach	316	0	0	0	316
Pasco	18	0	31	6	55
Pinellas	374	0	220	1	595
Polk	98	0	140	27	265
Putnam	26	3	0	0	29
Saint Johns	64	5	0	0	69
Saint Lucie	27	0	118	0	145
Santa Rosa	8	0	0	0	8
Sarasota	64	0	16	0	80
Seminole	76	0	128	1	205
Sumter	24	0	1	0	25
Suwannee	3	0	7	0	10
Taylor	6	0	0	0	6
Union	4	0	0	0	4
Volusia	99	0	88	10	197
Wakulla	11	0	0	0	11
Walton	14	0	0	0	14
Washington	10	0	0	0	10
TOTAL	**3,219**	**204**	**3,303**	**105**	**6,831**

2018-19 Summary of Vehicle Information

FY18/19 Summary of Vehicle Information

County	CTC/Operator Miles								CC Paratransit Miles	System Total Miles
	Deviated Fixed Route	ADA	Paratransit	TNC	Taxi	School Board (School Bus)	Volunteers	Total		
Alachua	0	606,879	472,489	0	0	0	0	1,079,368	0	1,079,368
Baker	92,368	0	461,773	0	0	0	0	554,141	0	554,141
Bay	0	0	367,276	0	0	0	0	367,276	409,465	776,741
Bradford	0	0	145,748	0	0	0	0	145,748	91,055	236,803
Brevard	0	0	2,448,473	0	0	30,054	0	2,478,527	0	2,478,527
Broward	0	8,715,059	3,609,542	0	0	0	0	12,324,60	2,068,632	14,393,233
Calhoun	0	0	221,908	0	0	0	0	221,908	0	221,908
Charlotte	0	0	456,483	0	0	0	0	456,483	0	456,483
Citrus	0	0	198,737	0	0	0	0	198,737	260,461	459,198
Clay	76,172	0	402,571	0	0	0	0	478,743	0	478,743
Collier	0	1,010,278	369,945	0	0	0	0	1,380,223	844,517	2,224,740
Columbia	0	0	338,695	0	0	0	0	338,695	57,300	395,995
Desoto	0	0	104,608	0	0	0	0	104,608	0	104,608
Dixie	0	0	153,173	0	0	0	0	153,173	0	153,173
Duval	0	4,000,334	748,415	0	0	0	0	4,748,749	0	4,748,749
Escambia	0	436,497	498,165	0	0	0	0	934,662	0	934,662
Flagler	0	0	617,365	0	0	0	0	617,365	0	617,365
Franklin	0	0	102,908	0	0	0	0	102,908	0	102,908
Gadsden	186,685	0	658,959	0	0	0	0	845,644	0	845,644
Gilchrist	0	0	101,922	0	0	0	0	101,922	0	101,922
Glades	0	0	281,753	0	0	0	0	281,753	581	282,334
Gulf	0	0	351,121	0	0	0	0	351,121	0	351,121
Hamilton	0	0	112,898	0	0	0	0	112,898	0	112,898
Hardee	0	0	56,133	0	0	0	0	56,133	53,777	109,910
Hendry	0	0	460,129	0	0	0	0	460,129	16,650	476,779
Hernando	0	0	220,675	0	0	0	0	220,675	456,426	677,101
Highlands	0	0	609,447	0	0	0	0	609,447	111,030	720,477
Hillsborough	0	0	1,274,751	0	14,462	0	0	1,289,213	2,952,397	4,241,610
Holmes	0	0	317,193	0	0	0	0	317,193	0	317,193
Indian River	0	303,510	127,053	0	0	0	0	430,563	283,197	713,760
Jackson	10,377	0	616,685	0	0	0	0	627,062	0	627,062
Jefferson	0	0	363,898	0	0	0	0	363,898	0	363,898
Lafayette	0	0	115,671	0	0	0	0	115,671	0	115,671
Lake	7,484	225,939	1,029,278	0	0	0	0	1,262,701	435,668	1,698,369

FY18/19 Summary of Vehicle Information

County	CTC/Operator Miles								CC Paratransit Miles	System Total Miles
	Deviated Fixed Route	ADA	Paratransit	TNC	Taxi	School Board (School Bus)	Volunteers	Total		
Lee	0	0	1,291,123	0	0	0	0	1,291,123	515,979	1,807,102
Leon	59,830	426,187	1,118,105	0	45,799	0	0	1,649,921	0	1,649,921
Levy	0	0	417,417	0	0	0	0	417,417	0	417,417
Liberty	0	0	263,340	0	0	0	0	263,340	0	263,340
Madison	7,540	0	313,210	0	0	0	0	320,750	0	320,750
Manatee	0	497,234	840,801	0	0	0	0	1,338,035	251,896	1,589,931
Marion	0	0	823,124	0	0	0	0	823,124	159,569	982,693
Martin	0	0	78,404	0	0	0	0	78,404	314,447	392,851
Miami-	0	0	0	0	0	0	0	0	2,734,695	2,734,695
Monroe	0	0	209,978	0	0	0	0	209,978	253,125	463,103
Nassau	149,190	0	361,748	0	0	0	0	510,938	0	510,938
Okaloosa	2,903	0	984,851	0	0	0	0	987,754	0	987,754
Okeechobe	0	0	136,323	0	0	0	0	136,323	0	136,323
Orange	332,802	1,856,205	1,323,601	68,983	870,111	0	0	4,451,702	860,536	5,312,238
Osceola	201,190	578,670	383,015	12,866	46,332	0	0	1,222,073	148,960	1,371,033
Palm Beach	0	9,754,809	1,792,903	0	0	0	0	11,547,71	0	11,547,712
Pasco	0	100,329	429,142	0	0	35,244	0	564,715	367,249	931,964
Pinellas	0	3,804,036	3,641,091	21,991	98,046	0	0	7,565,164	553,086	8,118,250
Polk	14,015	445,235	37,909	0	0	0	0	497,159	426,652	923,811
Putnam	611,154	0	206,464	0	0	0	83,160	900,778	0	900,778
Saint Johns	586,916	0	513,353	0	0	0	0	1,100,269	0	1,100,269
Saint Lucie	0	0	734,693	0	6,654	0	0	741,347	403,477	1,144,824
Santa Rosa	0	0	249,869	0	0	0	0	249,869	0	249,869
Sarasota	0	1,170,900	1,632,397	0	0	0	0	2,803,297	219,862	3,023,159
Seminole	109,421	510,527	328,094	28,483	169,951	0	0	1,146,476	312,130	1,458,606
Sumter	0	0	504,236	0	0	0	0	504,236	18,336	522,572
Suwannee	0	0	86,018	0	0	0	0	86,018	94,604	180,622
Taylor	35,855	0	157,721	0	0	0	0	193,576	0	193,576
Union	0	0	124,920	0	0	0	0	124,920	0	124,920
Volusia	0	0	2,475,533	0	0	0	0	2,475,533	224,932	2,700,465
Wakulla	0	0	239,093	0	0	0	0	239,093	0	239,093
Walton	0	0	459,240	0	0	0	0	459,240	0	459,240
Washingto	0	0	308,103	0	0	0	0	308,103	0	308,103
TOTAL	**2,483,90**	**34,442,62**	**40,881,659**	**132,323**	**1,251,35**	**65,298**	**83,160**	**79,340,3**	**15,900,691**	**95,241,01**

FY18/19 Summary of Vehicle Information

County	Roadcalls			Accidents			Wheelchair Accessible Vehicles			Number of Vehicles		
	CTC/Op	CC	Total	CTC/Op	CC	Total	CTC/Op	CC	Total	CTC/Op	CC	Total
Alachua	28	0	28	1	0	1	34	0	34	37	0	37
Baker	35	0	35	1	0	1	28	0	28	28	0	28
Bay	6	0	6	4	0	4	21	1	22	21	10	31
Bradford	1	1	2	0	0	0	7	5	12	7	6	13
Brevard	26	0	26	12	0	12	92	0	92	169	0	169
Broward	291	50	341	60	13	73	235	113	348	287	247	534
Calhoun	4	0	4	0	0	0	6	0	6	15	0	15
Charlotte	46	0	46	0	0	0	34	0	34	40	0	40
Citrus	3	8	11	0	0	0	15	11	26	15	41	56
Clay	22	0	22	0	0	0	35	0	35	35	0	35
Collier	116	0	116	23	0	23	32	36	68	32	38	70
Columbia	1	0	1	2	0	2	14	4	18	17	4	21
Desoto	3	0	3	1	0	1	7	0	7	16	0	16
Dixie	3	0	3	1	0	1	9	0	9	9	0	9
Duval	56	0	56	10	0	10	103	0	103	103	0	103
Escambia	6	0	6	9	0	9	31	0	31	31	0	31
Flagler	3	0	3	0	0	0	30	0	30	33	0	33
Franklin	0	0	0	0	0	0	7	0	7	7	0	7
Gadsden	19	0	19	0	0	0	18	0	18	19	0	19
Gilchrist	0	0	0	0	0	0	9	0	9	9	0	9
Glades	0	0	0	0	0	0	5	0	5	5	1	6
Gulf	0	0	0	0	0	0	8	0	8	14	0	14
Hamilton	1	0	1	1	0	1	5	0	5	6	0	6
Hardee	1	0	1	0	0	0	3	0	3	3	10	13
Hendry	3	0	3	0	0	0	11	2	13	11	3	14
Hernando	0	2	2	0	0	0	10	5	15	10	36	46
Highlands	19	0	19	2	1	3	32	3	35	36	13	49
Hillsborough	76	351	427	5	23	28	65	109	174	76	233	309
Holmes	1	0	1	0	0	0	7	0	7	14	0	14
Indian River	4	4	8	0	0	0	66	8	74	85	28	113
Jackson	9	0	9	0	0	0	12	0	12	24	0	24
Jefferson	4	0	4	0	0	0	8	0	8	9	0	9
Lafayette	1	0	1	0	0	0	4	0	4	4	0	4
Lake	48	3	51	11	0	11	42	8	50	44	41	85

FY18/19 Summary of Vehicle Information

County	Roadcalls CTC/Op	Roadcalls CC	Roadcalls Total	Accidents CTC/Op	Accidents CC	Accidents Total	Wheelchair Accessible Vehicles CTC/Op	Wheelchair Accessible Vehicles CC	Wheelchair Accessible Vehicles Total	Number of Vehicles CTC/Op	Number of Vehicles CC	Number of Vehicles Total
Lee	15	2	17	1	1	2	43	17	60	45	76	121
Leon	50	0	50	0	0	0	24	0	24	24	0	24
Levy	3	0	3	0	0	0	17	0	17	18	0	18
Liberty	1	0	1	0	0	0	9	0	9	20	0	20
Madison	3	0	3	0	0	0	9	0	9	9	0	9
Manatee	133	0	133	15	1	16	40	27	67	40	47	87
Marion	13	1	14	3	0	3	41	4	45	41	14	55
Martin	0	5	5	0	0	0	17	15	32	23	29	52
Miami-Dade	0	53	53	0	15	15	0	171	171	0	329	329
Monroe	5	6	11	0	1	1	4	22	26	18	38	56
Nassau	15	0	15	1	0	1	27	0	27	27	0	27
Okaloosa	65	0	65	12	0	12	30	0	30	32	0	32
Okeechobee	2	0	2	0	0	0	6	0	6	6	0	6
Orange	203	38	241	32	19	51	125	52	177	130	139	269
Osceola	48	4	52	6	1	7	34	22	56	36	31	67
Palm Beach	1,439	0	1,439	114	0	114	247	0	247	247	0	247
Pasco	114	0	114	7	0	7	17	38	55	17	38	55
Pinellas	142	17	159	19	1	20	124	31	155	246	105	351
Polk	79	6	85	36	0	36	91	20	111	91	46	137
Putnam	16	0	16	0	0	0	0	0	0	32	0	32
Saint Johns	7	0	7	0	0	0	40	0	40	42	0	42
Saint Lucie	60	0	60	0	1	1	49	28	77	49	60	109
Santa Rosa	0	0	0	1	0	1	9	0	9	14	0	14
Sarasota	74	0	74	18	0	18	53	42	95	53	51	104
Seminole	38	18	56	7	1	8	42	13	55	44	29	73
Sumter	1	0	1	1	1	2	21	0	21	21	6	27
Suwannee	1	2	3	1	0	1	3	5	8	4	7	11
Taylor	7	0	7	0	0	0	8	0	8	8	0	8
Union	1	0	1	0	0	0	5	0	5	6	0	6
Volusia	196	0	196	0	0	0	128	16	144	128	38	166
Wakulla	0	0	0	0	0	0	8	0	8	12	0	12
Walton	0	0	0	0	0	0	8	0	8	18	0	18
Washington	2	0	2	1	0	1	9	0	9	14	0	14
TOTAL	**3,569**	**571**	**4,140**	**418**	**79**	**497**	**2,333**	**828**	**3,161**	**2,786**	**1,794**	**4,580**

2018-19 Revenue Summary

FY18/19 Revenue Summary

County	AHCA	APD	CTD	DEO	DCF	DOE	DOEA	DOH
Alachua	$13,531	$0	$683,476	$0	$0	$0	$42,638	$0
Baker	$208,210	$0	$353,390	$0	$0	$0	$0	$0
Bay	$46,802	$448,294	$388,083	$0	$253,235	$0	$51,040	$0
Bradford	$84,587	$172,513	$323,356	$0	$0	$0	$20,782	$0
Brevard	$0	$234,963	$1,256,858	$0	$0	$11,673	$51,673	$0
Broward	$547,497	$504,286	$4,430,595	$0	$56,896	$437,758	$902,373	$0
Calhoun	$189,601	$25,982	$220,211	$0	$0	$0	$3,285	$0
Charlotte	$0	$0	$494,684	$0	$0	$0	$86,179	$0
Citrus	$0	$357,905	$351,869	$0	$0	$0	$0	$0
Clay	$0	$0	$822,894	$0	$0	$0	$0	$0
Collier	$79,772	$0	$764,438	$0	$0	$0	$5,680	$0
Columbia	$0	$62,940	$520,752	$0	$0	$0	$34,336	$622
Desoto	$0	$0	$230,108	$0	$0	$0	$0	$0
Dixie	$95,547	$0	$200,132	$0	$0	$0	$6,358	$0
Duval	$0	$0	$2,102,194	$0	$0	$0	$0	$0
Escambia	$2,937	$0	$613,951	$0	$0	$15,414	$47,378	$0
Flagler	$0	$0	$426,712	$0	$0	$0	$86,000	$0
Franklin	$19,548	$0	$192,249	$0	$0	$0	$0	$0
Gadsden	$453,264	$97,716	$444,376	$0	$0	$0	$0	$583
Gilchrist	$97,802	$0	$165,623	$0	$0	$0	$0	$0
Glades	$32,494	$11,919	$121,093	$0	$0	$0	$0	$0
Gulf	$37,488	$20,361	$171,893	$0	$0	$0	$13,301	$0
Hamilton	$0	$20,980	$168,247	$0	$0	$0	$0	$207
Hardee	$10,868	$43,661	$109,925	$0	$0	$0	$0	$0
Hendry	$170,596	$66,498	$374,304	$0	$0	$0	$22,337	$0
Hernando	$0	$624,918	$607,820	$0	$0	$0	$26,634	$0
Highlands	$96,565	$71,933	$933,111	$0	$0	$0	$35,087	$0
Hillsborough	$1,570,352	$760,148	$2,243,830	$0	$320,889	$1,788	$548,860	$0
Holmes	$117,637	$28,856	$310,465	$0	$0	$0	$85	$0
Indian River	$0	$176,434	$440,402	$0	$0	$0	$0	$0
Jackson	$546,472	$134,100	$438,351	$824	$0	$1,795	$41,453	$460
Jefferson	$240,524	$23,101	$246,755	$0	$0	$0	$0	$636
Lafayette	$10,335	$0	$188,697	$0	$0	$0	$8,300	$0
Lake	$119,350	$367,364	$806,307	$0	$0	$0	$124,270	$0

FY18/19 Revenue Summary

County	AHCA	APD	CTD	DEO	DCF	DOE	DOEA	DOH
Lee	$645,074	$365,193	$1,298,636	$0	$0	$0	$19,223	$0
Leon	$0	$255,959	$539,856	$0	$0	$0	$0	$0
Levy	$10,408	$96,913	$450,068	$0	$0	$0	$20,328	$0
Liberty	$146,203	$0	$264,003	$0	$0	$0	$3,426	$0
Madison	$211,038	$41,829	$198,367	$0	$0	$515	$0	$0
Manatee	$31,620	$451,456	$661,017	$0	$0	$3,782	$184,361	$0
Marion	$35,179	$221,643	$782,845	$0	$0	$0	$0	$0
Martin	$0	$176,656	$317,089	$0	$8,059	$0	$0	$0
Miami-Dade	$0	$972,477	$5,285,815	$0	$1,145,710	$244,490	$2,099,129	$0
Monroe	$433,323	$0	$321,887	$0	$139,529	$0	$0	$0
Nassau	$26,160	$0	$376,623	$0	$0	$0	$49,661	$0
Okaloosa	$950,571	$0	$546,855	$0	$0	$300	$16,316	$0
Okeechobee	$3,141	$0	$150,716	$0	$0	$0	$19,470	$0
Orange	$1,319,349	$1,285,229	$3,512,525	$0	$0	$0	$630,920	$0
Osceola	$75,912	$262,509	$963,111	$21,735	$0	$0	$209,134	$0
Palm Beach	$0	$0	$3,844,470	$0	$0	$0	$0	$0
Pasco	$0	$300,925	$901,207	$0	$70,209	$0	$258,259	$0
Pinellas	$62,462	$1,266,974	$4,299,235	$0	$542,326	$18,911	$730,555	$0
Polk	$0	$171,842	$1,139,433	$0	$21,693	$50,466	$118,823	$57,602
Putnam	$353,316	$317,982	$587,173	$0	$0	$0	$0	$0
Saint Johns	$0	$0	$629,619	$0	$0	$0	$0	$0
Saint Lucie	$21,923	$319,216	$848,808	$0	$0	$1,050	$60,000	$17,715
Santa Rosa	$17,112	$103,493	$473,392	$0	$0	$0	$0	$0
Sarasota	$11,120	$62,194	$1,333,677	$0	$0	$0	$0	$0
Seminole	$234,223	$101,091	$1,189,727	$0	$0	$0	$280,722	$0
Sumter	$0	$108,472	$417,533	$0	$0	$0	$31,122	$0
Suwannee	$0	$106,264	$128,188	$0	$0	$0	$0	$158
Taylor	$117,396	$16,350	$276,789	$0	$0	$0	$0	$0
Union	$65,605	$0	$176,438	$0	$0	$0	$0	$0
Volusia	$0	$0	$1,435,524	$0	$0	$40,755	$357,051	$0
Wakulla	$65,104	$484	$276,369	$0	$0	$0	$0	$0
Walton	$50,180	$21,985	$444,041	$0	$0	$0	$46,954	$0
Washington	$220,488	$56,161	$208,401	$0	$0	$0	$914	$0
TOTAL	**$9,898,686**	**$11,338,169**	**$56,426,588**	**$22,559**	**$2,558,546**	**$828,697**	**$7,294,417**	**$77,983**

FY18/19 Revenue Summary

County	DJJ	FDOT	Local Government	Local Non Government	Other Fed/State Programs	Total Revenue	Revenue By Provider Type CTC/Op Revenue	CC Revenue	Total Revenue by Provider Type
Alachua	$0	$0	$1,867,270	$125,472	$0	$2,732,387	$2,732,387	$0	$2,732,387
Baker	$0	$303,560	$86,150	$195,866	$16,040	$1,163,216	$1,163,216	$0	$1,163,216
Bay	$0	$255,922	$150,919	$26,671	$0	$1,620,966	$1,316,691	$304,275	$1,620,966
Bradford	$0	$180,409	$0	$39,130	$0	$820,777	$648,264	$172,513	$820,777
Brevard	$0	$2,937,347	$911,537	$467,573	$0	$5,871,624	$5,871,624	$0	$5,871,624
Broward	$0	$0	$26,734,406	$1,743,213	$71,952	$35,428,97	$28,934,314	$6,494,662	$35,428,976
Calhoun	$0	$144,579	$25,221	$11,624	$5,566	$626,069	$626,069	$0	$626,069
Charlotte	$0	$201,457	$824,136	$58,976	$0	$1,665,432	$1,665,432	$0	$1,665,432
Citrus	$0	$719,147	$301,698	$47,854	$0	$1,778,473	$1,400,005	$378,468	$1,778,473
Clay	$0	$0	$0	$31,036	$0	$853,930	$853,930	$0	$853,930
Collier	$0	$317,824	$3,097,656	$378,135	$568,024	$5,211,529	$4,970,432	$241,097	$5,211,529
Columbia	$0	$414,291	$85,096	$101,815	$14,294	$1,234,146	$1,183,836	$50,310	$1,234,146
Desoto	$0	$92,826	$14,260	$13,748	$0	$350,942	$350,942	$0	$350,942
Dixie	$0	$210,858	$0	$24,052	$0	$536,947	$536,947	$0	$536,947
Duval	$0	$800,000	$13,207,339	$1,112,508	$0	$17,222,04	$17,222,041	$0	$17,222,041
Escambia	$0	$342,962	$2,050,107	$0	$0	$3,072,749	$3,072,749	$0	$3,072,749
Flagler	$0	$462,187	$408,842	$70,742	$0	$1,454,483	$1,454,483	$0	$1,454,483
Franklin	$0	$57,031	$10,077	$5,479	$4,639	$289,023	$289,023	$0	$289,023
Gadsden	$0	$295,582	$196,502	$136,571	$0	$1,624,594	$1,624,594	$0	$1,624,594
Gilchrist	$0	$69,196	$0	$18,403	$0	$351,024	$351,024	$0	$351,024
Glades	$0	$36,259	$10,000	$3,386	$0	$215,151	$210,618	$4,533	$215,151
Gulf	$0	$103,888	$22,723	$19,747	$11,359	$400,760	$400,760	$0	$400,760
Hamilton	$0	$138,098	$23,416	$33,562	$4,765	$389,275	$389,275	$0	$389,275
Hardee	$0	$74,300	$12,010	$354,329	$0	$605,093	$221,025	$384,068	$605,093
Hendry	$0	$361,011	$45,000	$43,093	$0	$1,082,839	$978,056	$104,783	$1,082,839
Hernando	$0	$373,438	$17,610	$70,537	$0	$1,720,957	$1,041,329	$679,628	$1,720,957
Highlands	$0	$924,903	$64,931	$111,968	$0	$2,238,498	$2,036,051	$202,447	$2,238,498
Hillsborough	$26,763	$4,983,190	$6,632,876	$1,507,242	$503,585	$19,099,52	$6,898,912	$12,200,611	$19,099,523
Holmes	$0	$154,134	$609	$26,979	$21,515	$660,280	$660,280	$0	$660,280
Indian River	$0	$833,014	$327,858	$367,929	$0	$2,145,637	$1,605,256	$540,381	$2,145,637
Jackson	$0	$314,606	$21,800	$48,076	$0	$1,547,937	$1,547,937	$0	$1,547,937
Jefferson	$0	$217,994	$0	$38,099	$0	$767,109	$767,109	$0	$767,109
Lafayette	$0	$34,402	$0	$21,066	$0	$262,800	$262,800	$0	$262,800
Lake	$0	$2,396,876	$1,393,472	$369,029	$0	$5,576,668	$4,999,988	$576,680	$5,576,668

FY18/19 Revenue Summary

County	DJJ	FDOT	Local Government	Local Non Government	Other Fed/State Programs	Total Revenue	Revenue By Provider Type CTC/Op Revenue	CC Revenue	Total Revenue by Provider Type
Lee	$0	$707,600	$319,585	$312,147	$183,621	$3,851,079	$3,069,862	$781,217	$3,851,079
Leon	$0	$200,000	$1,325,062	$309,895	$0	$2,630,772	$2,630,772	$0	$2,630,772
Levy	$0	$211,625	$0	$74,417	$0	$863,759	$863,759	$0	$863,759
Liberty	$0	$49,123	$126,041	$410	$2,788	$591,994	$591,994	$0	$591,994
Madison	$0	$135,704	$16,780	$29,957	$0	$634,190	$634,190	$0	$634,190
Manatee	$0	$1,135,981	$2,817,257	$457,516	$144,986	$5,887,976	$4,800,975	$1,087,001	$5,887,976
Marion	$0	$1,043,424	$1,136,141	$173,439	$0	$3,392,671	$3,141,647	$251,024	$3,392,671
Martin	$0	$0	$33,294	$358,433	$0	$893,531	$350,383	$543,148	$893,531
Miami-Dade	$1	$1,289,764	$2,493,265	$4,787,671	$3,421,571	$21,739,893	$5,873,127	$15,866,766	$21,739,893
Monroe	$0	$0	$1,114,971	$31,870	$0	$2,041,580	$369,914	$1,671,666	$2,041,580
Nassau	$0	$867,605	$26,863	$74,080	$0	$1,420,992	$1,420,992	$0	$1,420,992
Okaloosa	$0	$942,596	$167,104	$109,865	$0	$2,733,607	$2,733,607	$0	$2,733,607
Okeechobee	$0	$252,446	$16,719	$9,873	$0	$452,365	$452,365	$0	$452,365
Orange	$0	$45,834	$11,611,394	$2,643,544	$2,097,594	$23,146,389	$19,681,029	$3,465,360	$23,146,389
Osceola	$0	$16,946	$3,137,544	$791,300	$587,218	$6,065,409	$5,379,874	$685,535	$6,065,409
Palm Beach	$0	$0	$30,238,059	$3,027,937	$0	$37,110,466	$37,110,466	$0	$37,110,466
Pasco	$0	$1,058,731	$657,369	$396,978	$57,733	$3,701,411	$2,830,331	$871,080	$3,701,411
Pinellas	$0	$1,362,930	$5,623,031	$2,976,161	$298,279	$17,180,864	$15,308,201	$1,872,663	$17,180,864
Polk	$62,204	$1,883,472	$1,664,609	$1,078,674	$77,557	$6,326,375	$5,079,865	$1,246,510	$6,326,375
Putnam	$0	$1,095,451	$44,400	$119,385	$50,723	$2,568,430	$2,568,430	$0	$2,568,430
Saint Johns	$0	$2,099,657	$276,489	$235,783	$0	$3,241,548	$3,241,548	$0	$3,241,548
Saint Lucie	$0	$1,204,541	$1,273,619	$43,900	$0	$3,790,772	$3,336,599	$454,173	$3,790,772
Santa Rosa	$0	$113,892	$18,000	$15,488	$8,432	$749,809	$749,809	$0	$749,809
Sarasota	$0	$0	$5,325,342	$1,198,035	$126,854	$8,057,222	$7,140,310	$916,912	$8,057,222
Seminole	$0	$196,882	$2,706,546	$928,725	$710,475	$6,348,391	$5,460,536	$887,855	$6,348,391
Sumter	$0	$517,974	$572,230	$31,569	$0	$1,678,900	$1,564,696	$114,204	$1,678,900
Suwannee	$0	$105,217	$17,841	$25,572	$3,630	$386,870	$296,591	$90,279	$386,870
Taylor	$0	$154,941	$47,040	$24,168	$0	$636,684	$636,684	$0	$636,684
Union	$0	$63,458	$0	$19,604	$0	$325,105	$325,105	$0	$325,105
Volusia	$0	$1,843,940	$4,974,240	$1,035,812	$3,750	$9,691,072	$9,447,559	$243,513	$9,691,072
Wakulla	$0	$267,908	$37,717	$23,062	$0	$670,644	$670,644	$0	$670,644
Walton	$0	$252,746	$52,371	$35,011	$25,205	$928,493	$928,493	$0	$928,493
Washington	$0	$161,109	$6,608	$28,622	$8,502	$690,805	$690,805	$0	$690,805
TOTAL	**$88,968**	**$38,032,788**	**$136,421,052**	**$29,032,813**	**$9,030,657**	**$301,051,923**	**$247,668,561**	**$53,383,362**	**$301,051,923**

2018-19 Expense Summary

FY18/19 Expense Summary

County	Expense Sources						
	Labor	Fringe Benefits	Services	Materials & Supplies	Utilities	Insurance	Taxes
Alachua	$1,397,010	$36,981	$115,766	$504,673	$55,219	$227,953	$2,214
Baker	$487,062	$167,478	$32,639	$203,607	$17,074	$77,814	$547
Bay	$643,435	$88,351	$35,849	$58,589	$44,627	$39,560	$0
Bradford	$249,234	$138,630	$45,255	$148,933	$16,160	$62,725	$903
Brevard	$1,242,019	$313,244	$1,392,996	$496,363	$25,106	$66,653	$0
Broward	$19,425,913	$2,803,592	$4,755,642	$2,130,623	$385,948	$2,623,242	$519,763
Calhoun	$329,599	$88,069	$38,637	$56,717	$13,670	$36,741	$0
Charlotte	$256,501	$122,258	$958,239	$140,661	$18,419	$13,527	$0
Citrus	$592,612	$201,163	$172,832	$354,101	$32,817	$127,264	$1,870
Clay	$0	$0	$0	$168,774	$0	$0	$0
Collier	$187,251	$37,699	$656,365	$655,905	$34,958	$17,927	$4,926
Columbia	$597,913	$176,100	$106,064	$160,713	$27,692	$66,260	$114
Desoto	$23,695	$6,187	$993	$9,407	$3,922	$3,361	$2,287
Dixie	$113,544	$50,725	$12,815	$53,375	$9,687	$17,127	$493
Duval	$1,405,845	$654,955	$587,745	$2,196,739	$10,614	$6,709	$0
Escambia	$24,957	$9,240	$0	$254,890	$4,079	$0	$0
Flagler	$707,649	$353,335	$128,298	$225,312	$11,105	$21,765	$0
Franklin	$167,718	$44,591	$12,750	$45,538	$7,032	$22,734	$167
Gadsden	$675,149	$293,964	$57,139	$308,738	$17,214	$181,068	$895
Gilchrist	$102,296	$45,169	$11,678	$48,897	$9,601	$16,895	$256
Glades	$107,243	$5,636	$12,120	$19,574	$2,429	$19,326	$203
Gulf	$288,582	$80,181	$24,249	$67,737	$9,726	$32,562	$375
Hamilton	$191,054	$58,171	$35,355	$53,219	$9,139	$16,042	$38
Hardee	$232,893	$45,833	$18,510	$24,214	$2,470	$24,518	$2,133
Hendry	$400,524	$23,562	$75,687	$106,040	$13,922	$109,412	$1,223
Hernando	$500,435	$175,945	$37,142	$285,333	$66,483	$109,793	$0
Highlands	$252,266	$60,417	$10,254	$94,003	$27,437	$55,725	$14,394
Hillsborough	$9,970,521	$2,160,311	$2,169,065	$1,748,247	$162,378	$781,265	$2,313
Holmes	$287,285	$63,363	$26,699	$128,916	$15,892	$67,700	$211
Indian River	$956,050	$144,098	$399,623	$227,900	$33,189	$133,404	$12,867
Jackson	$798,784	$277,538	$52,006	$202,912	$27,676	$104,922	$403
Jefferson	$335,184	$148,824	$26,329	$111,020	$10,892	$64,962	$252
Lafayette	$92,498	$38,276	$7,542	$32,002	$7,143	$13,196	$221
Lake	$390,690	$66,322	$870,403	$667,552	$10,564	$101,758	$1,370

FY18/19 Expense Summary

County	Labor	Fringe Benefits	Services	Materials & Supplies	Utilities	Insurance	Taxes
				Expense Sources			
Lee	$1,741,151	$243,478	$67,050	$582,068	$48,177	$431,473	$5,100
Leon	$918,787	$374,917	$28,550	$264,994	$0	$0	$0
Levy	$379,521	$185,115	$30,099	$159,256	$4,935	$0	$0
Liberty	$246,344	$128,617	$0	$61,111	$21,065	$31,648	$0
Madison	$350,370	$168,651	$23,827	$121,195	$7,684	$56,283	$308
Manatee	$2,387,380	$1,317,330	$813,502	$487,694	$52,027	$245,459	$2,455
Marion	$1,700,980	$459,160	$289,071	$512,829	$36,467	$116,727	$782
Martin	$317,954	$36,132	$109,103	$162,145	$2,421	$69,252	$12,732
Miami-Dade	$7,658,177	$1,932,502	$461,133	$2,175,455	$256,014	$1,638,225	$41,909
Monroe	$836,905	$266,345	$221,473	$162,179	$8,985	$116,572	$76
Nassau	$553,577	$9,523	$31,327	$212,343	$3,483	$44,301	$0
Okaloosa	$220,991	$21,789	$0	$538,352	$22,709	$5,412	$0
Okeechobee	$30,543	$7,975	$1,280	$12,125	$5,056	$4,332	$2,948
Orange	$2,909,729	$555,095	$611,608	$2,021,762	$90,927	$306,367	$104,139
Osceola	$723,201	$155,600	$130,975	$589,576	$28,837	$97,657	$26,544
Palm Beach	$3,130,190	$1,625,275	$47,336	$15,886	$133,860	$0	$0
Pasco	$1,615,815	$546,515	$32,831	$678,185	$29,384	$183,378	$22
Pinellas	$7,706,896	$1,166,364	$1,938,577	$1,372,776	$132,470	$869,364	$13,084
Polk	$3,189,676	$1,224,782	$265,542	$949,596	$107,241	$124,718	$24,292
Putnam	$1,169,665	$299,605	$148,296	$393,372	$33,615	$223,928	$7,177
Saint Johns	$1,801,279	$196,885	$23,028	$488,846	$38,830	$451,508	$0
Saint Lucie	$262,478	$21,627	$105,195	$11,872	$6,753	$16,796	$0
Santa Rosa	$340,953	$84,688	$32,258	$155,027	$19,120	$72,892	$60
Sarasota	$433,752	$143,849	$64,434	$121,479	$16,606	$285,370	$215,271
Seminole	$756,121	$204,188	$145,209	$659,733	$37,203	$61,541	$32,491
Sumter	$40,102	$7,077	$13,652	$59,543	$1,105	$34,221	$40
Suwannee	$194,353	$53,015	$38,647	$68,653	$6,963	$26,201	$4,026
Taylor	$288,137	$140,930	$24,725	$84,741	$11,730	$44,352	$294
Union	$112,812	$73,986	$10,764	$62,526	$13,906	$23,540	$369
Volusia	$4,246,331	$1,492,226	$52,917	$1,420,732	$0	$51,100	$0
Wakulla	$289,930	$57,770	$30,000	$61,500	$21,000	$38,928	$0
Walton	$384,916	$97,718	$51,669	$170,646	$27,135	$96,648	$232
Washington	$334,094	$72,220	$32,313	$132,409	$21,928	$42,259	$205
TOTAL	**$90,706,521**	**$22,351,157**	**$18,763,077**	**$26,961,830**	**$2,391,920**	**$11,074,362**	**$1,064,994**

FY18/19 Expense Summary

County	Expense Sources					
	Miscellaneous	Interest	Leases & Rentals	Capital Purchases	Contributed Services	Allocated Indirect Expenses
Alachua	$16,383	$21,575	$103,020	$13,620	$0	$127,788
Baker	$7,248	$0	$8,125	$0	$0	$0
Bay	$4,448	$0	$3,015	$0	$0	$61,810
Bradford	$2,288	$332	$12,447	$10,951	$35,928	$0
Brevard	$2,500	$0	$1,545	$0	$0	$735,327
Broward	$570,966	$1,206	$458,080	$534,007	$130,058	$260,832
Calhoun	$1,330	$0	$0	$130,106	$0	$0
Charlotte	$2,488	$0	$4,401	$57,201	$0	$91,737
Citrus	$10,690	$0	$0	$428,705	$0	$30,535
Clay	$0	$0	$0	$0	$0	$0
Collier	$8,309	$0	$21,039	$473,383	$0	$145,947
Columbia	$25,254	$806	$2,094	$0	$0	$871
Desoto	$256	$717	$2,587	$1,724	$0	$18,041
Dixie	$2,505	$0	$0	$146,706	$22,237	$0
Duval	$13,649	$0	$0	$0	$0	$2,845,374
Escambia	$0	$0	$0	$0	$0	$0
Flagler	$0	$0	$7,019	$0	$0	$0
Franklin	$3,452	$0	$5,198	$0	$0	$0
Gadsden	$52,263	$0	$48,597	$78,621	$0	$0
Gilchrist	$1,466	$0	$0	$3,705	$18,403	$0
Glades	$698	$2,927	$0	$18,055	$0	$0
Gulf	$6,715	$4,522	$7,871	$0	$6,704	$108,092
Hamilton	$7,206	$269	$698	$0	$0	$0
Hardee	$161	$451	$1,629	$7,637	$0	$69,705
Hendry	$6,388	$15,366	$0	$124,939	$0	$6,972
Hernando	$0	$1,653	$0	$347,851	$0	$175,127
Highlands	$2,455	$4,157	$17,395	$57,455	$1,100	$104,669
Hillsborough	$206,451	$1,323	$779	$1,034,060	$0	$85,702
Holmes	$18,512	$0	$0	$6,408	$109	$0
Indian River	$22,817	$0	$3,809	$101,883	$0	$224,136
Jackson	$20,246	$0	$12,771	$0	$0	$236,298
Jefferson	$15,952	$0	$17,168	$72,787	$0	$0
Lafayette	$1,208	$0	$0	$4,337	$20,966	$0
Lake	$44,649	$0	$10,845	$573,758	$0	$0

FY18/19 Expense Summary

County	Miscellaneous	Interest	Leases & Rentals	Capital Purchases	Contributed Services	Allocated Indirect Expenses
			Expense Sources			
Lee	$92,787	$55,268	$0	$783,659	$0	$263,637
Leon	$0	$0	$0	$0	$0	$19,822
Levy	$9,724	$0	$0	$68,364	$0	$0
Liberty	$6,762	$0	$10,560	$65,090	$0	$19,707
Madison	$12,386	$0	$15,654	$78,621	$0	$0
Manatee	$82,181	$0	$7,053	$110,856	$6,580	$375,458
Marion	$13,450	$504	$14,683	$50,000	$0	$328,059
Martin	$5,467	$0	$600	$0	$0	$73,359
Miami-Dade	$285,877	$19,300	$383,135	$1,043,365	$578,332	$724,194
Monroe	$361,003	$0	$6,417	$0	$0	$99,677
Nassau	$0	$0	$0	$141,352	$0	$425,086
Okaloosa	$2,155	$0	$0	$0	$0	$0
Okeechobee	$330	$923	$3,334	$2,222	$0	$23,255
Orange	$23,006	$2,597	$427,964	$111,674	$81,554	$113,451
Osceola	$3,720	$1,140	$110,554	$0	$0	$7,235
Palm Beach	$151,139	$0	$22,162	$186,374	$0	$0
Pasco	$3,427	$2,005	$347	$71,154	$13,348	$330,722
Pinellas	$660,303	$2,413	$52,537	$756,380	$1,507,687	$513,409
Polk	$95,300	$1,909	$9,348	$306,346	$111,382	$30,947
Putnam	$20,034	$0	$57,614	$0	$0	$312,015
Saint Johns	$53,893	$0	$0	$0	$0	$421,840
Saint Lucie	$3,415	$2,281	$7,071	$13,747	$2,938	$0
Santa Rosa	$13,073	$0	$9,795	$11,295	$0	$0
Sarasota	$41,309	$0	$0	$290,695	$0	$305,224
Seminole	$5,155	$194	$99,652	$71,532	$5,486	$6,491
Sumter	$145	$0	$2,816	$213,252	$63,083	$0
Suwannee	$5,490	$205	$532	$6,029	$0	$0
Taylor	$11,160	$0	$13,854	$78,621	$0	$0
Union	$1,110	$0	$0	$93	$19,604	$0
Volusia	$6,760	$0	$0	$0	$0	$999,568
Wakulla	$1,000	$0	$5,400	$224,642	$0	$0
Walton	$59,081	$0	$0	$7,715	$0	$0
Washington	$24,012	$0	$0	$6,669	$109	$0
TOTAL	**$3,133,607**	**$144,043**	**$2,011,214**	**$8,927,646**	**$2,625,608**	**$10,722,119**

FY18/19 Expense Summary

County	Purchased Transportation Services					Total Expenses	Expenses by Provider Type		Total Expenses by Provider Type
	Bus Pass	School Board	TNC	Taxi	Contracted Services		CTC/Op Expenses	CC Expenses	
Alachua	$47,250	$0	$0	$0	$0	$2,669,452	$2,669,452	$0	$2,669,452
Baker	$0	$0	$0	$0	$0	$1,001,594	$1,001,594	$0	$1,001,594
Bay	$0	$0	$0	$0	$474,819	$1,454,503	$1,147,339	$307,164	$1,454,503
Bradford	$0	$0	$0	$0	$0	$723,786	$586,886	$136,900	$723,786
Brevard	$23,481	$93,812	$0	$0	$0	$4,393,046	$4,393,046	$0	$4,393,046
Broward	$0	$0	$0	$0	$0	$34,599,872	$28,206,154	$6,393,718	$34,599,872
Calhoun	$0	$0	$0	$0	$0	$694,869	$694,869	$0	$694,869
Charlotte	$0	$0	$0	$0	$0	$1,665,432	$1,665,432	$0	$1,665,432
Citrus	$0	$0	$0	$0	$0	$1,952,589	$1,400,005	$552,584	$1,952,589
Clay	$0	$0	$0	$0	$746,922	$915,696	$915,696	$0	$915,696
Collier	$0	$0	$0	$0	$3,574,513	$5,818,222	$5,578,876	$239,346	$5,818,222
Columbia	$0	$0	$0	$0	$0	$1,163,881	$1,113,571	$50,310	$1,163,881
Desoto	$0	$0	$0	$0	$277,765	$350,942	$350,942	$0	$350,942
Dixie	$0	$0	$0	$0	$2,431	$431,645	$431,645	$0	$431,645
Duval	$0	$0	$0	$0	$9,500,411	$17,222,041	$17,222,041	$0	$17,222,041
Escambia	$0	$0	$0	$0	$2,779,583	$3,072,749	$3,072,749	$0	$3,072,749
Flagler	$0	$0	$0	$0	$0	$1,454,483	$1,454,483	$0	$1,454,483
Franklin	$0	$0	$0	$0	$0	$309,180	$309,180	$0	$309,180
Gadsden	$0	$0	$0	$0	$0	$1,713,648	$1,713,648	$0	$1,713,648
Gilchrist	$0	$0	$0	$0	$2,762	$261,128	$261,128	$0	$261,128
Glades	$0	$0	$0	$0	$0	$188,211	$183,678	$4,533	$188,211
Gulf	$0	$0	$0	$0	$0	$637,316	$637,316	$0	$637,316
Hamilton	$0	$0	$0	$0	$0	$371,191	$371,191	$0	$371,191
Hardee	$0	$0	$0	$0	$174,939	$605,093	$221,025	$384,068	$605,093
Hendry	$0	$0	$0	$0	$0	$884,035	$752,896	$131,139	$884,035
Hernando	$0	$0	$0	$0	$0	$1,699,762	$1,020,134	$679,628	$1,699,762
Highlands	$0	$0	$0	$0	$1,611,505	$2,313,232	$2,036,050	$277,182	$2,313,232
Hillsborough	$714,750	$0	$0	$38,988	$0	$19,076,153	$6,898,912	$12,177,241	$19,076,153
Holmes	$0	$0	$0	$0	$14,968	$630,063	$630,063	$0	$630,063
Indian River	$0	$0	$0	$0	$0	$2,259,776	$1,618,449	$641,327	$2,259,776
Jackson	$0	$0	$0	$0	$0	$1,733,556	$1,733,556	$0	$1,733,556
Jefferson	$0	$0	$0	$0	$0	$803,370	$803,370	$0	$803,370
Lafayette	$0	$0	$0	$0	$0	$217,389	$217,389	$0	$217,389
Lake	$0	$0	$0	$0	$2,701,263	$5,439,174	$4,863,692	$575,482	$5,439,174

FY18/19 Expense Summary

County	Purchased Transportation Services					Total Expenses	Expenses by Provider Type		Total Expenses by Provider Type
	Bus Pass	School Board	TNC	Taxi	Contracted Services		CTC/Op Expenses	CC Expenses	
Lee	$0	$0	$0	$0	$0	$4,313,848	$2,879,431	$1,434,417	$4,313,848
Leon	$8,512	$0	$0	$237,983	$777,207	$2,630,772	$2,630,772	$0	$2,630,772
Levy	$0	$0	$0	$0	$0	$837,014	$837,014	$0	$837,014
Liberty	$0	$0	$0	$0	$0	$590,904	$590,904	$0	$590,904
Madison	$0	$0	$0	$0	$0	$834,979	$834,979	$0	$834,979
Manatee	$0	$0	$0	$0	$0	$5,887,975	$4,800,975	$1,087,000	$5,887,975
Marion	$0	$0	$0	$0	$0	$3,522,712	$3,144,067	$378,645	$3,522,712
Martin	$0	$0	$0	$0	$156,174	$945,339	$342,917	$602,422	$945,339
Miami-Dade	$5,873,127	$0	$0	$0	$0	$23,070,745	$6,270,177	$16,800,568	$23,070,745
Monroe	$0	$0	$0	$0	$11,067	$2,090,699	$431,935	$1,658,764	$2,090,699
Nassau	$0	$0	$0	$0	$0	$1,420,992	$1,420,992	$0	$1,420,992
Okaloosa	$0	$0	$0	$0	$1,459,004	$2,270,412	$2,270,412	$0	$2,270,412
Okeechobee	$0	$0	$0	$0	$358,042	$452,365	$452,365	$0	$452,365
Orange	$41,273	$0	$130,074	$2,952,002	$15,060,279	$25,543,501	$21,032,103	$4,511,398	$25,543,501
Osceola	$11,317	$0	$35,665	$145,255	$4,129,431	$6,196,707	$5,102,702	$1,094,005	$6,196,707
Palm Beach	$441,029	$0	$0	$0	$29,075,827	$34,829,078	$34,829,078	$0	$34,829,078
Pasco	$13,425	$39,202	$0	$0	$49,143	$3,608,903	$2,737,824	$871,079	$3,608,903
Pinellas	$0	$0	$220,199	$234,532	$0	$17,146,991	$14,956,814	$2,190,177	$17,146,991
Polk	$0	$0	$0	$0	$0	$6,441,079	$5,079,865	$1,361,214	$6,441,079
Putnam	$0	$0	$0	$0	$0	$2,665,321	$2,665,321	$0	$2,665,321
Saint Johns	$0	$0	$0	$0	$0	$3,476,109	$3,476,109	$0	$3,476,109
Saint Lucie	$0	$0	$0	$18,649	$3,317,950	$3,790,772	$3,336,599	$454,173	$3,790,772
Santa Rosa	$0	$0	$0	$0	$0	$739,161	$739,161	$0	$739,161
Sarasota	$0	$0	$0	$0	$6,139,233	$8,057,222	$7,140,310	$916,912	$8,057,222
Seminole	$13,980	$0	$44,057	$610,738	$5,101,062	$7,854,833	$6,734,643	$1,120,190	$7,854,833
Sumter	$0	$0	$0	$0	$1,001,652	$1,436,688	$1,293,264	$143,424	$1,436,688
Suwannee	$0	$0	$0	$0	$0	$404,114	$282,813	$121,301	$404,114
Taylor	$0	$0	$0	$0	$0	$698,544	$698,544	$0	$698,544
Union	$0	$0	$0	$0	$0	$318,710	$318,710	$0	$318,710
Volusia	$15,044	$0	$0	$0	$1,449,035	$9,733,713	$9,447,559	$286,154	$9,733,713
Wakulla	$0	$0	$0	$0	$0	$730,170	$730,170	$0	$730,170
Walton	$0	$0	$0	$0	$15,264	$911,024	$911,024	$0	$911,024
Washington	$0	$0	$0	$0	$9,584	$675,802	$675,802	$0	$675,802
TOTAL	**$7,203,188**	**$133,014**	**$429,995**	**$4,238,147**	**$89,971,835**	**$302,854,277**	**$245,271,812**	**$57,582,465**	**$302,854,277**

2018-19 Performance Measures

FY18/19 Performance Measures

County	Cost Per Trip	Cost Per Paratransit Trip	Cost Per Paratransit Mile	Cost Per Total Mile	Average Trip Per Passenger	Local Funding of System	Accidents per 100,000 Miles	Miles Between Roadcalls
Alachua	31.53	31.99	2.43	2.47	23.89	0.73	0.09	38,549
Baker	42.14	42.14	1.81	1.81	37.19	0.24	0.18	15,833
Bay	11.64	11.64	1.87	1.87	99.46	0.11	0.51	129,457
Bradford	27.92	27.92	3.06	3.06	36.20	0.05	0	118,402
Brevard	4.62	8.87	1.75	1.77	56.48	0.23	0.48	95,328
Broward	12.77	26.36	2.40	2.40	159.99	0.80	0.51	42,209
Calhoun	64.07	64.07	3.13	3.13	25.76	0.06	0	55,477
Charlotte	23.97	23.97	3.65	3.65	47.35	0.53	0	9,924
Citrus	18.20	18.20	4.25	4.25	151.79	0.20	0	41,745
Clay	22.83	22.83	1.91	1.91	169.95	0.04	0	21,761
Collier	49.48	49.48	2.62	2.62	28.41	0.67	1.03	19,179
Columbia	26.31	26.31	2.94	2.94	124.24	0.15	0.51	395,995
Desoto	47.33	47.33	3.35	3.35	45.49	0.08	0.96	34,869
Dixie	70.06	70.06	2.82	2.82	17.65	0.04	0.65	51,058
Duval	49.19	49.19	3.63	3.63	81.87	0.83	0.21	84,799
Escambia	31.02	31.02	3.29	3.29	177.85	0.67	0.96	155,777
Flagler	14.39	14.39	2.36	2.36	13.59	0.33	0	205,788
Franklin	62.22	62.22	3.00	3.00	32.06	0.05	0	0
Gadsden	17.21	17.21	2.03	2.03	34.27	0.21	0	44,508
Gilchrist	42.91	42.91	2.56	2.56	20.84	0.05	0	0
Glades	47.96	47.96	0.67	0.67	95.71	0.06	0	0
Gulf	34.27	34.27	1.82	1.82	60.98	0.11	0	0
Hamilton	21.93	21.93	3.29	3.29	203.95	0.15	0.89	112,898
Hardee	17.80	17.80	5.51	5.51	276.33	0.61	0	109,910
Hendry	38.50	38.50	1.85	1.85	50.47	0.08	0	158,926
Hernando	23.08	23.08	2.51	2.51	72.48	0.05	0	338,550
Highlands	31.04	31.04	3.21	3.21	76.20	0.08	0.42	37,920
Hillsborough	23.55	27.57	4.33	4.51	30.67	0.43	0.66	9,900
Holmes	27.61	27.61	1.99	1.99	29.26	0.04	0	317,193
Indian River	22.04	22.04	3.17	3.17	43.91	0.32	0	89,220
Jackson	43.60	43.60	2.76	2.76	27.48	0.05	0	69,674
Jefferson	43.83	43.83	2.21	2.21	49.01	0.05	0	90,974
Lafayette	35.11	35.11	1.88	1.88	45.20	0.08	0	115,671
Lake	28.31	28.31	3.20	3.20	168.54	0.32	0.65	33,301

FY18/19 Performance Measures

County	Cost Per Trip	Cost Per Paratransit Trip	Cost Per Paratransit Mile	Cost Per Total Mile	Average Trip Per Passenger	Local Funding of System	Accidents per 100,000 Miles	Miles Between Roadcalls
Lee	25.15	25.15	2.39	2.39	58.87	0.16	0.11	106,300
Leon	16.36	17.48	1.49	1.64	79.24	0.62	0	32,082
Levy	27.28	27.28	2.01	2.01	74.30	0.09	0	139,139
Liberty	25.93	25.93	2.24	2.24	25.10	0.21	0	263,340
Madison	48.22	48.22	2.60	2.60	27.18	0.07	0	106,917
Manatee	33.84	35.77	3.70	3.70	25.26	0.56	1.01	11,954
Marion	31.33	31.33	3.58	3.58	34.28	0.39	0.31	70,192
Martin	15.75	15.75	2.41	2.41	76.58	0.44	0	78,570
Miami-Dade	6.02	17.46	6.29	8.44	124.98	0.33	0.55	51,598
Monroe	40.13	40.58	4.51	4.51	51.84	0.56	0.22	42,100
Nassau	25.96	25.96	2.78	2.78	65.16	0.07	0.20	34,063
Okaloosa	26.11	26.11	2.30	2.30	86.02	0.10	1.21	15,196
Okeechobee	40.10	40.10	3.32	3.32	57.55	0.06	0	68,162
Orange	22.59	34.74	5.13	5.75	42.28	0.62	1.15	18,432
Osceola	19.58	28.43	4.58	4.68	44.57	0.65	0.53	25,475
Palm Beach	35.80	39.66	2.98	3.02	87.65	0.90	0.99	8,025
Pasco	14.91	17.63	3.97	3.87	174.94	0.28	0.75	8,175
Pinellas	3.82	22.88	2.09	2.14	173.15	0.50	0.25	50,442
Polk	8.17	35.55	6.97	6.97	110.10	0.43	3.90	10,868
Putnam	18.96	18.96	2.96	2.96	74.14	0.06	0	56,299
Saint Johns	10.19	10.19	3.16	3.16	36.74	0.16	0	157,181
Saint Lucie	21.48	21.46	3.31	3.33	37.82	0.35	0.09	18,970
Santa Rosa	32.80	32.80	2.96	2.96	60.58	0.04	0.40	0
Sarasota	30.40	30.40	2.67	2.67	67.77	0.81	0.60	40,854
Seminole	24.93	43.27	5.70	6.10	29.85	0.57	0.62	23,012
Sumter	21.60	21.60	2.75	2.75	77.33	0.36	0.38	522,572
Suwannee	21.77	21.77	2.24	2.24	98.74	0.11	0.55	60,207
Taylor	41.46	41.46	3.61	3.61	19.32	0.11	0	27,654
Union	56.81	56.81	2.55	2.55	23.87	0.06	0	124,920
Volusia	19.16	27.18	3.60	3.60	33.60	0.62	0	13,778
Wakulla	54.12	54.12	3.05	3.05	34.07	0.09	0	0
Walton	20.37	20.37	1.98	1.98	47.12	0.09	0	0
Washington	37.35	37.35	2.19	2.19	25.59	0.05	0.32	154,052

2018-19 Other Reported Data

FY18/19 Other Reported Data

County	CTC / Transportation Operator UDPHC	Coordination Contractor UDPHC	Total UDPHC	Unmet Trip Requests	Passenger No Shows	Complaints	Commendations
Alachua	3,543	0	3,543	73	4,235	36	67
Baker	639	0	639	159	93	0	0
Bay	882	374	1,256	160	1,208	5	4
Bradford	664	52	716	43	349	0	0
Brevard	16,840	0	16,840	40	11,111	13	55
Broward	12,072	4,860	16,932	0	46,064	5,194	808
Calhoun	421	0	421	0	71	0	0
Charlotte	1,467	0	1,467	694	2,307	47	0
Citrus	503	204	707	108	576	1	2
Clay	236	0	236	0	0	24	0
Collier	2,005	2,134	4,139	16	4,135	43	2
Columbia	304	52	356	19	1,628	1	0
Desoto	163	0	163	22	142	0	5
Dixie	349	0	349	10	621	0	0
Duval	4,276	0	4,276	0	14,717	658	591
Escambia	557	0	557	96	2,879	32	40
Flagler	7,438	0	7,438	512	1,768	16	0
Franklin	155	0	155	0	194	0	0
Gadsden	2,906	0	2,906	8	3,113	3	1
Gilchrist	292	0	292	0	540	0	0
Glades	38	3	41	624	146	4	0
Gulf	305	0	305	0	1,114	0	0
Hamilton	83	0	83	3	543	0	0
Hardee	81	42	123	3	177	1	1
Hendry	386	69	455	1,456	1,491	2	0
Hernando	807	209	1,016	0	352	20	46
Highlands	874	104	978	38	2,263	5	8
Hillsborough	11,524	14,891	26,415	403	5,405	58	299
Holmes	780	0	780	25	70	0	0
Indian River	2,146	189	2,335	41	2,115	27	3
Jackson	1,447	0	1,447	56	490	5	0
Jefferson	374	0	374	2	263	1	3
Lafayette	137	0	137	0	1,858	0	0
Lake	640	500	1,140	0	2,890	14	44

FY18/19 Other Reported Data

County	CTC / Transportation Operator UDPHC	Coordination Contractor UDPHC	Total UDPHC	Unmet Trip Requests	Passenger No Shows	Complaints	Commendations
Lee	1,978	936	2,914	3,640	7,310	29	0
Leon	2,029	0	2,029	0	4,678	187	0
Levy	413	0	413	140	215	0	1
Liberty	908	0	908	0	91	1	1
Madison	637	0	637	0	432	0	2
Manatee	5,576	1,311	6,887	115	830	78	25
Marion	3,189	91	3,280	27	3,018	20	59
Martin	144	640	784	30	0	15	0
Miami-Dade	4,743	25,925	30,668	220,176	0	0	0
Monroe	310	695	1,005	12	72	2	1
Nassau	840	0	840	896	901	0	0
Okaloosa	1,011	0	1,011	5,433	6,233	146	0
Okeechobee	196	0	196	18	433	2	8
Orange	22,864	3,881	26,745	27	31,068	972	112
Osceola	6,244	857	7,101	7	6,523	266	31
Palm Beach	11,101	0	11,101	0	3,473	3,227	1,384
Pasco	1,007	377	1,384	0	1,790	143	1
Pinellas	18,225	7,724	25,949	0	0	69	0
Polk	4,882	2,276	7,158	15	674	298	35
Putnam	1,896	0	1,896	3	630	5	8
Saint Johns	9,288	0	9,288	0	1,271	7	12
Saint Lucie	4,119	547	4,666	9,319	3,015	11	10
Santa Rosa	372	0	372	369	320	0	0
Sarasota	2,556	1,355	3,911	520	3,968	28	4
Seminole	7,368	3,186	10,554	9	7,227	329	38
Sumter	525	335	860	0	986	1	0
Suwannee	165	23	188	7	413	1	0
Taylor	872	0	872	0	308	0	4
Union	235	0	235	4	605	0	0
Volusia	4,559	10,560	15,119	0	9,602	196	399
Wakulla	396	0	396	60	263	0	0
Walton	949	0	949	71	188	0	0
Washington	707	0	707	47	61	0	0
TOTAL	**195,638**	**84,402**	**280,040**	**245,556**	**211,526**	**12,243**	**4,114**

2018-19 County Summaries

County: Alachua
CTC: MV Transportation, Inc.
Contact: Edward I. Griffin
3713 SW 42nd Ave Ste 3
Gainesville, FL 32608
352-375-2784

Email: marsha.rivera@mvtransit.com

Demographics	Number
Total County Population	266,944
Unduplicated Head Count	3,543

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	2,244	2,696	2,672
Deviated FR	0	0	0
Complementary ADA	0	0	57,590
Paratransit	86,922	86,044	24,391
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**89,166**	**88,740**	**84,653**

Passenger Trips By Trip Purpose			
Medical	43,358	41,381	41,110
Employment	14,244	14,297	16,086
Ed/Train/DayCare	3,350	2,166	2,039
Nutritional	1,720	1,532	2,689
Life-Sustaining/Other	26,494	29,364	22,729
TOTAL TRIPS	**89,166**	**88,740**	**84,653**

Passenger Trips By Revenue Source			
CTD	22,803	21,222	19,568
AHCA	5,614	1,560	1,102
APD	0	0	0
DOEA	665	421	1,071
DOE	0	0	0
Other	60,084	65,537	62,912
TOTAL TRIPS	**89,166**	**88,740**	**84,653**

Trips by Provider Type			
CTC	89,166	88,740	84,653
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	**89,166**	**88,740**	**84,653**

Vehicle Data	2017	2018	2019
Vehicle Miles	1,173,958	1,129,073	1,079,368
Roadcalls	26	27	28
Accidents	5	8	1
Vehicles	32	32	37
Drivers	48	40	26

Financial and General Data			
Expenses	$2,734,105	$2,754,910	$2,669,452
Revenues	$2,845,563	$2,782,905	$2,732,387
Commendations	112	95	67
Complaints	47	25	36
Passenger No-Shows	6,748	5,761	4,235
Unmet Trip Requests	1	28	73

Performance Measures			
Accidents per 100,000 Miles	0.43	0.71	0.09
Miles between Roadcalls	45,152	41,818	38,549
Avg. Trips per Passenger	24.05	21.99	23.89
Cost per Trip	$30.66	$31.04	$31.53
Cost per Paratransit Trip	$30.98	$31.46	$31.99
Cost per Total Mile	$2.33	$2.44	$2.47
Cost per Paratransit Mile	$2.29	$2.40	$2.43

County: Baker
CTC: Baker County Council On Aging, Inc.
Contact: Tiffany Shrull
9264 Buck Starling Road
Macclenny, FL 32063
904-259-9315

Email: tshrull@bakercoa.org

Demographics	Number
Total County Population	28,283
Unduplicated Head Count	639

Florida Commission for the CTA Transportation Disadvantaged

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	7,632	6,142	4,726
Complementary ADA	0	0	0
Paratransit	23,846	20,650	19,040
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**31,478**	**26,792**	**23,766**

Vehicle Data	2017	2018	2019
Vehicle Miles	447,815	485,966	554,141
Roadcalls	17	28	35
Accidents	1	0	1
Vehicles	21	26	28
Drivers	21	26	15

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	10,615	10,529	12,231
Employment	2,852	2,145	2,254
Ed/Train/DayCare	5,179	3,299	2,727
Nutritional	6,219	5,357	4,375
Life-Sustaining/Other	6,613	5,462	2,179
TOTAL TRIPS	**31,478**	**26,792**	**23,766**

Financial and General Data	2017	2018	2019
Expenses	$915,571	$952,304	$1,001,594
Revenues	$1,033,274	$1,139,748	$1,163,216
Commendations	0	0	0
Complaints	0	0	0
Passenger No-Shows	73	226	93
Unmet Trip Requests	156	96	159

Passenger Trips By Revenue Source	2017	2018	2019
CTD	5,178	7,533	8,603
AHCA	6,043	6,186	4,841
APD	0	0	0
DOEA	0	0	0
DOE	0	0	0
Other	20,257	13,073	10,322
TOTAL TRIPS	**31,478**	**26,792**	**23,766**

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0.22	0	0.18
Miles between Roadcalls	26,342	17,356	15,833
Avg. Trips per Passenger	46.36	42.46	37.19
Cost per Trip	$29.09	$35.54	$42.14
Cost per Paratransit Trip	$29.09	$35.54	$42.14
Cost per Total Mile	$2.04	$1.96	$1.81
Cost per Paratransit Mile	$2.04	$1.96	$1.81

Trips by Provider Type	2017	2018	2019
CTC	31,478	26,792	23,766
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	**31,478**	**26,792**	**23,766**

			Demographics	Number	
County:	Bay				
CTC:	Bay County Board of County Commissioners				
Contact:	Angela Bradley		Total County Population	183,563	
	840 West 11th Street				
	Panama City, FL 32401		Unduplicated Head Count	1,256	
	850-248-8161				
Email:	abradley@baycountyfl.gov				

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	54	452	147
Complementary ADA	0	0	0
Paratransit	127,722	113,713	124,769
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**127,776**	**114,165**	**124,916**

Vehicle Data	2017	2018	2019
Vehicle Miles	527,437	508,212	776,741
Roadcalls	5	4	6
Accidents	6	4	4
Vehicles	29	26	31
Drivers	40	28	27

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	25,428	25,224	14,543
Employment	5,937	5,605	4,577
Ed/Train/DayCare	29,770	17,431	55,697
Nutritional	7,527	7,454	6,531
Life-Sustaining/Other	59,114	58,451	43,568
TOTAL TRIPS	**127,776**	**114,165**	**124,916**

Financial and General Data	2017	2018	2019
Expenses	$1,472,256	$1,632,666	$1,454,503
Revenues	$1,956,029	$1,845,823	$1,620,966
Commendations	10	7	4
Complaints	35	14	5
Passenger No-Shows	3,992	1,776	1,208
Unmet Trip Requests	355	1,019	160

Passenger Trips By Revenue Source	2017	2018	2019
CTD	29,726	26,081	17,163
AHCA	6,163	9,686	4,115
APD	52,263	50,765	38,246
DOEA	9,685	7,363	6,380
DOE	0	0	0
Other	29,939	20,270	59,012
TOTAL TRIPS	**127,776**	**114,165**	**124,916**

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	1.14	0.79	0.51
Miles between Roadcalls	105,487	127,053	129,457
Avg. Trips per Passenger	96.43	118.55	99.46
Cost per Trip	$11.52	$14.30	$11.64
Cost per Paratransit Trip	$11.52	$14.30	$11.64
Cost per Total Mile	$2.79	$3.21	$1.87
Cost per Paratransit Mile	$2.79	$3.21	$1.87

Trips by Provider Type	2017	2018	2019
CTC	0	0	0
Transportation Operator	90,545	88,517	62,916
Coordination Contractor	37,231	25,648	62,000
TOTAL TRIPS	**127,776**	**114,165**	**124,916**

County: Bradford
CTC: Suwannee River Economic Council, Inc.
Contact: Matt Pearson
PO Box 70
Live Oak, FL 32064
386-362-4115

Email: mattpearson@suwanneeec.net

Demographics	Number
Total County Population	27,038
Unduplicated Head Count	716

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	26,863	26,278	25,919
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**26,863**	**26,278**	**25,919**

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	10,857	12,251	10,997
Employment	0	0	5
Ed/Train/DayCare	8,836	8,225	11,770
Nutritional	3,408	1,434	1,698
Life-Sustaining/Other	3,762	4,368	1,449
TOTAL TRIPS	**26,863**	**26,278**	**25,919**

Passenger Trips By Revenue Source	2017	2018	2019
CTD	7,824	9,871	7,448
AHCA	4,941	4,132	2,880
APD	12,931	11,009	11,768
DOEA	1,167	1,266	1,353
DOE	0	0	0
Other	0	0	2,470
TOTAL TRIPS	**26,863**	**26,278**	**25,919**

Trips by Provider Type	2017	2018	2019
CTC	13,932	15,269	14,151
Transportation Operator	0	0	0
Coordination Contractor	12,931	11,009	11,768
TOTAL TRIPS	**26,863**	**26,278**	**25,919**

Vehicle Data	2017	2018	2019
Vehicle Miles	249,784	235,205	236,803
Roadcalls	1	4	2
Accidents	2	1	0
Vehicles	10	9	13
Drivers	12	24	29

Financial and General Data	2017	2018	2019
Expenses	$683,516	$607,626	$723,786
Revenues	$715,207	$656,553	$820,777
Commendations	0	0	0
Complaints	1	0	0
Passenger No-Shows	165	172	349
Unmet Trip Requests	22	0	43

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0.80	0.43	0
Miles between Roadcalls	249,784	58,801	118,402
Avg. Trips per Passenger	46.96	39.28	36.20
Cost per Trip	$25.44	$23.12	$27.92
Cost per Paratransit Trip	$25.44	$23.12	$27.92
Cost per Total Mile	$2.74	$2.58	$3.06
Cost per Paratransit Mile	$2.74	$2.58	$3.06

County: Brevard
CTC: Space Coast Area Transit
Contact: Scott Nelson
401 South Varr Avenue
Cocoa, FL 32922
321-635-7815

Email: scott.nelson@brevardfl.gov

Demographics	Number
Total County Population	589,162
Unduplicated Head Count	16,840

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	373,489	391,150	454,839
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	483,518	499,181	482,009
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	20,576	14,571	14,240
Volunteers	0	0	0
TOTAL TRIPS	**877,583**	**904,902**	**951,088**

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	95,352	101,777	106,641
Employment	273,480	305,392	324,123
Ed/Train/DayCare	233,831	251,374	268,669
Nutritional	22,195	19,759	20,984
Life-Sustaining/Other	252,725	226,600	230,671
TOTAL TRIPS	**877,583**	**904,902**	**951,088**

Passenger Trips By Revenue Source	2017	2018	2019
CTD	67,174	68,949	71,779
AHCA	0	0	0
APD	35,377	36,515	36,859
DOEA	23,687	21,401	22,973
DOE	22,908	26,232	22,428
Other	728,437	751,805	797,049
TOTAL TRIPS	**877,583**	**904,902**	**951,088**

Trips by Provider Type	2017	2018	2019
CTC	877,583	904,902	951,088
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	**877,583**	**904,902**	**951,088**

Vehicle Data	2017	2018	2019
Vehicle Miles	2,475,509	2,136,850	2,478,527
Roadcalls	27	34	26
Accidents	14	6	12
Vehicles	183	188	169
Drivers	177	190	220

Financial and General Data	2017	2018	2019
Expenses	$4,619,713	$4,259,944	$4,393,046
Revenues	$6,479,462	$5,622,656	$5,871,624
Commendations	60	58	55
Complaints	7	16	13
Passenger No-Shows	10,711	10,308	11,111
Unmet Trip Requests	24	20	40

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0.57	0.28	0.48
Miles between Roadcalls	91,686	62,849	95,328
Avg. Trips per Passenger	56.02	54.88	56.48
Cost per Trip	$5.26	$4.71	$4.62
Cost per Paratransit Trip	$9.52	$8.51	$8.87
Cost per Total Mile	$1.87	$1.99	$1.77
Cost per Paratransit Mile	$1.89	$2.02	$1.75

				Demographics	Number
County:	Broward				
CTC:	Broward County Board of County Commissioners			Total County Population	1,935,878
Contact:	Paul Strobis				
	1 N University Drive			Unduplicated Head Count	16,932
	Plantation, FL 33324				
	954-357-8321				
Email:	pstrobis@broward.org				

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	269,294	1,151,732	1,396,546
Deviated FR	0	0	0
Complementary ADA	0	0	593,618
Paratransit	1,083,934	1,226,237	718,736
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	31,441	19,623	0
Volunteers	0	0	0
TOTAL TRIPS	**1,384,669**	**2,397,592**	**2,708,900**

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	160,760	158,611	168,997
Employment	57,325	52,473	54,083
Ed/Train/DayCare	392,138	368,725	323,580
Nutritional	220,855	284,802	260,663
Life-Sustaining/Other	553,591	1,532,981	1,901,577
TOTAL TRIPS	**1,384,669**	**2,397,592**	**2,708,900**

Passenger Trips By Revenue Source	2017	2018	2019
CTD	377,298	1,216,479	1,533,612
AHCA	63,779	57,548	59,760
APD	34,668	61,218	58,762
DOEA	36,806	80,287	76,805
DOE	78,726	30,330	30,255
Other	793,392	951,730	949,706
TOTAL TRIPS	**1,384,669**	**2,397,592**	**2,708,900**

Trips by Provider Type	2017	2018	2019
CTC	0	0	1,396,546
Transportation Operator	1,013,154	1,919,122	839,486
Coordination Contractor	371,515	478,470	472,868
TOTAL TRIPS	**1,384,669**	**2,397,592**	**2,708,900**

Vehicle Data	2017	2018	2019
Vehicle Miles	12,530,455	13,408,395	14,393,233
Roadcalls	145	253	341
Accidents	40	60	73
Vehicles	452	505	534
Drivers	609	712	960

Financial and General Data	2017	2018	2019
Expenses	$31,027,246	$35,914,820	$34,599,872
Revenues	$33,376,485	$34,603,489	$35,428,976
Commendations	884	1,669	808
Complaints	3,957	5,675	5,194
Passenger No-Shows	53,182	38,503	46,064
Unmet Trip Requests	2,900	8,444	0

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0.32	0.45	0.51
Miles between Roadcalls	86,417	52,998	42,209
Avg. Trips per Passenger	93.56	156.92	159.99
Cost per Trip	$22.41	$14.98	$12.77
Cost per Paratransit Trip	$27.39	$28.11	$26.36
Cost per Total Mile	$2.48	$2.68	$2.40
Cost per Paratransit Mile	$2.37	$2.57	$2.40

County:	Calhoun				Demographics		Number
CTC:	Calhoun County Senior Citizens						
Contact:	Marilyn Russell				Total County Population		14,483
	16859 NE Cayson Street						
	Blountstown, FL 32424				Unduplicated Head Count		421
	850-674-4163						
Email:	senior1@gtcom.net						

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	12,401	11,657	10,845
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**12,401**	**11,657**	**10,845**

Vehicle Data	2017	2018	2019
Vehicle Miles	235,770	238,365	221,908
Roadcalls	3	1	4
Accidents	0	0	0
Vehicles	14	14	15
Drivers	9	10	11

Passenger Trips By Trip Purpose			
Medical	7,251	6,749	6,196
Employment	914	973	870
Ed/Train/DayCare	1,707	1,948	1,719
Nutritional	2,209	1,651	1,651
Life-Sustaining/Other	320	336	409
TOTAL TRIPS	**12,401**	**11,657**	**10,845**

Financial and General Data	2017	2018	2019
Expenses	$645,633	$675,163	$694,869
Revenues	$642,947	$580,038	$626,069
Commendations	1	1	0
Complaints	0	0	0
Passenger No-Shows	82	166	71
Unmet Trip Requests	0	0	0

Passenger Trips By Revenue Source			
CTD	2,644	2,912	3,082
AHCA	7,010	6,096	4,612
APD	1,189	1,495	1,286
DOEA	1,503	1,096	1,810
DOE	0	0	0
Other	55	58	55
TOTAL TRIPS	**12,401**	**11,657**	**10,845**

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	78,590	238,365	55,477
Avg. Trips per Passenger	26.39	26.68	25.76
Cost per Trip	$52.06	$57.92	$64.07
Cost per Paratransit Trip	$52.06	$57.92	$64.07
Cost per Total Mile	$2.74	$2.83	$3.13
Cost per Paratransit Mile	$2.74	$2.83	$3.13

Trips by Provider Type	2017	2018	2019
CTC	12,401	11,657	10,845
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	**12,401**	**11,657**	**10,845**

County: Charlotte
CTC: Charlotte County BOCC Transit Division
Contact: Richard Kolar
25490 Airport Road
Punta Gorda, FL 33950
941-833-6234

Email: Richard.Kolar@charlottecountyfl.gov

Demographics	Number
Total County Population	182,033
Unduplicated Head Count	1,467

Florida Commission for the
CTD
Transportation Disadvantaged

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	87,588	71,428	69,468
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**87,588**	**71,428**	**69,468**

Passenger Trips By Trip Purpose			
Medical	17,420	14,443	13,894
Employment	19,385	18,354	19,451
Ed/Train/DayCare	20,874	14,682	12,504
Nutritional	12,808	11,596	12,504
Life-Sustaining/Other	17,101	12,353	11,115
TOTAL TRIPS	**87,588**	**71,428**	**69,468**

Passenger Trips By Revenue Source			
CTD	42,348	48,243	40,799
AHCA	0	0	0
APD	0	0	0
DOEA	6,620	6,234	6,555
DOE	0	0	0
Other	38,620	16,951	22,114
TOTAL TRIPS	**87,588**	**71,428**	**69,468**

Trips by Provider Type			
CTC	87,588	71,428	69,468
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	**87,588**	**71,428**	**69,468**

Vehicle Data	2017	2018	2019
Vehicle Miles	567,523	476,135	456,483
Roadcalls	48	72	46
Accidents	0	0	0
Vehicles	37	43	40
Drivers	65	66	51

Financial and General Data			
Expenses	$2,148,027	$1,569,202	$1,665,432
Revenues	$2,148,027	$1,569,203	$1,665,432
Commendations	0	0	0
Complaints	94	49	47
Passenger No-Shows	2,060	1,722	2,307
Unmet Trip Requests	1,318	442	694

Performance Measures			
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	11,823	6,613	9,924
Avg. Trips per Passenger	53.44	97.45	47.35
Cost per Trip	$24.52	$21.97	$23.97
Cost per Paratransit Trip	$24.52	$21.97	$23.97
Cost per Total Mile	$3.78	$3.30	$3.65
Cost per Paratransit Mile	$3.78	$3.30	$3.65

County:	Citrus				Demographics		Number
CTC:	Citrus County Transit						
Contact:	Lon Frye				Total County Population		145,647
	1300 S Lecanto Highway						
	Lecanto, FL 34461				Unduplicated Head Count		707
	352-527-7634						
Email:	Lon.Frye@citrusbocc.com						

Florida Commission for the CTA Transportation Disadvantaged

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	87,879	45,041	0
Complementary ADA	0	0	0
Paratransit	132,555	116,219	107,314
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**220,434**	**161,260**	**107,314**

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	14,723	25,540	22,632
Employment	23,858	13,014	10,360
Ed/Train/DayCare	66,415	56,479	54,298
Nutritional	12,242	19,899	10,393
Life-Sustaining/Other	103,196	46,328	9,631
TOTAL TRIPS	**220,434**	**161,260**	**107,314**

Passenger Trips By Revenue Source	2017	2018	2019
CTD	22,087	17,471	17,852
AHCA	0	0	0
APD	107,392	89,194	64,629
DOEA	4,203	0	0
DOE	0	0	0
Other	86,752	54,595	24,833
TOTAL TRIPS	**220,434**	**161,260**	**107,314**

Trips by Provider Type	2017	2018	2019
CTC	113,185	72,338	21,142
Transportation Operator	0	0	0
Coordination Contractor	107,249	88,922	86,172
TOTAL TRIPS	**220,434**	**161,260**	**107,314**

Vehicle Data	2017	2018	2019
Vehicle Miles	739,927	744,930	459,198
Roadcalls	22	18	11
Accidents	3	3	0
Vehicles	71	67	56
Drivers	50	54	54

Financial and General Data	2017	2018	2019
Expenses	$2,012,641	$2,042,735	$1,952,589
Revenues	$2,360,553	$2,135,242	$1,778,473
Commendations	11	2	2
Complaints	5	4	1
Passenger No-Shows	4,545	1,158	576
Unmet Trip Requests	559	369	108

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0.41	0.40	0
Miles between Roadcalls	33,633	41,385	41,745
Avg. Trips per Passenger	20.93	20.62	151.79
Cost per Trip	$9.13	$12.67	$18.20
Cost per Paratransit Trip	$9.13	$12.67	$18.20
Cost per Total Mile	$2.72	$2.74	$4.25
Cost per Paratransit Mile	$2.72	$2.74	$4.25

County:	Clay
CTC:	Jacksonville Transportation Authority
Contact:	Lisa Darnall
	604 Walnut Street
	Green Cove Springs , FL 32043
	904-630-3129
Email:	ldarnall@jtafla.com

Demographics	Number
Total County Population	212,230
Unduplicated Head Count	236

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	46,969	42,842	13,040
Complementary ADA	0	0	0
Paratransit	96,455	88,329	27,068
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**143,424**	**131,171**	**40,108**

Vehicle Data	2017	2018	2019
Vehicle Miles	1,184,198	962,457	478,743
Roadcalls	8	10	22
Accidents	1	2	0
Vehicles	45	46	35
Drivers	57	57	15

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	22,784	18,975	5,802
Employment	47,401	45,247	13,835
Ed/Train/DayCare	37,781	34,399	10,518
Nutritional	19,142	18,128	5,543
Life-Sustaining/Other	16,316	14,422	4,410
TOTAL TRIPS	**143,424**	**131,171**	**40,108**

Financial and General Data	2017	2018	2019
Expenses	$2,562,988	$2,496,260	$915,696
Revenues	$2,195,209	$2,255,528	$853,930
Commendations	2	2	0
Complaints	24	26	24
Passenger No-Shows	1,336	1,035	0
Unmet Trip Requests	101	96	0

Passenger Trips By Revenue Source	2017	2018	2019
CTD	40,028	37,255	25,724
AHCA	20,588	18,722	0
APD	13,035	11,119	0
DOEA	0	0	0
DOE	524	491	0
Other	69,249	63,584	14,384
TOTAL TRIPS	**143,424**	**131,171**	**40,108**

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0.08	0.21	0
Miles between Roadcalls	148,025	96,246	21,761
Avg. Trips per Passenger	45.46	44.59	169.95
Cost per Trip	$17.87	$19.03	$22.83
Cost per Paratransit Trip	$17.87	$19.03	$22.83
Cost per Total Mile	$2.16	$2.59	$1.91
Cost per Paratransit Mile	$2.16	$2.59	$1.91

Trips by Provider Type	2017	2018	2019
CTC	143,424	131,171	40,108
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	**143,424**	**131,171**	**40,108**

County: Collier
CTC: Collier County Board of County Commissioners
Contact: Michelle E. Arnold
3299 Tamiami Trl E Suite 103
Naples, FL 34112
239-252-5841

Email: michellearnold@colliergov.net

Demographics	Number
Total County Population	372,880
Unduplicated Head Count	4,139

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	77,945
Paratransit	114,744	109,623	39,640
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**114,744**	**109,623**	**117,585**

Passenger Trips By Trip Purpose			
Medical	51,839	50,069	43,133
Employment	13,043	12,874	14,256
Ed/Train/DayCare	3,445	4,097	16,982
Nutritional	13,700	13,868	14,907
Life-Sustaining/Other	32,717	28,715	28,307
TOTAL TRIPS	**114,744**	**109,623**	**117,585**

Passenger Trips By Revenue Source			
CTD	24,408	18,917	27,232
AHCA	0	0	3,626
APD	0	0	0
DOEA	332	319	96
DOE	0	0	0
Other	90,004	90,387	86,631
TOTAL TRIPS	**114,744**	**109,623**	**117,585**

Trips by Provider Type			
CTC	0	0	0
Transportation Operator	102,424	103,178	105,273
Coordination Contractor	12,320	6,445	12,312
TOTAL TRIPS	**114,744**	**109,623**	**117,585**

Vehicle Data	2017	2018	2019
Vehicle Miles	1,351,040	1,407,704	2,224,740
Roadcalls	17	20	116
Accidents	11	9	23
Vehicles	29	29	70
Drivers	44	66	67

Financial and General Data			
Expenses	$4,614,372	$5,433,226	$5,818,222
Revenues	$4,828,842	$4,931,076	$5,211,529
Commendations	1	6	2
Complaints	27	65	43
Passenger No-Shows	499	2,821	4,135
Unmet Trip Requests	23	199	16

Performance Measures			
Accidents per 100,000 Miles	0.81	0.64	1.03
Miles between Roadcalls	79,473	70,385	19,179
Avg. Trips per Passenger	97.74	83.30	28.41
Cost per Trip	$40.21	$49.56	$49.48
Cost per Paratransit Trip	$40.21	$49.56	$49.48
Cost per Total Mile	$3.42	$3.86	$2.62
Cost per Paratransit Mile	$3.42	$3.86	$2.62

County:	Columbia	
CTC:	Suwannee Valley Transit Authority	
Contact:	1907 Voyles St, SW	
	1907 Voyles St, SW	
	Live Oak, FL 32064	
	386-362-5332	
Email:	larry.sessions@ridesvta.com	

Demographics	Number
Total County Population	69,612
Unduplicated Head Count	356

Florida Commission for the CTA Transportation Disadvantaged

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	36,591	50,757	44,231
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**36,591**	**50,757**	**44,231**

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	3,891	9,246	7,606
Employment	181	752	574
Ed/Train/DayCare	5,195	15,152	11,098
Nutritional	12,675	10,862	10,313
Life-Sustaining/Other	14,649	14,745	14,640
TOTAL TRIPS	**36,591**	**50,757**	**44,231**

Passenger Trips By Revenue Source	2017	2018	2019
CTD	15,736	18,631	10,406
AHCA	154	105	0
APD	3,317	5,712	5,832
DOEA	11,963	10,844	8,754
DOE	7	1	0
Other	5,414	15,464	19,239
TOTAL TRIPS	**36,591**	**50,757**	**44,231**

Trips by Provider Type	2017	2018	2019
CTC	25,538	39,913	33,920
Transportation Operator	0	0	0
Coordination Contractor	11,053	10,844	10,311
TOTAL TRIPS	**36,591**	**50,757**	**44,231**

Vehicle Data	2017	2018	2019
Vehicle Miles	291,698	535,084	395,995
Roadcalls	4	4	1
Accidents	0	1	2
Vehicles	20	25	21
Drivers	15	14	18

Financial and General Data	2017	2018	2019
Expenses	$1,131,157	$1,149,060	$1,163,881
Revenues	$1,068,730	$1,188,191	$1,234,146
Commendations	7	2	0
Complaints	7	4	1
Passenger No-Shows	243	1,454	1,628
Unmet Trip Requests	38	12	19

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0	0.19	0.51
Miles between Roadcalls	72,924	133,771	395,995
Avg. Trips per Passenger	71.47	93.65	124.24
Cost per Trip	$30.91	$22.64	$26.31
Cost per Paratransit Trip	$30.91	$22.64	$26.31
Cost per Total Mile	$3.88	$2.15	$2.94
Cost per Paratransit Mile	$3.88	$2.15	$2.94

County:	Desoto				Demographics		Number	
CTC:	MV Transportation, Inc.							
Contact:	4650 US 27 S				Total County Population		36,862	
	4650 US 27 S							
	Sebring, FL 33870				Unduplicated Head Count		163	
	863-381-3437							
Email:	kelly.kirkbrooks@mvtransit.com							

Florida Commission for the
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Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	8,159	7,594	7,415
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**8,159**	**7,594**	**7,415**

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	6,869	6,516	6,293
Employment	376	694	604
Ed/Train/DayCare	51	0	0
Nutritional	44	5	443
Life-Sustaining/Other	819	379	75
TOTAL TRIPS	**8,159**	**7,594**	**7,415**

Passenger Trips By Revenue Source	2017	2018	2019
CTD	5,343	5,381	5,630
AHCA	0	0	0
APD	0	0	0
DOEA	0	0	0
DOE	17	14	0
Other	2,799	2,199	1,785
TOTAL TRIPS	**8,159**	**7,594**	**7,415**

Trips by Provider Type	2017	2018	2019
CTC	0	0	0
Transportation Operator	8,159	7,594	7,415
Coordination Contractor	0	0	0
TOTAL TRIPS	**8,159**	**7,594**	**7,415**

Vehicle Data	2017	2018	2019
Vehicle Miles	139,249	125,668	104,608
Roadcalls	2	1	3
Accidents	0	0	1
Vehicles	20	15	16
Drivers	22	21	15

Financial and General Data	2017	2018	2019
Expenses	$400,204	$370,043	$350,942
Revenues	$402,504	$370,047	$350,942
Commendations	3	16	5
Complaints	1	0	0
Passenger No-Shows	335	339	142
Unmet Trip Requests	0	87	22

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0	0	0.96
Miles between Roadcalls	69,624	125,668	34,869
Avg. Trips per Passenger	40.19	37.41	45.49
Cost per Trip	$49.05	$48.73	$47.33
Cost per Paratransit Trip	$49.05	$48.73	$47.33
Cost per Total Mile	$2.87	$2.94	$3.35
Cost per Paratransit Mile	$2.87	$2.94	$3.35

					Demographics	Number

County: Dixie
CTC: Suwannee River Economic Council, Inc.
Contact: Matt Pearson
PO Box 70
Live Oak, FL 32064
386-362-4115

Email: mattpearson@suwanneeec.net

Demographics | Number

Total County Population | 16,673

Unduplicated Head Count | 349

Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	126,625	166,028	153,173
Deviated FR	0	0	0	Roadcalls	5	2	3
Complementary ADA	0	0	0	Accidents	0	0	1
Paratransit	5,932	7,092	6,161	Vehicles	7	7	9
TNC	0	0	0	Drivers	4	7	8
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	**5,932**	**7,092**	**6,161**				

Passenger Trips By Trip Purpose	2017	2018	2019	Financial and General Data	2017	2018	2019
Medical	5,417	6,150	4,890	Expenses	$391,039	$313,427	$431,645
Employment	0	0	0	Revenues	$528,418	$448,061	$536,947
Ed/Train/DayCare	0	4	0	Commendations	0	0	0
Nutritional	485	670	973	Complaints	3	0	0
Life-Sustaining/Other	30	268	298	Passenger No-Shows	58	584	621
TOTAL TRIPS	**5,932**	**7,092**	**6,161**	Unmet Trip Requests	0	0	10

Passenger Trips By Revenue Source	2017	2018	2019	Performance Measures	2017	2018	2019
CTD	3,441	3,661	3,886	Accidents per 100,000 Miles	0	0	0.65
AHCA	2,005	2,956	1,835	Miles between Roadcalls	25,325	83,014	51,058
APD	0	0	0	Avg. Trips per Passenger	15.21	17.95	17.65
DOEA	485	474	440	Cost per Trip	$65.92	$44.19	$70.06
DOE	0	0	0	Cost per Paratransit Trip	$65.92	$44.19	$70.06
Other	1	1	0	Cost per Total Mile	$3.09	$1.89	$2.82
TOTAL TRIPS	**5,932**	**7,092**	**6,161**	Cost per Paratransit Mile	$3.09	$1.89	$2.82

Trips by Provider Type	2017	2018	2019
CTC	5,932	7,092	6,161
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	**5,932**	**7,092**	**6,161**

County:	Duval
CTC:	Jacksonville Transportation Authority
Contact:	Mark Wood
	100 N Myrtle Ave
	Jacksonville, FL 32202
	904-265-8924
Email:	mwood@jtafla.com

Demographics	Number
Total County Population	937,934
Unduplicated Head Count	4,276

Florida Commission for the
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Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	296,135
Paratransit	339,631	336,018	53,961
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**339,631**	**336,018**	**350,096**

Passenger Trips By Trip Purpose			
Medical	72,416	69,175	147,583
Employment	59,033	61,632	64,701
Ed/Train/DayCare	25,524	23,032	25,652
Nutritional	3,027	3,539	16,266
Life-Sustaining/Other	179,631	178,640	95,894
TOTAL TRIPS	**339,631**	**336,018**	**350,096**

Passenger Trips By Revenue Source			
CTD	58,901	61,191	53,961
AHCA	0	0	0
APD	0	0	0
DOEA	0	0	0
DOE	0	0	0
Other	280,730	274,827	296,135
TOTAL TRIPS	**339,631**	**336,018**	**350,096**

Trips by Provider Type			
CTC	0	0	0
Transportation Operator	339,631	336,018	350,096
Coordination Contractor	0	0	0
TOTAL TRIPS	**339,631**	**336,018**	**350,096**

Vehicle Data	2017	2018	2019
Vehicle Miles	4,644,767	4,665,487	4,748,749
Roadcalls	107	126	56
Accidents	10	9	10
Vehicles	98	97	103
Drivers	165	137	141

Financial and General Data			
Expenses	$13,372,918	$13,959,986	$17,222,041
Revenues	$13,372,918	$13,959,986	$17,222,041
Commendations	730	666	591
Complaints	1,206	1,418	658
Passenger No-Shows	15,467	16,255	14,717
Unmet Trip Requests	0	0	0

Performance Measures			
Accidents per 100,000 Miles	0.22	0.19	0.21
Miles between Roadcalls	43,409	37,028	84,799
Avg. Trips per Passenger	77.75	75.83	81.87
Cost per Trip	$39.37	$41.55	$49.19
Cost per Paratransit Trip	$39.37	$41.55	$49.19
Cost per Total Mile	$2.88	$2.99	$3.63
Cost per Paratransit Mile	$2.88	$2.99	$3.63

County: Escambia
CTC: Escambia County
Contact: Tonya Ellis
1515 W Fairfield Drive
Pensacola, FL 32501
850-595-3229

Email: tellis@myescambia.com

Demographics	Number
Total County Population	313,512
Unduplicated Head Count	557

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	56,236
Paratransit	83,135	97,904	42,827
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**83,135**	**97,904**	**99,063**

Passenger Trips By Trip Purpose			
Medical	32,359	40,172	36,543
Employment	30,313	41,214	45,156
Ed/Train/DayCare	2,552	4,358	4,961
Nutritional	31	2,745	2,162
Life-Sustaining/Other	17,880	9,415	10,241
TOTAL TRIPS	**83,135**	**97,904**	**99,063**

Passenger Trips By Revenue Source			
CTD	23,055	34,798	32,444
AHCA	1,802	2,268	457
APD	1,396	0	0
DOEA	3,250	4,495	4,373
DOE	1,016	1,151	1,064
Other	52,616	55,192	60,725
TOTAL TRIPS	**83,135**	**97,904**	**99,063**

Trips by Provider Type			
CTC	0	0	0
Transportation Operator	83,135	97,904	99,063
Coordination Contractor	0	0	0
TOTAL TRIPS	**83,135**	**97,904**	**99,063**

Vehicle Data	2017	2018	2019
Vehicle Miles	968,844	1,251,550	934,662
Roadcalls	0	5	6
Accidents	3	3	9
Vehicles	27	28	31
Drivers	36	43	33

Financial and General Data			
Expenses	$2,653,207	$2,983,108	$3,072,749
Revenues	$2,654,128	$2,983,106	$3,072,749
Commendations	19	27	40
Complaints	23	23	32
Passenger No-Shows	1,851	6,735	2,879
Unmet Trip Requests	0	53	96

Performance Measures			
Accidents per 100,000 Miles	0.31	0.24	0.96
Miles between Roadcalls	0	250,310	155,777
Avg. Trips per Passenger	64.50	66.92	177.85
Cost per Trip	$31.91	$30.47	$31.02
Cost per Paratransit Trip	$31.91	$30.47	$31.02
Cost per Total Mile	$2.74	$2.38	$3.29
Cost per Paratransit Mile	$2.74	$2.38	$3.29

County: Flagler
CTC: Flagler County Public Transportation
Contact: Tishia Peterson
1769 E Moody Blvd
Bunnell, FL 32110
386-313-4190

Email: tpeterson@flaglercounty.org

Demographics	Number
Total County Population	110,510
Unduplicated Head Count	7,438

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	110,453	108,175	101,089
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**110,453**	**108,175**	**101,089**

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	21,531	18,231	15,518
Employment	17,426	15,669	14,122
Ed/Train/DayCare	47,267	50,028	52,050
Nutritional	12,669	12,671	11,332
Life-Sustaining/Other	11,560	11,576	8,067
TOTAL TRIPS	**110,453**	**108,175**	**101,089**

Passenger Trips By Revenue Source	2017	2018	2019
CTD	44,430	35,911	46,229
AHCA	0	0	0
APD	0	0	0
DOEA	13,129	5,178	5,178
DOE	0	0	0
Other	52,894	67,086	49,682
TOTAL TRIPS	**110,453**	**108,175**	**101,089**

Trips by Provider Type	2017	2018	2019
CTC	110,453	108,175	101,089
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	**110,453**	**108,175**	**101,089**

Vehicle Data	2017	2018	2019
Vehicle Miles	709,122	652,884	617,365
Roadcalls	4	4	3
Accidents	0	0	0
Vehicles	40	34	33
Drivers	25	23	18

Financial and General Data	2017	2018	2019
Expenses	$1,517,895	$1,468,861	$1,454,483
Revenues	$1,517,895	$1,468,861	$1,454,483
Commendations	0	0	0
Complaints	8	9	16
Passenger No-Shows	1,244	0	1,768
Unmet Trip Requests	182	242	512

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	177,280	163,221	205,788
Avg. Trips per Passenger	13.09	13.09	13.59
Cost per Trip	$13.74	$13.58	$14.39
Cost per Paratransit Trip	$13.74	$13.58	$14.39
Cost per Total Mile	$2.14	$2.25	$2.36
Cost per Paratransit Mile	$2.14	$2.25	$2.36

				Demographics		Number
County:	Franklin					
CTC:	Gulf County ARC & Transportation					
Contact:	Andrew Rutherford			Total County Population		11,727
	P.O. Box 8					
	Port Saint Joe, FL 32457			Unduplicated Head Count		155
	850-229-6550					
Email:	gtran@fairpoint.net					

Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	149,978	172,034	102,908
Deviated FR	0	0	0	Roadcalls	0	0	0
Complementary ADA	0	0	0	Accidents	0	0	0
Paratransit	4,080	5,260	4,969	Vehicles	7	8	7
TNC	0	0	0	Drivers	5	5	4
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	**4,080**	**5,260**	**4,969**				

Passenger Trips By Trip Purpose				Financial and General Data			
Medical	3,891	5,014	4,891	Expenses	$365,282	$266,159	$309,180
Employment	0	0	0	Revenues	$445,976	$350,757	$289,023
Ed/Train/DayCare	1	2	0	Commendations	0	0	0
Nutritional	10	10	7	Complaints	0	0	0
Life-Sustaining/Other	178	234	71	Passenger No-Shows	91	117	194
TOTAL TRIPS	**4,080**	**5,260**	**4,969**	Unmet Trip Requests	0	0	0

Passenger Trips By Revenue Source				Performance Measures			
CTD	3,279	3,790	3,366	Accidents per 100,000 Miles	0	0	0
AHCA	781	1,435	1,599	Miles between Roadcalls	0	0	0
APD	0	0	0	Avg. Trips per Passenger	19.25	22.10	32.06
DOEA	0	0	0	Cost per Trip	$89.53	$50.60	$62.22
DOE	0	0	0	Cost per Paratransit Trip	$89.53	$50.60	$62.22
Other	20	35	4	Cost per Total Mile	$2.44	$1.55	$3.00
TOTAL TRIPS	**4,080**	**5,260**	**4,969**	Cost per Paratransit Mile	$2.44	$1.55	$3.00

Trips by Provider Type			
CTC	4,080	5,260	4,969
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	**4,080**	**5,260**	**4,969**

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
Unduplicated Head Count	2,906

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Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	56,564	53,774	51,254
Complementary ADA	0	0	0
Paratransit	50,753	51,204	48,344
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**107,317**	**104,978**	**99,598**

Passenger Trips By Trip Purpose			
Medical	24,338	20,929	18,432
Employment	54,810	50,611	47,847
Ed/Train/DayCare	19,261	21,900	21,678
Nutritional	17	98	129
Life-Sustaining/Other	8,891	11,440	11,512
TOTAL TRIPS	**107,317**	**104,978**	**99,598**

Passenger Trips By Revenue Source			
CTD	20,187	19,646	18,791
AHCA	19,671	17,372	14,509
APD	7,698	10,103	10,254
DOEA	0	0	0
DOE	27	60	0
Other	59,734	57,797	56,044
TOTAL TRIPS	**107,317**	**104,978**	**99,598**

Trips by Provider Type			
CTC	107,317	104,978	99,598
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	**107,317**	**104,978**	**99,598**

Vehicle Data	2017	2018	2019
Vehicle Miles	972,817	1,056,648	845,644
Roadcalls	23	11	19
Accidents	0	0	0
Vehicles	21	20	19
Drivers	16	15	12

Financial and General Data			
Expenses	$1,884,136	$1,907,417	$1,713,648
Revenues	$1,916,254	$1,919,525	$1,624,594
Commendations	2	2	1
Complaints	3	4	3
Passenger No-Shows	3,113	3,069	3,113
Unmet Trip Requests	13	8	8

Performance Measures			
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	42,296	96,059	44,508
Avg. Trips per Passenger	39.94	34.84	34.27
Cost per Trip	$17.56	$18.17	$17.21
Cost per Paratransit Trip	$17.56	$18.17	$17.21
Cost per Total Mile	$1.94	$1.81	$2.03
Cost per Paratransit Mile	$1.94	$1.81	$2.03

County:	Gilchrist				Demographics	Number

County: Gilchrist
CTC: Suwannee River Economic Council, Inc.
Contact: Matt Pearson
PO Box 70
Live Oak, FL 32064
386-362-4115

Email: mpearson@suwanneeec.net

Demographics | Number

Total County Population | 17,743

Unduplicated Head Count | 292

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	4,373	5,409	6,086
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**4,373**	**5,409**	**6,086**

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	4,275	4,225	5,033
Employment	0	0	0
Ed/Train/DayCare	0	0	21
Nutritional	0	722	450
Life-Sustaining/Other	98	462	582
TOTAL TRIPS	**4,373**	**5,409**	**6,086**

Passenger Trips By Revenue Source	2017	2018	2019
CTD	3,295	3,116	3,953
AHCA	1,077	2,292	2,133
APD	0	0	0
DOEA	0	0	0
DOE	0	0	0
Other	1	1	0
TOTAL TRIPS	**4,373**	**5,409**	**6,086**

Trips by Provider Type	2017	2018	2019
CTC	4,373	5,409	6,086
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	**4,373**	**5,409**	**6,086**

Vehicle Data	2017	2018	2019
Vehicle Miles	86,052	110,685	101,922
Roadcalls	0	2	0
Accidents	0	0	0
Vehicles	7	9	9
Drivers	4	7	8

Financial and General Data	2017	2018	2019
Expenses	$263,624	$313,865	$261,128
Revenues	$276,906	$339,899	$351,024
Commendations	0	0	0
Complaints	0	0	0
Passenger No-Shows	25	438	540
Unmet Trip Requests	0	0	0

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	0	55,342	0
Avg. Trips per Passenger	12.82	20.41	20.84
Cost per Trip	$60.28	$58.03	$42.91
Cost per Paratransit Trip	$60.28	$58.03	$42.91
Cost per Total Mile	$3.06	$2.84	$2.56
Cost per Paratransit Mile	$3.06	$2.84	$2.56

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
Unduplicated Head Count	41

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	10,677	4,390	3,924
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**10,677**	**4,390**	**3,924**

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	3,365	2,715	1,744
Employment	0	362	0
Ed/Train/DayCare	1,781	384	1,360
Nutritional	5,531	463	0
Life-Sustaining/Other	0	466	820
TOTAL TRIPS	**10,677**	**4,390**	**3,924**

Passenger Trips By Revenue Source	2017	2018	2019
CTD	1,566	3,018	2,406
AHCA	2,491	159	148
APD	899	1,212	1,314
DOEA	5,720	0	0
DOE	0	0	0
Other	1	1	56
TOTAL TRIPS	**10,677**	**4,390**	**3,924**

Trips by Provider Type	2017	2018	2019
CTC	5,097	4,255	3,878
Transportation Operator	5,580	0	0
Coordination Contractor	0	135	46
TOTAL TRIPS	**10,677**	**4,390**	**3,924**

Vehicle Data	2017	2018	2019
Vehicle Miles	345,418	297,430	282,334
Roadcalls	8	1	0
Accidents	2	1	0
Vehicles	5	5	6
Drivers	5	4	4

Financial and General Data	2017	2018	2019
Expenses	$301,776	$251,523	$188,211
Revenues	$273,656	$319,217	$215,151
Commendations	0	0	0
Complaints	0	1	4
Passenger No-Shows	70	60	146
Unmet Trip Requests	40	35	624

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0.58	0.34	0
Miles between Roadcalls	43,177	297,430	0
Avg. Trips per Passenger	45.24	24.53	95.71
Cost per Trip	$28.26	$57.29	$47.96
Cost per Paratransit Trip	$28.26	$57.29	$47.96
Cost per Total Mile	$0.87	$0.85	$0.67
Cost per Paratransit Mile	$0.87	$0.85	$0.67

County:	Gulf				Demographics		Number

County: Gulf
CTC: Gulf County ARC & Transportation
Contact: Andrew Rutherford
P.O. Box 8
Port Saint Joe, FL 32457
850-229-6550

Email: gtran@fairpoint.net

Demographics — Number

Total County Population — 16,160

Unduplicated Head Count — 305

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	22,306	21,757	18,599
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**22,306**	**21,757**	**18,599**

Passenger Trips By Trip Purpose			
Medical	7,442	8,377	7,050
Employment	8,695	7,365	6,331
Ed/Train/DayCare	1,526	1,560	853
Nutritional	3,888	3,703	3,456
Life-Sustaining/Other	755	752	909
TOTAL TRIPS	**22,306**	**21,757**	**18,599**

Passenger Trips By Revenue Source			
CTD	8,445	8,010	5,907
AHCA	2,418	2,964	2,173
APD	6,490	5,996	5,875
DOEA	2,485	2,427	2,209
DOE	0	0	0
Other	2,468	2,360	2,435
TOTAL TRIPS	**22,306**	**21,757**	**18,599**

Trips by Provider Type			
CTC	22,306	21,757	18,599
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	**22,306**	**21,757**	**18,599**

Vehicle Data	2017	2018	2019
Vehicle Miles	292,187	348,624	351,121
Roadcalls	0	0	0
Accidents	0	0	0
Vehicles	13	16	14
Drivers	10	9	9

Financial and General Data	2017	2018	2019
Expenses	$623,208	$608,183	$637,316
Revenues	$664,954	$618,747	$400,760
Commendations	1	0	0
Complaints	0	0	0
Passenger No-Shows	125	871	1,114
Unmet Trip Requests	63	88	0

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	0	0	0
Avg. Trips per Passenger	54.67	71.33	60.98
Cost per Trip	$27.94	$27.95	$34.27
Cost per Paratransit Trip	$27.94	$27.95	$34.27
Cost per Total Mile	$2.13	$1.74	$1.82
Cost per Paratransit Mile	$2.13	$1.74	$1.82

County: Hamilton
CTC: Suwannee Valley Transit Authority
Contact: 1907 Voyles St, SW
1907 Voyles St, SW
Live Oak, FL 32064
386-362-5332

Email: larry.sessions@ridesvta.com

Demographics	Number
Total County Population	14,184
Unduplicated Head Count	83

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	5,011	11,185	16,928
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**5,011**	**11,185**	**16,928**

Passenger Trips By Trip Purpose			
Medical	766	1,021	1,536
Employment	37	0	0
Ed/Train/DayCare	1,058	5,348	6,540
Nutritional	357	3,687	3,812
Life-Sustaining/Other	2,793	1,129	5,040
TOTAL TRIPS	**5,011**	**11,185**	**16,928**

Passenger Trips By Revenue Source			
CTD	3,015	6,672	6,648
AHCA	31	0	0
APD	674	338	776
DOEA	185	0	0
DOE	1	0	0
Other	1,105	4,175	9,504
TOTAL TRIPS	**5,011**	**11,185**	**16,928**

Trips by Provider Type			
CTC	5,011	11,185	16,928
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	**5,011**	**11,185**	**16,928**

Vehicle Data	2017	2018	2019
Vehicle Miles	46,941	133,970	112,898
Roadcalls	1	2	1
Accidents	0	0	1
Vehicles	3	7	6
Drivers	2	4	4

Financial and General Data			
Expenses	$220,611	$358,102	$371,191
Revenues	$207,096	$375,748	$389,275
Commendations	1	0	0
Complaints	1	0	0
Passenger No-Shows	50	371	543
Unmet Trip Requests	7	2	3

Performance Measures			
Accidents per 100,000 Miles	0	0	0.89
Miles between Roadcalls	46,941	66,985	112,898
Avg. Trips per Passenger	60.37	74.57	203.95
Cost per Trip	$44.03	$32.02	$21.93
Cost per Paratransit Trip	$44.03	$32.02	$21.93
Cost per Total Mile	$4.70	$2.67	$3.29
Cost per Paratransit Mile	$4.70	$2.67	$3.29

County:	Hardee				Demographics		Number
CTC:	MV Contract Transportation, Inc.						
Contact:	Kelly Kirk Brooks				Total County Population		27,411
	4650 US 27 S						
	Sebring, FL 33870				Unduplicated Head Count		123
	863-382-6004						
Email:	kelly.kirkbrooks@mvtransit.com						

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Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	33,167	16,715	33,988
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**33,167**	**16,715**	**33,988**

Vehicle Data	2017	2018	2019
Vehicle Miles	369,168	198,920	109,910
Roadcalls	2	1	1
Accidents	0	0	0
Vehicles	15	13	13
Drivers	16	15	41

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	7,981	4,047	4,579
Employment	72	207	377
Ed/Train/DayCare	21,264	1,826	17,824
Nutritional	1,636	1,569	4,596
Life-Sustaining/Other	2,214	9,066	6,612
TOTAL TRIPS	**33,167**	**16,715**	**33,988**

Financial and General Data	2017	2018	2019
Expenses	$527,419	$598,331	$605,093
Revenues	$521,624	$598,336	$605,093
Commendations	2	0	1
Complaints	0	0	1
Passenger No-Shows	536	247	177
Unmet Trip Requests	1	2	3

Passenger Trips By Revenue Source	2017	2018	2019
CTD	2,514	2,282	2,863
AHCA	1,004	695	503
APD	5,821	11,166	4,000
DOEA	174	0	0
DOE	0	0	0
Other	23,654	2,572	26,622
TOTAL TRIPS	**33,167**	**16,715**	**33,988**

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	184,584	198,920	109,910
Avg. Trips per Passenger	157.94	81.54	276.33
Cost per Trip	$15.90	$35.80	$17.80
Cost per Paratransit Trip	$15.90	$35.80	$17.80
Cost per Total Mile	$1.43	$3.01	$5.51
Cost per Paratransit Mile	$1.43	$3.01	$5.51

Trips by Provider Type	2017	2018	2019
CTC	0	0	0
Transportation Operator	7,059	5,549	5,136
Coordination Contractor	26,108	11,166	28,852
TOTAL TRIPS	**33,167**	**16,715**	**33,988**

County:	Hendry	Demographics	Number
CTC:	Good Wheels, Inc.		
Contact:	Alan M. Mandel	Total County Population	40,347
	10075 Bavaria Rd		
	Fort Myers, FL 33913	Unduplicated Head Count	455
	239-768-2900		
Email:	amandel@goodwheels.org		

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	2,671	0	0
Complementary ADA	0	0	0
Paratransit	19,839	25,762	22,964
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**22,510**	**25,762**	**22,964**

Vehicle Data	2017	2018	2019
Vehicle Miles	370,241	352,818	476,779
Roadcalls	11	12	3
Accidents	1	0	0
Vehicles	12	13	14
Drivers	14	18	15

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	7,919	15,654	7,142
Employment	1,170	2,177	2,251
Ed/Train/DayCare	3,853	2,319	4,481
Nutritional	6,374	2,797	734
Life-Sustaining/Other	3,194	2,815	8,356
TOTAL TRIPS	**22,510**	**25,762**	**22,964**

Financial and General Data	2017	2018	2019
Expenses	$874,375	$912,250	$884,035
Revenues	$1,163,792	$804,140	$1,082,839
Commendations	2	0	0
Complaints	10	1	2
Passenger No-Shows	901	820	1,491
Unmet Trip Requests	93	80	1,456

Passenger Trips By Revenue Source	2017	2018	2019
CTD	7,586	11,528	8,998
AHCA	8,097	2,240	5,632
APD	3,078	6,736	6,690
DOEA	3,603	0	478
DOE	0	0	0
Other	146	5,258	1,166
TOTAL TRIPS	**22,510**	**25,762**	**22,964**

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0.27	0	0
Miles between Roadcalls	33,658	29,402	158,926
Avg. Trips per Passenger	4.52	30.85	50.47
Cost per Trip	$38.84	$35.41	$38.50
Cost per Paratransit Trip	$38.84	$35.41	$38.50
Cost per Total Mile	$2.36	$2.59	$1.85
Cost per Paratransit Mile	$2.36	$2.59	$1.85

Trips by Provider Type	2017	2018	2019
CTC	22,510	16,061	17,312
Transportation Operator	0	0	0
Coordination Contractor	0	9,701	5,652
TOTAL TRIPS	**22,510**	**25,762**	**22,964**

County: Hernando
CTC: Mid Florida Community Services, Inc.
Contact: Miranda Maldonado
1122 Ponce De Leon Blvd
Brooksville, FL 34601
352-799-1510

Email: mimaldonado@mfcs.us.com

Demographics	Number
Total County Population	186,553
Unduplicated Head Count	1,016

Florida Commission for the CTA Transportation Disadvantaged

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	114,068	114,114	73,644
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**114,068**	**114,114**	**73,644**

Passenger Trips By Trip Purpose			
Medical	29,029	27,603	20,461
Employment	781	823	5,202
Ed/Train/DayCare	74,286	75,541	26,706
Nutritional	4,154	3,279	7,978
Life-Sustaining/Other	5,818	6,868	13,297
TOTAL TRIPS	**114,068**	**114,114**	**73,644**

Passenger Trips By Revenue Source			
CTD	17,205	17,857	16,126
AHCA	43,933	47,228	0
APD	510	423	50,765
DOEA	2,392	2,506	2,308
DOE	4,154	2,474	0
Other	45,874	43,626	4,445
TOTAL TRIPS	**114,068**	**114,114**	**73,644**

Trips by Provider Type			
CTC	21,845	20,643	18,434
Transportation Operator	0	0	0
Coordination Contractor	92,223	93,471	55,210
TOTAL TRIPS	**114,068**	**114,114**	**73,644**

Vehicle Data	2017	2018	2019
Vehicle Miles	614,868	681,248	677,101
Roadcalls	4	3	2
Accidents	0	0	0
Vehicles	44	16	46
Drivers	31	32	34

Financial and General Data			
Expenses	$1,067,725	$1,343,292	$1,699,762
Revenues	$1,300,039	$1,512,746	$1,720,957
Commendations	97	138	46
Complaints	14	12	20
Passenger No-Shows	299	364	352
Unmet Trip Requests	0	0	0

Performance Measures			
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	153,717	227,083	338,550
Avg. Trips per Passenger	127.45	101.34	72.48
Cost per Trip	$9.36	$11.77	$23.08
Cost per Paratransit Trip	$9.36	$11.77	$23.08
Cost per Total Mile	$1.74	$1.97	$2.51
Cost per Paratransit Mile	$1.74	$1.97	$2.51

County: Highlands
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	102,883
Unduplicated Head Count	978

Florida Commission for the CTD Transportation Disadvantaged

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	78,334	72,219	74,525
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**78,334**	**72,219**	**74,525**

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	28,920	29,297	33,126
Employment	9,821	10,029	10,645
Ed/Train/DayCare	32,169	27,671	18,845
Nutritional	4,041	2,430	5,016
Life-Sustaining/Other	3,383	2,792	6,893
TOTAL TRIPS	**78,334**	**72,219**	**74,525**

Passenger Trips By Revenue Source	2017	2018	2019
CTD	21,147	21,539	22,458
AHCA	6,855	7,239	5,642
APD	31,754	27,670	13,671
DOEA	4,382	2,430	3,241
DOE	21	1	0
Other	14,175	13,340	29,513
TOTAL TRIPS	**78,334**	**72,219**	**74,525**

Trips by Provider Type	2017	2018	2019
CTC	0	0	0
Transportation Operator	46,580	44,548	51,239
Coordination Contractor	31,754	27,671	23,286
TOTAL TRIPS	**78,334**	**72,219**	**74,525**

Vehicle Data	2017	2018	2019
Vehicle Miles	829,871	712,340	720,477
Roadcalls	10	5	19
Accidents	2	2	3
Vehicles	51	51	49
Drivers	131	131	78

Financial and General Data	2017	2018	2019
Expenses	$2,009,903	$1,960,839	$2,313,232
Revenues	$1,866,742	$1,832,311	$2,238,498
Commendations	5	26	8
Complaints	10	9	5
Passenger No-Shows	3,568	3,694	2,263
Unmet Trip Requests	3	6	38

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0.24	0.28	0.42
Miles between Roadcalls	82,987	142,468	37,920
Avg. Trips per Passenger	66.38	62.15	76.20
Cost per Trip	$25.66	$27.15	$31.04
Cost per Paratransit Trip	$25.66	$27.15	$31.04
Cost per Total Mile	$2.42	$2.75	$3.21
Cost per Paratransit Mile	$2.42	$2.75	$3.21

County: Hillsborough
CTC: Hillsborough County Board of County Commissioners
Contact: Karen Smith
2709 E Hanna Ave
Tampa, FL 33610
813-276-8126

Email: smithk@hillsboroughcounty.org

Demographics	Number
Total County Population	1,408,566
Unduplicated Head Count	26,415

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	120,170	79,699	143,003
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	607,975	654,621	664,516
TNC	0	0	0
Taxi	0	0	2,524
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**728,145**	**734,320**	**810,043**

Passenger Trips By Trip Purpose			
Medical	223,030	207,855	200,584
Employment	51,173	66,584	76,068
Ed/Train/DayCare	147,769	203,006	179,224
Nutritional	95,669	86,474	147,068
Life-Sustaining/Other	210,504	170,401	207,099
TOTAL TRIPS	**728,145**	**734,320**	**810,043**

Passenger Trips By Revenue Source			
CTD	143,573	118,535	182,643
AHCA	28,338	0	27,174
APD	102,681	109,720	105,865
DOEA	30,722	34,921	28,167
DOE	0	0	13
Other	422,831	471,144	466,181
TOTAL TRIPS	**728,145**	**734,320**	**810,043**

Trips by Provider Type			
CTC	259,465	231,149	325,164
Transportation Operator	0	0	2,524
Coordination Contractor	468,680	503,171	482,355
TOTAL TRIPS	**728,145**	**734,320**	**810,043**

Vehicle Data	2017	2018	2019
Vehicle Miles	4,265,108	4,454,998	4,241,610
Roadcalls	206	307	427
Accidents	7	12	28
Vehicles	248	271	309
Drivers	571	713	800

Financial and General Data			
Expenses	$16,928,558	$17,162,838	$19,076,153
Revenues	$16,928,553	$17,072,314	$19,099,523
Commendations	333	235	299
Complaints	184	125	58
Passenger No-Shows	7,982	9,498	5,405
Unmet Trip Requests	320	241	403

Performance Measures			
Accidents per 100,000 Miles	0.16	0.27	0.66
Miles between Roadcalls	20,704	14,511	9,900
Avg. Trips per Passenger	26.17	21.92	30.67
Cost per Trip	$23.25	$23.37	$23.55
Cost per Paratransit Trip	$26.47	$25.01	$27.57
Cost per Total Mile	$3.97	$3.85	$4.51
Cost per Paratransit Mile	$3.77	$3.67	$4.33

County:	Holmes				Demographics		Number

County: Holmes
CTC: Tri-County Community Council, Inc
Contact: Joel Paul, Jr.
302 North Oklahoma St
Bonifay, FL 32425
850-547-3689

Email: joelpaul.tccc@mchsi.com

Demographics — Number

Total County Population — 19,558

Unduplicated Head Count — 780

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	31,668	29,256	22,820
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**31,668**	**29,256**	**22,820**

Passenger Trips By Trip Purpose			
Medical	18,100	15,467	9,636
Employment	1,522	1,410	1,754
Ed/Train/DayCare	9,072	9,676	8,132
Nutritional	1,159	998	77
Life-Sustaining/Other	1,815	1,705	3,221
TOTAL TRIPS	**31,668**	**29,256**	**22,820**

Passenger Trips By Revenue Source			
CTD	8,135	7,624	9,544
AHCA	10,299	9,817	3,615
APD	2,455	1,897	1,969
DOEA	1,324	998	58
DOE	0	4	0
Other	9,455	8,916	7,634
TOTAL TRIPS	**31,668**	**29,256**	**22,820**

Trips by Provider Type			
CTC	31,596	29,214	22,676
Transportation Operator	72	42	144
Coordination Contractor	0	0	0
TOTAL TRIPS	**31,668**	**29,256**	**22,820**

Vehicle Data	2017	2018	2019
Vehicle Miles	449,788	490,830	317,193
Roadcalls	3	0	1
Accidents	0	0	0
Vehicles	18	18	14
Drivers	11	12	12

Financial and General Data			
Expenses	$712,895	$698,569	$630,063
Revenues	$685,215	$758,912	$660,280
Commendations	0	0	0
Complaints	1	2	0
Passenger No-Shows	55	70	70
Unmet Trip Requests	51	59	25

Performance Measures			
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	149,929	0	317,193
Avg. Trips per Passenger	32.78	35.00	29.26
Cost per Trip	$22.51	$23.88	$27.61
Cost per Paratransit Trip	$22.51	$23.88	$27.61
Cost per Total Mile	$1.58	$1.42	$1.99
Cost per Paratransit Mile	$1.58	$1.42	$1.99

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

Demographics	Number
Total County Population	154,383
Unduplicated Head Count	2,335

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	33,202
Paratransit	72,939	75,099	69,329
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**72,939**	**75,099**	**102,531**

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	23,733	24,550	24,545
Employment	632	486	100
Ed/Train/DayCare	28,285	31,614	55,898
Nutritional	523	131	0
Life-Sustaining/Other	19,766	18,318	21,988
TOTAL TRIPS	**72,939**	**75,099**	**102,531**

Passenger Trips By Revenue Source	2017	2018	2019
CTD	10,819	10,665	18,177
AHCA	0	0	0
APD	28,038	28,175	50,744
DOEA	284	0	0
DOE	0	0	0
Other	33,798	36,259	33,610
TOTAL TRIPS	**72,939**	**75,099**	**102,531**

Trips by Provider Type	2017	2018	2019
CTC	44,901	58,383	38,816
Transportation Operator	0	1,097	12,563
Coordination Contractor	28,038	15,619	51,152
TOTAL TRIPS	**72,939**	**75,099**	**102,531**

Vehicle Data	2017	2018	2019
Vehicle Miles	516,652	810,146	713,760
Roadcalls	6	5	8
Accidents	0	0	0
Vehicles	49	62	113
Drivers	33	27	97

Financial and General Data	2017	2018	2019
Expenses	$1,883,522	$1,864,315	$2,259,776
Revenues	$1,756,028	$1,990,653	$2,145,637
Commendations	5	2	3
Complaints	10	20	27
Passenger No-Shows	1,626	2,567	2,115
Unmet Trip Requests	0	720	41

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	86,109	162,029	89,220
Avg. Trips per Passenger	40.28	39.42	43.91
Cost per Trip	$25.82	$24.82	$22.04
Cost per Paratransit Trip	$25.82	$24.82	$22.04
Cost per Total Mile	$3.65	$2.30	$3.17
Cost per Paratransit Mile	$3.65	$2.30	$3.17

County: Jackson
CTC: Jackson Co. Trans. dba JTrans
Contact: Sharon Peeler
PO Box 1117
Marianna, FL 32446
850-482-7433

Email: speeler.jtrans@gmail.com

Demographics	Number
Total County Population	48,330
Unduplicated Head Count	1,447

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	2,768	2,458	2,195
Complementary ADA	0	0	0
Paratransit	48,159	41,615	37,567
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**50,927**	**44,073**	**39,762**

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	18,474	15,766	15,218
Employment	16,023	14,438	15,185
Ed/Train/DayCare	4,998	2,840	1,651
Nutritional	5,490	5,768	3,708
Life-Sustaining/Other	5,942	5,261	4,000
TOTAL TRIPS	**50,927**	**44,073**	**39,762**

Passenger Trips By Revenue Source	2017	2018	2019
CTD	7,210	7,582	8,350
AHCA	14,191	11,548	9,799
APD	20,032	17,130	15,721
DOEA	4,908	4,539	3,199
DOE	0	0	77
Other	4,586	3,274	2,616
TOTAL TRIPS	**50,927**	**44,073**	**39,762**

Trips by Provider Type	2017	2018	2019
CTC	50,927	44,073	39,762
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	**50,927**	**44,073**	**39,762**

Vehicle Data	2017	2018	2019
Vehicle Miles	684,499	630,160	627,062
Roadcalls	5	4	9
Accidents	0	1	0
Vehicles	28	24	24
Drivers	20	19	12

Financial and General Data	2017	2018	2019
Expenses	$1,778,824	$1,679,581	$1,733,556
Revenues	$1,849,945	$1,764,159	$1,547,937
Commendations	0	0	0
Complaints	0	7	5
Passenger No-Shows	536	496	490
Unmet Trip Requests	32	51	56

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0	0.16	0
Miles between Roadcalls	136,900	157,540	69,674
Avg. Trips per Passenger	43.94	36.73	27.48
Cost per Trip	$34.93	$38.11	$43.60
Cost per Paratransit Trip	$34.93	$38.11	$43.60
Cost per Total Mile	$2.60	$2.67	$2.76
Cost per Paratransit Mile	$2.60	$2.67	$2.76

County:	Jefferson				Demographics	Number
CTC:	Big Bend Transit, Inc.					
Contact:	Shawn Mitchell				Total County Population	14,144
	Post Office Box 1721					
	Tallahassee, FL 32302				Unduplicated Head Count	374
	850-574-6266					
Email:	smitchell@bigbendtransit.org					

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	18,852	17,079	18,329
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**18,852**	**17,079**	**18,329**

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	7,847	6,732	7,318
Employment	2,216	2,482	3,176
Ed/Train/DayCare	2,650	2,302	2,683
Nutritional	123	2,660	4,986
Life-Sustaining/Other	6,016	2,903	166
TOTAL TRIPS	**18,852**	**17,079**	**18,329**

Passenger Trips By Revenue Source	2017	2018	2019
CTD	8,706	8,327	9,530
AHCA	6,853	5,758	5,712
APD	2,887	2,325	2,289
DOEA	0	0	0
DOE	0	4	0
Other	406	665	798
TOTAL TRIPS	**18,852**	**17,079**	**18,329**

Trips by Provider Type	2017	2018	2019
CTC	18,852	17,079	18,329
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	**18,852**	**17,079**	**18,329**

Vehicle Data	2017	2018	2019
Vehicle Miles	290,441	409,484	363,898
Roadcalls	0	2	4
Accidents	0	0	0
Vehicles	11	10	9
Drivers	6	6	8

Financial and General Data	2017	2018	2019
Expenses	$690,977	$649,869	$803,370
Revenues	$703,636	$701,562	$767,109
Commendations	3	3	3
Complaints	0	0	1
Passenger No-Shows	242	218	263
Unmet Trip Requests	7	1	2

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	0	204,742	90,974
Avg. Trips per Passenger	49.22	46.92	49.01
Cost per Trip	$36.65	$38.05	$43.83
Cost per Paratransit Trip	$36.65	$38.05	$43.83
Cost per Total Mile	$2.38	$1.59	$2.21
Cost per Paratransit Mile	$2.38	$1.59	$2.21

County: Lafayette
CTC: Suwannee River Economic Council, Inc.
Contact: Matt Pearson
PO Box 70
Live Oak, FL 32064
386-362-4115

Email: mpearson@suwaneeec.net

Demographics	Number
Total County Population	8,451
Unduplicated Head Count	137

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	4,167	4,274	6,192
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**4,167**	**4,274**	**6,192**

Passenger Trips By Trip Purpose			
Medical	3,639	1,306	1,073
Employment	0	0	0
Ed/Train/DayCare	0	770	3,105
Nutritional	528	1,836	1,755
Life-Sustaining/Other	0	362	259
TOTAL TRIPS	**4,167**	**4,274**	**6,192**

Passenger Trips By Revenue Source			
CTD	3,106	3,402	5,266
AHCA	532	311	158
APD	0	0	0
DOEA	528	560	768
DOE	0	0	0
Other	1	1	0
TOTAL TRIPS	**4,167**	**4,274**	**6,192**

Trips by Provider Type			
CTC	4,167	4,274	6,192
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	**4,167**	**4,274**	**6,192**

Vehicle Data	2017	2018	2019
Vehicle Miles	63,277	58,012	115,671
Roadcalls	0	0	1
Accidents	0	0	0
Vehicles	3	4	4
Drivers	3	4	4

Financial and General Data			
Expenses	$152,967	$241,385	$217,389
Revenues	$217,649	$290,591	$262,800
Commendations	0	0	0
Complaints	0	0	0
Passenger No-Shows	11	926	1,858
Unmet Trip Requests	9	0	0

Performance Measures			
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	0	0	115,671
Avg. Trips per Passenger	13.49	22.86	45.20
Cost per Trip	$36.71	$56.48	$35.11
Cost per Paratransit Trip	$36.71	$56.48	$35.11
Cost per Total Mile	$2.42	$4.16	$1.88
Cost per Paratransit Mile	$2.42	$4.16	$1.88

County: Lake
CTC: Lake County Board of County Commissioners
Contact: Jill Brown
PO Box 7800
Tavares, FL 327787800
352-323-5733

Email: jmbrown@lakecountyfl.gov

Demographics	Number
Total County Population	346,017
Unduplicated Head Count	1,140

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	531	522	479
Complementary ADA	0	0	17,495
Paratransit	139,742	152,695	174,163
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	23,243	0	0
Volunteers	0	0	0
TOTAL TRIPS	**163,516**	**153,217**	**192,137**

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	45,074	50,625	60,621
Employment	18,431	9,462	9,831
Ed/Train/DayCare	64,484	46,421	63,199
Nutritional	16,880	18,743	18,170
Life-Sustaining/Other	18,647	27,966	40,316
TOTAL TRIPS	**163,516**	**153,217**	**192,137**

Passenger Trips By Revenue Source	2017	2018	2019
CTD	29,590	28,364	29,864
AHCA	1,129	1,213	30,880
APD	51,492	54,319	47,000
DOEA	11,231	11,570	13,081
DOE	0	0	0
Other	70,074	57,751	71,312
TOTAL TRIPS	**163,516**	**153,217**	**192,137**

Trips by Provider Type	2017	2018	2019
CTC	0	0	0
Transportation Operator	107,565	84,938	97,601
Coordination Contractor	55,951	68,279	94,536
TOTAL TRIPS	**163,516**	**153,217**	**192,137**

Vehicle Data	2017	2018	2019
Vehicle Miles	1,525,992	1,520,198	1,698,369
Roadcalls	9	41	51
Accidents	9	7	11
Vehicles	70	75	85
Drivers	115	183	200

Financial and General Data	2017	2018	2019
Expenses	$3,594,889	$4,992,834	$5,439,174
Revenues	$4,799,675	$5,767,299	$5,576,668
Commendations	9	16	44
Complaints	28	21	14
Passenger No-Shows	2,842	2,612	2,890
Unmet Trip Requests	572	0	0

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0.59	0.46	0.65
Miles between Roadcalls	169,555	37,078	33,301
Avg. Trips per Passenger	95.46	85.12	168.54
Cost per Trip	$21.98	$32.59	$28.31
Cost per Paratransit Trip	$25.63	$32.59	$28.31
Cost per Total Mile	$2.36	$3.28	$3.20
Cost per Paratransit Mile	$2.36	$3.28	$3.20

County: Lee
CTC: Good Wheels, Inc.
Contact: Alan M. Mandel
10075 Bavaria Rd
Fort Myers, FL 33913
239-768-2900

Email: amandel@goodwheels.org

Demographics	Number
Total County Population	739,224
Unduplicated Head Count	2,914

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	246,014	185,368	171,542
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**246,014**	**185,368**	**171,542**

Passenger Trips By Trip Purpose			
Medical	147,981	110,518	49,619
Employment	21,126	16,127	28,946
Ed/Train/DayCare	22,506	17,183	68,250
Nutritional	27,091	20,687	4,770
Life-Sustaining/Other	27,310	20,853	19,957
TOTAL TRIPS	**246,014**	**185,368**	**171,542**

Passenger Trips By Revenue Source			
CTD	33,318	44,790	40,224
AHCA	154,177	77,636	28,017
APD	32,844	27,970	32,714
DOEA	8,536	3,258	1,548
DOE	0	0	0
Other	17,139	31,714	69,039
TOTAL TRIPS	**246,014**	**185,368**	**171,542**

Trips by Provider Type			
CTC	246,014	117,648	96,415
Transportation Operator	0	0	0
Coordination Contractor	0	67,720	75,127
TOTAL TRIPS	**246,014**	**185,368**	**171,542**

Vehicle Data	2017	2018	2019
Vehicle Miles	2,111,610	1,933,280	1,807,102
Roadcalls	0	0	17
Accidents	5	5	2
Vehicles	74	45	121
Drivers	135	87	172

Financial and General Data			
Expenses	$5,968,985	$5,552,983	$4,313,848
Revenues	$4,715,031	$4,896,929	$3,851,079
Commendations	45	11	0
Complaints	48	26	29
Passenger No-Shows	7,010	7,001	7,310
Unmet Trip Requests	711	560	3,640

Performance Measures			
Accidents per 100,000 Miles	0.24	0.26	0.11
Miles between Roadcalls	0	0	106,300
Avg. Trips per Passenger	46.11	35.65	58.87
Cost per Trip	$24.26	$29.96	$25.15
Cost per Paratransit Trip	$24.26	$29.96	$25.15
Cost per Total Mile	$2.83	$2.87	$2.39
Cost per Paratransit Mile	$2.83	$2.87	$2.39

County:	Leon				Demographics		Number		
CTC:	StarMetro - City of Tallahassee								
Contact:	Bill Hearndon				Total County Population		290,292		
	555 South Appleyard Drive								
	Tallahassee, FL 32304				Unduplicated Head Count		2,029		
	850-891-5200								
Email:	William.Hearndon@TalGov.com								

Trips By Type of Service	2017	2018	2019		Vehicle Data	2017	2018	2019
Fixed Route (FR)	76,862	41,729	5,376		Vehicle Miles	455,740	518,328	1,649,921
Deviated FR	0	0	9,157		Roadcalls	0	0	50
Complementary ADA	0	0	71,747		Accidents	0	0	0
Paratransit	56,501	50,078	55,530		Vehicles	14	14	24
TNC	0	0	0		Drivers	15	14	15
Taxi	0	0	18,962					
School Board (School Bus)	0	0	0					
Volunteers	0	0	0					
TOTAL TRIPS	**133,363**	**91,807**	**160,772**					

Passenger Trips By Trip Purpose					Financial and General Data			
Medical	33,117	18,580	30,543		Expenses	$1,357,444	$1,279,811	$2,630,772
Employment	58,135	30,917	40,144		Revenues	$1,357,444	$1,279,811	$2,630,772
Ed/Train/DayCare	26,965	23,238	45,116		Commendations	4	4	0
Nutritional	9,266	6,491	2,280		Complaints	6	9	187
Life-Sustaining/Other	5,880	12,581	42,689		Passenger No-Shows	1,125	961	4,678
TOTAL TRIPS	**133,363**	**91,807**	**160,772**		Unmet Trip Requests	35	29	0

Passenger Trips By Revenue Source					Performance Measures			
CTD	33,847	21,786	22,726		Accidents per 100,000 Miles	0	0	0
AHCA	0	0	0		Miles between Roadcalls	0	0	32,082
APD	21,799	17,805	22,281		Avg. Trips per Passenger	31.87	17.68	79.24
DOEA	0	0	0		Cost per Trip	$10.18	$13.94	$16.36
DOE	0	0	0		Cost per Paratransit Trip	$20.80	$23.12	$17.48
Other	77,717	52,216	115,765		Cost per Total Mile	$2.98	$2.47	$1.64
TOTAL TRIPS	**133,363**	**91,807**	**160,772**		Cost per Paratransit Mile	$2.58	$2.23	$1.49

Trips by Provider Type				
CTC	76,862	41,729	87,351	
Transportation Operator	56,501	50,078	73,421	
Coordination Contractor	0	0	0	
TOTAL TRIPS	**133,363**	**91,807**	**160,772**	

County:	Levy	Demographics	Number
CTC:	Levy Board of County Commissioners		
Contact:	Connie Conley	Total County Population	40,355
	970 E Hathaway Ave.		
	Bronson, FL 32621	Unduplicated Head Count	413
	352-486-3485		
Email:	conley-connie@levycounty.org		

Florida Commission for the CTA Transportation Disadvantaged

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	30,294	30,232	30,687
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**30,294**	**30,232**	**30,687**

Passenger Trips By Trip Purpose			
Medical	6,327	6,606	9,139
Employment	1,497	608	745
Ed/Train/DayCare	13,640	16,262	17,275
Nutritional	1,202	837	754
Life-Sustaining/Other	7,628	5,919	2,774
TOTAL TRIPS	**30,294**	**30,232**	**30,687**

Passenger Trips By Revenue Source			
CTD	15,005	11,344	7,093
AHCA	70	635	285
APD	6,107	6,971	7,401
DOEA	1,202	821	1,306
DOE	0	0	0
Other	7,910	10,461	14,602
TOTAL TRIPS	**30,294**	**30,232**	**30,687**

Trips by Provider Type			
CTC	30,294	30,232	30,687
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	**30,294**	**30,232**	**30,687**

Vehicle Data	2017	2018	2019
Vehicle Miles	533,465	952,783	417,417
Roadcalls	6	8	3
Accidents	0	0	0
Vehicles	21	16	18
Drivers	11	7	7

Financial and General Data			
Expenses	$818,968	$864,983	$837,014
Revenues	$826,158	$941,619	$863,759
Commendations	10	11	1
Complaints	0	0	0
Passenger No-Shows	301	245	215
Unmet Trip Requests	30	132	140

Performance Measures			
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	88,911	119,098	139,139
Avg. Trips per Passenger	58.82	62.72	74.30
Cost per Trip	$27.03	$28.61	$27.28
Cost per Paratransit Trip	$27.03	$28.61	$27.28
Cost per Total Mile	$1.54	$0.91	$2.01
Cost per Paratransit Mile	$1.54	$0.91	$2.01

County: Liberty
CTC: Liberty County Transit
Contact: Monica Welles
P.O. Box 399
Bristol, FL 32321
850-643-2524

Email: libertyt@gtcom.net

Demographics	Number
Total County Population	8,242
Unduplicated Head Count	908

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	32,877	28,524	22,792
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**32,877**	**28,524**	**22,792**

Passenger Trips By Trip Purpose			
Medical	18,712	15,025	11,602
Employment	196	312	821
Ed/Train/DayCare	8,048	7,908	7,338
Nutritional	2,057	1,655	911
Life-Sustaining/Other	3,864	3,624	2,120
TOTAL TRIPS	**32,877**	**28,524**	**22,792**

Passenger Trips By Revenue Source			
CTD	6,613	6,295	5,377
AHCA	11,381	12,954	14,951
APD	0	0	0
DOEA	2,294	2,090	1,840
DOE	0	0	0
Other	12,589	7,185	624
TOTAL TRIPS	**32,877**	**28,524**	**22,792**

Trips by Provider Type			
CTC	32,877	28,524	22,792
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	**32,877**	**28,524**	**22,792**

Vehicle Data	2017	2018	2019
Vehicle Miles	363,288	333,651	263,340
Roadcalls	0	1	1
Accidents	0	0	0
Vehicles	20	19	20
Drivers	14	12	14

Financial and General Data			
Expenses	$534,642	$492,496	$590,904
Revenues	$581,778	$517,123	$591,994
Commendations	3	4	1
Complaints	0	1	1
Passenger No-Shows	96	62	91
Unmet Trip Requests	9	10	0

Performance Measures			
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	0	333,651	263,340
Avg. Trips per Passenger	21.36	20.02	25.10
Cost per Trip	$16.26	$17.27	$25.93
Cost per Paratransit Trip	$16.26	$17.27	$25.93
Cost per Total Mile	$1.47	$1.48	$2.24
Cost per Paratransit Mile	$1.47	$1.48	$2.24

Florida Commission for the
CTD
Transportation Disadvantaged

County: Madison
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	18,449
Unduplicated Head Count	637

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	957	561	897
Complementary ADA	0	0	0
Paratransit	18,655	17,909	16,418
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**19,612**	**18,470**	**17,315**

Passenger Trips By Trip Purpose			
Medical	8,244	7,835	7,773
Employment	3,649	3,205	2,725
Ed/Train/DayCare	4,579	4,516	4,768
Nutritional	83	905	1,014
Life-Sustaining/Other	3,057	2,009	1,035
TOTAL TRIPS	**19,612**	**18,470**	**17,315**

Passenger Trips By Revenue Source			
CTD	8,733	6,211	5,251
AHCA	4,461	6,291	5,095
APD	4,659	4,278	4,504
DOEA	0	0	0
DOE	31	2	51
Other	1,728	1,688	2,414
TOTAL TRIPS	**19,612**	**18,470**	**17,315**

Trips by Provider Type			
CTC	19,612	18,470	17,315
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	**19,612**	**18,470**	**17,315**

Vehicle Data	2017	2018	2019
Vehicle Miles	343,549	343,956	320,750
Roadcalls	4	1	3
Accidents	0	0	0
Vehicles	10	10	9
Drivers	6	7	6

Financial and General Data			
Expenses	$769,058	$769,331	$834,979
Revenues	$670,875	$711,013	$634,190
Commendations	0	0	2
Complaints	0	0	0
Passenger No-Shows	412	475	432
Unmet Trip Requests	8	0	0

Performance Measures			
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	85,887	343,956	106,917
Avg. Trips per Passenger	27.01	33.16	27.18
Cost per Trip	$39.21	$41.65	$48.22
Cost per Paratransit Trip	$39.21	$41.65	$48.22
Cost per Total Mile	$2.24	$2.24	$2.60
Cost per Paratransit Mile	$2.24	$2.24	$2.60

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
Unduplicated Head Count	6,887

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	14,373	13,280	9,387
Deviated FR	0	0	0
Complementary ADA	0	0	40,346
Paratransit	170,767	164,532	124,239
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	6,457	0	0
Volunteers	0	0	0
TOTAL TRIPS	**191,597**	**177,812**	**173,972**

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	48,062	46,550	45,619
Employment	50,204	21,279	16,024
Ed/Train/DayCare	57,731	87,179	85,785
Nutritional	5,331	4,475	9,511
Life-Sustaining/Other	30,269	18,329	17,033
TOTAL TRIPS	**191,597**	**177,812**	**173,972**

Passenger Trips By Revenue Source	2017	2018	2019
CTD	29,385	27,257	25,730
AHCA	5,715	3,944	2,672
APD	58,172	63,173	58,638
DOEA	14,217	9,596	9,455
DOE	2,612	236	1,047
Other	81,496	73,606	76,430
TOTAL TRIPS	**191,597**	**177,812**	**173,972**

Trips by Provider Type	2017	2018	2019
CTC	112,508	105,846	107,513
Transportation Operator	0	0	0
Coordination Contractor	79,089	71,966	66,459
TOTAL TRIPS	**191,597**	**177,812**	**173,972**

Vehicle Data	2017	2018	2019
Vehicle Miles	1,126,106	1,080,560	1,589,931
Roadcalls	85	119	133
Accidents	15	20	16
Vehicles	76	82	87
Drivers	131	125	106

Financial and General Data	2017	2018	2019
Expenses	$4,566,231	$4,759,223	$5,887,975
Revenues	$4,566,229	$4,801,991	$5,887,976
Commendations	31	35	25
Complaints	89	123	78
Passenger No-Shows	628	741	830
Unmet Trip Requests	542	328	115

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	1.33	1.85	1.01
Miles between Roadcalls	13,248	9,080	11,954
Avg. Trips per Passenger	32.04	14.62	25.26
Cost per Trip	$23.83	$26.77	$33.84
Cost per Paratransit Trip	$26.71	$28.87	$35.77
Cost per Total Mile	$4.05	$4.40	$3.70
Cost per Paratransit Mile	$4.05	$4.40	$3.70

County: Marion
CTC: Marion Senior Services, Inc.
Contact: Tom Wilder
1101 SW 20 CT
Ocala, FL 34471
352-620-3519

Email: twilder@marionseniorservices.org

Demographics	Number
Total County Population	354,353
Unduplicated Head Count	3,280

Florida Commission for the
CTD
Transportation Disadvantaged

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	110,494	106,024	112,448
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**110,494**	**106,024**	**112,448**

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	59,999	56,417	52,830
Employment	713	854	1,910
Ed/Train/DayCare	29,885	27,619	33,568
Nutritional	14,157	15,188	18,964
Life-Sustaining/Other	5,740	5,946	5,176
TOTAL TRIPS	**110,494**	**106,024**	**112,448**

Passenger Trips By Revenue Source	2017	2018	2019
CTD	35,059	30,772	33,703
AHCA	7,551	5,164	2,373
APD	26,607	22,414	26,380
DOEA	0	0	0
DOE	0	0	0
Other	41,277	47,674	49,992
TOTAL TRIPS	**110,494**	**106,024**	**112,448**

Trips by Provider Type	2017	2018	2019
CTC	83,887	83,610	84,640
Transportation Operator	0	0	0
Coordination Contractor	26,607	22,414	27,808
TOTAL TRIPS	**110,494**	**106,024**	**112,448**

Vehicle Data	2017	2018	2019
Vehicle Miles	1,126,786	1,117,564	982,693
Roadcalls	36	33	14
Accidents	0	0	3
Vehicles	57	41	55
Drivers	57	57	58

Financial and General Data	2017	2018	2019
Expenses	$3,400,073	$3,628,916	$3,522,712
Revenues	$3,294,525	$3,674,940	$3,392,671
Commendations	33	66	59
Complaints	51	16	20
Passenger No-Shows	2,957	3,364	3,018
Unmet Trip Requests	669	50	27

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0	0	0.31
Miles between Roadcalls	31,300	33,866	70,192
Avg. Trips per Passenger	33.25	32.31	34.28
Cost per Trip	$30.77	$34.23	$31.33
Cost per Paratransit Trip	$30.77	$34.23	$31.33
Cost per Total Mile	$3.02	$3.25	$3.58
Cost per Paratransit Mile	$3.02	$3.25	$3.58

County: Martin
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	159,923
Unduplicated Head Count	784

Florida Commission for the
CTA
Transportation
Disadvantaged

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	13	8	0
Deviated FR	0	8	0
Complementary ADA	0	0	0
Paratransit	46,226	50,210	60,039
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**46,239**	**50,226**	**60,039**

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	13,896	8,359	5,834
Employment	1,541	2,916	199
Ed/Train/DayCare	18,275	27,738	52,480
Nutritional	43	485	313
Life-Sustaining/Other	12,484	10,728	1,213
TOTAL TRIPS	**46,239**	**50,226**	**60,039**

Passenger Trips By Revenue Source	2017	2018	2019
CTD	10,291	11,799	7,090
AHCA	0	0	0
APD	15,558	16,800	35,408
DOEA	4,529	0	0
DOE	0	1	0
Other	15,861	21,626	17,541
TOTAL TRIPS	**46,239**	**50,226**	**60,039**

Trips by Provider Type	2017	2018	2019
CTC	35,811	0	0
Transportation Operator	10,428	14,261	7,090
Coordination Contractor	0	35,965	52,949
TOTAL TRIPS	**46,239**	**50,226**	**60,039**

Vehicle Data	2017	2018	2019
Vehicle Miles	457,874	513,534	392,851
Roadcalls	0	0	5
Accidents	0	0	0
Vehicles	21	16	52
Drivers	29	31	45

Financial and General Data	2017	2018	2019
Expenses	$978,319	$1,014,785	$945,339
Revenues	$1,026,879	$1,024,965	$893,531
Commendations	64	5	0
Complaints	3	23	15
Passenger No-Shows	7	53	0
Unmet Trip Requests	476	31	30

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	0	0	78,570
Avg. Trips per Passenger	66.24	75.87	76.58
Cost per Trip	$21.16	$20.20	$15.75
Cost per Paratransit Trip	$21.16	$20.21	$15.75
Cost per Total Mile	$2.14	$1.98	$2.41
Cost per Paratransit Mile	$2.14	$1.98	$2.41

County: Miami-Dade
CTC: Miami-Dade DTPW
Contact: Ed Carson
701 NW 1 St. Ct. Suite 1300
Miami, FL 33136
786-469-5545

Email: ecarson@miamidade.gov

Demographics	Number
Total County Population	2,751,796
Unduplicated Head Count	30,668

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	4,192,490	3,547,510	2,847,921
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	1,382,157	1,385,719	984,924
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**5,574,647**	**4,933,229**	**3,832,845**

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	610,289	61,035	224,778
Employment	111,429	4,016	39,388
Ed/Train/DayCare	2,668,587	230,184	326,887
Nutritional	1,846,868	2,318,997	297,963
Life-Sustaining/Other	337,474	2,318,997	2,943,829
TOTAL TRIPS	**5,574,647**	**4,933,229**	**3,832,845**

Passenger Trips By Revenue Source	2017	2018	2019
CTD	4,192,355	3,547,520	2,847,920
AHCA	126,312	116,064	0
APD	136,298	86,450	128,029
DOEA	305,285	175,921	240,906
DOE	2,185	6,791	11,870
Other	812,212	1,000,483	604,120
TOTAL TRIPS	**5,574,647**	**4,933,229**	**3,832,845**

Trips by Provider Type	2017	2018	2019
CTC	4,211,673	3,540,695	2,847,921
Transportation Operator	0	0	0
Coordination Contractor	1,362,974	1,392,534	984,924
TOTAL TRIPS	**5,574,647**	**4,933,229**	**3,832,845**

Vehicle Data	2017	2018	2019
Vehicle Miles	4,461,413	3,273,429	2,734,695
Roadcalls	78	40	53
Accidents	19	10	15
Vehicles	453	307	329
Drivers	534	422	468

Financial and General Data	2017	2018	2019
Expenses	$32,804,590	$19,027,892	$23,070,745
Revenues	$31,840,978	$19,308,522	$21,739,893
Commendations	32	21	0
Complaints	73	63	0
Passenger No-Shows	7,815	1,287	0
Unmet Trip Requests	1,668,752	1,284,192	220,176

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0.43	0.31	0.55
Miles between Roadcalls	57,198	81,836	51,598
Avg. Trips per Passenger	109.88	241.73	124.98
Cost per Trip	$5.88	$3.86	$6.02
Cost per Paratransit Trip	$19.14	$10.31	$17.46
Cost per Total Mile	$7.35	$5.81	$8.44
Cost per Paratransit Mile	$5.93	$4.37	$6.29

		Demographics	Number
County:	Monroe		
CTC:	Guidance/Care Center		
Contact:	Lisa Marciniak	Total County Population	77,013
	3000 41st St., Ocean		
	Marathon, FL 33050	Unduplicated Head Count	1,005
	305-434-7660		
Email:	lisa.marciniak@westcare.com		

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	1,769	805	576
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	56,861	49,110	51,523
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	58,630	49,915	52,099

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	16,016	13,411	15,172
Employment	3,977	2,864	1,964
Ed/Train/DayCare	21,795	19,592	20,573
Nutritional	2,905	2,033	2,295
Life-Sustaining/Other	13,937	12,015	12,095
TOTAL TRIPS	58,630	49,915	52,099

Passenger Trips By Revenue Source	2017	2018	2019
CTD	15,481	9,853	11,230
AHCA	14,709	13,698	14,674
APD	2,264	3,102	0
DOEA	0	0	0
DOE	0	0	0
Other	26,176	23,262	26,195
TOTAL TRIPS	58,630	49,915	52,099

Trips by Provider Type	2017	2018	2019
CTC	7,618	3,462	5,155
Transportation Operator	7,863	6,391	7,888
Coordination Contractor	43,149	40,062	39,056
TOTAL TRIPS	58,630	49,915	52,099

Vehicle Data	2017	2018	2019
Vehicle Miles	472,393	455,003	463,103
Roadcalls	15	8	11
Accidents	0	2	1
Vehicles	61	60	56
Drivers	53	48	60

Financial and General Data	2017	2018	2019
Expenses	$1,796,216	$1,920,081	$2,090,699
Revenues	$1,854,009	$1,850,364	$2,041,580
Commendations	1	1	1
Complaints	0	0	2
Passenger No-Shows	418	651	72
Unmet Trip Requests	4	0	12

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0	0.44	0.22
Miles between Roadcalls	31,493	56,875	42,100
Avg. Trips per Passenger	51.16	45.84	51.84
Cost per Trip	$30.64	$38.47	$40.13
Cost per Paratransit Trip	$31.51	$38.92	$40.58
Cost per Total Mile	$3.80	$4.22	$4.51
Cost per Paratransit Mile	$3.79	$4.20	$4.51

County:	Nassau				Demographics		Number
CTC:	Nassau County Council on Aging, Inc.						
Contact:	Michael Hays				Total County Population		82,721
	1901 Island Walk Way						
	Fernandina Beach, FL 32034				Unduplicated Head Count		840
	904-261-0700						
Email:	mhays@nassaucountycoa.org						

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	9,609	14,415	14,610
Complementary ADA	0	0	0
Paratransit	43,419	38,078	40,123
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**53,028**	**52,493**	**54,733**

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	17,620	16,916	20,012
Employment	9,116	10,892	11,498
Ed/Train/DayCare	3,988	6,938	5,570
Nutritional	13,136	12,491	12,437
Life-Sustaining/Other	9,168	5,256	5,216
TOTAL TRIPS	**53,028**	**52,493**	**54,733**

Passenger Trips By Revenue Source	2017	2018	2019
CTD	28,226	23,729	30,341
AHCA	186	584	2,050
APD	0	0	0
DOEA	14,895	13,765	7,732
DOE	0	0	0
Other	9,721	14,415	14,610
TOTAL TRIPS	**53,028**	**52,493**	**54,733**

Trips by Provider Type	2017	2018	2019
CTC	53,028	52,493	54,733
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	**53,028**	**52,493**	**54,733**

Vehicle Data	2017	2018	2019
Vehicle Miles	307,600	500,869	510,938
Roadcalls	9	11	15
Accidents	2	2	1
Vehicles	23	25	27
Drivers	21	22	21

Financial and General Data	2017	2018	2019
Expenses	$1,272,019	$1,149,112	$1,420,992
Revenues	$1,154,930	$1,149,112	$1,420,992
Commendations	0	0	0
Complaints	1	0	0
Passenger No-Shows	820	719	901
Unmet Trip Requests	1,097	733	896

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0.65	0.40	0.20
Miles between Roadcalls	34,178	45,534	34,063
Avg. Trips per Passenger	70.14	73.01	65.16
Cost per Trip	$23.99	$21.89	$25.96
Cost per Paratransit Trip	$23.99	$21.89	$25.96
Cost per Total Mile	$4.14	$2.29	$2.78
Cost per Paratransit Mile	$4.14	$2.29	$2.78

County:	Okaloosa	Demographics	Number
CTC:	Okaloosa County BOCC		
Contact:	Booker Tyrone Parker	Total County Population	202,970
	600 Transit Way		
	Fort Walton Beach, FL 32547	Unduplicated Head Count	1,011
	850-609-7003		
Email:	Tparker@myokaloosa.com		

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	13,602	0	0
Deviated FR	0	0	3,870
Complementary ADA	0	0	0
Paratransit	87,032	96,042	83,101
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**100,634**	**96,042**	**86,971**

Passenger Trips By Trip Purpose			
Medical	59,223	46,035	40,733
Employment	24,887	32,057	34,691
Ed/Train/DayCare	4,411	6,546	1,620
Nutritional	4,499	4,503	3,543
Life-Sustaining/Other	7,614	6,901	6,384
TOTAL TRIPS	**100,634**	**96,042**	**86,971**

Passenger Trips By Revenue Source			
CTD	30,868	28,730	29,794
AHCA	44,121	19,541	16,295
APD	1,499	0	0
DOEA	3,768	4,402	3,536
DOE	49	40	38
Other	20,329	43,329	37,308
TOTAL TRIPS	**100,634**	**96,042**	**86,971**

Trips by Provider Type			
CTC	0	0	0
Transportation Operator	99,620	96,042	86,971
Coordination Contractor	1,014	0	0
TOTAL TRIPS	**100,634**	**96,042**	**86,971**

Vehicle Data	2017	2018	2019
Vehicle Miles	1,161,781	1,389,339	987,754
Roadcalls	39	45	65
Accidents	16	14	12
Vehicles	33	36	32
Drivers	37	32	45

Financial and General Data			
Expenses	$1,666,313	$2,618,280	$2,270,412
Revenues	$1,666,313	$2,618,280	$2,733,607
Commendations	13	5	0
Complaints	124	84	146
Passenger No-Shows	6,771	7,659	6,233
Unmet Trip Requests	2,827	1,266	5,433

Performance Measures			
Accidents per 100,000 Miles	1.38	1.01	1.21
Miles between Roadcalls	29,789	30,874	15,196
Avg. Trips per Passenger	43.58	47.71	86.02
Cost per Trip	$16.56	$27.26	$26.11
Cost per Paratransit Trip	$19.09	$27.26	$26.11
Cost per Total Mile	$1.43	$1.88	$2.30
Cost per Paratransit Mile	$1.43	$1.88	$2.30

Florida Commission for the
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County: Okeechobee
CTC: MV Contract Transportation, Inc.
Contact: Kelly Kirk Brooks
Kelly Kirk Brooks
Sebring, FL 33870
863-382-6004

Email: kelly.kirkbrooks@mvtransit.com

Demographics	Number
Total County Population	41,605
Unduplicated Head Count	196

Florida Commission for the
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Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	9,330	8,835	11,280
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**9,330**	**8,835**	**11,280**

Passenger Trips By Trip Purpose			
Medical	6,137	6,173	6,734
Employment	947	620	372
Ed/Train/DayCare	2	0	2
Nutritional	1,511	1,071	3,280
Life-Sustaining/Other	733	971	892
TOTAL TRIPS	**9,330**	**8,835**	**11,280**

Passenger Trips By Revenue Source			
CTD	3,741	3,108	3,860
AHCA	0	0	174
APD	0	0	0
DOEA	583	750	1,516
DOE	7	0	0
Other	4,999	4,977	5,730
TOTAL TRIPS	**9,330**	**8,835**	**11,280**

Trips by Provider Type			
CTC	0	0	0
Transportation Operator	9,330	8,835	11,280
Coordination Contractor	0	0	0
TOTAL TRIPS	**9,330**	**8,835**	**11,280**

Vehicle Data	2017	2018	2019
Vehicle Miles	193,667	161,525	136,323
Roadcalls	1	2	2
Accidents	0	0	0
Vehicles	8	8	6
Drivers	6	6	6

Financial and General Data			
Expenses	$378,380	$378,680	$452,365
Revenues	$378,387	$378,683	$452,365
Commendations	7	25	8
Complaints	2	2	2
Passenger No-Shows	1,354	1,010	433
Unmet Trip Requests	1	2	18

Performance Measures			
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	193,667	80,762	68,162
Avg. Trips per Passenger	57.59	49.63	57.55
Cost per Trip	$40.56	$42.86	$40.10
Cost per Paratransit Trip	$40.56	$42.86	$40.10
Cost per Total Mile	$1.95	$2.34	$3.32
Cost per Paratransit Mile	$1.95	$2.34	$3.32

County:	Orange	Demographics	Number
CTC:	Central Florida Regional Transportation Authority		
Contact:	Norman L. Hickling	Total County Population	1,348,975
	455 N Garland Avenue		
	Orlando, FL 32801	Unduplicated Head Count	26,745
	407-254-6169		
Email:	NHickling@golynx.com		

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	525,508	393,400	358,599
Deviated FR	109,405	101,695	59,875
Complementary ADA	0	0	188,634
Paratransit	645,670	611,159	396,907
TNC	0	0	5,154
Taxi	0	0	121,490
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	1,280,583	1,106,254	1,130,659

Vehicle Data	2017	2018	2019
Vehicle Miles	8,221,253	8,561,384	5,312,238
Roadcalls	327	236	241
Accidents	92	48	51
Vehicles	241	246	269
Drivers	484	471	621

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	494,813	430,417	214,176
Employment	270,415	217,690	119,767
Ed/Train/DayCare	224,171	237,599	198,382
Nutritional	83,998	61,832	62,512
Life-Sustaining/Other	207,186	158,716	535,822
TOTAL TRIPS	1,280,583	1,106,254	1,130,659

Financial and General Data	2017	2018	2019
Expenses	$17,925,496	$20,819,053	$25,543,501
Revenues	$18,139,415	$16,216,712	$23,146,389
Commendations	128	106	112
Complaints	555	616	972
Passenger No-Shows	47,395	29,870	31,068
Unmet Trip Requests	147,037	5,513	27

Passenger Trips By Revenue Source	2017	2018	2019
CTD	121,535	114,509	135,322
AHCA	26,391	12,958	11,901
APD	156,839	141,703	181,318
DOEA	56,570	47,259	46,326
DOE	0	0	0
Other	919,248	789,825	755,792
TOTAL TRIPS	1,280,583	1,106,254	1,130,659

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	1.12	0.56	1.15
Miles between Roadcalls	25,141	36,277	18,432
Avg. Trips per Passenger	36.56	42.57	42.28
Cost per Trip	$14.00	$18.82	$22.59
Cost per Paratransit Trip	$23.74	$29.21	$34.74
Cost per Total Mile	$2.18	$2.43	$5.75
Cost per Paratransit Mile	$2.18	$2.43	$5.13

Trips by Provider Type	2017	2018	2019
CTC	997,684	856,915	358,599
Transportation Operator	0	0	509,005
Coordination Contractor	282,899	249,339	263,055
TOTAL TRIPS	1,280,583	1,106,254	1,130,659

County: Osceola
CTC: Central Florida Regional Transportation Authority
Contact: Norman L. Hickling
455 N Garland Avenue
Orlando, FL 32801
407-254-6169

Email: NHickling@golynx.com

Demographics	Number
Total County Population	352,180
Unduplicated Head Count	7,101

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	105,734	95,177	98,325
Deviated FR	22,013	24,604	45,453
Complementary ADA	0	0	48,919
Paratransit	129,911	147,861	116,815
TNC	0	0	1,019
Taxi	0	0	5,978
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**257,658**	**267,642**	**316,509**

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	99,558	104,133	50,983
Employment	54,408	52,667	26,917
Ed/Train/DayCare	45,104	57,484	46,696
Nutritional	16,901	14,959	25,868
Life-Sustaining/Other	41,687	38,399	166,045
TOTAL TRIPS	**257,658**	**267,642**	**316,509**

Passenger Trips By Revenue Source	2017	2018	2019
CTD	24,453	27,703	37,543
AHCA	5,310	3,135	2,929
APD	31,556	34,283	32,204
DOEA	11,382	11,434	19,304
DOE	0	0	0
Other	184,957	191,087	224,529
TOTAL TRIPS	**257,658**	**267,642**	**316,509**

Trips by Provider Type	2017	2018	2019
CTC	200,738	207,318	98,325
Transportation Operator	0	0	144,712
Coordination Contractor	56,920	60,324	73,472
TOTAL TRIPS	**257,658**	**267,642**	**316,509**

Vehicle Data	2017	2018	2019
Vehicle Miles	1,654,145	2,071,303	1,371,033
Roadcalls	66	57	52
Accidents	18	12	7
Vehicles	48	60	67
Drivers	97	114	93

Financial and General Data	2017	2018	2019
Expenses	$3,606,673	$5,036,870	$6,196,707
Revenues	$3,649,712	$3,923,397	$6,065,409
Commendations	26	26	31
Complaints	112	150	266
Passenger No-Shows	9,536	7,227	6,523
Unmet Trip Requests	29,584	1,335	7

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	1.09	0.58	0.53
Miles between Roadcalls	25,063	36,339	25,475
Avg. Trips per Passenger	36.55	42.57	44.57
Cost per Trip	$14.00	$18.82	$19.58
Cost per Paratransit Trip	$23.74	$29.21	$28.43
Cost per Total Mile	$2.18	$2.43	$4.68
Cost per Paratransit Mile	$2.18	$2.43	$4.58

County:	Palm Beach	Demographics	Number
CTC:	Palm Beach County		
Contact:	Chad Hockman	Total County Population	1,471,150
	50 South Military Trail		
	West Palm Beach, FL 33415	Unduplicated Head Count	11,101
	561-812-5354		
Email:	chockman@pbcgov.org		

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	454,466	311,005	105,847
Deviated FR	0	0	0
Complementary ADA	0	0	727,072
Paratransit	871,640	814,183	140,032
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**1,326,106**	**1,125,188**	**972,951**

Passenger Trips By Trip Purpose			
Medical	174,328	162,837	132,092
Employment	375,412	293,914	172,608
Ed/Train/DayCare	296,964	220,637	315,724
Nutritional	52,298	48,851	82,514
Life-Sustaining/Other	427,104	398,949	270,013
TOTAL TRIPS	**1,326,106**	**1,125,188**	**972,951**

Passenger Trips By Revenue Source			
CTD	558,323	412,240	245,879
AHCA	0	0	0
APD	0	0	0
DOEA	51,231	50,874	0
DOE	0	0	0
Other	716,552	662,074	727,072
TOTAL TRIPS	**1,326,106**	**1,125,188**	**972,951**

Trips by Provider Type			
CTC	1,326,106	1,125,188	105,847
Transportation Operator	0	0	867,104
Coordination Contractor	0	0	0
TOTAL TRIPS	**1,326,106**	**1,125,188**	**972,951**

Vehicle Data	2017	2018	2019
Vehicle Miles	10,666,848	11,007,774	11,547,712
Roadcalls	275	471	1,439
Accidents	79	105	114
Vehicles	241	238	247
Drivers	347	387	316

Financial and General Data			
Expenses	$32,891,835	$31,904,365	$34,829,078
Revenues	$32,891,836	$31,904,365	$37,110,466
Commendations	846	1,136	1,384
Complaints	1,034	3,046	3,227
Passenger No-Shows	15,085	33,405	3,473
Unmet Trip Requests	0	0	0

Performance Measures			
Accidents per 100,000 Miles	0.74	0.95	0.99
Miles between Roadcalls	38,789	23,371	8,025
Avg. Trips per Passenger	111.88	95.69	87.65
Cost per Trip	$24.80	$28.35	$35.80
Cost per Paratransit Trip	$35.89	$37.83	$39.66
Cost per Total Mile	$3.08	$2.90	$3.02
Cost per Paratransit Mile	$2.93	$2.80	$2.98

County:	Pasco				Demographics		Number	
CTC:	Pasco County Public Transportation							
Contact:	Kurt M. Scheible				Total County Population		525,643	
	8620 Galen Wilson Blvd							
	Port Richey, FL 34668				Unduplicated Head Count		1,384	
	727-834-3200							
Email:	kscheible@ridepcpt.com							

Florida Commission for the CTA Transportation Disadvantaged

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	30,444	27,195	28,386
Deviated FR	0	0	0
Complementary ADA	0	0	27,475
Paratransit	141,019	160,117	174,229
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	12,289	10,294	12,025
Volunteers	0	0	0
TOTAL TRIPS	**183,752**	**197,606**	**242,115**

Vehicle Data	2017	2018	2019
Vehicle Miles	1,174,451	1,071,064	931,964
Roadcalls	7	13	114
Accidents	4	2	7
Vehicles	57	46	55
Drivers	128	119	55

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	63,342	79,799	160,709
Employment	24,322	21,419	3,735
Ed/Train/DayCare	15,815	18,400	51,111
Nutritional	19,206	17,775	8,879
Life-Sustaining/Other	61,067	60,213	17,681
TOTAL TRIPS	**183,752**	**197,606**	**242,115**

Financial and General Data	2017	2018	2019
Expenses	$3,256,422	$3,723,808	$3,608,903
Revenues	$3,367,902	$3,488,037	$3,701,411
Commendations	4	0	1
Complaints	4	16	143
Passenger No-Shows	608	531	1,790
Unmet Trip Requests	164	206	0

Passenger Trips By Revenue Source	2017	2018	2019
CTD	109,511	33,374	62,396
AHCA	11,583	9,412	0
APD	21,698	21,313	27,055
DOEA	9,450	11,977	9,933
DOE	12,289	408	0
Other	19,221	121,122	142,731
TOTAL TRIPS	**183,752**	**197,606**	**242,115**

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0.34	0.19	0.75
Miles between Roadcalls	167,779	82,390	8,175
Avg. Trips per Passenger	45.27	107.34	174.94
Cost per Trip	$17.72	$18.84	$14.91
Cost per Paratransit Trip	$22.28	$22.92	$17.63
Cost per Total Mile	$2.77	$3.48	$3.87
Cost per Paratransit Mile	$2.71	$3.46	$3.97

Trips by Provider Type	2017	2018	2019
CTC	89,639	82,669	174,806
Transportation Operator	27,195	16,448	0
Coordination Contractor	66,918	98,489	67,309
TOTAL TRIPS	**183,752**	**197,606**	**242,115**

County: Pinellas
CTC: Pinellas Suncoast Transit Authority
Contact: Ross Silvers
3201 Scherer Dr.
Saint Petersburg, FL 33716
727-540-1844

Email: rsilvers@psta.net

Demographics	Number
Total County Population	970,637
Unduplicated Head Count	25,949

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Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	3,471,768	3,742,235	3,733,619
Deviated FR	0	0	0
Complementary ADA	0	0	327,103
Paratransit	777,566	855,316	402,572
TNC	0	0	15,988
Taxi	0	0	13,894
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**4,249,334**	**4,597,551**	**4,493,176**

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	1,839,002	1,853,717	1,677,275
Employment	1,535,648	1,976,278	1,545,022
Ed/Train/DayCare	23,415	21,324	184,319
Nutritional	752,665	730,551	691,569
Life-Sustaining/Other	98,604	15,681	394,991
TOTAL TRIPS	**4,249,334**	**4,597,551**	**4,493,176**

Passenger Trips By Revenue Source	2017	2018	2019
CTD	3,471,768	3,904,908	3,621,324
AHCA	44,981	24,646	3,639
APD	137,345	121,776	132,871
DOEA	70,884	35,373	43,409
DOE	589	1,259	3,234
Other	523,767	509,589	688,699
TOTAL TRIPS	**4,249,334**	**4,597,551**	**4,493,176**

Trips by Provider Type	2017	2018	2019
CTC	3,471,768	3,742,235	3,814,071
Transportation Operator	590,297	689,845	577,016
Coordination Contractor	187,269	165,471	102,089
TOTAL TRIPS	**4,249,334**	**4,597,551**	**4,493,176**

Vehicle Data	2017	2018	2019
Vehicle Miles	6,098,541	6,785,620	8,118,250
Roadcalls	65	122	159
Accidents	12	17	20
Vehicles	345	238	351
Drivers	465	424	595

Financial and General Data	2017	2018	2019
Expenses	$16,168,242	$19,374,853	$17,146,991
Revenues	$17,674,315	$17,947,132	$17,180,864
Commendations	33	30	0
Complaints	16	18	69
Passenger No-Shows	16,651	24,500	0
Unmet Trip Requests	199	210	0

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0.20	0.25	0.25
Miles between Roadcalls	93,824	55,620	50,442
Avg. Trips per Passenger	159.94	162.33	173.15
Cost per Trip	$3.80	$4.21	$3.82
Cost per Paratransit Trip	$19.00	$21.01	$22.88
Cost per Total Mile	$2.65	$2.86	$2.14
Cost per Paratransit Mile	$2.42	$2.65	$2.09

County: Polk
CTC: Lakeland Area Mass Transit District
Contact: Tom Phillips
1212 George Jenkins Blvd.
Lakeland, FL 33815
863-327-1303

Email: tphillips@ridecitrus.com

Demographics	Number
Total County Population	686,483
Unduplicated Head Count	7,158

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	430,366	438,186	606,916
Deviated FR	628	0	652
Complementary ADA	0	0	70,482
Paratransit	234,443	188,249	110,050
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**665,437**	**626,435**	**788,100**

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	303,059	61,043	128,043
Employment	42,104	8,645	5,988
Ed/Train/DayCare	92,914	43,452	176,850
Nutritional	47,991	19,000	27,651
Life-Sustaining/Other	179,369	494,295	449,568
TOTAL TRIPS	**665,437**	**626,435**	**788,100**

Passenger Trips By Revenue Source	2017	2018	2019
CTD	24,228	108,229	169,964
AHCA	1,028	2,754	0
APD	81,185	86,862	23,303
DOEA	70,511	6,058	8,943
DOE	90,475	79,930	103,356
Other	398,010	342,602	482,534
TOTAL TRIPS	**665,437**	**626,435**	**788,100**

Trips by Provider Type	2017	2018	2019
CTC	599,964	533,591	703,009
Transportation Operator	1,097	0	0
Coordination Contractor	64,376	92,844	85,091
TOTAL TRIPS	**665,437**	**626,435**	**788,100**

Vehicle Data	2017	2018	2019
Vehicle Miles	1,744,038	1,375,399	923,811
Roadcalls	78	53	85
Accidents	0	29	36
Vehicles	127	122	137
Drivers	300	274	265

Financial and General Data	2017	2018	2019
Expenses	$7,363,865	$5,913,142	$6,441,079
Revenues	$7,538,276	$5,624,803	$6,326,375
Commendations	1	0	35
Complaints	51	24	298
Passenger No-Shows	6,624	3,885	674
Unmet Trip Requests	533	441	15

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0	2.11	3.90
Miles between Roadcalls	22,359	25,951	10,868
Avg. Trips per Passenger	10.13	101.68	110.10
Cost per Trip	$11.07	$9.44	$8.17
Cost per Paratransit Trip	$31.27	$31.35	$35.55
Cost per Total Mile	$4.22	$4.30	$6.97
Cost per Paratransit Mile	$4.21	$4.29	$6.97

County: Putnam
CTC: Ride Solution, Inc.
Contact: Boyd Thompson
220 N 11 St.
Palatka, FL 32177
386-325-9999

Email: boyd@theridesolution.org

Demographics	Number
Total County Population	73,464
Unduplicated Head Count	1,896

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Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	60,137	67,773	54,780
Complementary ADA	0	0	0
Paratransit	70,810	65,842	69,565
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	16,224
TOTAL TRIPS	**130,947**	**133,615**	**140,569**

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	21,773	24,095	24,932
Employment	46,158	40,994	39,047
Ed/Train/DayCare	22,171	351	108
Nutritional	4	33	17
Life-Sustaining/Other	40,841	68,142	76,465
TOTAL TRIPS	**130,947**	**133,615**	**140,569**

Passenger Trips By Revenue Source	2017	2018	2019
CTD	19,116	16,711	28,195
AHCA	11,569	12,750	12,529
APD	39,538	38,891	32,799
DOEA	0	0	0
DOE	0	0	0
Other	60,724	65,263	67,046
TOTAL TRIPS	**130,947**	**133,615**	**140,569**

Trips by Provider Type	2017	2018	2019
CTC	130,947	133,615	140,569
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	**130,947**	**133,615**	**140,569**

Vehicle Data	2017	2018	2019
Vehicle Miles	801,609	1,011,130	900,778
Roadcalls	8	14	16
Accidents	2	2	0
Vehicles	32	34	32
Drivers	29	26	29

Financial and General Data	2017	2018	2019
Expenses	$2,467,967	$2,926,358	$2,665,321
Revenues	$2,409,386	$2,360,607	$2,568,430
Commendations	9	10	8
Complaints	4	3	5
Passenger No-Shows	2,592	2,921	630
Unmet Trip Requests	4	3	3

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0.25	0.20	0
Miles between Roadcalls	100,201	72,224	56,299
Avg. Trips per Passenger	59.09	20.95	74.14
Cost per Trip	$18.85	$21.90	$18.96
Cost per Paratransit Trip	$18.85	$21.90	$18.96
Cost per Total Mile	$3.08	$2.89	$2.96
Cost per Paratransit Mile	$3.08	$2.89	$2.96

County:	Saint Johns	Demographics	Number
CTC:	St. Johns County Council on Aging, Inc.		
Contact:	Becky Yanni	Total County Population	243,812
	180 Marine St.		
	Saint Augustine, FL 32084	Unduplicated Head Count	9,288
	904-209-3700		
Email:	byanni@stjohnscoa.com		

Florida Commission for the
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Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	275,098	294,459	284,424
Complementary ADA	0	0	0
Paratransit	57,726	55,182	56,835
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**332,824**	**349,641**	**341,259**

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	30,184	26,932	24,947
Employment	2,717	2,779	4,940
Ed/Train/DayCare	3,314	3,658	3,221
Nutritional	16,829	14,690	15,652
Life-Sustaining/Other	279,780	301,582	292,499
TOTAL TRIPS	**332,824**	**349,641**	**341,259**

Passenger Trips By Revenue Source	2017	2018	2019
CTD	52,850	110,137	27,159
AHCA	3,769	985	0
APD	0	0	0
DOEA	0	0	0
DOE	0	0	0
Other	276,205	238,519	314,100
TOTAL TRIPS	**332,824**	**349,641**	**341,259**

Trips by Provider Type	2017	2018	2019
CTC	332,824	349,641	341,259
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	**332,824**	**349,641**	**341,259**

Vehicle Data	2017	2018	2019
Vehicle Miles	1,062,755	1,166,609	1,100,269
Roadcalls	8	8	7
Accidents	3	1	0
Vehicles	39	47	42
Drivers	68	69	69

Financial and General Data	2017	2018	2019
Expenses	$3,448,291	$3,802,509	$3,476,109
Revenues	$3,237,291	$3,443,340	$3,241,548
Commendations	8	11	12
Complaints	8	8	7
Passenger No-Shows	260	483	1,271
Unmet Trip Requests	0	2	0

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0.28	0.09	0
Miles between Roadcalls	132,844	145,826	157,181
Avg. Trips per Passenger	80.01	41.26	36.74
Cost per Trip	$10.36	$10.88	$10.19
Cost per Paratransit Trip	$10.36	$10.88	$10.19
Cost per Total Mile	$3.24	$3.26	$3.16
Cost per Paratransit Mile	$3.24	$3.26	$3.16

County:	Saint Lucie	Demographics	Number
CTC:	St. Lucie County Board of County Commissioners		
Contact:	Murriah S. Dekle	Total County Population	313,506
	437 North 7th Street		
	Fort Pierce, FL 34950	Unduplicated Head Count	4,666
	772-462-3065		
Email:	deklem@st.lucieco.org		

Florida Commission for the CTD Transportation Disadvantaged

Trips By Type of Service	2017	2018	2019		Vehicle Data	2017	2018	2019
Fixed Route (FR)	33,588	32,597	0		Vehicle Miles	1,418,760	1,394,882	1,144,824
Deviated FR	0	0	0		Roadcalls	38	26	60
Complementary ADA	0	0	0		Accidents	4	1	1
Paratransit	214,062	206,574	175,752		Vehicles	114	195	109
TNC	0	0	0		Drivers	136	138	145
Taxi	0	0	710					
School Board (School Bus)	0	0	0					
Volunteers	0	0	0					
TOTAL TRIPS	**247,650**	**239,171**	**176,462**					

Passenger Trips By Trip Purpose	2017	2018	2019		Financial and General Data	2017	2018	2019
Medical	37,677	41,504	47,469		Expenses	$3,800,957	$5,164,915	$3,790,772
Employment	42,790	49,340	10,860		Revenues	$3,988,411	$5,106,513	$3,790,772
Ed/Train/DayCare	76,881	63,765	47,522		Commendations	18	15	10
Nutritional	11,949	7,728	7,655		Complaints	9	9	11
Life-Sustaining/Other	78,353	76,834	62,956		Passenger No-Shows	2,097	2,424	3,015
TOTAL TRIPS	**247,650**	**239,171**	**176,462**		Unmet Trip Requests	32,222	16,642	9,319

Passenger Trips By Revenue Source	2017	2018	2019		Performance Measures	2017	2018	2019
CTD	26,997	44,771	40,494		Accidents per 100,000 Miles	0.28	0.07	0.09
AHCA	0	0	253		Miles between Roadcalls	37,336	53,649	18,970
APD	70,810	53,823	52,412		Avg. Trips per Passenger	20.58	20.36	37.82
DOEA	3,960	3,950	3,950		Cost per Trip	$15.35	$21.60	$21.48
DOE	0	0	269		Cost per Paratransit Trip	$17.68	$25.00	$21.46
Other	145,883	136,627	79,084		Cost per Total Mile	$2.68	$3.70	$3.33
TOTAL TRIPS	**247,650**	**239,171**	**176,462**		Cost per Paratransit Mile	$2.67	$3.70	$3.31

Trips by Provider Type	2017	2018	2019
CTC	0	0	0
Transportation Operator	146,010	163,614	108,363
Coordination Contractor	101,640	75,557	68,099
TOTAL TRIPS	**247,650**	**239,171**	**176,462**

County: Santa Rosa
CTC: Tri-County Community Council, Inc.
Contact: Joel Paul
302 N Oklahoma ST
Bonifay, FL 32425
850-547-3689

Email: joelpaul.tccc@mchi.com

Demographics	Number
Total County Population	174,272
Unduplicated Head Count	372

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	33,005	25,318	22,534
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**33,005**	**25,318**	**22,534**

Passenger Trips By Trip Purpose			
Medical	19,189	15,251	12,002
Employment	7,102	5,202	5,893
Ed/Train/DayCare	614	491	3,163
Nutritional	399	319	556
Life-Sustaining/Other	5,701	4,055	920
TOTAL TRIPS	**33,005**	**25,318**	**22,534**

Passenger Trips By Revenue Source			
CTD	13,275	12,143	12,224
AHCA	10,083	7,404	1,689
APD	3,113	5,399	2,222
DOEA	0	0	0
DOE	4	10	0
Other	6,530	362	6,399
TOTAL TRIPS	**33,005**	**25,318**	**22,534**

Trips by Provider Type			
CTC	33,005	25,318	22,534
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	**33,005**	**25,318**	**22,534**

Vehicle Data	2017	2018	2019
Vehicle Miles	492,542	410,250	249,869
Roadcalls	2	5	0
Accidents	1	1	1
Vehicles	15	15	14
Drivers	18	19	8

Financial and General Data			
Expenses	$870,702	$844,389	$739,161
Revenues	$898,220	$801,937	$749,809
Commendations	0	0	0
Complaints	0	0	0
Passenger No-Shows	1,776	663	320
Unmet Trip Requests	85	108	369

Performance Measures			
Accidents per 100,000 Miles	0.20	0.24	0.40
Miles between Roadcalls	246,271	82,050	0
Avg. Trips per Passenger	43.43	39.01	60.58
Cost per Trip	$26.38	$33.35	$32.80
Cost per Paratransit Trip	$26.38	$33.35	$32.80
Cost per Total Mile	$1.77	$2.06	$2.96
Cost per Paratransit Mile	$1.77	$2.06	$2.96

				Demographics	Number

County: Sarasota
CTC: Sarasota County Board of County Commissioners
Contact: Rob Lewis
5303 Pinkney Ave.
Sarasota, FL 34233
941-861-1003

Email: rlewis@scgov.net

Demographics — Number

Total County Population — 419,119

Unduplicated Head Count — 3,911

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	786,635	473,094	0
Deviated FR	0	0	0
Complementary ADA	0	0	69,886
Paratransit	246,893	245,191	195,165
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**1,033,528**	**718,285**	**265,051**

Passenger Trips By Trip Purpose			
Medical	74,873	56,007	63,973
Employment	26,473	26,797	27,006
Ed/Train/DayCare	124,805	122,143	132,113
Nutritional	10,814	9,269	0
Life-Sustaining/Other	796,563	504,069	41,959
TOTAL TRIPS	**1,033,528**	**718,285**	**265,051**

Passenger Trips By Revenue Source			
CTD	38,575	43,772	46,686
AHCA	0	0	710
APD	44,854	68,565	3,969
DOEA	0	0	0
DOE	0	0	0
Other	950,099	605,948	213,686
TOTAL TRIPS	**1,033,528**	**718,285**	**265,051**

Trips by Provider Type			
CTC	786,635	473,094	0
Transportation Operator	184,597	176,626	188,827
Coordination Contractor	62,296	68,565	76,224
TOTAL TRIPS	**1,033,528**	**718,285**	**265,051**

Vehicle Data	2017	2018	2019
Vehicle Miles	1,892,106	1,833,071	3,023,159
Roadcalls	5	7	74
Accidents	7	24	18
Vehicles	65	65	104
Drivers	150	149	80

Financial and General Data			
Expenses	$8,128,791	$7,059,247	$8,057,222
Revenues	$6,698,332	$6,964,905	$8,057,222
Commendations	8	1	4
Complaints	26	24	28
Passenger No-Shows	3,911	4,208	3,968
Unmet Trip Requests	15,662	19,338	520

Performance Measures			
Accidents per 100,000 Miles	0.37	1.31	0.60
Miles between Roadcalls	378,421	261,867	40,854
Avg. Trips per Passenger	240.69	180.47	67.77
Cost per Trip	$7.87	$9.83	$30.40
Cost per Paratransit Trip	$32.73	$28.69	$30.40
Cost per Total Mile	$4.30	$3.85	$2.67
Cost per Paratransit Mile	$4.27	$3.84	$2.67

County:	Seminole		Demographics	Number
CTC:	Central Florida Regional Transportation Authority			
Contact:	Norman L. Hickling		Total County Population	462,659
	445 N Garland Avenue			
	Orlando, FL 32801		Unduplicated Head Count	10,554
	407-254-6169			
Email:	NHickling@golynx.com			

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	139,976	145,938	121,461
Deviated FR	29,141	37,726	23,469
Complementary ADA	0	0	54,598
Paratransit	171,986	226,721	88,014
TNC	0	0	2,339
Taxi	0	0	25,135
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**341,103**	**410,385**	**315,016**

Vehicle Data	2017	2018	2019
Vehicle Miles	2,189,842	3,175,997	1,458,606
Roadcalls	87	88	56
Accidents	25	18	8
Vehicles	64	91	73
Drivers	129	175	205

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	131,800	159,671	71,789
Employment	72,029	80,756	35,334
Ed/Train/DayCare	59,711	88,141	21,836
Nutritional	22,374	22,938	8,819
Life-Sustaining/Other	55,189	58,879	177,238
TOTAL TRIPS	**341,103**	**410,385**	**315,016**

Financial and General Data	2017	2018	2019
Expenses	$4,774,694	$7,723,199	$7,854,833
Revenues	$4,831,677	$6,020,072	$6,348,391
Commendations	34	39	38
Complaints	148	229	329
Passenger No-Shows	12,624	11,081	7,227
Unmet Trip Requests	39,165	2,044	9

Passenger Trips By Revenue Source	2017	2018	2019
CTD	32,373	42,479	34,117
AHCA	7,029	4,807	6,581
APD	41,776	52,567	10,683
DOEA	15,068	17,532	13,342
DOE	0	0	0
Other	244,857	293,000	250,293
TOTAL TRIPS	**341,103**	**410,385**	**315,016**

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	1.14	0.57	0.62
Miles between Roadcalls	25,171	36,091	23,012
Avg. Trips per Passenger	36.56	42.57	29.85
Cost per Trip	$14.00	$18.82	$24.93
Cost per Paratransit Trip	$23.74	$29.21	$43.27
Cost per Total Mile	$2.18	$2.43	$6.10
Cost per Paratransit Mile	$2.18	$2.43	$5.70

Trips by Provider Type	2017	2018	2019
CTC	265,749	317,888	121,461
Transportation Operator	0	0	146,360
Coordination Contractor	75,354	92,497	47,195
TOTAL TRIPS	**341,103**	**410,385**	**315,016**

County:	Sumter			Demographics		Number
CTC:	Sumter County Board of County Commissioners, Sumter County Transit					
Contact:	Stephen Kennedy			Total County Population		125,165
	7361 Powell Road					
	Wildwood, FL 34785			Unduplicated Head Count		860
	352-689-4400					
Email:	Stephen.Kennedy@sumtercountyfl.gov					

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	3,481	3,338	1,563
Complementary ADA	0	0	0
Paratransit	73,976	66,086	64,941
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**77,457**	**69,424**	**66,504**

Passenger Trips By Trip Purpose			
Medical	7,158	6,470	5,134
Employment	17,807	14,905	12,292
Ed/Train/DayCare	16,596	16,759	14,719
Nutritional	8,156	7,492	4,362
Life-Sustaining/Other	27,740	23,798	29,997
TOTAL TRIPS	**77,457**	**69,424**	**66,504**

Passenger Trips By Revenue Source			
CTD	17,040	18,962	17,792
AHCA	0	0	0
APD	11,299	4,491	12,967
DOEA	4,478	3,852	3,692
DOE	0	0	0
Other	44,640	42,119	32,053
TOTAL TRIPS	**77,457**	**69,424**	**66,504**

Trips by Provider Type			
CTC	0	0	0
Transportation Operator	56,949	56,278	53,535
Coordination Contractor	20,508	13,146	12,969
TOTAL TRIPS	**77,457**	**69,424**	**66,504**

Vehicle Data	2017	2018	2019
Vehicle Miles	532,769	448,094	522,572
Roadcalls	6	7	1
Accidents	1	7	2
Vehicles	32	22	27
Drivers	22	20	25

Financial and General Data			
Expenses	$1,356,283	$1,528,765	$1,436,688
Revenues	$1,446,632	$1,606,967	$1,678,900
Commendations	117	127	0
Complaints	2	1	1
Passenger No-Shows	618	541	986
Unmet Trip Requests	0	0	0

Performance Measures			
Accidents per 100,000 Miles	0.19	1.56	0.38
Miles between Roadcalls	88,795	64,013	522,572
Avg. Trips per Passenger	46.16	47.75	77.33
Cost per Trip	$17.51	$22.02	$21.60
Cost per Paratransit Trip	$17.51	$22.02	$21.60
Cost per Total Mile	$2.55	$3.41	$2.75
Cost per Paratransit Mile	$2.55	$3.41	$2.75

			Demographics	Number
County:	Suwannee			
CTC:	Suwannee Valley Transit Authority			
Contact:	1907 Voyles St, SW		Total County Population	44,190
	1907 Voyles St, SW			
	Live Oak, FL 32064		Unduplicated Head Count	188
	386-362-5332			
Email:	larry.sessions@ridesvta.com			

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	25,412	18,251	18,564
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**25,412**	**18,251**	**18,564**

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	2,438	4,534	4,301
Employment	117	515	786
Ed/Train/DayCare	12,830	11,464	9,601
Nutritional	1,135	1	1
Life-Sustaining/Other	8,892	1,737	3,875
TOTAL TRIPS	**25,412**	**18,251**	**18,564**

Passenger Trips By Revenue Source	2017	2018	2019
CTD	9,595	6,132	5,029
AHCA	100	0	0
APD	11,613	10,110	9,043
DOEA	590	0	0
DOE	4	0	0
Other	3,510	2,009	4,492
TOTAL TRIPS	**25,412**	**18,251**	**18,564**

Trips by Provider Type	2017	2018	2019
CTC	25,412	8,441	10,743
Transportation Operator	0	0	0
Coordination Contractor	0	9,810	7,821
TOTAL TRIPS	**25,412**	**18,251**	**18,564**

Vehicle Data	2017	2018	2019
Vehicle Miles	213,709	167,553	180,622
Roadcalls	3	0	3
Accidents	0	0	1
Vehicles	17	13	11
Drivers	13	9	10

Financial and General Data	2017	2018	2019
Expenses	$792,271	$375,983	$404,114
Revenues	$769,482	$391,305	$386,870
Commendations	4	4	0
Complaints	4	0	1
Passenger No-Shows	157	292	413
Unmet Trip Requests	25	7	7

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0	0	0.55
Miles between Roadcalls	71,236	0	60,207
Avg. Trips per Passenger	87.03	127.63	98.74
Cost per Trip	$31.18	$20.60	$21.77
Cost per Paratransit Trip	$31.18	$20.60	$21.77
Cost per Total Mile	$3.71	$2.24	$2.24
Cost per Paratransit Mile	$3.71	$2.24	$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
Unduplicated Head Count	872

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Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	6,510	5,431	5,752
Complementary ADA	0	0	0
Paratransit	11,141	11,802	11,096
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**17,651**	**17,233**	**16,848**

Passenger Trips By Trip Purpose			
Medical	6,446	5,830	4,926
Employment	3,869	3,540	3,281
Ed/Train/DayCare	3,834	4,376	5,211
Nutritional	54	1,576	1,913
Life-Sustaining/Other	3,448	1,911	1,517
TOTAL TRIPS	**17,651**	**17,233**	**16,848**

Passenger Trips By Revenue Source			
CTD	6,551	6,151	6,735
AHCA	3,997	3,460	2,046
APD	0	980	1,712
DOEA	0	0	0
DOE	0	0	0
Other	7,103	6,642	6,355
TOTAL TRIPS	**17,651**	**17,233**	**16,848**

Trips by Provider Type			
CTC	17,651	17,233	16,848
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	**17,651**	**17,233**	**16,848**

Vehicle Data	2017	2018	2019
Vehicle Miles	263,823	197,929	193,576
Roadcalls	6	1	7
Accidents	0	1	0
Vehicles	8	7	8
Drivers	7	7	6

Financial and General Data	2017	2018	2019
Expenses	$651,620	$649,394	$698,544
Revenues	$666,407	$654,905	$636,684
Commendations	1	6	4
Complaints	0	0	0
Passenger No-Shows	266	265	308
Unmet Trip Requests	0	0	0

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0	0.51	0
Miles between Roadcalls	43,970	197,929	27,654
Avg. Trips per Passenger	20.60	19.28	19.32
Cost per Trip	$36.92	$37.68	$41.46
Cost per Paratransit Trip	$36.92	$37.68	$41.46
Cost per Total Mile	$2.47	$3.28	$3.61
Cost per Paratransit Mile	$2.47	$3.28	$3.61

				Demographics	Number
County:	Union				
CTC:	Suwannee River Economic Council, Inc.				
Contact:	Matt Pearson			Total County Population	15,517
	PO Box 70				
	Live Oak, FL 32064			Unduplicated Head Count	235
	386-362-4115				
Email:	mpearson@suwaneeec.net				

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	4,680	4,549	5,610
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**4,680**	**4,549**	**5,610**

Vehicle Data	2017	2018	2019
Vehicle Miles	159,711	130,369	124,920
Roadcalls	1	4	1
Accidents	0	0	0
Vehicles	10	7	6
Drivers	4	4	4

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	4,003	3,581	3,955
Employment	0	6	16
Ed/Train/DayCare	0	4	6
Nutritional	677	873	1,366
Life-Sustaining/Other	0	85	267
TOTAL TRIPS	**4,680**	**4,549**	**5,610**

Financial and General Data	2017	2018	2019
Expenses	$306,042	$391,642	$318,710
Revenues	$274,434	$360,967	$325,105
Commendations	0	0	0
Complaints	0	1	0
Passenger No-Shows	35	473	605
Unmet Trip Requests	27	0	4

Passenger Trips By Revenue Source	2017	2018	2019
CTD	2,049	2,460	3,850
AHCA	1,952	1,598	1,760
APD	0	0	0
DOEA	677	490	0
DOE	0	0	0
Other	2	1	0
TOTAL TRIPS	**4,680**	**4,549**	**5,610**

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	159,711	32,592	124,920
Avg. Trips per Passenger	16.48	24.33	23.87
Cost per Trip	$65.39	$86.09	$56.81
Cost per Paratransit Trip	$65.39	$86.09	$56.81
Cost per Total Mile	$1.92	$3.00	$2.55
Cost per Paratransit Mile	$1.92	$3.00	$2.55

Trips by Provider Type	2017	2018	2019
CTC	4,680	4,549	5,610
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	**4,680**	**4,549**	**5,610**

				Demographics	Number
County:	Volusia				
CTC:	County of Volusia d/b/a VOTRAN			Total County Population	538,692
Contact:	Frank Alvarez				
	950 Big Tree Road			Unduplicated Head Count	15,119
	South Daytona, FL 32119				
	386-756-7496				
Email:	falvarez@volusia.org				

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	235,355	263,162	150,442
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	327,171	347,052	357,535
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	5,390	1,190	0
Volunteers	0	0	0
TOTAL TRIPS	567,916	611,404	507,977

Vehicle Data	2017	2018	2019
Vehicle Miles	2,918,524	2,916,800	2,700,465
Roadcalls	168	201	196
Accidents	6	6	0
Vehicles	123	123	166
Drivers	139	144	197

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	162,761	199,159	123,311
Employment	49,385	64,512	57,338
Ed/Train/DayCare	114,429	114,646	76,045
Nutritional	18,057	17,894	18,248
Life-Sustaining/Other	223,284	215,193	233,035
TOTAL TRIPS	567,916	611,404	507,977

Financial and General Data	2017	2018	2019
Expenses	$6,937,738	$6,568,361	$9,733,713
Revenues	$6,937,738	$6,568,361	$9,691,072
Commendations	362	391	399
Complaints	265	249	196
Passenger No-Shows	8,664	9,203	9,602
Unmet Trip Requests	0	0	0

Passenger Trips By Revenue Source	2017	2018	2019
CTD	34,391	38,661	52,172
AHCA	0	0	0
APD	708	0	0
DOEA	18,102	7,267	26,363
DOE	71,645	79,469	383
Other	443,070	486,007	429,059
TOTAL TRIPS	567,916	611,404	507,977

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0.21	0.21	0
Miles between Roadcalls	17,372	14,511	13,778
Avg. Trips per Passenger	27.81	30.78	33.60
Cost per Trip	$12.22	$10.74	$19.16
Cost per Paratransit Trip	$21.18	$18.90	$27.18
Cost per Total Mile	$2.38	$2.25	$3.60
Cost per Paratransit Mile	$2.37	$2.25	$3.60

Trips by Provider Type	2017	2018	2019
CTC	414,959	458,970	375,188
Transportation Operator	95,264	100,940	81,357
Coordination Contractor	57,693	51,494	51,432
TOTAL TRIPS	567,916	611,404	507,977

County: Wakulla
CTC: Wakulla Senior Citizens Council, Inc.
Contact: R. H. Carter
33 Michael Drive
Crawfordville, FL 32327
850-888-1017

Email: s.mcdaniel@wakullaseniorcitzens.com

Demographics	Number
Total County Population	32,120
Unduplicated Head Count	396

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	12,627	12,939	13,492
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**12,627**	**12,939**	**13,492**

Passenger Trips By Trip Purpose			
Medical	7,417	6,960	6,830
Employment	212	492	876
Ed/Train/DayCare	450	568	385
Nutritional	4,144	4,215	2,621
Life-Sustaining/Other	404	704	2,780
TOTAL TRIPS	**12,627**	**12,939**	**13,492**

Passenger Trips By Revenue Source			
CTD	5,502	6,134	6,582
AHCA	2,906	2,498	4,100
APD	274	294	332
DOEA	20	71	0
DOE	0	0	0
Other	3,925	3,942	2,478
TOTAL TRIPS	**12,627**	**12,939**	**13,492**

Trips by Provider Type			
CTC	12,627	12,939	13,492
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	**12,627**	**12,939**	**13,492**

Vehicle Data	2017	2018	2019
Vehicle Miles	175,825	296,837	239,093
Roadcalls	0	0	0
Accidents	0	1	0
Vehicles	8	9	12
Drivers	8	11	11

Financial and General Data			
Expenses	$517,076	$620,003	$730,170
Revenues	$644,455	$642,050	$670,644
Commendations	0	0	0
Complaints	0	0	0
Passenger No-Shows	353	475	263
Unmet Trip Requests	0	0	60

Performance Measures			
Accidents per 100,000 Miles	0	0.34	0
Miles between Roadcalls	0	0	0
Avg. Trips per Passenger	42.23	39.57	34.07
Cost per Trip	$40.95	$47.92	$54.12
Cost per Paratransit Trip	$40.95	$47.92	$54.12
Cost per Total Mile	$2.94	$2.09	$3.05
Cost per Paratransit Mile	$2.94	$2.09	$3.05

County: Walton
CTC: Tri-County Community Council, Inc
Contact: Joel Paul, Jr.
302 North Oklahoma St
Bonifay, FL 32425
850-547-3689

Email: joelpaul.tccc@mchsi.com

Demographics	Number
Total County Population	68,376
Unduplicated Head Count	949

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	49,903	44,138	44,721
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**49,903**	**44,138**	**44,721**

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	22,893	19,625	13,982
Employment	6,523	6,565	6,841
Ed/Train/DayCare	15,893	12,361	9,503
Nutritional	3,062	4,116	4,812
Life-Sustaining/Other	1,532	1,471	9,583
TOTAL TRIPS	**49,903**	**44,138**	**44,721**

Passenger Trips By Revenue Source	2017	2018	2019
CTD	21,800	22,646	26,487
AHCA	6,529	5,327	1,508
APD	2,209	2,252	1,916
DOEA	5,541	4,934	6,230
DOE	14	12	0
Other	13,810	8,967	8,580
TOTAL TRIPS	**49,903**	**44,138**	**44,721**

Trips by Provider Type	2017	2018	2019
CTC	47,170	43,672	42,997
Transportation Operator	2,733	466	1,724
Coordination Contractor	0	0	0
TOTAL TRIPS	**49,903**	**44,138**	**44,721**

Vehicle Data	2017	2018	2019
Vehicle Miles	549,584	533,721	459,240
Roadcalls	0	0	0
Accidents	0	0	0
Vehicles	21	20	18
Drivers	16	14	14

Financial and General Data	2017	2018	2019
Expenses	$1,106,146	$1,130,570	$911,024
Revenues	$1,024,041	$961,075	$928,493
Commendations	0	1	0
Complaints	2	2	0
Passenger No-Shows	138	111	188
Unmet Trip Requests	134	84	71

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	0	0	0
Avg. Trips per Passenger	44.72	40.35	47.12
Cost per Trip	$22.17	$25.61	$20.37
Cost per Paratransit Trip	$22.17	$25.61	$20.37
Cost per Total Mile	$2.01	$2.12	$1.98
Cost per Paratransit Mile	$2.01	$2.12	$1.98

County: Washington
CTC: Tri-County Community Council, Inc
Contact: Joel Paul, Jr.
302 North Oklahoma St
Bonifay, FL 32425
850-547-3689

Email: joelpaul.tccc@mchsi.com

Demographics	Number
Total County Population	24,567
Unduplicated Head Count	707

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	20,234	20,592	18,095
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**20,234**	**20,592**	**18,095**

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	13,261	12,893	8,552
Employment	1,506	1,831	3,211
Ed/Train/DayCare	4,320	4,640	369
Nutritional	735	627	213
Life-Sustaining/Other	412	601	5,750
TOTAL TRIPS	**20,234**	**20,592**	**18,095**

Passenger Trips By Revenue Source	2017	2018	2019
CTD	5,202	8,105	10,764
AHCA	7,308	6,655	2,294
APD	5,462	5,433	4,685
DOEA	737	328	208
DOE	0	0	0
Other	1,525	71	144
TOTAL TRIPS	**20,234**	**20,592**	**18,095**

Trips by Provider Type	2017	2018	2019
CTC	20,176	20,571	18,016
Transportation Operator	58	21	79
Coordination Contractor	0	0	0
TOTAL TRIPS	**20,234**	**20,592**	**18,095**

Vehicle Data	2017	2018	2019
Vehicle Miles	362,609	359,450	308,103
Roadcalls	2	2	2
Accidents	1	0	1
Vehicles	15	15	14
Drivers	10	11	10

Financial and General Data	2017	2018	2019
Expenses	$595,485	$675,003	$675,802
Revenues	$673,587	$846,068	$690,805
Commendations	0	0	0
Complaints	2	2	0
Passenger No-Shows	69	82	61
Unmet Trip Requests	131	139	47

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0.28	0	0.32
Miles between Roadcalls	181,304	179,725	154,052
Avg. Trips per Passenger	26.80	29.89	25.59
Cost per Trip	$29.43	$32.78	$37.35
Cost per Paratransit Trip	$29.43	$32.78	$37.35
Cost per Total Mile	$1.64	$1.88	$2.19
Cost per Paratransit Mile	$1.64	$1.88	$2.19

Lois Glass

Volusia County

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

GLOSSARY

The following glossary is intended to coordinate terminology within the Florida Coordinated Transportation System. It is imperative that when certain words or phrases are used, the definition must be universally acknowledged.

Accidents: when used in reference to the AOR, the total number of reportable accidents that occurred whereby the result was either property damage of $1000.00 or more, or personal injury that required evacuation to a medical facility, or a combination of both.

Actual Expenditure Report (AER): an annual report completed by each state member agency and each official planning agency, to inform the Commission in writing, before September 15 of each year, of the specific amount of funds the agency expended for transportation disadvantaged services.

Advance Reservation Service: shared or individual paratransit service that is readily delivered with at least prior day notification, seven days a week, 24 hours a day.

Agency: an official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private non-profit transportation service providing entity.

Americans with Disabilities Act (ADA): a federal law, P.L. 101-336, signed by the President of the United States on July 26, 1990 providing protection for persons with disabilities.

Annual Operating Report (AOR): an annual report prepared by the community transportation coordinator detailing its designated service area operating statistics for the most recent operating year.

Annual Performance Report (APR): an annual report issued by the Commission for the Transportation Disadvantaged that combines all the data submitted in the Annual Operating Reports and the Commissions Annual Report.

Automotive Service Excellence (ASE): a series of tests that certify the skills of automotive technicians in a variety of maintenance areas.

Availability: a measure of the capability of a transportation system to be used by potential riders, such as the hours the system is in operation, the route spacing, the seating availability, and the pick-up and delivery time parameters.

Bus: any motor vehicle designed for carrying more than 10 passengers and used for the transportation of persons for compensation.

Bus Lane: a street or highway lane intended primarily for buses, either all day or during specified periods, but used by other traffic under certain circumstances.

Bus Stop: a waiting, boarding, and disembarking area, usually designated by distinctive signs and by curbs or pavement markings.

Center for Urban Transportation Research (CUTR): a research group located at the University of South Floridas College of Engineering.

Certified Minority Business Enterprise (CMBE): any small business concern which is organized to engage in commercial transactions, which is domiciled in Florida, and which is at least 51 percent owned by minority persons and whose management and daily operations are controlled by such persons. These businesses should be certified by the Florida Department of Management Services.

Chapter 427, Florida Statutes: the Florida statute establishing the Commission for the Transportation Disadvantaged and prescribing its duties and responsibilities.

Commendation: : any documented compliment of any aspect of the coordinated system, including personnel, vehicle, service, etc.

Commercial Drivers License (CDL): a license required if a driver operates a commercial motor vehicle, including a vehicle that carries 16 or more passengers (including the driver), or a vehicle weighing more than 26,000 pounds.

Commission: the Florida Commission for the Transportation Disadvantaged (CTD) as authorized in Section 427.013, Florida Statutes.

Commission for the Transportation Disadvantaged (Commission): an independent agency created in 1989 to accomplish the coordination of transportation services provided to the transportation disadvantaged. Replaced the Coordinating Council on the Transportation Disadvantaged.

Community Transportation Coordinator (CTC): (formerly referred to as coordinated community transportation provider) a transportation entity competitively procured or recommended by the appropriate official planning agency and local Coordinating Board and approved by the Commission, to ensure that safe, quality coordinated transportation services are provided or arranged in a cost-effective manner to serve the transportation disadvantaged in a designated service area.

Competitive Procurement: obtaining a transportation operator or other services through a competitive process based upon Commission-approved procurement guidelines, as established in accordance with Chapter 287, Florida Statutes.

Complaint: any documented customer concern involving timeliness, vehicle condition, quality of service, personnel behavior, and other operational policies.

Complete (or Full) Brokerage: type of CTC network in which the CTC does not provide any on-street transportation services itself, but contracts with transportation operators or coordination contractors for the delivery of all transportation services.

Coordinated Transportation System: includes the CTC, the transportation operators and coordination contractors under contract with the CTC, the official planning agency, and local Coordinating Board involved in the provision of service delivery to the transportation disadvantaged within the designated service area.

Coordinated Trips: passenger trips provided by or arranged through a CTC.

Coordinating Board: an entity in each designated service area composed of representatives who provide assistance to the community transportation coordinator relative to the coordination of transportation disadvantaged services.

Coordination: the arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost effective, safe, efficient, and reduces fragmentation and duplication of services. Coordination is not the same as total consolidation of transportation disadvantaged services in any given service area.

Coordination Contract: a written contract between the community transportation coordinator and an agency who receives transportation disadvantaged funds and performs some, if not all of, its own services, as well as services to others, when such service has been analyzed by the CTC and proven to be a safer, more effective and more efficient service from a total system perspective. The Commissions standard contract reflects the specific terms and conditions that will apply to those agencies who perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the coordinator.

Deadhead: the miles or hours that a vehicle travels when out of revenue service. From dispatch point to first pick-up, and from last drop-off to home base, or movements from home base to maintenance garage or fuel depot, and return.

Demand Response: a paratransit service that is readily delivered with less than prior day notification, seven days a week, 24 hours a day. This service can be either an individual or shared ride.

Designated Service Area: a geographical area subject to approval by the Commission, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.

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

Disabled Passenger: anyone with a physical or mental impairment that substantially limits at least one of the major life activities (i.e., caring for ones self, walking, seeing, hearing, speaking, learning).

Dispatcher: the person responsible for having every scheduled run leave the yard or garage on time and maintain a schedule, matching the work force with the work load on a minute-by-minute basis. In demand-response transportation, the person who assigns the customers to vehicles and notifies the appropriate drivers.

Driver Hour: the period of one hour that a person works whose main responsibility is to drive vehicles.

Economies of Scale: cost savings resulting from combined resources (e.g., joint purchasing agreements that result in a lower cost per gallon or quantity discount for fuel).

Effectiveness Measure: a performance measure that indicates the level of consumption per unit of output. Passenger trips per vehicle mile is an example of an effectiveness measure.

Efficiency Measure: a performance measure that evaluates the level of resources expended to achieve a given level of output. An example of an efficiency measure is operating cost per vehicle mile.

Emergency: any occurrence, or threat thereof, whether accidental, natural or caused by man, in war or in peace, which results or may result in substantial denial of services to a designated service area for the transportation disadvantaged.

Emergency Fund: transportation disadvantaged trust fund monies set aside to address emergency situations and which can be utilized by direct contract, without competitive bidding, between the Commission and an entity to handle transportation services during a time of emergency.

Employees: the total number of persons employed in an organization.

Fixed Route: (also known as Fixed Route/Fixed Schedule) service in which the vehicle (s) repeatedly follows a consistent time schedule and stopping points over the same route, whereby such schedule, route or service is not at the users request (e.g. conventional city bus, fixed guide-way).

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

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

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

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

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

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

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

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

Grievance Process or Procedure: a formal grievance is a written complaint to document any concern or an unresolved service complaint regarding the separation or administration of TD service by the Transportation Operator, Community Transportation Coordinator, designated official planning agency, or local Coordinating Board. Provides a channel for the adjustment of grievances through discussions at progressively higher levels of authority, culminating in mediation, if necessary.

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

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

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

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

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

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

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

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

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

Memorandum of Agreement (MOA): the state contract included in the transportation disadvantaged service plan for transportation disadvantaged services purchased by federal, state, or local government transportation disadvantaged funds. This agreement is between the Commission and the community transportation coordinator and recognizes the community transportation coordinator as being responsible for the arrangement of the provision of transportation disadvantaged services for a designated service area.

Metropolitan Planning Organization (MPO): the area-wide organization responsible for conducting the continuous, cooperative and comprehensive transportation planning and programming in accordance with the provisions of 23 U.S.C. s. 134, as provided in 23 U.S.C. s. 104(f)(3). Also serves as the official planning agency referred to in Chapter 427, F.S.

Network type: describes how a community transportation coordinator provides service, whether as a complete brokerage, partial brokerage, or sole provider.

Non-coordinated Trip: a trip provided by an agency, entity, or operator who is in whole or in part subsidized by local, state, or federal funds, and who does not have coordination/operator contract with the community transportation coordinator.

Non-sponsored Trip: transportation disadvantaged services that are sponsored in whole by the Transportation Disadvantaged Trust Fund.

Objective: specific, measurable conditions that the organization establishes to achieve its goals.

Off Peak: a period of day or night during which travel activity is generally low and a minimum of transit service is operated.

Official Planning Agency (OPA): the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning. The Metropolitan Planning Organization shall serve as the planning agency in areas covered by such organizations.

Operating Cost: the sum of all expenditures that can be associated with the operation and maintenance of the system during the particular period under consideration.

Operating Cost per Driver Hour: operating costs divided by the number of driver hours, a measure of the cost efficiency of delivered service.

Operating Cost per Passenger Trip: operating costs divided by the total number of passenger trips, a measure of the efficiency of transporting riders. One of the key indicators of

comparative performance of transit properties since it reflects both the efficiency with which service is delivered and the market demand for the service.

Operating Cost per Vehicle Mile: operating costs divided by the number of vehicle miles, a measure of the cost efficiency of delivered service.

Operating Environment: describes whether the community transportation coordinator provides service in an urban or rural service area.

Operating Expenses: sum of all expenses associated with the operation and maintenance of a transportation system.

Operating Revenues: all revenues and subsidies utilized by the operator in the provision of transportation services.

Operating Statistics: data on various characteristics of operations, including passenger trips, vehicle miles, operating costs, revenues, vehicles, employees, accidents, and roadcalls.

Operator Contract: a written contract between the community transportation coordinator and a transportation operator to perform transportation services.

Organization Type: describes the structure of a community transportation coordinator, whether it is a private-for-profit, private non-profit, government, quasi-government, or transit agency.

Paratransit: elements of public transit that provide service between specific origins and destinations selected by the individual user with such service being provided at a time that

is agreed upon between the user and the provider of the service. Paratransit services are provided by sedans, vans, buses, and other vehicles.

Partial Brokerage: type of CTC network in which the CTC provides some of the on-street transportation services and contracts with one or more other transportation operators, including coordination contractors, to provide the other portion of the on-street transportation disadvantaged services, including coordination contractors.

Passenger Miles: a measure of service utilization which represents the cumulative sum of the distances ridden by each passenger. This is a duplicated mileage count. For example: If 10 people ride together for 10 miles, there would be 100 passenger miles.

Passenger Trip: a unit of service provided each time a passenger enters the vehicle, is transported, then exits the vehicle. Each different destination would constitute a passenger trip. This unit of service is also known as a one-way passenger trip.

Passenger Trips per Driver Hour: a performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of driver hours.

Passenger Trips per Vehicle Mile: a performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of vehicle miles.

Performance Measure: statistical representation of how well an activity, task, or function is being performed. Usually computed from operating statistics by relating a measure of service output or utilization to a measure of service input or cost.

Potential TD Population: (formerly referred to as TD Category I) includes persons with disabilities, senior citizens, low income persons, and high risk or at risk children. These persons are eligible to receive certain governmental and social service agency subsidies for program-related trips.

Program Trip: a passenger trip supplied or sponsored by a human service agency for the purpose of transporting clients to and from a program of that agency (e.g., sheltered workshops, congregate dining, and job training).

Public Transit: means the transporting of people by conveyances or systems of conveyances traveling on land or water, local or regional in nature, and available for use by the public. Public transit systems may be governmental or privately owned. Public transit specifically includes those forms of transportation commonly known as paratransit.

Purchased Transportation: transportation services provided for an entity by a public or private transportation provider based on a written contract.

Request for Proposals (RFP): a competitive procurement process.

Request for Qualifications (RFQ): a competitive procurement process.

Reserve Fund: transportation disadvantaged trust fund monies set aside each budget year to insure adequate cash is available for incoming reimbursement requests when estimated revenues do not materialize.

Revenue Hours: total vehicle hours used in providing passenger transportation, excluding deadhead time.

Revenue Miles: the total number of paratransit service miles driven while TD passengers are riding on the vehicles. This figure should be calculated from first passenger pick-up until the last passenger drop-off, excluding any breaks in actual passenger transport. For example: if 10 passengers rode 10 miles together, there would be 10 revenue miles.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Transportation Disadvantaged Funds: local government, state, or available federal funds that are for the transportation of the transportation disadvantaged. Such funds may include, but are not limited to, funds for planning, Medicaid transportation, administration, operation, procurement, and maintenance of vehicles or equipment and capital investments. Transportation disadvantaged funds do not include funds for the transportation of children to public schools.

Transportation Disadvantaged Population: (formerly referred to as TD Category II) persons, including children, who, because of disability, income status, or inability to drive due to age or disability are unable to transport themselves.

Transportation Disadvantaged Service Plan (TDSP): a five-year implementation plan, with annual updates developed by the CTC and the planning agency which contains the provisions of service delivery in the coordinated transportation system. The plan shall be reviewed and recommended by the local Coordinating Board.

Transportation Disadvantaged Trust Fund: a fund administered by the Commission for the Transportation Disadvantaged in which all fees collected for the transportation disadvantaged program shall be deposited. The funds deposited will be appropriated by the legislature to the Commission to carry out the Commissions responsibilities. Funds that are deposited may be used to subsidize a portion of a transportation disadvantaged persons transportation costs which are not sponsored by an agency.

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

Transportation Operator: a public, private for profit, or private non-profit entity engaged by the community transportation coordinator to provide service to the transportation disadvantaged pursuant to an approved coordinated transportation system transportation disadvantaged service plan.

Transportation Operator Contract: the Commissions standard coordination/operator contract between the community transportation coordinator and the transportation operator that outlines the terms and conditions for any services to be performed.

Trend Analysis: a common technique used to analyze the performance of an organization over a period of time.

Trip Priorities: various methods for restricting or rationing trips.

Trip Sheet: a record kept of specific information required by ordinance, rule or operating procedure for a period of time worked by the driver of a public passenger vehicle in demand-response service. Also known as a driver log.

U.S. Department of Health and Human Services (USDHHS): a federal agency regulating health and human services.

U.S. Department of Transportation (USDOT): a federal agency regulating the transportation field.

Unduplicated Passenger Head Count (UPHC): the actual number of people that were provided paratransit transportation services, not including personal care attendants, non-paying escorts, or persons provided fixed schedule/fixed route service.

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

Urbanized Area: a city (or twin cities) that has a population of 50,000 or more (central city) and surrounding incorporated and unincorporated areas that meet certain criteria of population size of density.

Van Pool: a prearranged ride-sharing service in which a number of people travel together on a regular basis in a van. Van pools are commonly a company-sponsored van that has a regular volunteer driver.

Vehicle Inventory: an inventory of vehicles used by the CTC, transportation operators, and coordination contractors for the provision of transportation disadvantaged services.

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

Vehicle Miles per Vehicle: a performance measure used to evaluate resource utilization and rate of vehicle depreciation, calculated by dividing the number of vehicle miles by the total number of vehicles.

Vehicles: number of vehicles owned by the transit agency that are available for use in providing services.

Volunteers: individuals who do selected tasks for the community transportation coordinator or its contracted operator, for little or no compensation.

Will-Calls: these are trips that are requested on a demand response basis, usually for a return trip. The transportation provider generally knows to expect a request for a will-call trip, but cannot schedule the trip in advance because the provider does not know the exact time a passenger will call to request his/her trip.

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