

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED



Business Meeting Agenda December 18, 2019 9:30 AM until Completion 3185 S. Blair Stone Rd Tallahassee, FL 32301 Dial-In Number: 888-585-9008 Conference Code: 837653349

*Marion Hart, Chairman
Dr. Phillip Stevens, Vice-Chairman
Renee Knight, Commissioner
Christinne Rudd, Commissioner
Dr. Robin Tellez, Commissioner
Mike Willingham, Commissioner*

Item #	Agenda Item	Speaker(s)
I	Call to Order	Chairman Hart
II	Pledge of Allegiance	Chairman Hart
III	Introduction of Commissioners and Advisors	Commissioners and Advisors
IV	Public Comments - limited to the current agenda items	Public
Action Items		
V	Approval of Minutes <ul style="list-style-type: none">September 16, 2019November 25, 2019	Chairman Hart
VI	Community Transportation Coordinator Designation <ul style="list-style-type: none">Glades & Hendry Counties	Marybeth Soderstrom, Heartland Regional Transp. Planning Organization
VII	2019 Annual Performance Report	David Darm
Information Items		
VIII	Trip & Equipment Allocation Funding Formula Study Update	David Darm
IX	Public Comments	Public
X	Commissioner and Advisor Comments	Commissioners and Advisors
XI	Adjournment	Chairman Hart
Next Meeting: February 10, 2020 – Tallahassee, FL		

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

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

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

[This meeting is subject to change upon the chairman's request.](#)

State of Florida
Commission for the Transportation Disadvantaged
Commission Business Meeting

MEETING DATE: December 18, 2019

AGENDA ITEM:

- V. Approval of Minutes –
- September 16, 2019
 - November 25, 2019

BACKGROUND INFORMATION:

The Commission met in Orlando, September 16, 2019.
The Commission met via teleconference, November 25, 2019.

ATTACHMENTS:

- Minutes of the September 16, 2019 Commission meeting.
- Minutes of the November 25, 2019 Commission meeting.

EXECUTIVE DIRECTOR RECOMMENDATION/MOTION:

Recommend Commission approval of the September 16, 2019, and November 25, 2019, meeting minutes.



David Darm

Executive Director

Date: December 18, 2019

ACTION TAKEN AT MEETING:

MEETING SUMMARY

Commission for the Transportation Disadvantaged Commission Business Meeting

Omni ChampionsGate
1500 Masters Boulevard
Champions Gate, Florida 33612
Dial-In Number: 888-585-9008
Conference Code: 837653349

September 16, 2019
2:00 PM

<i>Commissioners Present</i>	<i>Commissioners Absent</i>
Chairman Marion Hart	
Vice-Chairman Dr. Phillip Stevens	
Dr. Robin Tellez	
Mike Willingham (Via Teleconference)	

<i>Advisors Present</i>	<i>Advisors Absent</i>
Liz Stutts, DOT	Ms. Erica Floyd-Thomas, AHCA
Ms. Diane Harris, DCF (via Teleconference)	Mr. Dennis Latta, FDVA
Mr. Tom Rankin, APD (via Teleconference)	Ms. Catherine Anne Avery, DOEA

Other Present

David Darm, Karen Somerset, Lisa Stone, Sheri Powers, John Irvine, Kyle Mills, Cecile Del Moral, Dan Zeruto, Tom Barnhart, Jeannine Gaslonde, Sheri Coven, Carlene Riecse, Karen Deigl, Kelly Brooks, Alan Mandel, Ross Silvers, Ned Freeman, Roberta Pasquier, Sylvia Jones, Corinne Tucker, Larry Sessions, Marceia Lathou, Michelle Arnold, Brian Raimondo, Alyssa Frank, Deborah Lecus, Wendy Scott, Chris Stephenson, Lynn Godfrey, Sharon Peeler, Charlene Burke, Selita Stubbs, Nancy Weizman, Michele Ogilvie, Steve Sherrer, Lisa Bacot, Chad Hochman, Jim Halley, Kwentin Eastberg, Tom Wilder, Howard Vanselow, Bill Hearndon, Shawn Mitchell, Kenneth Hardy, Lou Ferri, Sandra Culbreth, Norman Hickling, Brandy Otero, Michael Woods, Stephen Harris, Karen Smith, Rob Feigel, Ryan Suarez, Elizabeth DeJesus, Scott Nelson, Sandra Glez, Cathi Petagno, Murriah Dekle, Vera Sharitt, Virginia Whittington, Marilyn Deannelot, Jill Brown, Ricardo Vazquez, William Steele, Matt Pearson, Clinton Forbis.

Call to Order

Chairman Hart called the meeting to order. Executive Director Darm called the roll. A quorum was present.

Pledge of Allegiance

Chairman Hart led the Pledge of Allegiance.

Introduction of Commissioners/Advisors/Public

Commissioners and Advisors introduced themselves and provided a brief summary of their connection with the Transportation Disadvantaged program. Executive Director Darm opened the meeting for Commissioner and Advisor Reports, none were presented.

Public Comments

No public comments were received.

ACTION ITEMS

Approval of Minutes

Chairman Hart asked if there was a motion to approve the June 3, 2019 minutes.

ACTION TAKEN: Commissioner Tellez moved and Vice-Chairman Stevens seconded the motion to approve the June 3, 2019 minutes. The motion carried unanimously.

Chairman Hart asked if there was a motion to approve the June 28, 2019 minutes.

ACTION TAKEN: Commissioner Willingham moved and Commissioner Tellez seconded the motion to approve the June 28, 2019 minutes. The motion carried unanimously.

Fiscal Year 2019-20 Innovation and Service Development Grant Recommendations

Executive Director Darm provided an overview and background information on the M-Cores Legislation and first round of grant approvals. He explained that the 2019 Florida Legislature appropriated \$10 million in recurring funding to the Transportation Disadvantaged Trust Fund through the passage of Senate Bill 7068, which created the Multi-Use Corridors of Regional Economic Significance (M-CORES) Program. The funding will be administered through the "Innovation and Service Development" grant program (rule 41-2.014(2)(c), F.A.C.). The Commission will award competitive grants to Community Transportation Coordinators (CTCs) and Transportation Network Companies (TNCs) for innovative transportation service projects that:

1. Increase a transportation disadvantaged 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 transportation disadvantaged persons to a transportation hub and from the hub to their final destination.

In May 2019, the Commission solicited interested parties to apply for Innovation and Service Development grants and facilitated a subcommittee to review and recommend approving applications that met the above criteria. On June 3, 2019, the Commission approved funding for seven projects, totaling approximately \$1 million, out of twenty-four applications.

In July 2019, the Commission learned an oversight occurred during the legislative process, where written authority was not granted to any programs to expend funds from the M-CORES legislation. Due to this oversight, the Commission did not have the authority to expend funds for approved projects. A budget amendment to address this issue has been filed by the Department of Transportation and is on the agenda for the Joint Legislative Budget Commission on September 12, 2019.

Vice Chairman Stevens and Executive Director Darm further explained that shortly following the June 3, 2019 meeting, the Commission provided a second opportunity for CTCs/TNCs to apply or modify and resubmit applications. Due to the delay in being granted budget authority, the Commission extended the deadline for the second round of applications to August 14, 2019. Commission staff provided technical assistance to grant applicants to clarify the expectations of the grant program. Twenty-three applications were received, requesting a total of \$5.6 million.

The Innovation and Service Development Grant Subcommittee met on August 28, 2019. In attendance were Commissioner Phillip Stevens (Subcommittee Chair); Agency Advisors Erin Schepers (FDOT), Catherine Anne Avery (DOEA), and Kent Carroll (APD). Commission staff David Darm, Karen Somerset, Cecile Del Moral, Kyle Mills, Dan Zeruto, John Irvine, and Sheri Powers also participated in the meeting. The subcommittee reviewed all proposed project requests and recommend funding fifteen projects, totaling \$3.4 million.

Vice Chairman Stevens presented the second round of grant applications for Commission approval. Chairman Hart called for a motion recommending that the Commission approve funding for the Fiscal Year 2019-20 Innovation and Service Development Grant Recommendations as presented by the Subcommittee, contingent upon legislative budget authority to expend funds.

ACTION TAKEN: Commissioner Tellez moved to approve the recommendation and Vice Chairman Stevens seconded the motion. The motion carried unanimously.

2020 Commission Business Meeting Schedule

Executive Director Darm presented the proposed 2020 Commission Business Meeting Schedule. Chairman Hart asked if there was a motion to approve the schedule.

Commission Tellez moved to approve the 2020 Commission Business Meeting Schedule, Vice Chairman Stevens seconded the motion. The motion carried unanimously.

INFORMATION ITEMS

Discussion of Changes to Rule 41-2014, Florida Administrative Code

Executive Director Darm introduced Mr. Tom Barnhart who provided an overview of the rule making process and steps to be followed prior to implementation. Chairman Hart emphasized that there will be a process for submission, review and consideration of the revised rule language prior to being finalized.

Florida Transportation Plan and Strategic Intermodal System Plan Update (2020 Policy Plan)

Jim Halley with FDOT provided an overview of the FTP Steering Committee activities. The Florida Department of Transportation is updating the Florida Transportation Plan (FTP) which defines goals, objectives, and strategies for Florida's transportation system. The update of the policy will cover 25 years, with a vision of 50 years. The FTP is the overarching statewide transportation plan for all of Florida and affects every resident, business and visitor. The Strategic Intermodal System (SIS) is Florida's high priority network of transportation facilities and services important to the state's economy and mobility. The CTD Executive Director Darm sits on the Steering Committee that helps identify objectives and strategies.

Advantage Ride Program Update

During the 2018 Florida Legislative Session, the Legislature tasked the Florida Commission for the Transportation Disadvantaged to administer a pilot program to improve transportation experiences for individuals with intellectual or developmental disabilities (IDD), as defined in section 393.063, Florida Statutes.

The Commission conducted a competitive procurement and awarded UZURV, an Adaptive Transportation Network Company (TNC), the contract to provide services for the "Advantage Ride" pilot program, beginning in January 2019. The program serves individuals with IDD who are determined eligible for the Agency for Persons with Disabilities (APD) and reside in Hillsborough, Manatee, and Pinellas Counties. UZURV provides eligible riders on-demand or scheduled, door-to-door transportation to employment, social-recreation, and other activities in and around the three counties.

During the 2019 Florida Legislative Session, the Commission received \$500,000 to continue the Advantage Ride pilot program for Fiscal Year 2019-20. In order to maintain funding through June 2020, the Commission and its partners have made changes to the program, including implementing a co-pay for riders for each scheduled trip. The Commission continues to work with partners to implement the program, including APD, the Florida Developmental Disabilities Council, the Family Care Councils in the Tampa Bay area, and self-advocates who use the services.

Commission staff provided an update on the changes to the Advantage Ride program. Ned Freeman, EVP of Marketing at UZURV provided an overview of the program's outcomes.

Executive Director Report

Executive Director Darm provided introductions and discussed goals for the future of the program including:

- Increasing collaboration with stakeholders, including riders and advocates;
- Promoting service innovation within the Transportation Disadvantaged program;
- Evaluating and improving the process for administering grants; and
- Developing policies and strategies for the future of the coordinated system.

Public Comments

Comments regarding the Formula Funding Changes were received from: Nikasha Wells (Palm Tran), Lisa Bacot (FPTA), Alan Mandel (Good Wheels), and Michelle Arnold (Collier County).

Comments regarding Changes to Rule 14-2.014 were received from: Robert Varn (Miami Dade).

Commissioner/Advisor Comments

Chairman Hart announced that the next CTD Business Meeting will be held on December 18, 2019 by teleconference.

Adjournment

Chairman Hart asked if there was a motion to adjourn the meeting.

ACTION TAKEN: Vice Chairman Stevens moved and Commissioner Tellez seconded the motion to adjourn the meeting. The motion carried unanimously.

Minutes compiled by Lisa Stone.

Note: This meeting has been summarized to reduce paperwork in accordance with policies of State government. If an accessible format or more information than is provided herein is needed, please contact the Commission for Transportation Disadvantaged at (850) 410-5700 or 1-800-983-2435 for assistance. A copying or printing fee may be charged to the requesting party.

MEETING SUMMARY

Commission for the Transportation Disadvantaged Emergency Commission Business Meeting

FDOT Barry Building
3185 S. Blair Stone Road
Tallahassee, Florida 32301
Dial-In Number: 888-585-9008
Conference Code: 837653349

November 25, 2019
10:00 AM

<i>Commissioners Present</i>	<i>Commissioners Absent</i>
Chairman Marion Hart	
Vice-Chairman Dr. Phillip Stevens (via Teleconference)	
Dr. Robin Tellez (via Teleconference)	
Mike Willingham (via Teleconference)	
Christinne Rudd (via Teleconference)	
Renee Knight (via Teleconference)	

<i>Advisors Present</i>	<i>Advisors Absent</i>
Ms. Diane Harris, DCF (via Teleconference)	Ms. Erica Floyd-Thomas, AHCA
	Mr. Dennis Latta, FDVA
	Ms. Catherine Anne Avery, DOEA
	Liz Stutts, DOT
	Tom Rankin, APD

Others Present

David Darm, Karen Somerset, Lisa Stone, Sheri Powers, Kyle Mills, Elmer Melendez, Tom Barnhart (Via Teleconference).

Call to Order

Chairman Hart called the meeting to order. Executive Director Darm called the roll. A quorum was present.

Pledge of Allegiance

Chairman Hart led the Pledge of Allegiance.

Introduction of Commissioners/Advisors/Public

Chairman Hart welcomed two new Commissioners to the CTD – Renee Knight and Christinne Rudd. Commissioners introduced themselves and provided a brief summary of their connection with the Transportation Disadvantaged program. Executive Director

Darm opened the meeting for Commissioner and Advisor Reports, none were presented.

Commissioner Stevens asked to have clarification on the Sunshine Law in regard to the process and timeframe for noticing emergency meetings. Tom Barnhart provided guidance and referenced F.S. 120.125 which outlines the requirement.

Public Comments

No public comments were received.

ACTION ITEMS

Transition of Trip & Equipment Allocation Formula

Chairman Hart announced that the Commission is exploring changes to the formula used to distribute funds from the Trip and Equipment Grant within the Transportation Disadvantaged Trust Fund (TDTF). The current formula is in Rule Chapter 41-2.014, F.A.C., which was established in Fiscal Year (FY) 1999-00. Executive Director Darm provided background information related to implementation of the current formula and plans for future changes.

In 2017, the Center for Urban Transportation Research at the University of South Florida recommended changes to the allocation formula, which were implemented within the General Appropriations Acts of FY 2017-18 and 2018-19. However, the Legislature did not include these changes in the General Appropriations Act for this fiscal year which resulted in the Commission using the original formula in rule to distribute funding from the Trip and Equipment Grant. Several counties were negatively impacted by this change, where some Community Transportation Coordinators have reduced services as a result of their financial losses.

The 2019 Legislature appropriated an additional \$10 million to the TDTF as part of the passage of the Multi-Use Corridors for Regional Economic Significance (M-CORES). The Commission awarded \$4.5 million of this funding to support projects through the Innovation and Service Development Grant. The remaining \$5.5 million of this funding is in the TDTF for this fiscal year. The statute governing the M-CORES legislation (s. 338.2278(8)(a)4, F.S.) authorizes the \$10 million identified for the TDTF to be used to carry out the responsibilities of the Commission, in addition to the objections of the Innovation and Service Development Grant program.

Director Darm explained that based on the statutory authority granted by the M-CORES legislation, the Commission could approve a portion of the remaining \$5.5 million to “hold harmless” the counties that received a decrease in funding through the Trip and Equipment Grant due to the changes to the formula. A “hold harmless” decision would restore the negatively impacted counties to the allocation amount they received in FY 2018-19. This would only apply to the Trip and Equipment Grant allocation and would **not** include funding from other grants or provisions included in the General Appropriations Act of FY 2018-19. If approved, it is recommended that this funding only be used to support trips to prevent further reduction of services for this fiscal year.

A spreadsheet was provided showing a comparison of each county's Trip and Equipment allocation in FY 2018-19 and FY 2019-20, with the difference in amounts that were gained or lost during the transition of the funding formula. The "hold harmless" funding would raise the difference for the 37 counties that received a decrease in this year's amount, with a total of \$4.3 million to restore them at the allocation amount in FY 2018-19.

Executive Director Darm presented the recommendation to approve \$4.3 million to "hold harmless" the counties that received a decrease in funding from the Trip and Equipment Grant to restore them at the allocation amount in FY 2018-19. Chairman Hart asked if there was a motion to approve the recommendation.

ACTION TAKEN: Commissioner Tellez moved to approve, Commissioner Willingham seconded the motion. The motion carried unanimously.

Director Darm shared that the Commission intends to consider future changes to the allocation formula through the rule making process. To ensure the Commission facilitates an informative and inclusive process, he explained that an independent consultant will assist in conducting an in-depth data analysis and public workshops. The consultant will examine the impact of changes that were made during last two fiscal years as well as explore models for future changes for consideration. This analysis will be critical for participants to understand all factors in the current funding formula, and any considered formula changes, to allow the Commission to make informed decisions. The Commission will then facilitate workshops with stakeholders in early 2020.

Commission staff will provide an update on this effort at the December 18, 2019, telephone conference.

Public Comments

Comments were received from: Robert Villar, Nancy Weizman, Scott Nelson, Rick Kohler, Michelle Arnold, Boyd Thompson, Jeremy Baker, Carlos Valasquez, Alan Mandel.

Commissioner/Advisor Comments

Chairman Hart announced that the next CTD Business Meeting will be held on December 18, 2019 by teleconference.

Adjournment

Chairman Hart asked if there was a motion to adjourn the meeting.

ACTION TAKEN: Commissioner Tellez moved to adjourn the meeting, Vice Chairman Stevens seconded the motion. The motion carried unanimously.

Minutes compiled by Lisa Stone.

Note: This meeting has been summarized to reduce paperwork in accordance with policies of State government. If an accessible format or more information than is provided herein is needed, please contact the Commission for Transportation Disadvantaged at (850) 410-5700 or 1-800-983-2435 for assistance. A copying or printing fee may be charged to the requesting party.

State of Florida
Commission for the Transportation Disadvantaged
Commission Business Meeting

MEETING DATE: December 18, 2019

AGENDA ITEM:

VI. Community Transportation Coordinator Designation – Glades and Hendry Counties

BACKGROUND INFORMATION:

Per Chapter 427, Florida Statutes, the Heartland Regional Transportation Planning Organization (HRTPO), serving as the Designated Official Planning Agency, is required to recommend a Community Transportation Coordinator (CTC) to the Commission in compliance with the Commission's Competitive Procurement process in accordance with Chapter 287, Florida Statutes, and recognizes services or commodities provided by governmental entities are not subject to the competitive solicitation requirements.

Hendry County Board of County Commissioners (BOCC) has declared to the HRTPO their interest and commitment to become the CTC for Glades and Hendry Counties. Glades County Board of County Commissioners has given their support for Hendry County BOCC to assume this role. Hendry County BOCC has presented HRTPO and CTD with their Proposed Plan of Operation. Based on the review of the plan, Heartland Regional Transportation Planning Organization recommends the designation of Hendry County Board of County Commissioners as the CTC for Glades and Hendry Counties. Hendry County has continually demonstrated its desire to ensure TD services in Glades and Hendry County are cost-effective, efficient, and have the best possible level of customer service through the assumption of the role of the CTC and the HRTPO will provide planning support to them through this transition. Good Wheels, Inc. is currently the CTC providing TD services to the citizens of Glades and Hendry Counties.

Heartland Regional Transportation Planning Organization passed and adopted Resolution 08-2019 on November 6, 2019, recommending Hendry County Board of County Commissioners to be the CTC for Glades and Hendry Counties.

ATTACHMENTS:

- Heartland Regional Transportation Planning Organization, December 1, 2019, recommendation letter
- Heartland Regional Transportation Planning Organization, Resolution 08-2019
- Hendry County Board of County Commissioners, December 4, 2019, intention letter
- Glades County Board of County Commissioners, December 10, 2019, acknowledgment letter

EXECUTIVE DIRECTOR RECOMMENDATION/MOTION:

Approve the Heartland Regional Transportation Planning Organization's recommendation and designate Hendry County Board of County Commissioners, as the CTC for Glades and Hendry Counties, for the period beginning July 1, 2020 to June 30, 2025.



David Darm
Executive Director
December 18, 2019

ACTION TAKEN AT MEETING:

December 1, 2019

Marion Hart, Chairman
Commission for the Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, Florida 32399

Chairman Hart,

This letter is to inform you that the Heartland Regional Transportation Planning Organization (HRTPO) recommends the Hendry County Board of County Commissioners to serve as the Community Transportation Coordinator (CTC) for the multi-county service area of Glades and Hendry Counties for the Transportation Disadvantaged starting July 1, 2020. The recommendation was made by a unanimous vote adopting Resolution 08-2019 at the HRTPO meeting on November 6, 2019.

Per Chapter 427, Florida Statutes, the HRTPO, serving as the Designated Official Planning Agency, is required to recommend a Community Transportation Coordinator to the Commission in compliance with the Commission's Competitive Procurement process in accordance with Chapter 287, Florida Statutes, and recognizes services or commodities provided by governmental entities are not subject to the competitive solicitation requirements.

As the Community Transportation Coordinator, Hendry County will be responsible for ensuring that coordinated transportation services are provided to the transportation disadvantaged population, and accordingly arrange the provision of services in a manner that is cost-effective, efficient, and reduces fragmentation and duplication of services.

In their role as the CTC, Hendry County has committed to enhancing the transportation service through customer service and a high level of accountability to the Commission, riders, and the community. Hendry County is a qualified agency to be the Community Transportation Coordinator for the multi-county service area of Glades and Hendry County and has provided a Proposed Plan of Operation as Community Transportation Coordinator.

Please contact Marybeth Soderstrom, Transportation Director at (863) 534-7130 ext. 134 or msoderstrom@cfrpc.org if you have any questions.

Sincerely,



Patricia M. Steed
Staff Services Director



RESOLUTION 08-2019

RESOLUTION OF THE HEARTLAND REGIONAL TRANSPORTATION PLANNING ORGANIZATION (HRTPO) RECOMMENDING TO THE FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED, HEREIN REFERRED TO AS THE COMMISSION, THAT HENDRY COUNTY BE RECOMMENDED AS THE COMMUNITY TRANSPORTATION COORDINATOR FOR THE MULTI-COUNTY SERVICE AREA OF GLADES AND HENDRY COUNTIES.

WHEREAS, Chapter 427, Florida Statutes requires that the HRTPO, serving as the Designated Official Planning Agency, recommend a Community Transportation Coordinator to the Commission; and,

WHEREAS, the HRTPO in compliance with the Commission's Competitive Procurement process in accordance with Chapter 287, Florida Statutes, recognizes services or commodities provided by governmental entities are not subject to the competitive solicitation requirements; and,

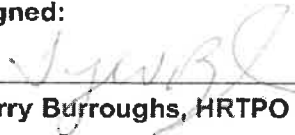
WHEREAS, the Community Transportation Coordinator is responsible for ensuring that coordinated transportation services are provided to the transportation disadvantaged population in the designated multi-county service area of Glades and Hendry, and accordingly arranges the provision of services in a manner that is cost-effective, efficient, and reduces fragmentation and duplication of services; and,

WHEREAS, Hendry County notified the HRTPO of their intent to be the Community Transportation Coordinator for the multi-county service area of Glades and Hendry County therefore a Competitive Procurement Processes was not conducted; and

WHEREAS, Hendry County is a qualified agency to be the Community Transportation Coordinator for the multi-county service area of Glades and Hendry County and has provided a Proposed Plan of Operation as Community Transportation Coordinator.

NOW, THEREFORE BE IT RESOLVED THAT the HRTPO recommends to the Commission that Hendry County be designated as the Community Transportation Coordinator for the Multi-County area of Glades and Hendry County for a five year period beginning July 1, 2020.

Signed:



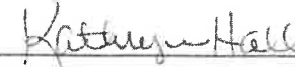
Terry Burroughs, HRTPO Chair

Date:

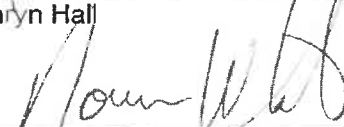


11-6-19

Attest:



Kathryn Hall



Reviewed by HRTPO Attorney



HENDRY COUNTY
Board of County Commissioners
P.O. Box 2340
LaBelle, Florida 33975-2340
863-675-5220

Jennifer Davis
County Administrator

Mark F. Lapp
County Attorney

Kimberley Barrineau
Ad Interim Clerk of the Courts

December 4, 2019

Commissioner Terry Burroughs, Chair
Heartland Regional Transportation Planning Organization
555 East Church Street
Bartow, FL 33830

Re: Hendry and Glades County Community Transportation Coordinator

Commissioner Burroughs,

This letter is to inform you of Hendry County's intention to assume the role as Community Transportation Coordinator for the Glades/Hendry Joint Service Area once the current contract expires on June 30, 2020.

Hendry and Glades counties have been discussing this transition for some time. The intention is for our counties to work in conjunction to provide transportation services to our residents moving forward to ensure the most reliable, efficient processes are in place to meet the transportation needs of our communities.

Hendry County has outlined a plan for implementing the transportation program in the Hendry and Glades County service area in order to make the transition as seamless as possible with no lapse in service for our constituents.

Best Regards,

A handwritten signature in black ink that reads 'Jennifer Davis'.

Jennifer Davis
County Administrator, Hendry County

Emma Byrd
District 1

Darrell Harris
District 2

Mitchell Wills
District 3

Michael Swindle
District 4

Karson Turner
District 5



Glades County Board of County Commissioners

P.O. Box 1527 • 500 Avenue J • Moore Haven, Florida 33471

Phone: (863) 946-6000 • Fax: (863) 946-2860

Internet address <http://www.MyGlades.com>

December 10, 2019


Terry Burroughs, Chairman
Heartland Regional Transportation Planning Organization
555 E. Church Street
Bartow, Florida 33830

Chair Burroughs,

This letter is to inform you that Glades County supports the efforts of Hendry County Board of County Commissioners serve as they request to become the Community Transportation Coordinator (CTC) for the multi-county service area of Glades and Hendry Counties for the Transportation Disadvantaged starting July 1, 2020. The recommendation was made by consensus at the Glades/Hendry Joint Meeting held on October 2nd, 2019.

As the Community Transportation Coordinator, Hendry County will be responsible for ensuring that coordinated transportation services are provided to the transportation disadvantaged population, and accordingly arrange the provision of services in a manner that is cost-effective, efficient, and reduces fragmentation and duplication of services in the service area including both Glades and Hendry Counties.

Tim Stanley


Glades County BoCC Chairman

Weston Pryor
District 1

Donna Storter-Long
District 2

Donald Strenth
District 3

John Ahern
District 4

Tim Stanley
District 5

Bob Jones
County Manager

Richard W. Pringle
County Attorney

State of Florida
Commission for the Transportation Disadvantaged
Commission Business Meeting

MEETING DATE: December 18, 2019

AGENDA ITEM:

VII. 2019 Annual Performance Report

BACKGROUND INFORMATION:

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

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

ATTACHMENTS:

- 2019 Annual Performance Report – Draft Statewide and county summary pages

EXECUTIVE DIRECTOR RECOMMENDATION/MOTION:

Recommend Commission approval of the 2019 Annual Performance Report and provide the Executive Director the authority to edit and make technical changes prior to its final submittal to the Governor and Legislature.



David Darm

Executive Director

Date: December 18, 2019

ACTION TAKEN AT MEETING:

Florida Commission for the Transportation Disadvantaged



2019 Annual Performance Report

January 1, 2020

www.fdot.gov/ctd/

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

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

Demographics	Number
Statewide Population	20,984,400
Unduplicated Head Count	273,761



Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	11,278,146	11,150,598	10,063,915
Deviated FR	722,047	701,241	572,473
Complementary ADA	0	0	1,671,294
Paratransit	10,537,061	10,617,336	8,498,776
TNC	0	0	256,938
Taxi	0	0	188,693
School Board (School Bus)	99,396	45,678	26,265
Volunteers	0	0	16,224
TOTAL TRIPS	22,636,650	22,514,853	21,294,578

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	5,622,291	4,744,140	4,397,261
Employment	3,597,565	3,752,285	3,258,682
Ed/Train/DayCare	5,331,015	2,805,745	3,232,505
Nutritional	3,496,933	3,925,897	1,908,633
Life-Sustaining/Other	4,588,846	7,286,786	8,497,497
TOTAL TRIPS	22,636,650	22,514,853	21,294,578

Passenger Trips By Revenue Source	2017	2018	2019
CTD	10,129,858	10,669,884	7,578,308
AHCA	779,017	574,430	337,028
APD	1,492,163	1,441,942	2,152,797
DOEA	855,943	611,331	638,805
DOE	287,305	228,920	186,104
Other	9,092,364	8,988,346	10,401,536
TOTAL TRIPS	22,636,650	22,514,853	21,294,578

Trips by Provider Type	2017	2018	2019
CTC	15,801,045	14,487,753	13,279,225
Transportation Operator	3,091,846	4,068,352	4,517,754
Coordination Contractor	3,743,759	3,958,748	3,497,599
TOTAL TRIPS	22,636,650	22,514,853	21,294,578

Vehicle Data	2017	2018	2019
Vehicle Miles	95,945,735	99,057,595	94,944,404
Roadcalls	2,154	2,592	4,140
Accidents	429	457	497
Vehicles	4,233	4,105	4,580
Drivers	6,011	6,177	6,831

Financial and General Data	2017	2018	2019
Expenses	\$280,061,013	\$284,081,695	\$302,628,741
Revenues	\$285,399,016	\$274,544,299	\$303,167,238
Commendations	4,142	5,064	4,114
Complaints	8,345	12,275	12,261
Passenger No-Shows	283,836	272,321	211,463
Unmet Trip Requests	1,947,023	1,345,805	245,036

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0.45	0.46	0.53
Miles between Roadcalls	44,543	38,217	22,655
Avg. Trips per Passenger	56.34	71.77	77.79
Cost per Trip	\$12.41	\$12.64	\$14.21
Cost per Paratransit Trip	\$23.96	\$24.32	\$27.01
Cost per Total Mile	\$2.92	\$2.87	\$3.23
Cost per Paratransit Mile	\$2.80	\$2.77	\$3.10

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

Email: marsha.rivera@mvtransit.com

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



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	2,244	2,696	2,672	Vehicle Miles	1,173,958	1,129,073	1,079,368
Deviated FR	0	0	0	Roadcalls	26	27	28
Complementary ADA	0	0	57,590	Accidents	5	8	1
Paratransit	86,922	86,044	24,391	Vehicles	32	32	37
TNC	0	0	0	Drivers	48	40	26
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	89,166	88,740	84,653				

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	43,358	41,381	41,110
Employment	14,244	14,297	16,086
Ed/Train/DayCare	3,350	2,166	2,039
Nutritional	1,720	1,532	2,689
Life-Sustaining/Other	26,494	29,364	22,729
TOTAL TRIPS	89,166	88,740	84,653

Financial and General Data	2017	2018	2019
Expenses	\$2,734,105	\$2,754,910	\$2,669,452
Revenues	\$2,845,563	\$2,782,905	\$2,732,387
Commendations	112	95	67
Complaints	47	25	36
Passenger No-Shows	6,748	5,761	4,235
Unmet Trip Requests	1	28	73

Passenger Trips By Revenue Source	2017	2018	2019
CTD	22,803	21,222	19,568
AHCA	5,614	1,560	1,102
APD	0	0	0
DOEA	665	421	1,071
DOE	0	0	0
Other	60,084	65,537	62,912
TOTAL TRIPS	89,166	88,740	84,653

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0.43	0.71	0.09
Miles between Roadcalls	45,152	41,818	38,549
Avg. Trips per Passenger	24.05	21.99	23.89
Cost per Trip	\$30.66	\$31.04	\$31.53
Cost per Paratransit Trip	\$30.98	\$31.46	\$31.99
Cost per Total Mile	\$2.33	\$2.44	\$2.47
Cost per Paratransit Mile	\$2.29	\$2.40	\$2.43

Trips by Provider Type	2017	2018	2019
CTC	89,166	88,740	84,653
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	89,166	88,740	84,653

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

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



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	447,815	485,966	554,141
Deviated FR	7,632	6,142	4,726	Roadcalls	17	28	35
Complementary ADA	0	0	0	Accidents	1	0	1
Paratransit	23,846	20,650	19,040	Vehicles	21	26	28
TNC	0	0	0	Drivers	21	26	15
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	31,478	26,792	23,766				

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

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

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

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

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

County: Bay
 CTC: Bay County Board of County Commissioners
 Contact: Angela Bradley
 840 West 11th Street
 Panama City, FL 32401
 850-248-8161
 Email: abradley@baycountyfl.gov

Demographics	Number
Total County Population	183,563
Unduplicated Head Count	1,256



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	527,437	508,212	776,741
Deviated FR	54	452	147	Roadcalls	5	4	6
Complementary ADA	0	0	0	Accidents	6	4	4
Paratransit	127,722	113,713	124,769	Vehicles	29	26	31
TNC	0	0	0	Drivers	40	28	27
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	127,776	114,165	124,916				

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

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

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

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

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

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

Email: mattpearson@suwanneec.net

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



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	249,784	235,205	236,803
Deviated FR	0	0	0	Roadcalls	1	4	2
Complementary ADA	0	0	0	Accidents	2	1	0
Paratransit	26,863	26,278	25,919	Vehicles	10	9	13
TNC	0	0	0	Drivers	12	24	29
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	26,863	26,278	25,919				

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

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

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

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

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

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

Email: scott.nelson@brevardfl.gov

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



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	373,489	391,150	454,839	Vehicle Miles	2,475,509	2,136,850	2,478,527
Deviated FR	0	0	0	Roadcalls	27	34	26
Complementary ADA	0	0	0	Accidents	14	6	12
Paratransit	483,518	499,181	482,009	Vehicles	183	188	169
TNC	0	0	0	Drivers	177	190	220
Taxi	0	0	0				
School Board (School Bus)	20,576	14,571	14,240				
Volunteers	0	0	0				
TOTAL TRIPS	877,583	904,902	951,088				

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

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

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

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

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

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

Demographics	Number
Total County Population	1,935,878
Unduplicated Head Count	16,932



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	269,294	1,151,732	1,396,546	Vehicle Miles	12,530,455	13,408,395	14,393,234
Deviated FR	0	0	0	Roadcalls	145	253	341
Complementary ADA	0	0	0	Accidents	40	60	73
Paratransit	1,083,934	1,226,237	1,312,354	Vehicles	452	505	534
TNC	0	0	0	Drivers	609	712	960
Taxi	0	0	0				
School Board (School Bus)	31,441	19,623	0				
Volunteers	0	0	0				
TOTAL TRIPS	1,384,669	2,397,592	2,708,900				

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

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

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

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

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

County: Calhoun
 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	14,483
Unduplicated Head Count	421



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	235,770	238,365	221,908
Deviated FR	0	0	0	Roadcalls	3	1	4
Complementary ADA	0	0	0	Accidents	0	0	0
Paratransit	12,401	11,657	10,845	Vehicles	14	14	15
TNC	0	0	0	Drivers	9	10	11
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	12,401	11,657	10,845				

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	7,251	6,749	6,196
Employment	914	973	870
Ed/Train/DayCare	1,707	1,948	1,719
Nutritional	2,209	1,651	1,651
Life-Sustaining/Other	320	336	409
TOTAL TRIPS	12,401	11,657	10,845

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

Passenger Trips By Revenue Source	2017	2018	2019
CTD	2,644	2,912	3,082
AHCA	7,010	6,096	4,612
APD	1,189	1,495	1,286
DOEA	1,503	1,096	1,810
DOE	0	0	0
Other	55	58	55
TOTAL TRIPS	12,401	11,657	10,845

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

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

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

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



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	567,523	476,135	456,483
Deviated FR	0	0	0	Roadcalls	48	72	46
Complementary ADA	0	0	0	Accidents	0	0	0
Paratransit	87,588	71,428	69,468	Vehicles	37	43	40
TNC	0	0	0	Drivers	65	66	51
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	87,588	71,428	69,468				

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	17,420	14,443	13,894
Employment	19,385	18,354	19,451
Ed/Train/DayCare	20,874	14,682	12,504
Nutritional	12,808	11,596	12,504
Life-Sustaining/Other	17,101	12,353	11,115
TOTAL TRIPS	87,588	71,428	69,468

Financial and General Data	2017	2018	2019
Expenses	\$2,148,027	\$1,569,202	\$1,665,432
Revenues	\$2,148,027	\$1,569,203	\$1,665,432
Commendations	0	0	0
Complaints	94	49	47
Passenger No-Shows	2,060	1,722	2,307
Unmet Trip Requests	1,318	442	694

Passenger Trips By Revenue Source	2017	2018	2019
CTD	42,348	48,243	40,799
AHCA	0	0	0
APD	0	0	0
DOEA	6,620	6,234	6,555
DOE	0	0	0
Other	38,620	16,951	22,114
TOTAL TRIPS	87,588	71,428	69,468

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	11,823	6,613	9,924
Avg. Trips per Passenger	53.44	97.45	47.35
Cost per Trip	\$24.52	\$21.97	\$23.97
Cost per Paratransit Trip	\$24.52	\$21.97	\$23.97
Cost per Total Mile	\$3.78	\$3.30	\$3.65
Cost per Paratransit Mile	\$3.78	\$3.30	\$3.65

Trips by Provider Type	2017	2018	2019
CTC	87,588	71,428	5,786
Transportation Operator	0	0	63,682
Coordination Contractor	0	0	0
TOTAL TRIPS	87,588	71,428	69,468

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

Demographics	Number
Total County Population	145,647
Unduplicated Head Count	707



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	739,927	744,930	459,198
Deviated FR	87,879	45,041	0	Roadcalls	22	18	11
Complementary ADA	0	0	0	Accidents	3	3	0
Paratransit	132,555	116,219	107,314	Vehicles	71	67	56
TNC	0	0	0	Drivers	50	54	54
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	220,434	161,260	107,314				

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

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

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

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

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

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

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



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	1,184,198	962,457	478,743
Deviated FR	46,969	42,842	13,040	Roadcalls	8	10	22
Complementary ADA	0	0	0	Accidents	1	2	0
Paratransit	96,455	88,329	27,068	Vehicles	45	46	35
TNC	0	0	0	Drivers	57	57	15
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	143,424	131,171	40,108				

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

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

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

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

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

County: Collier
 CTC: Collier County Board of County Commissioners
 Contact: Michelle E. Arnold
 3299 Tamiami TRL E Suite 103
 Naples, FL 34112
 239-252-5841
 Email: michellearnold@colliergov.net

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



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	1,351,040	1,407,704	2,224,740
Deviated FR	0	0	0	Roadcalls	17	20	116
Complementary ADA	0	0	77,945	Accidents	11	9	23
Paratransit	114,744	109,623	39,640	Vehicles	29	29	70
TNC	0	0	0	Drivers	44	66	67
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	114,744	109,623	117,585				

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	51,839	50,069	43,133
Employment	13,043	12,874	14,256
Ed/Train/DayCare	3,445	4,097	16,982
Nutritional	13,700	13,868	14,907
Life-Sustaining/Other	32,717	28,715	28,307
TOTAL TRIPS	114,744	109,623	117,585

Financial and General Data	2017	2018	2019
Expenses	\$4,614,372	\$5,433,226	\$5,818,222
Revenues	\$4,828,842	\$4,931,076	\$5,211,529
Commendations	1	6	2
Complaints	27	65	43
Passenger No-Shows	499	2,821	4,135
Unmet Trip Requests	23	199	16

Passenger Trips By Revenue Source	2017	2018	2019
CTD	24,408	18,917	27,232
AHCA	0	0	3,626
APD	0	0	0
DOEA	332	319	96
DOE	0	0	0
Other	90,004	90,387	86,631
TOTAL TRIPS	114,744	109,623	117,585

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0.81	0.64	1.03
Miles between Roadcalls	79,473	70,385	19,179
Avg. Trips per Passenger	97.74	83.30	28.41
Cost per Trip	\$40.21	\$49.56	\$49.48
Cost per Paratransit Trip	\$40.21	\$49.56	\$49.48
Cost per Total Mile	\$3.42	\$3.86	\$2.62
Cost per Paratransit Mile	\$3.42	\$3.86	\$2.62

Trips by Provider Type	2017	2018	2019
CTC	0	0	0
Transportation Operator	102,424	103,178	105,273
Coordination Contractor	12,320	6,445	12,312
TOTAL TRIPS	114,744	109,623	117,585

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

Email: larry.sessions@ridesvta.com

Demographics	Number
Total County Population	69,612
Unduplicated Head Count	279



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	291,698	535,084	395,995
Deviated FR	0	0	0	Roadcalls	4	4	1
Complementary ADA	0	0	0	Accidents	0	1	2
Paratransit	36,591	50,757	44,231	Vehicles	20	25	21
TNC	0	0	0	Drivers	15	14	18
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	36,591	50,757	44,231				

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

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

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

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0	0.19	0.51
Miles between Roadcalls	72,924	133,771	395,995
Avg. Trips per Passenger	71.47	93.65	158.53
Cost per Trip	\$30.91	\$22.64	\$26.31
Cost per Paratransit Trip	\$30.91	\$22.64	\$26.31
Cost per Total Mile	\$3.88	\$2.15	\$2.94
Cost per Paratransit Mile	\$3.88	\$2.15	\$2.94

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

County: Desoto
 CTC: MV Transportation, Inc.
 Contact: 4650 US 27 S
 4650 US 27 S
 Sebring, FL 33870
 863-381-3437

Email: kelly.kirkbrooks@mvtransit.com

Demographics	Number
Total County Population	36,862
Unduplicated Head Count	163



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	139,249	125,668	104,608
Deviated FR	0	0	0	Roadcalls	2	1	3
Complementary ADA	0	0	0	Accidents	0	0	1
Paratransit	8,159	7,594	7,415	Vehicles	20	15	16
TNC	0	0	0	Drivers	22	21	15
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	8,159	7,594	7,415				

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

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

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

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

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

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

Demographics	Number
Total County Population	16,673
Unduplicated Head Count	349



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

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	5,417	6,150	4,890
Employment	0	0	0
Ed/Train/DayCare	0	4	0
Nutritional	485	670	973
Life-Sustaining/Other	30	268	298
TOTAL TRIPS	5,932	7,092	6,161

Financial and General Data	2017	2018	2019
Expenses	\$391,039	\$313,427	\$431,645
Revenues	\$528,418	\$448,061	\$536,947
Commendations	0	0	0
Complaints	3	0	0
Passenger No-Shows	58	584	621
Unmet Trip Requests	0	0	10

Passenger Trips By Revenue Source	2017	2018	2019
CTD	3,441	3,661	3,886
AHCA	2,005	2,956	1,835
APD	0	0	0
DOEA	485	474	440
DOE	0	0	0
Other	1	1	0
TOTAL TRIPS	5,932	7,092	6,161

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0	0	0.65
Miles between Roadcalls	25,325	83,014	51,058
Avg. Trips per Passenger	15.21	17.95	17.65
Cost per Trip	\$65.92	\$44.19	\$70.06
Cost per Paratransit Trip	\$65.92	\$44.19	\$70.06
Cost per Total Mile	\$3.09	\$1.89	\$2.82
Cost per Paratransit Mile	\$3.09	\$1.89	\$2.82

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

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

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



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	4,644,767	4,665,487	4,748,749
Deviated FR	0	0	0	Roadcalls	107	126	56
Complementary ADA	0	0	296,135	Accidents	10	9	10
Paratransit	339,631	336,018	53,961	Vehicles	98	97	103
TNC	0	0	0	Drivers	165	137	141
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	339,631	336,018	350,096				

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	72,416	69,175	147,583
Employment	59,033	61,632	64,701
Ed/Train/DayCare	25,524	23,032	25,652
Nutritional	3,027	3,539	16,266
Life-Sustaining/Other	179,631	178,640	95,894
TOTAL TRIPS	339,631	336,018	350,096

Financial and General Data	2017	2018	2019
Expenses	\$13,372,918	\$13,959,986	\$17,222,041
Revenues	\$13,372,918	\$13,959,986	\$17,222,041
Commendations	730	666	591
Complaints	1,206	1,418	658
Passenger No-Shows	15,467	16,255	14,717
Unmet Trip Requests	0	0	0

Passenger Trips By Revenue Source	2017	2018	2019
CTD	58,901	61,191	53,961
AHCA	0	0	0
APD	0	0	0
DOEA	0	0	0
DOE	0	0	0
Other	280,730	274,827	296,135
TOTAL TRIPS	339,631	336,018	350,096

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0.22	0.19	0.21
Miles between Roadcalls	43,409	37,028	84,799
Avg. Trips per Passenger	77.75	75.83	81.87
Cost per Trip	\$39.37	\$41.55	\$49.19
Cost per Paratransit Trip	\$39.37	\$41.55	\$49.19
Cost per Total Mile	\$2.88	\$2.99	\$3.63
Cost per Paratransit Mile	\$2.88	\$2.99	\$3.63

Trips by Provider Type	2017	2018	2019
CTC	0	0	0
Transportation Operator	339,631	336,018	350,096
Coordination Contractor	0	0	0
TOTAL TRIPS	339,631	336,018	350,096

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

Email: tellis@myescambia.com

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



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	968,844	1,251,550	934,662
Deviated FR	0	0	0	Roadcalls	0	5	6
Complementary ADA	0	0	0	Accidents	3	3	9
Paratransit	83,135	97,904	97,352	Vehicles	27	28	31
TNC	0	0	0	Drivers	36	43	33
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	83,135	97,904	97,352				

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	32,359	40,172	35,540
Employment	30,313	41,214	45,156
Ed/Train/DayCare	2,552	4,358	4,961
Nutritional	31	2,745	2,162
Life-Sustaining/Other	17,880	9,415	9,533
TOTAL TRIPS	83,135	97,904	97,352

Financial and General Data	2017	2018	2019
Expenses	\$2,653,207	\$2,983,108	\$3,038,552
Revenues	\$2,654,128	\$2,983,106	\$2,983,106
Commendations	19	27	40
Complaints	23	23	32
Passenger No-Shows	1,851	6,735	2,879
Unmet Trip Requests	0	53	96

Passenger Trips By Revenue Source	2017	2018	2019
CTD	23,055	34,798	31,854
AHCA	1,802	2,268	419
APD	1,396	0	0
DOEA	3,250	4,495	4,367
DOE	1,016	1,151	1,058
Other	52,616	55,192	59,654
TOTAL TRIPS	83,135	97,904	97,352

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0.31	0.24	0.96
Miles between Roadcalls	0	250,310	155,777
Avg. Trips per Passenger	64.50	66.92	174.78
Cost per Trip	\$31.91	\$30.47	\$31.21
Cost per Paratransit Trip	\$31.91	\$30.47	\$31.21
Cost per Total Mile	\$2.74	\$2.38	\$3.25
Cost per Paratransit Mile	\$2.74	\$2.38	\$3.25

Trips by Provider Type	2017	2018	2019
CTC	0	0	0
Transportation Operator	83,135	97,904	97,352
Coordination Contractor	0	0	0
TOTAL TRIPS	83,135	97,904	97,352

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

Email: tpeterson@flaglercounty.org

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



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	709,122	652,884	617,365
Deviated FR	0	0	0	Roadcalls	4	4	3
Complementary ADA	0	0	0	Accidents	0	0	0
Paratransit	110,453	108,175	101,089	Vehicles	40	34	33
TNC	0	0	0	Drivers	25	23	18
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	110,453	108,175	101,089				

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

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

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

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

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

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	11,727
Unduplicated Head Count	155



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

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	3,891	5,014	4,891
Employment	0	0	0
Ed/Train/DayCare	1	2	0
Nutritional	10	10	7
Life-Sustaining/Other	178	234	71
TOTAL TRIPS	4,080	5,260	4,969

Financial and General Data	2017	2018	2019
Expenses	\$365,282	\$266,159	\$309,180
Revenues	\$445,976	\$350,757	\$289,023
Commendations	0	0	0
Complaints	0	0	0
Passenger No-Shows	91	117	194
Unmet Trip Requests	0	0	0

Passenger Trips By Revenue Source	2017	2018	2019
CTD	3,279	3,790	3,366
AHCA	781	1,435	1,599
APD	0	0	0
DOEA	0	0	0
DOE	0	0	0
Other	20	35	4
TOTAL TRIPS	4,080	5,260	4,969

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	0	0	0
Avg. Trips per Passenger	19.25	22.10	32.06
Cost per Trip	\$89.53	\$50.60	\$62.22
Cost per Paratransit Trip	\$89.53	\$50.60	\$62.22
Cost per Total Mile	\$2.44	\$1.55	\$3.00
Cost per Paratransit Mile	\$2.44	\$1.55	\$3.00

Trips by Provider Type	2017	2018	2019
CTC	4,080	5,260	4,969
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	4,080	5,260	4,969

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

Email: smitchell@bigbendtransit.org

Demographics	Number
Total County Population	46,071
Unduplicated Head Count	2,906



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	972,817	1,056,648	845,644
Deviated FR	56,564	53,774	51,254	Roadcalls	23	11	19
Complementary ADA	0	0	0	Accidents	0	0	0
Paratransit	50,753	51,204	48,344	Vehicles	21	20	19
TNC	0	0	0	Drivers	16	15	12
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	107,317	104,978	99,598				

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	24,338	20,929	18,432
Employment	54,810	50,611	47,847
Ed/Train/DayCare	19,261	21,900	21,678
Nutritional	17	98	129
Life-Sustaining/Other	8,891	11,440	11,512
TOTAL TRIPS	107,317	104,978	99,598

Financial and General Data	2017	2018	2019
Expenses	\$1,884,136	\$1,907,417	\$1,713,648
Revenues	\$1,916,254	\$1,919,525	\$1,624,594
Commendations	2	2	1
Complaints	3	4	3
Passenger No-Shows	3,113	3,069	3,113
Unmet Trip Requests	13	8	8

Passenger Trips By Revenue Source	2017	2018	2019
CTD	20,187	19,646	18,791
AHCA	19,671	17,372	14,509
APD	7,698	10,103	10,254
DOEA	0	0	0
DOE	27	60	0
Other	59,734	57,797	56,044
TOTAL TRIPS	107,317	104,978	99,598

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	42,296	96,059	44,508
Avg. Trips per Passenger	39.94	34.84	34.27
Cost per Trip	\$17.56	\$18.17	\$17.21
Cost per Paratransit Trip	\$17.56	\$18.17	\$17.21
Cost per Total Mile	\$1.94	\$1.81	\$2.03
Cost per Paratransit Mile	\$1.94	\$1.81	\$2.03

Trips by Provider Type	2017	2018	2019
CTC	107,317	104,978	99,598
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	107,317	104,978	99,598

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	17,743
Unduplicated Head Count	292



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	86,052	110,685	101,922
Deviated FR	0	0	0	Roadcalls	0	2	0
Complementary ADA	0	0	0	Accidents	0	0	0
Paratransit	4,373	5,409	6,086	Vehicles	7	9	9
TNC	0	0	0	Drivers	4	7	8
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	4,373	5,409	6,086				

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

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

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

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

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

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

Email: amandel@goodwheels.com

Demographics	Number
Total County Population	13,754
Unduplicated Head Count	41



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	345,418	297,430	282,334
Deviated FR	0	0	0	Roadcalls	8	1	0
Complementary ADA	0	0	0	Accidents	2	1	0
Paratransit	10,677	4,390	3,924	Vehicles	5	5	6
TNC	0	0	0	Drivers	5	4	4
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	10,677	4,390	3,924				

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

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

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

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

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

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

Demographics	Number
Total County Population	16,160
Unduplicated Head Count	305



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR) -	0	0	0	Vehicle Miles	292,187	348,624	351,121
Deviated FR	0	0	0	Roadcalls	0	0	0
Complementary ADA	0	0	0	Accidents	0	0	0
Paratransit	22,306	21,757	18,599	Vehicles	13	16	14
TNC	0	0	0	Drivers	10	9	9
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	22,306	21,757	18,599				

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	7,442	8,377	7,050
Employment	8,695	7,365	6,331
Ed/Train/DayCare	1,526	1,560	853
Nutritional	3,888	3,703	3,456
Life-Sustaining/Other	755	752	909
TOTAL TRIPS	22,306	21,757	18,599

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

Passenger Trips By Revenue Source	2017	2018	2019
CTD	8,445	8,010	5,907
AHCA	2,418	2,964	2,173
APD	6,490	5,996	5,875
DOEA	2,485	2,427	2,209
DOE	0	0	0
Other	2,468	2,360	2,435
TOTAL TRIPS	22,306	21,757	18,599

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

Trips by Provider Type	2017	2018	2019
CTC	22,306	21,757	18,599
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	22,306	21,757	18,599

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

Email: larry.sessions@ridesvta.com

Demographics	Number
Total County Population	14,184
Unduplicated Head Count	63



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	46,941	133,970	112,898
Deviated FR	0	0	0	Roadcalls	1	2	1
Complementary ADA	0	0	0	Accidents	0	0	1
Paratransit	5,011	11,185	16,928	Vehicles	3	7	6
TNC	0	0	0	Drivers	2	4	4
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	5,011	11,185	16,928				

Passenger Trips By Trip Purpose

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

Financial and General Data

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

Passenger Trips By Revenue Source

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

Performance Measures

Accidents per 100,000 Miles	0	0	0.89
Miles between Roadcalls	46,941	66,985	112,898
Avg. Trips per Passenger	60.37	74.57	268.70
Cost per Trip	\$44.03	\$32.02	\$21.93
Cost per Paratransit Trip	\$44.03	\$32.02	\$21.93
Cost per Total Mile	\$4.70	\$2.67	\$3.29
Cost per Paratransit Mile	\$4.70	\$2.67	\$3.29

Trips by Provider Type

CTC	5,011	11,185	16,928
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	5,011	11,185	16,928

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

Demographics	Number
Total County Population	27,411
Unduplicated Head Count	123



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	369,168	198,920	109,910
Deviated FR	0	0	0	Roadcalls	2	1	1
Complementary ADA	0	0	0	Accidents	0	0	0
Paratransit	33,167	16,715	33,988	Vehicles	15	13	13
TNC	0	0	0	Drivers	16	15	41
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	33,167	16,715	33,988				

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

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

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

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

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

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

Email: amandel@goodwheels.org

Demographics	Number
Total County Population	40,347
Unduplicated Head Count	455



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	370,241	352,818	476,779
Deviated FR	2,671	0	0	Roadcalls	11	12	3
Complementary ADA	0	0	0	Accidents	1	0	0
Paratransit	19,839	25,762	22,964	Vehicles	12	13	14
TNC	0	0	0	Drivers	14	18	15
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	22,510	25,762	22,964				

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

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

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

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

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

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

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



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	614,868	681,248	677,101
Deviated FR	0	0	0	Roadcalls	4	3	2
Complementary ADA	0	0	0	Accidents	0	0	0
Paratransit	114,068	114,114	73,644	Vehicles	44	16	46
TNC	0	0	0	Drivers	31	32	34
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	114,068	114,114	73,644				

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	29,029	27,603	20,461
Employment	781	823	5,202
Ed/Train/DayCare	74,286	75,541	26,706
Nutritional	4,154	3,279	7,978
Life-Sustaining/Other	5,818	6,868	13,297
TOTAL TRIPS	114,068	114,114	73,644

Financial and General Data	2017	2018	2019
Expenses	\$1,067,725	\$1,343,292	\$1,699,762
Revenues	\$1,300,039	\$1,512,746	\$1,720,957
Commendations	97	138	46
Complaints	14	12	20
Passenger No-Shows	299	364	352
Unmet Trip Requests	0	0	0

Passenger Trips By Revenue Source	2017	2018	2019
CTD	17,205	17,857	16,126
AHCA	43,933	47,228	0
APD	510	423	50,765
DOEA	2,392	2,506	2,308
DOE	4,154	2,474	0
Other	45,874	43,626	4,445
TOTAL TRIPS	114,068	114,114	73,644

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	153,717	227,083	338,550
Avg. Trips per Passenger	127.45	101.34	72.48
Cost per Trip	\$9.36	\$11.77	\$23.08
Cost per Paratransit Trip	\$9.36	\$11.77	\$23.08
Cost per Total Mile	\$1.74	\$1.97	\$2.51
Cost per Paratransit Mile	\$1.74	\$1.97	\$2.51

Trips by Provider Type	2017	2018	2019
CTC	21,845	20,643	18,434
Transportation Operator	0	0	0
Coordination Contractor	92,223	93,471	55,210
TOTAL TRIPS	114,068	114,114	73,644

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

Email: kelly.kirkbrooks@mvtransit.com

Demographics	Number
Total County Population	102,883
Unduplicated Head Count	978



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	829,871	712,340	720,477
Deviated FR	0	0	0	Roadcalls	10	5	19
Complementary ADA	0	0	0	Accidents	2	2	3
Paratransit	78,334	72,219	74,525	Vehicles	51	51	49
TNC	0	0	0	Drivers	131	131	78
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	78,334	72,219	74,525				

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

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

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

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

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

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

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



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	120,170	79,699	143,003	Vehicle Miles	4,265,108	4,454,998	4,241,610
Deviated FR	0	0	0	Roadcalls	206	307	427
Complementary ADA	0	0	0	Accidents	7	12	28
Paratransit	607,975	654,621	664,516	Vehicles	248	271	309
TNC	0	0	0	Drivers	571	713	800
Taxi	0	0	2,524				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	728,145	734,320	810,043				

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	223,030	207,855	200,584
Employment	51,173	66,584	76,068
Ed/Train/DayCare	147,769	203,006	179,224
Nutritional	95,669	86,474	147,068
Life-Sustaining/Other	210,504	170,401	207,099
TOTAL TRIPS	728,145	734,320	810,043

Financial and General Data	2017	2018	2019
Expenses	\$16,928,558	\$17,162,838	\$19,076,153
Revenues	\$16,928,553	\$17,072,314	\$19,099,523
Commendations	333	235	299
Complaints	184	125	58
Passenger No-Shows	7,982	9,498	5,405
Unmet Trip Requests	320	241	403

Passenger Trips By Revenue Source	2017	2018	2019
CTD	143,573	118,535	182,643
AHCA	28,338	0	27,174
APD	102,681	109,720	105,865
DOEA	30,722	34,921	28,167
DOE	0	0	13
Other	422,831	471,144	466,181
TOTAL TRIPS	728,145	734,320	810,043

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0.16	0.27	0.66
Miles between Roadcalls	20,704	14,511	9,900
Avg. Trips per Passenger	26.17	21.92	30.67
Cost per Trip	\$23.25	\$23.37	\$23.55
Cost per Paratransit Trip	\$26.47	\$25.01	\$27.57
Cost per Total Mile	\$3.97	\$3.85	\$4.51
Cost per Paratransit Mile	\$3.77	\$3.67	\$4.33

Trips by Provider Type	2017	2018	2019
CTC	259,465	231,149	325,164
Transportation Operator	0	0	2,524
Coordination Contractor	468,680	503,171	482,355
TOTAL TRIPS	728,145	734,320	810,043

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

Demographics	Number
Total County Population	19,558
Unduplicated Head Count	780



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	449,788	490,830	317,193
Deviated FR	0	0	0	Roadcalls	3	0	1
Complementary ADA	0	0	0	Accidents	0	0	0
Paratransit	31,668	29,256	22,820	Vehicles	18	18	14
TNC	0	0	0	Drivers	11	12	12
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	31,668	29,256	22,820				

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	18,100	15,467	9,636
Employment	1,522	1,410	1,754
Ed/Train/DayCare	9,072	9,676	8,132
Nutritional	1,159	998	77
Life-Sustaining/Other	1,815	1,705	3,221
TOTAL TRIPS	31,668	29,256	22,820

Financial and General Data	2017	2018	2019
Expenses	\$712,895	\$698,569	\$630,063
Revenues	\$685,215	\$758,912	\$660,280
Commendations	0	0	0
Complaints	1	2	0
Passenger No-Shows	55	70	70
Unmet Trip Requests	51	59	25

Passenger Trips By Revenue Source	2017	2018	2019
CTD	8,135	7,624	9,544
AHCA	10,299	9,817	3,615
APD	2,455	1,897	1,969
DOEA	1,324	998	58
DOE	0	4	0
Other	9,455	8,916	7,634
TOTAL TRIPS	31,668	29,256	22,820

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	149,929	0	317,193
Avg. Trips per Passenger	32.78	35.00	29.26
Cost per Trip	\$22.51	\$23.88	\$27.61
Cost per Paratransit Trip	\$22.51	\$23.88	\$27.61
Cost per Total Mile	\$1.58	\$1.42	\$1.99
Cost per Paratransit Mile	\$1.58	\$1.42	\$1.99

Trips by Provider Type	2017	2018	2019
CTC	31,596	29,214	22,676
Transportation Operator	72	42	144
Coordination Contractor	0	0	0
TOTAL TRIPS	31,668	29,256	22,820

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

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



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	516,652	810,146	713,760
Deviated FR	0	0	0	Roadcalls	6	5	8
Complementary ADA	0	0	33,202	Accidents	0	0	0
Paratransit	72,939	75,099	69,329	Vehicles	49	62	113
TNC	0	0	0	Drivers	33	27	97
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	72,939	75,099	102,531				

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

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

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

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

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

County: Jackson
 CTC: Jackson Co. Trans. dba JTrans
 Contact: Sharon Peeler
 PO BOX 1117
 MARIANNA, FL 32446
 850-482-7433
 Email: speeler.jtrans@gmail.com

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



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	684,499	630,160	627,062
Deviated FR	2,768	2,458	2,195	Roadcalls	5	4	9
Complementary ADA	0	0	0	Accidents	0	1	0
Paratransit	48,159	41,615	37,567	Vehicles	28	24	24
TNC	0	0	0	Drivers	20	19	12
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	50,927	44,073	39,762				

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

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

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

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

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

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

Email: smitchell@bigbendtransit.org

Demographics	Number
Total County Population	14,144
Unduplicated Head Count	374



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	290,441	409,484	363,898
Deviated FR	0	0	0	Roadcalls	0	2	4
Complementary ADA	0	0	0	Accidents	0	0	0
Paratransit	18,852	17,079	18,329	Vehicles	11	10	9
TNC	0	0	0	Drivers	6	6	8
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	18,852	17,079	18,329				

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

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

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

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

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

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

Email: mpearson@suwanneec.net

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



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	63,277	58,012	115,671
Deviated FR	0	0	0	Roadcalls	0	0	1
Complementary ADA	0	0	0	Accidents	0	0	0
Paratransit	4,167	4,274	6,192	Vehicles	3	4	4
TNC	0	0	0	Drivers	3	4	4
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	4,167	4,274	6,192				

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	3,639	1,306	1,073
Employment	0	0	0
Ed/Train/DayCare	0	770	3,105
Nutritional	528	1,836	1,755
Life-Sustaining/Other	0	362	259
TOTAL TRIPS	4,167	4,274	6,192

Financial and General Data	2017	2018	2019
Expenses	\$152,967	\$241,385	\$217,389
Revenues	\$217,649	\$290,591	\$262,800
Commendations	0	0	0
Complaints	0	0	0
Passenger No-Shows	11	926	1,858
Unmet Trip Requests	9	0	0

Passenger Trips By Revenue Source	2017	2018	2019
CTD	3,106	3,402	5,266
AHCA	532	311	158
APD	0	0	0
DOEA	528	560	768
DOE	0	0	0
Other	1	1	0
TOTAL TRIPS	4,167	4,274	6,192

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	0	0	115,671
Avg. Trips per Passenger	13.49	22.86	45.20
Cost per Trip	\$36.71	\$56.48	\$35.11
Cost per Paratransit Trip	\$36.71	\$56.48	\$35.11
Cost per Total Mile	\$2.42	\$4.16	\$1.88
Cost per Paratransit Mile	\$2.42	\$4.16	\$1.88

Trips by Provider Type	2017	2018	2019
CTC	4,167	4,274	6,192
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	4,167	4,274	6,192

County: Lake
 CTC: Lake County Board of County Commissioners
 Contact: Jill Brown
 PO Box 7800
 Tavares, FL 327787800
 352-323-5733
 Email: jmbrown@lakecountyfl.gov

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



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	1,525,992	1,520,198	1,698,369
Deviated FR	531	522	479	Roadcalls	9	41	51
Complementary ADA	0	0	17,495	Accidents	9	7	11
Paratransit	139,742	152,695	174,163	Vehicles	70	75	85
TNC	0	0	0	Drivers	115	183	200
Taxi	0	0	0				
School Board (School Bus)	23,243	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	163,516	153,217	192,137				

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

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

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

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

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

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

Email: amandel@goodwheels.org

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



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	2,111,610	1,933,280	1,807,102
Deviated FR	0	0	0	Roadcalls	0	0	17
Complementary ADA	0	0	0	Accidents	5	5	2
Paratransit	246,014	185,368	171,542	Vehicles	74	45	121
TNC	0	0	0	Drivers	135	87	172
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	246,014	185,368	171,542				

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	147,981	110,518	49,619
Employment	21,126	16,127	28,946
Ed/Train/DayCare	22,506	17,183	68,250
Nutritional	27,091	20,687	4,770
Life-Sustaining/Other	27,310	20,853	19,957
TOTAL TRIPS	246,014	185,368	171,542

Passenger Trips By Revenue Source	2017	2018	2019
CTD	33,318	44,790	40,224
AHCA	154,177	77,636	28,017
APD	32,844	27,970	32,714
DOEA	8,536	3,258	1,548
DOE	0	0	0
Other	17,139	31,714	69,039
TOTAL TRIPS	246,014	185,368	171,542

Trips by Provider Type	2017	2018	2019
CTC	246,014	117,648	96,415
Transportation Operator	0	0	0
Coordination Contractor	0	67,720	75,127
TOTAL TRIPS	246,014	185,368	171,542

Financial and General Data	2017	2018	2019
Expenses	\$5,968,985	\$5,552,983	\$4,313,848
Revenues	\$4,715,031	\$4,896,929	\$3,851,079
Commendations	45	11	0
Complaints	48	26	29
Passenger No-Shows	7,010	7,001	7,310
Unmet Trip Requests	711	560	3,640

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0.24	0.26	0.11
Miles between Roadcalls	0	0	106,300
Avg. Trips per Passenger	46.11	35.65	58.87
Cost per Trip	\$24.26	\$29.96	\$25.15
Cost per Paratransit Trip	\$24.26	\$29.96	\$25.15
Cost per Total Mile	\$2.83	\$2.87	\$2.39
Cost per Paratransit Mile	\$2.83	\$2.87	\$2.39

County: Leon
 CTC: StarMetro - City of Tallahassee
 Contact: Bill Hearndon
 555 South Appleyard Drive
 Tallahassee, FL 32304
 850-891-5200
 Email: William.Hearndon@TalGov.com

Demographics	Number
Total County Population	290,292
Unduplicated Head Count	2,029



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

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	33,117	18,580	30,543
Employment	58,135	30,917	40,144
Ed/Train/DayCare	26,965	23,238	45,116
Nutritional	9,266	6,491	2,280
Life-Sustaining/Other	5,880	12,581	42,689
TOTAL TRIPS	133,363	91,807	160,772

Financial and General Data	2017	2018	2019
Expenses	\$1,357,444	\$1,279,811	\$2,630,772
Revenues	\$1,357,444	\$1,279,811	\$2,630,772
Commendations	4	4	0
Complaints	6	9	187
Passenger No-Shows	1,125	961	4,678
Unmet Trip Requests	35	29	0

Passenger Trips By Revenue Source	2017	2018	2019
CTD	33,847	21,786	22,726
AHCA	0	0	0
APD	21,799	17,805	22,281
DOEA	0	0	0
DOE	0	0	0
Other	77,717	52,216	115,765
TOTAL TRIPS	133,363	91,807	160,772

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	0	0	32,082
Avg. Trips per Passenger	14.65	9.65	79.24
Cost per Trip	\$22.14	\$25.56	\$16.36
Cost per Paratransit Trip	\$-75.51	\$138.68	\$17.48
Cost per Total Mile	\$2.98	\$2.47	\$1.64
Cost per Paratransit Mile	\$2.58	\$2.23	\$1.49

Trips by Provider Type	2017	2018	2019
CTC	76,862	41,729	87,351
Transportation Operator	56,501	50,078	73,421
Coordination Contractor	0	0	0
TOTAL TRIPS	133,363	91,807	160,772

County: Levy
 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	40,355
Unduplicated Head Count	413



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	533,465	952,783	417,417
Deviated FR	0	0	0	Roadcalls	6	8	3
Complementary ADA	0	0	0	Accidents	0	0	0
Paratransit	30,294	30,232	30,687	Vehicles	21	16	18
TNC	0	0	0	Drivers	11	7	7
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	30,294	30,232	30,687				

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	6,327	6,606	9,139
Employment	1,497	608	745
Ed/Train/DayCare	13,640	16,262	17,275
Nutritional	1,202	837	754
Life-Sustaining/Other	7,628	5,919	2,774
TOTAL TRIPS	30,294	30,232	30,687

Financial and General Data	2017	2018	2019
Expenses	\$818,968	\$864,983	\$837,014
Revenues	\$826,158	\$941,619	\$863,759
Commendations	10	11	1
Complaints	0	0	0
Passenger No-Shows	301	245	215
Unmet Trip Requests	30	132	140

Passenger Trips By Revenue Source	2017	2018	2019
CTD	15,005	11,344	7,093
AHCA	70	635	285
APD	6,107	6,971	7,401
DOEA	1,202	821	1,306
DOE	0	0	0
Other	7,910	10,461	14,602
TOTAL TRIPS	30,294	30,232	30,687

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	88,911	119,098	139,139
Avg. Trips per Passenger	58.82	62.72	74.30
Cost per Trip	\$27.03	\$28.61	\$27.28
Cost per Paratransit Trip	\$27.03	\$28.61	\$27.28
Cost per Total Mile	\$1.54	\$0.91	\$2.01
Cost per Paratransit Mile	\$1.54	\$0.91	\$2.01

Trips by Provider Type	2017	2018	2019
CTC	30,294	30,232	30,687
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	30,294	30,232	30,687

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

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



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	363,288	333,651	263,340
Deviated FR	0	0	0	Roadcalls	0	1	1
Complementary ADA	0	0	0	Accidents	0	0	0
Paratransit	32,877	28,524	22,794	Vehicles	20	19	20
TNC	0	0	0	Drivers	14	12	14
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	32,877	28,524	22,794				

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	18,712	15,025	11,602
Employment	196	312	821
Ed/Train/DayCare	8,048	7,908	7,338
Nutritional	2,057	1,655	911
Life-Sustaining/Other	3,864	3,624	2,120
TOTAL TRIPS	32,877	28,524	22,792

Passenger Trips By Revenue Source	2017	2018	2019
CTD	6,613	6,295	5,377
AHCA	11,381	12,954	14,951
APD	0	0	0
DOEA	2,294	2,090	1,840
DOE	0	0	0
Other	12,589	7,185	624
TOTAL TRIPS	32,877	28,524	22,792

Trips by Provider Type	2017	2018	2019
CTC	32,877	28,524	22,794
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	32,877	28,524	22,794

Financial and General Data	2017	2018	2019
Expenses	\$534,642	\$492,496	\$525,814
Revenues	\$581,778	\$517,123	\$527,766
Commendations	3	4	1
Complaints	0	1	1
Passenger No-Shows	96	62	91
Unmet Trip Requests	9	10	0

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	0	333,651	263,340
Avg. Trips per Passenger	21.36	20.02	25.10
Cost per Trip	\$16.26	\$17.27	\$23.07
Cost per Paratransit Trip	\$16.26	\$17.27	\$23.07
Cost per Total Mile	\$1.47	\$1.48	\$2.00
Cost per Paratransit Mile	\$1.47	\$1.48	\$2.00

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

Email: smitchell@bigbendtransit.org

Demographics	Number
Total County Population	18,449
Unduplicated Head Count	637



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	343,549	343,956	320,750
Deviated FR	957	561	897	Roadcalls	4	1	3
Complementary ADA	0	0	0	Accidents	0	0	0
Paratransit	18,655	17,909	16,418	Vehicles	10	10	9
TNC	0	0	0	Drivers	6	7	6
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	19,612	18,470	17,315				

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	8,244	7,835	7,773
Employment	3,649	3,205	2,725
Ed/Train/DayCare	4,579	4,516	4,768
Nutritional	83	905	1,014
Life-Sustaining/Other	3,057	2,009	1,035
TOTAL TRIPS	19,612	18,470	17,315

Financial and General Data	2017	2018	2019
Expenses	\$769,058	\$769,331	\$834,979
Revenues	\$670,875	\$711,013	\$634,190
Commendations	0	0	2
Complaints	0	0	0
Passenger No-Shows	412	475	432
Unmet Trip Requests	8	0	0

Passenger Trips By Revenue Source	2017	2018	2019
CTD	8,733	6,211	5,251
AHCA	4,461	6,291	5,095
APD	4,659	4,278	4,504
DOEA	0	0	0
DOE	31	2	51
Other	1,728	1,688	2,414
TOTAL TRIPS	19,612	18,470	17,315

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	85,887	343,956	106,917
Avg. Trips per Passenger	27.01	33.16	27.18
Cost per Trip	\$39.21	\$41.65	\$48.22
Cost per Paratransit Trip	\$39.21	\$41.65	\$48.22
Cost per Total Mile	\$2.24	\$2.24	\$2.60
Cost per Paratransit Mile	\$2.24	\$2.24	\$2.60

Trips by Provider Type	2017	2018	2019
CTC	19,612	18,470	17,315
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	19,612	18,470	17,315

County: Manatee
 CTC: Manatee County Area Transit
 Contact: Benita L. Zarr
 2411 TALLEVAST RD
 SARASOTA, FL 34243
 941-708-7426

Email: benita.zarr@mymanatee.org

Demographics	Number
Total County Population	385,571
Unduplicated Head Count	6,739



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	14,373	13,280	9,387	Vehicle Miles	1,126,106	1,080,560	1,323,033
Deviated FR	0	0	0	Roadcalls	85	119	133
Complementary ADA	0	0	0	Accidents	15	20	16
Paratransit	170,767	164,532	164,511	Vehicles	76	82	87
TNC	0	0	0	Drivers	131	125	106
Taxi	0	0	0				
School Board (School Bus)	6,457	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	191,597	177,812	173,898				

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	48,062	46,550	46,554
Employment	50,204	21,279	15,206
Ed/Train/DayCare	57,731	87,179	85,710
Nutritional	5,331	4,475	9,510
Life-Sustaining/Other	30,269	18,329	16,918
TOTAL TRIPS	191,597	177,812	173,898

Financial and General Data	2017	2018	2019
Expenses	\$4,566,231	\$4,759,223	\$5,887,975
Revenues	\$4,566,229	\$4,801,991	\$5,887,976
Commendations	31	35	25
Complaints	89	123	96
Passenger No-Shows	628	741	767
Unmet Trip Requests	542	328	115

Passenger Trips By Revenue Source	2017	2018	2019
CTD	29,385	27,257	25,730
AHCA	5,715	3,944	2,672
APD	58,172	63,173	58,638
DOEA	14,217	9,596	9,455
DOE	2,612	236	1,047
Other	81,496	73,606	76,356
TOTAL TRIPS	191,597	177,812	173,898

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	1.33	1.85	1.21
Miles between Roadcalls	13,248	9,080	9,948
Avg. Trips per Passenger	32.04	14.62	25.80
Cost per Trip	\$23.83	\$26.77	\$33.86
Cost per Paratransit Trip	\$26.71	\$28.87	\$35.79
Cost per Total Mile	\$4.05	\$4.40	\$4.45
Cost per Paratransit Mile	\$4.05	\$4.40	\$4.45

Trips by Provider Type	2017	2018	2019
CTC	112,508	105,846	107,439
Transportation Operator	0	0	0
Coordination Contractor	79,089	71,966	66,459
TOTAL TRIPS	191,597	177,812	173,898

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

Email: twilder@marionseniorservices.org

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



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	1,126,786	1,117,564	982,693
Deviated FR	0	0	0	Roadcalls	36	33	14
Complementary ADA	0	0	0	Accidents	0	0	3
Paratransit	110,494	106,024	112,448	Vehicles	57	41	55
TNC	0	0	0	Drivers	57	57	58
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	110,494	106,024	112,448				

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

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

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

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

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

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

Demographics	Number
Total County Population	159,923
Unduplicated Head Count	784



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	13	8	0	Vehicle Miles	457,874	513,534	392,851
Deviated FR	0	8	0	Roadcalls	0	0	5
Complementary ADA	0	0	0	Accidents	0	0	0
Paratransit	46,226	50,210	60,039	Vehicles	21	16	52
TNC	0	0	0	Drivers	29	31	45
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	46,239	50,226	60,039				

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

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

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

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

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

County: Miami-Dade
 CTC: Miami-Dade DTPW
 Contact: Ed Carson
 701 nw 1st ct suite 1300
 Miami, FL 33136
 786-469-5545
 Email: ecarson@miamidade.gov

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



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	4,192,490	3,547,510	2,847,921	Vehicle Miles	4,461,413	3,273,429	2,734,695
Deviated FR	0	0	0	Roadcalls	78	40	53
Complementary ADA	0	0	0	Accidents	19	10	15
Paratransit	1,382,157	1,385,719	984,924	Vehicles	453	307	329
TNC	0	0	0	Drivers	534	422	468
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	5,574,647	4,933,229	3,832,845				

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

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

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

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

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

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

Email: lisa.marciniak@westcare.com

Demographics	Number
Total County Population	77,013
Unduplicated Head Count	1,005



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	1,769	805	576	Vehicle Miles	472,393	455,003	463,103
Deviated FR	0	0	0	Roadcalls	15	8	11
Complementary ADA	0	0	0	Accidents	0	2	1
Paratransit	56,861	49,110	51,523	Vehicles	61	60	56
TNC	0	0	0	Drivers	53	48	60
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	58,630	49,915	52,099				

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

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

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

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

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

County: Nassau
 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	82,721
Unduplicated Head Count	840



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	307,600	500,869	510,938
Deviated FR	9,609	14,415	14,610	Roadcalls	9	11	15
Complementary ADA	0	0	0	Accidents	2	2	1
Paratransit	43,419	38,078	40,123	Vehicles	23	25	27
TNC	0	0	0	Drivers	21	22	21
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	53,028	52,493	54,733				

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

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

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

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

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

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	202,970
Unduplicated Head Count	1,011



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	13,602	0	0	Vehicle Miles	1,161,781	1,389,339	1,113,320
Deviated FR	0	0	0	Roadcalls	39	45	65
Complementary ADA	0	0	0	Accidents	16	14	12
Paratransit	87,032	96,042	97,449	Vehicles	33	36	32
TNC	0	0	0	Drivers	37	32	45
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	100,634	96,042	97,449				

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	59,223	46,035	50,043
Employment	24,887	32,057	36,744
Ed/Train/DayCare	4,411	6,546	1,620
Nutritional	4,499	4,503	3,543
Life-Sustaining/Other	7,614	6,901	5,499
TOTAL TRIPS	100,634	96,042	97,449

Financial and General Data	2017	2018	2019
Expenses	\$1,666,313	\$2,618,280	\$2,270,412
Revenues	\$1,666,313	\$2,618,280	\$3,694,125
Commendations	13	5	0
Complaints	124	84	146
Passenger No-Shows	6,771	7,659	6,233
Unmet Trip Requests	2,827	1,266	5,433

Passenger Trips By Revenue Source	2017	2018	2019
CTD	30,868	28,730	39,418
AHCA	44,121	19,541	21,931
APD	1,499	0	0
DOEA	3,768	4,402	3,509
DOE	49	40	38
Other	20,329	43,329	32,553
TOTAL TRIPS	100,634	96,042	97,449

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	1.38	1.01	1.08
Miles between Roadcalls	29,789	30,874	17,128
Avg. Trips per Passenger	43.58	47.71	96.39
Cost per Trip	\$16.56	\$27.26	\$23.30
Cost per Paratransit Trip	\$19.09	\$27.26	\$23.30
Cost per Total Mile	\$1.43	\$1.88	\$2.04
Cost per Paratransit Mile	\$1.43	\$1.88	\$2.04

Trips by Provider Type	2017	2018	2019
CTC	0	0	0
Transportation Operator	99,620	96,042	97,449
Coordination Contractor	1,014	0	0
TOTAL TRIPS	100,634	96,042	97,449

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

Email: kelly.kirkbrooks@mvtransit.com

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



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	193,667	161,525	136,323
Deviated FR	0	0	0	Roadcalls	1	2	2
Complementary ADA	0	0	0	Accidents	0	0	0
Paratransit	9,330	8,835	11,280	Vehicles	8	8	6
TNC	0	0	0	Drivers	6	6	6
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	9,330	8,835	11,280				

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	6,137	6,173	6,734
Employment	947	620	372
Ed/Train/DayCare	2	0	2
Nutritional	1,511	1,071	3,280
Life-Sustaining/Other	733	971	892
TOTAL TRIPS	9,330	8,835	11,280

Passenger Trips By Revenue Source	2017	2018	2019
CTD	3,741	3,108	3,860
AHCA	0	0	174
APD	0	0	0
DOEA	583	750	1,516
DOE	7	0	0
Other	4,999	4,977	5,730
TOTAL TRIPS	9,330	8,835	11,280

Trips by Provider Type	2017	2018	2019
CTC	0	0	0
Transportation Operator	9,330	8,835	11,280
Coordination Contractor	0	0	0
TOTAL TRIPS	9,330	8,835	11,280

Financial and General Data	2017	2018	2019
Expenses	\$378,380	\$378,680	\$452,365
Revenues	\$378,387	\$378,683	\$452,365
Commendations	7	25	8
Complaints	2	2	2
Passenger No-Shows	1,354	1,010	433
Unmet Trip Requests	1	2	18

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	193,667	80,762	68,162
Avg. Trips per Passenger	57.59	49.63	57.55
Cost per Trip	\$40.56	\$42.86	\$40.10
Cost per Paratransit Trip	\$40.56	\$42.86	\$40.10
Cost per Total Mile	\$1.95	\$2.34	\$3.32
Cost per Paratransit Mile	\$1.95	\$2.34	\$3.32

County: Orange
 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	1,348,975
Unduplicated Head Count	26,745



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	525,508	393,400	358,599	Vehicle Miles	8,221,253	8,561,384	5,312,238
Deviated FR	109,405	101,695	59,875	Roadcalls	327	236	241
Complementary ADA	0	0	188,634	Accidents	92	48	51
Paratransit	645,670	611,159	396,907	Vehicles	241	246	269
TNC	0	0	5,154	Drivers	484	471	621
Taxi	0	0	121,490				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	1,280,583	1,106,254	1,130,659				

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

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

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

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

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

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

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



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	105,734	95,177	98,325	Vehicle Miles	1,654,145	2,071,303	1,371,033
Deviated FR	22,013	24,604	45,453	Roadcalls	66	57	52
Complementary ADA	0	0	48,919	Accidents	18	12	7
Paratransit	129,911	147,861	116,815	Vehicles	48	60	67
TNC	0	0	1,019	Drivers	97	114	93
Taxi	0	0	5,978				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	257,658	267,642	316,509				

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

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

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

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

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

County: Palm Beach
 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	1,471,150
Unduplicated Head Count	11,101



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	454,466	311,005	105,847	Vehicle Miles	10,666,848	11,007,774	11,547,712
Deviated FR	0	0	0	Roadcalls	275	471	1,439
Complementary ADA	0	0	727,072	Accidents	79	105	114
Paratransit	871,640	814,183	140,032	Vehicles	241	238	247
TNC	0	0	0	Drivers	347	387	316
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	1,326,106	1,125,188	972,951				

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	174,328	162,837	132,092
Employment	375,412	293,914	172,608
Ed/Train/DayCare	296,964	220,637	315,724
Nutritional	52,298	48,851	82,514
Life-Sustaining/Other	427,104	398,949	270,013
TOTAL TRIPS	1,326,106	1,125,188	972,951

Financial and General Data	2017	2018	2019
Expenses	\$32,891,835	\$31,904,365	\$34,829,078
Revenues	\$32,891,836	\$31,904,365	\$37,110,466
Commendations	846	1,136	1,384
Complaints	1,034	3,046	3,227
Passenger No-Shows	15,085	33,405	3,473
Unmet Trip Requests	0	0	0

Passenger Trips By Revenue Source	2017	2018	2019
CTD	558,323	412,240	245,879
AHCA	0	0	0
APD	0	0	0
DOEA	51,231	50,874	0
DOE	0	0	0
Other	716,552	662,074	727,072
TOTAL TRIPS	1,326,106	1,125,188	972,951

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0.74	0.95	0.99
Miles between Roadcalls	38,789	23,371	8,025
Avg. Trips per Passenger	111.88	95.69	87.65
Cost per Trip	\$24.80	\$28.35	\$35.80
Cost per Paratransit Trip	\$35.89	\$37.83	\$39.66
Cost per Total Mile	\$3.08	\$2.90	\$3.02
Cost per Paratransit Mile	\$2.93	\$2.80	\$2.98

Trips by Provider Type	2017	2018	2019
CTC	1,326,106	1,125,188	105,847
Transportation Operator	0	0	867,104
Coordination Contractor	0	0	0
TOTAL TRIPS	1,326,106	1,125,188	972,951

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	525,643
Unduplicated Head Count	1,384



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	30,444	27,195	28,386	Vehicle Miles	1,174,451	1,071,064	896,720
Deviated FR	0	0	0	Roadcalls	7	13	114
Complementary ADA	0	0	27,475	Accidents	4	2	7
Paratransit	141,019	160,117	174,881	Vehicles	57	46	55
TNC	0	0	0	Drivers	128	119	55
Taxi	0	0	0				
School Board (School Bus)	12,289	10,294	12,025				
Volunteers	0	0	0				
TOTAL TRIPS	183,752	197,606	242,767				

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	63,342	79,799	161,361
Employment	24,322	21,419	3,735
Ed/Train/DayCare	15,815	18,400	51,111
Nutritional	19,206	17,775	8,879
Life-Sustaining/Other	61,067	60,213	17,681
TOTAL TRIPS	183,752	197,606	242,767

Passenger Trips By Revenue Source	2017	2018	2019
CTD	109,511	33,374	63,048
AHCA	11,583	9,412	0
APD	21,698	21,313	27,055
DOEA	9,450	11,977	9,933
DOE	12,289	408	12,025
Other	19,221	121,122	130,706
TOTAL TRIPS	183,752	197,606	242,767

Trips by Provider Type	2017	2018	2019
CTC	89,639	82,669	174,806
Transportation Operator	27,195	16,448	652
Coordination Contractor	66,918	98,489	67,309
TOTAL TRIPS	183,752	197,606	242,767

Financial and General Data	2017	2018	2019
Expenses	\$3,256,422	\$3,723,808	\$3,608,903
Revenues	\$3,367,902	\$3,488,037	\$3,659,095
Commendations	4	0	1
Complaints	4	16	143
Passenger No-Shows	608	531	1,790
Unmet Trip Requests	164	206	0

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0.34	0.19	0.78
Miles between Roadcalls	167,779	82,390	7,866
Avg. Trips per Passenger	45.27	107.34	175.41
Cost per Trip	\$17.72	\$18.84	\$14.87
Cost per Paratransit Trip	\$22.28	\$22.92	\$17.57
Cost per Total Mile	\$2.77	\$3.48	\$4.02
Cost per Paratransit Mile	\$2.71	\$3.46	\$3.97

County: Pinellas
 CTC: Pinellas Suncoast Transit Authority
 Contact: Ross Silvers
 3201 SCHERER DR
 SAINT PETERSBURG, FL 33716
 727-540-1844
 Email: rsilvers@psta.net

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



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	3,471,768	3,742,235	3,733,619	Vehicle Miles	6,098,541	6,785,620	7,998,213
Deviated FR	0	0	0	Roadcalls	65	122	159
Complementary ADA	0	0	0	Accidents	12	17	20
Paratransit	777,566	855,316	679,105	Vehicles	345	238	351
TNC	0	0	248,426	Drivers	465	424	595
Taxi	0	0	13,894				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	4,249,334	4,597,551	4,675,044				

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	1,839,002	1,853,717	1,677,275
Employment	1,535,648	1,976,278	1,777,460
Ed/Train/DayCare	23,415	21,324	184,319
Nutritional	752,665	730,551	691,569
Life-Sustaining/Other	98,604	15,681	344,421
TOTAL TRIPS	4,249,334	4,597,551	4,675,044

Financial and General Data	2017	2018	2019
Expenses	\$16,168,242	\$19,374,853	\$17,146,991
Revenues	\$17,674,315	\$17,947,132	\$18,658,097
Commendations	33	30	0
Complaints	16	18	69
Passenger No-Shows	16,651	24,500	0
Unmet Trip Requests	199	210	0

Passenger Trips By Revenue Source	2017	2018	2019
CTD	3,471,768	3,904,908	1,248,585
AHCA	44,981	24,646	3,639
APD	137,345	121,776	906,507
DOEA	70,884	35,373	43,409
DOE	589	1,259	3,234
Other	523,767	509,589	2,469,670
TOTAL TRIPS	4,249,334	4,597,551	4,675,044

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0.20	0.25	0.25
Miles between Roadcalls	93,824	55,620	50,303
Avg. Trips per Passenger	159.94	162.33	180.16
Cost per Trip	\$3.80	\$4.21	\$3.67
Cost per Paratransit Trip	\$19.00	\$21.01	\$24.58
Cost per Total Mile	\$2.65	\$2.86	\$2.14
Cost per Paratransit Mile	\$2.42	\$2.65	\$2.09

Trips by Provider Type	2017	2018	2019
CTC	3,471,768	3,742,235	3,995,939
Transportation Operator	590,297	689,845	577,016
Coordination Contractor	187,269	165,471	102,089
TOTAL TRIPS	4,249,334	4,597,551	4,675,044

County: Polk
 CTC: Lakeland Area Mass Transit District
 Contact: Tom Phillips
 1212 GEORGE JENKINS BLVD
 LAKELAND, FL 33815
 863-327-1303

Email: tphillips@ridecitrus.com

Demographics	Number
Total County Population	686,483
Unduplicated Head Count	3,723



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	430,366	438,186	606,916	Vehicle Miles	1,744,038	1,375,399	923,811
Deviated FR	628	0	652	Roadcalls	78	53	85
Complementary ADA	0	0	70,482	Accidents	0	29	36
Paratransit	234,443	188,249	110,050	Vehicles	127	122	137
TNC	0	0	0	Drivers	300	274	265
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	665,437	626,435	788,100				

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

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

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

Financial and General Data	2017	2018	2019
Expenses	\$7,363,865	\$5,913,142	\$6,314,830
Revenues	\$7,538,276	\$5,624,803	\$6,200,126
Commendations	1	0	35
Complaints	51	24	298
Passenger No-Shows	6,624	3,885	674
Unmet Trip Requests	533	441	15

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0	2.11	3.90
Miles between Roadcalls	22,359	25,951	10,868
Avg. Trips per Passenger	10.13	101.68	211.68
Cost per Trip	\$11.07	\$9.44	\$8.01
Cost per Paratransit Trip	\$31.27	\$31.35	\$34.85
Cost per Total Mile	\$4.22	\$4.30	\$6.84
Cost per Paratransit Mile	\$4.21	\$4.29	\$6.84

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

Email: boyd@theridesolution.org

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



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

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

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

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

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

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

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

County: Saint Johns
 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	243,812
Unduplicated Head Count	9,288



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	1,062,755	1,166,609	1,100,269
Deviated FR	275,098	294,459	284,424	Roadcalls	8	8	7
Complementary ADA	0	0	0	Accidents	3	1	0
Paratransit	57,726	55,182	56,835	Vehicles	39	47	42
TNC	0	0	0	Drivers	68	69	69
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	332,824	349,641	341,259				

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

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

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

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

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

County: Saint Lucie
 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	313,506
Unduplicated Head Count	4,666



Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	33,588	32,597	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	214,062	206,574	175,752
TNC	0	0	0
Taxi	0	0	710
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	247,650	239,171	176,462

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	37,677	41,504	47,469
Employment	42,790	49,340	10,860
Ed/Train/DayCare	76,881	63,765	47,522
Nutritional	11,949	7,728	7,655
Life-Sustaining/Other	78,353	76,834	62,956
TOTAL TRIPS	247,650	239,171	176,462

Passenger Trips By Revenue Source	2017	2018	2019
CTD	26,997	44,771	40,494
AHCA	0	0	253
APD	70,810	53,823	52,412
DOEA	3,960	3,950	3,950
DOE	0	0	269
Other	145,883	136,627	79,084
TOTAL TRIPS	247,650	239,171	176,462

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

Vehicle Data	2017	2018	2019
Vehicle Miles	1,418,760	1,394,882	1,144,824
Roadcalls	38	26	60
Accidents	4	1	1
Vehicles	114	195	109
Drivers	136	138	145

Financial and General Data	2017	2018	2019
Expenses	\$3,800,957	\$5,164,915	\$3,790,772
Revenues	\$3,988,411	\$5,106,513	\$3,790,772
Commendations	18	15	10
Complaints	9	9	11
Passenger No-Shows	2,097	2,424	3,015
Unmet Trip Requests	32,222	16,642	9,319

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0.28	0.07	0.09
Miles between Roadcalls	37,336	53,649	18,970
Avg. Trips per Passenger	20.58	20.36	37.82
Cost per Trip	\$15.35	\$21.60	\$21.48
Cost per Paratransit Trip	\$17.68	\$25.00	\$21.46
Cost per Total Mile	\$2.68	\$3.70	\$3.33
Cost per Paratransit Mile	\$2.67	\$3.70	\$3.31

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

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



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

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	19,189	15,251	12,002
Employment	7,102	5,202	5,893
Ed/Train/DayCare	614	491	3,163
Nutritional	399	319	556
Life-Sustaining/Other	5,701	4,055	920
TOTAL TRIPS	33,005	25,318	22,534

Passenger Trips By Revenue Source	2017	2018	2019
CTD	13,275	12,143	12,224
AHCA	10,083	7,404	1,689
APD	3,113	5,399	2,222
DOEA	0	0	0
DOE	4	10	0
Other	6,530	362	6,399
TOTAL TRIPS	33,005	25,318	22,534

Trips by Provider Type	2017	2018	2019
CTC	33,005	25,318	22,534
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	33,005	25,318	22,534

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

Financial and General Data	2017	2018	2019
Expenses	\$870,702	\$844,389	\$739,161
Revenues	\$898,220	\$801,937	\$749,809
Commendations	0	0	0
Complaints	0	0	0
Passenger No-Shows	1,776	663	320
Unmet Trip Requests	85	108	369

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0.20	0.24	0.40
Miles between Roadcalls	246,271	82,050	0
Avg. Trips per Passenger	43.43	39.01	60.58
Cost per Trip	\$26.38	\$33.35	\$32.80
Cost per Paratransit Trip	\$26.38	\$33.35	\$32.80
Cost per Total Mile	\$1.77	\$2.06	\$2.96
Cost per Paratransit Mile	\$1.77	\$2.06	\$2.96

County: Sarasota
 CTC: Sarasota County Board of County Commissioners
 Contact: Rob Lewis
 5303 PINKNEY AVE
 SARASOTA, FL 34233
 941-861-1003
 Email: rlewis@scgov.net

Demographics	Number
Total County Population	419,119
Unduplicated Head Count	1,355



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	786,635	473,094	0	Vehicle Miles	1,892,106	1,833,071	3,023,159
Deviated FR	0	0	0	Roadcalls	5	7	74
Complementary ADA	0	0	0	Accidents	7	24	18
Paratransit	246,893	245,191	265,051	Vehicles	65	65	104
TNC	0	0	0	Drivers	150	149	80
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	1,033,528	718,285	265,051				

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	74,873	56,007	63,973
Employment	26,473	26,797	27,006
Ed/Train/DayCare	124,805	122,143	132,113
Nutritional	10,814	9,269	0
Life-Sustaining/Other	796,563	504,069	41,959
TOTAL TRIPS	1,033,528	718,285	265,051

Financial and General Data	2017	2018	2019
Expenses	\$8,128,791	\$7,059,247	\$8,057,222
Revenues	\$6,698,332	\$6,964,905	\$8,057,222
Commendations	8	1	4
Complaints	26	24	28
Passenger No-Shows	3,911	4,208	3,968
Unmet Trip Requests	15,662	19,338	0

Passenger Trips By Revenue Source	2017	2018	2019
CTD	38,575	43,772	46,686
AHCA	0	0	710
APD	44,854	68,565	3,969
DOEA	0	0	0
DOE	0	0	0
Other	950,099	605,948	213,686
TOTAL TRIPS	1,033,528	718,285	265,051

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0.37	1.31	0.60
Miles between Roadcalls	378,421	261,867	40,854
Avg. Trips per Passenger	240.69	180.47	195.61
Cost per Trip	\$7.87	\$9.83	\$30.40
Cost per Paratransit Trip	\$32.73	\$28.69	\$30.40
Cost per Total Mile	\$4.30	\$3.85	\$2.67
Cost per Paratransit Mile	\$4.27	\$3.84	\$2.67

Trips by Provider Type	2017	2018	2019
CTC	786,635	473,094	0
Transportation Operator	184,597	176,626	188,827
Coordination Contractor	62,296	68,565	76,224
TOTAL TRIPS	1,033,528	718,285	265,051

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	462,659
Unduplicated Head Count	10,554



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

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

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

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

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

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

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

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	125,165
Unduplicated Head Count	860



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

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	7,158	6,470	5,134
Employment	17,807	14,905	12,292
Ed/Train/DayCare	16,596	16,759	14,719
Nutritional	8,156	7,492	4,362
Life-Sustaining/Other	27,740	23,798	29,997
TOTAL TRIPS	77,457	69,424	66,504

Passenger Trips By Revenue Source	2017	2018	2019
CTD	17,040	18,962	17,792
AHCA	0	0	0
APD	11,299	4,491	12,967
DOEA	4,478	3,852	3,692
DOE	0	0	0
Other	44,640	42,119	32,053
TOTAL TRIPS	77,457	69,424	66,504

Trips by Provider Type	2017	2018	2019
CTC	0	0	53,535
Transportation Operator	56,949	56,278	0
Coordination Contractor	20,508	13,146	12,969
TOTAL TRIPS	77,457	69,424	66,504

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

Financial and General Data	2017	2018	2019
Expenses	\$1,356,283	\$1,528,765	\$1,436,688
Revenues	\$1,446,632	\$1,606,967	\$1,678,900
Commendations	117	127	0
Complaints	2	1	1
Passenger No-Shows	618	541	986
Unmet Trip Requests	0	0	0

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0.19	1.56	0.38
Miles between Roadcalls	88,795	64,013	522,572
Avg. Trips per Passenger	46.16	47.75	77.33
Cost per Trip	\$17.51	\$22.02	\$21.60
Cost per Paratransit Trip	\$17.51	\$22.02	\$21.60
Cost per Total Mile	\$2.55	\$3.41	\$2.75
Cost per Paratransit Mile	\$2.55	\$3.41	\$2.75

County: Suwannee
 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	44,190
Unduplicated Head Count	145



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	213,709	167,553	180,622
Deviated FR	0	0	0	Roadcalls	3	0	3
Complementary ADA	0	0	0	Accidents	0	0	1
Paratransit	25,412	18,251	18,564	Vehicles	17	13	11
TNC	0	0	0	Drivers	13	9	10
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	25,412	18,251	18,564				

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

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

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

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

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0	0	0.55
Miles between Roadcalls	71,236	0	60,207
Avg. Trips per Passenger	87.03	127.63	128.03
Cost per Trip	\$31.18	\$20.60	\$21.77
Cost per Paratransit Trip	\$31.18	\$20.60	\$21.77
Cost per Total Mile	\$3.71	\$2.24	\$2.24
Cost per Paratransit Mile	\$3.71	\$2.24	\$2.24

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

Email: smitchell@bigbendtransit.org

Demographics	Number
Total County Population	21,833
Unduplicated Head Count	872



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	263,823	197,929	193,576
Deviated FR	6,510	5,431	5,752	Roadcalls	6	1	7
Complementary ADA	0	0	0	Accidents	0	1	0
Paratransit	11,141	11,802	11,096	Vehicles	8	7	8
TNC	0	0	0	Drivers	7	7	6
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	17,651	17,233	16,848				

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	6,446	5,830	4,926
Employment	3,869	3,540	3,281
Ed/Train/DayCare	3,834	4,376	5,211
Nutritional	54	1,576	1,913
Life-Sustaining/Other	3,448	1,911	1,517
TOTAL TRIPS	17,651	17,233	16,848

Passenger Trips By Revenue Source	2017	2018	2019
CTD	6,551	6,151	6,735
AHCA	3,997	3,460	2,046
APD	0	980	1,712
DOEA	0	0	0
DOE	0	0	0
Other	7,103	6,642	6,355
TOTAL TRIPS	17,651	17,233	16,848

Trips by Provider Type	2017	2018	2019
CTC	17,651	17,233	16,848
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	17,651	17,233	16,848

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

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

County: Union
 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	15,517
Unduplicated Head Count	235



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	159,711	130,369	124,920
Deviated FR	0	0	0	Roadcalls	1	4	1
Complementary ADA	0	0	0	Accidents	0	0	0
Paratransit	4,680	4,549	5,610	Vehicles	10	7	6
TNC	0	0	0	Drivers	4	4	4
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	4,680	4,549	5,610				

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

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

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

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

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

County: Volusia
 CTC: County of Volusia d/b/a VOTRAN
 Contact: Frank Alvarez
 950 Big Tree Road
 South Daytona, FL 32119
 386-756-7496
 Email: falvarez@volusia.org

Demographics	Number
Total County Population	538,692
Unduplicated Head Count	15,119



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	235,355	263,162	150,442	Vehicle Miles	2,918,524	2,916,800	2,700,465
Deviated FR	0	0	0	Roadcalls	168	201	196
Complementary ADA	0	0	0	Accidents	6	6	0
Paratransit	327,171	347,052	357,535	Vehicles	123	123	166
TNC	0	0	0	Drivers	139	144	197
Taxi	0	0	0				
School Board (School Bus)	5,390	1,190	0				
Volunteers	0	0	0				
TOTAL TRIPS	567,916	611,404	507,977				

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

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

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

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

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

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

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



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	175,825	296,837	239,093
Deviated FR	0	0	0	Roadcalls	0	0	0
Complementary ADA	0	0	0	Accidents	0	1	0
Paratransit	12,627	12,939	13,492	Vehicles	8	9	12
TNC	0	0	0	Drivers	8	11	11
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	12,627	12,939	13,492				

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	7,417	6,960	6,830
Employment	212	492	876
Ed/Train/DayCare	450	568	385
Nutritional	4,144	4,215	2,621
Life-Sustaining/Other	404	704	2,780
TOTAL TRIPS	12,627	12,939	13,492

Passenger Trips By Revenue Source	2017	2018	2019
CTD	5,502	6,134	6,582
AHCA	2,906	2,498	4,100
APD	274	294	332
DOEA	20	71	0
DOE	0	0	0
Other	3,925	3,942	2,478
TOTAL TRIPS	12,627	12,939	13,492

Trips by Provider Type	2017	2018	2019
CTC	12,627	12,939	13,492
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	12,627	12,939	13,492

Financial and General Data	2017	2018	2019
Expenses	\$517,076	\$620,003	\$730,170
Revenues	\$644,455	\$642,050	\$670,644
Commendations	0	0	0
Complaints	0	0	0
Passenger No-Shows	353	475	263
Unmet Trip Requests	0	0	60

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0	0.34	0
Miles between Roadcalls	0	0	0
Avg. Trips per Passenger	42.23	39.57	34.07
Cost per Trip	\$40.95	\$47.92	\$54.12
Cost per Paratransit Trip	\$40.95	\$47.92	\$54.12
Cost per Total Mile	\$2.94	\$2.09	\$3.05
Cost per Paratransit Mile	\$2.94	\$2.09	\$3.05

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

Email: joelpaul.tccc@mchsi.com

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



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	549,584	533,721	459,240
Deviated FR	0	0	0	Roadcalls	0	0	0
Complementary ADA	0	0	0	Accidents	0	0	0
Paratransit	49,903	44,138	44,721	Vehicles	21	20	18
TNC	0	0	0	Drivers	16	14	14
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	49,903	44,138	44,721				

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

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

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

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

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

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

Email: joelpaul.tccc@mchsi.com

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



Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	0	0	0	Vehicle Miles	362,609	359,450	308,103
Deviated FR	0	0	0	Roadcalls	2	2	2
Complementary ADA	0	0	0	Accidents	1	0	1
Paratransit	20,234	20,592	18,095	Vehicles	15	15	14
TNC	0	0	0	Drivers	10	11	10
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	20,234	20,592	18,095				

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

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

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

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

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