

Florida Commission for the



**Transportation
Disadvantaged**

2020 Annual Performance Report

January 1, 2021



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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 be independent and contribute to the community. For many Floridians who are transportation disadvantaged due to age, disability, or low-income, transportation is a significant barrier to access critical activities in their community, including employment, health care, education, and other quality of life activities.

The Florida Commission for the Transportation Disadvantaged (CTD) ensures the availability of transportation services for these individuals across the state. This is accomplished through "coordinated transportation," where CTD works with state and local partners to deliver transportation services to the Transportation Disadvantaged (TD) population. These services are collectively provided through the Coordinated Transportation System.

Each year, CTD presents a report to the Governor and Legislature on the Coordinated System's performance in serving the TD population during the previous state fiscal year. The 2020 Annual Performance Report provides an overview of the system and performance of TD services between July 1, 2019, and June 30, 2020. The content and datasets within this report provide two distinct, but coinciding perspectives:

- 1) A **macro-level, systemwide** overview of the services provided by the Coordinated System, captured in each county's Annual Operating Report (AOR); and
- 2) A **micro-level, programmatic** overview of services funded by CTD, which support trips "not sponsored" by any other agency within the Coordinated System.

The second perspective, captured by invoice data on trips purchased through the CTD Trip & Equipment (T&E) Grant program, was added as a new feature in this year's Annual Performance Report. This was in response to findings from the Commission's 2020 Funding Allocation Study, which recommended the use of T&E Grant invoices as a more reliable dataset (compared to the AOR) for the purpose of allocating CTD funding based on performance measures.

As Florida continues to grow and become more mobile, CTD and its partners are committed to promoting service innovations that adapt to the economic changes within the transportation industry and respond effectively to the unique needs of the TD population in the 2020s. This report highlights major accomplishments toward achieving this goal in Fiscal Year (FY) 2019-2020, including the system's response to the service impacts from COVID-19.

The 2020 Annual Performance Report concludes with a discussion of plans for improving the quality of data reported in future reports.

INTRODUCTION

The Florida Legislature created the Commission for the Transportation Disadvantaged (CTD) in 1989 to support the coordination of transportation services for Floridians who are transportation disadvantaged. The authority of CTD is derived from Chapter 427, Florida Statutes (F.S.), and Rule 41-2, Florida Administrative Code (F.A.C.).

Florida's "Transportation Disadvantaged" (TD) population is defined in s. 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.

CTD accomplishes its mission through "coordinated transportation," where it arranges 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 and reduce fragmentation or duplication of services (s. 427.011(11), F.S.).

CTD works with state and local partner agencies to purchase (i.e., "sponsor") transportation services for their TD eligible constituents through the "Coordinated System." CTD also

administers the Transportation Disadvantaged Trust Fund, where the majority of its funds are used by CTD to purchase trips for TD eligible individuals to access activities "not sponsored" by another purchasing agency.

CTD is an independent state agency located within the Florida Department of Transportation (FDOT) that reports directly to the Governor. CTD functions independently from the supervision and direction of FDOT, with its own rule making and budget authority. CTD employs staff in Tallahassee to administer and monitor the statutory requirements for the program.

COMMISSION MEMBERSHIP

The Commission consists of seven (7) voting board members that are all appointed by the Governor, including five (5) business community members and two (2) members who have a disability and have been served by the Coordinated System. One of these members must be over 65 years of age. In addition, the Secretaries or Executive Directors of the Department of Transportation, Department of Children and Families, Department of Elder Affairs, Agency for Health Care Administration, the Department 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, serve as ex officio non-voting advisors to the Commission.

In September 2019, Governor Ron DeSantis appointed two new members to the Commission: Renee Knight and Christinne Rudd. Commissioner Knight, of Middleburg, is the Vice President of Community Services at ElderSource and represents the business community on the Commission. Commissioner Rudd, of Ocoee, is an advocate and has worked with various organizations that serve persons with disabilities, including the Centers for Independent Living, and represents individuals with disabilities on the Commission.



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

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
Vacant	User with a Disability
Ex Officio Members	Representing
Kevin J. Thibault, Secretary Elizabeth Stutts, Designee	Department of Transportation
Dane Eagle, Executive Director Vacant, Designee	Department of Economic Opportunity
Chad Poppell, Secretary Diane Harris, Designee	Department of Children and Families
Shevaun Harris, Acting 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
Danny Burgess, Executive Director Dennis Latta, Designee	Department of Veterans' Affairs
Vacant	County Manager or Administrator

OVERVIEW OF THE COORDINATED SYSTEM

The Coordinated System is guided by a philosophy of centralized (statewide) policy development and decentralized (local) implementation. The chart on page 23 provides a visual representation of the various roles and responsibilities in the Coordinated System described below.

The **Commission for the Transportation Disadvantaged** is the state-level board that develops policies and procedures for the coordination of services to the TD population. CTD contracts with Community Transportation Coordinators, typically for up to 5 years, to ensure the provision of TD services occur at the local level. While CTD establishes guidelines for TD eligibility within the parameters laid out in Florida Statutes, specific eligibility policies are determined at the local level within such guidelines.

The **Community Transportation Coordinator (CTC)** is responsible for providing and/or contracting for transportation services within a county or multi-county service area. These services may include paratransit trips (which are usually pre-scheduled), door-to-door services provided on a multi-passenger vehicle, on-demand trips (where the CTC may subcontract with a Taxicab or Transportation Network Company to deliver one-on-one trips), and/or bus pass programs, if individuals have and are able to access the fixed route system in their local area.

A 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 101-103 for the list of all CTCs). Through a competitive procurement process, the CTC may also contract (i.e., broker) with local **Transportation Operators** to provide TD services in its designated service area. During FY 2019-20, 73 transportation operators carried out the provision of coordinated transportation services.



As mentioned in the “Introduction,” CTD works with **Purchasing Agencies** to “sponsor” transportation for their TD clients through the Coordinated System. Some examples of purchasing agencies include programs at the Agency for Health Care Administration, Agency for Persons with

Disabilities, and Department of Elder Affairs. Local government is the largest purchaser of TD services through the Coordinated System (see pie chart on page 19 for a systemwide breakdown of total revenues received from purchasing agencies).

A CTC may provide “sponsored” transportation for TD eligible individuals on behalf of a purchasing agency, such as trips to medical appointments covered under Florida’s Medicaid Managed Medical Assistance (MMA) program. CTCs that operate fixed bus route services may also serve certain groups within the TD population, such as individuals with disabilities who qualify for complementary paratransit services required by the U.S. Americans with Disabilities Act (ADA). All these services, which fall under the “Coordinated System,” are captured within each county’s Annual Operating Report (AOR), which is compiled by the CTC and submitted to CTD for publication of this report (discussed further in the “2019-20 Performance Report” beginning on page 16.)

CTD also contracts with **Designated Official Planning Agencies (Planners)** to conduct and coordinate planning activities for the local TD program. This includes development of the local Transportation Disadvantaged Service Plan and review of the AOR submitted by the CTC. The Planner is also responsible for staffing and appointing members of the Local Coordinating Board. The Planner oversees the procurement of the CTC for its designated service area, which it then recommends its designation for CTD approval.

The **Local Coordinating Board (LCB)** serves as a local advisory body to CTD and assists the CTC in identifying the local service needs and providing information, advice and direction on the coordination of TD services. LCBs are chaired by a local elected official and its membership represents local and state stakeholders, including state agencies, riders of the Coordinated System, the public education system, military veterans, the workforce development system, the medical community, and the transportation industry. LCBs meet at least quarterly and assist CTCs and Planners in a variety of activities, including establishing eligibility guidelines and setting trip priorities funded by the TD program, developing the Transportation Disadvantaged Service Plan, and evaluating the performance of the CTC on an annual basis.

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.

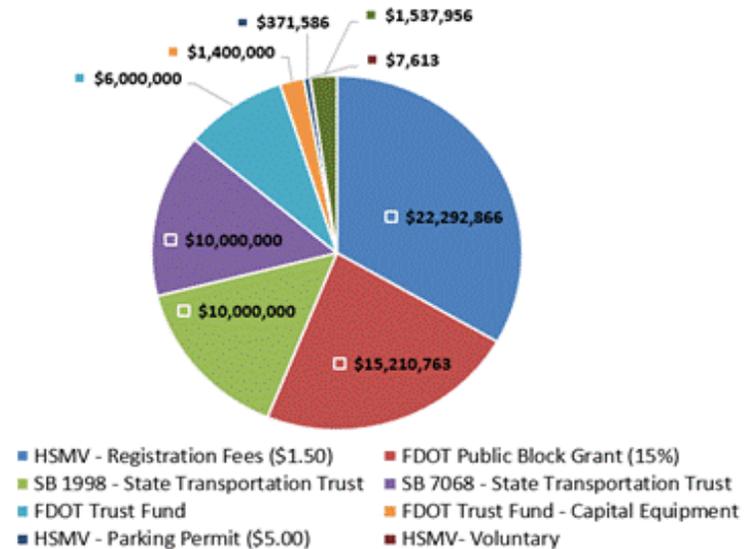


CTD GRANT PROGRAMS

CTD administers several grant programs that are funded through the Transportation Disadvantaged Trust Fund (TDTF). TDTF funds are mostly used to purchase trips for TD eligible individuals to access activities “not sponsored” by other purchasing agencies. In order for an eligible individual to qualify for TDTF non-sponsored services, he or she must, at a minimum, demonstrate no availability of any other funding or reimbursement (including self-pay), and no means of any other transportation (including public transit). Using the example discussed in the previous section, an eligible individual may receive “sponsored” trips to medical appointments under the MMA program; however, there may not be a similar funding source for that same individual to access grocery shopping and other life-sustaining activities, where such trips could be reimbursed using TDTF monies.

In FY 2019-20, the Legislature appropriated approximately \$66.8 million to the TDTF. The following pie chart provides a breakdown of the revenues that are deposited within the TDTF. The largest portion of TDTF revenues come from the vehicle registration fees that are paid by residents when they renew their license tag with the State of Florida.

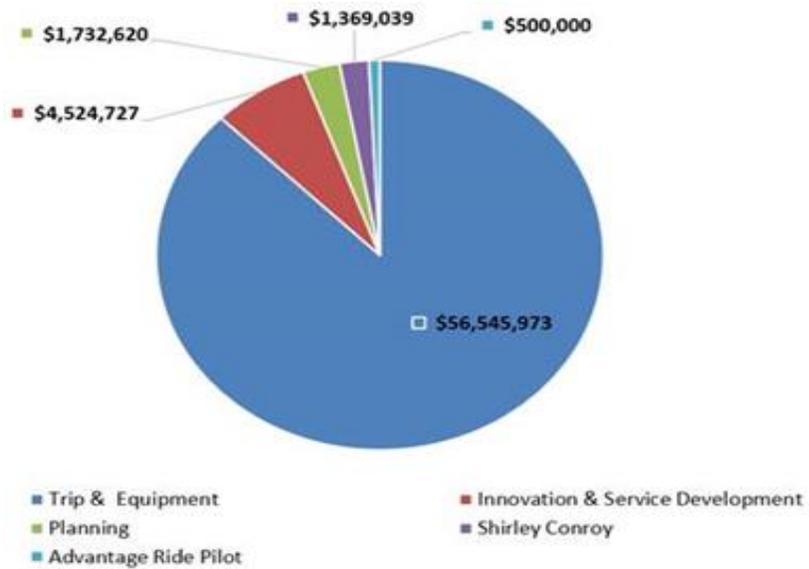
TDTF Revenue Sources FY 2019-20



After the Legislature appropriates and the Governor approves funding to the TDTF for the fiscal year, CTD awards and disburses the funding through its grant programs. The pie chart on the following page provides a summary of the total funding that was awarded by CTD to each of its grant programs in FY 2019-20. With the exception of the Planning Grant program, CTD requires a ten percent (10%) local match from the grant recipient. This match may include revenues from farebox, proceeds from a local tax, etc.

The CTD grant programs are administered under Rule 41-2.014, F.A.C.

TDTF Grant Funds Awarded FY 2019-20



TRIP & EQUIPMENT GRANT PROGRAM

Majority of TD non-sponsored transportation services are funded through the Trip & Equipment (T&E) Grant program. Each year, CTD allocates funding to each CTC to support the delivery of TD services for its designated service area (county or counties). The CTC is reimbursed with the allocated funds after TD services are rendered for the month and certain documentation is submitted to CTD through invoices. CTCs may also use up to 25% of its grant funding to purchase capital equipment in support of TD non-sponsored services.

In FY 2019-20, CTD awarded over \$56 million to fifty-six (56) CTCs for the provision of nearly 1.4 million TD non-

sponsored services. A detailed analysis of T&E Grant services is provided in the “2019-20 Performance Report.”

In the 1990s, CTD established a methodology to allocate funds from the T&E Grant within Rule 41-2.014(5), F.A.C. The methodology consists of two funding components: 1) a **base level of funding** to all counties, based on their equivalent amounts that were allocated in FY 1999-2000, to maintain a certain threshold of service stability from year-to-year; and 2) a **statistical formula** that allocates the remaining funds (not allocated for the base funding) based on four variables (equally weighted at 25%) that measure a county’s inherent demand and performance in serving the TD population:

1. **Total county population** (demand), captured by the U.S. Census Bureau;
2. **Total county area in square miles** (demand), captured by the U.S. Census Bureau;
3. **Total system passenger trips** (performance), captured within the county’s AOR; and
4. **Total system vehicle miles** (performance), captured within the county’s AOR.

In 2020, CTD conducted a study to explore changes to this methodology, including how the funding could more directly account for the performance of T&E Grant funded (TD non-sponsored) services while improving year-over-year stability in base funding. This study is discussed further in the “2019-2020 Accomplishments” section, beginning on page 11.

INNOVATION & SERVICE DEVELOPMENT GRANT PROGRAM

During the 2019 Legislative Session, the Florida Legislature appropriated \$10 million in recurring funding to the TDTF through the passage of Senate Bill 7068, which created the Multi-Use Corridors of Regional Economic Significance (M-CORES) Program. CTD administers the funding through the Innovation & Service Development (ISD) Grant program in Rule 41-2.014(2)(c), F.A.C.

The M-CORES legislation (s. 338.2278(8)(e), F.S.) directs CTD to award the funding through competitive grants to CTCs and Transportation Network Companies (TNCs) for projects that support cost-effective, door-to-door, on-demand and scheduled transportation services that support at least one of the following objectives:

1. Increase a TD person's access to and departure from job training, employment, health care, and other life-sustaining services;
2. Enhance regional connectivity and cross-county mobility; or
3. Reduce the difficulty in connecting TD persons to a transportation hub and from the hub to their final destination.

In FY 2019-20, CTD awarded approximately \$4.5 million for twenty-one (21) ISD Grant projects. All grant applicants and awardees were CTCs. Although CTD did not receive

applications from TNCs in FY 2019-20, several CTC grant recipients subcontracted with TNCs to deliver services funded by the ISD Grant. Majority of projects provided an “enhanced service” to the existing TD program, such as extending hours of operation or providing “on-demand” services not currently available to the TD population. Other highlights of the projects funded by the ISD Grant in FY 2019-20 included:

- ❖ At least nine (9) projects provided additional services for eligible individuals to access medical facilities and other health care services, including transportation to dialysis treatment centers in Flagler, Highlands/ Okeechobee, Lee, Manatee, Martin, Orange/Osceola/ Seminole, and St. Lucie Counties.
- ❖ Seven (7) projects enhanced access to employment or education training activities, including on-demand services for TD riders who work late shift jobs in Pinellas County and trips for eligible students in rural areas to access local community colleges (Alachua, Lafayette and Union Counties).
- ❖ Five (5) projects supported greater cross-county mobility options for TD eligible riders, including trips to the VA hospitals in Tampa and Gainesville for veterans in Citrus County and transportation for senior residents who live in the Barefoot Bay Community (Brevard County) to access social-recreational activities in Indian River County.

The following table provides a summary of all ISD Grant projects that were approved by CTD in FY 2019-20.

Innovation and Service Development Grant Project Summary FY 2019-20

Service Area	Grant Recipient	Funding	Project Description
Alachua	MV Contract Transportation	\$22,857.00	Provide transportation to and from Santa Fe College. This project provided an opportunity for students who live in rural areas, with little to no access to transportation, access to higher education and job training. Santa Fe College provided the 10% local match.
Bradford	Suwannee River Economic Council	\$110,180.00	Provide on-demand service (within 60 minutes) for medical, pharmacy and shopping.
Citrus	Citrus County, FL	\$65,253.00	Expand Veterans intercounty door-to-door transportation to VA Hospitals in Tampa, The Villages and Gainesville. Trips would be provided weekly on scheduled days with a fourth day each week for unexpected trips or occasional trips to other VA hospitals.
Flagler	Flagler Co BOCC	\$366,568.00	Provide dialysis transportation Monday-Friday with expanded hours of service to accommodate transportation needs for treatment.
Hardee, Highlands	MV Contract Transportation	\$70,439.00	Provide "after hour" on-demand (2 hour advance call) transportation to employment as well as emergency ride home and/or to work for those who get sick or get a last minute call to report to work.
Hernando	Mid Florida Community Services	\$239,987.00	Expand service location, hours, and days to all areas of the county without limiting rural areas to one or two days per week. Transportation may also be provided to 3 connector stops for the fixed route service allowing travel into Pasco County. Continue to implement a Veterans Reduced Fare Program. Ride purpose is unlimited - not just to/from local VA clinic.
Highlands, Okeechobee	MV Contract Transportation	\$64,338.00	Enhanced on-demand services for dialysis clients on the third shift as well as any clients with bleeding or clotting issues. Clients will be picked up within 30 minutes of completing their treatment and given a direct ride home.
Hillsborough	Hillsborough County BOCC	\$352,874.00	Enhance service by adding door-to-door weekend (and limited after hours) transportation service to TD riders for employment and other quality of life services. The demand on weekends are more for this type of service, however, urgent medical trips may also be provided.
Indian River	Senior Resource Association	\$121,680.00	Enhance cross-county mobility by expanding transportation services into the Barefoot Bay Community (Brevard County). This service will provide Barefoot Bay residents quicker and closer access to services such as dialysis, doctor appts, social events and shopping. Travel times will be 30 minutes or less.
Lafayette	Suwannee River Economic Council	\$43,646.00	Provide daily transportation to Taylor County for employment or education/job training. The primary emphasis for this project is to provide transportation to Big Bend Technical College (BBTC). BBTC provides educational opportunities in the fields of nursing, welding, electrical, etc.
Lee	Good Wheels, Inc.	\$422,460.00	Provide on-demand service (within 30 minutes) from dialysis or cancer treatments to patients who experience extenuating circumstances during treatment.
Manatee	Manatee County BOCC	\$262,141.00	Enhance service by providing prescheduled transportation to acute medical appointments (dialysis, cancer treatment, wound care) in the rural areas of Duette/Myakka and Parrish on Tuesday, Thursday and Saturday. Trips for other purposes may be provided if vehicle capacity allows. Currently, service for these areas is limited to Mondays, Wednesdays and Fridays. (Although awarded, it was determined that the project could be not completed.)
Martin	Senior Resource Association	\$196,200.00	Enhance existing transportation services to dialysis treatment. Dialysis trips will be no longer than 30 minutes. Dialysis has always been a high demand in Martin Co. and transportation service is currently very limited.
Nassau	Nassau County Council on Aging, Inc.	\$87,038.00	Provide on-demand service (within one hour of request) for eligible TD clients who reside in Yulee and Fernandina Beach as well as eligible riders east of US 17. This includes the potential for regional connectivity to routes going into Jacksonville.
Orange/Osceola/Seminole	Central Florida Regional Trans Authority/LYNX	\$689,985.00	Provide on-demand transportation utilizing taxis and TNCs to access health care.
Pinellas (1)	Pinellas Suncoast Transit Authority	\$802,515.00	Partner with Uber, United Taxi, and Care Ride (wheelchair) to provide affordable, on-demand, door-to-door trips within 20 minutes of request to or from work (late night shifts). Grant would also fund urgent TD trips for medical or other urgent purposes where a trip cannot be prescheduled.
Pinellas (2)	Pinellas Suncoast Transit Authority	\$248,400.00	Provide first mile/last mile transportation to or from a transportation hub. Transportation will be provided by a TNC, taxi or wheelchair provider. Almost all residents have access to a Direct Connect location within 3 miles.
St Lucie (2)	St Lucie Co BOCC	\$180,000.00	Provide a dedicated dialysis transportation service reducing travel time by eliminating all other stops with a reduced pickup window of 30 minutes. Once treatment is complete, client can contact dispatch for pickup. Clients will receive fare-free door-to-door transportation to and from 6 dialysis treatment centers in the county. Riders must schedule 24 hours in advance but can schedule up to 2 weeks in advance.
St Lucie (1)	St Lucie Co BOCC	\$90,000.00	Provide 24-hour advance reservation "after-hour" transportation services utilizing taxis, car services and rideshare providers to destinations within St Lucie County as well as adjacent counties.
Union (1)	Suwannee River Economic Council	\$44,089.00	Provide daily transportation to Bradford County for employment or education/job training. The primary emphasis for this project is to provide transportation to North Florida Technical College (NFTC). NFTC provides educational opportunities in the Transportation / Distribution / Logistics industry, Information Technology, Hospitality and Tourism industry, etc.
Union (2)	Suwannee River Economic Council	\$44,077.00	Provide daily transportation to Columbia County for employment or education/job training. The primary emphasis for this project is to provide transportation to Florida Gateway College (FGC). FGC provides educational opportunities in the Manufacturing / Construction industry, Health Sciences, Criminal Justice, etc.
Totals		\$4,524,727.00	



Due to a delay in receiving legislative budget authority to disburse M-CORES funding, CTD was not able to begin awarding ISD Grant funds until November 2019. This delay was compounded by the service impacts of COVID-19 in March 2020, which resulted in a reduction in ridership across all TD programs (discussed further in the “2019-20 Performance Report”).

PLANNING GRANT PROGRAM

The Planning Grant program was established to provide funding to Designated Official Planning Agencies (Planners) to assist in planning activities for the TD program at the local level. The grant supports the Planners in carrying out their responsibilities (discussed in the “Overview of the

Coordinated System”), including preparing and coordinating the Local Coordinating Board (LCB) meetings.

In FY 2019-20, CTD awarded \$1.7 million to twenty-eight (28) Planning Agencies, which included supporting the activities of fifty-eight (58) LCBs.

“SHIRLEY CONROY” RURAL AREA CAPITAL ASSISTANCE GRANT PROGRAM

The Florida Department of Transportation (FDOT) transfers \$1.4 million to the TDTF to implement a competitive grant program that provides financial assistance to CTCs for the purchase of capital equipment. The primary focus is to support the purchase of capital in rural areas.

In FY 2019-20, nineteen (19) projects were awarded over \$1.3 million in funding. Capital equipment purchases included vehicles, scheduling software, computer equipment and vehicle maintenance equipment.

“ADVANTAGE RIDE” PILOT PROGRAM

In 2017, CTD, 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 (CUTR) at the University of South Florida.

The 2018 Legislature appropriated \$500,000 for CTD to administer a pilot program to support greater mobility options for individuals with IDD, as defined by s. 393.063, F.S., as part of the recommendations made by the task force. CTD conducted a competitive procurement and selected UZURV, an adaptive transportation network company (TNC), to provide on-demand transportation services for individuals with IDD 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.

CTD presented a performance report on Advantage Ride to the Florida Legislature on February 1, 2020. The report was prepared by CUTR and highlights the program’s performance in on-demand services and customer satisfaction.



2019-2020 ACCOMPLISHMENTS

The Coordinated System celebrated the 40th Anniversary of the Transportation Disadvantaged program in 2019. As Florida continues to grow and become more mobile, CTD and its partners have committed to promoting service innovations that adapt to the economic changes within the transportation industry and respond effectively to the unique needs of the TD population in the 2020s. The following sections highlight the milestones that were achieved toward fulfilling this goal in FY 2019-20.

T&E GRANT “HOLD HARMLESS” FUNDING

As mentioned in the previous section, CTD established a methodology in Rule 41-2, F.A.C., to allocate funding to each of the counties for the delivery of TD non-sponsored services each year. In Fiscal Years 2017-18 and 2018-19, the Legislature directed CTD to implement changes to this methodology through legislative proviso. Though these changes impacted certain local CTCs, it did not appear the new methodology had a significant impact on a statewide basis. Therefore, the Legislature did not include these changes in the General Appropriations Act of 2019-20, which resulted in a return to the original methodology established in CTD Rule.

Shortly after the start of FY 2019-20, several local systems experienced a reduction of TD services due to financial losses resulting from the changes in the T&E Grant allocation methodology. On November 25, 2019, the Commission voted to “hold harmless” and restore funding to the counties that experienced a decrease in their allocations to prevent further reduction of services for the fiscal year. The “2019-20 Performance Report” examines the service levels in the counties impacted by the “hold harmless” funding, both before and after their funding was restored to the allocation amounts from FY 2018-19.

During the 2020 Legislative Session, the Legislature included \$4.5 million in non-recurring funding within the General Appropriations Act of 2020-21, which was approved by Governor DeSantis, to continue the “hold harmless” funding

for one more year. This ensured a continuation of service stability while CTD developed a new allocation methodology through its rule development process.

Some of the lessons learned from the back-and-forth transition that occurred with the allocation methodologies included the need for stakeholders to gain a deeper and more thorough understanding of the variables within the methodology that contribute to a county’s allocation. Such an understanding would help local systems better prepare for changes to the TD program from year to year. Further, future changes to the methodology should be guided by a set of principles to ensure consistency with the fundamental mission of the TD program. Though any changes to the allocation methodology will result in gains and losses compared to the status quo, it is important that the overriding consideration be given to the quantity and quality of transportation available to Florida’s TD population in every area of the state.

CTD applied these lessons in its study to develop a new funding methodology within Rule, which is discussed further in the “2020 Funding Allocation Study” subsection on page 14.

EMERGENCY PROCUREMENT OF CTCs IN LEE, GLADES & HENDRY COUNTIES

On February 18, 2020, Good Wheels, Inc., the CTC for Lee, Glades and Hendry Counties, notified CTD and FDOT that it would be closing offices and no longer providing transportation services effective February 20, 2020. Good Wheels served multiple constituent groups, including the TD non-sponsored riders, Medicaid recipients, individuals with developmental disabilities, and seniors. CTD and FDOT responded swiftly to this sudden announcement by securing a provider network in the impacted counties and ensuring riders experienced minimal service disruptions.

On February 20, 2020, CTD declared LeeTran as the emergency CTC for Lee County and MV Contracted Transportation (MV) as the emergency CTC for Glades and Hendry Counties, effective through June 30, 2020. CTD coordinated with FDOT and local partners to assist these organizations in delivering services immediately upon their CTC designations. LeeTran began providing life-sustaining medical services (i.e., trips to dialysis treatment) without service disruptions. MV began providing life-sustaining services in Glades and Hendry Counties within a week of its CTC designation.

These organizations—FDOT, LeeTran, MV, and other partners that coordinated efforts to secure services in these counties—demonstrated true leadership and effective collaboration in ensuring TD riders continued to receive

quality of life services in their community! Both LeeTran and MV agreed to continue serving as emergency CTCs into FY 2020-21, until a permanent CTC is secured for each designated service area.

It should be noted that the 2019-20 Annual Operating Report only reflects data on systemwide trips that were provided by the emergency CTCs in Lee and Glades/Hendry Counties after February 19, 2020. However, the T&E Grant invoice data does capture TD non-sponsored trips provided by both Good Wheels and the emergency CTCs for these three counties.

RESPONSE EFFORTS TO “COVID-19”

In March 2020, Governor Ron DeSantis declared a state of emergency and began issuing stay-at-home orders in response to the COVID-19 Coronavirus. As with most sectors of the U.S. economy, the global pandemic negatively impacted the public transportation industry. The Coordinated System began immediately altering its protocols to ensure the cleanliness and safety of both passengers and employees.



Following the emergency orders, the FDOT-Transit Office began facilitating the Florida Transit Emergency Management Team, which included representatives of CTD, the Center for Urban Transportation Research (CUTR), and the Florida Public Transportation Association (FPTA). The team convened weekly and discussed response efforts occurring at the local and state levels, including coordinating any assistance to transit systems that were experiencing difficulties with implementing new safety procedures.

In response to the reduction in demand for TD services, CTD implemented a rescue plan within the T&E Grant program to mitigate some of the corresponding financial losses incurred by the system. The “rescue” amount was based on the percentage of the difference in TD revenue reported on a CTC’s monthly invoice compared to its monthly T&E Grant allocation. This rescue plan was designed to balance providing a certain level of financial relief while incentivizing CTCs to continue providing essential TD services throughout the duration of the pandemic.

The “2019-20 Performance Report” includes an analysis of rescue funds provided to CTCs between March and June 2020, to illustrate the impact on TD service levels during the beginning of the emergency. As of June 30, 2020, CTD reimbursed over \$3.5 million in rescue funds as part of the reimbursement of TD services invoiced by CTCs. As of the publication of this report, CTD continues to administer and monitor the impact of the rescue plan on TD services.



In addition to these efforts, FPTA created a web page (www.floridatransit.org/coronavirus) dedicated to providing up-to-date information on response efforts and best practices occurring across local systems. Further, FDOT and CUTR created a Resource Guide for transit system personnel, which included a cleaning and health supply resource list. The Florida Transit Emergency Management Team also hosted listening sessions with stakeholders to provide consistent information to the transit industry. FPTA created a Florida Transit Reopening and Recovery Task Force to explore new methods, tools, and approaches to reposition the transit industry’s essential role in a post-pandemic mobility world.

2020 FUNDING ALLOCATION STUDY

In November 2019, CTD announced it would be conducting an independent, in-depth study to explore changes to the Trip & Equipment Grant allocation methodology in Rule 41-2,

F.A.C. CTD contracted with Thomas, Howell, Ferguson (THF) to facilitate the study and accomplish three objectives:

1. **Develop an Initial Analysis Report** – Published on June 2, 2020, this report provided an in-depth analysis of the current methodology and an exploration of datasets that could be applied to (or enhanced in) the methodology.
2. **Facilitate Stakeholder Public Workshops** – THF assisted CTD in hosting three (3) public workshops during the Summer 2020 to gather input from stakeholders on funding models for future consideration, which were presented in the initial analysis report.
3. **Present a Final Study Report** – Published and approved by the Commission on August 26, 2020, the report summarized findings from the analysis, input received from stakeholder workshops, and recommended changes to the allocation methodology for CTD to adopt in Rule, effective July 1, 2021.

The study report, along with information that was discussed during public workshops, can be accessed on the CTD Allocation Study website at: <https://ctdallocationstudy.com/>.

The study proposed simplifying the methodology into one formula (rather than two distinct funding components), with four variables that use more *precise* estimates or measures of inherent demand, service performance, and base (stability) funding. For performance, the study identified serious

concerns with the integrity of AOR data and recommended the use of T&E Grant invoice data as a more reliable measurement of program performance (discussed further in the “2019-20 Performance Report”). Further, while the current methodology provides a certain level of stability in the form of an absolute amount within the base (i.e., a county’s allocation from FY 1999-20), it does not provide a minimum threshold of loss a county can anticipate from one year to the next, as discovered during the previous transition of methodologies that led to the “hold harmless” funding.

The study proposed four variables within the revised allocation methodology:

1. **TD Population (Demand)** – Using the U.S. Census Bureau’s American Community Survey, allocate funding more directly to the TD eligible population (persons with disabilities, individuals living below poverty, and adults 65 years or older);
2. **Centerline Miles (Demand)** – As an alternative to square miles, allocate funds to a county’s total miles of public roads using data from the Federal Highway Administration;
3. **T&E Grant Funded Services (Performance)** – Instead of AOR trips/miles, allocate funds only for TD non-sponsored services using T&E invoice data; and
4. **Base Funding (Stability)** – Add the base as a variable within the formula and allocate funds based on a percentage of a county’s previous year’s allocation (instead of being an absolute amount from FY99-00).

The study also recommended the new methodology allocate a greater percentage of funding to the base variable (60%) and the performance variable (30%) to promote year-over-year stability while incentivizing cost-effective delivery of TD non-sponsored services.

2019-2020 PERFORMANCE REPORT

Section 427.013(13), F.S., requires CTD to submit its Annual Performance Report (APR) to the Governor, President of the Florida Senate, and Speaker of the Florida House by January 1st of each year. The APR includes a compilation of performance data on services provided by the Coordinated System from the previous state fiscal year (July 1st through June 30th), which are collected and reported by the CTCs within their county's Annual Operating Report (AOR).

As discussed in the previous section, the 2020 Funding Allocation Study cited serious concerns with the integrity of AOR data. In response to these concerns, this year's APR includes a new section on performance data reported under the Trip & Equipment Grant program in FY 2019-20. The T&E Grant data is captured on monthly invoices submitted by CTCs to be reimbursed by the grant and includes a more detailed view of the provision of TD non-sponsored transportation funded by CTD.

The following sections provide an overview of each dataset, including an analysis of performance that was reported at both

a systematic level (AOR data) and programmatic level (T&E Grant invoice data) in FY 2019-20.



AOR VS T&E GRANT DATASETS

Each September, CTCs are required to compile and submit operating data on their respective service areas within the AOR to CTD (s. 427.0155(2), F.S., and Rule 41-2.007(6), F.A.C.). The AOR provides a **macro-level, systemwide** overview of all coordinated transportation services provided to the TD population, including trips funded by CTD and other purchasing agencies.

Unlike the T&E Grant invoices, which provide detailed data on individual trips reimbursed by CTD, the AOR data only

reflects aggregate totals of all trips (sponsored and non-sponsored) provided in the fiscal year, including:

- Total unduplicated passenger head count (UDPHC) served by the Coordinated System;
- Total number of Coordinated System trips and miles provided by service type (e.g., fixed route, paratransit, Transportation Network Company or Taxicab, etc.), revenue source, passenger type (i.e., person with a disability, older adult, etc.), and trip purpose;
- Total number of unmet trip requests, no-shows, complaints, and commendations;
- A summary of revenues from each of the purchasing agencies and expenses categorized by the source (labor, benefits, services, supplies, taxes, etc.); and
- Qualitative data on the CTC, such as network type (not-for-profit, for-profit, governmental), operating environment (rural or urban), whether the CTC provides out-of-county trips, and listings of any transportation operators.

Additionally, a county's AOR may include data on services provided by "coordination contractors," which are agencies that have a written contract with the CTC to perform some, if not all, of its own transportation services to a segment within the TD population (e.g., a day program serving individuals with IDD). The contractor provides data on its services (trips and miles) to the CTC, which is compiled within the AOR.

As the AOR represents a compilation of data derived from the submission of each individual CTC, there are inconsistencies in the way this data is gathered and reported from some 60 different sources. This inconsistency is increased when the CTC includes information from coordination contractors, where the CTC does not have oversight or ability to verify the data submitted by these organizations. Though the AOR may provide a "summary" of services provided in each county, CTD cannot currently authenticate the accuracy of data reported across all performance measures within the AOR.

In contrast, the T&E Grant invoice data provides a **micro-level, programmatic** overview of non-sponsored transportation services funded with TDTF dollars. CTCs are required to submit monthly invoices to CTD in order to be reimbursed by the grant for the delivery of services to eligible riders. Invoices are submitted using standardized forms and formats prescribed by CTD to ensure consistency. The summary level statistics captured in these forms include:

- The date and time a trip was provided;
- The name of the rider who received a trip.
- The type of trip provided to the eligible rider (e.g., ambulatory, wheelchair, etc.).
- The rate at which that trip was reimbursed;
- The pick-up and drop-off addresses of each trip; and
- The total miles of the trip.

Additionally, T&E Grant funds may be used to purchase bus passes to subsidize the fare for TD eligible riders to use the fixed route bus system, if appropriate and available in their community. Bus passes are generally reimbursed based on the number of days to ride on the fixed route (daily, weekly, monthly). The invoice data includes the date each bus pass was issued, the name of the customer it was issued to, and the rate at which the pass was reimbursed under the grant program.

Given the more consistent and detailed information provided on the invoices, CTD can better authenticate the data and conduct a more substantive analysis of performance of the T&E Grant program compared to the systemwide data provided in the AOR. The invoice data in this report however should ***NOT*** be viewed for the purpose of authenticating CTD trips reported in the AOR. For example, CTCs may count actual fixed route trips purchased with a bus pass on their AOR that are not reflected in their T&E Grant invoice data. Rather, the T&E Grant invoice data should be viewed as a more credible, accurate source to examine CTD program performance.

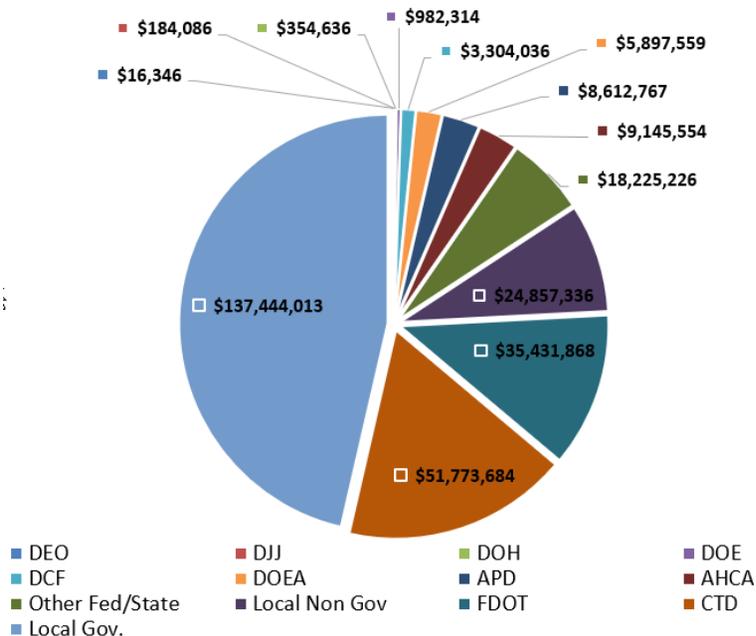
AOR PERFORMANCE SUMMARY

Understanding the limitations of the reporting methodology of the AOR, the summary statistics and subsequent tables provided in this APR reflect ***reported*** totals of services provided by the Coordinated System in FY 2019-20.

- ❖ **Ridership** – In FY 2019-20, the Coordinated System reported approximately 16.3 million trips provided to nearly 259,000 riders (UDPHC) within the TD population. This represents a decrease in ridership of about 20,000 riders and 4.7 million less trips reported from the previous fiscal year. It can be inferred that this decrease is largely due to the impacts of COVID-19.
- ❖ **Trips by Purpose** – Approximately 6.5 million trips, 40% of all reported trips, supported life-sustaining activities, such as trips to conduct personal business, or to participate in social activities. Over 3.4 million trips, 21% of all reported trips, supported medical-related activities, such as trips to dialysis and cancer treatment. This represents a consistent trend from previous reporting years.
- ❖ **Trips by Service Type** – Approximately 11 million trips, 67% of all reported trips of the Coordinated System, were provided on fixed route, Complementary ADA, or deviated-fixed route systems, at an average cost of \$17.77 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. The remaining 33% of trips were provided by paratransit services at an average cost of \$34.02 per trip. The Coordinated System also reported providing approximately 172,000 on-demand or other types of trips through Taxicab or TNCs, at an average cost of \$23.27 (Taxi) and \$26.77 (TNC).

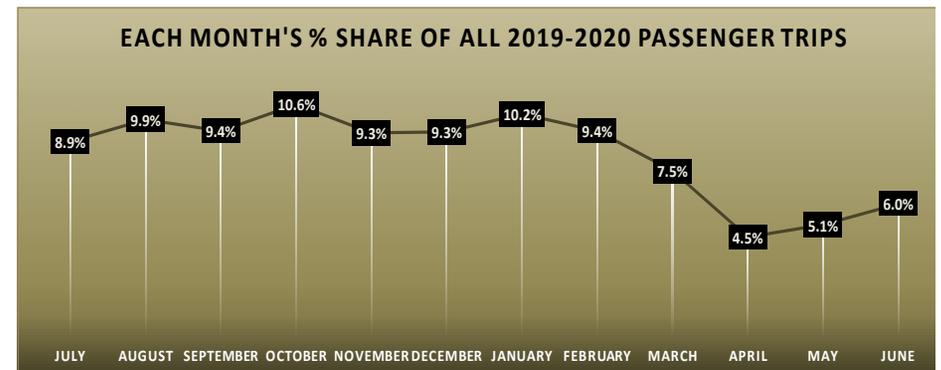
❖ **Revenues** – The following pie chart provides a breakdown of revenues that were reported by the Coordinated System. In FY 2019-20, the Coordinated System collectively reported \$296 million in total revenue, with local government being the largest contributor of \$137 million. This represents a slight decrease of approximately \$4.8 million in total revenue reported from the previous fiscal year. It should be noted that the revenue reported in the AOR may not identify federal CARES Act funding to the public transportation industry in response to COVID-19.

Coordinated System Revenues FY 2019-20



T&E GRANT PERFORMANCE SUMMARY

T&E Grant invoice data allows for more detailed, micro-level views of CTCs' performance with respect to non-sponsored transportation services provided to TD riders. At a higher level, analysis of this data offers insight into trends by month, so that a disruption in services caused by COVID-19 (or any other cause) can be easily captured and visualized. Similarly, CTD's response to such a scenario can also be captured and visualized in similar detail. The charts below demonstrate both the impact of COVID-19 to transportation services beginning in March, and the Commission's response with the COVID-19 Rescue Plan Funds.

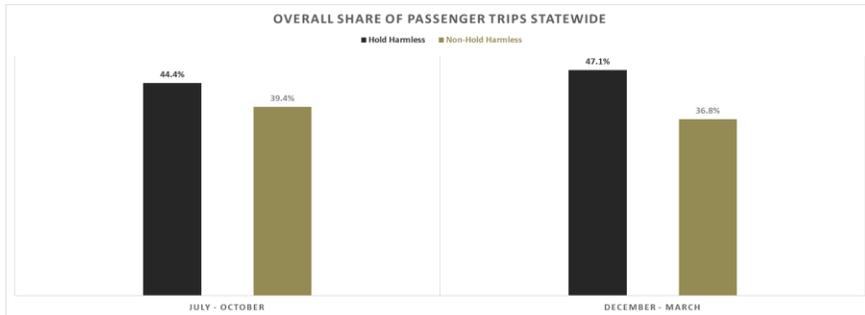


COVID-19 RESCUE PLAN FUNDS BY MONTH FOR 2019-2020: \$3,513,168.51 TOTAL



Similar analysis is also made possible by invoice data with respect to assessing the impact of the “Hold Harmless” funding decided on in November 2019. Prior to this additional funding, counties that had yet to receive the funds accounted for 44.4% of all passenger trips statewide. After receiving the additional funds, the same counties accounted for 47.1% of all passenger trips statewide (service areas with a mix of hold harmless and non-hold harmless counties are excluded from this analysis). In other words, access to transportation appeared to improve in counties as a result of receiving the additional funds.

Service Area	Total Passenger	Trips Within	Trips Across	% Trips Across
	Trips	Same County	Different County	Different County
Alachua	13,867	13,475	392	2.8%
Baker	5,509	3,149	2,360	42.8%
Bay	17,893	17,871	22	0.1%
Bradford	6,605	4,637	1,968	29.8%
Brevard	55,371	55,369	2	0.0%
Broward	161,381	153,712	7,669	4.8%
Calhoun	3,184	834	2,350	73.8%
Charlotte	30,091	29,042	1,049	3.5%
Citrus	18,382	17,387	995	5.4%
Clay	15,542	14,994	548	3.5%
ColHamSuv	21,704	17,816	3,888	17.9%
Collier	22,044	20,804	1,240	5.6%
DeSoto-Hardee-Highlands-Okeechobee	27,261	24,144	3,117	11.4%
Dixie	2,991	465	2,526	84.5%
Duval	22,660	22,620	40	0.2%
Escambia	25,973	25,827	146	0.6%
Flagler	36,062	35,746	316	0.9%
Franklin	2,645	272	2,373	89.7%
Gadsden	13,705	13,692	13	0.1%
Gilchrist	3,000	1,545	1,455	48.5%
Glades-Hendry	7,980	4,131	3,849	48.2%
Gulf	6,937	4,792	2,145	30.9%
Hernando	10,571	10,528	43	0.4%
Hillsborough	25,068	24,863	205	0.8%
Holmes-Washington	14,906	9,349	5,557	37.3%
Indian River	13,677	13,129	548	4.0%
Jackson	8,531	6,331	2,200	25.8%
Jefferson	8,761	6,493	2,268	25.9%
Lafayette	2,315	461	1,854	80.1%
Lake	25,950	24,381	1,569	6.0%
Lee	23,546	23,322	224	1.0%
Leon	17,677	17,677	0	0.0%
Levy	8,541	1,383	7,158	83.8%
Liberty	4,250	1,956	2,294	54.0%
Madison	5,067	4,612	455	9.0%
Manatee	20,414	19,266	1,148	5.6%
Marion	30,240	29,980	260	0.9%
Martin	6,950	6,841	109	1.6%
Monroe	8,155	7,053	1,102	13.5%
Nassau	27,878	26,896	982	3.5%
Okaloosa	31,396	31,088	308	1.0%
Orange-Osceola-Seminole	185,050	161,530	23,520	12.7%
Palm Beach	89,095	89,095	0	0.0%
Pasco	30,939	29,825	1,114	3.6%
Pinellas	55,808	55,808	0	0.0%
Polk	18,530	17,139	1,391	7.5%
Putnam	15,172	13,419	1,753	11.6%
Santa Rosa	13,829	13,269	560	4.0%
Sarasota	32,621	28,068	4,553	14.0%
St Johns	23,811	23,287	524	2.2%
St Lucie	28,838	28,499	339	1.2%
Sumter	18,887	17,490	1,397	7.4%
Taylor	6,014	5,793	221	3.7%
Union	1,766	526	1,240	70.2%
Volusia	24,362	24,362	0	0.0%
Wakulla	6,559	2,393	4,166	63.5%
Walton	18,603	15,379	3,224	17.3%



At a more granular level, factors within the invoice data can be combined in multiple ways to offer a variety of more targeted insights into the transportation services provided. As a simple example, trips can be broken down by trip type (Ambulatory, Wheelchair, etc.) and by trips that remain in the same county and trips that cross county boundaries—or, both of these factors can be combined to explore differences in cross-county trips by trip type.

Total Passenger Trips by Trip Type County Boundaries

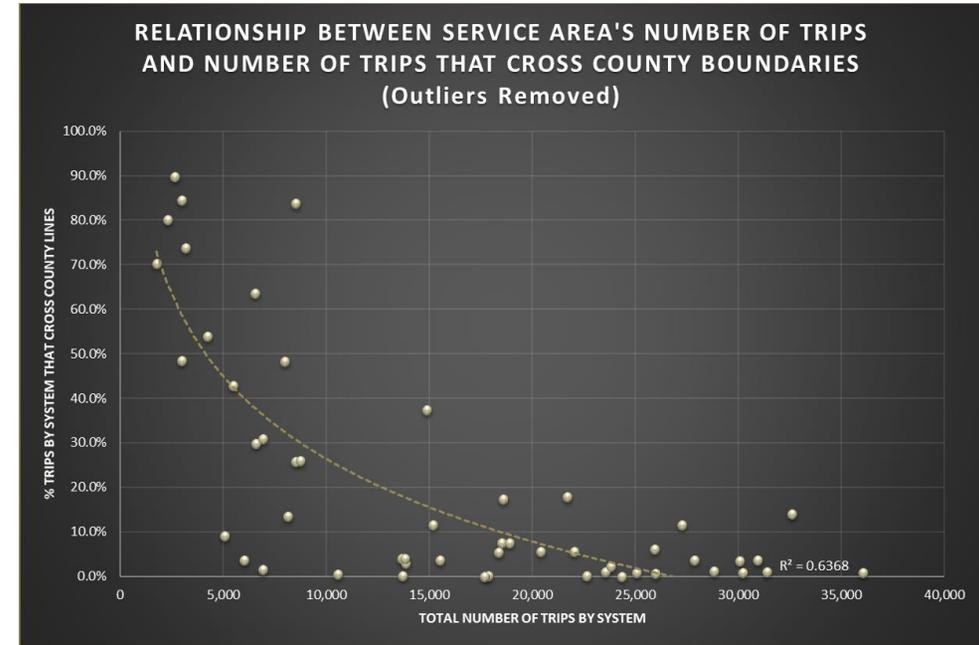
	<u>Within County</u>	<u>Across County</u>	<u>Both Total</u>
Ambulatory	937,035	83,557	1,020,592
Wheelchair	279,997	25,904	305,901
Stretcher	115	128	243
Group Per Passenger	49,233	577	49,810
Group Per Group	7,435	583	8,018
All Trip Types	1,273,815	110,749	1,384,564

% of Passenger Trips by Trip Type County Boundaries

	<u>Within County</u>	<u>Across County</u>	<u>Both Total</u>
Ambulatory	67.68%	6.03%	73.71%
Wheelchair	20.22%	1.87%	22.09%
Stretcher	0.01%	0.01%	0.02%
Group Per Passenger	3.56%	0.04%	3.60%
Group Per Group	0.54%	0.04%	0.58%
All Trip Types	92.0%	8.0%	100.0%

Relationships and differences between counties can also be explored and tested analyzing the invoice data. The chart and table below look at the prevalence of trips that cross county boundaries and its relationship to county size. Whereas in the

past, it has often been mentioned that smaller counties tend to have a higher portion of trips traveling to a different county, analysis of the invoice data now makes it possible to visualize and confirm this at both statewide and county-specific levels.



FUTURE OF THE COORDINATED SYSTEM

For over forty years, Florida has led the nation in providing a statewide, sustainable approach to serving the mobility needs of individuals who are transportation disadvantaged! As the state continues to grow and become more interconnected, the Coordinated Transportation System must adapt with these changes to ensure it continues to meet the needs of the TD population. This can be achieved through the effective use of data to inform policymakers, transportation providers and planners, and other stakeholders on areas in need of change.

In 2021, the Commission for the Transportation Disadvantaged is committed to strengthening the quality and transparency of its data. As CTD implements a new funding methodology, the new datasets can be used by CTCs and Planners to evaluate their performance and assess the unmet need (demand) for TD services within their community more effectively. CTD will also work with its partners to explore datasets that could be applied to (or enhanced in) the Annual Operating Report to provide a more accurate and consistent performance analysis of the Coordinated System.

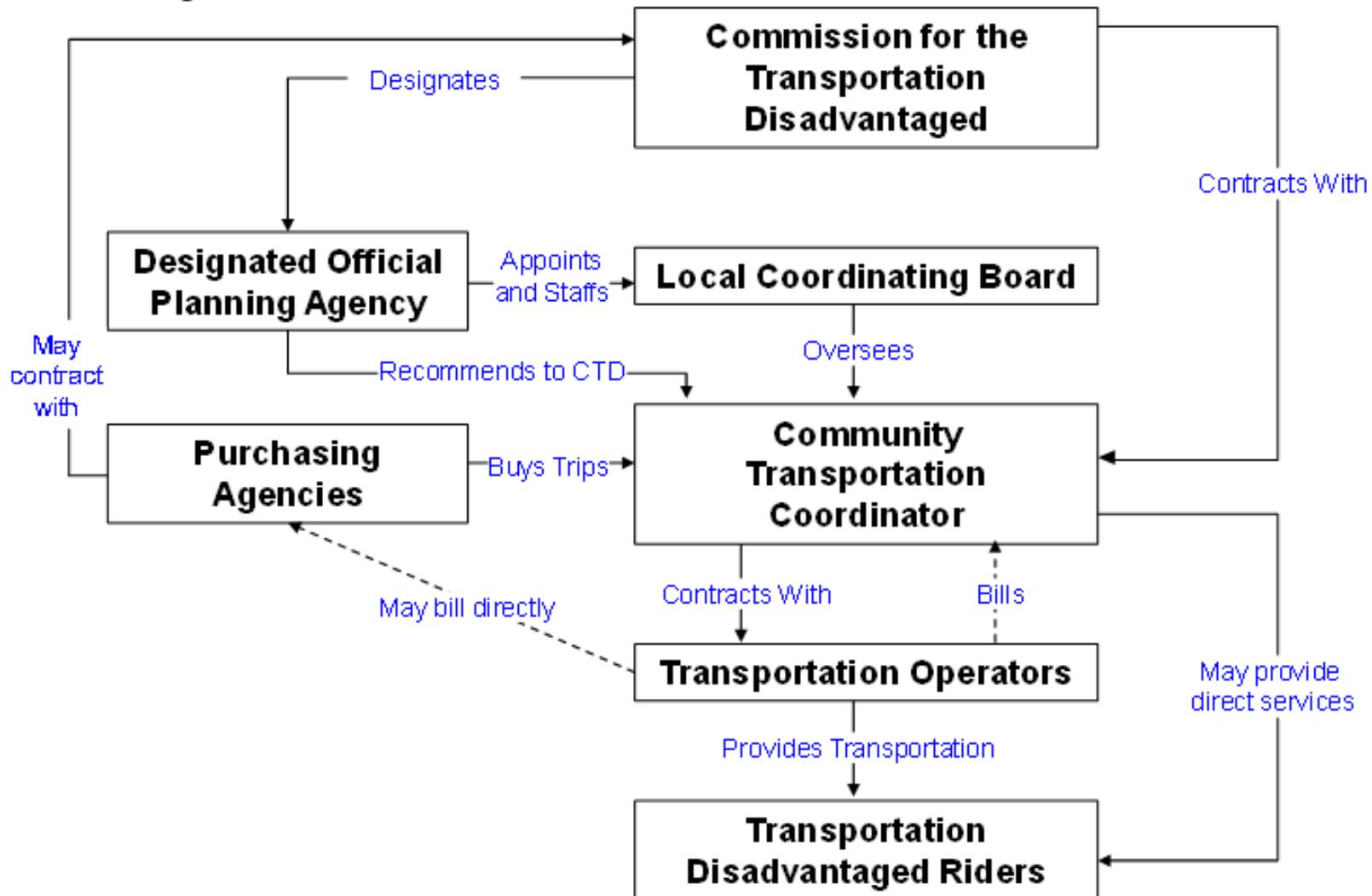
In the wake of COVID-19, the partners of Coordinated Transportation System demonstrated true leadership in responding swiftly to the crisis. This included the ability to adapt services models and collaborate effectively with other partners to promote a safer environment for riders. These qualities—effective adaptation and collaboration—are essential to the future success of the Coordinated

Transportation System. As the state looks forward to a more prosperous year, the Commission and its partners will continue to advance the mobility and independence of Florida's TD population to participate in a post-COVID-19 economy!





Coordinated Transportation System Organization



Fiscal Year 2019-2020
Statewide Summary

Contact: Florida Commission for the
Transportation Disadvantaged
605 Suwannee Street, MS 49
Tallahassee, FL 32399-0450
850-410-5700
800-983-2435

Website: <https://ctd.fdot.gov>

Demographics	Number
Statewide Population	20,901,636
Unduplicated Head Count	259,473



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	11,150,598	10,063,915	8,109,202
Deviated FR	701,241	576,343	437,359
Complementary ADA	0	2,758,483	2,472,749
Paratransit	10,617,336	7,448,940	5,173,999
TNC	0	24,500	21,470
Taxi	0	188,693	150,612
School Board (School Bus)	45,678	26,265	14,982
Volunteers	0	16,224	10,234
TOTAL TRIPS	22,514,853	21,103,363	16,390,607

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	4,744,140	4,387,367	3,405,522
Employment	3,752,285	3,025,009	2,485,224
Ed/Train/DayCare	2,805,745	3,232,580	2,539,793
Nutritional	3,925,897	1,908,632	1,390,337
Life-Sustaining/Other	7,286,786	8,549,775	6,569,731
TOTAL TRIPS	22,514,853	21,103,363	16,390,607

Passenger Trips By Revenue Source	2018	2019	2020
CTD	10,669,884	9,941,361	7,679,816
AHCA	574,430	331,430	301,787
APD	1,441,942	1,379,161	861,555
DOEA	611,331	638,836	483,883
DOE	228,920	174,085	170,528
Other	8,988,346	8,638,490	6,893,038
TOTAL TRIPS	22,514,853	21,103,363	16,390,607

Trips by Provider Type	2018	2019	2020
CTC	14,487,753	13,107,576	10,059,065
Transportation Operator	4,068,352	4,498,188	3,789,792
Coordination Contractor	3,958,748	3,497,599	2,541,750
TOTAL TRIPS	22,514,853	21,103,363	16,390,607

Vehicle Data	2018	2019	2020
Vehicle Miles	99,057,595	95,241,016	75,325,995
Roadcalls	2,592	4,140	3,574
Accidents	457	497	520
Vehicles	4,105	4,580	4,779
Drivers	6,177	6,831	7,205

Financial and General Data	2018	2019	2020
Expenses	\$284,081,695	\$302,854,277	\$291,219,584
Revenues	\$274,544,299	\$301,051,923	\$296,229,425
Commendations	5,064	4,114	3,218
Complaints	12,275	12,243	10,091
Passenger No-Shows	272,321	211,526	189,550
Unmet Trip Requests	1,345,805	245,556	117,320

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.46	0.52	0.69
Miles between Roadcalls	38,217	23,005	21,076
Avg. Trips per Passenger	71.90	75.36	63.17
Cost per Trip	\$12.62	\$14.35	\$17.77
Cost per Paratransit Trip	\$24.24	\$26.93	\$34.02
Cost per Total Mile	\$2.87	\$3.18	\$3.87
Cost per Paratransit Mile	\$2.77	\$3.10	\$3.72

2019-20 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	265,443
Unduplicated Head Count	1,685



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	2,696	2,672	0
Deviated FR	0	0	0
Complementary ADA	0	57,590	43,458
Paratransit	86,044	24,391	19,503
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	88,740	84,653	62,961

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	41,381	41,110	33,787
Employment	14,297	16,086	8,544
Ed/Train/DayCare	2,166	2,039	1,573
Nutritional	1,532	2,689	2,937
Life-Sustaining/Other	29,364	22,729	16,120
TOTAL TRIPS	88,740	84,653	62,961

Passenger Trips By Revenue Source	2018	2019	2020
CTD	21,222	19,568	14,110
AHCA	1,560	1,102	459
APD	0	0	0
DOEA	421	1,071	844
DOE	0	0	0
Other	65,537	62,912	47,548
TOTAL TRIPS	88,740	84,653	62,961

Trips by Provider Type	2018	2019	2020
CTC	88,740	84,653	62,961
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	88,740	84,653	62,961

Vehicle Data	2018	2019	2020
Vehicle Miles	1,129,073	1,079,368	829,367
Roadcalls	27	28	16
Accidents	8	1	4
Vehicles	32	37	38
Drivers	40	26	27

Financial and General Data	2018	2019	2020
Expenses	\$2,754,910	\$2,669,452	\$2,523,599
Revenues	\$2,782,905	\$2,732,387	\$2,413,721
Commendations	95	67	76
Complaints	25	36	52
Passenger No-Shows	5,761	4,235	4,349
Unmet Trip Requests	28	73	7

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.71	0.09	0.48
Miles between Roadcalls	41,818	38,549	51,835
Avg. Trips per Passenger	21.99	23.89	37.37
Cost per Trip	\$31.04	\$31.53	\$40.08
Cost per Paratransit Trip	\$31.46	\$31.99	\$40.08
Cost per Total Mile	\$2.44	\$2.47	\$3.04
Cost per Paratransit Mile	\$2.40	\$2.43	\$3.04

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	28,211
Unduplicated Head Count	493



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	6,142	4,726	4,069
Complementary ADA	0	0	0
Paratransit	20,650	19,040	22,932
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	26,792	23,766	27,001

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	10,529	12,231	10,340
Employment	2,145	2,254	1,863
Ed/Train/DayCare	3,299	2,727	2,822
Nutritional	5,357	4,375	9,096
Life-Sustaining/Other	5,462	2,179	2,880
TOTAL TRIPS	26,792	23,766	27,001

Passenger Trips By Revenue Source	2018	2019	2020
CTD	7,533	8,603	5,509
AHCA	6,186	4,841	3,934
APD	0	0	0
DOEA	0	0	0
DOE	0	0	0
Other	13,073	10,322	17,558
TOTAL TRIPS	26,792	23,766	27,001

Trips by Provider Type	2018	2019	2020
CTC	26,792	23,766	27,001
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	26,792	23,766	27,001

Vehicle Data	2018	2019	2020
Vehicle Miles	485,966	554,141	412,228
Roadcalls	28	35	16
Accidents	0	1	1
Vehicles	26	28	27
Drivers	26	15	15

Financial and General Data	2018	2019	2020
Expenses	\$952,304	\$1,001,594	\$1,006,188
Revenues	\$1,139,748	\$1,163,216	\$1,134,288
Commendations	0	0	0
Complaints	0	0	0
Passenger No-Shows	226	93	229
Unmet Trip Requests	96	159	78

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0	0.18	0.24
Miles between Roadcalls	17,356	15,833	25,764
Avg. Trips per Passenger	42.46	37.19	54.77
Cost per Trip	\$35.54	\$42.14	\$37.26
Cost per Paratransit Trip	\$35.54	\$42.14	\$37.26
Cost per Total Mile	\$1.96	\$1.81	\$2.44
Cost per Paratransit Mile	\$1.96	\$1.81	\$2.44

County: Bay
 CTC: Bay County Board of County Commissioners
 Contact: Angela Bradley
 1021 Massalina Dr
 Panama City, FL 32401
 850-248-8168

Email: abradley@baycountyfl.gov

Demographics	Number
Total County Population	182,161
Unduplicated Head Count	870



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	452	147	21
Complementary ADA	0	0	0
Paratransit	113,713	124,769	83,685
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	114,165	124,916	83,706

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	25,224	14,543	13,955
Employment	5,605	4,577	3,858
Ed/Train/DayCare	17,431	55,697	27,686
Nutritional	7,454	6,531	5,189
Life-Sustaining/Other	58,451	43,568	33,018
TOTAL TRIPS	114,165	124,916	83,706

Passenger Trips By Revenue Source	2018	2019	2020
CTD	26,081	17,163	19,925
AHCA	9,686	4,115	4,279
APD	50,765	38,246	28,103
DOEA	7,363	6,380	5,073
DOE	0	0	0
Other	20,270	59,012	26,326
TOTAL TRIPS	114,165	124,916	83,706

Trips by Provider Type	2018	2019	2020
CTC	0	0	0
Transportation Operator	88,517	62,916	50,946
Coordination Contractor	25,648	62,000	32,760
TOTAL TRIPS	114,165	124,916	83,706

Vehicle Data	2018	2019	2020
Vehicle Miles	508,212	776,741	377,535
Roadcalls	4	6	14
Accidents	4	4	0
Vehicles	26	31	28
Drivers	28	27	87

Financial and General Data	2018	2019	2020
Expenses	\$1,632,666	\$1,454,503	\$1,779,862
Revenues	\$1,845,823	\$1,620,966	\$1,665,826
Commendations	7	4	3
Complaints	14	5	7
Passenger No-Shows	1,776	1,208	1,379
Unmet Trip Requests	1,019	160	0

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.79	0.51	0
Miles between Roadcalls	127,053	129,457	26,967
Avg. Trips per Passenger	118.55	99.46	96.21
Cost per Trip	\$14.30	\$11.64	\$21.26
Cost per Paratransit Trip	\$14.30	\$11.64	\$21.26
Cost per Total Mile	\$3.21	\$1.87	\$4.71
Cost per Paratransit Mile	\$3.21	\$1.87	\$4.71

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

Demographics	Number
Total County Population	27,317
Unduplicated Head Count	839



Email: mattpearson@suwanneeec.net

Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	26,278	25,919	20,104
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	26,278	25,919	20,104

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	12,251	10,997	9,462
Employment	0	5	8
Ed/Train/DayCare	8,225	11,770	8,946
Nutritional	1,434	1,698	1,559
Life-Sustaining/Other	4,368	1,449	129
TOTAL TRIPS	26,278	25,919	20,104

Passenger Trips By Revenue Source	2018	2019	2020
CTD	9,871	7,448	6,788
AHCA	4,132	2,880	3,150
APD	11,009	11,768	9,042
DOEA	1,266	1,353	1,052
DOE	0	0	0
Other	0	2,470	72
TOTAL TRIPS	26,278	25,919	20,104

Trips by Provider Type	2018	2019	2020
CTC	15,269	14,151	11,062
Transportation Operator	0	0	0
Coordination Contractor	11,009	11,768	9,042
TOTAL TRIPS	26,278	25,919	20,104

Vehicle Data	2018	2019	2020
Vehicle Miles	235,205	236,803	186,739
Roadcalls	4	2	3
Accidents	1	0	0
Vehicles	9	13	13
Drivers	24	29	27

Financial and General Data	2018	2019	2020
Expenses	\$607,626	\$723,786	\$637,525
Revenues	\$656,553	\$820,777	\$771,133
Commendations	0	0	0
Complaints	0	0	1
Passenger No-Shows	172	349	443
Unmet Trip Requests	0	43	75

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.43	0	0
Miles between Roadcalls	58,801	118,402	62,246
Avg. Trips per Passenger	39.28	36.20	23.96
Cost per Trip	\$23.12	\$27.92	\$31.71
Cost per Paratransit Trip	\$23.12	\$27.92	\$31.71
Cost per Total Mile	\$2.58	\$3.06	\$3.41
Cost per Paratransit Mile	\$2.58	\$3.06	\$3.41

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	585,507
Unduplicated Head Count	13,404



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	391,150	454,839	390,730
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	499,181	482,009	364,429
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	14,571	14,240	9,762
Volunteers	0	0	0
TOTAL TRIPS	904,902	951,088	764,921

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	101,777	106,641	89,989
Employment	305,392	324,123	279,172
Ed/Train/DayCare	251,374	268,669	236,831
Nutritional	19,759	20,984	12,464
Life-Sustaining/Other	226,600	230,671	146,465
TOTAL TRIPS	904,902	951,088	764,921

Passenger Trips By Revenue Source	2018	2019	2020
CTD	68,949	71,779	58,080
AHCA	0	0	0
APD	36,515	36,859	26,632
DOEA	21,401	22,973	15,157
DOE	26,232	22,428	17,016
Other	751,805	797,049	648,036
TOTAL TRIPS	904,902	951,088	764,921

Trips by Provider Type	2018	2019	2020
CTC	904,902	951,088	764,921
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	904,902	951,088	764,921

Vehicle Data	2018	2019	2020
Vehicle Miles	2,136,850	2,478,527	1,825,091
Roadcalls	34	26	39
Accidents	6	12	5
Vehicles	188	169	161
Drivers	190	220	215

Financial and General Data	2018	2019	2020
Expenses	\$4,259,944	\$4,393,046	\$4,621,045
Revenues	\$5,622,656	\$5,871,624	\$7,260,542
Commendations	58	55	32
Complaints	16	13	8
Passenger No-Shows	10,308	11,111	10,465
Unmet Trip Requests	20	40	31

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.28	0.48	0.27
Miles between Roadcalls	62,849	95,328	46,797
Avg. Trips per Passenger	54.88	56.48	57.07
Cost per Trip	\$4.71	\$4.62	\$6.04
Cost per Paratransit Trip	\$8.51	\$8.87	\$12.27
Cost per Total Mile	\$1.99	\$1.77	\$2.53
Cost per Paratransit Mile	\$2.02	\$1.75	\$2.47

County: Broward
 CTC: Broward County
 Contact: Paul Strobis
 1 N University Drive
 Plantation, FL 33324
 954-357-8321

Email: pstrobis@broward.org

Demographics	Number
Total County Population	1,926,205
Unduplicated Head Count	16,302



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	1,151,732	1,396,546	1,022,750
Deviated FR	0	0	0
Complementary ADA	0	593,618	471,143
Paratransit	1,226,237	718,736	588,751
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	19,623	0	0
Volunteers	0	0	0
TOTAL TRIPS	2,397,592	2,708,900	2,082,644

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	158,611	168,997	149,966
Employment	52,473	54,083	44,939
Ed/Train/DayCare	368,725	323,580	267,487
Nutritional	284,802	260,663	172,833
Life-Sustaining/Other	1,532,981	1,901,577	1,447,419
TOTAL TRIPS	2,397,592	2,708,900	2,082,644

Passenger Trips By Revenue Source	2018	2019	2020
CTD	1,216,479	1,533,612	1,184,132
AHCA	57,548	59,760	54,828
APD	61,218	58,762	38,730
DOEA	80,287	76,805	34,501
DOE	30,330	30,255	21,364
Other	951,730	949,706	749,089
TOTAL TRIPS	2,397,592	2,708,900	2,082,644

Trips by Provider Type	2018	2019	2020
CTC	0	1,396,546	1,022,750
Transportation Operator	1,919,122	839,486	676,306
Coordination Contractor	478,470	472,868	383,588
TOTAL TRIPS	2,397,592	2,708,900	2,082,644

Vehicle Data	2018	2019	2020
Vehicle Miles	13,408,395	14,393,233	11,851,636
Roadcalls	253	341	242
Accidents	60	73	36
Vehicles	505	534	588
Drivers	712	960	1,274

Financial and General Data	2018	2019	2020
Expenses	\$35,914,820	\$34,599,872	\$36,303,607
Revenues	\$34,603,489	\$35,428,976	\$37,954,488
Commendations	1,669	808	630
Complaints	5,675	5,194	4,914
Passenger No-Shows	38,503	46,064	48,387
Unmet Trip Requests	8,444	0	0

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.45	0.51	0.30
Miles between Roadcalls	52,998	42,209	48,974
Avg. Trips per Passenger	156.92	159.99	127.75
Cost per Trip	\$14.98	\$12.77	\$17.43
Cost per Paratransit Trip	\$28.11	\$26.36	\$31.79
Cost per Total Mile	\$2.68	\$2.40	\$3.06
Cost per Paratransit Mile	\$2.57	\$2.40	\$2.84

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

Demographics	Number
Total County Population	14,362
Unduplicated Head Count	414



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	11,657	10,845	11,292
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	11,657	10,845	11,292

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	6,749	6,196	6,026
Employment	973	870	645
Ed/Train/DayCare	1,948	1,719	1,028
Nutritional	1,651	1,651	2,839
Life-Sustaining/Other	336	409	754
TOTAL TRIPS	11,657	10,845	11,292

Passenger Trips By Revenue Source	2018	2019	2020
CTD	2,912	3,082	3,927
AHCA	6,096	4,612	4,527
APD	1,495	1,286	780
DOEA	1,096	1,810	1,984
DOE	0	0	0
Other	58	55	74
TOTAL TRIPS	11,657	10,845	11,292

Trips by Provider Type	2018	2019	2020
CTC	11,657	10,845	11,292
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	11,657	10,845	11,292

Vehicle Data	2018	2019	2020
Vehicle Miles	238,365	221,908	220,606
Roadcalls	1	4	0
Accidents	0	0	0
Vehicles	14	15	13
Drivers	10	11	13

Financial and General Data	2018	2019	2020
Expenses	\$675,163	\$694,869	\$617,133
Revenues	\$580,038	\$626,069	\$544,348
Commendations	1	0	0
Complaints	0	0	0
Passenger No-Shows	166	71	72
Unmet Trip Requests	0	0	0

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	238,365	55,477	0
Avg. Trips per Passenger	26.68	25.76	27.28
Cost per Trip	\$57.92	\$64.07	\$54.65
Cost per Paratransit Trip	\$57.92	\$64.07	\$54.65
Cost per Total Mile	\$2.83	\$3.13	\$2.80
Cost per Paratransit Mile	\$2.83	\$3.13	\$2.80

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	181,067
Unduplicated Head Count	1,415



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	71,428	69,468	46,062
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	71,428	69,468	46,062

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	14,443	13,894	11,055
Employment	18,354	19,451	13,819
Ed/Train/DayCare	14,682	12,504	5,988
Nutritional	11,596	12,504	8,751
Life-Sustaining/Other	12,353	11,115	6,449
TOTAL TRIPS	71,428	69,468	46,062

Passenger Trips By Revenue Source	2018	2019	2020
CTD	48,243	40,799	29,890
AHCA	0	0	0
APD	0	0	0
DOEA	6,234	6,555	4,193
DOE	0	0	0
Other	16,951	22,114	11,979
TOTAL TRIPS	71,428	69,468	46,062

Trips by Provider Type	2018	2019	2020
CTC	71,428	69,468	46,062
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	71,428	69,468	46,062

Vehicle Data	2018	2019	2020
Vehicle Miles	476,135	456,483	358,270
Roadcalls	72	46	30
Accidents	0	0	1
Vehicles	43	40	40
Drivers	66	51	28

Financial and General Data	2018	2019	2020
Expenses	\$1,569,202	\$1,665,432	\$1,501,965
Revenues	\$1,569,203	\$1,665,432	\$1,501,965
Commendations	0	0	0
Complaints	49	47	33
Passenger No-Shows	1,722	2,307	2,028
Unmet Trip Requests	442	694	356

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0	0	0.28
Miles between Roadcalls	6,613	9,924	11,942
Avg. Trips per Passenger	97.45	47.35	32.55
Cost per Trip	\$21.97	\$23.97	\$32.61
Cost per Paratransit Trip	\$21.97	\$23.97	\$32.61
Cost per Total Mile	\$3.30	\$3.65	\$4.19
Cost per Paratransit Mile	\$3.30	\$3.65	\$4.19

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

Demographics	Number
Total County Population	145,169
Unduplicated Head Count	903



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	45,041	0	0
Complementary ADA	0	0	0
Paratransit	116,219	107,314	87,779
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	161,260	107,314	87,779

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	25,540	22,632	17,495
Employment	13,014	10,360	8,866
Ed/Train/DayCare	56,479	54,298	40,541
Nutritional	19,899	10,393	12,277
Life-Sustaining/Other	46,328	9,631	8,600
TOTAL TRIPS	161,260	107,314	87,779

Passenger Trips By Revenue Source	2018	2019	2020
CTD	17,471	17,852	20,162
AHCA	0	0	0
APD	89,194	64,629	53,888
DOEA	0	0	0
DOE	0	0	0
Other	54,595	24,833	13,729
TOTAL TRIPS	161,260	107,314	87,779

Trips by Provider Type	2018	2019	2020
CTC	72,338	21,142	22,611
Transportation Operator	0	0	0
Coordination Contractor	88,922	86,172	65,168
TOTAL TRIPS	161,260	107,314	87,779

Vehicle Data	2018	2019	2020
Vehicle Miles	744,930	459,198	490,345
Roadcalls	18	11	12
Accidents	3	0	0
Vehicles	67	56	64
Drivers	54	54	47

Financial and General Data	2018	2019	2020
Expenses	\$2,042,735	\$1,952,589	\$1,831,851
Revenues	\$2,135,242	\$1,778,473	\$1,665,025
Commendations	2	2	3
Complaints	4	1	10
Passenger No-Shows	1,158	576	566
Unmet Trip Requests	369	108	115

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.40	0	0
Miles between Roadcalls	41,385	41,745	40,862
Avg. Trips per Passenger	20.62	151.79	97.21
Cost per Trip	\$12.67	\$18.20	\$20.87
Cost per Paratransit Trip	\$12.67	\$18.20	\$20.87
Cost per Total Mile	\$2.74	\$4.25	\$3.74
Cost per Paratransit Mile	\$2.74	\$4.25	\$3.74

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

Demographics	Number
Total County Population	211,405
Unduplicated Head Count	300



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	42,842	13,040	19,831
Complementary ADA	0	0	0
Paratransit	88,329	27,068	23,261
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	131,171	40,108	43,092

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	18,975	5,802	39,729
Employment	45,247	13,835	975
Ed/Train/DayCare	34,399	10,518	1,506
Nutritional	18,128	5,543	735
Life-Sustaining/Other	14,422	4,410	147
TOTAL TRIPS	131,171	40,108	43,092

Passenger Trips By Revenue Source	2018	2019	2020
CTD	37,255	25,724	20,195
AHCA	18,722	0	0
APD	11,119	0	0
DOEA	0	0	0
DOE	491	0	0
Other	63,584	14,384	22,897
TOTAL TRIPS	131,171	40,108	43,092

Trips by Provider Type	2018	2019	2020
CTC	131,171	40,108	0
Transportation Operator	0	0	43,092
Coordination Contractor	0	0	0
TOTAL TRIPS	131,171	40,108	43,092

Vehicle Data	2018	2019	2020
Vehicle Miles	962,457	478,743	407,642
Roadcalls	10	22	4
Accidents	2	0	4
Vehicles	46	35	27
Drivers	57	15	16

Financial and General Data	2018	2019	2020
Expenses	\$2,496,260	\$915,696	\$667,596
Revenues	\$2,255,528	\$853,930	\$667,595
Commendations	2	0	0
Complaints	26	24	11
Passenger No-Shows	1,035	0	818
Unmet Trip Requests	96	0	0

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.21	0	0.98
Miles between Roadcalls	96,246	21,761	101,910
Avg. Trips per Passenger	44.59	169.95	143.64
Cost per Trip	\$19.03	\$22.83	\$15.49
Cost per Paratransit Trip	\$19.03	\$22.83	\$15.49
Cost per Total Mile	\$2.59	\$1.91	\$1.64
Cost per Paratransit Mile	\$2.59	\$1.91	\$1.64

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	371,453
Unduplicated Head Count	2,400



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	77,945	69,753
Paratransit	109,623	39,640	34,384
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	109,623	117,585	104,137

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	50,069	43,133	42,377
Employment	12,874	14,256	13,466
Ed/Train/DayCare	4,097	16,982	13,209
Nutritional	13,868	14,907	11,227
Life-Sustaining/Other	28,715	28,307	23,858
TOTAL TRIPS	109,623	117,585	104,137

Passenger Trips By Revenue Source	2018	2019	2020
CTD	18,917	27,232	22,043
AHCA	0	3,626	0
APD	0	0	0
DOEA	319	96	137
DOE	0	0	0
Other	90,387	86,631	81,957
TOTAL TRIPS	109,623	117,585	104,137

Trips by Provider Type	2018	2019	2020
CTC	0	0	0
Transportation Operator	103,178	105,273	91,933
Coordination Contractor	6,445	12,312	12,204
TOTAL TRIPS	109,623	117,585	104,137

Vehicle Data	2018	2019	2020
Vehicle Miles	1,407,704	2,224,740	1,301,882
Roadcalls	20	116	103
Accidents	9	23	11
Vehicles	29	70	51
Drivers	66	67	51

Financial and General Data	2018	2019	2020
Expenses	\$5,433,226	\$5,818,222	\$5,990,895
Revenues	\$4,931,076	\$5,211,529	\$5,298,405
Commendations	6	2	0
Complaints	65	43	32
Passenger No-Shows	2,821	4,135	6,717
Unmet Trip Requests	199	16	14

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.64	1.03	0.84
Miles between Roadcalls	70,385	19,179	12,640
Avg. Trips per Passenger	83.30	28.41	43.39
Cost per Trip	\$49.56	\$49.48	\$57.53
Cost per Paratransit Trip	\$49.56	\$49.48	\$57.53
Cost per Total Mile	\$3.86	\$2.62	\$4.60
Cost per Paratransit Mile	\$3.86	\$2.62	\$4.60

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	69,968
Unduplicated Head Count	155



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	50,757	44,231	27,480
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	50,757	44,231	27,480

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	9,246	7,606	6,300
Employment	752	574	1,843
Ed/Train/DayCare	15,152	11,098	7,106
Nutritional	10,862	10,313	9,035
Life-Sustaining/Other	14,745	14,640	3,196
TOTAL TRIPS	50,757	44,231	27,480

Passenger Trips By Revenue Source	2018	2019	2020
CTD	18,631	10,406	9,795
AHCA	105	0	0
APD	5,712	5,832	5,291
DOEA	10,844	8,754	8,068
DOE	1	0	302
Other	15,464	19,239	4,024
TOTAL TRIPS	50,757	44,231	27,480

Trips by Provider Type	2018	2019	2020
CTC	39,913	33,920	18,445
Transportation Operator	0	0	0
Coordination Contractor	10,844	10,311	9,035
TOTAL TRIPS	50,757	44,231	27,480

Vehicle Data	2018	2019	2020
Vehicle Miles	535,084	395,995	336,257
Roadcalls	4	1	2
Accidents	1	2	2
Vehicles	25	21	24
Drivers	14	18	17

Financial and General Data	2018	2019	2020
Expenses	\$1,149,060	\$1,163,881	\$1,140,226
Revenues	\$1,188,191	\$1,234,146	\$1,222,993
Commendations	2	0	2
Complaints	4	1	2
Passenger No-Shows	1,454	1,628	833
Unmet Trip Requests	12	19	0

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.19	0.51	0.59
Miles between Roadcalls	133,771	395,995	168,128
Avg. Trips per Passenger	93.65	124.24	177.29
Cost per Trip	\$22.64	\$26.31	\$41.49
Cost per Paratransit Trip	\$22.64	\$26.31	\$41.49
Cost per Total Mile	\$2.15	\$2.94	\$3.39
Cost per Paratransit Mile	\$2.15	\$2.94	\$3.39

County: Desoto
 CTC: MV Contract Transportation, Inc.
 Contact: Kelly Kirk Brooks
 4650 US 27 South
 Sebring, FL 33870
 863-382-6004

Email: kelly.kirkbrooks@mvtransit.com

Demographics	Number
Total County Population	36,903
Unduplicated Head Count	174



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	0	6,003
Complementary ADA	0	0	0
Paratransit	7,594	7,415	6,749
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	7,594	7,415	12,752

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	6,516	6,293	6,138
Employment	694	604	283
Ed/Train/DayCare	0	0	0
Nutritional	5	443	281
Life-Sustaining/Other	379	75	6,050
TOTAL TRIPS	7,594	7,415	12,752

Passenger Trips By Revenue Source	2018	2019	2020
CTD	5,381	5,630	4,338
AHCA	0	0	0
APD	0	0	0
DOEA	0	0	0
DOE	14	0	0
Other	2,199	1,785	8,414
TOTAL TRIPS	7,594	7,415	12,752

Trips by Provider Type	2018	2019	2020
CTC	0	0	0
Transportation Operator	7,594	7,415	12,752
Coordination Contractor	0	0	0
TOTAL TRIPS	7,594	7,415	12,752

Vehicle Data	2018	2019	2020
Vehicle Miles	125,668	104,608	127,643
Roadcalls	1	3	4
Accidents	0	1	0
Vehicles	15	16	18
Drivers	21	15	15

Financial and General Data	2018	2019	2020
Expenses	\$370,043	\$350,942	\$435,153
Revenues	\$370,047	\$350,942	\$448,617
Commendations	16	5	1
Complaints	0	0	1
Passenger No-Shows	339	142	56
Unmet Trip Requests	87	22	135

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0	0.96	0
Miles between Roadcalls	125,668	34,869	31,911
Avg. Trips per Passenger	37.41	45.49	73.29
Cost per Trip	\$48.73	\$47.33	\$34.12
Cost per Paratransit Trip	\$48.73	\$47.33	\$34.12
Cost per Total Mile	\$2.94	\$3.35	\$3.41
Cost per Paratransit Mile	\$2.94	\$3.35	\$3.41

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	16,589
Unduplicated Head Count	480



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	7,092	6,161	5,436
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	7,092	6,161	5,436

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	6,150	4,890	4,397
Employment	0	0	6
Ed/Train/DayCare	4	0	0
Nutritional	670	973	776
Life-Sustaining/Other	268	298	257
TOTAL TRIPS	7,092	6,161	5,436

Passenger Trips By Revenue Source	2018	2019	2020
CTD	3,661	3,886	2,991
AHCA	2,956	1,835	1,658
APD	0	0	0
DOEA	474	440	751
DOE	0	0	0
Other	1	0	36
TOTAL TRIPS	7,092	6,161	5,436

Trips by Provider Type	2018	2019	2020
CTC	7,092	6,161	5,436
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	7,092	6,161	5,436

Vehicle Data	2018	2019	2020
Vehicle Miles	166,028	153,173	144,415
Roadcalls	2	3	9
Accidents	0	1	0
Vehicles	7	9	10
Drivers	7	8	7

Financial and General Data	2018	2019	2020
Expenses	\$313,427	\$431,645	\$377,638
Revenues	\$448,061	\$536,947	\$537,432
Commendations	0	0	0
Complaints	0	0	2
Passenger No-Shows	584	621	500
Unmet Trip Requests	0	10	25

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0	0.65	0
Miles between Roadcalls	83,014	51,058	16,046
Avg. Trips per Passenger	17.95	17.65	11.33
Cost per Trip	\$44.19	\$70.06	\$69.47
Cost per Paratransit Trip	\$44.19	\$70.06	\$69.47
Cost per Total Mile	\$1.89	\$2.82	\$2.61
Cost per Paratransit Mile	\$1.89	\$2.82	\$2.61

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	936,186
Unduplicated Head Count	3,841



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	296,135	253,458
Paratransit	336,018	53,961	23,029
TNC	0	0	569
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	336,018	350,096	277,056

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	69,175	147,583	53,021
Employment	61,632	64,701	53,013
Ed/Train/DayCare	23,032	25,652	18,336
Nutritional	3,539	16,266	13,400
Life-Sustaining/Other	178,640	95,894	139,286
TOTAL TRIPS	336,018	350,096	277,056

Passenger Trips By Revenue Source	2018	2019	2020
CTD	61,191	53,961	22,661
AHCA	0	0	0
APD	0	0	0
DOEA	0	0	0
DOE	0	0	0
Other	274,827	296,135	254,395
TOTAL TRIPS	336,018	350,096	277,056

Trips by Provider Type	2018	2019	2020
CTC	0	0	569
Transportation Operator	336,018	350,096	276,487
Coordination Contractor	0	0	0
TOTAL TRIPS	336,018	350,096	277,056

Vehicle Data	2018	2019	2020
Vehicle Miles	4,665,487	4,748,749	3,388,507
Roadcalls	126	56	56
Accidents	9	10	3
Vehicles	97	103	99
Drivers	137	141	125

Financial and General Data	2018	2019	2020
Expenses	\$13,959,986	\$17,222,041	\$15,263,164
Revenues	\$13,959,986	\$17,222,041	\$15,263,165
Commendations	666	591	390
Complaints	1,418	658	360
Passenger No-Shows	16,255	14,717	14,051
Unmet Trip Requests	0	0	0

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.19	0.21	0.09
Miles between Roadcalls	37,028	84,799	60,509
Avg. Trips per Passenger	75.83	81.87	72.13
Cost per Trip	\$41.55	\$49.19	\$55.09
Cost per Paratransit Trip	\$41.55	\$49.19	\$55.15
Cost per Total Mile	\$2.99	\$3.63	\$4.50
Cost per Paratransit Mile	\$2.99	\$3.63	\$4.51

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	313,491
Unduplicated Head Count	664



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	56,236	56,108
Paratransit	97,904	42,827	46,406
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	97,904	99,063	102,514

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	40,172	36,543	38,221
Employment	41,214	45,156	49,577
Ed/Train/DayCare	4,358	4,961	3,332
Nutritional	2,745	2,162	1,785
Life-Sustaining/Other	9,415	10,241	9,599
TOTAL TRIPS	97,904	99,063	102,514

Passenger Trips By Revenue Source	2018	2019	2020
CTD	34,798	32,444	42,336
AHCA	2,268	457	0
APD	0	0	0
DOEA	4,495	4,373	3,650
DOE	1,151	1,064	418
Other	55,192	60,725	56,110
TOTAL TRIPS	97,904	99,063	102,514

Trips by Provider Type	2018	2019	2020
CTC	0	0	0
Transportation Operator	97,904	99,063	102,514
Coordination Contractor	0	0	0
TOTAL TRIPS	97,904	99,063	102,514

Vehicle Data	2018	2019	2020
Vehicle Miles	1,251,550	934,662	1,210,096
Roadcalls	5	6	10
Accidents	3	9	19
Vehicles	28	31	31
Drivers	43	33	24

Financial and General Data	2018	2019	2020
Expenses	\$2,983,108	\$3,072,749	\$3,679,368
Revenues	\$2,983,106	\$3,072,749	\$3,679,368
Commendations	27	40	57
Complaints	23	32	36
Passenger No-Shows	6,735	2,879	5,482
Unmet Trip Requests	53	96	41

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.24	0.96	1.57
Miles between Roadcalls	250,310	155,777	121,010
Avg. Trips per Passenger	66.92	177.85	154.39
Cost per Trip	\$30.47	\$31.02	\$35.89
Cost per Paratransit Trip	\$30.47	\$31.02	\$35.89
Cost per Total Mile	\$2.38	\$3.29	\$3.04
Cost per Paratransit Mile	\$2.38	\$3.29	\$3.04

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	109,801
Unduplicated Head Count	5,905



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	108,175	101,089	80,407
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	108,175	101,089	80,407

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	18,231	15,518	18,378
Employment	15,669	14,122	12,110
Ed/Train/DayCare	50,028	52,050	35,843
Nutritional	12,671	11,332	7,601
Life-Sustaining/Other	11,576	8,067	6,475
TOTAL TRIPS	108,175	101,089	80,407

Passenger Trips By Revenue Source	2018	2019	2020
CTD	35,911	46,229	42,382
AHCA	0	0	0
APD	0	0	0
DOEA	5,178	5,178	7,550
DOE	0	0	0
Other	67,086	49,682	30,475
TOTAL TRIPS	108,175	101,089	80,407

Trips by Provider Type	2018	2019	2020
CTC	108,175	101,089	80,407
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	108,175	101,089	80,407

Vehicle Data	2018	2019	2020
Vehicle Miles	652,884	617,365	525,527
Roadcalls	4	3	2
Accidents	0	0	0
Vehicles	34	33	33
Drivers	23	18	23

Financial and General Data	2018	2019	2020
Expenses	\$1,468,861	\$1,454,483	\$1,620,556
Revenues	\$1,468,861	\$1,454,483	\$1,489,866
Commendations	0	0	0
Complaints	9	16	15
Passenger No-Shows	0	1,768	1,326
Unmet Trip Requests	242	512	527

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	163,221	205,788	262,764
Avg. Trips per Passenger	13.09	13.59	13.62
Cost per Trip	\$13.58	\$14.39	\$20.15
Cost per Paratransit Trip	\$13.58	\$14.39	\$20.15
Cost per Total Mile	\$2.25	\$2.36	\$3.08
Cost per Paratransit Mile	\$2.25	\$2.36	\$3.08

County: Franklin
 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	11,811
Unduplicated Head Count	115



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	5,260	4,969	3,573
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	5,260	4,969	3,573

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	5,014	4,891	3,272
Employment	0	0	0
Ed/Train/DayCare	2	0	0
Nutritional	10	7	14
Life-Sustaining/Other	234	71	287
TOTAL TRIPS	5,260	4,969	3,573

Passenger Trips By Revenue Source	2018	2019	2020
CTD	3,790	3,366	2,644
AHCA	1,435	1,599	929
APD	0	0	0
DOEA	0	0	0
DOE	0	0	0
Other	35	4	0
TOTAL TRIPS	5,260	4,969	3,573

Trips by Provider Type	2018	2019	2020
CTC	5,260	4,969	3,573
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	5,260	4,969	3,573

Vehicle Data	2018	2019	2020
Vehicle Miles	172,034	102,908	31,031
Roadcalls	0	0	0
Accidents	0	0	0
Vehicles	8	7	8
Drivers	5	4	2

Financial and General Data	2018	2019	2020
Expenses	\$266,159	\$309,180	\$360,221
Revenues	\$350,757	\$289,023	\$341,266
Commendations	0	0	0
Complaints	0	0	0
Passenger No-Shows	117	194	159
Unmet Trip Requests	0	0	0

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	0	0	0
Avg. Trips per Passenger	22.10	32.06	31.07
Cost per Trip	\$50.60	\$62.22	\$100.82
Cost per Paratransit Trip	\$50.60	\$62.22	\$100.82
Cost per Total Mile	\$1.55	\$3.00	\$11.61
Cost per Paratransit Mile	\$1.55	\$3.00	\$11.61

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	45,945
Unduplicated Head Count	2,302



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	53,774	51,254	45,631
Complementary ADA	0	0	0
Paratransit	51,204	48,344	35,477
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	104,978	99,598	81,108

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	20,929	18,432	12,004
Employment	50,611	47,847	39,163
Ed/Train/DayCare	21,900	21,678	17,184
Nutritional	98	129	40
Life-Sustaining/Other	11,440	11,512	12,717
TOTAL TRIPS	104,978	99,598	81,108

Passenger Trips By Revenue Source	2018	2019	2020
CTD	19,646	18,791	13,585
AHCA	17,372	14,509	9,110
APD	10,103	10,254	7,814
DOEA	0	0	0
DOE	60	0	0
Other	57,797	56,044	50,599
TOTAL TRIPS	104,978	99,598	81,108

Trips by Provider Type	2018	2019	2020
CTC	104,978	99,598	81,108
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	104,978	99,598	81,108

Vehicle Data	2018	2019	2020
Vehicle Miles	1,056,648	845,644	670,288
Roadcalls	11	19	10
Accidents	0	0	0
Vehicles	20	19	19
Drivers	15	12	9

Financial and General Data	2018	2019	2020
Expenses	\$1,907,417	\$1,713,648	\$1,462,285
Revenues	\$1,919,525	\$1,624,594	\$1,575,610
Commendations	2	1	3
Complaints	4	3	0
Passenger No-Shows	3,069	3,113	2,206
Unmet Trip Requests	8	8	0

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	96,059	44,508	67,029
Avg. Trips per Passenger	34.84	34.27	35.23
Cost per Trip	\$18.17	\$17.21	\$18.03
Cost per Paratransit Trip	\$18.17	\$17.21	\$18.03
Cost per Total Mile	\$1.81	\$2.03	\$2.18
Cost per Paratransit Mile	\$1.81	\$2.03	\$2.18

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

Demographics	Number
Total County Population	17,953
Unduplicated Head Count	473



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	5,409	6,086	5,594
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	5,409	6,086	5,594

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	4,225	5,033	4,556
Employment	0	0	0
Ed/Train/DayCare	0	21	35
Nutritional	722	450	427
Life-Sustaining/Other	462	582	576
TOTAL TRIPS	5,409	6,086	5,594

Passenger Trips By Revenue Source	2018	2019	2020
CTD	3,116	3,953	3,000
AHCA	2,292	2,133	1,887
APD	0	0	0
DOEA	0	0	675
DOE	0	0	0
Other	1	0	32
TOTAL TRIPS	5,409	6,086	5,594

Trips by Provider Type	2018	2019	2020
CTC	5,409	6,086	5,594
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	5,409	6,086	5,594

Vehicle Data	2018	2019	2020
Vehicle Miles	110,685	101,922	96,278
Roadcalls	2	0	0
Accidents	0	0	0
Vehicles	9	9	3
Drivers	7	8	7

Financial and General Data	2018	2019	2020
Expenses	\$313,865	\$261,128	\$330,466
Revenues	\$339,899	\$351,024	\$477,212
Commendations	0	0	0
Complaints	0	0	0
Passenger No-Shows	438	540	486
Unmet Trip Requests	0	0	1

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	55,342	0	0
Avg. Trips per Passenger	20.41	20.84	11.83
Cost per Trip	\$58.03	\$42.91	\$59.08
Cost per Paratransit Trip	\$58.03	\$42.91	\$59.08
Cost per Total Mile	\$2.84	\$2.56	\$3.43
Cost per Paratransit Mile	\$2.84	\$2.56	\$3.43

County: Glades
 CTC: MV Contract Transportation, Inc.
 Contact: Kelly Kirk Brooks
 4650 US 27 South
 Sebring, FL 33870
 863-382-6004

Email: kelly.kirkbrooks@mvtransit.com

Demographics	Number
Total County Population	13,516
Unduplicated Head Count	13



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	4,390	3,924	577
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	4,390	3,924	577

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	2,715	1,744	566
Employment	362	0	0
Ed/Train/DayCare	384	1,360	0
Nutritional	463	0	9
Life-Sustaining/Other	466	820	2
TOTAL TRIPS	4,390	3,924	577

Passenger Trips By Revenue Source	2018	2019	2020
CTD	3,018	2,406	577
AHCA	159	148	0
APD	1,212	1,314	0
DOEA	0	0	0
DOE	0	0	0
Other	1	56	0
TOTAL TRIPS	4,390	3,924	577

Trips by Provider Type	2018	2019	2020
CTC	4,255	3,878	0
Transportation Operator	0	0	577
Coordination Contractor	135	46	0
TOTAL TRIPS	4,390	3,924	577

Vehicle Data	2018	2019	2020
Vehicle Miles	297,430	282,334	14,804
Roadcalls	1	0	0
Accidents	1	0	0
Vehicles	5	6	2
Drivers	4	4	2

Financial and General Data	2018	2019	2020
Expenses	\$251,523	\$188,211	\$39,109
Revenues	\$319,217	\$215,151	\$39,754
Commendations	0	0	1
Complaints	1	4	0
Passenger No-Shows	60	146	13
Unmet Trip Requests	35	624	8

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.34	0	0
Miles between Roadcalls	297,430	0	0
Avg. Trips per Passenger	24.53	95.71	44.38
Cost per Trip	\$57.29	\$47.96	\$67.78
Cost per Paratransit Trip	\$57.29	\$47.96	\$67.78
Cost per Total Mile	\$0.85	\$0.67	\$2.64
Cost per Paratransit Mile	\$0.85	\$0.67	\$2.64

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	15,576
Unduplicated Head Count	311



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	21,757	18,599	15,530
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	21,757	18,599	15,530

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	8,377	7,050	6,884
Employment	7,365	6,331	4,022
Ed/Train/DayCare	1,560	853	389
Nutritional	3,703	3,456	2,883
Life-Sustaining/Other	752	909	1,352
TOTAL TRIPS	21,757	18,599	15,530

Passenger Trips By Revenue Source	2018	2019	2020
CTD	8,010	5,907	6,889
AHCA	2,964	2,173	1,921
APD	5,996	5,875	3,516
DOEA	2,427	2,209	1,028
DOE	0	0	0
Other	2,360	2,435	2,176
TOTAL TRIPS	21,757	18,599	15,530

Trips by Provider Type	2018	2019	2020
CTC	21,757	18,599	15,530
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	21,757	18,599	15,530

Vehicle Data	2018	2019	2020
Vehicle Miles	348,624	351,121	330,721
Roadcalls	0	0	0
Accidents	0	0	0
Vehicles	16	14	15
Drivers	9	9	9

Financial and General Data	2018	2019	2020
Expenses	\$608,183	\$637,316	\$742,032
Revenues	\$618,747	\$400,760	\$506,847
Commendations	0	0	0
Complaints	0	0	0
Passenger No-Shows	871	1,114	633
Unmet Trip Requests	88	0	0

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	0	0	0
Avg. Trips per Passenger	71.33	60.98	49.94
Cost per Trip	\$27.95	\$34.27	\$47.78
Cost per Paratransit Trip	\$27.95	\$34.27	\$47.78
Cost per Total Mile	\$1.74	\$1.82	\$2.24
Cost per Paratransit Mile	\$1.74	\$1.82	\$2.24

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

Demographics	Number
Total County Population	14,326
Unduplicated Head Count	41



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	11,185	16,928	9,604
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	11,185	16,928	9,604

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	1,021	1,536	1,525
Employment	0	0	0
Ed/Train/DayCare	5,348	6,540	4,906
Nutritional	3,687	3,812	2,573
Life-Sustaining/Other	1,129	5,040	600
TOTAL TRIPS	11,185	16,928	9,604

Passenger Trips By Revenue Source	2018	2019	2020
CTD	6,672	6,648	7,328
AHCA	0	0	0
APD	338	776	620
DOEA	0	0	0
DOE	0	0	0
Other	4,175	9,504	1,656
TOTAL TRIPS	11,185	16,928	9,604

Trips by Provider Type	2018	2019	2020
CTC	11,185	16,928	9,604
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	11,185	16,928	9,604

Vehicle Data	2018	2019	2020
Vehicle Miles	133,970	112,898	95,875
Roadcalls	2	1	0
Accidents	0	1	0
Vehicles	7	6	7
Drivers	4	4	4

Financial and General Data	2018	2019	2020
Expenses	\$358,102	\$371,191	\$361,599
Revenues	\$375,748	\$389,275	\$403,596
Commendations	0	0	1
Complaints	0	0	0
Passenger No-Shows	371	543	596
Unmet Trip Requests	2	3	0

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0	0.89	0
Miles between Roadcalls	66,985	112,898	0
Avg. Trips per Passenger	74.57	203.95	234.24
Cost per Trip	\$32.02	\$21.93	\$37.65
Cost per Paratransit Trip	\$32.02	\$21.93	\$37.65
Cost per Total Mile	\$2.67	\$3.29	\$3.77
Cost per Paratransit Mile	\$2.67	\$3.29	\$3.77

County: Hardee
 CTC: MV Contract Transportation, Inc.
 Contact: Kelly Kirk Brooks
 4650 US 27 South
 Sebring, FL 33870
 863-382-6004

Email: kelly.kirkbrooks@mvtransit.com

Demographics	Number
Total County Population	27,131
Unduplicated Head Count	180



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	16,715	33,988	25,964
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	16,715	33,988	25,964

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	4,047	4,579	3,863
Employment	207	377	803
Ed/Train/DayCare	1,826	17,824	8,386
Nutritional	1,569	4,596	2,348
Life-Sustaining/Other	9,066	6,612	10,564
TOTAL TRIPS	16,715	33,988	25,964

Passenger Trips By Revenue Source	2018	2019	2020
CTD	2,282	2,863	1,998
AHCA	695	503	68
APD	11,166	4,000	3,201
DOEA	0	0	0
DOE	0	0	0
Other	2,572	26,622	20,697
TOTAL TRIPS	16,715	33,988	25,964

Trips by Provider Type	2018	2019	2020
CTC	0	0	0
Transportation Operator	5,549	5,136	4,624
Coordination Contractor	11,166	28,852	21,340
TOTAL TRIPS	16,715	33,988	25,964

Vehicle Data	2018	2019	2020
Vehicle Miles	198,920	109,910	118,189
Roadcalls	1	1	2
Accidents	0	0	1
Vehicles	13	13	12
Drivers	15	41	34

Financial and General Data	2018	2019	2020
Expenses	\$598,331	\$605,093	\$507,036
Revenues	\$598,336	\$605,093	\$512,783
Commendations	0	1	1
Complaints	0	1	0
Passenger No-Shows	247	177	117
Unmet Trip Requests	2	3	151

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0	0	0.85
Miles between Roadcalls	198,920	109,910	59,094
Avg. Trips per Passenger	81.54	276.33	144.24
Cost per Trip	\$35.80	\$17.80	\$19.53
Cost per Paratransit Trip	\$35.80	\$17.80	\$19.53
Cost per Total Mile	\$3.01	\$5.51	\$4.29
Cost per Paratransit Mile	\$3.01	\$5.51	\$4.29

County: Hendry
 CTC: MV Contract Transportation, Inc.
 Contact: Kelly Kirk Brooks
 4650 US 27 South
 Sebring, FL 33870
 863-382-6004

Email: kelly.kirkbrooks@mvtransit.com

Demographics	Number
Total County Population	40,732
Unduplicated Head Count	37



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	25,762	22,964	1,055
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	25,762	22,964	1,055

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	15,654	7,142	987
Employment	2,177	2,251	0
Ed/Train/DayCare	2,319	4,481	0
Nutritional	2,797	734	59
Life-Sustaining/Other	2,815	8,356	9
TOTAL TRIPS	25,762	22,964	1,055

Passenger Trips By Revenue Source	2018	2019	2020
CTD	11,528	8,998	1,055
AHCA	2,240	5,632	0
APD	6,736	6,690	0
DOEA	0	478	0
DOE	0	0	0
Other	5,258	1,166	0
TOTAL TRIPS	25,762	22,964	1,055

Trips by Provider Type	2018	2019	2020
CTC	16,061	17,312	0
Transportation Operator	0	0	1,055
Coordination Contractor	9,701	5,652	0
TOTAL TRIPS	25,762	22,964	1,055

Vehicle Data	2018	2019	2020
Vehicle Miles	352,818	476,779	27,493
Roadcalls	12	3	0
Accidents	0	0	0
Vehicles	13	14	3
Drivers	18	15	3

Financial and General Data	2018	2019	2020
Expenses	\$912,250	\$884,035	\$73,000
Revenues	\$804,140	\$1,082,839	\$75,763
Commendations	0	0	2
Complaints	1	2	0
Passenger No-Shows	820	1,491	62
Unmet Trip Requests	80	1,456	5

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	29,402	158,926	0
Avg. Trips per Passenger	30.85	50.47	28.51
Cost per Trip	\$35.41	\$38.50	\$69.19
Cost per Paratransit Trip	\$35.41	\$38.50	\$69.19
Cost per Total Mile	\$2.59	\$1.85	\$2.66
Cost per Paratransit Mile	\$2.59	\$1.85	\$2.66

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	186,313
Unduplicated Head Count	871



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	114,114	73,644	55,794
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	114,114	73,644	55,794

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	27,603	20,461	14,076
Employment	823	5,202	2,956
Ed/Train/DayCare	75,541	26,706	25,748
Nutritional	3,279	7,978	4,693
Life-Sustaining/Other	6,868	13,297	8,321
TOTAL TRIPS	114,114	73,644	55,794

Passenger Trips By Revenue Source	2018	2019	2020
CTD	17,857	16,126	12,488
AHCA	47,228	0	0
APD	423	50,765	12,467
DOEA	2,506	2,308	1,750
DOE	2,474	0	0
Other	43,626	4,445	29,089
TOTAL TRIPS	114,114	73,644	55,794

Trips by Provider Type	2018	2019	2020
CTC	20,643	18,434	14,238
Transportation Operator	0	0	0
Coordination Contractor	93,471	55,210	41,556
TOTAL TRIPS	114,114	73,644	55,794

Vehicle Data	2018	2019	2020
Vehicle Miles	681,248	677,101	569,720
Roadcalls	3	2	5
Accidents	0	0	0
Vehicles	16	46	46
Drivers	32	34	34

Financial and General Data	2018	2019	2020
Expenses	\$1,343,292	\$1,699,762	\$1,232,559
Revenues	\$1,512,746	\$1,720,957	\$1,223,813
Commendations	138	46	29
Complaints	12	20	13
Passenger No-Shows	364	352	352
Unmet Trip Requests	0	0	0

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	227,083	338,550	113,944
Avg. Trips per Passenger	101.34	72.48	64.06
Cost per Trip	\$11.77	\$23.08	\$22.09
Cost per Paratransit Trip	\$11.77	\$23.08	\$22.09
Cost per Total Mile	\$1.97	\$2.51	\$2.16
Cost per Paratransit Mile	\$1.97	\$2.51	\$2.16

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

Email: kelly.kirkbrooks@mvtransit.com

Demographics	Number
Total County Population	103,437
Unduplicated Head Count	2,538



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	72,219	74,525	64,339
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	72,219	74,525	64,339

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	29,297	33,126	30,933
Employment	10,029	10,645	7,261
Ed/Train/DayCare	27,671	18,845	16,411
Nutritional	2,430	5,016	4,856
Life-Sustaining/Other	2,792	6,893	4,878
TOTAL TRIPS	72,219	74,525	64,339

Passenger Trips By Revenue Source	2018	2019	2020
CTD	21,539	22,458	19,117
AHCA	7,239	5,642	1,706
APD	27,670	13,671	11,089
DOEA	2,430	3,241	2,294
DOE	1	0	0
Other	13,340	29,513	30,133
TOTAL TRIPS	72,219	74,525	64,339

Trips by Provider Type	2018	2019	2020
CTC	0	0	0
Transportation Operator	44,548	51,239	43,216
Coordination Contractor	27,671	23,286	21,123
TOTAL TRIPS	72,219	74,525	64,339

Vehicle Data	2018	2019	2020
Vehicle Miles	712,340	720,477	662,793
Roadcalls	5	19	19
Accidents	2	3	4
Vehicles	51	49	53
Drivers	131	78	78

Financial and General Data	2018	2019	2020
Expenses	\$1,960,839	\$2,313,232	\$2,075,894
Revenues	\$1,832,311	\$2,238,498	\$1,994,839
Commendations	26	8	10
Complaints	9	5	5
Passenger No-Shows	3,694	2,263	1,248
Unmet Trip Requests	6	38	744

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.28	0.42	0.60
Miles between Roadcalls	142,468	37,920	34,884
Avg. Trips per Passenger	62.15	76.20	25.35
Cost per Trip	\$27.15	\$31.04	\$32.26
Cost per Paratransit Trip	\$27.15	\$31.04	\$32.26
Cost per Total Mile	\$2.75	\$3.21	\$3.13
Cost per Paratransit Mile	\$2.75	\$3.21	\$3.13

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

Demographics	Number
Total County Population	1,422,278
Unduplicated Head Count	21,706



Email: smithk@hillsboroughcounty.org

Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	79,699	143,003	182,213
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	654,621	664,516	470,025
TNC	0	0	0
Taxi	0	2,524	1,498
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	734,320	810,043	653,736

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	207,855	200,584	147,946
Employment	66,584	76,068	55,332
Ed/Train/DayCare	203,006	179,224	136,509
Nutritional	86,474	147,068	163,963
Life-Sustaining/Other	170,401	207,099	149,986
TOTAL TRIPS	734,320	810,043	653,736

Passenger Trips By Revenue Source	2018	2019	2020
CTD	118,535	182,643	195,495
AHCA	0	27,174	30,272
APD	109,720	105,865	96,070
DOEA	34,921	28,167	29,546
DOE	0	13	192
Other	471,144	466,181	302,161
TOTAL TRIPS	734,320	810,043	653,736

Trips by Provider Type	2018	2019	2020
CTC	231,149	325,164	322,640
Transportation Operator	0	2,524	1,498
Coordination Contractor	503,171	482,355	329,598
TOTAL TRIPS	734,320	810,043	653,736

Vehicle Data	2018	2019	2020
Vehicle Miles	4,454,998	4,241,610	3,989,786
Roadcalls	307	427	124
Accidents	12	28	86
Vehicles	271	309	307
Drivers	713	800	831

Financial and General Data	2018	2019	2020
Expenses	\$17,162,838	\$19,076,153	\$21,046,142
Revenues	\$17,072,314	\$19,099,523	\$21,046,142
Commendations	235	299	211
Complaints	125	58	40
Passenger No-Shows	9,498	5,405	4,467
Unmet Trip Requests	241	403	70

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.27	0.66	2.16
Miles between Roadcalls	14,511	9,934	32,176
Avg. Trips per Passenger	21.92	30.67	30.12
Cost per Trip	\$23.37	\$23.55	\$32.19
Cost per Paratransit Trip	\$25.01	\$27.57	\$42.27
Cost per Total Mile	\$3.85	\$4.50	\$5.28
Cost per Paratransit Mile	\$3.67	\$4.33	\$5.00

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	19,432
Unduplicated Head Count	500



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	29,256	22,820	14,499
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	29,256	22,820	14,499

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	15,467	9,636	4,140
Employment	1,410	1,754	763
Ed/Train/DayCare	9,676	8,132	5,426
Nutritional	998	77	1,652
Life-Sustaining/Other	1,705	3,221	2,518
TOTAL TRIPS	29,256	22,820	14,499

Passenger Trips By Revenue Source	2018	2019	2020
CTD	7,624	9,544	6,250
AHCA	9,817	3,615	0
APD	1,897	1,969	1,252
DOEA	998	58	1,487
DOE	4	0	0
Other	8,916	7,634	5,510
TOTAL TRIPS	29,256	22,820	14,499

Trips by Provider Type	2018	2019	2020
CTC	29,214	22,676	14,406
Transportation Operator	42	144	93
Coordination Contractor	0	0	0
TOTAL TRIPS	29,256	22,820	14,499

Vehicle Data	2018	2019	2020
Vehicle Miles	490,830	317,193	146,681
Roadcalls	0	1	0
Accidents	0	0	0
Vehicles	18	14	12
Drivers	12	12	8

Financial and General Data	2018	2019	2020
Expenses	\$698,569	\$630,063	\$498,325
Revenues	\$758,912	\$660,280	\$397,564
Commendations	0	0	0
Complaints	2	0	0
Passenger No-Shows	70	70	22
Unmet Trip Requests	59	25	23

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	0	317,193	0
Avg. Trips per Passenger	35.00	29.26	29.00
Cost per Trip	\$23.88	\$27.61	\$34.37
Cost per Paratransit Trip	\$23.88	\$27.61	\$34.37
Cost per Total Mile	\$1.42	\$1.99	\$3.40
Cost per Paratransit Mile	\$1.42	\$1.99	\$3.40

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	153,989
Unduplicated Head Count	3,035



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	33,202	27,743
Paratransit	75,099	69,329	60,865
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	75,099	102,531	88,608

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	24,550	24,545	21,141
Employment	486	100	449
Ed/Train/DayCare	31,614	55,898	48,339
Nutritional	131	0	0
Life-Sustaining/Other	18,318	21,988	18,679
TOTAL TRIPS	75,099	102,531	88,608

Passenger Trips By Revenue Source	2018	2019	2020
CTD	10,665	18,177	15,401
AHCA	0	0	0
APD	28,175	50,744	45,044
DOEA	0	0	0
DOE	0	0	0
Other	36,259	33,610	28,163
TOTAL TRIPS	75,099	102,531	88,608

Trips by Provider Type	2018	2019	2020
CTC	58,383	38,816	32,218
Transportation Operator	1,097	12,563	10,926
Coordination Contractor	15,619	51,152	45,464
TOTAL TRIPS	75,099	102,531	88,608

Vehicle Data	2018	2019	2020
Vehicle Miles	810,146	713,760	490,779
Roadcalls	5	8	6
Accidents	0	0	1
Vehicles	62	113	116
Drivers	27	97	97

Financial and General Data	2018	2019	2020
Expenses	\$1,864,315	\$2,259,776	\$2,395,524
Revenues	\$1,990,653	\$2,145,637	\$2,293,677
Commendations	2	3	5
Complaints	20	27	29
Passenger No-Shows	2,567	2,115	1,409
Unmet Trip Requests	720	41	34

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0	0	0.20
Miles between Roadcalls	162,029	89,220	81,796
Avg. Trips per Passenger	39.42	43.91	29.20
Cost per Trip	\$24.82	\$22.04	\$27.04
Cost per Paratransit Trip	\$24.82	\$22.04	\$27.04
Cost per Total Mile	\$2.30	\$3.17	\$4.88
Cost per Paratransit Mile	\$2.30	\$3.17	\$4.88

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	47,945
Unduplicated Head Count	1,137



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	2,458	2,195	620
Complementary ADA	0	0	0
Paratransit	41,615	37,567	34,018
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	44,073	39,762	34,638

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	15,766	15,218	16,722
Employment	14,438	15,185	11,591
Ed/Train/DayCare	2,840	1,651	989
Nutritional	5,768	3,708	2,531
Life-Sustaining/Other	5,261	4,000	2,805
TOTAL TRIPS	44,073	39,762	34,638

Passenger Trips By Revenue Source	2018	2019	2020
CTD	7,582	8,350	8,531
AHCA	11,548	9,799	11,753
APD	17,130	15,721	11,074
DOEA	4,539	3,199	2,354
DOE	0	77	0
Other	3,274	2,616	926
TOTAL TRIPS	44,073	39,762	34,638

Trips by Provider Type	2018	2019	2020
CTC	44,073	39,762	34,638
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	44,073	39,762	34,638

Vehicle Data	2018	2019	2020
Vehicle Miles	630,160	627,062	605,317
Roadcalls	4	9	3
Accidents	1	0	1
Vehicles	24	24	23
Drivers	19	12	17

Financial and General Data	2018	2019	2020
Expenses	\$1,679,581	\$1,733,556	\$1,792,603
Revenues	\$1,764,159	\$1,547,937	\$1,728,488
Commendations	0	0	0
Complaints	7	5	9
Passenger No-Shows	496	490	483
Unmet Trip Requests	51	56	70

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.16	0	0.17
Miles between Roadcalls	157,540	69,674	201,772
Avg. Trips per Passenger	36.73	27.48	30.46
Cost per Trip	\$38.11	\$43.60	\$51.75
Cost per Paratransit Trip	\$38.11	\$43.60	\$51.75
Cost per Total Mile	\$2.67	\$2.76	\$2.96
Cost per Paratransit Mile	\$2.67	\$2.76	\$2.96

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

Email: smitchell@bigbendtransit.org

Demographics	Number
Total County Population	14,161
Unduplicated Head Count	348



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	17,079	18,329	15,523
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	17,079	18,329	15,523

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	6,732	7,318	6,409
Employment	2,482	3,176	2,714
Ed/Train/DayCare	2,302	2,683	2,296
Nutritional	2,660	4,986	3,842
Life-Sustaining/Other	2,903	166	262
TOTAL TRIPS	17,079	18,329	15,523

Passenger Trips By Revenue Source	2018	2019	2020
CTD	8,327	9,530	8,760
AHCA	5,758	5,712	4,331
APD	2,325	2,289	1,765
DOEA	0	0	0
DOE	4	0	0
Other	665	798	667
TOTAL TRIPS	17,079	18,329	15,523

Trips by Provider Type	2018	2019	2020
CTC	17,079	18,329	15,523
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	17,079	18,329	15,523

Vehicle Data	2018	2019	2020
Vehicle Miles	409,484	363,898	323,886
Roadcalls	2	4	8
Accidents	0	0	0
Vehicles	10	9	9
Drivers	6	8	7

Financial and General Data	2018	2019	2020
Expenses	\$649,869	\$803,370	\$797,444
Revenues	\$701,562	\$767,109	\$781,891
Commendations	3	3	2
Complaints	0	1	0
Passenger No-Shows	218	263	342
Unmet Trip Requests	1	2	0

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	204,742	90,974	40,486
Avg. Trips per Passenger	46.92	49.01	44.61
Cost per Trip	\$38.05	\$43.83	\$51.37
Cost per Paratransit Trip	\$38.05	\$43.83	\$51.37
Cost per Total Mile	\$1.59	\$2.21	\$2.46
Cost per Paratransit Mile	\$1.59	\$2.21	\$2.46

County: Lafayette
 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	8,637
Unduplicated Head Count	213



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	4,274	6,192	4,462
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	4,274	6,192	4,462

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	1,306	1,073	661
Employment	0	0	0
Ed/Train/DayCare	770	3,105	2,011
Nutritional	1,836	1,755	1,728
Life-Sustaining/Other	362	259	62
TOTAL TRIPS	4,274	6,192	4,462

Passenger Trips By Revenue Source	2018	2019	2020
CTD	3,402	5,266	3,022
AHCA	311	158	139
APD	0	0	0
DOEA	560	768	1,289
DOE	0	0	0
Other	1	0	12
TOTAL TRIPS	4,274	6,192	4,462

Trips by Provider Type	2018	2019	2020
CTC	4,274	6,192	4,462
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	4,274	6,192	4,462

Vehicle Data	2018	2019	2020
Vehicle Miles	58,012	115,671	78,324
Roadcalls	0	1	0
Accidents	0	0	0
Vehicles	4	4	5
Drivers	4	4	3

Financial and General Data	2018	2019	2020
Expenses	\$241,385	\$217,389	\$168,153
Revenues	\$290,591	\$262,800	\$279,891
Commendations	0	0	0
Complaints	0	0	2
Passenger No-Shows	926	1,858	1,089
Unmet Trip Requests	0	0	0

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	0	115,671	0
Avg. Trips per Passenger	22.86	45.20	20.95
Cost per Trip	\$56.48	\$35.11	\$37.69
Cost per Paratransit Trip	\$56.48	\$35.11	\$37.69
Cost per Total Mile	\$4.16	\$1.88	\$2.15
Cost per Paratransit Mile	\$4.16	\$1.88	\$2.15

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	345,867
Unduplicated Head Count	1,934



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	522	479	517
Complementary ADA	0	17,495	24,866
Paratransit	152,695	174,163	183,436
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	153,217	192,137	208,819

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	50,625	60,621	79,973
Employment	9,462	9,831	7,733
Ed/Train/DayCare	46,421	63,199	60,123
Nutritional	18,743	18,170	14,573
Life-Sustaining/Other	27,966	40,316	46,417
TOTAL TRIPS	153,217	192,137	208,819

Passenger Trips By Revenue Source	2018	2019	2020
CTD	28,364	29,864	25,069
AHCA	1,213	30,880	74,645
APD	54,319	47,000	33,203
DOEA	11,570	13,081	8,122
DOE	0	0	0
Other	57,751	71,312	67,780
TOTAL TRIPS	153,217	192,137	208,819

Trips by Provider Type	2018	2019	2020
CTC	0	0	0
Transportation Operator	84,938	97,601	83,153
Coordination Contractor	68,279	94,536	125,666
TOTAL TRIPS	153,217	192,137	208,819

Vehicle Data	2018	2019	2020
Vehicle Miles	1,520,198	1,698,369	2,021,637
Roadcalls	41	51	44
Accidents	7	11	23
Vehicles	75	85	107
Drivers	183	200	180

Financial and General Data	2018	2019	2020
Expenses	\$4,992,834	\$5,439,174	\$4,652,213
Revenues	\$5,767,299	\$5,576,668	\$5,121,949
Commendations	16	44	19
Complaints	21	14	13
Passenger No-Shows	2,612	2,890	3,140
Unmet Trip Requests	0	0	0

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.46	0.65	1.14
Miles between Roadcalls	37,078	33,301	45,946
Avg. Trips per Passenger	85.12	168.54	107.97
Cost per Trip	\$32.59	\$28.31	\$22.28
Cost per Paratransit Trip	\$32.59	\$28.31	\$22.28
Cost per Total Mile	\$3.28	\$3.20	\$2.30
Cost per Paratransit Mile	\$3.28	\$3.20	\$2.30

County: Lee
 CTC: Lee County Board of County Commissioners
 Contact: Virginia L Walters
 3401 Metro Parkway
 Ft Myers, FL 33916
 239-533-0353
 Email: VWalters@leegov.com

Demographics	Number
Total County Population	737,468
Unduplicated Head Count	147



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	185,368	171,542	6,413
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	185,368	171,542	6,413

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	110,518	49,619	2,238
Employment	16,127	28,946	53
Ed/Train/DayCare	17,183	68,250	42
Nutritional	20,687	4,770	113
Life-Sustaining/Other	20,853	19,957	3,967
TOTAL TRIPS	185,368	171,542	6,413

Passenger Trips By Revenue Source	2018	2019	2020
CTD	44,790	40,224	6,413
AHCA	77,636	28,017	0
APD	27,970	32,714	0
DOEA	3,258	1,548	0
DOE	0	0	0
Other	31,714	69,039	0
TOTAL TRIPS	185,368	171,542	6,413

Trips by Provider Type	2018	2019	2020
CTC	117,648	96,415	6,413
Transportation Operator	0	0	0
Coordination Contractor	67,720	75,127	0
TOTAL TRIPS	185,368	171,542	6,413

Vehicle Data	2018	2019	2020
Vehicle Miles	1,933,280	1,807,102	51,012
Roadcalls	0	17	0
Accidents	5	2	3
Vehicles	45	121	55
Drivers	87	172	56

Financial and General Data	2018	2019	2020
Expenses	\$5,552,983	\$4,313,848	\$206,762
Revenues	\$4,896,929	\$3,851,079	\$313,435
Commendations	11	0	0
Complaints	26	29	1
Passenger No-Shows	7,001	7,310	647
Unmet Trip Requests	560	3,640	0

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.26	0.11	5.88
Miles between Roadcalls	0	106,300	0
Avg. Trips per Passenger	35.65	58.87	43.63
Cost per Trip	\$29.96	\$25.15	\$32.24
Cost per Paratransit Trip	\$29.96	\$25.15	\$32.24
Cost per Total Mile	\$2.87	\$2.39	\$4.05
Cost per Paratransit Mile	\$2.87	\$2.39	\$4.05

County: Leon
 CTC: StarMetro - City of Tallahassee
 Contact: Bill Hearndon
 555 South Appleyard Drive
 Tallahassee, FL 32304
 850-891-5411

Email: William.Hearndon@TalGov.com

Demographics	Number
Total County Population	289,770
Unduplicated Head Count	1,689



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	41,729	5,376	10,704
Deviated FR	0	9,157	7,687
Complementary ADA	0	71,747	52,578
Paratransit	50,078	55,530	45,847
TNC	0	0	0
Taxi	0	18,962	23,229
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	91,807	160,772	140,045

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	18,580	30,543	30,062
Employment	30,917	40,144	38,963
Ed/Train/DayCare	23,238	45,116	36,592
Nutritional	6,491	2,280	1,790
Life-Sustaining/Other	12,581	42,689	32,638
TOTAL TRIPS	91,807	160,772	140,045

Passenger Trips By Revenue Source	2018	2019	2020
CTD	21,786	22,726	29,211
AHCA	0	0	0
APD	17,805	22,281	19,326
DOEA	0	0	0
DOE	0	0	0
Other	52,216	115,765	91,508
TOTAL TRIPS	91,807	160,772	140,045

Trips by Provider Type	2018	2019	2020
CTC	41,729	87,351	49,344
Transportation Operator	50,078	73,421	90,701
Coordination Contractor	0	0	0
TOTAL TRIPS	91,807	160,772	140,045

Vehicle Data	2018	2019	2020
Vehicle Miles	518,328	1,649,921	1,401,681
Roadcalls	0	50	108
Accidents	0	0	1
Vehicles	14	24	126
Drivers	14	15	140

Financial and General Data	2018	2019	2020
Expenses	\$1,279,811	\$2,630,772	\$2,635,243
Revenues	\$1,279,811	\$2,630,772	\$2,635,243
Commendations	4	0	3
Complaints	9	187	167
Passenger No-Shows	961	4,678	2,833
Unmet Trip Requests	29	0	0

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0	0	0.07
Miles between Roadcalls	0	32,998	12,979
Avg. Trips per Passenger	17.68	79.24	82.92
Cost per Trip	\$13.94	\$16.36	\$18.82
Cost per Paratransit Trip	\$23.12	\$17.48	\$22.98
Cost per Total Mile	\$2.47	\$1.59	\$1.88
Cost per Paratransit Mile	\$2.23	\$1.49	\$1.89

County: Levy
 CTC: Levy Board of County Commissioners
 Contact: Connie Conley
 970 E Hathaway Ave.
 Bronson, FL 32621
 352-486-3485

Email: conley-connie@levycounty.org

Demographics	Number
Total County Population	40,403
Unduplicated Head Count	343



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	30,232	30,687	24,240
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	30,232	30,687	24,240

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	6,606	9,139	8,476
Employment	608	745	548
Ed/Train/DayCare	16,262	17,275	12,404
Nutritional	837	754	563
Life-Sustaining/Other	5,919	2,774	2,249
TOTAL TRIPS	30,232	30,687	24,240

Passenger Trips By Revenue Source	2018	2019	2020
CTD	11,344	7,093	8,571
AHCA	635	285	0
APD	6,971	7,401	5,290
DOEA	821	1,306	887
DOE	0	0	0
Other	10,461	14,602	9,492
TOTAL TRIPS	30,232	30,687	24,240

Trips by Provider Type	2018	2019	2020
CTC	30,232	30,687	24,240
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	30,232	30,687	24,240

Vehicle Data	2018	2019	2020
Vehicle Miles	952,783	417,417	367,470
Roadcalls	8	3	9
Accidents	0	0	1
Vehicles	16	18	17
Drivers	7	7	9

Financial and General Data	2018	2019	2020
Expenses	\$864,983	\$837,014	\$774,492
Revenues	\$941,619	\$863,759	\$850,442
Commendations	11	1	1
Complaints	0	0	0
Passenger No-Shows	245	215	335
Unmet Trip Requests	132	140	0

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0	0	0.27
Miles between Roadcalls	119,098	139,139	40,830
Avg. Trips per Passenger	62.72	74.30	70.67
Cost per Trip	\$28.61	\$27.28	\$31.95
Cost per Paratransit Trip	\$28.61	\$27.28	\$31.95
Cost per Total Mile	\$0.91	\$2.01	\$2.11
Cost per Paratransit Mile	\$0.91	\$2.01	\$2.11

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	8,345
Unduplicated Head Count	226



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	28,524	22,792	17,142
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	28,524	22,792	17,142

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	15,025	11,602	14,523
Employment	312	821	401
Ed/Train/DayCare	7,908	7,338	64
Nutritional	1,655	911	669
Life-Sustaining/Other	3,624	2,120	1,485
TOTAL TRIPS	28,524	22,792	17,142

Passenger Trips By Revenue Source	2018	2019	2020
CTD	6,295	5,377	4,251
AHCA	12,954	14,951	12,663
APD	0	0	0
DOEA	2,090	1,840	211
DOE	0	0	0
Other	7,185	624	17
TOTAL TRIPS	28,524	22,792	17,142

Trips by Provider Type	2018	2019	2020
CTC	28,524	22,792	17,142
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	28,524	22,792	17,142

Vehicle Data	2018	2019	2020
Vehicle Miles	333,651	263,340	239,633
Roadcalls	1	1	1
Accidents	0	0	0
Vehicles	19	20	15
Drivers	12	14	10

Financial and General Data	2018	2019	2020
Expenses	\$492,496	\$590,904	\$447,758
Revenues	\$517,123	\$591,994	\$434,146
Commendations	4	1	1
Complaints	1	1	0
Passenger No-Shows	62	91	57
Unmet Trip Requests	10	0	0

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	333,651	263,340	239,633
Avg. Trips per Passenger	20.02	25.10	75.85
Cost per Trip	\$17.27	\$25.93	\$26.12
Cost per Paratransit Trip	\$17.27	\$25.93	\$26.12
Cost per Total Mile	\$1.48	\$2.24	\$1.87
Cost per Paratransit Mile	\$1.48	\$2.24	\$1.87

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	18,460
Unduplicated Head Count	469



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	561	897	1,456
Complementary ADA	0	0	0
Paratransit	17,909	16,418	12,201
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	18,470	17,315	13,657

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	7,835	7,773	5,667
Employment	3,205	2,725	2,788
Ed/Train/DayCare	4,516	4,768	4,072
Nutritional	905	1,014	958
Life-Sustaining/Other	2,009	1,035	172
TOTAL TRIPS	18,470	17,315	13,657

Passenger Trips By Revenue Source	2018	2019	2020
CTD	6,211	5,251	5,068
AHCA	6,291	5,095	2,762
APD	4,278	4,504	3,547
DOEA	0	0	0
DOE	2	51	0
Other	1,688	2,414	2,280
TOTAL TRIPS	18,470	17,315	13,657

Trips by Provider Type	2018	2019	2020
CTC	18,470	17,315	13,657
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	18,470	17,315	13,657

Vehicle Data	2018	2019	2020
Vehicle Miles	343,956	320,750	252,498
Roadcalls	1	3	3
Accidents	0	0	0
Vehicles	10	9	9
Drivers	7	6	4

Financial and General Data	2018	2019	2020
Expenses	\$769,331	\$834,979	\$661,424
Revenues	\$711,013	\$634,190	\$719,733
Commendations	0	2	1
Complaints	0	0	0
Passenger No-Shows	475	432	233
Unmet Trip Requests	0	0	0

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	343,956	106,917	84,166
Avg. Trips per Passenger	33.16	27.18	29.12
Cost per Trip	\$41.65	\$48.22	\$48.43
Cost per Paratransit Trip	\$41.65	\$48.22	\$48.43
Cost per Total Mile	\$2.24	\$2.60	\$2.62
Cost per Paratransit Mile	\$2.24	\$2.60	\$2.62

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	384,213
Unduplicated Head Count	5,522



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	13,280	9,387	5,822
Deviated FR	0	0	0
Complementary ADA	0	40,346	36,126
Paratransit	164,532	124,239	94,432
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	177,812	173,972	136,380

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	46,550	45,619	33,351
Employment	21,279	16,024	11,287
Ed/Train/DayCare	87,179	85,785	55,409
Nutritional	4,475	9,511	3,575
Life-Sustaining/Other	18,329	17,033	32,758
TOTAL TRIPS	177,812	173,972	136,380

Passenger Trips By Revenue Source	2018	2019	2020
CTD	27,257	25,730	20,458
AHCA	3,944	2,672	610
APD	63,173	58,638	46,446
DOEA	9,596	9,455	9,092
DOE	236	1,047	4
Other	73,606	76,430	59,770
TOTAL TRIPS	177,812	173,972	136,380

Trips by Provider Type	2018	2019	2020
CTC	105,846	107,513	85,515
Transportation Operator	0	0	0
Coordination Contractor	71,966	66,459	50,865
TOTAL TRIPS	177,812	173,972	136,380

Vehicle Data	2018	2019	2020
Vehicle Miles	1,080,560	1,589,931	926,614
Roadcalls	119	133	83
Accidents	20	16	14
Vehicles	82	87	69
Drivers	125	106	85

Financial and General Data	2018	2019	2020
Expenses	\$4,759,223	\$5,887,975	\$5,164,872
Revenues	\$4,801,991	\$5,887,976	\$5,164,872
Commendations	35	25	19
Complaints	123	78	77
Passenger No-Shows	741	830	863
Unmet Trip Requests	328	115	448

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	1.85	1.01	1.51
Miles between Roadcalls	9,080	11,954	11,164
Avg. Trips per Passenger	14.62	25.26	24.70
Cost per Trip	\$26.77	\$33.84	\$37.87
Cost per Paratransit Trip	\$28.87	\$35.77	\$39.55
Cost per Total Mile	\$4.40	\$3.70	\$5.57
Cost per Paratransit Mile	\$4.40	\$3.70	\$5.57

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	353,526
Unduplicated Head Count	2,194



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	0	2,039
Complementary ADA	0	0	16,595
Paratransit	106,024	112,448	69,978
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	106,024	112,448	88,612

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	56,417	52,830	44,193
Employment	854	1,910	2,455
Ed/Train/DayCare	27,619	33,568	22,193
Nutritional	15,188	18,964	16,312
Life-Sustaining/Other	5,946	5,176	3,459
TOTAL TRIPS	106,024	112,448	88,612

Passenger Trips By Revenue Source	2018	2019	2020
CTD	30,772	33,703	30,240
AHCA	5,164	2,373	233
APD	22,414	26,380	1,477
DOEA	0	0	0
DOE	0	0	0
Other	47,674	49,992	56,662
TOTAL TRIPS	106,024	112,448	88,612

Trips by Provider Type	2018	2019	2020
CTC	83,610	84,640	72,007
Transportation Operator	0	0	0
Coordination Contractor	22,414	27,808	16,605
TOTAL TRIPS	106,024	112,448	88,612

Vehicle Data	2018	2019	2020
Vehicle Miles	1,117,564	982,693	1,003,678
Roadcalls	33	14	21
Accidents	0	3	5
Vehicles	41	55	61
Drivers	57	58	70

Financial and General Data	2018	2019	2020
Expenses	\$3,628,916	\$3,522,712	\$3,634,073
Revenues	\$3,674,940	\$3,392,671	\$3,601,705
Commendations	66	59	35
Complaints	16	20	11
Passenger No-Shows	3,364	3,018	3,989
Unmet Trip Requests	50	27	5

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0	0.31	0.50
Miles between Roadcalls	33,866	70,192	47,794
Avg. Trips per Passenger	32.31	34.28	40.39
Cost per Trip	\$34.23	\$31.33	\$41.01
Cost per Paratransit Trip	\$34.23	\$31.33	\$41.01
Cost per Total Mile	\$3.25	\$3.58	\$3.62
Cost per Paratransit Mile	\$3.25	\$3.58	\$3.62

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	159,065
Unduplicated Head Count	458



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	8	0	0
Deviated FR	8	0	0
Complementary ADA	0	0	0
Paratransit	50,210	60,039	43,671
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	50,226	60,039	43,671

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	8,359	5,834	8,708
Employment	2,916	199	2,358
Ed/Train/DayCare	27,738	52,480	31,472
Nutritional	485	313	303
Life-Sustaining/Other	10,728	1,213	830
TOTAL TRIPS	50,226	60,039	43,671

Passenger Trips By Revenue Source	2018	2019	2020
CTD	11,799	7,090	9,436
AHCA	0	0	0
APD	16,800	35,408	21,752
DOEA	0	0	0
DOE	1	0	0
Other	21,626	17,541	12,483
TOTAL TRIPS	50,226	60,039	43,671

Trips by Provider Type	2018	2019	2020
CTC	0	0	0
Transportation Operator	14,261	7,090	9,436
Coordination Contractor	35,965	52,949	34,235
TOTAL TRIPS	50,226	60,039	43,671

Vehicle Data	2018	2019	2020
Vehicle Miles	513,534	392,851	386,203
Roadcalls	0	5	18
Accidents	0	0	0
Vehicles	16	52	69
Drivers	31	45	52

Financial and General Data	2018	2019	2020
Expenses	\$1,014,785	\$945,339	\$928,877
Revenues	\$1,024,965	\$893,531	\$914,881
Commendations	5	0	17
Complaints	23	15	37
Passenger No-Shows	53	0	87
Unmet Trip Requests	31	30	12

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	0	78,570	21,456
Avg. Trips per Passenger	75.87	76.58	95.35
Cost per Trip	\$20.20	\$15.75	\$21.27
Cost per Paratransit Trip	\$20.21	\$15.75	\$21.27
Cost per Total Mile	\$1.98	\$2.41	\$2.41
Cost per Paratransit Mile	\$1.98	\$2.41	\$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	2,699,428
Unduplicated Head Count	50,650



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	3,547,510	2,847,921	2,298,635
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	1,385,719	984,924	708,592
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	4,933,229	3,832,845	3,007,227

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	61,035	224,778	260,478
Employment	4,016	39,388	17,130
Ed/Train/DayCare	230,184	326,887	174,313
Nutritional	2,318,997	297,963	198,273
Life-Sustaining/Other	2,318,997	2,943,829	2,357,033
TOTAL TRIPS	4,933,229	3,832,845	3,007,227

Passenger Trips By Revenue Source	2018	2019	2020
CTD	3,547,520	2,847,920	2,298,634
AHCA	116,064	0	1,036
APD	86,450	128,029	56,022
DOEA	175,921	240,906	148,753
DOE	6,791	11,870	12,036
Other	1,000,483	604,120	490,746
TOTAL TRIPS	4,933,229	3,832,845	3,007,227

Trips by Provider Type	2018	2019	2020
CTC	3,540,695	2,847,921	2,298,635
Transportation Operator	0	0	0
Coordination Contractor	1,392,534	984,924	708,592
TOTAL TRIPS	4,933,229	3,832,845	3,007,227

Vehicle Data	2018	2019	2020
Vehicle Miles	3,273,429	2,734,695	2,871,606
Roadcalls	40	53	124
Accidents	10	15	15
Vehicles	307	329	397
Drivers	422	468	552

Financial and General Data	2018	2019	2020
Expenses	\$19,027,892	\$23,070,745	\$23,719,643
Revenues	\$19,308,522	\$21,739,893	\$22,304,440
Commendations	21	0	0
Complaints	63	0	0
Passenger No-Shows	1,287	0	0
Unmet Trip Requests	1,284,192	220,176	106,560

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.31	0.55	0.52
Miles between Roadcalls	81,836	51,598	23,158
Avg. Trips per Passenger	241.73	124.98	59.37
Cost per Trip	\$3.86	\$6.02	\$7.89
Cost per Paratransit Trip	\$10.31	\$17.46	\$24.87
Cost per Total Mile	\$5.81	\$8.44	\$8.26
Cost per Paratransit Mile	\$4.37	\$6.29	\$6.14

County: Monroe
 CTC: Guidance/Care Center
 Contact: Lisa Marciniak
 3000 41st St., Ocean
 Marathon, FL 33050
 305-434-7660

Email: lisa.marciniak@westcare.com

Demographics	Number
Total County Population	75,798
Unduplicated Head Count	946



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	805	576	36
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	49,110	51,523	40,548
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	49,915	52,099	40,584

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	13,411	15,172	12,405
Employment	2,864	1,964	2,686
Ed/Train/DayCare	19,592	20,573	19,048
Nutritional	2,033	2,295	2,174
Life-Sustaining/Other	12,015	12,095	4,271
TOTAL TRIPS	49,915	52,099	40,584

Passenger Trips By Revenue Source	2018	2019	2020
CTD	9,853	11,230	8,191
AHCA	13,698	14,674	10,589
APD	3,102	0	0
DOEA	0	0	0
DOE	0	0	0
Other	23,262	26,195	21,804
TOTAL TRIPS	49,915	52,099	40,584

Trips by Provider Type	2018	2019	2020
CTC	3,462	5,155	3,835
Transportation Operator	6,391	7,888	4,356
Coordination Contractor	40,062	39,056	32,393
TOTAL TRIPS	49,915	52,099	40,584

Vehicle Data	2018	2019	2020
Vehicle Miles	455,003	463,103	375,824
Roadcalls	8	11	14
Accidents	2	1	2
Vehicles	60	56	58
Drivers	48	60	34

Financial and General Data	2018	2019	2020
Expenses	\$1,920,081	\$2,090,699	\$1,706,504
Revenues	\$1,850,364	\$2,041,580	\$1,678,408
Commendations	1	1	0
Complaints	0	2	0
Passenger No-Shows	651	72	0
Unmet Trip Requests	0	12	12

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.44	0.22	0.53
Miles between Roadcalls	56,875	42,100	26,845
Avg. Trips per Passenger	45.84	51.84	42.90
Cost per Trip	\$38.47	\$40.13	\$42.05
Cost per Paratransit Trip	\$38.92	\$40.58	\$42.08
Cost per Total Mile	\$4.22	\$4.51	\$4.54
Cost per Paratransit Mile	\$4.20	\$4.51	\$4.54

County: Nassau
 CTC: Nassau County Council on Aging, Inc.
 Contact: Michael Hays
 1901 Island Walk Way
 Fernandina Beach, FL 32034
 904-261-0700
 Email: mhays@nassaucountycoa.org

Demographics	Number
Total County Population	83,098
Unduplicated Head Count	1,109



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	14,415	14,610	12,603
Complementary ADA	0	0	0
Paratransit	38,078	40,123	35,060
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	52,493	54,733	47,663

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	16,916	20,012	18,001
Employment	10,892	11,498	8,777
Ed/Train/DayCare	6,938	5,570	4,910
Nutritional	12,491	12,437	10,830
Life-Sustaining/Other	5,256	5,216	5,145
TOTAL TRIPS	52,493	54,733	47,663

Passenger Trips By Revenue Source	2018	2019	2020
CTD	23,729	30,341	23,084
AHCA	584	2,050	2,449
APD	0	0	0
DOEA	13,765	7,732	9,527
DOE	0	0	0
Other	14,415	14,610	12,603
TOTAL TRIPS	52,493	54,733	47,663

Trips by Provider Type	2018	2019	2020
CTC	52,493	54,733	45,933
Transportation Operator	0	0	1,730
Coordination Contractor	0	0	0
TOTAL TRIPS	52,493	54,733	47,663

Vehicle Data	2018	2019	2020
Vehicle Miles	500,869	510,938	442,163
Roadcalls	11	15	4
Accidents	2	1	0
Vehicles	25	27	26
Drivers	22	21	19

Financial and General Data	2018	2019	2020
Expenses	\$1,149,112	\$1,420,992	\$1,391,042
Revenues	\$1,149,112	\$1,420,992	\$1,391,042
Commendations	0	0	0
Complaints	0	0	0
Passenger No-Shows	719	901	755
Unmet Trip Requests	733	896	688

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.40	0.20	0
Miles between Roadcalls	45,534	34,063	110,541
Avg. Trips per Passenger	73.01	65.16	42.98
Cost per Trip	\$21.89	\$25.96	\$29.18
Cost per Paratransit Trip	\$21.89	\$25.96	\$29.18
Cost per Total Mile	\$2.29	\$2.78	\$3.15
Cost per Paratransit Mile	\$2.29	\$2.78	\$3.15

County: Okaloosa
 CTC: Okaloosa County BOCC
 Contact: Booker Tyrone Parker
 600 Transit Way
 Fort Walton Beach, FL 32547
 850-609-7003
 Email: Tparker@myokaloosa.com

Demographics	Number
Total County Population	203,794
Unduplicated Head Count	3,282



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	3,870	3,147
Complementary ADA	0	0	0
Paratransit	96,042	83,101	63,059
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	96,042	86,971	66,206

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	46,035	40,733	29,485
Employment	32,057	34,691	28,905
Ed/Train/DayCare	6,546	1,620	1,136
Nutritional	4,503	3,543	2,997
Life-Sustaining/Other	6,901	6,384	3,683
TOTAL TRIPS	96,042	86,971	66,206

Passenger Trips By Revenue Source	2018	2019	2020
CTD	28,730	29,794	32,473
AHCA	19,541	16,295	14,319
APD	0	0	0
DOEA	4,402	3,536	2,486
DOE	40	38	12
Other	43,329	37,308	16,916
TOTAL TRIPS	96,042	86,971	66,206

Trips by Provider Type	2018	2019	2020
CTC	0	0	0
Transportation Operator	96,042	86,971	66,206
Coordination Contractor	0	0	0
TOTAL TRIPS	96,042	86,971	66,206

Vehicle Data	2018	2019	2020
Vehicle Miles	1,389,339	987,754	767,715
Roadcalls	45	65	24
Accidents	14	12	13
Vehicles	36	32	32
Drivers	32	45	50

Financial and General Data	2018	2019	2020
Expenses	\$2,618,280	\$2,270,412	\$2,284,461
Revenues	\$2,618,280	\$2,733,607	\$2,003,046
Commendations	5	0	0
Complaints	84	146	107
Passenger No-Shows	7,659	6,233	5,030
Unmet Trip Requests	1,266	5,433	1,641

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	1.01	1.21	1.69
Miles between Roadcalls	30,874	15,196	31,988
Avg. Trips per Passenger	47.71	86.02	20.17
Cost per Trip	\$27.26	\$26.11	\$34.51
Cost per Paratransit Trip	\$27.26	\$26.11	\$34.51
Cost per Total Mile	\$1.88	\$2.30	\$2.98
Cost per Paratransit Mile	\$1.88	\$2.30	\$2.98

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

Email: kelly.kirkbrooks@mvtransit.com

Demographics	Number
Total County Population	41,144
Unduplicated Head Count	174



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	8,835	11,280	10,658
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	8,835	11,280	10,658

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	6,173	6,734	7,202
Employment	620	372	344
Ed/Train/DayCare	0	2	0
Nutritional	1,071	3,280	2,552
Life-Sustaining/Other	971	892	560
TOTAL TRIPS	8,835	11,280	10,658

Passenger Trips By Revenue Source	2018	2019	2020
CTD	3,108	3,860	2,290
AHCA	0	174	31
APD	0	0	0
DOEA	750	1,516	954
DOE	0	0	0
Other	4,977	5,730	7,383
TOTAL TRIPS	8,835	11,280	10,658

Trips by Provider Type	2018	2019	2020
CTC	0	0	0
Transportation Operator	8,835	11,280	10,658
Coordination Contractor	0	0	0
TOTAL TRIPS	8,835	11,280	10,658

Vehicle Data	2018	2019	2020
Vehicle Miles	161,525	136,323	144,499
Roadcalls	2	2	2
Accidents	0	0	1
Vehicles	8	6	6
Drivers	6	6	6

Financial and General Data	2018	2019	2020
Expenses	\$378,680	\$452,365	\$443,609
Revenues	\$378,683	\$452,365	\$457,337
Commendations	25	8	1
Complaints	2	2	1
Passenger No-Shows	1,010	433	241
Unmet Trip Requests	2	18	203

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0	0	0.69
Miles between Roadcalls	80,762	68,162	72,250
Avg. Trips per Passenger	49.63	57.55	61.25
Cost per Trip	\$42.86	\$40.10	\$41.62
Cost per Paratransit Trip	\$42.86	\$40.10	\$41.62
Cost per Total Mile	\$2.34	\$3.32	\$3.07
Cost per Paratransit Mile	\$2.34	\$3.32	\$3.07

County: Orange
 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	1,349,746
Unduplicated Head Count	19,954



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	393,400	358,599	274,277
Deviated FR	101,695	59,875	39,592
Complementary ADA	0	188,634	229,014
Paratransit	611,159	396,907	253,542
TNC	0	5,154	2,345
Taxi	0	121,490	92,139
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	1,106,254	1,130,659	890,909

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	430,417	214,176	190,266
Employment	217,690	119,767	85,943
Ed/Train/DayCare	237,599	198,382	136,114
Nutritional	61,832	62,512	50,346
Life-Sustaining/Other	158,716	535,822	428,240
TOTAL TRIPS	1,106,254	1,130,659	890,909

Passenger Trips By Revenue Source	2018	2019	2020
CTD	114,509	135,322	127,325
AHCA	12,958	11,901	971
APD	141,703	181,318	131,332
DOEA	47,259	46,326	36,314
DOE	0	0	0
Other	789,825	755,792	594,967
TOTAL TRIPS	1,106,254	1,130,659	890,909

Trips by Provider Type	2018	2019	2020
CTC	856,915	358,599	274,277
Transportation Operator	0	509,005	418,050
Coordination Contractor	249,339	263,055	198,582
TOTAL TRIPS	1,106,254	1,130,659	890,909

Vehicle Data	2018	2019	2020
Vehicle Miles	8,561,384	5,312,238	4,279,118
Roadcalls	236	241	138
Accidents	48	51	46
Vehicles	246	269	254
Drivers	471	621	615

Financial and General Data	2018	2019	2020
Expenses	\$20,819,053	\$25,543,501	\$25,075,666
Revenues	\$16,216,712	\$23,146,389	\$29,507,949
Commendations	106	112	208
Complaints	616	972	1,013
Passenger No-Shows	29,870	31,068	29,602
Unmet Trip Requests	5,513	27	0

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.56	0.96	1.07
Miles between Roadcalls	36,277	22,042	31,008
Avg. Trips per Passenger	42.57	42.28	44.65
Cost per Trip	\$18.82	\$22.59	\$28.15
Cost per Paratransit Trip	\$29.21	\$34.74	\$43.14
Cost per Total Mile	\$2.43	\$4.81	\$5.86
Cost per Paratransit Mile	\$2.43	\$5.13	\$6.35

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	351,955
Unduplicated Head Count	5,511



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	95,177	98,325	75,205
Deviated FR	24,604	45,453	29,371
Complementary ADA	0	48,919	71,160
Paratransit	147,861	116,815	70,925
TNC	0	1,019	1,225
Taxi	0	5,978	7,479
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	267,642	316,509	255,365

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	104,133	50,983	44,830
Employment	52,667	26,917	32,583
Ed/Train/DayCare	57,484	46,696	36,080
Nutritional	14,959	25,868	15,566
Life-Sustaining/Other	38,399	166,045	126,306
TOTAL TRIPS	267,642	316,509	255,365

Passenger Trips By Revenue Source	2018	2019	2020
CTD	27,703	37,543	35,952
AHCA	3,135	2,929	0
APD	34,283	32,204	27,057
DOEA	11,434	19,304	12,623
DOE	0	0	0
Other	191,087	224,529	179,733
TOTAL TRIPS	267,642	316,509	255,365

Trips by Provider Type	2018	2019	2020
CTC	207,318	98,325	75,205
Transportation Operator	0	144,712	130,616
Coordination Contractor	60,324	73,472	49,544
TOTAL TRIPS	267,642	316,509	255,365

Vehicle Data	2018	2019	2020
Vehicle Miles	2,071,303	1,371,033	1,468,029
Roadcalls	57	52	36
Accidents	12	7	5
Vehicles	60	67	59
Drivers	114	93	91

Financial and General Data	2018	2019	2020
Expenses	\$5,036,870	\$6,196,707	\$5,879,030
Revenues	\$3,923,397	\$6,065,409	\$7,353,775
Commendations	26	31	25
Complaints	150	266	255
Passenger No-Shows	7,227	6,523	5,315
Unmet Trip Requests	1,335	7	0

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.58	0.51	0.34
Miles between Roadcalls	36,339	26,366	40,779
Avg. Trips per Passenger	42.57	44.57	46.34
Cost per Trip	\$18.82	\$19.58	\$23.02
Cost per Paratransit Trip	\$29.21	\$28.43	\$32.86
Cost per Total Mile	\$2.43	\$4.52	\$4.00
Cost per Paratransit Mile	\$2.43	\$4.58	\$4.12

County: Palm Beach
 CTC: Palm Beach County
 Contact: Chad Hockman
 50 South Military Trail
 West Palm Beach, FL 33415
 561-812-5354

Email: chockman@pbcgov.org

Demographics	Number
Total County Population	1,465,027
Unduplicated Head Count	10,469



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	311,005	105,847	603,792
Deviated FR	0	0	0
Complementary ADA	0	727,072	592,415
Paratransit	814,183	140,032	150,719
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	1,125,188	972,951	1,346,926

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	162,837	132,092	108,962
Employment	293,914	172,608	458,872
Ed/Train/DayCare	220,637	315,724	567,026
Nutritional	48,851	82,514	73,228
Life-Sustaining/Other	398,949	270,013	138,838
TOTAL TRIPS	1,125,188	972,951	1,346,926

Passenger Trips By Revenue Source	2018	2019	2020
CTD	412,240	245,879	89,095
AHCA	0	0	0
APD	0	0	0
DOEA	50,874	0	46,066
DOE	0	0	0
Other	662,074	727,072	1,211,765
TOTAL TRIPS	1,125,188	972,951	1,346,926

Trips by Provider Type	2018	2019	2020
CTC	1,125,188	105,847	603,792
Transportation Operator	0	867,104	743,134
Coordination Contractor	0	0	0
TOTAL TRIPS	1,125,188	972,951	1,346,926

Vehicle Data	2018	2019	2020
Vehicle Miles	11,007,774	11,547,712	10,672,223
Roadcalls	471	1,439	1,597
Accidents	105	114	118
Vehicles	238	247	292
Drivers	387	316	436

Financial and General Data	2018	2019	2020
Expenses	\$31,904,365	\$34,829,078	\$40,344,925
Revenues	\$31,904,365	\$37,110,466	\$36,311,641
Commendations	1,136	1,384	1,320
Complaints	3,046	3,227	2,156
Passenger No-Shows	33,405	3,473	4,040
Unmet Trip Requests	0	0	0

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.95	0.99	1.11
Miles between Roadcalls	23,371	8,025	6,683
Avg. Trips per Passenger	95.69	87.65	128.66
Cost per Trip	\$28.35	\$35.80	\$29.95
Cost per Paratransit Trip	\$37.83	\$39.66	\$53.63
Cost per Total Mile	\$2.90	\$3.02	\$3.78
Cost per Paratransit Mile	\$2.80	\$2.98	\$3.73

County: Pasco
 CTC: Pasco County Public Transportation
 Contact: Kurt M. Scheible
 8620 Galen Wilson Blvd
 Port Richey, FL 34668
 727-834-3200

Email: kscheible@ridepcpt.com

Demographics	Number
Total County Population	524,602
Unduplicated Head Count	1,464



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	27,195	28,386	21,987
Deviated FR	0	0	0
Complementary ADA	0	27,475	7,024
Paratransit	160,117	174,229	94,670
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	10,294	12,025	5,220
Volunteers	0	0	0
TOTAL TRIPS	197,606	242,115	128,901

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	79,799	160,709	38,561
Employment	21,419	3,735	15,776
Ed/Train/DayCare	18,400	51,111	41,184
Nutritional	17,775	8,879	12,396
Life-Sustaining/Other	60,213	17,681	20,984
TOTAL TRIPS	197,606	242,115	128,901

Passenger Trips By Revenue Source	2018	2019	2020
CTD	33,374	62,396	36,015
AHCA	9,412	0	0
APD	21,313	27,055	27,281
DOEA	11,977	9,933	12,692
DOE	408	0	0
Other	121,122	142,731	52,913
TOTAL TRIPS	197,606	242,115	128,901

Trips by Provider Type	2018	2019	2020
CTC	82,669	174,806	74,857
Transportation Operator	16,448	0	0
Coordination Contractor	98,489	67,309	54,044
TOTAL TRIPS	197,606	242,115	128,901

Vehicle Data	2018	2019	2020
Vehicle Miles	1,071,064	931,964	622,600
Roadcalls	13	114	1
Accidents	2	7	11
Vehicles	46	55	95
Drivers	119	55	114

Financial and General Data	2018	2019	2020
Expenses	\$3,723,808	\$3,608,903	\$5,131,821
Revenues	\$3,488,037	\$3,701,411	\$5,035,128
Commendations	0	1	2
Complaints	16	143	6
Passenger No-Shows	531	1,790	1,400
Unmet Trip Requests	206	0	0

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.19	0.75	1.77
Miles between Roadcalls	82,390	8,175	622,600
Avg. Trips per Passenger	107.34	174.94	88.05
Cost per Trip	\$18.84	\$14.91	\$39.81
Cost per Paratransit Trip	\$22.92	\$17.63	\$49.94
Cost per Total Mile	\$3.48	\$3.87	\$8.24
Cost per Paratransit Mile	\$3.46	\$3.97	\$8.16

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

Demographics	Number
Total County Population	964,666
Unduplicated Head Count	26,793



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	3,742,235	3,733,619	2,558,464
Deviated FR	0	0	0
Complementary ADA	0	327,103	267,356
Paratransit	855,316	402,572	282,578
TNC	0	15,988	13,712
Taxi	0	13,894	8,233
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	4,597,551	4,493,176	3,130,343

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	1,853,717	1,677,275	1,223,806
Employment	1,976,278	1,545,022	1,040,262
Ed/Train/DayCare	21,324	184,319	146,848
Nutritional	730,551	691,569	457,065
Life-Sustaining/Other	15,681	394,991	262,362
TOTAL TRIPS	4,597,551	4,493,176	3,130,343

Passenger Trips By Revenue Source	2018	2019	2020
CTD	3,904,908	3,621,324	2,636,227
AHCA	24,646	3,639	2,449
APD	121,776	132,871	75,702
DOEA	35,373	43,409	35,502
DOE	1,259	3,234	2,444
Other	509,589	688,699	378,019
TOTAL TRIPS	4,597,551	4,493,176	3,130,343

Trips by Provider Type	2018	2019	2020
CTC	3,742,235	3,814,071	2,580,409
Transportation Operator	689,845	577,016	483,655
Coordination Contractor	165,471	102,089	66,279
TOTAL TRIPS	4,597,551	4,493,176	3,130,343

Vehicle Data	2018	2019	2020
Vehicle Miles	6,785,620	8,118,250	5,002,415
Roadcalls	122	159	240
Accidents	17	20	20
Vehicles	238	351	349
Drivers	424	595	544

Financial and General Data	2018	2019	2020
Expenses	\$19,374,853	\$17,146,991	\$14,693,807
Revenues	\$17,947,132	\$17,180,864	\$16,431,439
Commendations	30	0	0
Complaints	18	69	0
Passenger No-Shows	24,500	0	0
Unmet Trip Requests	210	0	0

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.25	0.25	0.40
Miles between Roadcalls	55,620	51,058	20,843
Avg. Trips per Passenger	162.33	173.15	116.83
Cost per Trip	\$4.21	\$3.82	\$4.69
Cost per Paratransit Trip	\$21.01	\$22.88	\$24.84
Cost per Total Mile	\$2.86	\$2.11	\$2.94
Cost per Paratransit Mile	\$2.65	\$2.09	\$2.80

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	686,218
Unduplicated Head Count	5,217



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	438,186	606,916	500,157
Deviated FR	0	652	6,000
Complementary ADA	0	70,482	57,209
Paratransit	188,249	110,050	79,182
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	626,435	788,100	642,548

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	61,043	128,043	66,102
Employment	8,645	5,988	4,112
Ed/Train/DayCare	43,452	176,850	115,832
Nutritional	19,000	27,651	14,910
Life-Sustaining/Other	494,295	449,568	441,592
TOTAL TRIPS	626,435	788,100	642,548

Passenger Trips By Revenue Source	2018	2019	2020
CTD	108,229	169,964	186,303
AHCA	2,754	0	0
APD	86,862	23,303	12,245
DOEA	6,058	8,943	10,586
DOE	79,930	103,356	90,395
Other	342,602	482,534	343,019
TOTAL TRIPS	626,435	788,100	642,548

Trips by Provider Type	2018	2019	2020
CTC	533,591	703,009	584,633
Transportation Operator	0	0	0
Coordination Contractor	92,844	85,091	57,915
TOTAL TRIPS	626,435	788,100	642,548

Vehicle Data	2018	2019	2020
Vehicle Miles	1,375,399	923,811	938,605
Roadcalls	53	85	78
Accidents	29	36	2
Vehicles	122	137	134
Drivers	274	265	273

Financial and General Data	2018	2019	2020
Expenses	\$5,913,142	\$6,441,079	\$6,321,680
Revenues	\$5,624,803	\$6,326,375	\$6,288,006
Commendations	0	35	46
Complaints	24	298	338
Passenger No-Shows	3,885	674	453
Unmet Trip Requests	441	15	24

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	2.11	3.90	0.21
Miles between Roadcalls	25,951	10,868	12,033
Avg. Trips per Passenger	101.68	110.10	123.16
Cost per Trip	\$9.44	\$8.17	\$9.84
Cost per Paratransit Trip	\$31.35	\$35.55	\$42.43
Cost per Total Mile	\$4.30	\$6.97	\$6.74
Cost per Paratransit Mile	\$4.29	\$6.97	\$6.44

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	73,252
Unduplicated Head Count	1,896



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	2,436
Deviated FR	67,773	54,780	32,117
Complementary ADA	0	0	0
Paratransit	65,842	69,565	43,878
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	16,224	10,234
TOTAL TRIPS	133,615	140,569	88,665

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	24,095	24,932	15,726
Employment	40,994	39,047	24,629
Ed/Train/DayCare	351	108	68
Nutritional	33	17	11
Life-Sustaining/Other	68,142	76,465	48,231
TOTAL TRIPS	133,615	140,569	88,665

Passenger Trips By Revenue Source	2018	2019	2020
CTD	16,711	28,195	17,610
AHCA	12,750	12,529	2,048
APD	38,891	32,799	19,096
DOEA	0	0	0
DOE	0	0	0
Other	65,263	67,046	49,911
TOTAL TRIPS	133,615	140,569	88,665

Trips by Provider Type	2018	2019	2020
CTC	133,615	140,569	88,665
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	133,615	140,569	88,665

Vehicle Data	2018	2019	2020
Vehicle Miles	1,011,130	900,778	589,735
Roadcalls	14	16	6
Accidents	2	0	0
Vehicles	34	32	32
Drivers	26	29	24

Financial and General Data	2018	2019	2020
Expenses	\$2,926,358	\$2,665,321	\$2,235,089
Revenues	\$2,360,607	\$2,568,430	\$1,594,991
Commendations	10	8	8
Complaints	3	5	5
Passenger No-Shows	2,921	630	630
Unmet Trip Requests	3	3	3

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.20	0	0
Miles between Roadcalls	72,224	56,299	98,289
Avg. Trips per Passenger	20.95	74.14	46.76
Cost per Trip	\$21.90	\$18.96	\$25.21
Cost per Paratransit Trip	\$21.90	\$18.96	\$25.92
Cost per Total Mile	\$2.89	\$2.96	\$3.79
Cost per Paratransit Mile	\$2.89	\$2.96	\$3.79

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

Demographics	Number
Total County Population	244,674
Unduplicated Head Count	5,617



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	294,459	284,424	200,153
Complementary ADA	0	0	0
Paratransit	55,182	56,835	50,845
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	349,641	341,259	250,998

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	26,932	24,947	23,196
Employment	2,779	4,940	5,334
Ed/Train/DayCare	3,658	3,221	2,110
Nutritional	14,690	15,652	14,198
Life-Sustaining/Other	301,582	292,499	206,160
TOTAL TRIPS	349,641	341,259	250,998

Passenger Trips By Revenue Source	2018	2019	2020
CTD	110,137	27,159	23,811
AHCA	985	0	0
APD	0	0	0
DOEA	0	0	0
DOE	0	0	0
Other	238,519	314,100	227,187
TOTAL TRIPS	349,641	341,259	250,998

Trips by Provider Type	2018	2019	2020
CTC	349,641	341,259	250,998
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	349,641	341,259	250,998

Vehicle Data	2018	2019	2020
Vehicle Miles	1,166,609	1,100,269	1,000,821
Roadcalls	8	7	9
Accidents	1	0	0
Vehicles	47	42	42
Drivers	69	69	78

Financial and General Data	2018	2019	2020
Expenses	\$3,802,509	\$3,476,109	\$3,265,927
Revenues	\$3,443,340	\$3,241,548	\$2,981,246
Commendations	11	12	10
Complaints	8	7	10
Passenger No-Shows	483	1,271	498
Unmet Trip Requests	2	0	1

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.09	0	0
Miles between Roadcalls	145,826	157,181	111,202
Avg. Trips per Passenger	41.26	36.74	44.69
Cost per Trip	\$10.88	\$10.19	\$13.01
Cost per Paratransit Trip	\$10.88	\$10.19	\$13.01
Cost per Total Mile	\$3.26	\$3.16	\$3.26
Cost per Paratransit Mile	\$3.26	\$3.16	\$3.26

County: Saint Lucie
 CTC: St. Lucie County Board of County Commissioners
 Contact: Murriah S. Dekle
 437 North 7th Street
 Fort Pierce, FL 34950
 772-462-3065
 Email: deklem@st.lucieco.org

Demographics	Number
Total County Population	312,947
Unduplicated Head Count	11,313



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	32,597	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	206,574	175,752	134,349
TNC	0	0	0
Taxi	0	710	3,301
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	239,171	176,462	137,650

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	41,504	47,469	39,584
Employment	49,340	10,860	8,370
Ed/Train/DayCare	63,765	47,522	27,932
Nutritional	7,728	7,655	6,232
Life-Sustaining/Other	76,834	62,956	55,532
TOTAL TRIPS	239,171	176,462	137,650

Passenger Trips By Revenue Source	2018	2019	2020
CTD	44,771	40,494	33,660
AHCA	0	253	34,913
APD	53,823	52,412	697
DOEA	3,950	3,950	2,950
DOE	0	269	0
Other	136,627	79,084	65,430
TOTAL TRIPS	239,171	176,462	137,650

Trips by Provider Type	2018	2019	2020
CTC	0	0	0
Transportation Operator	163,614	108,363	87,817
Coordination Contractor	75,557	68,099	49,833
TOTAL TRIPS	239,171	176,462	137,650

Vehicle Data	2018	2019	2020
Vehicle Miles	1,394,882	1,144,824	721,210
Roadcalls	26	60	41
Accidents	1	1	0
Vehicles	195	109	184
Drivers	138	145	110

Financial and General Data	2018	2019	2020
Expenses	\$5,164,915	\$3,790,772	\$3,899,934
Revenues	\$5,106,513	\$3,790,772	\$3,899,929
Commendations	15	10	16
Complaints	9	11	1
Passenger No-Shows	2,424	3,015	3,304
Unmet Trip Requests	16,642	9,319	5,081

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.07	0.09	0
Miles between Roadcalls	53,649	19,080	17,590
Avg. Trips per Passenger	20.36	37.82	12.17
Cost per Trip	\$21.60	\$21.48	\$28.33
Cost per Paratransit Trip	\$25.00	\$21.46	\$28.68
Cost per Total Mile	\$3.70	\$3.31	\$5.41
Cost per Paratransit Mile	\$3.70	\$3.31	\$5.45

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	174,755
Unduplicated Head Count	249



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	25,318	22,534	16,890
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	25,318	22,534	16,890

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	15,251	12,002	7,753
Employment	5,202	5,893	6,204
Ed/Train/DayCare	491	3,163	40
Nutritional	319	556	367
Life-Sustaining/Other	4,055	920	2,526
TOTAL TRIPS	25,318	22,534	16,890

Passenger Trips By Revenue Source	2018	2019	2020
CTD	12,143	12,224	10,846
AHCA	7,404	1,689	0
APD	5,399	2,222	3,035
DOEA	0	0	0
DOE	10	0	0
Other	362	6,399	3,009
TOTAL TRIPS	25,318	22,534	16,890

Trips by Provider Type	2018	2019	2020
CTC	25,318	22,534	16,890
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	25,318	22,534	16,890

Vehicle Data	2018	2019	2020
Vehicle Miles	410,250	249,869	202,879
Roadcalls	5	0	2
Accidents	1	1	0
Vehicles	15	14	13
Drivers	19	8	12

Financial and General Data	2018	2019	2020
Expenses	\$844,389	\$739,161	\$616,676
Revenues	\$801,937	\$749,809	\$607,020
Commendations	0	0	0
Complaints	0	0	0
Passenger No-Shows	663	320	93
Unmet Trip Requests	108	369	26

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.24	0.40	0
Miles between Roadcalls	82,050	0	101,440
Avg. Trips per Passenger	39.01	60.58	67.83
Cost per Trip	\$33.35	\$32.80	\$36.51
Cost per Paratransit Trip	\$33.35	\$32.80	\$36.51
Cost per Total Mile	\$2.06	\$2.96	\$3.04
Cost per Paratransit Mile	\$2.06	\$2.96	\$3.04

County: Sarasota
 CTC: Sarasota County Board of County Commissioners
 Contact: Benjamin Pearl
 5303 Pinkney Ave.
 Sarasota, FL 34233
 941-861-9513
 Email: bpearl@scgov.net

Demographics	Number
Total County Population	419,496
Unduplicated Head Count	3,095



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	473,094	0	0
Deviated FR	0	0	0
Complementary ADA	0	69,886	120,286
Paratransit	245,191	195,165	69,983
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	718,285	265,051	190,269

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	56,007	63,973	155,996
Employment	26,797	27,006	0
Ed/Train/DayCare	122,143	132,113	33,152
Nutritional	9,269	0	101
Life-Sustaining/Other	504,069	41,959	1,020
TOTAL TRIPS	718,285	265,051	190,269

Passenger Trips By Revenue Source	2018	2019	2020
CTD	43,772	46,686	32,621
AHCA	0	710	814
APD	68,565	3,969	0
DOEA	0	0	0
DOE	0	0	0
Other	605,948	213,686	156,834
TOTAL TRIPS	718,285	265,051	190,269

Trips by Provider Type	2018	2019	2020
CTC	473,094	0	0
Transportation Operator	176,626	188,827	154,178
Coordination Contractor	68,565	76,224	36,091
TOTAL TRIPS	718,285	265,051	190,269

Vehicle Data	2018	2019	2020
Vehicle Miles	1,833,071	3,023,159	2,960,770
Roadcalls	7	74	43
Accidents	24	18	17
Vehicles	65	104	68
Drivers	149	80	85

Financial and General Data	2018	2019	2020
Expenses	\$7,059,247	\$8,057,222	\$6,739,869
Revenues	\$6,964,905	\$8,057,222	\$6,603,898
Commendations	1	4	3
Complaints	24	28	22
Passenger No-Shows	4,208	3,968	4,000
Unmet Trip Requests	19,338	520	1

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	1.31	0.60	0.57
Miles between Roadcalls	261,867	40,854	68,855
Avg. Trips per Passenger	180.47	67.77	61.48
Cost per Trip	\$9.83	\$30.40	\$35.42
Cost per Paratransit Trip	\$28.69	\$30.40	\$35.42
Cost per Total Mile	\$3.85	\$2.67	\$2.28
Cost per Paratransit Mile	\$3.84	\$2.67	\$2.28

County: Seminole
 CTC: Central Florida Regional Transportation Authority
 Contact: Norman L. Hickling
 445 N Garland Avenue
 Orlando, FL 32801
 407-254-6169
 Email: NHickling@golynx.com

Demographics	Number
Total County Population	461,402
Unduplicated Head Count	6,868



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	145,938	121,461	92,900
Deviated FR	37,726	23,469	19,588
Complementary ADA	0	54,598	76,457
Paratransit	226,721	88,014	58,078
TNC	0	2,339	3,619
Taxi	0	25,135	14,733
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	410,385	315,016	265,375

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	159,671	71,789	57,225
Employment	80,756	35,334	35,654
Ed/Train/DayCare	88,141	21,836	16,711
Nutritional	22,938	8,819	11,304
Life-Sustaining/Other	58,879	177,238	144,481
TOTAL TRIPS	410,385	315,016	265,375

Passenger Trips By Revenue Source	2018	2019	2020
CTD	42,479	34,117	35,178
AHCA	4,807	6,581	1,588
APD	52,567	10,683	8,267
DOEA	17,532	13,342	14,823
DOE	0	0	0
Other	293,000	250,293	205,519
TOTAL TRIPS	410,385	315,016	265,375

Trips by Provider Type	2018	2019	2020
CTC	317,888	121,461	92,900
Transportation Operator	0	146,360	135,700
Coordination Contractor	92,497	47,195	36,775
TOTAL TRIPS	410,385	315,016	265,375

Vehicle Data	2018	2019	2020
Vehicle Miles	3,175,997	1,458,606	1,350,042
Roadcalls	88	56	41
Accidents	18	8	9
Vehicles	91	73	67
Drivers	175	205	120

Financial and General Data	2018	2019	2020
Expenses	\$7,723,199	\$7,854,833	\$7,599,074
Revenues	\$6,020,072	\$6,348,391	\$8,111,876
Commendations	39	38	23
Complaints	229	329	148
Passenger No-Shows	11,081	7,227	6,789
Unmet Trip Requests	2,044	9	0

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.57	0.55	0.67
Miles between Roadcalls	36,091	26,047	32,928
Avg. Trips per Passenger	42.57	29.85	38.64
Cost per Trip	\$18.82	\$24.93	\$28.64
Cost per Paratransit Trip	\$29.21	\$43.27	\$45.99
Cost per Total Mile	\$2.43	\$5.39	\$5.63
Cost per Paratransit Mile	\$2.43	\$5.70	\$6.03

County: Sumter
 Sumter County Board of County Commissioners,
 CTC: Sumter County Transit
 Contact: Stephen Kennedy
 7361 Powell Road
 Wildwood, FL 34785
 352-689-4400
 Email: Stephen.Kennedy@sumtercountyfl.gov

Demographics	Number
Total County Population	125,044
Unduplicated Head Count	383



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	3,338	1,563	2,347
Complementary ADA	0	0	0
Paratransit	66,086	64,941	44,811
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	69,424	66,504	47,158

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	6,470	5,134	5,003
Employment	14,905	12,292	5,940
Ed/Train/DayCare	16,759	14,719	25,242
Nutritional	7,492	4,362	3,074
Life-Sustaining/Other	23,798	29,997	7,899
TOTAL TRIPS	69,424	66,504	47,158

Passenger Trips By Revenue Source	2018	2019	2020
CTD	18,962	17,792	18,887
AHCA	0	0	0
APD	4,491	12,967	0
DOEA	3,852	3,692	1,629
DOE	0	0	0
Other	42,119	32,053	26,642
TOTAL TRIPS	69,424	66,504	47,158

Trips by Provider Type	2018	2019	2020
CTC	0	0	0
Transportation Operator	56,278	53,535	47,158
Coordination Contractor	13,146	12,969	0
TOTAL TRIPS	69,424	66,504	47,158

Vehicle Data	2018	2019	2020
Vehicle Miles	448,094	522,572	388,552
Roadcalls	7	1	0
Accidents	7	2	0
Vehicles	22	27	21
Drivers	20	25	24

Financial and General Data	2018	2019	2020
Expenses	\$1,528,765	\$1,436,688	\$1,065,134
Revenues	\$1,606,967	\$1,678,900	\$1,027,580
Commendations	127	0	0
Complaints	1	1	0
Passenger No-Shows	541	986	2,772
Unmet Trip Requests	0	0	0

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	1.56	0.38	0
Miles between Roadcalls	64,013	522,572	0
Avg. Trips per Passenger	47.75	77.33	123.13
Cost per Trip	\$22.02	\$21.60	\$22.59
Cost per Paratransit Trip	\$22.02	\$21.60	\$22.59
Cost per Total Mile	\$3.41	\$2.75	\$2.74
Cost per Paratransit Mile	\$3.41	\$2.75	\$2.74

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

Email: larry.sessions@ridesvta.com

Demographics	Number
Total County Population	44,046
Unduplicated Head Count	89



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	18,251	18,564	16,093
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	18,251	18,564	16,093

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	4,534	4,301	5,065
Employment	515	786	659
Ed/Train/DayCare	11,464	9,601	8,176
Nutritional	1	1	1
Life-Sustaining/Other	1,737	3,875	2,192
TOTAL TRIPS	18,251	18,564	16,093

Passenger Trips By Revenue Source	2018	2019	2020
CTD	6,132	5,029	5,855
AHCA	0	0	0
APD	10,110	9,043	7,893
DOEA	0	0	0
DOE	0	0	0
Other	2,009	4,492	2,345
TOTAL TRIPS	18,251	18,564	16,093

Trips by Provider Type	2018	2019	2020
CTC	8,441	10,743	9,062
Transportation Operator	0	0	0
Coordination Contractor	9,810	7,821	7,031
TOTAL TRIPS	18,251	18,564	16,093

Vehicle Data	2018	2019	2020
Vehicle Miles	167,553	180,622	78,258
Roadcalls	0	3	0
Accidents	0	1	5
Vehicles	13	11	12
Drivers	9	10	10

Financial and General Data	2018	2019	2020
Expenses	\$375,983	\$404,114	\$364,968
Revenues	\$391,305	\$386,870	\$404,233
Commendations	4	0	1
Complaints	0	1	0
Passenger No-Shows	292	413	292
Unmet Trip Requests	7	7	0

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0	0.55	6.39
Miles between Roadcalls	0	60,207	0
Avg. Trips per Passenger	127.63	98.74	180.82
Cost per Trip	\$20.60	\$21.77	\$22.68
Cost per Paratransit Trip	\$20.60	\$21.77	\$22.68
Cost per Total Mile	\$2.24	\$2.24	\$4.66
Cost per Paratransit Mile	\$2.24	\$2.24	\$4.66

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	21,870
Unduplicated Head Count	705



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	5,431	5,752	4,562
Complementary ADA	0	0	0
Paratransit	11,802	11,096	8,980
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	17,233	16,848	13,542

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	5,830	4,926	4,034
Employment	3,540	3,281	2,680
Ed/Train/DayCare	4,376	5,211	4,071
Nutritional	1,576	1,913	1,671
Life-Sustaining/Other	1,911	1,517	1,086
TOTAL TRIPS	17,233	16,848	13,542

Passenger Trips By Revenue Source	2018	2019	2020
CTD	6,151	6,735	6,015
AHCA	3,460	2,046	1,505
APD	980	1,712	1,122
DOEA	0	0	0
DOE	0	0	0
Other	6,642	6,355	4,900
TOTAL TRIPS	17,233	16,848	13,542

Trips by Provider Type	2018	2019	2020
CTC	17,233	16,848	13,542
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	17,233	16,848	13,542

Vehicle Data	2018	2019	2020
Vehicle Miles	197,929	193,576	228,020
Roadcalls	1	7	2
Accidents	1	0	0
Vehicles	7	8	7
Drivers	7	6	6

Financial and General Data	2018	2019	2020
Expenses	\$649,394	\$698,544	\$636,859
Revenues	\$654,905	\$636,684	\$781,310
Commendations	6	4	0
Complaints	0	0	0
Passenger No-Shows	265	308	201
Unmet Trip Requests	0	0	0

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.51	0	0
Miles between Roadcalls	197,929	27,654	114,010
Avg. Trips per Passenger	19.28	19.32	19.21
Cost per Trip	\$37.68	\$41.46	\$47.03
Cost per Paratransit Trip	\$37.68	\$41.46	\$47.03
Cost per Total Mile	\$3.28	\$3.61	\$2.79
Cost per Paratransit Mile	\$3.28	\$3.61	\$2.79

County: Union
 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	15,303
Unduplicated Head Count	327



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	4,549	5,610	3,555
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	4,549	5,610	3,555

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	3,581	3,955	2,576
Employment	6	16	12
Ed/Train/DayCare	4	6	0
Nutritional	873	1,366	910
Life-Sustaining/Other	85	267	57
TOTAL TRIPS	4,549	5,610	3,555

Passenger Trips By Revenue Source	2018	2019	2020
CTD	2,460	3,850	1,766
AHCA	1,598	1,760	1,169
APD	0	0	0
DOEA	490	0	608
DOE	0	0	0
Other	1	0	12
TOTAL TRIPS	4,549	5,610	3,555

Trips by Provider Type	2018	2019	2020
CTC	4,549	5,610	3,555
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	4,549	5,610	3,555

Vehicle Data	2018	2019	2020
Vehicle Miles	130,369	124,920	110,393
Roadcalls	4	1	2
Accidents	0	0	0
Vehicles	7	6	6
Drivers	4	4	6

Financial and General Data	2018	2019	2020
Expenses	\$391,642	\$318,710	\$357,381
Revenues	\$360,967	\$325,105	\$428,107
Commendations	0	0	0
Complaints	1	0	1
Passenger No-Shows	473	605	305
Unmet Trip Requests	0	4	10

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	32,592	124,920	55,196
Avg. Trips per Passenger	24.33	23.87	10.87
Cost per Trip	\$86.09	\$56.81	\$100.53
Cost per Paratransit Trip	\$86.09	\$56.81	\$100.53
Cost per Total Mile	\$3.00	\$2.55	\$3.24
Cost per Paratransit Mile	\$3.00	\$2.55	\$3.24

County: Volusia
 CTC: County of Volusia d/b/a VOTRAN
 Contact: Roger Wittenberg
 950 Big Tree Road
 South Daytona, FL 32119
 386-756-7496

Email: rwittenberg@volusia.org

Demographics	Number
Total County Population	536,487
Unduplicated Head Count	4,737



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	263,162	150,442	69,094
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	347,052	357,535	74,806
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	1,190	0	0
Volunteers	0	0	0
TOTAL TRIPS	611,404	507,977	143,900

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	199,159	123,311	16,278
Employment	64,512	57,338	5,638
Ed/Train/DayCare	114,646	76,045	7,623
Nutritional	17,894	18,248	2,438
Life-Sustaining/Other	215,193	233,035	111,923
TOTAL TRIPS	611,404	507,977	143,900

Passenger Trips By Revenue Source	2018	2019	2020
CTD	38,661	52,172	28,384
AHCA	0	0	0
APD	0	0	0
DOEA	7,267	26,363	200
DOE	79,469	383	26,060
Other	486,007	429,059	89,256
TOTAL TRIPS	611,404	507,977	143,900

Trips by Provider Type	2018	2019	2020
CTC	458,970	375,188	90,275
Transportation Operator	100,940	81,357	7,203
Coordination Contractor	51,494	51,432	46,422
TOTAL TRIPS	611,404	507,977	143,900

Vehicle Data	2018	2019	2020
Vehicle Miles	2,916,800	2,700,465	506,554
Roadcalls	201	196	141
Accidents	6	0	27
Vehicles	123	166	153
Drivers	144	197	207

Financial and General Data	2018	2019	2020
Expenses	\$6,568,361	\$9,733,713	\$2,312,746
Revenues	\$6,568,361	\$9,691,072	\$2,292,846
Commendations	391	399	0
Complaints	249	196	140
Passenger No-Shows	9,203	9,602	0
Unmet Trip Requests	0	0	0

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.21	0	5.33
Miles between Roadcalls	14,511	13,778	3,593
Avg. Trips per Passenger	30.78	33.60	30.38
Cost per Trip	\$10.74	\$19.16	\$16.07
Cost per Paratransit Trip	\$18.90	\$27.18	\$26.05
Cost per Total Mile	\$2.25	\$3.60	\$4.57
Cost per Paratransit Mile	\$2.25	\$3.60	\$3.85

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

Email: s.mcdaniel@wakullaseniorecitizens.com

Demographics	Number
Total County Population	32,321
Unduplicated Head Count	331



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	12,939	13,492	11,421
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	12,939	13,492	11,421

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	6,960	6,830	4,924
Employment	492	876	1,234
Ed/Train/DayCare	568	385	782
Nutritional	4,215	2,621	2,756
Life-Sustaining/Other	704	2,780	1,725
TOTAL TRIPS	12,939	13,492	11,421

Passenger Trips By Revenue Source	2018	2019	2020
CTD	6,134	6,582	6,334
AHCA	2,498	4,100	2,042
APD	294	332	0
DOEA	71	0	2,756
DOE	0	0	285
Other	3,942	2,478	4
TOTAL TRIPS	12,939	13,492	11,421

Trips by Provider Type	2018	2019	2020
CTC	12,939	13,492	11,421
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	12,939	13,492	11,421

Vehicle Data	2018	2019	2020
Vehicle Miles	296,837	239,093	236,344
Roadcalls	0	0	1
Accidents	1	0	0
Vehicles	9	12	11
Drivers	11	11	8

Financial and General Data	2018	2019	2020
Expenses	\$620,003	\$730,170	\$678,812
Revenues	\$642,050	\$670,644	\$568,799
Commendations	0	0	0
Complaints	0	0	0
Passenger No-Shows	475	263	90
Unmet Trip Requests	0	60	0

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.34	0	0
Miles between Roadcalls	0	0	236,344
Avg. Trips per Passenger	39.57	34.07	34.50
Cost per Trip	\$47.92	\$54.12	\$59.44
Cost per Paratransit Trip	\$47.92	\$54.12	\$59.44
Cost per Total Mile	\$2.09	\$3.05	\$2.87
Cost per Paratransit Mile	\$2.09	\$3.05	\$2.87

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	68,262
Unduplicated Head Count	704



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	0	5
Complementary ADA	0	0	0
Paratransit	44,138	44,721	31,806
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	44,138	44,721	31,811

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	19,625	13,982	9,288
Employment	6,565	6,841	5,859
Ed/Train/DayCare	12,361	9,503	7,950
Nutritional	4,116	4,812	3,531
Life-Sustaining/Other	1,471	9,583	5,183
TOTAL TRIPS	44,138	44,721	31,811

Passenger Trips By Revenue Source	2018	2019	2020
CTD	22,646	26,487	19,469
AHCA	5,327	1,508	0
APD	2,252	1,916	1,376
DOEA	4,934	6,230	3,531
DOE	12	0	0
Other	8,967	8,580	7,435
TOTAL TRIPS	44,138	44,721	31,811

Trips by Provider Type	2018	2019	2020
CTC	43,672	42,997	31,811
Transportation Operator	466	1,724	0
Coordination Contractor	0	0	0
TOTAL TRIPS	44,138	44,721	31,811

Vehicle Data	2018	2019	2020
Vehicle Miles	533,721	459,240	293,690
Roadcalls	0	0	0
Accidents	0	0	2
Vehicles	20	18	15
Drivers	14	14	12

Financial and General Data	2018	2019	2020
Expenses	\$1,130,570	\$911,024	\$852,525
Revenues	\$961,075	\$928,493	\$735,530
Commendations	1	0	0
Complaints	2	0	0
Passenger No-Shows	111	188	95
Unmet Trip Requests	84	71	65

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0	0	0.68
Miles between Roadcalls	0	0	0
Avg. Trips per Passenger	40.35	47.12	45.19
Cost per Trip	\$25.61	\$20.37	\$26.80
Cost per Paratransit Trip	\$25.61	\$20.37	\$26.80
Cost per Total Mile	\$2.12	\$1.98	\$2.90
Cost per Paratransit Mile	\$2.12	\$1.98	\$2.90

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	24,764
Unduplicated Head Count	544



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	20,592	18,095	13,023
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	20,592	18,095	13,023

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	12,893	8,552	5,264
Employment	1,831	3,211	2,994
Ed/Train/DayCare	4,640	369	211
Nutritional	627	213	147
Life-Sustaining/Other	601	5,750	4,407
TOTAL TRIPS	20,592	18,095	13,023

Passenger Trips By Revenue Source	2018	2019	2020
CTD	8,105	10,764	9,670
AHCA	6,655	2,294	0
APD	5,433	4,685	3,011
DOEA	328	208	188
DOE	0	0	0
Other	71	144	154
TOTAL TRIPS	20,592	18,095	13,023

Trips by Provider Type	2018	2019	2020
CTC	20,571	18,016	13,001
Transportation Operator	21	79	22
Coordination Contractor	0	0	0
TOTAL TRIPS	20,592	18,095	13,023

Vehicle Data	2018	2019	2020
Vehicle Miles	359,450	308,103	177,753
Roadcalls	2	2	2
Accidents	0	1	1
Vehicles	15	14	13
Drivers	11	10	7

Financial and General Data	2018	2019	2020
Expenses	\$675,003	\$675,802	\$616,925
Revenues	\$846,068	\$690,805	\$475,530
Commendations	0	0	0
Complaints	2	0	0
Passenger No-Shows	82	61	76
Unmet Trip Requests	139	47	30

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0	0.32	0.56
Miles between Roadcalls	179,725	154,052	88,876
Avg. Trips per Passenger	29.89	25.59	23.94
Cost per Trip	\$32.78	\$37.35	\$47.37
Cost per Paratransit Trip	\$32.78	\$37.35	\$47.37
Cost per Total Mile	\$1.88	\$2.19	\$3.47
Cost per Paratransit Mile	\$1.88	\$2.19	\$3.47



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 2019-2020
Statewide Data Tables

2019-20 CTC System Information

FY19/20 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	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 Contract Transportation, Inc.	Private For Profit	Complete Brokerage
Dixie	RURAL	Suwannee River Economic Council, Inc.	Private Non Profit	Partial Brokerage
Duval	URBAN	Jacksonville Transportation Authority	Public Transit Authority	Partial Brokerage
Escambia	URBAN	Escambia County	County	Complete Brokerage
Flagler	RURAL	Flagler County Public Transportation	County	Sole Source
Franklin	RURAL	Gulf County 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	MV Contract Transportation, Inc.	Private For Profit	Complete Brokerage
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	MV Contract Transportation, Inc.	Private For Profit	Complete Brokerage
Hernando	RURAL	Mid Florida Community Services, Inc.	Private Non Profit	Sole Source
Highlands	URBAN	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	Lee County Board of County Commissioners	County	Sole Source
Leon	URBAN	StarMetro - City of Tallahassee	City Government	Partial Brokerage
Levy	RURAL	Levy Board of County Commissioners	County	Sole Source

FY19/20 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	Sole Source
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	Complete 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 - 40	Urban - 27		
Network Type Totals:	Complete Brokerage - 16	Partial Brokerage - 26	Sole Source - 25	
Organization Type Totals:	Private For Profit - 7	City Government - 1	County - 22	
	Private Non Profit - 27	School Board - 0	Other - 1	
	Public Transit Authority - 9			

2019-20 Trips By Service Type

FY19/20 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
Alachua	0	0	0	43,458	0	14,218	5,285	0
Baker	0	0	0	0	4,069	18,990	3,942	0
Bay	0	0	0	0	21	71,337	12,348	0
Bradford	0	0	0	0	0	16,392	3,712	0
Brevard	364,651	9,063	17,016	0	0	351,450	12,979	0
Broward	0	0	1,022,750	471,143	0	464,542	124,209	0
Calhoun	0	0	0	0	0	9,637	1,629	26
Charlotte	0	0	0	0	0	37,059	9,003	0
Citrus	0	0	0	0	0	78,620	9,159	0
Clay	0	0	0	0	19,831	15,711	7,550	0
Collier	0	0	0	69,753	0	28,657	5,727	0
Columbia	0	0	0	0	0	24,354	3,126	0
Desoto	0	0	0	0	6,003	4,400	2,349	0
Dixie	0	0	0	0	0	4,706	730	0
Duval	0	0	0	253,458	0	16,752	6,277	0
Escambia	0	0	0	56,108	0	44,334	2,072	0
Flagler	0	0	0	0	0	68,346	12,061	0
Franklin	0	0	0	0	0	3,101	472	0
Gadsden	0	0	0	0	45,631	31,161	4,316	0
Gilchrist	0	0	0	0	0	3,568	2,026	0
Glades	0	0	0	0	0	469	108	0
Gulf	0	0	0	0	0	13,997	1,533	0
Hamilton	0	0	0	0	0	9,310	294	0
Hardee	0	0	0	0	0	21,001	4,963	0
Hendry	0	0	0	0	0	757	298	0
Hernando	0	0	0	0	0	47,558	8,236	0
Highlands	0	0	0	0	0	53,179	11,127	33
Hillsborough	1,937	0	180,276	0	0	408,497	61,528	0
Holmes	0	0	0	0	0	12,844	1,562	93
Indian River	0	0	0	27,743	0	18,627	42,238	0
Jackson	0	0	0	0	620	28,740	5,266	12
Jefferson	0	0	0	0	0	14,184	1,339	0
Lafayette	0	0	0	0	0	4,254	208	0
Lake	0	0	0	24,866	517	163,029	20,407	0

FY19/20 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	4,459	1,954	0
Leon	0	0	10,704	52,578	7,687	36,411	9,436	0
Levy	0	0	0	0	0	22,291	1,949	0
Liberty	0	0	0	0	0	16,042	1,100	0
Madison	0	0	0	0	1,456	9,705	2,496	0
Manatee	5,282	0	540	36,126	0	75,023	19,409	0
Marion	0	0	0	16,595	2,039	46,984	22,994	0
Martin	0	0	0	0	0	36,352	7,319	0
Miami-Dade	10,384	32,487	2,255,764	0	0	638,206	70,386	0
Monroe	0	0	36	0	0	35,419	5,129	0
Nassau	0	0	0	0	12,603	29,720	5,340	0
Okaloosa	0	0	0	0	3,147	44,672	18,387	0
Okeechobee	0	0	0	0	0	8,689	1,969	0
Orange	132,924	27,357	113,996	229,014	39,592	209,546	43,996	0
Osceola	36,447	7,501	31,257	71,160	29,371	62,105	8,820	0
Palm Beach	2,052	0	601,740	592,415	0	131,126	19,593	0
Pasco	0	0	21,987	7,024	0	82,079	12,591	0
Pinellas	0	66,884	2,491,580	267,356	0	260,012	22,566	0
Polk	124,609	1,806	373,742	57,209	6,000	67,153	12,029	0
Putnam	0	0	2,436	0	32,117	33,894	9,857	127
Saint Johns	0	0	0	0	200,153	34,154	16,363	328
Saint Lucie	0	0	0	0	0	61,762	72,587	0
Santa Rosa	0	0	0	0	0	13,134	3,756	0
Sarasota	0	0	0	120,286	0	59,006	10,977	0
Seminole	45,023	9,266	38,611	76,457	19,588	50,418	7,660	0
Sumter	0	0	0	0	2,347	42,366	2,445	0
Suwannee	0	0	0	0	0	13,309	2,784	0
Taylor	0	0	0	0	4,562	7,210	1,770	0
Union	0	0	0	0	0	2,833	722	0
Volusia	31,069	3,441	34,584	0	0	61,898	12,908	0
Wakulla	0	0	0	0	0	11,285	130	6
Walton	0	0	0	0	5	28,458	3,348	0
Washington	0	0	0	0	0	8,988	4,013	22
TOTAL	754,378	157,805	7,197,019	2,472,749	437,359	4,348,490	824,862	647

FY19/20 Trips By Service Type

County	Other				Total Trips by Service Type	Trips By Provider Type			Total Trips by Provider Type
	Taxi	TNC	Volunteer	School Board (School Bus)		CTC Trips	Operator Trips	CC Trips	
Alachua	0	0	0	0	62,961	62,961	0	0	62,961
Baker	0	0	0	0	27,001	27,001	0	0	27,001
Bay	0	0	0	0	83,706	0	50,946	32,760	83,706
Bradford	0	0	0	0	20,104	11,062	0	9,042	20,104
Brevard	0	0	0	9,762	764,921	764,921	0	0	764,921
Broward	0	0	0	0	2,082,644	1,022,750	676,306	383,588	2,082,644
Calhoun	0	0	0	0	11,292	11,292	0	0	11,292
Charlotte	0	0	0	0	46,062	46,062	0	0	46,062
Citrus	0	0	0	0	87,779	22,611	0	65,168	87,779
Clay	0	0	0	0	43,092	0	43,092	0	43,092
Collier	0	0	0	0	104,137	0	91,933	12,204	104,137
Columbia	0	0	0	0	27,480	18,445	0	9,035	27,480
Desoto	0	0	0	0	12,752	0	12,752	0	12,752
Dixie	0	0	0	0	5,436	5,436	0	0	5,436
Duval	0	569	0	0	277,056	569	276,487	0	277,056
Escambia	0	0	0	0	102,514	0	102,514	0	102,514
Flagler	0	0	0	0	80,407	80,407	0	0	80,407
Franklin	0	0	0	0	3,573	3,573	0	0	3,573
Gadsden	0	0	0	0	81,108	81,108	0	0	81,108
Gilchrist	0	0	0	0	5,594	5,594	0	0	5,594
Glades	0	0	0	0	577	0	577	0	577
Gulf	0	0	0	0	15,530	15,530	0	0	15,530
Hamilton	0	0	0	0	9,604	9,604	0	0	9,604
Hardee	0	0	0	0	25,964	0	4,624	21,340	25,964
Hendry	0	0	0	0	1,055	0	1,055	0	1,055
Hernando	0	0	0	0	55,794	14,238	0	41,556	55,794
Highlands	0	0	0	0	64,339	0	43,216	21,123	64,339
Hillsborough	1,498	0	0	0	653,736	322,640	1,498	329,598	653,736
Holmes	0	0	0	0	14,499	14,406	93	0	14,499
Indian River	0	0	0	0	88,608	32,218	10,926	45,464	88,608
Jackson	0	0	0	0	34,638	34,638	0	0	34,638
Jefferson	0	0	0	0	15,523	15,523	0	0	15,523
Lafayette	0	0	0	0	4,462	4,462	0	0	4,462
Lake	0	0	0	0	208,819	0	83,153	125,666	208,819

FY19/20 Trips By Service Type

County	Other				Total Trips by Service Type	Trips By Provider Type			Total Trips by Provider Type
	Taxi	TNC	Volunteer	School Board (School Bus)		CTC Trips	Operator Trips	CC Trips	
Lee	0	0	0	0	6,413	6,413	0	0	6,413
Leon	23,229	0	0	0	140,045	49,344	90,701	0	140,045
Levy	0	0	0	0	24,240	24,240	0	0	24,240
Liberty	0	0	0	0	17,142	17,142	0	0	17,142
Madison	0	0	0	0	13,657	13,657	0	0	13,657
Manatee	0	0	0	0	136,380	85,515	0	50,865	136,380
Marion	0	0	0	0	88,612	72,007	0	16,605	88,612
Martin	0	0	0	0	43,671	0	9,436	34,235	43,671
Miami-Dade	0	0	0	0	3,007,227	2,298,635	0	708,592	3,007,227
Monroe	0	0	0	0	40,584	3,835	4,356	32,393	40,584
Nassau	0	0	0	0	47,663	45,933	1,730	0	47,663
Okaloosa	0	0	0	0	66,206	0	66,206	0	66,206
Okeechobee	0	0	0	0	10,658	0	10,658	0	10,658
Orange	92,139	2,345	0	0	890,909	274,277	418,050	198,582	890,909
Osceola	7,479	1,225	0	0	255,365	75,205	130,616	49,544	255,365
Palm Beach	0	0	0	0	1,346,926	603,792	743,134	0	1,346,926
Pasco	0	0	0	5,220	128,901	74,857	0	54,044	128,901
Pinellas	8,233	13,712	0	0	3,130,343	2,580,409	483,655	66,279	3,130,343
Polk	0	0	0	0	642,548	584,633	0	57,915	642,548
Putnam	0	0	10,234	0	88,665	88,665	0	0	88,665
Saint Johns	0	0	0	0	250,998	250,998	0	0	250,998
Saint Lucie	3,301	0	0	0	137,650	0	87,817	49,833	137,650
Santa Rosa	0	0	0	0	16,890	16,890	0	0	16,890
Sarasota	0	0	0	0	190,269	0	154,178	36,091	190,269
Seminole	14,733	3,619	0	0	265,375	92,900	135,700	36,775	265,375
Sumter	0	0	0	0	47,158	0	47,158	0	47,158
Suwannee	0	0	0	0	16,093	9,062	0	7,031	16,093
Taylor	0	0	0	0	13,542	13,542	0	0	13,542
Union	0	0	0	0	3,555	3,555	0	0	3,555
Volusia	0	0	0	0	143,900	90,275	7,203	46,422	143,900
Wakulla	0	0	0	0	11,421	11,421	0	0	11,421
Walton	0	0	0	0	31,811	31,811	0	0	31,811
Washington	0	0	0	0	13,023	13,001	22	0	13,023
TOTAL	150,612	21,470	10,234	14,982	16,390,607	10,059,065	3,789,792	2,541,750	16,390,607

2019-20 Trips by Purpose

FY19/20 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	33,787	0	33,787	8,544	0	8,544	1,573	0	1,573
Baker	10,340	0	10,340	1,863	0	1,863	2,822	0	2,822
Bay	13,620	335	13,955	3,858	0	3,858	0	27,686	27,686
Bradford	9,366	96	9,462	8	0	8	0	8,946	8,946
Brevard	89,989	0	89,989	279,172	0	279,172	236,831	0	236,831
Broward	124,187	25,779	149,966	40,871	4,068	44,939	96,386	171,101	267,487
Calhoun	6,026	0	6,026	645	0	645	1,028	0	1,028
Charlotte	11,055	0	11,055	13,819	0	13,819	5,988	0	5,988
Citrus	4,461	13,034	17,495	2,349	6,517	8,866	788	39,753	40,541
Clay	39,729	0	39,729	975	0	975	1,506	0	1,506
Collier	36,091	6,286	42,377	13,466	0	13,466	7,291	5,918	13,209
Columbia	6,300	0	6,300	1,843	0	1,843	7,106	0	7,106
Desoto	6,138	0	6,138	283	0	283	0	0	0
Dixie	4,397	0	4,397	6	0	6	0	0	0
Duval	53,021	0	53,021	53,013	0	53,013	18,336	0	18,336
Escambia	38,221	0	38,221	49,577	0	49,577	3,332	0	3,332
Flagler	18,378	0	18,378	12,110	0	12,110	35,843	0	35,843
Franklin	3,272	0	3,272	0	0	0	0	0	0
Gadsden	12,004	0	12,004	39,163	0	39,163	17,184	0	17,184
Gilchrist	4,556	0	4,556	0	0	0	35	0	35
Glades	566	0	566	0	0	0	0	0	0
Gulf	6,884	0	6,884	4,022	0	4,022	389	0	389
Hamilton	1,525	0	1,525	0	0	0	4,906	0	4,906
Hardee	2,809	1,054	3,863	803	0	803	111	8,275	8,386
Hendry	987	0	987	0	0	0	0	0	0
Hernando	9,920	4,156	14,076	463	2,493	2,956	399	25,349	25,748
Highlands	28,660	2,273	30,933	7,261	0	7,261	1,757	14,654	16,411
Hillsborough	64,875	83,071	147,946	13,413	41,919	55,332	15,362	121,147	136,509
Holmes	4,140	0	4,140	763	0	763	5,426	0	5,426
Indian River	21,141	0	21,141	299	150	449	3,295	45,044	48,339
Jackson	16,722	0	16,722	11,591	0	11,591	989	0	989
Jefferson	6,409	0	6,409	2,714	0	2,714	2,296	0	2,296
Lafayette	661	0	661	0	0	0	2,011	0	2,011
Lake	50,186	29,787	79,973	7,229	504	7,733	9,422	50,701	60,123

FY19/20 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	2,238	0	2,238	53	0	53	42	0	42
Leon	30,062	0	30,062	38,963	0	38,963	36,592	0	36,592
Levy	8,476	0	8,476	548	0	548	12,404	0	12,404
Liberty	14,523	0	14,523	401	0	401	64	0	64
Madison	5,667	0	5,667	2,788	0	2,788	4,072	0	4,072
Manatee	33,350	1	33,351	10,956	331	11,287	20,256	35,153	55,409
Marion	44,193	0	44,193	2,092	363	2,455	5,951	16,242	22,193
Martin	7,303	1,405	8,708	585	1,773	2,358	415	31,057	31,472
Miami-Dade	0	260,478	260,478	0	17,130	17,130	0	174,313	174,313
Monroe	2,813	9,592	12,405	630	2,056	2,686	4,748	14,300	19,048
Nassau	18,001	0	18,001	8,777	0	8,777	4,910	0	4,910
Okaloosa	29,485	0	29,485	28,905	0	28,905	1,136	0	1,136
Okeechobee	7,202	0	7,202	344	0	344	0	0	0
Orange	178,922	11,344	190,266	85,943	0	85,943	38,228	97,886	136,114
Osceola	44,459	371	44,830	32,583	0	32,583	6,421	29,659	36,080
Palm Beach	108,962	0	108,962	458,872	0	458,872	567,026	0	567,026
Pasco	33,794	4,767	38,561	13,313	2,463	15,776	6,244	34,940	41,184
Pinellas	1,209,248	14,558	1,223,806	1,038,062	2,200	1,040,262	110,825	36,023	146,848
Polk	58,342	7,760	66,102	3,682	430	4,112	96,222	19,610	115,832
Putnam	15,726	0	15,726	24,629	0	24,629	68	0	68
Saint Johns	23,196	0	23,196	5,334	0	5,334	2,110	0	2,110
Saint Lucie	31,622	7,962	39,584	7,407	963	8,370	3,153	24,779	27,932
Santa Rosa	7,753	0	7,753	6,204	0	6,204	40	0	40
Sarasota	154,178	1,818	155,996	0	0	0	0	33,152	33,152
Seminole	46,575	10,650	57,225	35,654	0	35,654	10,251	6,460	16,711
Sumter	5,003	0	5,003	5,940	0	5,940	25,242	0	25,242
Suwannee	5,065	0	5,065	659	0	659	1,145	7,031	8,176
Taylor	4,034	0	4,034	2,680	0	2,680	4,071	0	4,071
Union	2,576	0	2,576	12	0	12	0	0	0
Volusia	11,069	5,209	16,278	5,393	245	5,638	5,111	2,512	7,623
Wakulla	4,924	0	4,924	1,234	0	1,234	782	0	782
Walton	9,288	0	9,288	5,859	0	5,859	7,950	0	7,950
Washington	5,264	0	5,264	2,994	0	2,994	211	0	211
TOTAL	2,903,736	501,786	3,405,522	2,401,619	83,605	2,485,224	1,458,102	1,081,691	2,539,793

FY19/20 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
Alachua	2,937	0	2,937	16,120	0	16,120	62,961	0	62,961
Baker	9,096	0	9,096	2,880	0	2,880	27,001	0	27,001
Bay	450	4,739	5,189	33,018	0	33,018	50,946	32,760	83,706
Bradford	1,559	0	1,559	129	0	129	11,062	9,042	20,104
Brevard	12,464	0	12,464	146,465	0	146,465	764,921	0	764,921
Broward	111,545	61,288	172,833	1,326,067	121,352	1,447,419	1,699,056	383,588	2,082,644
Calhoun	2,839	0	2,839	754	0	754	11,292	0	11,292
Charlotte	8,751	0	8,751	6,449	0	6,449	46,062	0	46,062
Citrus	9,019	3,258	12,277	5,994	2,606	8,600	22,611	65,168	87,779
Clay	735	0	735	147	0	147	43,092	0	43,092
Collier	11,227	0	11,227	23,858	0	23,858	91,933	12,204	104,137
Columbia	0	9,035	9,035	3,196	0	3,196	18,445	9,035	27,480
Desoto	281	0	281	6,050	0	6,050	12,752	0	12,752
Dixie	776	0	776	257	0	257	5,436	0	5,436
Duval	13,400	0	13,400	139,286	0	139,286	277,056	0	277,056
Escambia	1,785	0	1,785	9,599	0	9,599	102,514	0	102,514
Flagler	7,601	0	7,601	6,475	0	6,475	80,407	0	80,407
Franklin	14	0	14	287	0	287	3,573	0	3,573
Gadsden	40	0	40	12,717	0	12,717	81,108	0	81,108
Gilchrist	427	0	427	576	0	576	5,594	0	5,594
Glades	9	0	9	2	0	2	577	0	577
Gulf	2,883	0	2,883	1,352	0	1,352	15,530	0	15,530
Hamilton	2,573	0	2,573	600	0	600	9,604	0	9,604
Hardee	880	1,468	2,348	21	10,543	10,564	4,624	21,340	25,964
Hendry	59	0	59	9	0	9	1,055	0	1,055
Hernando	2,615	2,078	4,693	841	7,480	8,321	14,238	41,556	55,794
Highlands	4,758	98	4,856	780	4,098	4,878	43,216	21,123	64,339
Hillsborough	158,689	5,274	163,963	71,799	78,187	149,986	324,138	329,598	653,736
Holmes	1,652	0	1,652	2,518	0	2,518	14,499	0	14,499
Indian River	0	0	0	18,409	270	18,679	43,144	45,464	88,608
Jackson	2,531	0	2,531	2,805	0	2,805	34,638	0	34,638
Jefferson	3,842	0	3,842	262	0	262	15,523	0	15,523
Lafayette	1,728	0	1,728	62	0	62	4,462	0	4,462
Lake	10,818	3,755	14,573	5,498	40,919	46,417	83,153	125,666	208,819

FY19/20 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	113	0	113	3,967	0	3,967	6,413	0	6,413
Leon	1,790	0	1,790	32,638	0	32,638	140,045	0	140,045
Levy	563	0	563	2,249	0	2,249	24,240	0	24,240
Liberty	669	0	669	1,485	0	1,485	17,142	0	17,142
Madison	958	0	958	172	0	172	13,657	0	13,657
Manatee	3,529	46	3,575	17,424	15,334	32,758	85,515	50,865	136,380
Marion	16,312	0	16,312	3,459	0	3,459	72,007	16,605	88,612
Martin	303	0	303	830	0	830	9,436	34,235	43,671
Miami-Dade	0	198,273	198,273	2,298,635	58,398	2,357,033	2,298,635	708,592	3,007,227
Monroe	0	2,174	2,174	0	4,271	4,271	8,191	32,393	40,584
Nassau	10,830	0	10,830	5,145	0	5,145	47,663	0	47,663
Okaloosa	2,997	0	2,997	3,683	0	3,683	66,206	0	66,206
Okeechobee	2,552	0	2,552	560	0	560	10,658	0	10,658
Orange	123	50,223	50,346	389,111	39,129	428,240	692,327	198,582	890,909
Osceola	62	15,504	15,566	122,296	4,010	126,306	205,821	49,544	255,365
Palm Beach	73,228	0	73,228	138,838	0	138,838	1,346,926	0	1,346,926
Pasco	10,241	2,155	12,396	11,265	9,719	20,984	74,857	54,044	128,901
Pinellas	453,388	3,677	457,065	252,541	9,821	262,362	3,064,064	66,279	3,130,343
Polk	7,854	7,056	14,910	418,533	23,059	441,592	584,633	57,915	642,548
Putnam	11	0	11	48,231	0	48,231	88,665	0	88,665
Saint Johns	14,198	0	14,198	206,160	0	206,160	250,998	0	250,998
Saint Lucie	5,162	1,070	6,232	40,473	15,059	55,532	87,817	49,833	137,650
Santa Rosa	367	0	367	2,526	0	2,526	16,890	0	16,890
Sarasota	0	101	101	0	1,020	1,020	154,178	36,091	190,269
Seminole	42	11,262	11,304	136,078	8,403	144,481	228,600	36,775	265,375
Sumter	3,074	0	3,074	7,899	0	7,899	47,158	0	47,158
Suwannee	1	0	1	2,192	0	2,192	9,062	7,031	16,093
Taylor	1,671	0	1,671	1,086	0	1,086	13,542	0	13,542
Union	910	0	910	57	0	57	3,555	0	3,555
Volusia	1,419	1,019	2,438	74,486	37,437	111,923	97,478	46,422	143,900
Wakulla	2,756	0	2,756	1,725	0	1,725	11,421	0	11,421
Walton	3,531	0	3,531	5,183	0	5,183	31,811	0	31,811
Washington	147	0	147	4,407	0	4,407	13,023	0	13,023
TOTAL	1,006,784	383,553	1,390,337	6,078,616	491,115	6,569,731	13,848,857	2,541,750	16,390,607

2019-20 Trips by Passenger Type

FY19/20 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
Alachua	17,505	0	17,505	6,219	0	6,219	16,729	0	16,729
Baker	7,888	0	7,888	0	0	0	9,583	0	9,583
Bay	17,172	4,739	21,911	7	23,986	23,993	0	4,035	4,035
Bradford	1,052	0	1,052	87	0	87	2,091	9,042	11,133
Brevard	287,078	0	287,078	45,522	0	45,522	125,373	0	125,373
Broward	297,692	124,282	421,974	0	16,838	16,838	289,544	242,468	532,012
Calhoun	7,313	0	7,313	119	0	119	833	0	833
Charlotte	24,874	0	24,874	0	0	0	13,358	0	13,358
Citrus	5,237	0	5,237	146	0	146	6,903	65,168	72,071
Clay	27,148	0	27,148	0	0	0	11,348	0	11,348
Collier	19,148	6,286	25,434	107	0	107	34,968	5,918	40,886
Columbia	6,576	8,385	14,961	0	0	0	1,586	650	2,236
Desoto	4,952	0	4,952	32	0	32	466	0	466
Dixie	751	0	751	70	0	70	730	0	730
Duval	0	0	0	0	0	0	277,056	0	277,056
Escambia	23,587	0	23,587	312	0	312	46,715	0	46,715
Flagler	46,603	0	46,603	6,428	0	6,428	8,839	0	8,839
Franklin	1,565	0	1,565	99	0	99	6	0	6
Gadsden	10,384	0	10,384	248	0	248	5,017	0	5,017
Gilchrist	675	0	675	30	0	30	2,026	0	2,026
Glades	287	0	287	0	0	0	55	0	55
Gulf	9,724	0	9,724	11	0	11	389	0	389
Hamilton	3,665	0	3,665	3,757	0	3,757	1,392	0	1,392
Hardee	2,660	0	2,660	0	0	0	543	21,340	21,883
Hendry	331	0	331	0	0	0	56	0	56
Hernando	11,872	10,389	22,261	210	0	210	436	17,038	17,474
Highlands	25,544	718	26,262	36	0	36	6,267	20,405	26,672
Hillsborough	7,342	1,775	9,117	0	2,345	2,345	257,168	310,658	567,826
Holmes	5,356	0	5,356	5,426	0	5,426	2,907	0	2,907
Indian River	10,786	9,188	19,974	0	0	0	32,358	35,856	68,214
Jackson	4,467	0	4,467	188	0	188	17,452	0	17,452
Jefferson	7,425	0	7,425	374	0	374	2,412	0	2,412
Lafayette	1,289	0	1,289	0	0	0	208	0	208
Lake	48,613	4,725	53,338	120	13,269	13,389	9,717	107,672	117,389

FY19/20 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	1	0	1	0	0	0	6,412	0	6,412
Leon	49,009	0	49,009	2,075	0	2,075	67,480	0	67,480
Levy	6,548	0	6,548	15	0	15	5,290	0	5,290
Liberty	1,818	0	1,818	46	0	46	0	0	0
Madison	5,376	0	5,376	54	0	54	2,884	0	2,884
Manatee	920	3,039	3,959	0	7,641	7,641	0	20,202	20,202
Marion	7,392	0	7,392	1,403	0	1,403	57,009	16,605	73,614
Martin	7,833	9,972	17,805	0	0	0	1,415	24,263	25,678
Miami-Dade	0	238,019	238,019	0	19,020	19,020	0	231,366	231,366
Monroe	1,585	14,781	16,366	3,828	117	3,945	106	13,038	13,144
Nassau	23,568	0	23,568	208	0	208	4,905	0	4,905
Okaloosa	24,560	0	24,560	662	0	662	17,193	0	17,193
Okeechobee	8,105	0	8,105	0	0	0	357	0	357
Orange	195,666	58,706	254,372	32,846	62	32,908	140,828	138,769	279,597
Osceola	48,354	371	48,725	8,935	0	8,935	39,729	27,574	67,303
Palm Beach	381,985	0	381,985	0	0	0	341,151	0	341,151
Pasco	13,710	8,014	21,724	911	12,762	13,673	1,858	24,971	26,829
Pinellas	63,637	7,433	71,070	9,826	0	9,826	1,064,423	55,100	1,119,523
Polk	56,461	9,228	65,689	66,548	0	66,548	98,534	44,597	143,131
Putnam	8,841	0	8,841	18,414	0	18,414	7,210	0	7,210
Saint Johns	29,061	0	29,061	2,252	0	2,252	10,179	0	10,179
Saint Lucie	63,288	4,068	67,356	0	4,665	4,665	5,963	958	6,921
Santa Rosa	8,344	0	8,344	0	0	0	6,817	0	6,817
Sarasota	0	498	498	0	0	0	154,178	34,363	188,541
Seminole	57,747	21,823	79,570	10,702	0	10,702	47,503	13,956	61,459
Sumter	1,629	0	1,629	16,603	0	16,603	6,901	0	6,901
Suwannee	4,659	0	4,659	0	0	0	1,331	7,031	8,362
Taylor	4,033	0	4,033	133	0	133	2,822	0	2,822
Union	608	0	608	55	0	55	722	0	722
Volusia	16,746	3,919	20,665	0	0	0	10,786	42,503	53,289
Wakulla	6,876	0	6,876	0	0	0	1,898	0	1,898
Walton	18,790	0	18,790	7,374	0	7,374	4,672	0	4,672
Washington	9,528	0	9,528	227	0	227	2,841	0	2,841
TOTAL	2,073,239	550,358	2,623,597	252,665	100,705	353,370	3,297,928	1,535,546	4,833,474

FY19/20 Trips by Passenger Type

County	Low Income			Other			System Total		
	CTC/ Operator	Coordination Contractor	Total	CTC/ Operator	Coordination Contractor	Total	CTC/ Operator	Coordination Contractor	Total
Alachua	22,508	0	22,508	0	0	0	62,961	0	62,961
Baker	5,309	0	5,309	4,221	0	4,221	27,001	0	27,001
Bay	21,442	0	21,442	12,325	0	12,325	50,946	32,760	83,706
Bradford	7,832	0	7,832	0	0	0	11,062	9,042	20,104
Brevard	220,484	0	220,484	86,464	0	86,464	764,921	0	764,921
Broward	1,111,820	0	1,111,820	0	0	0	1,699,056	383,588	2,082,644
Calhoun	256	0	256	2,771	0	2,771	11,292	0	11,292
Charlotte	6,909	0	6,909	921	0	921	46,062	0	46,062
Citrus	10,136	0	10,136	189	0	189	22,611	65,168	87,779
Clay	4,596	0	4,596	0	0	0	43,092	0	43,092
Collier	37,710	0	37,710	0	0	0	91,933	12,204	104,137
Columbia	0	0	0	10,283	0	10,283	18,445	9,035	27,480
Desoto	1,299	0	1,299	6,003	0	6,003	12,752	0	12,752
Dixie	3,885	0	3,885	0	0	0	5,436	0	5,436
Duval	0	0	0	0	0	0	277,056	0	277,056
Escambia	22,049	0	22,049	9,851	0	9,851	102,514	0	102,514
Flagler	4,281	0	4,281	14,256	0	14,256	80,407	0	80,407
Franklin	247	0	247	1,656	0	1,656	3,573	0	3,573
Gadsden	35,505	0	35,505	29,954	0	29,954	81,108	0	81,108
Gilchrist	2,863	0	2,863	0	0	0	5,594	0	5,594
Glades	235	0	235	0	0	0	577	0	577
Gulf	2,764	0	2,764	2,642	0	2,642	15,530	0	15,530
Hamilton	0	0	0	790	0	790	9,604	0	9,604
Hardee	1,421	0	1,421	0	0	0	4,624	21,340	25,964
Hendry	668	0	668	0	0	0	1,055	0	1,055
Hernando	1,720	5,402	7,122	0	8,727	8,727	14,238	41,556	55,794
Highlands	11,369	0	11,369	0	0	0	43,216	21,123	64,339
Hillsborough	57,706	12,039	69,745	1,922	2,781	4,703	324,138	329,598	653,736
Holmes	810	0	810	0	0	0	14,499	0	14,499
Indian River	0	420	420	0	0	0	43,144	45,464	88,608
Jackson	8,688	0	8,688	3,843	0	3,843	34,638	0	34,638
Jefferson	3,068	0	3,068	2,244	0	2,244	15,523	0	15,523
Lafayette	2,965	0	2,965	0	0	0	4,462	0	4,462
Lake	11,079	0	11,079	13,624	0	13,624	83,153	125,666	208,819

FY19/20 Trips by Passenger Type

County	Low Income			Other			System Total		
	CTC/ Operator	Coordination Contractor	Total	CTC/ Operator	Coordination Contractor	Total	CTC/ Operator	Coordination Contractor	Total
Lee	0	0	0	0	0	0	6,413	0	6,413
Leon	11,590	0	11,590	9,891	0	9,891	140,045	0	140,045
Levy	2,802	0	2,802	9,585	0	9,585	24,240	0	24,240
Liberty	3,188	0	3,188	12,090	0	12,090	17,142	0	17,142
Madison	2,643	0	2,643	2,700	0	2,700	13,657	0	13,657
Manatee	73,566	17,193	90,759	11,029	2,790	13,819	85,515	50,865	136,380
Marion	6,025	0	6,025	178	0	178	72,007	16,605	88,612
Martin	188	0	188	0	0	0	9,436	34,235	43,671
Miami-Dade	2,298,635	53,238	2,351,873	0	166,949	166,949	2,298,635	708,592	3,007,227
Monroe	2,665	0	2,665	7	4,457	4,464	8,191	32,393	40,584
Nassau	12,192	0	12,192	6,790	0	6,790	47,663	0	47,663
Okaloosa	23,791	0	23,791	0	0	0	66,206	0	66,206
Okeechobee	2,196	0	2,196	0	0	0	10,658	0	10,658
Orange	0	1,045	1,045	322,987	0	322,987	692,327	198,582	890,909
Osceola	0	19,436	19,436	108,803	2,163	110,966	205,821	49,544	255,365
Palm Beach	620,892	0	620,892	2,898	0	2,898	1,346,926	0	1,346,926
Pasco	24,761	6,465	31,226	33,617	1,832	35,449	74,857	54,044	128,901
Pinellas	1,926,178	3,398	1,929,576	0	348	348	3,064,064	66,279	3,130,343
Polk	195,641	2,470	198,111	167,449	1,620	169,069	584,633	57,915	642,548
Putnam	0	0	0	54,200	0	54,200	88,665	0	88,665
Saint Johns	8,546	0	8,546	200,960	0	200,960	250,998	0	250,998
Saint Lucie	18,566	39,628	58,194	0	514	514	87,817	49,833	137,650
Santa Rosa	1,729	0	1,729	0	0	0	16,890	0	16,890
Sarasota	0	1,230	1,230	0	0	0	154,178	36,091	190,269
Seminole	0	996	996	112,648	0	112,648	228,600	36,775	265,375
Sumter	18,886	0	18,886	3,139	0	3,139	47,158	0	47,158
Suwannee	0	0	0	3,072	0	3,072	9,062	7,031	16,093
Taylor	5,494	0	5,494	1,060	0	1,060	13,542	0	13,542
Union	2,170	0	2,170	0	0	0	3,555	0	3,555
Volusia	0	0	0	69,946	0	69,946	97,478	46,422	143,900
Wakulla	102	0	102	2,545	0	2,545	11,421	0	11,421
Walton	975	0	975	0	0	0	31,811	0	31,811
Washington	427	0	427	0	0	0	13,023	0	13,023
TOTAL	6,885,472	162,960	7,048,432	1,339,553	192,181	1,531,734	13,848,857	2,541,750	16,390,607

2019-20 Trips By Revenue Source

FY19/20 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	459	0	459	0	0	0	14,110	0	14,110	0	0	0
Baker	3,934	0	3,934	0	0	0	5,509	0	5,509	0	0	0
Bay	244	4,035	4,279	28,103	0	28,103	19,925	0	19,925	0	0	0
Bradford	3,150	0	3,150	0	9,042	9,042	6,788	0	6,788	0	0	0
Brevard	0	0	0	26,632	0	26,632	58,080	0	58,080	0	0	0
Broward	0	54,828	54,828	0	38,730	38,730	1,184,132	0	1,184,132	0	0	0
Calhoun	4,527	0	4,527	780	0	780	3,927	0	3,927	0	0	0
Charlotte	0	0	0	0	0	0	29,890	0	29,890	0	0	0
Citrus	0	0	0	0	53,888	53,888	20,162	0	20,162	0	0	0
Clay	0	0	0	0	0	0	20,195	0	20,195	0	0	0
Collier	0	0	0	0	0	0	22,043	0	22,043	0	0	0
Columbia	0	0	0	5,291	0	5,291	9,795	0	9,795	0	0	0
Desoto	0	0	0	0	0	0	4,338	0	4,338	0	0	0
Dixie	1,658	0	1,658	0	0	0	2,991	0	2,991	0	0	0
Duval	0	0	0	0	0	0	22,661	0	22,661	0	0	0
Escambia	0	0	0	0	0	0	42,336	0	42,336	0	0	0
Flagler	0	0	0	0	0	0	42,382	0	42,382	0	0	0
Franklin	929	0	929	0	0	0	2,644	0	2,644	0	0	0
Gadsden	9,110	0	9,110	7,814	0	7,814	13,585	0	13,585	0	0	0
Gilchrist	1,887	0	1,887	0	0	0	3,000	0	3,000	0	0	0
Glades	0	0	0	0	0	0	577	0	577	0	0	0
Gulf	1,921	0	1,921	3,516	0	3,516	6,889	0	6,889	0	0	0
Hamilton	0	0	0	620	0	620	7,328	0	7,328	0	0	0
Hardee	68	0	68	0	3,201	3,201	1,998	0	1,998	0	0	0
Hendry	0	0	0	0	0	0	1,055	0	1,055	0	0	0
Hernando	0	0	0	0	12,467	12,467	12,488	0	12,488	0	0	0
Highlands	1,706	0	1,706	0	11,089	11,089	19,117	0	19,117	0	0	0
Hillsborough	0	30,272	30,272	0	96,070	96,070	195,495	0	195,495	0	0	0
Holmes	0	0	0	1,252	0	1,252	6,250	0	6,250	0	0	0
Indian River	0	0	0	0	45,044	45,044	15,401	0	15,401	0	0	0
Jackson	11,753	0	11,753	11,074	0	11,074	8,531	0	8,531	7	0	7
Jefferson	4,331	0	4,331	1,765	0	1,765	8,760	0	8,760	0	0	0
Lafayette	139	0	139	0	0	0	3,022	0	3,022	0	0	0
Lake	0	74,645	74,645	5,762	27,441	33,203	25,069	0	25,069	0	0	0

FY19/20 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	0	0	0	0	0	0	6,413	0	6,413	0	0	0
Leon	0	0	0	19,326	0	19,326	29,211	0	29,211	0	0	0
Levy	0	0	0	5,290	0	5,290	8,571	0	8,571	0	0	0
Liberty	12,663	0	12,663	0	0	0	4,251	0	4,251	0	0	0
Madison	2,762	0	2,762	3,547	0	3,547	5,068	0	5,068	0	0	0
Manatee	610	0	610	15,731	30,715	46,446	20,458	0	20,458	0	0	0
Marion	233	0	233	0	1,477	1,477	30,240	0	30,240	0	0	0
Martin	0	0	0	0	21,752	21,752	9,436	0	9,436	0	0	0
Miami-Dade	0	1,036	1,036	0	56,022	56,022	2,298,634	0	2,298,634	0	0	0
Monroe	0	10,589	10,589	0	0	0	8,191	0	8,191	0	0	0
Nassau	2,449	0	2,449	0	0	0	23,084	0	23,084	0	0	0
Okaloosa	14,319	0	14,319	0	0	0	32,473	0	32,473	0	0	0
Okeechobee	31	0	31	0	0	0	2,290	0	2,290	0	0	0
Orange	0	971	971	0	131,332	131,332	127,325	0	127,325	0	0	0
Osceola	0	0	0	0	27,057	27,057	35,952	0	35,952	0	1,303	1,303
Palm Beach	0	0	0	0	0	0	89,095	0	89,095	0	0	0
Pasco	0	0	0	0	27,281	27,281	36,015	0	36,015	0	0	0
Pinellas	0	2,449	2,449	50,075	25,627	75,702	2,636,227	0	2,636,227	0	0	0
Polk	0	0	0	0	12,245	12,245	186,303	0	186,303	0	0	0
Putnam	2,048	0	2,048	19,096	0	19,096	17,610	0	17,610	0	0	0
Saint Johns	0	0	0	0	0	0	23,811	0	23,811	0	0	0
Saint Lucie	0	34,913	34,913	0	697	697	33,660	0	33,660	0	0	0
Santa Rosa	0	0	0	3,035	0	3,035	10,846	0	10,846	0	0	0
Sarasota	0	814	814	0	0	0	32,621	0	32,621	0	0	0
Seminole	0	1,588	1,588	0	8,267	8,267	35,178	0	35,178	0	0	0
Sumter	0	0	0	0	0	0	18,887	0	18,887	0	0	0
Suwannee	0	0	0	862	7,031	7,893	5,855	0	5,855	0	0	0
Taylor	1,505	0	1,505	1,122	0	1,122	6,015	0	6,015	0	0	0
Union	1,169	0	1,169	0	0	0	1,766	0	1,766	0	0	0
Volusia	0	0	0	0	0	0	28,384	0	28,384	0	0	0
Wakulla	2,042	0	2,042	0	0	0	6,334	0	6,334	0	0	0
Walton	0	0	0	1,376	0	1,376	19,469	0	19,469	0	0	0
Washington	0	0	0	3,011	0	3,011	9,670	0	9,670	0	0	0
TOTAL	85,647	216,140	301,787	215,080	646,475	861,555	7,679,816	0	7,679,816	7	1,303	1,310

FY19/20 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	844	0	844	0	0	0
Baker	0	0	0	0	0	0	0	0	0	0	0	0
Bay	0	0	0	0	0	0	334	4,739	5,073	0	23,986	23,986
Bradford	0	0	0	0	0	0	1,052	0	1,052	0	0	0
Brevard	0	0	0	17,016	0	17,016	15,157	0	15,157	0	0	0
Broward	0	1,091	1,091	0	21,364	21,364	0	34,501	34,501	0	0	0
Calhoun	0	0	0	0	0	0	1,984	0	1,984	0	0	0
Charlotte	0	0	0	0	0	0	4,193	0	4,193	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	137	0	137	0	0	0
Columbia	0	0	0	302	0	302	0	8,068	8,068	0	0	0
Desoto	0	0	0	0	0	0	0	0	0	0	0	0
Dixie	0	0	0	0	0	0	751	0	751	0	0	0
Duval	0	0	0	0	0	0	0	0	0	0	0	0
Escambia	0	0	0	418	0	418	3,650	0	3,650	0	0	0
Flagler	0	0	0	0	0	0	7,550	0	7,550	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	10	0	10
Gilchrist	0	0	0	0	0	0	675	0	675	0	0	0
Glades	0	0	0	0	0	0	0	0	0	0	0	0
Gulf	0	0	0	0	0	0	1,028	0	1,028	0	0	0
Hamilton	0	0	0	0	0	0	0	0	0	41	0	41
Hardee	0	0	0	0	0	0	0	0	0	0	0	0
Hendry	0	0	0	0	0	0	0	0	0	0	0	0
Hernando	0	0	0	0	0	0	1,750	0	1,750	0	0	0
Highlands	0	0	0	0	0	0	2,294	0	2,294	0	0	0
Hillsborough	2,470	6,353	8,823	0	192	192	29,546	0	29,546	0	0	0
Holmes	0	0	0	0	0	0	1,487	0	1,487	0	0	0
Indian River	0	0	0	0	0	0	0	0	0	0	0	0
Jackson	0	0	0	0	0	0	2,354	0	2,354	0	0	0
Jefferson	0	0	0	0	0	0	0	0	0	6	0	6
Lafayette	0	0	0	0	0	0	1,289	0	1,289	0	0	0
Lake	0	0	0	0	0	0	8,122	0	8,122	0	0	0

FY19/20 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	0	0	0	0	0	0
Leon	0	0	0	0	0	0	0	0	0	0	0	0
Levy	0	0	0	0	0	0	887	0	887	0	0	0
Liberty	0	0	0	0	0	0	211	0	211	0	0	0
Madison	0	0	0	0	0	0	0	0	0	0	0	0
Manatee	0	0	0	4	0	4	920	8,172	9,092	0	0	0
Marion	0	0	0	0	0	0	0	0	0	0	0	0
Martin	0	0	0	0	0	0	0	0	0	0	0	0
Miami-Dade	0	11,825	11,825	0	12,036	12,036	0	148,753	148,753	0	0	0
Monroe	0	4,440	4,440	0	0	0	0	0	0	0	0	0
Nassau	0	0	0	0	0	0	9,527	0	9,527	0	0	0
Okaloosa	0	0	0	12	0	12	2,486	0	2,486	0	0	0
Okeechobee	0	0	0	0	0	0	954	0	954	0	0	0
Orange	0	0	0	0	0	0	0	36,314	36,314	0	0	0
Osceola	0	0	0	0	0	0	0	12,623	12,623	0	0	0
Palm Beach	0	0	0	0	0	0	46,066	0	46,066	0	0	0
Pasco	0	3,096	3,096	0	0	0	12,692	0	12,692	0	0	0
Pinellas	0	10,797	10,797	2,444	0	2,444	35,502	0	35,502	0	0	0
Polk	34,367	0	34,367	90,395	0	90,395	10,586	0	10,586	15,262	0	15,262
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	0	0	2,950	0	2,950	0	698	698
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	14,823	14,823	0	0	0
Sumter	0	0	0	0	0	0	1,629	0	1,629	0	0	0
Suwannee	0	0	0	0	0	0	0	0	0	4	0	4
Taylor	0	0	0	0	0	0	0	0	0	0	0	0
Union	0	0	0	0	0	0	608	0	608	0	0	0
Volusia	14,567	0	14,567	26,060	0	26,060	200	0	200	765	0	765
Wakulla	0	0	0	285	0	285	2,756	0	2,756	4	0	4
Walton	0	0	0	0	0	0	3,531	0	3,531	0	0	0
Washington	0	0	0	0	0	0	188	0	188	0	0	0
TOTAL	51,404	37,602	89,006	136,936	33,592	170,528	215,890	267,993	483,883	16,092	24,684	40,776

FY19/20 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	47,548	0	47,548
Baker	0	0	0	13,390	0	13,390	0	0	0
Bay	0	0	0	2,308	0	2,308	11	0	11
Bradford	0	0	0	72	0	72	0	0	0
Brevard	0	0	0	252,602	0	252,602	262,364	0	262,364
Broward	0	0	0	0	0	0	514,924	88,634	603,558
Calhoun	0	0	0	0	0	0	0	0	0
Charlotte	0	0	0	6,404	0	6,404	5,575	0	5,575
Citrus	0	0	0	1,634	9,775	11,409	754	1,303	2,057
Clay	0	0	0	19,831	0	19,831	0	0	0
Collier	0	0	0	10,466	0	10,466	46,213	0	46,213
Columbia	0	0	0	1,889	0	1,889	1	710	711
Desoto	0	0	0	8,414	0	8,414	0	0	0
Dixie	0	0	0	36	0	36	0	0	0
Duval	0	0	0	0	0	0	937	0	937
Escambia	0	0	0	767	0	767	55,343	0	55,343
Flagler	0	0	0	12,458	0	12,458	17,996	0	17,996
Franklin	0	0	0	0	0	0	0	0	0
Gadsden	0	0	0	13,654	0	13,654	31,977	0	31,977
Gilchrist	0	0	0	32	0	32	0	0	0
Glades	0	0	0	0	0	0	0	0	0
Gulf	0	0	0	0	0	0	0	0	0
Hamilton	0	0	0	479	0	479	41	0	41
Hardee	0	0	0	2,558	0	2,558	0	0	0
Hendry	0	0	0	0	0	0	0	0	0
Hernando	0	0	0	0	27,011	27,011	0	0	0
Highlands	0	0	0	20,099	8,670	28,769	0	0	0
Hillsborough	3,070	0	3,070	0	87,289	87,289	93,557	75,189	168,746
Holmes	0	0	0	16	0	16	8	0	8
Indian River	0	0	0	0	0	0	27,743	0	27,743
Jackson	0	0	0	0	0	0	620	0	620
Jefferson	0	0	0	0	0	0	0	0	0
Lafayette	0	0	0	12	0	12	0	0	0
Lake	0	0	0	18,691	0	18,691	25,508	0	25,508

FY19/20 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	0	0	0	0	0
Leon	0	0	0	8,105	0	8,105	72,362	0	72,362
Levy	0	0	0	9,492	0	9,492	0	0	0
Liberty	0	0	0	1	0	1	16	0	16
Madison	0	0	0	0	0	0	1,529	0	1,529
Manatee	0	0	0	5	4	9	47,782	977	48,759
Marion	0	0	0	24,384	13,704	38,088	16,595	0	16,595
Martin	0	0	0	0	0	0	0	0	0
Miami-Dade	0	936	936	0	59,665	59,665	1	34,945	34,946
Monroe	0	0	0	0	0	0	0	16,513	16,513
Nassau	0	0	0	10,523	0	10,523	2,080	0	2,080
Okaloosa	0	0	0	15,628	0	15,628	108	0	108
Okeechobee	0	0	0	7,383	0	7,383	0	0	0
Orange	0	0	0	0	8,203	8,203	32,916	7,300	40,216
Osceola	0	0	0	0	371	371	26,800	5,585	32,385
Palm Beach	0	0	0	0	0	0	1,211,765	0	1,211,765
Pasco	0	0	0	19,143	21,204	40,347	6,154	0	6,154
Pinellas	0	0	0	59,522	3,414	62,936	266,637	4,262	270,899
Polk	9,032	0	9,032	1,010	3,154	4,164	53,625	3,816	57,441
Putnam	0	0	0	49,908	0	49,908	1	0	1
Saint Johns	0	0	0	215,574	0	215,574	6,944	0	6,944
Saint Lucie	0	0	0	29,839	3,658	33,497	18,696	4,582	23,278
Santa Rosa	0	0	0	2,978	0	2,978	1	0	1
Sarasota	0	0	0	59,939	0	59,939	61,148	0	61,148
Seminole	0	0	0	0	6,960	6,960	16,084	708	16,792
Sumter	0	0	0	18,950	0	18,950	792	0	792
Suwannee	0	0	0	429	0	429	6	0	6
Taylor	0	0	0	0	0	0	4,589	0	4,589
Union	0	0	0	12	0	12	0	0	0
Volusia	80	0	80	0	0	0	0	0	0
Wakulla	0	0	0	0	0	0	0	0	0
Walton	0	0	0	12	0	12	25	0	25
Washington	0	0	0	25	0	25	22	0	22
TOTAL	12,182	936	13,118	918,674	253,082	1,171,756	2,977,798	244,524	3,222,322

FY19/20 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	62,961	0	62,961
Baker	4,168	0	4,168	0	0	0	27,001	0	27,001
Bay	0	0	0	21	0	21	50,946	32,760	83,706
Bradford	0	0	0	0	0	0	11,062	9,042	20,104
Brevard	133,070	0	133,070	0	0	0	764,921	0	764,921
Broward	0	142,761	142,761	0	1,679	1,679	1,699,056	383,588	2,082,644
Calhoun	74	0	74	0	0	0	11,292	0	11,292
Charlotte	0	0	0	0	0	0	46,062	0	46,062
Citrus	61	202	263	0	0	0	22,611	65,168	87,779
Clay	3,066	0	3,066	0	0	0	43,092	0	43,092
Collier	4,065	4,718	8,783	9,009	7,486	16,495	91,933	12,204	104,137
Columbia	1,166	257	1,423	1	0	1	18,445	9,035	27,480
Desoto	0	0	0	0	0	0	12,752	0	12,752
Dixie	0	0	0	0	0	0	5,436	0	5,436
Duval	253,458	0	253,458	0	0	0	277,056	0	277,056
Escambia	0	0	0	0	0	0	102,514	0	102,514
Flagler	21	0	21	0	0	0	80,407	0	80,407
Franklin	0	0	0	0	0	0	3,573	0	3,573
Gadsden	4,958	0	4,958	0	0	0	81,108	0	81,108
Gilchrist	0	0	0	0	0	0	5,594	0	5,594
Glades	0	0	0	0	0	0	577	0	577
Gulf	2,176	0	2,176	0	0	0	15,530	0	15,530
Hamilton	1,094	0	1,094	1	0	1	9,604	0	9,604
Hardee	0	0	0	0	18,139	18,139	4,624	21,340	25,964
Hendry	0	0	0	0	0	0	1,055	0	1,055
Hernando	0	2,078	2,078	0	0	0	14,238	41,556	55,794
Highlands	0	1,364	1,364	0	0	0	43,216	21,123	64,339
Hillsborough	0	16,050	16,050	0	18,183	18,183	324,138	329,598	653,736
Holmes	17	0	17	5,469	0	5,469	14,499	0	14,499
Indian River	0	420	420	0	0	0	43,144	45,464	88,608
Jackson	299	0	299	0	0	0	34,638	0	34,638
Jefferson	661	0	661	0	0	0	15,523	0	15,523
Lafayette	0	0	0	0	0	0	4,462	0	4,462
Lake	1	23,580	23,581	0	0	0	83,153	125,666	208,819

FY19/20 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	0	0	0	0	0	0	6,413	0	6,413
Leon	11,041	0	11,041	0	0	0	140,045	0	140,045
Levy	0	0	0	0	0	0	24,240	0	24,240
Liberty	0	0	0	0	0	0	17,142	0	17,142
Madison	751	0	751	0	0	0	13,657	0	13,657
Manatee	5	10,997	11,002	0	0	0	85,515	50,865	136,380
Marion	0	1,424	1,424	555	0	555	72,007	16,605	88,612
Martin	0	10,488	10,488	0	1,995	1,995	9,436	34,235	43,671
Miami-Dade	0	281,265	281,265	0	102,109	102,109	2,298,635	708,592	3,007,227
Monroe	0	851	851	0	0	0	8,191	32,393	40,584
Nassau	0	0	0	0	0	0	47,663	0	47,663
Okaloosa	11	0	11	1,169	0	1,169	66,206	0	66,206
Okeechobee	0	0	0	0	0	0	10,658	0	10,658
Orange	276,169	9,454	285,623	255,917	5,008	260,925	692,327	198,582	890,909
Osceola	75,872	2,604	78,476	67,197	1	67,198	205,821	49,544	255,365
Palm Beach	0	0	0	0	0	0	1,346,926	0	1,346,926
Pasco	793	2,463	3,256	60	0	60	74,857	54,044	128,901
Pinellas	1,465	16,161	17,626	12,192	3,569	15,761	3,064,064	66,279	3,130,343
Polk	98,507	21,804	120,311	85,546	16,896	102,442	584,633	57,915	642,548
Putnam	1	0	1	1	0	1	88,665	0	88,665
Saint Johns	4,669	0	4,669	0	0	0	250,998	0	250,998
Saint Lucie	2,672	5,285	7,957	0	0	0	87,817	49,833	137,650
Santa Rosa	20	0	20	10	0	10	16,890	0	16,890
Sarasota	470	34,033	34,503	0	1,244	1,244	154,178	36,091	190,269
Seminole	93,763	2,341	96,104	83,575	2,088	85,663	228,600	36,775	265,375
Sumter	6,900	0	6,900	0	0	0	47,158	0	47,158
Suwannee	1,905	0	1,905	1	0	1	9,062	7,031	16,093
Taylor	311	0	311	0	0	0	13,542	0	13,542
Union	0	0	0	0	0	0	3,555	0	3,555
Volusia	27,422	46,422	73,844	0	0	0	97,478	46,422	143,900
Wakulla	0	0	0	0	0	0	11,421	0	11,421
Walton	24	0	24	7,374	0	7,374	31,811	0	31,811
Washington	28	0	28	79	0	79	13,023	0	13,023
TOTAL	1,011,154	637,022	1,648,176	528,177	178,397	706,574	13,848,857	2,541,750	16,390,607

2019-20 System Organization Type by County

FY19/20 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	3	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	17	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	0	0	0	0	0	0	0	0	0	1
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	0	0	0	1	1	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	0	0	0	1	1	0	0	0	0	0	0	0
Hernando	1	0	1	0	0	0	0	0	0	0	0	0
Highlands	0	0	3	1	2	0	0	0	0	0	0	0
Hillsborough	0	0	12	0	1	1	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	8	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	4	0	0	0	1	0	0

FY19/20 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
Lee	0	0	0	0	0	0	0	0	0	1	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	2	0	0	0	0	0	0	0	0	0
Martin	1	2	4	0	4	0	0	0	0	0	0	0
Miami-Dade	0	0	32	0	0	1	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	1	0	0	0	0	1	0	0
Okeechobee	0	0	0	1	1	0	0	0	0	0	0	0
Orange	0	0	7	0	0	4	0	0	0	0	0	0
Osceola	0	0	3	0	0	1	0	0	0	0	0	0
Palm Beach	0	0	0	0	2	0	0	0	0	1	0	0
Pasco	0	0	4	0	0	0	0	0	0	1	0	0
Pinellas	0	3	11	0	2	0	0	0	1	0	0	0
Polk	0	0	6	0	0	0	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	3	0	0	2	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	5	0	0	1	0	0	0	0	0	0
Sumter	0	0	0	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	27	14	142	7	42	15	1	3	9	22	2	4

FY19/20 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	3	5
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	24	33
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	1	0	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	1	0	2
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	3	6
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	8	3	12
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	10	12

FY19/20 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	0	1
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	2	3
Martin	0	0	0	0	0	0	0	0	0	1	6	4	11
Miami-Dade	0	0	0	0	0	0	0	0	0	1	0	35	36
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	1	0	2
Okeechobee	0	0	0	0	0	0	0	0	0	1	1	0	2
Orange	1	0	0	0	0	0	0	4	0	1	4	11	16
Osceola	1	0	0	0	0	0	0	4	0	1	4	4	9
Palm Beach	0	0	0	0	0	0	0	0	0	1	2	0	3
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	12	18
Polk	0	0	0	0	0	0	1	0	1	1	0	7	8
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	6	8
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	4	0	1	4	6	11
Sumter	0	0	0	0	0	0	0	0	0	1	1	0	2
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	12	1	67	73	172	312

2019-20 Driver Information

FY19/20 Driver Information

County	CTC & Transportation Operators		Coordination Contractor		Total Drivers
	Full/Part Time Drivers	Volunteer Drivers	Full/Part Time Drivers	Volunteer Drivers	
Alachua	27	0	0	0	27
Baker	15	0	0	0	15
Bay	20	0	67	0	87
Bradford	8	0	19	0	27
Brevard	60	155	0	0	215
Broward	805	0	469	0	1,274
Calhoun	13	0	0	0	13
Charlotte	24	4	0	0	28
Citrus	17	0	30	0	47
Clay	16	0	0	0	16
Collier	36	0	15	0	51
Columbia	12	0	2	3	17
Desoto	15	0	0	0	15
Dixie	7	0	0	0	7
Duval	125	0	0	0	125
Escambia	21	3	0	0	24
Flagler	23	0	0	0	23
Franklin	2	0	0	0	2
Gadsden	9	0	0	0	9
Gilchrist	7	0	0	0	7
Glades	2	0	0	0	2
Gulf	9	0	0	0	9
Hamilton	4	0	0	0	4
Hardee	3	0	31	0	34
Hendry	3	0	0	0	3
Hernando	7	0	22	5	34
Highlands	42	0	36	0	78
Hillsborough	84	0	747	0	831
Holmes	8	0	0	0	8
Indian River	85	0	12	0	97
Jackson	17	0	0	0	17
Jefferson	7	0	0	0	7
Lafayette	3	0	0	0	3
Lake	27	0	153	0	180

FY19/20 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	0	0	56
Leon	140	0	0	0	140
Levy	9	0	0	0	9
Liberty	10	0	0	0	10
Madison	4	0	0	0	4
Manatee	31	0	54	0	85
Marion	39	0	31	0	70
Martin	33	0	19	0	52
Miami-Dade	0	0	549	3	552
Monroe	10	0	22	2	34
Nassau	19	0	0	0	19
Okaloosa	50	0	0	0	50
Okeechobee	6	0	0	0	6
Orange	229	0	386	0	615
Osceola	63	0	28	0	91
Palm Beach	436	0	0	0	436
Pasco	81	0	33	0	114
Pinellas	360	0	183	1	544
Polk	101	0	156	16	273
Putnam	21	3	0	0	24
Saint Johns	73	5	0	0	78
Saint Lucie	19	0	91	0	110
Santa Rosa	12	0	0	0	12
Sarasota	64	0	21	0	85
Seminole	77	0	43	0	120
Sumter	24	0	0	0	24
Suwannee	3	0	7	0	10
Taylor	6	0	0	0	6
Union	6	0	0	0	6
Volusia	97	0	96	14	207
Wakulla	8	0	0	0	8
Walton	12	0	0	0	12
Washington	7	0	0	0	7
TOTAL	3,669	170	3,322	44	7,205

2019-20 Summary of Vehicle Information

FY19/20 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	551,738	277,629	0	0	0	0	829,367	0	829,367
Baker	85,292	0	326,936	0	0	0	0	412,228	0	412,228
Bay	0	0	337,555	0	0	0	0	337,555	39,980	377,535
Bradford	0	0	123,069	0	0	0	0	123,069	63,670	186,739
Brevard	0	0	1,806,565	0	0	18,526	0	1,825,091	0	1,825,091
Broward	0	7,550,793	2,724,849	0	0	0	0	10,275,64	1,575,994	11,851,636
Calhoun	0	0	220,606	0	0	0	0	220,606	0	220,606
Charlotte	0	0	358,270	0	0	0	0	358,270	0	358,270
Citrus	0	0	267,475	0	0	0	0	267,475	222,870	490,345
Clay	136,159	0	271,483	0	0	0	0	407,642	0	407,642
Collier	0	925,466	299,413	0	0	0	0	1,224,879	77,003	1,301,882
Columbia	0	0	287,626	0	0	0	0	287,626	48,631	336,257
Desoto	24,429	0	103,214	0	0	0	0	127,643	0	127,643
Dixie	0	0	144,415	0	0	0	0	144,415	0	144,415
Duval	0	3,097,595	282,861	8,051	0	0	0	3,388,507	0	3,388,507
Escambia	0	565,128	644,968	0	0	0	0	1,210,096	0	1,210,096
Flagler	0	0	525,527	0	0	0	0	525,527	0	525,527
Franklin	0	0	31,031	0	0	0	0	31,031	0	31,031
Gadsden	227,008	0	443,280	0	0	0	0	670,288	0	670,288
Gilchrist	0	0	96,278	0	0	0	0	96,278	0	96,278
Glades	0	0	14,804	0	0	0	0	14,804	0	14,804
Gulf	0	0	330,721	0	0	0	0	330,721	0	330,721
Hamilton	0	0	95,875	0	0	0	0	95,875	0	95,875
Hardee	0	0	64,222	0	0	0	0	64,222	53,967	118,189
Hendry	0	0	27,493	0	0	0	0	27,493	0	27,493
Hernando	0	0	182,546	0	0	0	0	182,546	387,174	569,720
Highlands	0	0	594,053	0	0	0	0	594,053	68,740	662,793
Hillsboroug	0	0	1,244,971	0	14,071	0	0	1,259,042	2,730,744	3,989,786
Holmes	0	0	146,681	0	0	0	0	146,681	0	146,681
Indian River	0	266,731	106,854	0	0	0	0	373,585	117,194	490,779
Jackson	2,761	0	602,556	0	0	0	0	605,317	0	605,317
Jefferson	0	0	323,886	0	0	0	0	323,886	0	323,886
Lafayette	0	0	78,324	0	0	0	0	78,324	0	78,324
Lake	7,386	218,098	880,816	0	0	0	0	1,106,300	915,337	2,021,637

FY19/20 Summary of Vehicle Information

County	CTC/Operator Miles							Total	CC Paratransit Miles	System Total Miles
	Deviated Fixed Route	ADA	Paratransit	TNC	Taxi	School Board (School Bus)	Volunteers			
Lee	0	0	51,012	0	0	0	0	51,012	0	51,012
Leon	50,641	660,674	576,544	0	113,822	0	0	1,401,681	0	1,401,681
Levy	0	0	367,470	0	0	0	0	367,470	0	367,470
Liberty	0	0	239,633	0	0	0	0	239,633	0	239,633
Madison	8,141	0	244,357	0	0	0	0	252,498	0	252,498
Manatee	0	399,517	340,657	0	0	0	0	740,174	186,440	926,614
Marion	24,038	86,946	776,153	0	0	0	0	887,137	116,541	1,003,678
Martin	0	0	97,819	0	0	0	0	97,819	288,384	386,203
Miami-	1	0	0	0	0	0	0	1	2,871,605	2,871,606
Monroe	0	0	158,099	0	0	0	0	158,099	217,725	375,824
Nassau	160,188	0	281,975	0	0	0	0	442,163	0	442,163
Okaloosa	2,256	0	765,459	0	0	0	0	767,715	0	767,715
Okeechobe	0	0	144,499	0	0	0	0	144,499	0	144,499
Orange	258,791	1,792,105	629,553	24,785	705,226	0	0	3,410,460	868,658	4,279,118
Osceola	169,997	754,701	270,898	23,541	77,426	0	0	1,296,563	171,466	1,468,029
Palm Beach	0	9,169,331	1,502,892	0	0	0	0	10,672,22	0	10,672,223
Pasco	0	38,728	283,147	0	0	0	0	321,875	300,725	622,600
Pinellas	0	3,459,023	1,042,476	98,046	21,991	0	0	4,621,536	380,879	5,002,415
Polk	52,948	417,472	196,147	0	0	0	0	666,567	272,038	938,605
Putnam	395,524	0	131,841	0	0	0	62,370	589,735	0	589,735
Saint Johns	465,455	0	535,366	0	0	0	0	1,000,821	0	1,000,821
Saint Lucie	0	0	236,948	0	14,461	0	0	251,409	469,801	721,210
Santa Rosa	0	0	202,879	0	0	0	0	202,879	0	202,879
Sarasota	0	1,296,663	1,555,729	0	0	0	0	2,852,392	108,378	2,960,770
Seminole	114,535	603,542	233,592	62,006	112,675	0	0	1,126,350	223,692	1,350,042
Sumter	35,978	0	352,574	0	0	0	0	388,552	0	388,552
Suwannee	0	0	73,048	0	0	0	0	73,048	5,210	78,258
Taylor	36,193	0	191,827	0	0	0	0	228,020	0	228,020
Union	0	0	110,393	0	0	0	0	110,393	0	110,393
Volusia	0	0	324,123	0	0	0	0	324,123	182,431	506,554
Wakulla	0	0	236,344	0	0	0	0	236,344	0	236,344
Walton	0	0	293,690	0	0	0	0	293,690	0	293,690
Washingto	0	0	177,753	0	0	0	0	177,753	0	177,753
TOTAL	2,257,72	31,854,25	26,891,749	216,429	1,059,67	18,526	62,370	62,360,7	12,965,277	75,325,99

FY19/20 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	16	0	16	4	0	4	35	0	35	38	0	38
Baker	16	0	16	1	0	1	27	0	27	27	0	27
Bay	6	8	14	0	0	0	19	5	24	19	9	28
Bradford	3	0	3	0	0	0	7	5	12	7	6	13
Brevard	39	0	39	5	0	5	91	0	91	161	0	161
Broward	210	32	242	31	5	36	292	119	411	336	252	588
Calhoun	0	0	0	0	0	0	6	0	6	13	0	13
Charlotte	30	0	30	1	0	1	37	0	37	40	0	40
Citrus	3	9	12	0	0	0	0	11	11	23	41	64
Clay	4	0	4	4	0	4	27	0	27	27	0	27
Collier	103	0	103	11	0	11	42	6	48	42	9	51
Columbia	2	0	2	2	0	2	16	0	16	20	4	24
Desoto	4	0	4	0	0	0	9	0	9	18	0	18
Dixie	9	0	9	0	0	0	10	0	10	10	0	10
Duval	56	0	56	3	0	3	99	0	99	99	0	99
Escambia	10	0	10	19	0	19	31	0	31	31	0	31
Flagler	2	0	2	0	0	0	30	0	30	33	0	33
Franklin	0	0	0	0	0	0	8	0	8	8	0	8
Gadsden	10	0	10	0	0	0	15	0	15	19	0	19
Gilchrist	0	0	0	0	0	0	3	0	3	3	0	3
Glades	0	0	0	0	0	0	2	0	2	2	0	2
Gulf	0	0	0	0	0	0	8	0	8	15	0	15
Hamilton	0	0	0	0	0	0	6	0	6	7	0	7
Hardee	2	0	2	1	0	1	3	3	6	3	9	12
Hendry	0	0	0	0	0	0	3	0	3	3	0	3
Hernando	2	3	5	0	0	0	0	5	5	10	36	46
Highlands	14	5	19	4	0	4	36	7	43	36	17	53
Hillsborough	55	69	124	5	81	86	72	94	166	83	224	307
Holmes	0	0	0	0	0	0	8	0	8	12	0	12
Indian River	3	3	6	0	1	1	72	8	80	86	30	116
Jackson	3	0	3	1	0	1	9	0	9	23	0	23
Jefferson	8	0	8	0	0	0	8	0	8	9	0	9
Lafayette	0	0	0	0	0	0	5	0	5	5	0	5
Lake	41	3	44	20	3	23	43	12	55	45	62	107

FY19/20 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
Lee	0	0	0	3	0	3	55	0	55	55	0	55
Leon	108	0	108	1	0	1	61	0	61	126	0	126
Levy	9	0	9	1	0	1	16	0	16	17	0	17
Liberty	1	0	1	0	0	0	8	0	8	15	0	15
Madison	3	0	3	0	0	0	9	0	9	9	0	9
Manatee	82	1	83	14	0	14	36	15	51	36	33	69
Marion	18	3	21	5	0	5	43	5	48	43	18	61
Martin	7	11	18	0	0	0	23	16	39	37	32	69
Miami-Dade	0	124	124	0	15	15	0	190	190	0	397	397
Monroe	2	12	14	0	2	2	0	24	24	18	40	58
Nassau	4	0	4	0	0	0	26	0	26	26	0	26
Okaloosa	24	0	24	13	0	13	30	0	30	32	0	32
Okeechobee	2	0	2	1	0	1	6	0	6	6	0	6
Orange	100	38	138	41	5	46	122	38	160	122	132	254
Osceola	31	5	36	5	0	5	33	18	51	33	26	59
Palm Beach	1,597	0	1,597	118	0	118	258	0	258	292	0	292
Pasco	0	1	1	10	1	11	49	3	52	63	32	95
Pinellas	235	5	240	19	1	20	118	35	153	239	110	349
Polk	78	0	78	1	1	2	92	16	108	92	42	134
Putnam	6	0	6	0	0	0	32	0	32	32	0	32
Saint Johns	9	0	9	0	0	0	41	0	41	42	0	42
Saint Lucie	41	0	41	0	0	0	0	64	64	44	140	184
Santa Rosa	2	0	2	0	0	0	10	0	10	13	0	13
Sarasota	43	0	43	17	0	17	53	3	56	53	15	68
Seminole	29	12	41	9	0	9	41	11	52	41	26	67
Sumter	0	0	0	0	0	0	21	0	21	21	0	21
Suwannee	0	0	0	5	0	5	4	5	9	5	7	12
Taylor	2	0	2	0	0	0	7	0	7	7	0	7
Union	2	0	2	0	0	0	4	0	4	6	0	6
Volusia	137	4	141	27	0	27	116	19	135	118	35	153
Wakulla	1	0	1	0	0	0	9	0	9	11	0	11
Walton	0	0	0	2	0	2	8	0	8	15	0	15
Washington	2	0	2	1	0	1	9	0	9	13	0	13
TOTAL	3,226	348	3,574	405	115	520	2,419	737	3,156	2,995	1,784	4,779

2019-20 Revenue Summary

FY19/20 Revenue Summary

County	AHCA	APD	CTD	DEO	DCF	DOE	DOEA	DOH
Alachua	\$3,453	\$0	\$667,503	\$0	\$0	\$0	\$34,541	\$0
Baker	\$150,218	\$0	\$289,809	\$0	\$0	\$0	\$0	\$0
Bay	\$77,079	\$314,994	\$461,000	\$0	\$0	\$0	\$41,816	\$310,686
Bradford	\$88,771	\$115,724	\$282,331	\$0	\$0	\$0	\$16,159	\$0
Brevard	\$0	\$181,772	\$1,458,567	\$0	\$0	\$8,668	\$56,250	\$0
Broward	\$486,862	\$373,076	\$4,594,171	\$0	\$52,424	\$457,966	\$843,137	\$0
Calhoun	\$221,430	\$18,850	\$173,720	\$0	\$0	\$0	\$5,432	\$0
Charlotte	\$0	\$0	\$444,460	\$0	\$0	\$0	\$55,992	\$0
Citrus	\$0	\$313,556	\$452,133	\$0	\$0	\$0	\$0	\$0
Clay	\$0	\$0	\$551,734	\$0	\$0	\$0	\$0	\$0
Collier	\$0	\$0	\$826,622	\$0	\$0	\$0	\$9,064	\$0
Columbia	\$0	\$49,369	\$547,426	\$0	\$0	\$4,083	\$39,483	\$0
Desoto	\$0	\$0	\$193,946	\$0	\$0	\$0	\$0	\$0
Dixie	\$93,440	\$0	\$253,495	\$0	\$0	\$0	\$10,881	\$0
Duval	\$0	\$0	\$923,591	\$0	\$0	\$0	\$0	\$0
Escambia	\$0	\$0	\$691,135	\$0	\$0	\$18,265	\$27,692	\$0
Flagler	\$0	\$0	\$632,712	\$0	\$0	\$0	\$86,000	\$0
Franklin	\$41,878	\$0	\$238,389	\$0	\$0	\$0	\$0	\$0
Gadsden	\$247,257	\$74,458	\$420,531	\$0	\$0	\$0	\$0	\$122
Gilchrist	\$76,031	\$0	\$237,360	\$0	\$0	\$0	\$10,449	\$0
Glades	\$0	\$0	\$39,754	\$0	\$0	\$0	\$0	\$0
Gulf	\$31,862	\$17,848	\$281,725	\$0	\$0	\$0	\$6,036	\$0
Hamilton	\$0	\$16,456	\$182,476	\$0	\$0	\$0	\$0	\$894
Hardee	\$1,865	\$34,316	\$71,229	\$0	\$0	\$0	\$0	\$0
Hendry	\$0	\$0	\$75,763	\$0	\$0	\$0	\$0	\$0
Hernando	\$0	\$479,867	\$519,844	\$0	\$0	\$0	\$18,878	\$0
Highlands	\$43,769	\$59,742	\$814,659	\$0	\$0	\$0	\$24,649	\$0
Hillsborough	\$2,320,797	\$739,570	\$2,186,582	\$0	\$227,205	\$10,132	\$414,197	\$0
Holmes	\$0	\$23,973	\$192,608	\$0	\$0	\$0	\$6,891	\$0
Indian River	\$0	\$177,191	\$467,651	\$0	\$0	\$0	\$0	\$0
Jackson	\$615,506	\$113,340	\$503,069	\$656	\$0	\$0	\$31,932	\$0
Jefferson	\$203,408	\$21,780	\$235,276	\$0	\$0	\$0	\$0	\$197
Lafayette	\$8,978	\$0	\$155,678	\$0	\$0	\$0	\$15,468	\$0
Lake	\$398,233	\$375,565	\$748,249	\$0	\$0	\$0	\$85,358	\$0

FY19/20 Revenue Summary

County	AHCA	APD	CTD	DEO	DCF	DOE	DOEA	DOH
Lee	\$0	\$0	\$313,435	\$0	\$0	\$0	\$0	\$0
Leon	\$0	\$232,255	\$504,831	\$0	\$0	\$0	\$0	\$0
Levy	\$0	\$82,237	\$389,033	\$0	\$0	\$0	\$14,917	\$0
Liberty	\$105,089	\$0	\$207,978	\$0	\$0	\$0	\$3,703	\$0
Madison	\$132,604	\$33,907	\$253,834	\$0	\$0	\$0	\$0	\$0
Manatee	\$640	\$407,746	\$801,003	\$0	\$0	\$32	\$127,301	\$0
Marion	\$19,640	\$151,928	\$854,171	\$0	\$0	\$0	\$0	\$0
Martin	\$0	\$56,982	\$455,896	\$0	\$0	\$0	\$0	\$0
Miami-Dade	\$247,786	\$1,054,061	\$5,569,791	\$0	\$2,246,595	\$270,786	\$1,564,538	\$0
Monroe	\$312,693	\$0	\$325,729	\$0	\$131,113	\$0	\$0	\$0
Nassau	\$48,923	\$0	\$309,489	\$0	\$0	\$0	\$51,850	\$0
Okaloosa	\$569,629	\$0	\$522,843	\$0	\$0	\$95	\$11,461	\$0
Okeechobee	\$548	\$0	\$94,386	\$0	\$0	\$0	\$11,478	\$0
Orange	\$1,737,603	\$981,047	\$3,354,349	\$0	\$0	\$0	\$523,713	\$0
Osceola	\$0	\$216,167	\$952,901	\$15,690	\$0	\$0	\$184,711	\$0
Palm Beach	\$0	\$0	\$3,274,168	\$0	\$0	\$0	\$150,000	\$0
Pasco	\$0	\$288,707	\$824,254	\$0	\$77,490	\$0	\$288,792	\$0
Pinellas	\$52,051	\$1,000,481	\$3,853,307	\$0	\$490,829	\$70,366	\$649,189	\$0
Polk	\$0	\$97,475	\$1,103,871	\$0	\$34,367	\$90,395	\$21,172	\$20,571
Putnam	\$64,330	\$189,963	\$513,189	\$0	\$0	\$0	\$0	\$0
Saint Johns	\$0	\$0	\$591,055	\$0	\$0	\$0	\$0	\$0
Saint Lucie	\$350,392	\$9,253	\$670,240	\$0	\$0	\$0	\$44,810	\$19,208
Santa Rosa	\$0	\$81,368	\$363,663	\$0	\$0	\$0	\$0	\$0
Sarasota	\$42,431	\$0	\$987,011	\$0	\$0	\$0	\$0	\$0
Seminole	\$133,531	\$69,452	\$931,918	\$0	\$0	\$0	\$311,519	\$0
Sumter	\$0	\$0	\$416,534	\$0	\$0	\$0	\$12,954	\$0
Suwannee	\$0	\$92,465	\$139,028	\$0	\$0	\$0	\$0	\$88
Taylor	\$132,450	\$10,715	\$318,822	\$0	\$0	\$0	\$0	\$0
Union	\$37,457	\$0	\$206,845	\$0	\$0	\$0	\$7,296	\$0
Volusia	\$0	\$0	\$1,011,160	\$0	\$44,013	\$51,526	\$30,472	\$2,870
Wakulla	\$46,920	\$394	\$270,303	\$0	\$0	\$0	\$2,241	\$0
Walton	\$0	\$11,407	\$353,705	\$0	\$0	\$0	\$41,809	\$0
Washington	\$0	\$43,310	\$219,744	\$0	\$0	\$0	\$3,328	\$0
TOTAL	\$9,145,554	\$8,612,767	\$51,773,684	\$16,346	\$3,304,036	\$982,314	\$5,897,559	\$354,636

FY19/20 Revenue Summary

County	DJJ	FDOT	Local Government	Local Non Government	Other Fed/State Programs	Total Revenue	Revenue By Provider Type		Total Revenue by Provider Type
							CTC/Op Revenue	CC Revenue	
Alachua	\$0	\$0	\$1,609,796	\$98,428	\$0	\$2,413,721	\$2,413,721	\$0	\$2,413,721
Baker	\$0	\$419,110	\$90,200	\$170,784	\$14,167	\$1,134,288	\$1,134,288	\$0	\$1,134,288
Bay	\$0	\$231,237	\$199,611	\$29,403	\$0	\$1,665,826	\$1,238,213	\$427,613	\$1,665,826
Bradford	\$0	\$244,940	\$0	\$23,208	\$0	\$771,133	\$655,409	\$115,724	\$771,133
Brevard	\$0	\$4,141,085	\$1,016,168	\$398,032	\$0	\$7,260,542	\$7,260,542	\$0	\$7,260,542
Broward	\$0	\$0	\$29,485,573	\$1,490,526	\$170,753	\$37,954,48	\$32,012,321	\$5,942,167	\$37,954,488
Calhoun	\$0	\$93,803	\$17,481	\$9,648	\$3,984	\$544,348	\$544,348	\$0	\$544,348
Charlotte	\$0	\$130,171	\$810,564	\$60,778	\$0	\$1,501,965	\$1,501,965	\$0	\$1,501,965
Citrus	\$0	\$700,246	\$178,643	\$20,447	\$0	\$1,665,025	\$1,283,110	\$381,915	\$1,665,025
Clay	\$0	\$0	\$74,635	\$41,226	\$0	\$667,595	\$667,595	\$0	\$667,595
Collier	\$0	\$606,815	\$2,679,406	\$314,400	\$862,098	\$5,298,405	\$4,879,897	\$418,508	\$5,298,405
Columbia	\$0	\$386,693	\$58,876	\$125,694	\$11,369	\$1,222,993	\$1,167,562	\$55,431	\$1,222,993
Desoto	\$0	\$229,190	\$12,621	\$12,860	\$0	\$448,617	\$448,617	\$0	\$448,617
Dixie	\$0	\$161,326	\$0	\$18,290	\$0	\$537,432	\$537,432	\$0	\$537,432
Duval	\$0	\$1,029,436	\$12,285,504	\$1,024,634	\$0	\$15,263,16	\$15,263,165	\$0	\$15,263,165
Escambia	\$0	\$375,718	\$2,317,564	\$248,994	\$0	\$3,679,368	\$3,679,368	\$0	\$3,679,368
Flagler	\$0	\$474,606	\$252,645	\$43,903	\$0	\$1,489,866	\$1,489,866	\$0	\$1,489,866
Franklin	\$0	\$56,573	\$1,079	\$3,347	\$0	\$341,266	\$341,266	\$0	\$341,266
Gadsden	\$0	\$438,114	\$285,960	\$109,168	\$0	\$1,575,610	\$1,575,610	\$0	\$1,575,610
Gilchrist	\$0	\$135,645	\$0	\$17,727	\$0	\$477,212	\$477,212	\$0	\$477,212
Glades	\$0	\$0	\$0	\$0	\$0	\$39,754	\$39,754	\$0	\$39,754
Gulf	\$0	\$120,982	\$19,961	\$21,983	\$6,450	\$506,847	\$506,847	\$0	\$506,847
Hamilton	\$0	\$128,898	\$12,884	\$58,198	\$3,790	\$403,596	\$403,596	\$0	\$403,596
Hardee	\$0	\$107,645	\$7,735	\$2,965	\$287,028	\$512,783	\$191,439	\$321,344	\$512,783
Hendry	\$0	\$0	\$0	\$0	\$0	\$75,763	\$75,763	\$0	\$75,763
Hernando	\$0	\$150,935	\$0	\$54,289	\$0	\$1,223,813	\$712,656	\$511,157	\$1,223,813
Highlands	\$0	\$965,988	\$53,816	\$32,216	\$0	\$1,994,839	\$1,864,207	\$130,632	\$1,994,839
Hillsborough	\$39,533	\$4,173,048	\$8,761,465	\$1,568,759	\$604,854	\$21,046,14	\$8,138,473	\$12,907,669	\$21,046,142
Holmes	\$0	\$127,085	\$500	\$16,288	\$30,219	\$397,564	\$397,564	\$0	\$397,564
Indian River	\$0	\$945,165	\$347,205	\$356,465	\$0	\$2,293,677	\$1,768,068	\$525,609	\$2,293,677
Jackson	\$0	\$407,797	\$9,900	\$46,288	\$0	\$1,728,488	\$1,728,488	\$0	\$1,728,488
Jefferson	\$0	\$283,652	\$0	\$37,578	\$0	\$781,891	\$781,891	\$0	\$781,891
Lafayette	\$0	\$83,140	\$0	\$16,627	\$0	\$279,891	\$279,891	\$0	\$279,891
Lake	\$0	\$1,757,137	\$1,390,070	\$367,337	\$0	\$5,121,949	\$4,255,387	\$866,562	\$5,121,949

FY19/20 Revenue Summary

County	DJJ	FDOT	Local Government	Local Non Government	Other Fed/State Programs	Total Revenue	Revenue By Provider Type		Total Revenue by Provider Type
							CTC/Op Revenue	CC Revenue	
Lee	\$0	\$0	\$0	\$0	\$0	\$313,435	\$313,435	\$0	\$313,435
Leon	\$0	\$139,751	\$1,507,466	\$250,940	\$0	\$2,635,243	\$2,635,243	\$0	\$2,635,243
Levy	\$0	\$240,084	\$50,000	\$74,171	\$0	\$850,442	\$850,442	\$0	\$850,442
Liberty	\$0	\$54,201	\$63,175	\$0	\$0	\$434,146	\$434,146	\$0	\$434,146
Madison	\$0	\$254,897	\$16,780	\$27,711	\$0	\$719,733	\$719,733	\$0	\$719,733
Manatee	\$0	\$860,552	\$2,570,429	\$397,169	\$0	\$5,164,872	\$4,341,622	\$823,250	\$5,164,872
Marion	\$0	\$1,406,555	\$1,026,070	\$122,326	\$21,015	\$3,601,705	\$3,275,737	\$325,968	\$3,601,705
Martin	\$0	\$4,662	\$50,148	\$283,242	\$63,951	\$914,881	\$510,706	\$404,175	\$914,881
Miami-Dade	\$90,415	\$1,252,991	\$2,173,536	\$4,971,742	\$2,862,199	\$22,304,440	\$6,098,011	\$16,206,429	\$22,304,440
Monroe	\$0	\$0	\$880,250	\$28,623	\$0	\$1,678,408	\$371,915	\$1,306,493	\$1,678,408
Nassau	\$0	\$678,274	\$10,000	\$63,355	\$229,151	\$1,391,042	\$1,391,042	\$0	\$1,391,042
Okaloosa	\$0	\$657,172	\$152,639	\$89,207	\$0	\$2,003,046	\$2,003,046	\$0	\$2,003,046
Okeechobee	\$0	\$332,323	\$10,272	\$8,330	\$0	\$457,337	\$457,337	\$0	\$457,337
Orange	\$0	\$4,839	\$14,079,504	\$2,282,865	\$6,544,029	\$29,507,949	\$26,085,016	\$3,422,933	\$29,507,949
Osceola	\$0	\$49,593	\$3,475,245	\$666,754	\$1,792,714	\$7,353,775	\$6,776,180	\$577,595	\$7,353,775
Palm Beach	\$0	\$0	\$30,445,380	\$2,442,093	\$0	\$36,311,641	\$36,311,641	\$0	\$36,311,641
Pasco	\$0	\$977,088	\$607,776	\$163,347	\$1,807,674	\$5,035,128	\$4,298,926	\$736,202	\$5,035,128
Pinellas	\$0	\$1,392,746	\$5,867,944	\$2,842,731	\$211,795	\$16,431,439	\$14,710,457	\$1,720,982	\$16,431,439
Polk	\$53,838	\$1,938,726	\$1,899,336	\$788,742	\$239,513	\$6,288,006	\$5,135,513	\$1,152,493	\$6,288,006
Putnam	\$0	\$656,823	\$44,400	\$83,369	\$42,917	\$1,594,991	\$1,594,991	\$0	\$1,594,991
Saint Johns	\$0	\$1,907,447	\$276,489	\$206,255	\$0	\$2,981,246	\$2,981,246	\$0	\$2,981,246
Saint Lucie	\$0	\$1,361,197	\$1,390,169	\$54,660	\$0	\$3,899,929	\$3,443,571	\$456,358	\$3,899,929
Santa Rosa	\$0	\$120,582	\$18,000	\$13,472	\$9,935	\$607,020	\$607,020	\$0	\$607,020
Sarasota	\$0	\$418,596	\$4,281,294	\$781,106	\$93,460	\$6,603,898	\$6,004,087	\$599,811	\$6,603,898
Seminole	\$0	\$35,622	\$3,562,489	\$819,038	\$2,248,307	\$8,111,876	\$7,453,714	\$658,162	\$8,111,876
Sumter	\$0	\$141,102	\$399,019	\$57,971	\$0	\$1,027,580	\$1,027,580	\$0	\$1,027,580
Suwannee	\$0	\$98,208	\$39,914	\$31,643	\$2,887	\$404,233	\$324,306	\$79,927	\$404,233
Taylor	\$0	\$254,026	\$47,040	\$18,257	\$0	\$781,310	\$781,310	\$0	\$781,310
Union	\$0	\$163,977	\$0	\$12,532	\$0	\$428,107	\$428,107	\$0	\$428,107
Volusia	\$300	\$367,072	\$420,609	\$364,824	\$0	\$2,292,846	\$2,044,657	\$248,189	\$2,292,846
Wakulla	\$0	\$194,785	\$30,847	\$23,309	\$0	\$568,799	\$568,799	\$0	\$568,799
Walton	\$0	\$214,308	\$61,005	\$26,539	\$26,757	\$735,530	\$735,530	\$0	\$735,530
Washington	\$0	\$147,489	\$6,926	\$20,523	\$34,210	\$475,530	\$475,530	\$0	\$475,530
TOTAL	\$184,086	\$35,431,868	\$137,444,013	\$24,857,336	\$18,225,226	\$296,229,425	\$244,906,127	\$51,323,298	\$296,229,425

2019-20 Expense Summary

FY19/20 Expense Summary

County	Expense Sources						
	Labor	Fringe Benefits	Services	Materials & Supplies	Utilities	Insurance	Taxes
Alachua	\$1,325,834	\$42,768	\$106,734	\$389,167	\$52,037	\$221,474	\$3,906
Baker	\$468,353	\$138,804	\$48,005	\$176,483	\$24,213	\$82,518	\$464
Bay	\$520,090	\$90,562	\$30,349	\$70,154	\$53,838	\$62,983	\$0
Bradford	\$221,970	\$114,226	\$17,373	\$45,270	\$53,606	\$75,957	\$802
Brevard	\$1,225,804	\$320,199	\$1,544,790	\$529,257	\$23,826	\$92,952	\$0
Broward	\$18,389,217	\$2,951,961	\$3,836,893	\$1,980,548	\$622,153	\$3,142,142	\$587,574
Calhoun	\$372,432	\$89,852	\$28,136	\$71,253	\$15,390	\$34,328	\$0
Charlotte	\$236,962	\$144,175	\$838,090	\$93,926	\$21,976	\$10,116	\$0
Citrus	\$734,382	\$239,862	\$142,849	\$290,445	\$35,267	\$146,963	\$652
Clay	\$0	\$0	\$0	\$158,412	\$0	\$0	\$0
Collier	\$266,281	\$86,775	\$542,344	\$628,609	\$43,697	\$25,709	\$3,580,880
Columbia	\$560,203	\$199,670	\$65,778	\$118,369	\$29,280	\$45,416	\$6
Desoto	\$31,052	\$9,699	\$1,973	\$12,182	\$4,695	\$6,868	\$2,944
Dixie	\$121,340	\$55,679	\$10,801	\$60,043	\$10,726	\$19,626	\$448
Duval	\$1,499,240	\$724,794	\$300,241	\$1,688,140	\$11,047	\$4,078	\$0
Escambia	\$14,978	\$5,270	\$0	\$203,242	\$0	\$203,242	\$1,216
Flagler	\$712,982	\$350,462	\$185,172	\$200,400	\$13,331	\$20,856	\$0
Franklin	\$144,729	\$59,041	\$14,007	\$35,490	\$6,491	\$23,540	\$90
Gadsden	\$556,178	\$193,933	\$66,715	\$215,121	\$15,331	\$171,772	\$345
Gilchrist	\$103,007	\$44,406	\$10,562	\$49,369	\$8,324	\$19,135	\$244
Glades	\$2,336	\$730	\$148	\$916	\$353	\$517	\$221
Gulf	\$309,022	\$102,196	\$26,419	\$53,335	\$9,612	\$34,002	\$21,258
Hamilton	\$178,401	\$66,057	\$21,926	\$39,123	\$9,677	\$8,729	\$2
Hardee	\$210,501	\$37,950	\$32,700	\$19,046	\$4,944	\$33,135	\$1,886
Hendry	\$4,452	\$1,391	\$283	\$1,747	\$673	\$985	\$422
Hernando	\$488,002	\$171,651	\$29,430	\$240,497	\$22,208	\$88,702	\$1,585
Highlands	\$275,471	\$66,875	\$15,146	\$83,205	\$24,247	\$63,919	\$12,834
Hillsborough	\$10,163,421	\$3,231,665	\$2,240,745	\$1,368,784	\$183,443	\$908,402	\$3,721
Holmes	\$237,131	\$62,066	\$9,165	\$78,370	\$14,835	\$61,217	\$145
Indian River	\$1,049,270	\$192,524	\$219,976	\$204,412	\$33,377	\$150,137	\$10,816
Jackson	\$864,160	\$263,961	\$39,527	\$163,769	\$32,446	\$95,819	\$419
Jefferson	\$343,672	\$141,560	\$44,158	\$85,011	\$12,280	\$62,907	\$112
Lafayette	\$66,771	\$28,104	\$5,538	\$29,722	\$5,058	\$13,703	\$200
Lake	\$509,147	\$79,292	\$766,388	\$624,733	\$7,446	\$148,508	\$1,224

FY19/20 Expense Summary

County	Expense Sources						
	Labor	Fringe Benefits	Services	Materials & Supplies	Utilities	Insurance	Taxes
Lee	\$155,824	\$50,938	\$0	\$0	\$0	\$0	\$0
Leon	\$631,975	\$285,771	\$7,898	\$45,668	\$0	\$0	\$0
Levy	\$377,944	\$200,475	\$33,243	\$130,055	\$9,767	\$0	\$0
Liberty	\$224,333	\$117,376	\$0	\$46,490	\$17,008	\$30,943	\$0
Madison	\$303,801	\$134,245	\$43,875	\$83,323	\$8,617	\$60,476	\$55
Manatee	\$2,467,431	\$845,268	\$718,125	\$345,659	\$57,314	\$214,073	\$778
Marion	\$1,737,783	\$480,800	\$257,859	\$456,836	\$44,905	\$178,126	\$854
Martin	\$321,636	\$46,839	\$61,268	\$52,485	\$4,139	\$104,471	\$11,864
Miami-Dade	\$8,214,687	\$2,053,223	\$344,127	\$1,944,007	\$346,121	\$1,740,739	\$33,658
Monroe	\$811,243	\$223,982	\$114,293	\$141,728	\$11,278	\$246,563	\$7
Nassau	\$471,854	\$0	\$31,399	\$251,777	\$4,662	\$51,451	\$2,524
Okaloosa	\$142,259	\$21,803	\$0	\$471,915	\$22,923	\$5,631	\$0
Okeechobee	\$31,655	\$9,887	\$2,011	\$12,419	\$4,787	\$7,002	\$3,001
Orange	\$3,762,446	\$610,441	\$648,265	\$1,589,926	\$86,664	\$226,801	\$64,689
Osceola	\$598,179	\$163,121	\$169,847	\$408,233	\$18,669	\$63,108	\$17,248
Palm Beach	\$3,293,816	\$1,637,210	\$214,461	\$55,902	\$180,628	\$0	\$0
Pasco	\$2,547,760	\$908,162	\$205,892	\$555,771	\$36,037	\$178,435	\$31
Pinellas	\$6,788,452	\$981,716	\$1,295,364	\$1,325,970	\$120,991	\$906,185	\$32,650
Polk	\$3,339,061	\$1,061,622	\$197,005	\$1,116,458	\$80,442	\$97,477	\$21,870
Putnam	\$968,137	\$328,060	\$165,625	\$277,741	\$35,438	\$297,385	\$1,796
Saint Johns	\$1,803,475	\$249,154	\$15,615	\$445,702	\$32,436	\$308,824	\$0
Saint Lucie	\$271,324	\$16,117	\$19,715	\$12,973	\$8,085	\$20,167	\$0
Santa Rosa	\$297,844	\$71,042	\$8,122	\$134,594	\$20,718	\$84,332	\$24
Sarasota	\$403,631	\$189,460	\$270,419	\$94,396	\$13,306	\$198,704	\$6,712
Seminole	\$768,989	\$214,293	\$176,992	\$613,143	\$25,434	\$56,981	\$21,390
Sumter	\$42,769	\$5,270	\$0	\$23,472	\$0	\$13,494	\$0
Suwannee	\$168,312	\$51,622	\$24,862	\$49,523	\$7,373	\$22,357	\$3,528
Taylor	\$297,075	\$123,586	\$45,401	\$75,735	\$12,272	\$57,345	\$20
Union	\$91,526	\$61,831	\$8,873	\$67,385	\$12,382	\$29,006	\$317
Volusia	\$853,096	\$244,382	\$35,041	\$180,634	\$5,177	\$11,996	\$0
Wakulla	\$323,304	\$22,562	\$58,192	\$17,044	\$10,738	\$18,786	\$42,473
Walton	\$406,020	\$118,503	\$8,747	\$134,646	\$26,394	\$87,027	\$232
Washington	\$291,677	\$68,042	\$6,668	\$112,620	\$21,898	\$70,769	\$276
TOTAL	\$85,416,109	\$21,904,963	\$16,431,565	\$21,282,780	\$2,692,430	\$11,469,011	\$4,500,413

FY19/20 Expense Summary

County	Expense Sources					
	Miscellaneous	Interest	Leases & Rentals	Capital Purchases	Contributed Services	Allocated Indirect Expenses
Alachua	\$18,345	\$18,316	\$112,262	\$119,105	\$0	\$113,651
Baker	\$5,837	\$0	\$8,912	\$52,599	\$0	\$0
Bay	\$7,236	\$0	\$23,185	\$70,945	\$0	\$75,372
Bradford	\$1,671	\$0	\$11,153	\$72,739	\$22,758	\$0
Brevard	\$6,077	\$0	\$1,825	\$0	\$0	\$725,178
Broward	\$693,982	\$19,334	\$581,293	\$590,713	\$43,967	\$258,906
Calhoun	\$1,681	\$0	\$0	\$4,061	\$0	\$0
Charlotte	\$3,935	\$0	\$4,356	\$18,350	\$0	\$130,079
Citrus	\$9,934	\$0	\$0	\$160,145	\$29,304	\$42,048
Clay	\$0	\$0	\$0	\$0	\$0	\$0
Collier	\$4,900	\$0	\$10,725	\$649,092	\$0	\$151,883
Columbia	\$12,227	\$2,316	\$2,450	\$96,060	\$7,581	\$870
Desoto	\$634	\$760	\$3,323	\$1,594	\$0	\$24,780
Dixie	\$2,022	\$0	\$0	\$78,382	\$18,290	\$0
Duval	\$8,076	\$0	\$0	\$0	\$0	\$3,355,378
Escambia	\$0	\$0	\$0	\$0	\$0	\$0
Flagler	\$0	\$0	\$6,663	\$130,690	\$0	\$0
Franklin	\$2,974	\$0	\$4,858	\$69,001	\$0	\$0
Gadsden	\$35,961	\$0	\$45,785	\$161,144	\$0	\$0
Gilchrist	\$1,403	\$0	\$0	\$76,289	\$17,727	\$0
Glades	\$48	\$57	\$250	\$120	\$0	\$1,864
Gulf	\$4,699	\$0	\$7,947	\$76,872	\$10,195	\$86,475
Hamilton	\$4,076	\$772	\$817	\$32,019	\$0	\$0
Hardee	\$271	\$324	\$1,418	\$2,318	\$0	\$19,738
Hendry	\$91	\$109	\$476	\$228	\$0	\$3,553
Hernando	\$88,601	\$0	\$400	\$0	\$0	\$101,483
Highlands	\$7,834	\$3,156	\$23,001	\$6,621	\$0	\$102,970
Hillsborough	\$75,740	\$980	\$1,470	\$1,359,335	\$87,518	\$241,281
Holmes	\$8,412	\$0	\$0	\$15,276	\$0	\$0
Indian River	\$14,407	\$0	\$1,330	\$48,370	\$0	\$254,163
Jackson	\$19,046	\$0	\$12,611	\$64,197	\$0	\$236,648
Jefferson	\$12,114	\$0	\$15,058	\$80,572	\$0	\$0
Lafayette	\$1,166	\$0	\$0	\$1,264	\$16,627	\$0
Lake	\$1,579	\$0	\$10,552	\$0	\$0	\$0

FY19/20 Expense Summary

County	Expense Sources					
	Miscellaneous	Interest	Leases & Rentals	Capital Purchases	Contributed Services	Allocated Indirect Expenses
Lee	\$0	\$0	\$0	\$0	\$0	\$0
Leon	\$0	\$0	\$0	\$0	\$0	\$0
Levy	\$5,448	\$0	\$0	\$17,560	\$0	\$0
Liberty	\$1,048	\$0	\$10,560	\$0	\$0	\$0
Madison	\$10,870	\$0	\$16,162	\$0	\$0	\$0
Manatee	\$66,985	\$2,663	\$4,234	\$147,282	\$0	\$293,560
Marion	\$17,186	\$994	\$10,621	\$448,109	\$0	\$0
Martin	\$7,008	\$0	\$4,430	\$37,037	\$0	\$71,185
Miami-Dade	\$308,945	\$7,701	\$299,160	\$1,037,951	\$852,293	\$439,020
Monroe	\$64,447	\$0	\$3,630	\$0	\$0	\$79,562
Nassau	\$0	\$0	\$0	\$0	\$0	\$450,486
Okaloosa	\$2,194	\$0	\$0	\$0	\$0	\$0
Okeechobee	\$647	\$774	\$3,388	\$1,624	\$0	\$25,262
Orange	\$72,795	\$1,980	\$351,164	\$50,604	\$87,578	\$68,965
Osceola	\$804	\$44,982	\$49,700	\$0	\$0	\$13,217
Palm Beach	\$113,399	\$0	\$7,567	\$2,829,405	\$0	\$0
Pasco	\$4,349	\$1,868	\$483	\$14,621	\$0	\$607,229
Pinellas	\$506,856	\$4,773	\$47,017	\$860,320	\$321,656	\$467,261
Polk	\$49,235	\$4,007	\$0	\$39,454	\$10,065	\$24,900
Putnam	\$13,878	\$18,097	\$43,352	\$85,580	\$0	\$0
Saint Johns	\$52,940	\$0	\$0	\$0	\$0	\$357,781
Saint Lucie	\$141,957	\$5,888	\$4,287	\$11,732	\$1,713	\$0
Santa Rosa	\$0	\$0	\$0	\$0	\$0	\$0
Sarasota	\$10,905	\$0	\$0	\$378,210	\$0	\$10,241
Seminole	\$7,524	\$0	\$69,007	\$68,969	\$5,016	\$11,420
Sumter	\$0	\$0	\$0	\$0	\$0	\$0
Suwannee	\$3,106	\$588	\$622	\$33,075	\$0	\$0
Taylor	\$10,597	\$0	\$14,828	\$0	\$0	\$0
Union	\$936	\$0	\$0	\$72,643	\$12,482	\$0
Volusia	\$0	\$0	\$0	\$321,702	\$0	\$163,013
Wakulla	\$96,905	\$0	\$3,925	\$84,883	\$0	\$0
Walton	\$10,268	\$0	\$0	\$60,688	\$0	\$0
Washington	\$15,834	\$0	\$0	\$27,163	\$0	\$0
TOTAL	\$2,652,045	\$140,439	\$1,836,257	\$10,666,713	\$1,544,770	\$9,009,422

FY19/20 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	\$0	\$0	\$0	\$0	\$0	\$2,523,599	\$2,523,599	\$0	\$2,523,599
Baker	\$0	\$0	\$0	\$0	\$0	\$1,006,188	\$1,006,188	\$0	\$1,006,188
Bay	\$0	\$0	\$0	\$0	\$775,148	\$1,779,862	\$1,342,843	\$437,019	\$1,779,862
Bradford	\$0	\$0	\$0	\$0	\$0	\$637,525	\$509,581	\$127,944	\$637,525
Brevard	\$10,701	\$140,436	\$0	\$0	\$0	\$4,621,045	\$4,621,045	\$0	\$4,621,045
Broward	\$2,604,924	\$0	\$0	\$0	\$0	\$36,303,607	\$30,756,421	\$5,547,186	\$36,303,607
Calhoun	\$0	\$0	\$0	\$0	\$0	\$617,133	\$617,133	\$0	\$617,133
Charlotte	\$0	\$0	\$0	\$0	\$0	\$1,501,965	\$1,501,965	\$0	\$1,501,965
Citrus	\$0	\$0	\$0	\$0	\$0	\$1,831,851	\$1,283,110	\$548,741	\$1,831,851
Clay	\$0	\$0	\$0	\$0	\$509,184	\$667,596	\$667,596	\$0	\$667,596
Collier	\$0	\$0	\$0	\$0	\$0	\$5,990,895	\$5,540,855	\$450,040	\$5,990,895
Columbia	\$0	\$0	\$0	\$0	\$0	\$1,140,226	\$1,084,795	\$55,431	\$1,140,226
Desoto	\$0	\$0	\$0	\$0	\$334,649	\$435,153	\$435,153	\$0	\$435,153
Dixie	\$0	\$0	\$0	\$0	\$281	\$377,638	\$377,638	\$0	\$377,638
Duval	\$0	\$0	\$15,757	\$0	\$7,656,413	\$15,263,164	\$15,263,164	\$0	\$15,263,164
Escambia	\$0	\$0	\$0	\$0	\$3,251,420	\$3,679,368	\$3,679,368	\$0	\$3,679,368
Flagler	\$0	\$0	\$0	\$0	\$0	\$1,620,556	\$1,620,556	\$0	\$1,620,556
Franklin	\$0	\$0	\$0	\$0	\$0	\$360,221	\$360,221	\$0	\$360,221
Gadsden	\$0	\$0	\$0	\$0	\$0	\$1,462,285	\$1,462,285	\$0	\$1,462,285
Gilchrist	\$0	\$0	\$0	\$0	\$0	\$330,466	\$330,466	\$0	\$330,466
Glades	\$0	\$0	\$0	\$0	\$31,549	\$39,109	\$39,109	\$0	\$39,109
Gulf	\$0	\$0	\$0	\$0	\$0	\$742,032	\$742,032	\$0	\$742,032
Hamilton	\$0	\$0	\$0	\$0	\$0	\$361,599	\$361,599	\$0	\$361,599
Hardee	\$0	\$0	\$0	\$0	\$142,805	\$507,036	\$185,692	\$321,344	\$507,036
Hendry	\$0	\$0	\$0	\$0	\$58,590	\$73,000	\$73,000	\$0	\$73,000
Hernando	\$0	\$0	\$0	\$0	\$0	\$1,232,559	\$721,002	\$511,557	\$1,232,559
Highlands	\$0	\$0	\$0	\$0	\$1,390,615	\$2,075,894	\$1,808,246	\$267,648	\$2,075,894
Hillsborough	\$1,154,473	\$0	\$0	\$25,164	\$0	\$21,046,142	\$8,138,473	\$12,907,669	\$21,046,142
Holmes	\$0	\$0	\$0	\$0	\$11,708	\$498,325	\$498,325	\$0	\$498,325
Indian River	\$0	\$0	\$0	\$0	\$216,742	\$2,395,524	\$1,764,126	\$631,398	\$2,395,524
Jackson	\$0	\$0	\$0	\$0	\$0	\$1,792,603	\$1,792,603	\$0	\$1,792,603
Jefferson	\$0	\$0	\$0	\$0	\$0	\$797,444	\$797,444	\$0	\$797,444
Lafayette	\$0	\$0	\$0	\$0	\$0	\$168,153	\$168,153	\$0	\$168,153
Lake	\$0	\$0	\$0	\$0	\$2,503,344	\$4,652,213	\$3,826,515	\$825,698	\$4,652,213

FY19/20 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	\$206,762	\$206,762	\$0	\$206,762
Leon	\$16,948	\$0	\$0	\$179,819	\$1,467,164	\$2,635,243	\$2,635,243	\$0	\$2,635,243
Levy	\$0	\$0	\$0	\$0	\$0	\$774,492	\$774,492	\$0	\$774,492
Liberty	\$0	\$0	\$0	\$0	\$0	\$447,758	\$447,758	\$0	\$447,758
Madison	\$0	\$0	\$0	\$0	\$0	\$661,424	\$661,424	\$0	\$661,424
Manatee	\$1,500	\$0	\$0	\$0	\$0	\$5,164,872	\$4,341,622	\$823,250	\$5,164,872
Marion	\$0	\$0	\$0	\$0	\$0	\$3,634,073	\$3,207,979	\$426,094	\$3,634,073
Martin	\$0	\$0	\$0	\$0	\$206,515	\$928,877	\$400,094	\$528,783	\$928,877
Miami-Dade	\$6,098,011	\$0	\$0	\$0	\$0	\$23,719,643	\$6,445,578	\$17,274,065	\$23,719,643
Monroe	\$350	\$0	\$0	\$0	\$9,421	\$1,706,504	\$383,464	\$1,323,040	\$1,706,504
Nassau	\$0	\$0	\$0	\$0	\$126,889	\$1,391,042	\$1,391,042	\$0	\$1,391,042
Okaloosa	\$0	\$0	\$0	\$0	\$1,617,736	\$2,284,461	\$2,284,461	\$0	\$2,284,461
Okeechobee	\$0	\$0	\$0	\$0	\$341,152	\$443,609	\$443,609	\$0	\$443,609
Orange	\$36,654	\$0	\$70,350	\$2,440,822	\$14,905,522	\$25,075,666	\$20,338,462	\$4,737,204	\$25,075,666
Osceola	\$10,050	\$0	\$36,750	\$198,124	\$4,086,998	\$5,879,030	\$5,123,001	\$756,029	\$5,879,030
Palm Beach	\$490,574	\$0	\$0	\$0	\$31,521,963	\$40,344,925	\$40,344,925	\$0	\$40,344,925
Pasco	\$7,931	\$45,106	\$0	\$0	\$18,146	\$5,131,821	\$4,395,619	\$736,202	\$5,131,821
Pinellas	\$467,612	\$0	\$343,376	\$223,608	\$0	\$14,693,807	\$12,601,073	\$2,092,734	\$14,693,807
Polk	\$280,084	\$0	\$0	\$0	\$0	\$6,321,680	\$5,135,513	\$1,186,167	\$6,321,680
Putnam	\$0	\$0	\$0	\$0	\$0	\$2,235,089	\$2,235,089	\$0	\$2,235,089
Saint Johns	\$0	\$0	\$0	\$0	\$0	\$3,265,927	\$3,265,927	\$0	\$3,265,927
Saint Lucie	\$0	\$0	\$0	\$47,468	\$3,338,508	\$3,899,934	\$3,443,576	\$456,358	\$3,899,934
Santa Rosa	\$0	\$0	\$0	\$0	\$0	\$616,676	\$616,676	\$0	\$616,676
Sarasota	\$0	\$0	\$0	\$0	\$5,163,885	\$6,739,869	\$6,004,087	\$735,782	\$6,739,869
Seminole	\$12,415	\$0	\$108,570	\$390,287	\$5,048,644	\$7,599,074	\$6,537,132	\$1,061,942	\$7,599,074
Sumter	\$0	\$0	\$0	\$0	\$980,129	\$1,065,134	\$1,065,134	\$0	\$1,065,134
Suwannee	\$0	\$0	\$0	\$0	\$0	\$364,968	\$275,504	\$89,464	\$364,968
Taylor	\$0	\$0	\$0	\$0	\$0	\$636,859	\$636,859	\$0	\$636,859
Union	\$0	\$0	\$0	\$0	\$0	\$357,381	\$357,381	\$0	\$357,381
Volusia	\$364,125	\$0	\$0	\$0	\$133,580	\$2,312,746	\$2,044,657	\$268,089	\$2,312,746
Wakulla	\$0	\$0	\$0	\$0	\$0	\$678,812	\$678,812	\$0	\$678,812
Walton	\$0	\$0	\$0	\$0	\$0	\$852,525	\$852,525	\$0	\$852,525
Washington	\$0	\$0	\$0	\$0	\$1,978	\$616,925	\$616,925	\$0	\$616,925
TOTAL	\$11,556,352	\$185,542	\$574,803	\$3,505,292	\$85,850,678	\$291,219,584	\$236,092,706	\$55,126,878	\$291,219,584

2019-20 Performance Measures

FY19/20 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	40.08	40.08	3.04	3.04	37.37	0.71	0.48	51,835
Baker	37.26	37.26	2.44	2.44	54.77	0.23	0.24	25,764
Bay	21.26	21.26	4.71	4.71	96.21	0.14	0	26,967
Bradford	31.71	31.71	3.41	3.41	23.96	0.03	0	62,246
Brevard	6.04	12.27	2.47	2.53	57.07	0.19	0.27	46,797
Broward	17.43	31.79	2.84	3.06	127.75	0.82	0.30	48,974
Calhoun	54.65	54.65	2.80	2.80	27.28	0.05	0	0
Charlotte	32.61	32.61	4.19	4.19	32.55	0.58	0.28	11,942
Citrus	20.87	20.87	3.74	3.74	97.21	0.12	0	40,862
Clay	15.49	15.49	1.64	1.64	143.64	0.17	0.98	101,910
Collier	57.53	57.53	4.60	4.60	43.39	0.57	0.84	12,640
Columbia	41.49	41.49	3.39	3.39	177.29	0.15	0.59	168,128
Desoto	34.12	34.12	3.41	3.41	73.29	0.06	0	31,911
Dixie	69.47	69.47	2.61	2.61	11.33	0.03	0	16,046
Duval	55.09	55.15	4.51	4.50	72.13	0.87	0.09	60,509
Escambia	35.89	35.89	3.04	3.04	154.39	0.70	1.57	121,010
Flagler	20.15	20.15	3.08	3.08	13.62	0.20	0	262,764
Franklin	100.82	100.82	11.61	11.61	31.07	0.01	0	0
Gadsden	18.03	18.03	2.18	2.18	35.23	0.25	0	67,029
Gilchrist	59.08	59.08	3.43	3.43	11.83	0.04	0	0
Glades	67.78	67.78	2.64	2.64	44.38	0	0	0
Gulf	47.78	47.78	2.24	2.24	49.94	0.08	0	0
Hamilton	37.65	37.65	3.77	3.77	234.24	0.18	0	0
Hardee	19.53	19.53	4.29	4.29	144.24	0.02	0.85	59,094
Hendry	69.19	69.19	2.66	2.66	28.51	0	0	0
Hernando	22.09	22.09	2.16	2.16	64.06	0.04	0	113,944
Highlands	32.26	32.26	3.13	3.13	25.35	0.04	0.60	34,884
Hillsborough	32.19	42.27	5.00	5.28	30.12	0.49	2.16	32,176
Holmes	34.37	34.37	3.40	3.40	29.00	0.04	0	0
Indian River	27.04	27.04	4.88	4.88	29.20	0.31	0.20	81,796
Jackson	51.75	51.75	2.96	2.96	30.46	0.03	0.17	201,772
Jefferson	51.37	51.37	2.46	2.46	44.61	0.05	0	40,486
Lafayette	37.69	37.69	2.15	2.15	20.95	0.06	0	0
Lake	22.28	22.28	2.30	2.30	107.97	0.34	1.14	45,946

FY19/20 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	32.24	32.24	4.05	4.05	43.63	0	5.88	0
Leon	18.82	22.98	1.89	1.88	82.92	0.67	0.07	12,979
Levy	31.95	31.95	2.11	2.11	70.67	0.15	0.27	40,830
Liberty	26.12	26.12	1.87	1.87	75.85	0.15	0	239,633
Madison	48.43	48.43	2.62	2.62	29.12	0.06	0	84,166
Manatee	37.87	39.55	5.57	5.57	24.70	0.57	1.51	11,164
Marion	41.01	41.01	3.62	3.62	40.39	0.32	0.50	47,794
Martin	21.27	21.27	2.41	2.41	95.35	0.36	0	21,456
Miami-Dade	7.89	24.87	6.14	8.26	59.37	0.32	0.52	23,158
Monroe	42.05	42.08	4.54	4.54	42.90	0.54	0.53	26,845
Nassau	29.18	29.18	3.15	3.15	42.98	0.05	0	110,541
Okaloosa	34.51	34.51	2.98	2.98	20.17	0.12	1.69	31,988
Okeechobee	41.62	41.62	3.07	3.07	61.25	0.04	0.69	72,250
Orange	28.15	43.14	6.35	5.86	44.65	0.55	1.07	31,008
Osceola	23.02	32.86	4.12	4.00	46.34	0.56	0.34	40,779
Palm Beach	29.95	53.63	3.73	3.78	128.66	0.91	1.11	6,683
Pasco	39.81	49.94	8.16	8.24	88.05	0.15	1.77	622,600
Pinellas	4.69	24.84	2.80	2.94	116.83	0.53	0.40	20,843
Polk	9.84	42.43	6.44	6.74	123.16	0.43	0.21	12,033
Putnam	25.21	25.92	3.79	3.79	46.76	0.08	0	98,289
Saint Johns	13.01	13.01	3.26	3.26	44.69	0.16	0	111,202
Saint Lucie	28.33	28.68	5.45	5.41	12.17	0.37	0	17,590
Santa Rosa	36.51	36.51	3.04	3.04	67.83	0.05	0	101,440
Sarasota	35.42	35.42	2.28	2.28	61.48	0.77	0.57	68,855
Seminole	28.64	45.99	6.03	5.63	38.64	0.54	0.67	32,928
Sumter	22.59	22.59	2.74	2.74	123.13	0.44	0	0
Suwannee	22.68	22.68	4.66	4.66	180.82	0.18	6.39	0
Taylor	47.03	47.03	2.79	2.79	19.21	0.08	0	114,010
Union	100.53	100.53	3.24	3.24	10.87	0.03	0	55,196
Volusia	16.07	26.05	3.85	4.57	30.38	0.34	5.33	3,593
Wakulla	59.44	59.44	2.87	2.87	34.50	0.10	0	236,344
Walton	26.80	26.80	2.90	2.90	45.19	0.12	0.68	0
Washington	47.37	47.37	3.47	3.47	23.94	0.06	0.56	88,876

2019-20 Other Reported Data

FY19/20 Other Reported Data

County	CTC / Transportation Operator UDPHC	Coordination Contractor UDPHC	Total UDPHC	Unmet Trip Requests	Passenger No Shows	Complaints	Commendations
Alachua	1,685	0	1,685	7	4,349	52	76
Baker	493	0	493	78	229	0	0
Bay	431	439	870	0	1,379	7	3
Bradford	800	39	839	75	443	1	0
Brevard	13,404	0	13,404	31	10,465	8	32
Broward	11,899	4,403	16,302	0	48,387	4,914	630
Calhoun	414	0	414	0	72	0	0
Charlotte	1,415	0	1,415	356	2,028	33	0
Citrus	694	209	903	115	566	10	3
Clay	300	0	300	0	818	11	0
Collier	2,223	177	2,400	14	6,717	32	0
Columbia	105	50	155	0	833	2	2
Desoto	174	0	174	135	56	1	1
Dixie	480	0	480	25	500	2	0
Duval	3,841	0	3,841	0	14,051	360	390
Escambia	664	0	664	41	5,482	36	57
Flagler	5,905	0	5,905	527	1,326	15	0
Franklin	115	0	115	0	159	0	0
Gadsden	2,302	0	2,302	0	2,206	0	3
Gilchrist	473	0	473	1	486	0	0
Glades	13	0	13	8	13	0	1
Gulf	311	0	311	0	633	0	0
Hamilton	41	0	41	0	596	0	1
Hardee	141	39	180	151	117	0	1
Hendry	37	0	37	5	62	0	2
Hernando	641	230	871	0	352	13	29
Highlands	1,069	1,469	2,538	744	1,248	5	10
Hillsborough	9,139	12,567	21,706	70	4,467	40	211
Holmes	500	0	500	23	22	0	0
Indian River	2,843	192	3,035	34	1,409	29	5
Jackson	1,137	0	1,137	70	483	9	0
Jefferson	348	0	348	0	342	0	2
Lafayette	213	0	213	0	1,089	2	0
Lake	1,170	764	1,934	0	3,140	13	19

FY19/20 Other Reported Data

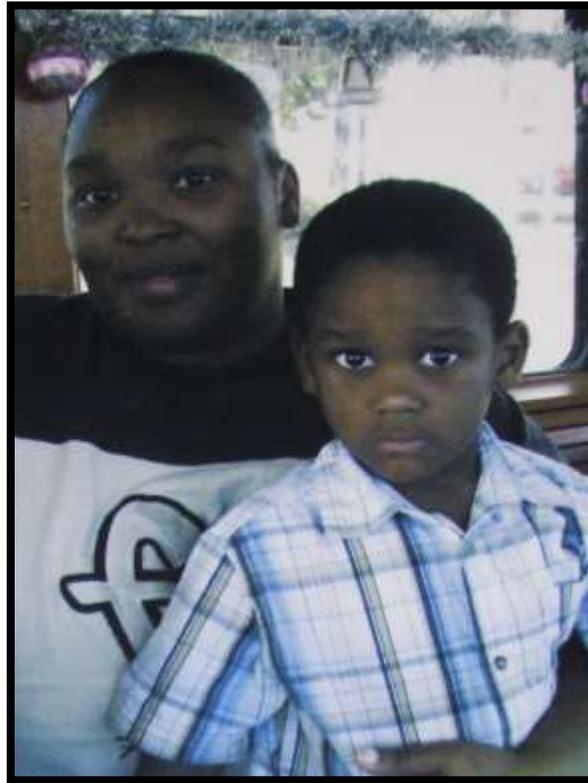
County	CTC / Transportation Operator UDPHC	Coordination Contractor UDPHC	Total UDPHC	Unmet Trip Requests	Passenger No Shows	Complaints	Commendations
Lee	147	0	147	0	647	1	0
Leon	1,689	0	1,689	0	2,833	167	3
Levy	343	0	343	0	335	0	1
Liberty	226	0	226	0	57	0	1
Madison	469	0	469	0	233	0	1
Manatee	3,982	1,540	5,522	448	863	77	19
Marion	2,052	142	2,194	5	3,989	11	35
Martin	151	307	458	12	87	37	17
Miami-Dade	6,529	44,121	50,650	106,560	0	0	0
Monroe	282	664	946	12	0	0	0
Nassau	1,109	0	1,109	688	755	0	0
Okaloosa	3,282	0	3,282	1,641	5,030	107	0
Okeechobee	174	0	174	203	241	1	1
Orange	17,646	2,308	19,954	0	29,602	1,013	208
Osceola	4,929	582	5,511	0	5,315	255	25
Palm Beach	10,469	0	10,469	0	4,040	2,156	1,320
Pasco	891	573	1,464	0	1,400	6	2
Pinellas	19,673	7,120	26,793	0	0	0	0
Polk	2,953	2,264	5,217	24	453	338	46
Putnam	1,896	0	1,896	3	630	5	8
Saint Johns	5,617	0	5,617	1	498	10	10
Saint Lucie	3,416	7,897	11,313	5,081	3,304	1	16
Santa Rosa	249	0	249	26	93	0	0
Sarasota	2,650	445	3,095	1	4,000	22	3
Seminole	5,719	1,149	6,868	0	6,789	148	23
Sumter	383	0	383	0	2,772	0	0
Suwannee	66	23	89	0	292	0	1
Taylor	705	0	705	0	201	0	0
Union	327	0	327	10	305	1	0
Volusia	236	4,501	4,737	0	0	140	0
Wakulla	331	0	331	0	90	0	0
Walton	704	0	704	65	95	0	0
Washington	544	0	544	30	76	0	0
TOTAL	165,259	94,214	259,473	117,320	189,550	10,091	3,218



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.”



Charlette Wilson

Putnam County

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

GLOSSARY

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

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

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

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

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

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

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

Annual Performance Report (APR): an annual report issued by the Commission for the Transportation Disadvantaged that combines all the data submitted in the Annual Operating Reports and the 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 Florida's College of Engineering.

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

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

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

Commercial 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 Commission's standard contract reflects the specific terms and conditions that will apply to those agencies who perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the coordinator.

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

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

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

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

Disabled Passenger: anyone with a physical or mental impairment that substantially limits at least one of the major life activities (i.e., caring for 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 Disadvantaged to implement provisions established in Chapter 427, F.S.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Transportation Disadvantaged Trust Fund: a fund administered by the Commission for the Transportation Disadvantaged in which all fees collected for the transportation disadvantaged program shall be deposited. The funds deposited will be appropriated by the legislature to the Commission to carry out the Commission's responsibilities. Funds that are deposited may be used to subsidize a portion of a transportation disadvantaged 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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