



2018 FLORIDA TRANSIT INFORMATION — AND — PERFORMANCE HANDBOOK

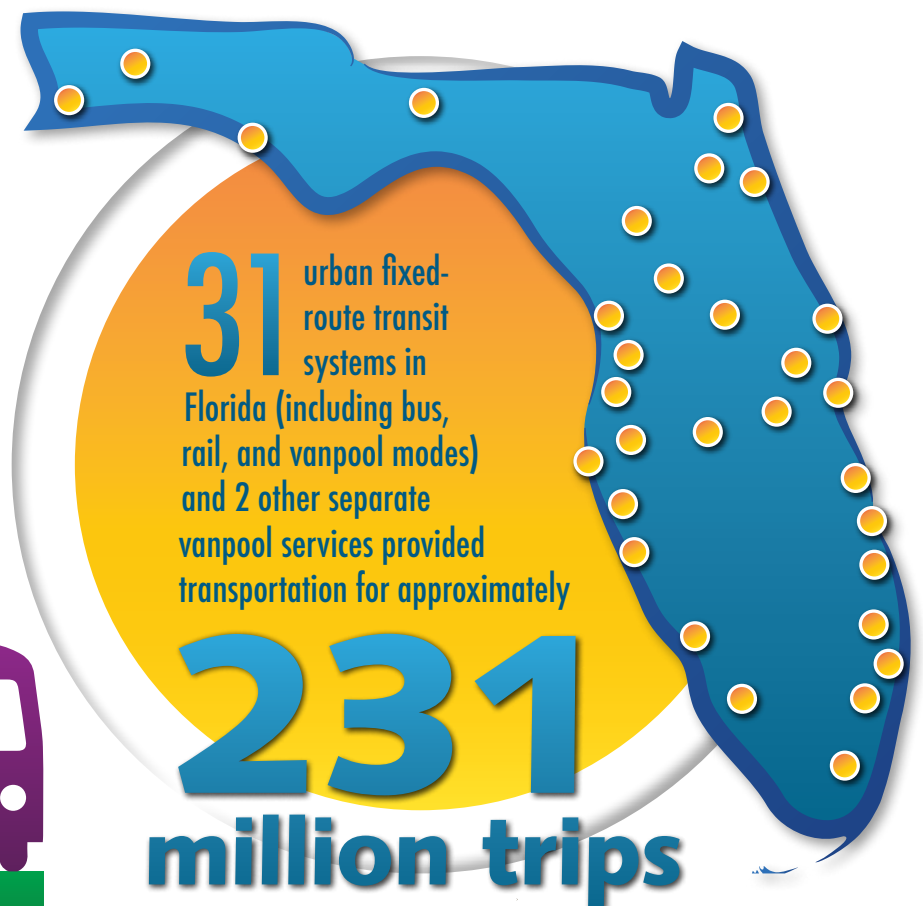
This Handbook offers a general overview of public transit in the State of Florida. The information in the following pages provides insight into transit's contribution to meeting the statewide transportation objectives and mission of the Florida Department of Transportation (FDOT). Additionally, the information is used in reporting statewide performance measures.

Public transit plays an important role in maintaining the livability of Florida's growing communities. Transit not only helps alleviate traffic congestion and improve air quality, but also provides mobility for many of Florida's citizens, as well as visitors and tourists to the Sunshine State. Transit also plays a critical role in meeting the mobility and accessibility needs of transit-dependent Floridians and visitors who, due to physical handicap, age, or economic disadvantage, cannot drive or own an automobile. By providing mobility and accessibility to millions of Florida's residents and visitors, transit helps to improve the overall quality of life in Florida's communities.

This Handbook provides a synopsis of FDOT's transit resources, a profile of Florida's transit systems, and a snapshot of their performance in 2017. Although there are rural and urban transit systems in Florida, the focus of this handbook is on Florida's urban fixed-route transit systems. Information about Florida's demand-response transit systems can be obtained from the Annual Operations Report published by Florida's Commission for the Transportation Disadvantaged.

FDOT Mission

To provide a safe transportation system that ensures the mobility of people and goods, enhances economic prosperity and preserves the quality of our environment and communities.



FDOT Public Transit Office

THE MISSION of the FDOT Transit Office is to “identify, support, advance, and manage cost-effective, efficient, and safe transportation systems and alternatives to maximize the passenger-carrying capacity of surface transportation facilities.”

The FDOT Transit Office consists of three sections (Transit Planning; Grants Administration; Transit Operations and Safety), each of which has specific areas of responsibility.

Transit Planning

The Transit Planning unit is responsible for statewide transit planning, legislative, and policy analysis, developing and monitoring the implementation of state transit development planning (TDP) rules and guidelines, performance monitoring, transit information systems, transit facilities planning, transit oriented development, technical assistance, research and training. Some of the programs and activities implemented and managed by the Transit Planning unit in fulfillment of these responsibilities are:

Development of Florida's transit strategic plan; preparation of transportation development plan (TDP) policy guidance and training; development and support of the Florida Transit Information System (FTIS), Transit Boardings Estimation and Simulation Tool (TBEST), Florida Transit Planning Network (FTPN); integration of transit in traffic system management and operations systems (TSM&O), and travel demand modeling; bus operations on shoulders, premium transit project development processes, and development of transit performance measures and transit capacity and quality of service measures.

Grants Administration and Commuter Assistance

The Grants Administration and Commuter Assistance unit provides financial and technical assistance to Florida's transit agencies and commuter assistance services. Staff also coordinates with and provides technical assistance to the Commission for the Transportation Disadvantaged. This unit's responsibilities fall into eight areas: Federal Transit Administration coordination; grant management; financial management; rural transit technical assistance; urban transit technical assistance; innovative finance; commuter assistance; and legislative analysis.



Transit Operations and Safety

The Transit Operations and Safety unit is responsible for developing and implementing transit programs that provide services and technical assistance to support transit operational and maintenance functions and activities. This unit also develops standards and oversees compliance with State and Federal regulations. Some of the programs administered by the Transit Operations and Safety unit include the Florida Operations Network, the Transit-Research-Inspection-Procurement Services, and the Transit Maintenance Analysis & Resource Center.



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Additional information about FDOT transit resources can be found on these websites:

FDOT Transit Office

Florida Transit Planning Network

Transit-Research-Inspection-Procurement Services (TRIPS)

Transit Maintenance Analysis and Resource Center (TMAARC)

Substance Abuse Management

Transit Bus Safety Resource Guide

Transit Safety Network

Transit Safety Programs

Commuter Assistance Program

Transit Boardings Estimation and Simulation Tool (TBEST)

Florida Transit Information System (FTIS)



Florida's Transit Systems



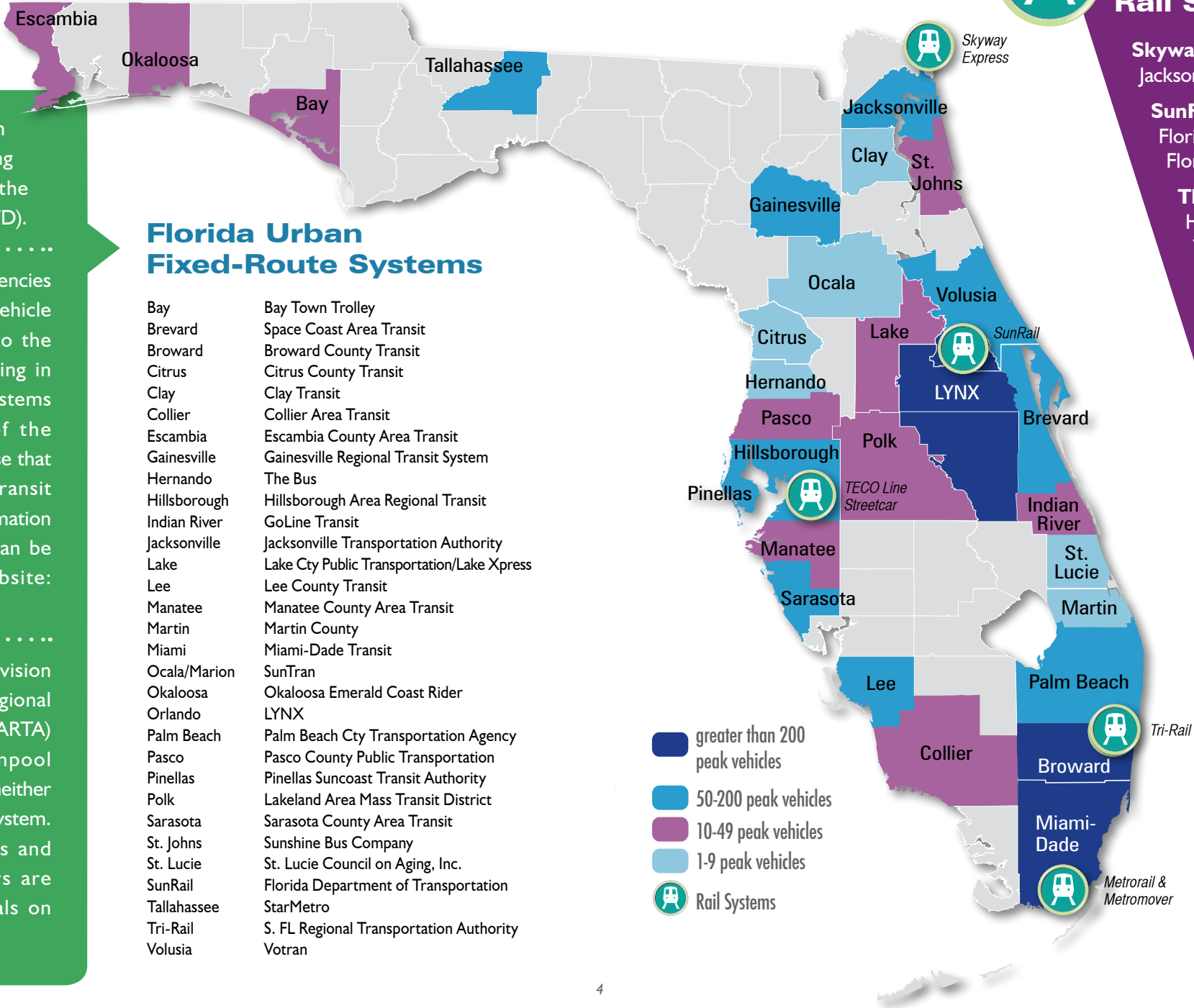
In 2017, there were 31 urban fixed-route systems operating in Florida that reported to the National Transit Database (NTD).

During 2017, Florida's transit agencies ranged in size from the six-vehicle system in Ocala (SunTran) to the 1,102-vehicle system operating in Miami-Dade County. The systems included in this edition of the Handbook represent only those that reported to the National Transit Database in 2017. More information on public transit in Florida can be found at the following website: www.dot.state.fl.us/transit.

Charlotte County Transit Division and the Tampa Bay Area Regional Transportation Authority (TBARTA) are required to report vanpool information to NTD; however, neither agency operates a fixed-route system. Please note that Charlotte's and TBARTA's vanpool numbers are included in the Florida totals on page 5, where applicable.

Florida Urban Fixed-Route Systems

| | |
|--------------|--|
| Bay | Bay Town Trolley |
| Brevard | Space Coast Area Transit |
| Broward | Broward County Transit |
| Citrus | Citrus County Transit |
| Clay | Clay Transit |
| Collier | Collier Area Transit |
| Escambia | Escambia County Area Transit |
| Gainesville | Gainesville Regional Transit System |
| Hernando | The Bus |
| Hillsborough | Hillsborough Area Regional Transit |
| Indian River | GoLine Transit |
| Jacksonville | Jacksonville Transportation Authority |
| Lake | Lake Cty Public Transportation/Lake Xpress |
| Lee | Lee County Transit |
| Manatee | Manatee County Area Transit |
| Martin | Martin County |
| Miami | Miami-Dade Transit |
| Ocala/Marion | SunTran |
| Okaloosa | Okaloosa Emerald Coast Rider |
| Orlando | LYNX |
| Palm Beach | Palm Beach Cty Transportation Agency |
| Pasco | Pasco County Public Transportation |
| Pinellas | Pinellas Suncoast Transit Authority |
| Polk | Lakeland Area Mass Transit District |
| Sarasota | Sarasota County Area Transit |
| St. Johns | Sunshine Bus Company |
| St. Lucie | St. Lucie Council on Aging, Inc. |
| SunRail | Florida Department of Transportation |
| Tallahassee | StarMetro |
| Tri-Rail | S. FL Regional Transportation Authority |
| Volusia | Votran |



- greater than 200 peak vehicles
- 50-200 peak vehicles
- 10-49 peak vehicles
- 1-9 peak vehicles
- Rail Systems



Rail Systems in Florida

- Skyway Express**
Jacksonville Transportation Authority
- SunRail**
Florida Commuter Rail Authority
Florida Dept. of Transportation
- TECO Line Streetcar**
Hillsborough Area Regional Transit Authority
- Tri-Rail**
The South Florida Regional Transportation Authority
- Metrorail & Metromover**
Miami-Dade Transit operates a heavy rail system



What's New This Year?

In July 2018 SunRail's southern expansion opened! The 17.2-mile segment includes 4 new stations, connecting Sand Lake Road in Orange County to Ponciana in Osceola County.

Florida's Urban Fixed-Route Transit System Summaries

2016 and 2017 Statewide Totals

FDOT Public Transit Office
605 Suwannee St., Mail Station 26, Tallahassee, FL 32399-0450
(850) 414-4500
www.dot.state.fl.us/Transit



In 2017, 31 fixed-route transit systems in Florida reported ridership and other data. In addition, five systems operate at least one rail mode. The data shown below and on the following pages represent fixed-route bus, rail services, and vanpool services only (excludes demand-response service) for 2016 and 2017 from the National Transit Database. The data shown below represent closed-out, validated numbers as of October 2018. However, it is possible that some figures may be updated in the subsequent reporting year. Please see page 4 of this Handbook for more information on Florida's transit systems.

These totals include vanpool services provided by Charlotte County and TBARTA, except for Route Miles and Resident Access to Transit, which exclude all systems' vanpool data. Passenger Trips per Employee FTE excludes purchased transportation data.

| | | 2016 | 2017 |
|------------------------------|---|-----------------|-----------------|
| GENERAL INFORMATION | Service Area Population | 16,392,750 | 16,255,738 |
| | Service Area Population Density | 1,188.1 | 1,134.1 |
| | Operating Expense | \$1,232,608,895 | \$1,299,907,585 |
| | Operating Revenue | \$311,538,926 | \$284,783,686 |
| SERVICE SUPPLIED | Total Annual Revenue Miles | 148,297,591 | 148,340,702 |
| | Total Annual Revenue Hours | 10,281,321 | 10,324,960 |
| | Total Revenue Vehicles | 4,143 | 4,131 |
| | Peak Vehicles | 3,317 | 3,411 |
| | Route Miles | 15,521.2 | 15,766.8 |
| SERVICE USAGE | Annual Passenger Trips | 250,683,439 | 230,816,254 |
| | Annual Passenger Miles | 1,416,969,286 | 1,370,886,874 |
| | Average Trip Length | 5.7 | 5.9 |
| QUALITY OF SERVICE | Resident Access to Transit | 56.61% | 56.52% |
| | Weekday Span of Service (hours) | 17.5 | 17.8 |
| COST EFFICIENCY | Operating Expense per Revenue Mile | \$8.31 | \$8.76 |
| | Operating Expense per Revenue Hour | \$119.89 | \$125.90 |
| | Operating Revenue per Operating Expense | 25.27% | 21.91% |
| | Passenger Trips per Employee FTE | 26,007 | 23,741 |
| COST EFFECTIVENESS | Operating Expense per Passenger Trip | \$4.92 | \$5.63 |
| | Operating Expense per Passenger Mile | \$0.87 | \$0.95 |
| | Operating Expense per Capita | \$75.19 | \$79.97 |
| | Farebox Recovery Ratio | 21.66% | 18.32% |
| | Average Fare | \$1.06 | \$1.03 |
| SERVICE EFFECTIVENESS | Passenger Trips per Revenue Mile | 1.69 | 1.56 |
| | Passenger Trips per Revenue Hour | 24.38 | 22.36 |
| | Passenger Trips per Capita | 15.29 | 14.20 |
| | Revenue Miles Between Safety Incidents | 146,684 | 141,142 |
| | Revenue Miles Between Failures | 4,267 | 4,749 |

* Resident Access to Transit is defined as the percent of the state's population that resides within one half-mile of an urban fixed transit route (motorbus or rail service). Because Florida's transit systems typically provide demand-response (e.g., Dial-a-Ride) or other services beyond a half-mile boundary around their fixed routes, a transit system's total service area population as reported in NTD is usually larger than its fixed-route service area. Approximately 78 percent of Florida's population resides within these total service area populations. Please see the definition for Resident Access to Transit in the Glossary of this document.

Florida's Urban Fixed-Route Transit System Summaries

Bay Town Trolley

Ms. Nancy Lohr, General Manager
 919 Massalina Drive
 Panama City, FL 32401
 (850) 769-0557
www.baytowntrolley.org



Bay Town Trolley provides contracted deviated fixed-route service in the Panama City Urbanized area and Bay Area Transportation provides demand-response service throughout Bay County. The Bay County Transportation Planning Organization (TPO) governs both services. Data representing the Bay Town Trolley's motorbus service for 2016 and 2017 are shown below.

| | | 2016 | 2017 |
|------------------------------|---|-------------|-------------|
| GENERAL INFORMATION | Service Area Population | 105,192 | 105,192 |
| | Service Area Population Density | 1,813.7 | 1,813.7 |
| | Operating Expense | \$3,058,480 | \$2,869,586 |
| | Operating Revenue | \$695,543 | \$737,206 |
| SERVICE SUPPLIED | Total Annual Revenue Miles | 521,765 | 496,483 |
| | Total Annual Revenue Hours | 40,188 | 37,241 |
| | Total Revenue Vehicles | 14 | 14 |
| | Peak Vehicles | 11 | 10 |
| | Route Miles | 142.0 | 142.0 |
| SERVICE USAGE | Annual Passenger Trips | 626,592 | 621,365 |
| | Annual Passenger Miles | 2,443,709 | 2,423,324 |
| | Average Trip Length | 3.9 | 3.9 |
| QUALITY OF SERVICE | Resident Access to Transit | 36.63% | 36.63% |
| | Weekday Span of Service (hours) | 14.5 | 14.5 |
| COST EFFICIENCY | Operating Expense per Revenue Mile | \$5.86 | \$5.78 |
| | Operating Expense per Revenue Hour | \$76.10 | \$77.05 |
| | Operating Revenue per Operating Expense | 22.74% | 25.69% |
| | Passenger Trips per Employee FTE | n/a | n/a |
| COST EFFECTIVENESS | Operating Expense per Passenger Trip | \$4.88 | \$4.62 |
| | Operating Expense per Passenger Mile | \$1.25 | \$1.18 |
| | Operating Expense per Capita | \$29.08 | \$27.28 |
| | Farebox Recovery Ratio | 19.39% | 21.01% |
| | Average Fare | \$0.95 | \$0.97 |
| SERVICE EFFECTIVENESS | Passenger Trips per Revenue Mile | 1.20 | 1.25 |
| | Passenger Trips per Revenue Hour | 15.59 | 16.68 |
| | Passenger Trips per Capita | 5.96 | 5.91 |
| | Revenue Miles Between Safety Incidents | 86,961 | 248,242 |
| | Revenue Miles Between Failures | 47,433 | 49,648 |

Florida's Urban Fixed-Route Transit System Summaries

Broward County Transit (BCT)

Mr. Timothy Garling, Director
 One N. University Drive, Suite 3100-A
 Plantation, FL 33324
 (954) 357-8300
www.broward.org/BCT



Broward County Transit is an agency of Broward County government responsible for operating a fixed-route motorbus service with several routes connecting with Palm Tran (in Palm Beach County), Miami-Dade Transit, and Tri-Rail (commuter rail service). In addition to fixed-route bus service, BCT also partners with many municipalities within the county to provide Community Bus services, including Fort Lauderdale's Sun Trolley, and offers contracted paratransit service. BCT and Broward Community Bus data for the years 2016 and 2017 are provided below.

| | | 2016 | 2017 |
|------------------------------|---|---------------|---------------|
| GENERAL INFORMATION | Service Area Population | 1,869,235 | 1,909,632 |
| | Service Area Population Density | 4,559.1 | 4,657.6 |
| | Operating Expense | \$114,948,282 | \$123,471,838 |
| | Operating Revenue | \$41,247,858 | \$37,429,095 |
| SERVICE SUPPLIED | Total Annual Revenue Miles | 17,570,900 | 17,322,754 |
| | Total Annual Revenue Hours | 1,339,349 | 1,332,796 |
| | Total Revenue Vehicles | 431 | 433 |
| | Peak Vehicles | 347 | 360 |
| | Route Miles | 1,255.3 | 1,246.3 |
| SERVICE USAGE | Annual Passenger Trips | 35,294,456 | 31,390,379 |
| | Annual Passenger Miles | 156,698,806 | 145,483,098 |
| | Average Trip Length | 4.4 | 5.0 |
| QUALITY OF SERVICE | Resident Access to Transit | 95.07% | 95.30% |
| | Weekday Span of Service (hours) | 20.2 | 20.2 |
| COST EFFICIENCY | Operating Expense per Revenue Mile | \$6.54 | \$7.13 |
| | Operating Expense per Revenue Hour | \$85.82 | \$92.64 |
| | Operating Revenue per Operating Expense | 35.88% | 30.31% |
| | Passenger Trips per Employee FTE | 30,646 | 26,936 |
| COST EFFECTIVENESS | Operating Expense per Passenger Trip | \$3.26 | \$3.93 |
| | Operating Expense per Passenger Mile | \$0.73 | \$0.85 |
| | Operating Expense per Capita | \$61.49 | \$64.66 |
| | Farebox Recovery Ratio | 30.22% | 26.25% |
| | Average Fare | \$0.98 | \$1.03 |
| SERVICE EFFECTIVENESS | Passenger Trips per Revenue Mile | 2.01 | 1.81 |
| | Passenger Trips per Revenue Hour | 26.35 | 23.55 |
| | Passenger Trips per Capita | 18.88 | 16.44 |
| | Revenue Miles Between Safety Incidents | 126,409 | 113,221 |
| | Revenue Miles Between Failures | 7,758 | 3,777 |

Florida's Urban Fixed-Route Transit System Summaries

Citrus County Transit

Mr. Lon Frye, Transit Director
 1300 S. Lecanto Highway
 Lecanto, FL 34461
 (352) 527-7630
citruscountytransit.com



Citrus County Transit Service is a Division under the Department of Community Services of the Board of County Commissioners. Transit Services provides an on-demand service and also operates a deviated fixed-route service which connects Beverly Hills, Homosassa, Lecanto, and Inverness. 2016 was the first year for which urban NTD are available for Citrus County Transit. These data are shown below, along with data for 2017.

| | | 2016 | 2017 |
|------------------------------|---|-----------|-----------|
| GENERAL INFORMATION | Service Area Population | 30,858 | 30,858 |
| | Service Area Population Density | 629.8 | 629.8 |
| | Operating Expense | \$555,472 | \$676,213 |
| | Operating Revenue | \$40,820 | \$11,629 |
| SERVICE SUPPLIED | Total Annual Revenue Miles | 172,270 | 170,430 |
| | Total Annual Revenue Hours | 13,455 | 13,338 |
| | Total Revenue Vehicles | 9 | 8 |
| | Peak Vehicles | 9 | 8 |
| | Route Miles | n/a | n/a |
| SERVICE USAGE | Annual Passenger Trips | 63,061 | 55,239 |
| | Annual Passenger Miles | n/a | n/a |
| | Average Trip Length | n/a | n/a |
| QUALITY OF SERVICE | Resident Access to Transit | 28.56% | 28.57% |
| | Weekday Span of Service (hours) | n/a | n/a |
| COST EFFICIENCY | Operating Expense per Revenue Mile | \$3.22 | \$3.97 |
| | Operating Expense per Revenue Hour | \$41.28 | \$50.70 |
| | Operating Revenue per Operating Expense | \$0.07 | 1.72% |
| | Passenger Trips per Employee FTE | n/a | n/a |
| COST EFFECTIVENESS | Operating Expense per Passenger Trip | \$8.81 | \$12.24 |
| | Operating Expense per Passenger Mile | n/a | n/a |
| | Operating Expense per Capita | \$18.00 | \$21.91 |
| | Farebox Recovery Ratio | 5.36% | 1.72% |
| | Average Fare | \$0.47 | \$0.21 |
| SERVICE EFFECTIVENESS | Passenger Trips per Revenue Mile | 0.37 | 0.32 |
| | Passenger Trips per Revenue Hour | 4.69 | 4.14 |
| | Passenger Trips per Capita | 2.04 | 1.79 |
| | Revenue Miles Between Safety Incidents | n/a | n/a |
| | Revenue Miles Between Failures | n/a | n/a |

Florida's Urban Fixed-Route Transit System Summaries

Clay Transit

Mr. Shannon Clark, Director of Transportation
 604 Walnut Street
 Green Cove Springs, FL 32043
 (904) 531-5029
claytransit.com



The Clay Council on Aging, Inc., operating as Clay Transit, serves all of Clay County's transportation needs via a system of deviated fixed routes or flex routes and coordinated paratransit services. The flex route operation currently consists of six routes serving seniors, the disabled and other transportation disadvantaged, commuters and the general public in Middleburg, Keystone Heights, Green Cove Springs and Orange Park providing connections to the Jacksonville Transit Authority, Putnam County Transit and the Regional Transit System in Gainesville/Alachua County. 2016 and 2017 data for Clay Transit are shown below.

| | | 2016 | 2017 |
|------------------------------|---|-----------|-----------|
| GENERAL INFORMATION | Service Area Population | 210,000 | 210,000 |
| | Service Area Population Density | 238 | 238.4 |
| | Operating Expense | \$495,522 | \$479,587 |
| | Operating Revenue | \$366,020 | \$327,601 |
| SERVICE SUPPLIED | Total Annual Revenue Miles | 279,934 | 263,954 |
| | Total Annual Revenue Hours | 15,700 | 15,255 |
| | Total Revenue Vehicles | 7 | 7 |
| | Peak Vehicles | 7 | 7 |
| | Route Miles | 140 | 138.0 |
| SERVICE USAGE | Annual Passenger Trips | 51,887 | 42,842 |
| | Annual Passenger Miles | 839,802 | 759,810 |
| | Average Trip Length | 16.2 | 17.7 |
| QUALITY OF SERVICE | Resident Access to Transit | 41.07% | 40.42% |
| | Weekday Span of Service (hours) | 13.8 | 13.8 |
| COST EFFICIENCY | Operating Expense per Revenue Mile | \$1.77 | \$1.82 |
| | Operating Expense per Revenue Hour | \$31.56 | \$31.44 |
| | Operating Revenue per Operating Expense | 73.87% | 68.31% |
| | Passenger Trips per Employee FTE | 2,892 | 3,901 |
| COST EFFECTIVENESS | Operating Expense per Passenger Trip | \$9.55 | \$11.19 |
| | Operating Expense per Passenger Mile | \$0.59 | \$0.63 |
| | Operating Expense per Capita | \$2.36 | \$2.28 |
| | Farebox Recovery Ratio | 8.74% | 6.39% |
| | Average Fare | \$0.83 | \$0.71 |
| SERVICE EFFECTIVENESS | Passenger Trips per Revenue Mile | 0.19 | 0.16 |
| | Passenger Trips per Revenue Hour | 3.30 | 2.81 |
| | Passenger Trips per Capita | 0.25 | 0.20 |
| | Revenue Miles Between Safety Incidents | n/a | n/a |
| | Revenue Miles Between Failures | n/a | 13,892 |

Florida's Urban Fixed-Route Transit System Summaries

Collier Area Transit (CAT)

Ms. Michelle Edwards-Arnold, Director
 8300 Radio Road
 Naples, FL 34104
 (239) 252-7777
www.colliergov.net/CAT



Collier Area Transit is part of the Alternative Transportation Modes Department of Collier County Transportation, which is governed by the Collier County Board of County Commissioners. CAT provides fixed-route service in Collier County. Demand-response services are provided by Collier Area Paratransit. The data below represent CAT's 2016 and 2017 fixed-route purchased motorbus services.

| | | 2016 | 2017 |
|------------------------------|---|-------------|-------------|
| GENERAL INFORMATION | Service Area Population | 323,785 | 323,785 |
| | Service Area Population Density | 159.9 | 159.9 |
| | Operating Expense | \$5,743,985 | \$5,557,686 |
| | Operating Revenue | \$1,020,040 | \$968,736 |
| SERVICE SUPPLIED | Total Annual Revenue Miles | 1,318,931 | 1,285,354 |
| | Total Annual Revenue Hours | 72,119 | 72,018 |
| | Total Revenue Vehicles | 25 | 25 |
| | Peak Vehicles | 17 | 18 |
| | Route Miles | 426.0 | 442.6 |
| SERVICE USAGE | Annual Passenger Trips | 973,981 | 896,201 |
| | Annual Passenger Miles | 7,211,130 | 6,498,820 |
| | Average Trip Length | 7.4 | 7.3 |
| QUALITY OF SERVICE | Resident Access to Transit | 58.04% | 57.19% |
| | Weekday Span of Service (hours) | 17.1 | 17.3 |
| COST EFFICIENCY | Operating Expense per Revenue Mile | \$4.36 | \$4.32 |
| | Operating Expense per Revenue Hour | \$79.65 | \$77.17 |
| | Operating Revenue per Operating Expense | 17.76% | 17.43% |
| | Passenger Trips per Employee FTE | n/a | n/a |
| COST EFFECTIVENESS | Operating Expense per Passenger Trip | \$5.90 | \$6.20 |
| | Operating Expense per Passenger Mile | \$0.80 | \$0.86 |
| | Operating Expense per Capita | \$17.74 | \$17.16 |
| | Farebox Recovery Ratio | 16.47% | 15.99% |
| | Average Fare | \$0.97 | \$0.99 |
| SERVICE EFFECTIVENESS | Passenger Trips per Revenue Mile | 0.74 | 0.70 |
| | Passenger Trips per Revenue Hour | 13.51 | 12.44 |
| | Passenger Trips per Capita | 3.01 | 2.77 |
| | Revenue Miles Between Safety Incidents | 263,786 | 257,071 |
| | Revenue Miles Between Failures | 57,345 | 10,623 |

Florida's Urban Fixed-Route Transit System Summaries

Escambia County Area Transit (ECAT)

Mr. Mike Crittenden, Mass Transit Director
 1515 West Fairfield Drive
 Pensacola, FL 32501
 (850) 595-3228
www.goecat.com



Escambia County Area Transit is a department of the county government. A five-member elected Board of County Commissioners governs the department. In addition to providing purchased fixed-route motorbus service, ECAT contracts to provide demand-response transportation services. 2016 and 2017 motorbus data for ECAT are shown below.

| | | 2016 | 2017 |
|-----------------------|---|--------------|--------------|
| GENERAL INFORMATION | Service Area Population | 241,661 | 241,661 |
| | Service Area Population Density | 1,278.6 | 1,278.6 |
| | Operating Expense | \$10,267,587 | \$12,400,668 |
| | Operating Revenue | \$2,190,388 | \$2,442,631 |
| SERVICE SUPPLIED | Total Annual Revenue Miles | 1,502,021 | 1,587,679 |
| | Total Annual Revenue Hours | 104,095 | 106,337 |
| | Total Revenue Vehicles | 48 | 47 |
| | Peak Vehicles | 39 | 38 |
| | Route Miles | 396.9 | 417.3 |
| SERVICE USAGE | Annual Passenger Trips | 1,443,463 | 1,476,400 |
| | Annual Passenger Miles | 8,891,732 | 7,364,166 |
| | Average Trip Length | 6.2 | 5.0 |
| QUALITY OF SERVICE | Resident Access to Transit | 59.71% | 59.84% |
| | Weekday Span of Service (hours) | 17.3 | 17.3 |
| COST EFFICIENCY | Operating Expense per Revenue Mile | \$6.84 | \$7.81 |
| | Operating Expense per Revenue Hour | \$98.64 | \$116.62 |
| | Operating Revenue per Operating Expense | 21.33% | 19.70% |
| | Passenger Trips per Employee FTE | n/a | n/a |
| COST EFFECTIVENESS | Operating Expense per Passenger Trip | \$7.11 | \$8.40 |
| | Operating Expense per Passenger Mile | \$1.15 | \$1.68 |
| | Operating Expense per Capita | \$42.49 | \$51.31 |
| | Farebox Recovery Ratio | 9.64% | 8.20% |
| | Average Fare | \$0.69 | \$0.69 |
| SERVICE EFFECTIVENESS | Passenger Trips per Revenue Mile | 0.96 | 0.93 |
| | Passenger Trips per Revenue Hour | 13.87 | 13.88 |
| | Passenger Trips per Capita | 5.97 | 6.11 |
| | Revenue Miles Between Safety Incidents | 300,404 | 396,920 |
| | Revenue Miles Between Failures | 16,877 | 17,072 |

Florida's Urban Fixed-Route Transit System Summaries

Gainesville Regional Transit System

Mr. Jesus Gomez, Director
 34 SE 13 Road
 Gainesville, FL 32601
 (352) 334-2600
www.go-rtts.com



The Regional Transit System (RTS) is a department of the City of Gainesville. An elected seven-member Commission governs the RTS. The Commission receives input from an advisory board comprised of citizens from the community. The RTS serves the City of Gainesville and parts of Alachua County with fixed-route motorbus service and contracts for vanpool services and demand-response transportation services throughout the City of Gainesville and up to three-quarters of a mile beyond its fixed-route network. The data shown below represent fixed-route motorbus and vanpool data for RTS in 2016 and 2017.

| | | 2016 | 2017 |
|------------------------------|---|--------------|--------------|
| GENERAL INFORMATION | Service Area Population | 163,990 | 163,990 |
| | Service Area Population Density | 2,157.8 | 2,157.8 |
| | Operating Expense | \$22,507,344 | \$23,917,673 |
| | Operating Revenue | \$15,382,321 | \$15,314,010 |
| SERVICE SUPPLIED | Total Annual Revenue Miles | 3,613,837 | 3,884,082 |
| | Total Annual Revenue Hours | 306,537 | 307,340 |
| | Total Revenue Vehicles | 128 | 143 |
| | Peak Vehicles | 108 | 123 |
| | Route Miles | 236.8 | 237.3 |
| SERVICE USAGE | Annual Passenger Trips | 9,698,179 | 9,457,505 |
| | Annual Passenger Miles | 25,506,212 | 26,692,997 |
| | Average Trip Length | 2.6 | 2.8 |
| QUALITY OF SERVICE | Resident Access to Transit | 58.68% | 58.67% |
| | Weekday Span of Service (hours) | 22.9 | 22.9 |
| COST EFFICIENCY | Operating Expense per Revenue Mile | \$6.23 | \$6.16 |
| | Operating Expense per Revenue Hour | \$73.42 | \$77.82 |
| | Operating Revenue per Operating Expense | 68.34% | 64.03% |
| | Passenger Trips per Employee FTE | 32,515 | 34,569 |
| COST EFFECTIVENESS | Operating Expense per Passenger Trip | \$2.32 | \$2.53 |
| | Operating Expense per Passenger Mile | \$0.88 | \$0.90 |
| | Operating Expense per Capita | \$137.25 | \$145.85 |
| | Farebox Recovery Ratio | 65.32% | 61.28% |
| | Average Fare | \$1.52 | \$1.55 |
| SERVICE EFFECTIVENESS | Passenger Trips per Revenue Mile | 2.68 | 2.43 |
| | Passenger Trips per Revenue Hour | 31.64 | 30.77 |
| | Passenger Trips per Capita | 59.14 | 57.67 |
| | Revenue Miles Between Safety Incidents | 401,537 | 73,285 |
| | Revenue Miles Between Failures | 10,066 | 8,574 |

Florida's Urban Fixed-Route Transit System Summaries

Hernando (TransHernando Express)

Ms. Vera Matthews, General Manager
 1525 East Jefferson Avenue
 Brooksville, FL 34601
 (352) 754-4444
www.hernanodobus.com



The County contracts with Trans-Hernando to operate THE Bus, Hernando County's fixed-route transportation service. Trans-Hernando reports to the Metropolitan Planning Organization and a five-member Board of County Commissioners. The transit system provides fixed-route transit service to the city of Brooksville and Spring Hill, with a shuttle connecting the two areas. Trans-Hernando Para-Transit also provides demand-response service throughout Hernando County. 2016 and 2017 data representing THE Bus's fixed-route motorbus service are shown below. Passenger miles for 2017 were estimated using average trip length from 2016 and passenger trips from 2017.

| | | 2016 | 2017 |
|------------------------------|---|-------------|-------------|
| GENERAL INFORMATION | Service Area Population | 115,427 | 115,715 |
| | Service Area Population Density | 1,296.9 | 1,300.2 |
| | Operating Expense | \$1,180,758 | \$1,148,545 |
| | Operating Revenue | \$139,287 | \$122,584 |
| SERVICE SUPPLIED | Total Annual Revenue Miles | 369,627 | 403,876 |
| | Total Annual Revenue Hours | 19,526 | 21,291 |
| | Total Revenue Vehicles | 7 | 7 |
| | Peak Vehicles | 7 | 7 |
| | Route Miles | 83.7 | 83.7 |
| SERVICE USAGE | Annual Passenger Trips | 109,242 | 126,109 |
| | Annual Passenger Miles | 270,920 | 312,750 |
| | Average Trip Length | 2.5 | 2.5 |
| QUALITY OF SERVICE | Resident Access to Transit | 35.38% | 35.45% |
| | Weekday Span of Service (hours) | 12.5 | 12.5 |
| COST EFFICIENCY | Operating Expense per Revenue Mile | \$3.19 | \$2.84 |
| | Operating Expense per Revenue Hour | \$60.47 | \$53.95 |
| | Operating Revenue per Operating Expense | 11.80% | 10.67% |
| | Passenger Trips per Employee FTE | n/a | n/a |
| COST EFFECTIVENESS | Operating Expense per Passenger Trip | \$10.81 | \$9.11 |
| | Operating Expense per Passenger Mile | \$4.36 | \$3.67 |
| | Operating Expense per Capita | \$10.23 | \$9.93 |
| | Farebox Recovery Ratio | 6.74% | 8.17% |
| | Average Fare | \$0.73 | \$0.74 |
| SERVICE EFFECTIVENESS | Passenger Trips per Revenue Mile | 0.30 | 0.31 |
| | Passenger Trips per Revenue Hour | 5.59 | 5.92 |
| | Passenger Trips per Capita | 0.95 | 1.09 |
| | Revenue Miles Between Safety Incidents | n/a | 201,938 |
| | Revenue Miles Between Failures | n/a | n/a |

Florida's Urban Fixed-Route Transit System Summaries

Hillsborough Area Regional Transit Authority (HART)

Mr. Jeffrey Seward, Interim Chief Executive Officer
 1201 E. 7th Avenue
 Tampa, FL 33605
 (813) 254-4278
www.gohart.org



The Hillsborough Area Regional Transit Authority (HART) operates motorbus service as well as the TECO Line Streetcar connecting downtown with the Ybor City Historic District. Paratransit service is provided for the City of Tampa, the City of Temple Terrace, and unincorporated Hillsborough County. The authority is governed by a Board of Directors comprised of twelve representatives appointed by the governing bodies of its members and the Governor of the State of Florida. 2016 and 2017 data for HART's fixed-route bus and rail services are shown below.

| | | 2016 | 2017 |
|------------------------------|---|--------------|--------------|
| GENERAL INFORMATION | Service Area Population | 875,598 | 875,598 |
| | Service Area Population Density | 3,433.7 | 3,433.7 |
| | Operating Expense | \$69,580,537 | \$74,037,417 |
| | Operating Revenue | \$15,990,359 | \$15,622,938 |
| SERVICE SUPPLIED | Total Annual Revenue Miles | 8,451,172 | 8,396,440 |
| | Total Annual Revenue Hours | 673,432 | 669,441 |
| | Total Revenue Vehicles | 197 | 197 |
| | Peak Vehicles | 165 | 165 |
| | Route Miles | 1,043.4 | 1,001.1 |
| SERVICE USAGE | Annual Passenger Trips | 14,367,945 | 13,181,779 |
| | Annual Passenger Miles | 76,657,867 | 61,473,711 |
| | Average Trip Length | 5.3 | 4.7 |
| QUALITY OF SERVICE | Resident Access to Transit | 61.27% | 61.27% |
| | Weekday Span of Service (hours) | 21.3 | 21.3 |
| COST EFFICIENCY | Operating Expense per Revenue Mile | \$8.23 | \$8.82 |
| | Operating Expense per Revenue Hour | \$103.32 | \$110.60 |
| | Operating Revenue per Operating Expense | 22.98% | 21.10% |
| | Passenger Trips per Employee FTE | 21,620 | 19,350 |
| COST EFFECTIVENESS | Operating Expense per Passenger Trip | \$4.84 | \$5.62 |
| | Operating Expense per Passenger Mile | \$0.91 | \$1.20 |
| | Operating Expense per Capita | \$79.47 | \$84.56 |
| | Farebox Recovery Ratio | 20.91% | 19.14% |
| | Average Fare | \$1.01 | \$1.08 |
| SERVICE EFFECTIVENESS | Passenger Trips per Revenue Mile | 1.70 | 1.57 |
| | Passenger Trips per Revenue Hour | 21.34 | 19.69 |
| | Passenger Trips per Capita | 16.41 | 15.05 |
| | Revenue Miles Between Safety Incidents | 87,125 | 77,745 |
| | Revenue Miles Between Failures | 3,548 | 3,471 |

Florida's Urban Fixed-Route Transit System Summaries

Indian River (GoLine)

Ms. Karen Deigl, Chief Executive Officer
 694 14th Street
 Vero Beach, FL 32960
 (772) 569-0903
www.GoLineIRT.com



Senior Resource Association operates as the Transit Element of Indian River County, in a quasi-governmental status under the five-member elected Board of County Commissioners. It is governed by a volunteer Board of Directors. Community Coach serves the rural and urbanized portions of Indian River County. The system provides point deviation motorbus services, and demand-response van, wheelchair, and stretcher services. The data shown below represent 2016 and 2017 motorbus services.

| | | 2016 | 2017 |
|------------------------------|---|-------------|-------------|
| GENERAL INFORMATION | Service Area Population | 143,696 | 143,696 |
| | Service Area Population Density | 665.3 | 665.3 |
| | Operating Expense | \$2,872,463 | \$3,058,360 |
| | Operating Revenue | \$51,260 | \$4,952 |
| SERVICE SUPPLIED | Total Annual Revenue Miles | 1,038,784 | 990,238 |
| | Total Annual Revenue Hours | 58,538 | 55,459 |
| | Total Revenue Vehicles | 26 | 26 |
| | Peak Vehicles | 16 | 16 |
| | Route Miles | 365.0 | 385.0 |
| SERVICE USAGE | Annual Passenger Trips | 1,157,881 | 1,205,677 |
| | Annual Passenger Miles | 5,905,193 | 6,081,890 |
| | Average Trip Length | 5.1 | 5.0 |
| QUALITY OF SERVICE | Resident Access to Transit | 66.84% | 67.57% |
| | Weekday Span of Service (hours) | 13.0 | 13.0 |
| COST EFFICIENCY | Operating Expense per Revenue Mile | \$2.77 | \$3.09 |
| | Operating Expense per Revenue Hour | \$49.07 | \$55.15 |
| | Operating Revenue per Operating Expense | 1.78% | 0.16% |
| | Passenger Trips per Employee FTE | n/a | n/a |
| COST EFFECTIVENESS | Operating Expense per Passenger Trip | \$2.48 | \$2.54 |
| | Operating Expense per Passenger Mile | \$0.49 | \$0.50 |
| | Operating Expense per Capita | \$19.99 | \$21.28 |
| | Farebox Recovery Ratio | n/a | n/a |
| | Average Fare | n/a | n/a |
| SERVICE EFFECTIVENESS | Passenger Trips per Revenue Mile | 1.11 | 1.22 |
| | Passenger Trips per Revenue Hour | 19.78 | 21.74 |
| | Passenger Trips per Capita | 8.06 | 8.39 |
| | Revenue Miles Between Safety Incidents | 519,392 | 247,560 |
| | Revenue Miles Between Failures | 148,398 | 76,172 |

Florida's Urban Fixed-Route Transit System Summaries

Jacksonville Transportation Authority (JTA)

Mr. Nathaniel Ford, Chief Executive Officer
 121 West Forsyth Street, Suite 200
 Jacksonville, FL 32202
 (904) 630-3181
www.jtafla.com



Jacksonville Transportation Authority is an independent authority that is governed by a seven-member, appointed Board of Directors. The Jacksonville system provides its services within Duval County and northern Clay County (Orange Park). JTA transportation services include fixed-route motorbus, automated guideway (Skyway Express), ferry boat, and demand-response. The data below represent JTA's 2016 and 2017 fixed-route services.

| | | 2016 | 2017 |
|------------------------------|---|--------------|--------------|
| GENERAL INFORMATION | Service Area Population | 1,021,375 | 1,036,907 |
| | Service Area Population Density | 1,279.9 | 1,299.4 |
| | Operating Expense | \$79,292,817 | \$82,615,131 |
| | Operating Revenue | \$13,052,579 | \$12,752,701 |
| SERVICE SUPPLIED | Total Annual Revenue Miles | 8,882,501 | 9,015,697 |
| | Total Annual Revenue Hours | 641,214 | 649,159 |
| | Total Revenue Vehicles | 197 | 199 |
| | Peak Vehicles | 156 | 159 |
| | Route Miles | 846.4 | 834.4 |
| SERVICE USAGE | Annual Passenger Trips | 12,946,999 | 12,290,451 |
| | Annual Passenger Miles | 69,230,747 | 65,641,232 |
| | Average Trip Length | 5.3 | 5.3 |
| QUALITY OF SERVICE | Resident Access to Transit | 66.31% | 66.42% |
| | Weekday Span of Service (hours) | 22.8 | 49.0 |
| COST EFFICIENCY | Operating Expense per Revenue Mile | \$8.93 | \$9.16 |
| | Operating Expense per Revenue Hour | \$123.66 | \$127.26 |
| | Operating Revenue per Operating Expense | 16.46% | 15.44% |
| | Passenger Trips per Employee FTE | 18,551 | 16,570 |
| COST EFFECTIVENESS | Operating Expense per Passenger Trip | \$6.12 | \$6.72 |
| | Operating Expense per Passenger Mile | \$1.15 | \$1.26 |
| | Operating Expense per Capita | \$77.63 | \$79.67 |
| | Farebox Recovery Ratio | 14.80% | 14.08% |
| | Average Fare | \$0.91 | \$0.95 |
| SERVICE EFFECTIVENESS | Passenger Trips per Revenue Mile | 1.46 | 1.36 |
| | Passenger Trips per Revenue Hour | 20.19 | 18.93 |
| | Passenger Trips per Capita | 12.68 | 11.85 |
| | Revenue Miles Between Safety Incidents | 105,744 | 85,864 |
| | Revenue Miles Between Failures | 11,117 | 11,035 |

Florida's Urban Fixed-Route Transit System Summaries

Lake County Public Transportation (LakeXpress)

Ms. Tomika Monterville, Transit Manager
 315 W. Main Street, Suite 335
 Tavares, FL 32778
 (352) 323-5733
www.ridelakexpress.com



LakeXpress operates by contract under the Lake County Board of County Commissioners. Services provided include fixed-route LakeXpress and the Lake County Connection for demand-response service. LakeXpress was started in May 2007 and the County has served as the Community Transportation Coordinator since 2001. Data for 2016 and 2017 are shown below.

| | | 2016 | 2017 |
|------------------------------|---|-------------|-------------|
| GENERAL INFORMATION | Service Area Population | 97,497 | 97,497 |
| | Service Area Population Density | 1,373.2 | 1,373.2 |
| | Operating Expense | \$2,658,170 | \$2,875,132 |
| | Operating Revenue | \$163,075 | \$164,709 |
| SERVICE SUPPLIED | Total Annual Revenue Miles | 538,386 | 586,083 |
| | Total Annual Revenue Hours | 30,345 | 33,843 |
| | Total Revenue Vehicles | 15 | 15 |
| | Peak Vehicles | 10 | 10 |
| | Route Miles | 174.1 | 173.6 |
| SERVICE USAGE | Annual Passenger Trips | 315,541 | 332,558 |
| | Annual Passenger Miles | 2,094,737 | 2,162,788 |
| | Average Trip Length | 6.6 | 6.5 |
| QUALITY OF SERVICE | Resident Access to Transit | 26.41% | 26.86% |
| | Weekday Span of Service (hours) | 15.0 | 15.0 |
| COST EFFICIENCY | Operating Expense per Revenue Mile | \$4.94 | \$4.91 |
| | Operating Expense per Revenue Hour | \$87.60 | \$84.95 |
| | Operating Revenue per Operating Expense | 6.13% | 5.73% |
| | Passenger Trips per Employee FTE | n/a | n/a |
| COST EFFECTIVENESS | Operating Expense per Passenger Trip | \$8.42 | \$8.65 |
| | Operating Expense per Passenger Mile | \$1.27 | \$1.33 |
| | Operating Expense per Capita | \$27.26 | \$29.49 |
| | Farebox Recovery Ratio | 5.79% | 5.45% |
| | Average Fare | \$0.49 | \$0.47 |
| SERVICE EFFECTIVENESS | Passenger Trips per Revenue Mile | 0.59 | 0.57 |
| | Passenger Trips per Revenue Hour | 10.40 | 9.83 |
| | Passenger Trips per Capita | 3.24 | 3.41 |
| | Revenue Miles Between Safety Incidents | 179,462 | 195,361 |
| | Revenue Miles Between Failures | 3,873 | 4,341 |

Florida's Urban Fixed-Route Transit System Summaries

Lakeland Area Mass Transit District (Citrus Connection)

Mr. Tom Phillips, Executive Director
 1212 George Jenkins Blvd.
 Lakeland, FL 33815
 (863) 688-7433
www.ridecitrus.com



Lakeland Area Mass Transit District is an independent district governed by a five-member Board of Directors. The District serves the greater Lakeland area via fixed-route motorbus services (Citrus Connection), including Winter Haven Area Transit and demand-response services. The data below represent 2016 and 2017 motorbus data.

| | | 2016 | 2017 |
|------------------------------|---|-------------|-------------|
| GENERAL INFORMATION | Service Area Population | 312,388 | 312,388 |
| | Service Area Population Density | 4,057.0 | 4,057.0 |
| | Operating Expense | \$9,805,544 | \$8,855,838 |
| | Operating Revenue | \$2,010,747 | \$2,294,242 |
| SERVICE SUPPLIED | Total Annual Revenue Miles | 1,372,618 | 1,378,277 |
| | Total Annual Revenue Hours | 89,104 | 90,759 |
| | Total Revenue Vehicles | 39 | 40 |
| | Peak Vehicles | 30 | 32 |
| | Route Miles | 471.3 | 506.7 |
| SERVICE USAGE | Annual Passenger Trips | 1,304,808 | 1,252,509 |
| | Annual Passenger Miles | 8,076,814 | 7,088,796 |
| | Average Trip Length | 6.2 | 5.7 |
| QUALITY OF SERVICE | Resident Access to Transit | 41.34% | 41.20% |
| | Weekday Span of Service (hours) | 18.2 | 19.3 |
| COST EFFICIENCY | Operating Expense per Revenue Mile | \$7.14 | \$6.43 |
| | Operating Expense per Revenue Hour | \$110.05 | \$97.58 |
| | Operating Revenue per Operating Expense | 20.51% | 25.91% |
| | Passenger Trips per Employee FTE | 13,365 | 11,449 |
| COST EFFECTIVENESS | Operating Expense per Passenger Trip | \$7.51 | \$7.07 |
| | Operating Expense per Passenger Mile | \$1.21 | \$1.25 |
| | Operating Expense per Capita | \$31.39 | \$28.35 |
| | Farebox Recovery Ratio | 18.82% | 22.13% |
| | Average Fare | \$1.41 | \$1.56 |
| SERVICE EFFECTIVENESS | Passenger Trips per Revenue Mile | 0.95 | 0.91 |
| | Passenger Trips per Revenue Hour | 14.64 | 13.80 |
| | Passenger Trips per Capita | 4.18 | 4.01 |
| | Revenue Miles Between Safety Incidents | 343,155 | 153,142 |
| | Revenue Miles Between Failures | 3,670 | 5,012 |

Florida's Urban Fixed-Route Transit System Summaries

Lee County Transit (LeeTran)

Mr. Steve Myers, Transit Director
 3401 Metro Parkway
 Fort Myers, FL 33901
 (239) 533-8726
www.rideleetrans.com



Lee County Transit is an independent division of the Lee County Government. The Lee County Board of County Commissioners, a five-member public policy body, governs the division. LeeTran provides public transportation services to Lee County via fixed-route motorbus services and demand-response services. In addition, LeeTran contractually provides vanpool service. LeeTran's fixed-route motorbus and vanpool data for 2016 and 2017 are shown below.

| | | 2016 | 2017 |
|------------------------------|---|--------------|--------------|
| GENERAL INFORMATION | Service Area Population | 490,070 | 437,570 |
| | Service Area Population Density | 3,769.8 | 1,736.4 |
| | Operating Expense | \$16,699,272 | \$16,640,629 |
| | Operating Revenue | \$3,592,115 | \$3,786,160 |
| SERVICE SUPPLIED | Total Annual Revenue Miles | 3,158,595 | 3,180,473 |
| | Total Annual Revenue Hours | 199,355 | 198,799 |
| | Total Revenue Vehicles | 70 | 87 |
| | Peak Vehicles | 60 | 68 |
| | Route Miles | 540.0 | 542.0 |
| SERVICE USAGE | Annual Passenger Trips | 3,362,673 | 3,180,104 |
| | Annual Passenger Miles | 18,524,758 | 18,230,475 |
| | Average Trip Length | 5.5 | 5.7 |
| QUALITY OF SERVICE | Resident Access to Transit | 50.77% | 50.35% |
| | Weekday Span of Service (hours) | 17.5 | 17.7 |
| COST EFFICIENCY | Operating Expense per Revenue Mile | \$5.29 | \$5.23 |
| | Operating Expense per Revenue Hour | \$83.77 | \$83.71 |
| | Operating Revenue per Operating Expense | 21.51% | 22.75% |
| | Passenger Trips per Employee FTE | 18,504 | 19,560 |
| COST EFFECTIVENESS | Operating Expense per Passenger Trip | \$4.97 | \$5.23 |
| | Operating Expense per Passenger Mile | \$0.90 | \$0.91 |
| | Operating Expense per Capita | \$34.08 | \$38.03 |
| | Farebox Recovery Ratio | 17.77% | 17.24% |
| | Average Fare | \$0.88 | \$0.90 |
| SERVICE EFFECTIVENESS | Passenger Trips per Revenue Mile | 1.06 | 1.00 |
| | Passenger Trips per Revenue Hour | 16.87 | 16.00 |
| | Passenger Trips per Capita | 6.86 | 7.27 |
| | Revenue Miles Between Safety Incidents | 112,807 | 144,567 |
| | Revenue Miles Between Failures | 24,677 | 26,285 |

Florida's Urban Fixed-Route Transit System Summaries

LYNX Transit (Central Florida Regional Transit Authority)

Mr. Edward L. Johnson, Chief Executive Officer
 455 North Garland Avenue
 Orlando, FL 32801
 (407) 841-2279
www.golynx.com



LYNX is an independent authority that is governed by a Board of Directors. The authority provides service to Orange County (including Orlando, Winter Park, Maitland, and others), Seminole County (including Altamonte Springs, Casselberry, and Sanford), and Osceola County (including Kissimmee and St. Cloud). LYNX provides fixed-route motorbus service (including commuter bus and the Lymmo rapid bus), paratransit service, transportation-disadvantaged coordination, a five-county regional ridesharing assistance program, and vanpool service. 2016 and 2017 fixed-route motorbus and vanpool data for LYNX are provided below.

| | | 2016 | 2017 |
|-----------------------|---|--------------|---------------|
| GENERAL INFORMATION | Service Area Population | 2,134,411 | 2,134,411 |
| | Service Area Population Density | 840.3 | 840.3 |
| | Operating Expense | \$97,139,881 | \$105,495,111 |
| | Operating Revenue | \$29,217,408 | \$27,844,469 |
| SERVICE SUPPLIED | Total Annual Revenue Miles | 18,553,326 | 19,133,549 |
| | Total Annual Revenue Hours | 1,223,991 | 1,257,909 |
| | Total Revenue Vehicles | 514 | 535 |
| | Peak Vehicles | 435 | 455 |
| | Route Miles | 1,770.4 | 1,817.9 |
| SERVICE USAGE | Annual Passenger Trips | 26,828,603 | 25,448,098 |
| | Annual Passenger Miles | 143,072,210 | 147,579,931 |
| | Average Trip Length | 5.3 | 5.8 |
| QUALITY OF SERVICE | Resident Access to Transit | 5.56% | 55.29% |
| | Weekday Span of Service (hours) | 23.0 | 23.0 |
| COST EFFICIENCY | Operating Expense per Revenue Mile | \$5.24 | \$5.51 |
| | Operating Expense per Revenue Hour | \$79.36 | \$83.87 |
| | Operating Revenue per Operating Expense | 30.08% | 26.39% |
| | Passenger Trips per Employee FTE | 25,878 | 25,512 |
| COST EFFECTIVENESS | Operating Expense per Passenger Trip | \$3.62 | \$4.15 |
| | Operating Expense per Passenger Mile | \$0.68 | \$0.71 |
| | Operating Expense per Capita | \$45.51 | \$49.43 |
| | Farebox Recovery Ratio | 26.97% | 23.39% |
| | Average Fare | \$0.98 | \$0.97 |
| SERVICE EFFECTIVENESS | Passenger Trips per Revenue Mile | 1.45 | 1.33 |
| | Passenger Trips per Revenue Hour | 21.92 | 20.23 |
| | Passenger Trips per Capita | 12.57 | 11.92 |
| | Revenue Miles Between Safety Incidents | 173,396 | 164,944 |
| | Revenue Miles Between Failures | 13,281 | 17,068 |

Florida's Urban Fixed-Route Transit System Summaries

Manatee County Area Transit (MCAT)

Mr. William Steele, Transit Division Manager
 1108 26th Avenue East
 Bradenton, FL 34208
 (941) 747-8621
www.ridemcat.org



Manatee County Area Transit is a division within the Community Services Department of Manatee County. The Board of County Commissioners governs the division. MCAT provides service to the urbanized parts of Manatee County via fixed-route motorbus services and demand-response services. 2016 and 2017 data for MCAT's fixed-route motorbus services are provided on this page.

| | | 2016 | 2017 |
|------------------------------|---|-------------|-------------|
| GENERAL INFORMATION | Service Area Population | 322,833 | 368,782 |
| | Service Area Population Density | 434.5 | 496.3 |
| | Operating Expense | \$8,772,652 | \$9,270,818 |
| | Operating Revenue | \$1,048,730 | \$969,571 |
| SERVICE SUPPLIED | Total Annual Revenue Miles | 1,388,068 | 1,355,597 |
| | Total Annual Revenue Hours | 95,949 | 92,805 |
| | Total Revenue Vehicles | 36 | 36 |
| | Peak Vehicles | 23 | 23 |
| | Route Miles | 303.0 | 306.0 |
| SERVICE USAGE | Annual Passenger Trips | 1,648,120 | 1,497,893 |
| | Annual Passenger Miles | 7,235,247 | 6,757,796 |
| | Average Trip Length | 4.4 | 4.5 |
| QUALITY OF SERVICE | Resident Access to Transit | 65.92% | 65.42% |
| | Weekday Span of Service (hours) | 17.3 | 17.3 |
| COST EFFICIENCY | Operating Expense per Revenue Mile | \$6.32 | \$6.84 |
| | Operating Expense per Revenue Hour | \$91.43 | \$99.90 |
| | Operating Revenue per Operating Expense | 11.95% | 10.46% |
| | Passenger Trips per Employee FTE | 20,751 | 18,455 |
| COST EFFECTIVENESS | Operating Expense per Passenger Trip | \$5.32 | \$6.19 |
| | Operating Expense per Passenger Mile | \$1.21 | \$1.37 |
| | Operating Expense per Capita | \$27.17 | \$25.14 |
| | Farebox Recovery Ratio | 10.72% | 9.32% |
| | Average Fare | \$0.57 | \$0.58 |
| SERVICE EFFECTIVENESS | Passenger Trips per Revenue Mile | 1.19 | 1.10 |
| | Passenger Trips per Revenue Hour | 17.18 | 16.14 |
| | Passenger Trips per Capita | 5.11 | 4.06 |
| | Revenue Miles Between Safety Incidents | 106,774 | 135,560 |
| | Revenue Miles Between Failures | 2,261 | 2,960 |

Florida's Urban Fixed-Route Transit System Summaries

Martin County (Marty)

Ms. Claudette Mahan, Transit Manager
 2401 SE Monterey Road
 Stuart, FL 34996
 (772) 463-2860
www.martin.fl.us/transit



Martin County contracts to provide fixed-route and deviated-route motorbus services (including commuter bus), shared ride Americans with Disabilities Act (ADA) services, and general paratransit services. 2016 and 2017 motorbus data are displayed below. *If an agency has zero safety incidents, revenue miles between safety incidents is n/a.*

| | | 2016 | 2017 |
|-----------------------|---|-------------|-------------|
| GENERAL INFORMATION | Service Area Population | 149,806 | 150,870 |
| | Service Area Population Density | 2,304.7 | 2,321.1 |
| | Operating Expense | \$1,004,421 | \$1,189,595 |
| | Operating Revenue | \$45,181 | \$56,727 |
| SERVICE SUPPLIED | Total Annual Revenue Miles | 351,844 | 376,516 |
| | Total Annual Revenue Hours | 18,777 | 19,822 |
| | Total Revenue Vehicles | 11 | 11 |
| | Peak Vehicles | 7 | 7 |
| | Route Miles | 138.5 | 138.5 |
| SERVICE USAGE | Annual Passenger Trips | 47,946 | 64,883 |
| | Annual Passenger Miles | 383,072 | 570,375 |
| | Average Trip Length | 8.0 | 8.8 |
| QUALITY OF SERVICE | Resident Access to Transit | 48.71% | 49.35% |
| | Weekday Span of Service (hours) | 12.4 | 14.0 |
| COST EFFICIENCY | Operating Expense per Revenue Mile | \$2.85 | \$3.16 |
| | Operating Expense per Revenue Hour | \$53.49 | \$60.01 |
| | Operating Revenue per Operating Expense | 4.50% | 4.77% |
| | Passenger Trips per Employee FTE | n/a | n/a |
| COST EFFECTIVENESS | Operating Expense per Passenger Trip | \$20.95 | \$18.33 |
| | Operating Expense per Passenger Mile | \$2.62 | \$2.09 |
| | Operating Expense per Capita | \$6.70 | \$7.88 |
| | Farebox Recovery Ratio | 4.50% | 4.77% |
| | Average Fare | \$0.94 | \$0.87 |
| SERVICE EFFECTIVENESS | Passenger Trips per Revenue Mile | 0.14 | 0.17 |
| | Passenger Trips per Revenue Hour | 2.55 | 3.27 |
| | Passenger Trips per Capita | 0.32 | 0.43 |
| | Revenue Miles Between Safety Incidents | n/a | 376,516 |
| | Revenue Miles Between Failures | 31,986 | 25,101 |

Florida's Urban Fixed-Route Transit System Summaries

Miami-Dade Transit (MDT)

Ms. Alice N. Bravo, P.E., Director
Overtown Transit Village
701 NW 1st Court, Suite 1700
Miami, FL 33136
(786) 469-5406

www.miamidade.gov/transit



Miami-Dade Transit is the largest transit agency in Florida, operating throughout Miami-Dade County, southern Broward County, and northern Monroe County. MDT is governed by Miami-Dade County, and is responsible for the management, construction, and operation of its services and facilities. Passengers have access to Metrobus, Metrorail (a 22-station heavy rail system), and Metromover (an automated people-mover system that serves the downtown Miami, Brickell and Omni areas). Paratransit is available through MDT's Special Transportation Service. Vanpool service is provided by Miami Lakes-vRide, Inc. The data shown below represent all of MDT's fixed-route services and area vanpool services for 2016 and 2017.

| | | 2016 | 2017 |
|------------------------------|---|---------------|---------------|
| GENERAL INFORMATION | Service Area Population | 2,496,435 | 2,496,435 |
| | Service Area Population Density | 8,158.3 | 8,158.3 |
| | Operating Expense | \$480,485,890 | \$503,468,475 |
| | Operating Revenue | \$127,530,461 | \$109,899,080 |
| SERVICE SUPPLIED | Total Annual Revenue Miles | 42,347,947 | 41,956,797 |
| | Total Annual Revenue Hours | 3,044,999 | 3,064,803 |
| | Total Revenue Vehicles | 1,273 | 1,236 |
| | Peak Vehicles | 1,077 | 1,102 |
| | Route Miles | 2,001.3 | 2,273.7 |
| SERVICE USAGE | Annual Passenger Trips | 97,917,651 | 88,361,678 |
| | Annual Passenger Miles | 555,232,166 | 547,042,026 |
| | Average Trip Length | 5.7 | 6.2 |
| QUALITY OF SERVICE | Resident Access to Transit | 92.60% | 92.31% |
| | Weekday Span of Service (hours) | 24.0 | 24.0 |
| COST EFFICIENCY | Operating Expense per Revenue Mile | \$11.35 | \$12.00 |
| | Operating Expense per Revenue Hour | \$157.80 | \$164.27 |
| | Operating Revenue per Operating Expense | 26.54% | 21.83% |
| | Passenger Trips per Employee FTE | 29,795 | 26,474 |
| COST EFFECTIVENESS | Operating Expense per Passenger Trip | \$4.91 | \$5.70 |
| | Operating Expense per Passenger Mile | \$0.87 | \$0.92 |
| | Operating Expense per Capita | \$192.47 | \$201.67 |
| | Farebox Recovery Ratio | 22.39% | 17.77% |
| | Average Fare | \$1.10 | \$1.01 |
| SERVICE EFFECTIVENESS | Passenger Trips per Revenue Mile | 2.31 | 2.11 |
| | Passenger Trips per Revenue Hour | 32.16 | 28.83 |
| | Passenger Trips per Capita | 39.22 | 35.40 |
| | Revenue Miles Between Safety Incidents | 153,993 | 163,256 |
| | Revenue Miles Between Failures | 1,966 | 2,627 |

Florida's Urban Fixed-Route Transit System Summaries

Okaloosa County (The Wave)

Mr. Bob Berkstresser, General Manager
 600 Transit Way
 Fort Walton Beach, FL 32547
 (850) 833-9168
www.ecrider.org



The Okaloosa County Board of County Commissioners contracts to operate the Emerald Coast Rider (EC Rider), also known as the Wave, which provides service in Fort Walton Beach and Crestview. In addition, demand-response services are provided by the county. 2016 and 2017 data representing EC Rider's fixed-route motorbus service are presented below.

| | | 2016 | 2017 |
|------------------------------|---|-------------|-------------|
| GENERAL INFORMATION | Service Area Population | 196,512 | 196,512 |
| | Service Area Population Density | 1,637.6 | 1,637.6 |
| | Operating Expense | \$1,320,887 | \$1,418,580 |
| | Operating Revenue | \$114,733 | \$112,100 |
| SERVICE SUPPLIED | Total Annual Revenue Miles | 396,416 | 369,052 |
| | Total Annual Revenue Hours | 29,160 | 28,070 |
| | Total Revenue Vehicles | 17 | 17 |
| | Peak Vehicles | 13 | 13 |
| | Route Miles | 221.0 | 225.0 |
| SERVICE USAGE | Annual Passenger Trips | 135,719 | 123,476 |
| | Annual Passenger Miles | 611,223 | 555,642 |
| | Average Trip Length | 4.5 | 4.5 |
| QUALITY OF SERVICE | Resident Access to Transit | 36.91% | 36.19% |
| | Weekday Span of Service (hours) | 13.0 | 13.0 |
| COST EFFICIENCY | Operating Expense per Revenue Mile | \$3.33 | \$3.84 |
| | Operating Expense per Revenue Hour | \$45.30 | \$50.54 |
| | Operating Revenue per Operating Expense | 8.69% | 7.90% |
| | Passenger Trips per Employee FTE | n/a | n/a |
| COST EFFECTIVENESS | Operating Expense per Passenger Trip | \$9.73 | \$11.49 |
| | Operating Expense per Passenger Mile | \$2.16 | \$2.55 |
| | Operating Expense per Capita | \$6.72 | \$7.22 |
| | Farebox Recovery Ratio | 8.69% | 7.90% |
| | Average Fare | \$0.85 | \$0.91 |
| SERVICE EFFECTIVENESS | Passenger Trips per Revenue Mile | 0.34 | 0.33 |
| | Passenger Trips per Revenue Hour | 4.65 | 4.40 |
| | Passenger Trips per Capita | 0.69 | 0.63 |
| | Revenue Miles Between Safety Incidents | n/a | n/a |
| | Revenue Miles Between Failures | 16,517 | 13,669 |

Florida's Urban Fixed-Route Transit System Summaries

Palm Beach County Transportation Agency (Palm Tran)

Mr. Clinton B. Forbes, Executive Director
 3201 Electronics Way
 West Palm Beach, FL 33407
 (561) 841-4200
www.palmtran.org



Palm Tran is a not-for-profit corporation owned by Palm Beach County that is governed by the seven-member Board of County Commissioners. The corporation provides transit services throughout Palm Beach County. Palm Tran operates fixed-route motorbus services and feeder bus services to the Tri-Rail system. In addition, Palm Tran offers route deviation and demand-response services via Palm Tran CONNECTION. 2016 and 2017 motorbus data for Palm Tran are provided below.

| | | 2016 | 2017 |
|------------------------------|---|--------------|--------------|
| GENERAL INFORMATION | Service Area Population | 1,268,782 | 1,268,782 |
| | Service Area Population Density | 3,476.1 | 3,476.1 |
| | Operating Expense | \$58,843,785 | \$60,955,546 |
| | Operating Revenue | \$10,798,216 | \$9,761,063 |
| SERVICE SUPPLIED | Total Annual Revenue Miles | 7,230,007 | 7,263,589 |
| | Total Annual Revenue Hours | 486,055 | 484,467 |
| | Total Revenue Vehicles | 163 | 163 |
| | Peak Vehicles | 130 | 129 |
| | Route Miles | 1,017.0 | 1,009.0 |
| SERVICE USAGE | Annual Passenger Trips | 9,707,356 | 8,915,163 |
| | Annual Passenger Miles | 58,149,680 | 57,757,086 |
| | Average Trip Length | 6.0 | 6.5 |
| QUALITY OF SERVICE | Resident Access to Transit | 63.14% | 63.17% |
| | Weekday Span of Service (hours) | 17.8 | 17.8 |
| COST EFFICIENCY | Operating Expense per Revenue Mile | \$8.14 | \$8.39 |
| | Operating Expense per Revenue Hour | \$121.06 | \$125.82 |
| | Operating Revenue per Operating Expense | 18.35% | 16.01% |
| | Passenger Trips per Employee FTE | 19,844 | 18,342 |
| COST EFFECTIVENESS | Operating Expense per Passenger Trip | \$6.06 | \$6.84 |
| | Operating Expense per Passenger Mile | \$1.01 | \$1.06 |
| | Operating Expense per Capita | \$46.38 | \$48.04 |
| | Farebox Recovery Ratio | 16.26% | 14.32% |
| | Average Fare | \$0.99 | \$0.98 |
| SERVICE EFFECTIVENESS | Passenger Trips per Revenue Mile | 1.34 | 1.23 |
| | Passenger Trips per Revenue Hour | 19.97 | 18.40 |
| | Passenger Trips per Capita | 7.65 | 7.03 |
| | Revenue Miles Between Safety Incidents | 85,059 | 119,075 |
| | Revenue Miles Between Failures | 3,306 | 3,096 |

Florida's Urban Fixed-Route Transit System Summaries

Pasco County Public Transportation (PCPT)

Mr. Kurt M. Scheible, Public Transportation Director
 8620 Galen Wilson Boulevard
 Port Richey, FL 34668
 (727) 834-3322
www.ridepcpt.com



Pasco County Public Transportation is a division of Pasco County Government, governed by the five-member Pasco County Commission. Fixed-route bus service is provided in urbanized West Pasco County and the municipalities of East Pasco County. Demand-response (advance reservation) service is available throughout Pasco County. The data provided below represent PCPT's fixed-route motorbus data for 2016 and 2017.

| | | 2016 | 2017 |
|------------------------------|---|-------------|-------------|
| GENERAL INFORMATION | Service Area Population | 475,502 | 475,502 |
| | Service Area Population Density | 638.3 | 638.3 |
| | Operating Expense | \$4,344,846 | \$4,476,616 |
| | Operating Revenue | \$865,640 | \$737,417 |
| SERVICE SUPPLIED | Total Annual Revenue Miles | 1,313,825 | 1,448,911 |
| | Total Annual Revenue Hours | 71,205 | 91,553 |
| | Total Revenue Vehicles | 43 | 34 |
| | Peak Vehicles | 18 | 21 |
| | Route Miles | 363.0 | 369.7 |
| SERVICE USAGE | Annual Passenger Trips | 868,242 | 799,103 |
| | Annual Passenger Miles | 6,090,099 | 5,137,432 |
| | Average Trip Length | 7.0 | 6.4 |
| QUALITY OF SERVICE | Resident Access to Transit | 44.83% | 44.33% |
| | Weekday Span of Service (hours) | 15.6 | 13.3 |
| COST EFFICIENCY | Operating Expense per Revenue Mile | \$3.31 | \$3.09 |
| | Operating Expense per Revenue Hour | \$61.02 | \$48.90 |
| | Operating Revenue per Operating Expense | 19.92% | 16.47% |
| | Passenger Trips per Employee FTE | 16,344 | 14,004 |
| COST EFFECTIVENESS | Operating Expense per Passenger Trip | \$5.00 | \$5.60 |
| | Operating Expense per Passenger Mile | \$0.71 | \$0.87 |
| | Operating Expense per Capita | \$9.14 | \$9.41 |
| | Farebox Recovery Ratio | 19.92% | 16.47% |
| | Average Fare | \$1.00 | \$0.92 |
| SERVICE EFFECTIVENESS | Passenger Trips per Revenue Mile | 0.66 | 0.55 |
| | Passenger Trips per Revenue Hour | 12.19 | 8.73 |
| | Passenger Trips per Capita | 1.83 | 1.68 |
| | Revenue Miles Between Safety Incidents | 262,765 | 482,970 |
| | Revenue Miles Between Failures | 7,026 | 10,813 |

Florida's Urban Fixed-Route Transit System Summaries

Pinellas Suncoast Transit Authority (PSTA)

Mr. Brad Miller, Chief Executive Officer
 3201 Scherer Drive
 St. Petersburg, FL 33716
 (727) 540-1800
www.psta.net



The Pinellas Suncoast Transit Authority (PSTA) is the public transit provider for Pinellas County. In addition, two express routes travel between Pinellas County and Tampa, located in neighboring Hillsborough County. PSTA is an independent agency governed by an eleven-member Board of Directors comprised of elected officials and private citizen appointees. PSTA provides fixed-route motorbus services, and also provides commuter bus and demand-response services. PSTA's fixed-route motorbus and commuter bus data for 2016 and 2017 are shown below.

| | | 2016 | 2017 |
|------------------------------|---|--------------|--------------|
| GENERAL INFORMATION | Service Area Population | 985,625 | 980,147 |
| | Service Area Population Density | 2,959.8 | 2,961.2 |
| | Operating Expense | \$56,397,390 | \$61,020,161 |
| | Operating Revenue | \$12,289,473 | \$10,448,128 |
| SERVICE SUPPLIED | Total Annual Revenue Miles | 9,064,013 | 8,635,594 |
| | Total Annual Revenue Hours | 627,578 | 630,733 |
| | Total Revenue Vehicles | 228 | 210 |
| | Peak Vehicles | 174 | 164 |
| | Route Miles | 912.9 | 838.5 |
| SERVICE USAGE | Annual Passenger Trips | 12,635,319 | 11,591,012 |
| | Annual Passenger Miles | 59,302,776 | 56,246,000 |
| | Average Trip Length | 4.7 | 4.9 |
| QUALITY OF SERVICE | Resident Access to Transit | 86.39% | 86.59% |
| | Weekday Span of Service (hours) | 19.3 | 20.0 |
| COST EFFICIENCY | Operating Expense per Revenue Mile | \$6.22 | \$7.07 |
| | Operating Expense per Revenue Hour | \$89.87 | \$96.74 |
| | Operating Revenue per Operating Expense | 21.79% | 17.12% |
| | Passenger Trips per Employee FTE | 21,755 | 20,022 |
| COST EFFECTIVENESS | Operating Expense per Passenger Trip | \$4.46 | \$5.26 |
| | Operating Expense per Passenger Mile | \$0.95 | \$1.08 |
| | Operating Expense per Capita | \$57.22 | \$62.26 |
| | Farebox Recovery Ratio | 19.77% | 15.63% |
| | Average Fare | \$0.88 | \$0.82 |
| SERVICE EFFECTIVENESS | Passenger Trips per Revenue Mile | 1.39 | 1.34 |
| | Passenger Trips per Revenue Hour | 20.13 | 18.38 |
| | Passenger Trips per Capita | 12.82 | 11.83 |
| | Revenue Miles Between Safety Incidents | 103,000 | 99,260 |
| | Revenue Miles Between Failures | 9,993 | 17,168 |

Florida's Urban Fixed-Route Transit System Summaries

St. Johns County Council on Aging, Inc. (Sunshine Bus)

Ms. Rebecca Yanni, Executive Director
 180 Marine Street
 St. Augustine, FL 32084
 (904) 209-3716
www.sunshinebus.net



The Sunshine Bus Company operates under contract by St. Johns County Council on Aging, Inc. Services provided include fixed-route motorbus and demand-response operations. 2016 and 2017 data for the motorbus mode are shown below. Passenger miles for 2017 were estimated using average trip length from 2016 and passenger trips from 2017.

| | | 2016 | 2017 |
|------------------------------|---|-----------|-------------|
| GENERAL INFORMATION | Service Area Population | 195,823 | 195,823 |
| | Service Area Population Density | 326.4 | 326.4 |
| | Operating Expense | \$962,376 | \$1,191,460 |
| | Operating Revenue | \$107,132 | \$99,671 |
| SERVICE SUPPLIED | Total Annual Revenue Miles | 532,937 | 531,145 |
| | Total Annual Revenue Hours | 26,912 | 26,432 |
| | Total Revenue Vehicles | 8 | 12 |
| | Peak Vehicles | 8 | 12 |
| | Route Miles | 185.0 | 185.0 |
| SERVICE USAGE | Annual Passenger Trips | 294,283 | 273,588 |
| | Annual Passenger Miles | 2,430,777 | 2,259,837 |
| | Average Trip Length | 8.3 | 8.3 |
| QUALITY OF SERVICE | Resident Access to Transit | 27.37% | 27.10% |
| | Weekday Span of Service (hours) | 14.6 | 14.6 |
| COST EFFICIENCY | Operating Expense per Revenue Mile | \$1.81 | \$2.24 |
| | Operating Expense per Revenue Hour | \$35.76 | \$45.08 |
| | Operating Revenue per Operating Expense | 11.13% | 8.37% |
| | Passenger Trips per Employee FTE | n/a | n/a |
| COST EFFECTIVENESS | Operating Expense per Passenger Trip | \$3.27 | \$4.35 |
| | Operating Expense per Passenger Mile | \$0.40 | \$0.53 |
| | Operating Expense per Capita | \$4.91 | \$6.08 |
| | Farebox Recovery Ratio | 11.13% | 8.37% |
| | Average Fare | \$0.36 | \$0.36 |
| SERVICE EFFECTIVENESS | Passenger Trips per Revenue Mile | 0.55 | 0.52 |
| | Passenger Trips per Revenue Hour | 10.94 | 10.35 |
| | Passenger Trips per Capita | 1.50 | 1.40 |
| | Revenue Miles Between Safety Incidents | n/a | n/a |
| | Revenue Miles Between Failures | n/a | n/a |

Florida's Urban Fixed-Route Transit System Summaries

St. Lucie Council on Aging, Inc.

Mr. Darrell J. Drummond, CEO
 Ms. Marianne Arbore, Transit Director
 1505 Orange Avenue
 Fort Pierce, FL 34950
 (772) 464-7433
www.treasurecoastconnector.com



Council on Aging of St. Lucie, Inc. operates Community Transit, a demand-response system, and the Treasure Coast Connector, a regional fixed-route system connecting St. Lucie and Martin Counties. The data shown below represent the fixed-route services for 2016 and 2017.

| | | 2016 | 2017 |
|------------------------------|---|-------------|-------------|
| GENERAL INFORMATION | Service Area Population | 298,563 | 306,507 |
| | Service Area Population Density | 522.0 | 535.9 |
| | Operating Expense | \$1,862,649 | \$2,325,519 |
| | Operating Revenue | \$253,986 | \$292,579 |
| SERVICE SUPPLIED | Total Annual Revenue Miles | 364,597 | 459,203 |
| | Total Annual Revenue Hours | 25,392 | 29,111 |
| | Total Revenue Vehicles | 14 | 15 |
| | Peak Vehicles | 9 | 9 |
| | Route Miles | 102.2 | 114.4 |
| SERVICE USAGE | Annual Passenger Trips | 180,149 | 204,726 |
| | Annual Passenger Miles | 2,612,161 | 1,242,296 |
| | Average Trip Length | 14.5 | 6.1 |
| QUALITY OF SERVICE | Resident Access to Transit | 37.16% | 37.61% |
| | Weekday Span of Service (hours) | 14.0 | 14.0 |
| COST EFFICIENCY | Operating Expense per Revenue Mile | \$5.11 | \$5.06 |
| | Operating Expense per Revenue Hour | \$73.36 | \$79.88 |
| | Operating Revenue per Operating Expense | 13.64% | 12.58% |
| | Passenger Trips per Employee FTE | 6,969 | 7,091 |
| COST EFFECTIVENESS | Operating Expense per Passenger Trip | \$10.34 | \$11.36 |
| | Operating Expense per Passenger Mile | \$0.71 | \$1.87 |
| | Operating Expense per Capita | \$6.24 | \$7.59 |
| | Farebox Recovery Ratio | 11.06% | 9.99% |
| | Average Fare | \$1.14 | \$1.13 |
| SERVICE EFFECTIVENESS | Passenger Trips per Revenue Mile | 0.49 | 0.45 |
| | Passenger Trips per Revenue Hour | 7.09 | 7.03 |
| | Passenger Trips per Capita | 0.60 | 0.67 |
| | Revenue Miles Between Safety Incidents | 91,149 | 114,801 |
| | Revenue Miles Between Failures | 72,919 | 38,267 |

Florida's Urban Fixed-Route Transit System Summaries

Sarasota County Area Transit (SCAT)

Mr. Rocky A. Burke, Transit Director
 5303 Pinkney Avenue
 Sarasota, FL 34233
 (941) 861-5000
www.scgov.net/SCAT



Sarasota County Area Transit is a member of the Sarasota County Government. The five-member Board of County Commissioners governs the agency. SCAT serves the urbanized portion of Sarasota County (including the municipalities of Longboat Key, Sarasota, Venice, Englewood, and North Port) via fixed-route motorbus services, commuter bus services, and demand-response services. SCAT's 2016 and 2017 motorbus and commuter bus data are provided below.

| | | 2016 | 2017 |
|------------------------------|---|--------------|--------------|
| GENERAL INFORMATION | Service Area Population | 404,312 | 400,867 |
| | Service Area Population Density | 1,781.1 | 1,765.9 |
| | Operating Expense | \$18,328,396 | \$20,334,367 |
| | Operating Revenue | \$1,742,590 | \$1,880,912 |
| SERVICE SUPPLIED | Total Annual Revenue Miles | 3,217,912 | 3,234,913 |
| | Total Annual Revenue Hours | 219,892 | 225,859 |
| | Total Revenue Vehicles | 82 | 77 |
| | Peak Vehicles | 54 | 56 |
| | Route Miles | 654.0 | 651.7 |
| SERVICE USAGE | Annual Passenger Trips | 2,571,881 | 2,562,020 |
| | Annual Passenger Miles | 13,384,204 | 13,155,234 |
| | Average Trip Length | 5.2 | 5.1 |
| QUALITY OF SERVICE | Resident Access to Transit | 77.80% | 78.16% |
| | Weekday Span of Service (hours) | 17.9 | 19.2 |
| COST EFFICIENCY | Operating Expense per Revenue Mile | \$5.70 | \$6.29 |
| | Operating Expense per Revenue Hour | \$83.35 | \$90.03 |
| | Operating Revenue per Operating Expense | 9.51% | 9.25% |
| | Passenger Trips per Employee FTE | 13,232 | 11,564 |
| COST EFFECTIVENESS | Operating Expense per Passenger Trip | \$7.13 | \$7.94 |
| | Operating Expense per Passenger Mile | \$1.37 | \$1.55 |
| | Operating Expense per Capita | \$45.33 | \$50.73 |
| | Farebox Recovery Ratio | 8.74% | 8.31% |
| | Average Fare | \$0.62 | \$0.66 |
| SERVICE EFFECTIVENESS | Passenger Trips per Revenue Mile | 0.80 | 0.79 |
| | Passenger Trips per Revenue Hour | 11.70 | 11.34 |
| | Passenger Trips per Capita | 6.36 | 6.39 |
| | Revenue Miles Between Safety Incidents | 268,159 | 294,083 |
| | Revenue Miles Between Failures | 7,280 | 6,035 |

Florida's Urban Fixed-Route Transit System Summaries

South Florida Regional Transportation Authority (Tri-Rail)

Mr. Jack L. Stephens, Executive Director
 801 NW 33rd Street
 Pompano Beach, FL 33064
 (954) 942-7245
www.tri-rail.com



The South Florida Regional Transportation Authority is an independent authority established by the Florida Legislature. A nine-member appointed Board of Directors governs the SFRTA. The SFRTA operates and manages the commuter rail system, Tri-Rail, as well as select motorbus services throughout Broward, Miami-Dade and Palm Beach counties. This page shows 2016 and 2017 data for these services. In 2016, 79 percent of the annual passenger trips shown were for commuter rail (4,241,486) with the remainder for the motorbus services (1,100,336). Similarly, in 2017, 82 percent of the annual passenger trips shown were for the commuter rail mode (4,261,113) with the remainder representing the motorbus services (945,901). *Safety incidents for commuter rail services are not reported in the NTD.*

| | | 2016 | 2017 |
|-----------------------|---|--------------|--------------|
| GENERAL INFORMATION | Service Area Population | 5,502,379 | 5,502,379 |
| | Service Area Population Density | 4,444.6 | 4,444.6 |
| | Operating Expense | \$92,767,796 | \$94,417,541 |
| | Operating Revenue | \$14,027,520 | \$13,642,528 |
| SERVICE SUPPLIED | Total Annual Revenue Miles | 4,437,498 | 4,272,441 |
| | Total Annual Revenue Hours | 192,549 | 186,813 |
| | Total Revenue Vehicles | 112 | 108 |
| | Peak Vehicles | 66 | 66 |
| | Route Miles | 314.2 | 294.2 |
| SERVICE USAGE | Annual Passenger Trips | 5,341,822 | 5,207,014 |
| | Annual Passenger Miles | 121,587,350 | 121,889,511 |
| | Average Trip Length | 22.8 | 23.4 |
| QUALITY OF SERVICE | Resident Access to Transit | 10.40% | 10.42% |
| | Weekday Span of Service (hours) | 19.6 | 19.6 |
| COST EFFICIENCY | Operating Expense per Revenue Mile | \$20.91 | \$22.10 |
| | Operating Expense per Revenue Hour | \$481.79 | \$505.41 |
| | Operating Revenue per Operating Expense | 15.12% | 14.45% |
| | Passenger Trips per Employee FTE | n/a | n/a |
| COST EFFECTIVENESS | Operating Expense per Passenger Trip | \$17.37 | \$18.13 |
| | Operating Expense per Passenger Mile | \$0.76 | \$0.77 |
| | Operating Expense per Capita | \$16.86 | \$17.16 |
| | Farebox Recovery Ratio | 14.14% | 13.54% |
| | Average Fare | \$2.46 | \$2.46 |
| SERVICE EFFECTIVENESS | Passenger Trips per Revenue Mile | 1.20 | 1.22 |
| | Passenger Trips per Revenue Hour | 27.74 | 27.87 |
| | Passenger Trips per Capita | 0.97 | 0.95 |
| | Revenue Miles Between Safety Incidents | n/a | n/a |
| | Revenue Miles Between Failures | 41,088 | 33,908 |

Florida's Urban Fixed-Route Transit System Summaries

Space Coast Area Transit (SCAT)

Mr. Scott Nelson, Transit Director
 401 South Varr Avenue
 Cocoa, FL 32922
 (321) 635-7815
www.321transit.com



Space Coast Area Transit is a department of Brevard County. The department is governed by the five-member Brevard County Commission. Space Coast provides transit service throughout Brevard County via fixed-route motorbus services, demand-response services, and vanpool services. 2016 and 2017 data representing Space Coast's motorbus and vanpool services are shown on this page.

| | | 2016 | 2017 |
|------------------------------|---|-------------|-------------|
| GENERAL INFORMATION | Service Area Population | 568,701 | 579,130 |
| | Service Area Population Density | 2,170.6 | 372.0 |
| | Operating Expense | \$7,081,130 | \$7,536,608 |
| | Operating Revenue | \$1,388,632 | \$1,523,078 |
| SERVICE SUPPLIED | Total Annual Revenue Miles | 2,748,404 | 2,569,149 |
| | Total Annual Revenue Hours | 115,490 | 116,583 |
| | Total Revenue Vehicles | 125 | 115 |
| | Peak Vehicles | 74 | 75 |
| | Route Miles | 377.0 | 356.0 |
| SERVICE USAGE | Annual Passenger Trips | 2,377,440 | 2,233,451 |
| | Annual Passenger Miles | 18,850,305 | 16,730,819 |
| | Average Trip Length | 7.9 | 7.5 |
| QUALITY OF SERVICE | Resident Access to Transit | 51.75% | 51.66% |
| | Weekday Span of Service (hours) | 18.4 | 18.4 |
| COST EFFICIENCY | Operating Expense per Revenue Mile | \$2.58 | \$2.93 |
| | Operating Expense per Revenue Hour | \$61.31 | \$64.65 |
| | Operating Revenue per Operating Expense | 19.61% | 20.21% |
| | Passenger Trips per Employee FTE | 35,156 | 28,650 |
| COST EFFECTIVENESS | Operating Expense per Passenger Trip | \$2.98 | \$3.37 |
| | Operating Expense per Passenger Mile | \$0.38 | \$0.45 |
| | Operating Expense per Capita | \$12.45 | \$13.01 |
| | Farebox Recovery Ratio | 15.70% | 17.13% |
| | Average Fare | \$0.47 | \$0.58 |
| SERVICE EFFECTIVENESS | Passenger Trips per Revenue Mile | 0.87 | 0.87 |
| | Passenger Trips per Revenue Hour | 20.59 | 19.16 |
| | Passenger Trips per Capita | 4.18 | 3.86 |
| | Revenue Miles Between Safety Incidents | 161,671 | 285,461 |
| | Revenue Miles Between Failures | 53,890 | 53,524 |

Florida's Urban Fixed-Route Transit System Summaries

StarMetro (Tallahassee)

Ms. Angela Baldwin, Director
 555 Appleyard Drive
 Tallahassee, FL 32304
 (850) 891-5200
www.talgov.com/starmetro



StarMetro is a department of the City of Tallahassee government. It is governed by a Board of Directors that is comprised of four elected commissioners and one elected mayor. StarMetro serves the City of Tallahassee by providing fixed-route motorbus service and demand-response service to its community. Evening, weekend, and holiday demand-response services are provided via contract. StarMetro's 2016 and 2017 motorbus data are provided below.

| | | 2016 | 2017 |
|------------------------------|---|--------------|--------------|
| GENERAL INFORMATION | Service Area Population | 162,310 | 162,310 |
| | Service Area Population Density | 1,591.3 | 1,591.3 |
| | Operating Expense | \$14,706,880 | \$14,068,274 |
| | Operating Revenue | \$5,424,306 | \$4,627,980 |
| SERVICE SUPPLIED | Total Annual Revenue Miles | 2,169,975 | 2,056,339 |
| | Total Annual Revenue Hours | 212,252 | 193,140 |
| | Total Revenue Vehicles | 80 | 77 |
| | Peak Vehicles | 68 | 68 |
| | Route Miles | 235.0 | 236.0 |
| SERVICE USAGE | Annual Passenger Trips | 3,701,381 | 3,302,667 |
| | Annual Passenger Miles | 11,418,127 | 8,055,605 |
| | Average Trip Length | 3.1 | 2.4 |
| QUALITY OF SERVICE | Resident Access to Transit | 56.77% | 56.64% |
| | Weekday Span of Service (hours) | 18.0 | 18.0 |
| COST EFFICIENCY | Operating Expense per Revenue Mile | \$6.78 | \$6.84 |
| | Operating Expense per Revenue Hour | \$69.29 | \$72.84 |
| | Operating Revenue per Operating Expense | 36.88% | 32.90% |
| | Passenger Trips per Employee FTE | 21,695 | 21,052 |
| COST EFFECTIVENESS | Operating Expense per Passenger Trip | \$3.97 | \$4.26 |
| | Operating Expense per Passenger Mile | \$1.29 | \$1.75 |
| | Operating Expense per Capita | \$90.61 | \$86.68 |
| | Farebox Recovery Ratio | 35.62% | 32.00% |
| | Average Fare | \$1.42 | \$1.36 |
| SERVICE EFFECTIVENESS | Passenger Trips per Revenue Mile | 1.71 | 1.61 |
| | Passenger Trips per Revenue Hour | 17.44 | 17.10 |
| | Passenger Trips per Capita | 22.80 | 20.35 |
| | Revenue Miles Between Safety Incidents | 166,921 | 685,446 |
| | Revenue Miles Between Failures | 12,765 | 9,792 |

Florida's Urban Fixed-Route Transit System Summaries

SunRail (Central Florida Commuter Rail)

Ms. Nicola Liquori, Executive Director
 801 SunRail Drive
 Sanford, FL 32771
 (855) 724-5411
www.SunRail.com



SunRail is a commuter rail service that began operating in May 2014. The service connects Orange and Volusia Counties through Downtown Orlando. The five-member Central Florida Commuter Rail Commission Governing Board will act in an advisory capacity to FDOT for the first seven years of SunRail operations, and will assume operation and maintenance of the system in the eighth year of operation. The data available for 2016 and 2017 are shown below. *Safety incidents for commuter rail services are not reported in the NTD.*

| | | 2016 | 2017 |
|-----------------------|---|--------------|--------------|
| GENERAL INFORMATION | Service Area Population | 255,483 | 255,483 |
| | Service Area Population Density | 2,322.6 | 2,322.6 |
| | Operating Expense | \$31,209,309 | \$34,108,383 |
| | Operating Revenue | \$6,516,138 | \$6,715,158 |
| SERVICE SUPPLIED | Total Annual Revenue Miles | 649,088 | 652,532 |
| | Total Annual Revenue Hours | 20,460 | 25,678 |
| | Total Revenue Vehicles | 30 | 30 |
| | Peak Vehicles | 18 | 17 |
| | Route Miles | 63.5 | 63.5 |
| SERVICE USAGE | Annual Passenger Trips | 910,380 | 901,156 |
| | Annual Passenger Miles | 13,104,921 | 12,850,030 |
| | Average Trip Length | 14.4 | 14.3 |
| QUALITY OF SERVICE | Resident Access to Transit | 6.07% | 6.10% |
| | Weekday Span of Service (hours) | 17.2 | 18.6 |
| COST EFFICIENCY | Operating Expense per Revenue Mile | \$48.08 | \$52.27 |
| | Operating Expense per Revenue Hour | \$1,525.38 | \$1,328.31 |
| | Operating Revenue per Operating Expense | 20.88% | 19.69% |
| | Passenger Trips per Employee FTE | n/a | n/a |
| COST EFFECTIVENESS | Operating Expense per Passenger Trip | \$34.28 | \$37.85 |
| | Operating Expense per Passenger Mile | \$2.38 | \$2.65 |
| | Operating Expense per Capita | \$122.16 | \$133.51 |
| | Farebox Recovery Ratio | 6.32% | 5.82% |
| | Average Fare | \$2.17 | \$2.20 |
| SERVICE EFFECTIVENESS | Passenger Trips per Revenue Mile | 1.40 | 1.38 |
| | Passenger Trips per Revenue Hour | 44.50 | 35.09 |
| | Passenger Trips per Capita | 3.56 | 3.53 |
| | Revenue Miles Between Safety Incidents | n/a | n/a |
| | Revenue Miles Between Failures | 216,363 | 108,755 |

Florida's Urban Fixed-Route Transit System Summaries

SunTran (Ocala/Marion)

Ms. Gennie Garcia, General Manager
 1805 NE 30th Avenue, Building 900
 Ocala, FL 34470
 (352) 401-6999
www.suntran.org



SunTran is governed by the Ocala/Marion MPO and provides purchased fixed-route motorbus services on six routes in Ocala and Silver Springs Shores. Contracted demand-response services are also provided. 2016 and 2017 data for SunTran's motorbus services are shown below.

| | | 2016 | 2017 |
|------------------------------|---|-------------|-------------|
| GENERAL INFORMATION | Service Area Population | 64,655 | 64,655 |
| | Service Area Population Density | 1,175.5 | 1,175.5 |
| | Operating Expense | \$2,331,695 | \$2,320,721 |
| | Operating Revenue | \$365,515 | \$338,451 |
| SERVICE SUPPLIED | Total Annual Revenue Miles | 494,223 | 484,444 |
| | Total Annual Revenue Hours | 31,548 | 31,007 |
| | Total Revenue Vehicles | 10 | 9 |
| | Peak Vehicles | 6 | 6 |
| | Route Miles | 143.5 | 143.5 |
| SERVICE USAGE | Annual Passenger Trips | 415,762 | 409,623 |
| | Annual Passenger Miles | 2,242,744 | 2,146,425 |
| | Average Trip Length | 5.4 | 5.2 |
| QUALITY OF SERVICE | Resident Access to Transit | 19.14% | 19.29% |
| | Weekday Span of Service (hours) | 17.0 | 17.0 |
| COST EFFICIENCY | Operating Expense per Revenue Mile | \$4.72 | \$4.79 |
| | Operating Expense per Revenue Hour | \$73.91 | \$74.85 |
| | Operating Revenue per Operating Expense | 15.68% | 14.58% |
| | Passenger Trips per Employee FTE | n/a | n/a |
| COST EFFECTIVENESS | Operating Expense per Passenger Trip | \$5.61 | \$5.67 |
| | Operating Expense per Passenger Mile | \$1.04 | \$1.08 |
| | Operating Expense per Capita | \$36.06 | \$35.89 |
| | Farebox Recovery Ratio | 14.17% | 13.07% |
| | Average Fare | \$0.79 | \$0.74 |
| SERVICE EFFECTIVENESS | Passenger Trips per Revenue Mile | 0.84 | 0.85 |
| | Passenger Trips per Revenue Hour | 13.18 | 13.21 |
| | Passenger Trips per Capita | 6.43 | 6.34 |
| | Revenue Miles Between Safety Incidents | n/a | n/a |
| | Revenue Miles Between Failures | 5,372 | 4,796 |

Florida's Urban Fixed-Route Transit System Summaries

County of Volusia (VOTRAN)

Mr. Robert Stephens, General Manager
 950 Big Tree Road
 South Daytona, FL 32119
 (386) 756-7496
www.votran.org



VOTRAN is funded through the General Fund of Volusia County. It is governed by a Board of Directors that is comprised of seven County Council members. VOTRAN provides public transportation services throughout Volusia County via fixed-route motorbus services, paratransit services, and vanpool services. 2016 and 2017 data for VOTRAN's motorbus and vanpool services are shown below.

| | | 2016 | 2017 |
|------------------------------|---|--------------|--------------|
| GENERAL INFORMATION | Service Area Population | 494,593 | 494,593 |
| | Service Area Population Density | 409.8 | 409.8 |
| | Operating Expense | \$13,774,197 | \$14,811,103 |
| | Operating Revenue | \$3,102,276 | \$2,976,639 |
| SERVICE SUPPLIED | Total Annual Revenue Miles | 2,686,975 | 2,877,059 |
| | Total Annual Revenue Hours | 172,630 | 180,728 |
| | Total Revenue Vehicles | 77 | 81 |
| | Peak Vehicles | 56 | 58 |
| | Route Miles | 592.0 | 593.0 |
| SERVICE USAGE | Annual Passenger Trips | 3,251,840 | 3,195,590 |
| | Annual Passenger Miles | 13,180,744 | 13,833,524 |
| | Average Trip Length | 4.1 | 4.3 |
| QUALITY OF SERVICE | Resident Access to Transit | 52.08% | 51.87% |
| | Weekday Span of Service (hours) | 18.0 | 18.0 |
| COST EFFICIENCY | Operating Expense per Revenue Mile | \$5.13 | \$5.15 |
| | Operating Expense per Revenue Hour | \$79.79 | \$81.95 |
| | Operating Revenue per Operating Expense | 22.52% | 20.10% |
| | Passenger Trips per Employee FTE | 20,529 | 18,756 |
| COST EFFECTIVENESS | Operating Expense per Passenger Trip | \$4.24 | \$4.63 |
| | Operating Expense per Passenger Mile | \$1.05 | \$1.07 |
| | Operating Expense per Capita | \$27.85 | \$29.95 |
| | Farebox Recovery Ratio | 19.78% | 16.97% |
| | Average Fare | \$0.84 | \$0.79 |
| SERVICE EFFECTIVENESS | Passenger Trips per Revenue Mile | 1.21 | 1.11 |
| | Passenger Trips per Revenue Hour | 18.84 | 17.68 |
| | Passenger Trips per Capita | 6.57 | 6.46 |
| | Revenue Miles Between Safety Incidents | 244,270 | 261,551 |
| | Revenue Miles Between Failures | 5,563 | 6,866 |

Florida's Urban Fixed-Route Transit System Summaries

Charlotte County Transit Division

Mr. Gordon Burger
Director
25490 Airport Rd
Punta Gorda, FL 33950
(941) 575-4000
www.charlottecountyfl.gov

Tampa Bay Area Regional Transportation Authority (TBARTA)

Mr. David Green
Executive Director
4350 W. Cypress Street, Suite 700
Tampa, FL 33607
(813) 282-8200
www.tbarta.com

In addition to Florida's 31 urban fixed-route transit systems, the 2017 statewide totals presented on page 5 also contain data for two separate vanpool operators, Charlotte County and the Tampa Bay Area Regional Transportation Authority (TBARTA). 2017 data for these two vanpool services are shown below. *If an agency has zero safety incidents, revenue miles between safety incidents is n/a.*

| | | Charlotte County | TBARTA |
|-----------------------|---|------------------|-------------|
| GENERAL INFORMATION | Service Area Population | 173,115 | 3,257,481 |
| | Service Area Population Density | 749.4 | 1,172.6 |
| | Operating Expense | \$135,594 | \$1,177,715 |
| | Operating Revenue | \$1,250 | \$660,926 |
| SERVICE SUPPLIED | Total Annual Revenue Miles | 45,607 | 1,381,309 |
| | Total Annual Revenue Hours | 3,024 | 41,830 |
| | Total Revenue Vehicles | 8 | 109 |
| | Peak Vehicles | 6 | 101 |
| | Route Miles | n/a | n/a |
| SERVICE USAGE | Annual Passenger Trips | 7,755 | 192,060 |
| | Annual Passenger Miles | 91,159 | 6,222,930 |
| | Average Trip Length | 11.8 | 32.4 |
| QUALITY OF SERVICE | Resident Access to Transit | n/a | n/a |
| | Weekday Span of Service (hours) | n/a | n/a |
| COST EFFICIENCY | Operating Expense Per Revenue Mile | \$2.97 | \$0.85 |
| | Operating Expense Per Revenue Hour | \$44.84 | \$28.15 |
| | Operating Revenue Per Operating Expense | 0.92% | 56.12% |
| | Passenger Trips Per Employee FTE | 6,465 | n/a |
| COST EFFECTIVENESS | Operating Expense Per Passenger Trip | \$17.48 | \$6.13 |
| | Operating Expense Per Passenger Mile | \$1.49 | \$0.19 |
| | Operating Expense Per Capita | \$0.78 | \$0.36 |
| | Farebox Recovery Ratio | n/a | 56.12% |
| | Average Fare | n/a | \$3.44 |
| SERVICE EFFECTIVENESS | Passenger Trips Per Revenue Mile | 0.17 | 0.14 |
| | Passenger Trips Per Revenue Hour | 2.56 | 4.59 |
| | Passenger Trips Per Capita | 0.04 | 0.06 |
| | Revenue Miles Between Safety Incidents | n/a | n/a |
| | Revenue Miles Between Failures | n/a | 1,381,309 |

Florida Transit System Summary 2016 & 2017

General Information

| System | Service Area Population | | Service Area Population Density | | Operating Expense | | Operating Revenue | |
|--|-------------------------|-----------|---------------------------------|---------|-------------------|---------------|-------------------|---------------|
| | 2016 | 2017 | 2016 | 2017 | 2016 | 2017 | 2016 | 2017 |
| Bay Town Trolley | 105,192 | 105,192 | 1,813.7 | 1,813.7 | \$3,058,480 | \$2,869,586 | \$695,543 | \$737,206 |
| Broward County Transit | 1,869,235 | 1,909,632 | 4,559.1 | 4,657.6 | \$114,698,462 | \$123,471,838 | \$41,247,858 | \$37,429,095 |
| Citrus County Transit | 30,858 | 30,858 | 629.8 | 629.8 | \$555,472 | \$676,213 | \$40,820 | \$11,629 |
| Clay Transit | 210,000 | 210,000 | 238.4 | 238.4 | \$495,522 | \$479,587 | \$366,020 | \$327,601 |
| Collier Area Transit | 323,785 | 323,785 | 159.9 | 159.9 | \$5,743,985 | \$5,557,686 | \$1,020,040 | \$968,736 |
| Escambia County Area Transit | 241,661 | 241,661 | 1,278.6 | 1,278.6 | \$10,267,587 | \$12,400,668 | \$2,190,388 | \$2,442,631 |
| Gainesville Regional Transit System | 163,990 | 163,990 | 2,157.8 | 2,157.8 | \$22,507,344 | \$23,917,673 | \$15,382,321 | \$15,314,010 |
| Hernando (TransHernando Express) | 115,427 | 115,715 | 1,296.9 | 1,300.2 | \$1,180,758 | \$1,148,545 | \$139,287 | \$122,584 |
| Hillsborough Area Regional Transit | 875,598 | 875,598 | 3,433.7 | 3,433.7 | \$69,580,537 | \$74,037,417 | \$15,990,359 | \$15,622,938 |
| Indian River (GoLine) | 143,696 | 143,696 | 665.3 | 665.3 | \$2,872,463 | \$3,058,360 | \$51,260 | \$4,952 |
| Jacksonville Transportation Authority | 1,021,375 | 1,036,907 | 1,279.9 | 1,299.4 | \$79,292,817 | \$82,615,131 | \$13,052,579 | \$12,752,701 |
| Lake County Public Transp. (LakeXpress) | 97,497 | 97,497 | 1,373.2 | 1,373.2 | \$2,658,170 | \$2,875,132 | \$163,075 | \$164,709 |
| Lakeland Area Mass Transit District | 312,388 | 312,388 | 4,057.0 | 4,057.0 | \$9,805,544 | \$8,855,838 | \$2,010,747 | \$2,294,242 |
| Lee County Transit | 490,070 | 437,570 | 3,769.8 | 1,736.4 | \$16,699,272 | \$16,640,629 | \$3,592,115 | \$3,786,160 |
| LYNX Transit | 2,134,411 | 2,134,411 | 840.3 | 840.3 | \$97,139,881 | \$105,495,111 | \$29,217,408 | \$27,844,469 |
| Manatee County Area Transit | 322,833 | 368,782 | 434.5 | 496.3 | \$8,772,652 | \$9,270,818 | \$1,048,730 | \$969,571 |
| Martin County | 149,806 | 150,870 | 2,304.7 | 2,321.1 | \$1,004,421 | \$1,189,595 | \$45,181 | \$56,727 |
| Miami-Dade Transit | 2,496,435 | 2,496,435 | 8,158.3 | 8,158.3 | \$480,485,890 | \$503,468,475 | \$127,530,461 | \$109,899,080 |
| Okaloosa County Transit (The WAVE) | 196,512 | 196,512 | 1,637.6 | 1,637.6 | \$1,320,887 | \$1,418,580 | \$114,733 | \$112,100 |
| Palm Beach County Transportation Agency | 1,268,782 | 1,268,782 | 3,476.1 | 3,476.1 | \$58,843,785 | \$60,955,546 | \$10,798,216 | \$9,761,063 |
| Pasco County Public Transportation | 475,502 | 488,310 | 638.3 | 653.7 | \$4,476,616 | \$6,057,711 | \$737,417 | \$954,182 |
| Pinellas Suncoast Transit Authority | 985,625 | 980,147 | 2,959.8 | 2,961.2 | \$56,397,390 | \$61,020,161 | \$12,289,473 | \$10,448,128 |
| St. Johns County (Sunshine Bus) | 195,823 | 195,823 | 326.4 | 326.4 | \$962,376 | \$1,191,460 | \$107,132 | \$99,671 |
| St. Lucie County Council on Aging, Inc. | 298,563 | 306,507 | 522.0 | 535.9 | \$1,862,649 | \$2,325,519 | \$253,986 | \$292,579 |
| Sarasota County Area Transit | 404,312 | 400,867 | 1,781.1 | 1,765.9 | \$18,328,396 | \$20,334,367 | \$1,742,590 | \$1,880,912 |
| S. Florida Regional Transportation Authority | 5,502,379 | 5,502,379 | 4,444.6 | 4,444.6 | \$92,767,796 | \$94,417,541 | \$14,027,520 | \$13,642,528 |
| Space Coast Area Transit | 568,701 | 579,130 | 2,170.6 | 372.0 | \$7,081,130 | \$7,536,608 | \$1,388,632 | \$1,523,078 |
| StarMetro (Tallahassee) | 162,310 | 162,310 | 1,591.3 | 1,591.3 | \$14,706,880 | \$14,068,274 | \$5,424,306 | \$4,627,980 |
| SunRail (Central Florida Commuter Rail) | 255,483 | 255,483 | 2,322.6 | 2,322.6 | \$31,209,309 | \$34,108,383 | \$6,516,138 | \$6,715,158 |
| SunTran (Ocala) | 64,655 | 64,655 | 1,175.5 | 1,175.5 | \$2,331,695 | \$2,320,721 | \$365,515 | \$338,451 |
| Volusia County dba VOTRAN | 494,593 | 494,593 | 409.8 | 409.8 | \$13,774,197 | \$14,811,103 | \$3,102,276 | \$2,976,639 |

The data shown in this table represent closed-out, validated numbers as of October 2018. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary 2016 & 2017

Service Supplied

| System | Total Annual Revenue Miles | | Total Annual Revenue Hours | | Total Revenue Vehicles | | Peak Vehicles | | Route Miles | |
|--|----------------------------|------------|----------------------------|-----------|------------------------|-------|---------------|-------|-------------|---------|
| | 2016 | 2017 | 2016 | 2017 | 2016 | 2017 | 2016 | 2017 | 2016 | 2017 |
| Bay Town Trolley | 521,765 | 496,483 | 40,188 | 37,241 | 14 | 14 | 11 | 10 | 142.0 | 142.0 |
| Broward County Transit | 17,570,900 | 17,322,754 | 1,339,349 | 1,332,796 | 431 | 433 | 347 | 360 | 1,255.3 | 1,246.3 |
| Citrus County Transit | 172,270 | 170,430 | 13,455 | 13,338 | 9 | 8 | 9 | 8 | n/a | n/a |
| Clay Transit | 279,934 | 263,954 | 15,700 | 15,255 | 7 | 7 | 7 | 7 | 140.0 | 138.0 |
| Collier Area Transit | 1,318,931 | 1,285,354 | 72,119 | 72,018 | 25 | 25 | 17 | 18 | 426.0 | 442.6 |
| Escambia County Area Transit | 1,502,021 | 1,587,679 | 104,095 | 106,337 | 48 | 47 | 39 | 38 | 396.9 | 417.3 |
| Gainesville Regional Transit System | 3,613,837 | 3,884,082 | 306,537 | 307,340 | 128 | 143 | 108 | 123 | 236.8 | 237.3 |
| Hernando (TransHernando Express) | 369,627 | 403,876 | 19,526 | 21,291 | 7 | 7 | 7 | 7 | 83.7 | 83.7 |
| Hillsborough Area Regional Transit | 8,451,172 | 8,396,440 | 673,432 | 669,441 | 197 | 197 | 165 | 165 | 1,043.4 | 1,001.1 |
| Indian River (GoLine) | 1,038,784 | 990,238 | 58,538 | 55,459 | 26 | 26 | 16 | 16 | 365.0 | 385.0 |
| Jacksonville Transportation Authority | 8,882,501 | 9,015,697 | 641,214 | 649,159 | 197 | 199 | 156 | 159 | 846.4 | 834.4 |
| Lake County Public Transp. (LakeXpress) | 538,386 | 586,083 | 30,345 | 33,843 | 15 | 15 | 10 | 10 | 174.1 | 173.6 |
| Lakeland Area Mass Transit District | 1,372,618 | 1,378,277 | 89,104 | 90,759 | 39 | 40 | 30 | 32 | 471.3 | 506.7 |
| Lee County Transit | 3,158,595 | 3,180,473 | 199,355 | 198,799 | 70 | 87 | 60 | 68 | 540.0 | 542.0 |
| LYNX Transit | 18,553,326 | 19,133,549 | 1,223,991 | 1,257,909 | 514 | 535 | 435 | 455 | 1,770.4 | 1,817.9 |
| Manatee County Area Transit | 1,388,068 | 1,355,597 | 95,949 | 92,805 | 36 | 36 | 23 | 23 | 303.0 | 306.0 |
| Martin County | 351,844 | 376,516 | 18,777 | 19,822 | 11 | 11 | 7 | 7 | 138.5 | 138.5 |
| Miami-Dade Transit | 42,347,947 | 41,956,797 | 3,044,999 | 3,064,803 | 1,273 | 1,236 | 1,077 | 1,102 | 2,001.3 | 2,273.7 |
| Okaloosa County Transit (The WAVE) | 396,416 | 369,052 | 29,160 | 28,070 | 17 | 17 | 13 | 13 | 221.0 | 225.0 |
| Palm Beach County Transportation Agency | 7,230,007 | 7,263,589 | 486,055 | 484,467 | 163 | 163 | 130 | 129 | 1,017.0 | 1,009.0 |
| Pasco County Public Transportation | 1,448,911 | 1,724,047 | 91,553 | 83,070 | 34 | 34 | 21 | 23 | 369.7 | 370.8 |
| Pinellas Suncoast Transit Authority | 9,064,013 | 8,635,594 | 627,578 | 630,733 | 228 | 210 | 174 | 164 | 912.9 | 838.5 |
| St. Johns County (Sunshine Bus) | 532,937 | 531,145 | 26,912 | 26,432 | 8 | 12 | 8 | 12 | 185.0 | 185.0 |
| St. Lucie County Council on Aging, Inc. | 364,597 | 459,203 | 25,392 | 29,111 | 14 | 15 | 9 | 9 | 102.2 | 114.4 |
| Sarasota County Area Transit | 3,217,912 | 3,234,913 | 219,892 | 225,859 | 82 | 77 | 54 | 56 | 654.0 | 651.7 |
| S. Florida Regional Transportation Authority | 4,437,498 | 4,272,441 | 192,549 | 186,813 | 112 | 108 | 66 | 66 | 314.2 | 294.2 |
| Space Coast Area Transit | 2,748,404 | 2,569,149 | 115,490 | 116,583 | 125 | 115 | 74 | 75 | 377.0 | 356.0 |
| StarMetro (Tallahassee) | 2,169,975 | 2,056,339 | 212,252 | 193,140 | 80 | 77 | 68 | 68 | 235.0 | 236.0 |
| SunRail (Central Florida Commuter Rail) | 649,088 | 652,532 | 20,460 | 25,678 | 30 | 30 | 18 | 17 | 63.5 | 63.5 |
| SunTran (Ocala) | 494,223 | 484,444 | 31,548 | 31,007 | 10 | 9 | 6 | 6 | 143.5 | 143.5 |
| Volusia County dba VOTRAN | 2,686,975 | 2,877,059 | 172,630 | 180,728 | 77 | 81 | 56 | 58 | 592.0 | 593.0 |

The data shown in this table represent closed-out, validated numbers as of October 2018. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary 2016 & 2017

Service Usage and Quality of Service

| System | Annual Passenger Trips | | Annual Passenger Miles | | Avg. Trip (miles) | | Resident Access to Transit | | Weekday Span of Service (hrs) | |
|--|------------------------|------------|------------------------|-------------|-------------------|------|----------------------------|--------|-------------------------------|------|
| | 2016 | 2017 | 2016 | 2017 | 2016 | 2017 | 2016 | 2017 | 2016 | 2017 |
| Bay Town Trolley | 626,592 | 621,365 | 2,443,709 | 2,423,324 | 3.9 | 3.9 | 36.63% | 36.53% | 14.5 | 14.5 |
| Broward County Transit | 35,294,456 | 31,390,379 | 156,698,806 | 145,483,098 | 4.4 | 5.0 | 95.07% | 95.30% | 20.2 | 20.2 |
| Citrus County Transit | 63,061 | 55,239 | n/a | n/a | n/a | n/a | 28.56% | 28.57% | n/a | n/a |
| Clay Transit | 51,887 | 42,842 | 839,902 | 759,810 | 16.2 | 17.7 | 41.07% | 40.42% | 13.8 | 13.8 |
| Collier Area Transit | 973,981 | 896,201 | 7,211,130 | 6,498,820 | 7.4 | 7.3 | 38.06% | 57.19% | 17.1 | 17.3 |
| Escambia County Area Transit | 1,443,463 | 1,476,400 | 8,891,732 | 7,364,166 | 6.2 | 5.0 | 59.71% | 59.84% | 17.3 | 17.3 |
| Gainesville Regional Transit System | 9,698,179 | 9,457,505 | 25,506,212 | 26,692,997 | 2.6 | 2.8 | 58.68% | 58.67% | 22.9 | 22.9 |
| Hernando (TransHernando Express) | 109,242 | 126,109 | 270,920 | 312,750 | 2.5 | 2.5 | 35.38% | 35.45% | 12.5 | 12.5 |
| Hillsborough Area Regional Transit | 14,367,945 | 13,181,779 | 76,657,867 | 61,473,711 | 5.3 | 4.7 | 61.27% | 61.27% | 21.3 | 21.3 |
| Indian River (GoLine) | 1,157,881 | 1,205,677 | 5,905,193 | 6,081,890 | 5.1 | 5.0 | 66.84% | 67.57% | 13.0 | 13.0 |
| Jacksonville Transportation Authority | 12,946,999 | 12,290,451 | 69,230,747 | 65,641,232 | 5.3 | 5.3 | 66.31% | 66.42% | 22.8 | 21.0 |
| Lake County Public Transp. (LakeXpress) | 315,541 | 332,558 | 2,094,737 | 2,162,788 | 6.6 | 6.5 | 26.41% | 26.86% | 15.0 | 15.0 |
| Lakeland Area Mass Transit District | 1,304,808 | 1,252,509 | 8,076,814 | 7,088,796 | 6.2 | 5.7 | 41.34% | 41.20% | 18.2 | 19.3 |
| Lee County Transit | 3,362,673 | 3,180,104 | 18,524,758 | 18,230,475 | 5.5 | 5.7 | 50.77% | 50.35% | 17.5 | 17.7 |
| LYNX Transit | 26,828,603 | 25,448,098 | 143,072,210 | 147,579,931 | 5.3 | 5.8 | 55.56% | 55.29% | 23.0 | 23.0 |
| Manatee County Area Transit | 1,648,120 | 1,497,893 | 7,235,247 | 6,757,796 | 4.4 | 4.5 | 65.92% | 65.42% | 17.3 | 17.3 |
| Martin County | 47,946 | 64,883 | 383,072 | 570,375 | 8.0 | 8.8 | 48.71% | 49.35% | 12.4 | 14.0 |
| Miami-Dade Transit | 97,917,651 | 88,361,678 | 555,232,166 | 547,042,026 | 5.7 | 6.2 | 92.60% | 92.31% | 24.0 | 24.0 |
| Okaloosa County Transit (The WAVE) | 135,719 | 123,476 | 611,223 | 555,642 | 4.5 | 4.5 | 36.91% | 36.19% | 13.0 | 13.0 |
| Palm Beach County Transportation Agency | 9,707,356 | 8,915,163 | 58,149,680 | 57,757,086 | 6.0 | 6.5 | 63.14% | 63.17% | 17.8 | 17.8 |
| Pasco County Public Transportation | 799,103 | 815,283 | 5,137,432 | 5,686,791 | 6.4 | 7.0 | 44.33% | 44.20% | 13.3 | 16.5 |
| Pinellas Suncoast Transit Authority | 12,635,319 | 11,591,012 | 59,302,776 | 56,246,000 | 4.7 | 4.9 | 86.39% | 86.59% | 19.3 | 20.0 |
| St. Johns County (Sunshine Bus) | 294,283 | 273,588 | 2,430,777 | 2,259,837 | 8.3 | 8.3 | 27.37% | 27.10% | 14.6 | 14.6 |
| St. Lucie County Council on Aging, Inc. | 180,149 | 204,726 | 2,612,161 | 1,242,296 | 14.5 | 6.1 | 37.16% | 37.61% | 14.0 | 14.0 |
| Sarasota County Area Transit | 2,571,881 | 2,562,020 | 13,384,204 | 13,155,234 | 5.2 | 5.1 | 77.80% | 78.16% | 17.9 | 19.2 |
| S. Florida Regional Transportation Authority | 5,341,822 | 5,207,014 | 121,587,350 | 121,889,511 | 22.8 | 23.4 | 10.40% | 10.42% | 19.6 | 19.6 |
| Space Coast Area Transit | 2,377,440 | 2,233,451 | 18,850,305 | 16,730,819 | 7.9 | 7.5 | 51.75% | 51.66% | 18.4 | 18.4 |
| StarMetro (Tallahassee) | 3,701,381 | 3,302,667 | 11,418,127 | 8,055,605 | 3.1 | 2.4 | 56.77% | 56.64% | 18.0 | 18.0 |
| SunRail (Central Florida Commuter Rail) | 910,380 | 901,156 | 13,104,921 | 12,850,030 | 14.4 | 14.3 | 6.07% | 6.10% | 17.2 | 18.6 |
| SunTran (Ocala) | 415,762 | 409,623 | 2,242,744 | 2,146,425 | 5.4 | 5.2 | 19.14% | 19.29% | 17.0 | 17.0 |
| Volusia County dba VOTRAN | 3,251,840 | 3,195,590 | 13,180,744 | 13,833,524 | 4.1 | 4.3 | 52.08% | 51.87% | 18.0 | 18.0 |

The data shown in this table represent closed-out, validated numbers as of October 2018. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary 2016 & 2017

Cost Efficiency

| System | Operating Expense per Revenue Mile | | Operating Expense per Revenue Hour | | Operating Revenue per Operating Expense | | Passenger Trips per Employee FTE* | |
|--|------------------------------------|---------|------------------------------------|------------|---|--------|-----------------------------------|--------|
| | 2016 | 2017 | 2016 | 2017 | 2016 | 2017 | 2016 | 2017 |
| Bay Town Trolley | \$5.86 | \$5.78 | \$76.10 | \$77.05 | 22.74% | 25.69% | n/a | n/a |
| Broward County Transit | \$6.53 | \$7.13 | \$85.64 | \$92.64 | 35.96% | 30.31% | 30,646 | 26,936 |
| Citrus County Transit | \$3.22 | \$3.97 | \$41.28 | \$50.70 | 7.35% | 1.72% | n/a | n/a |
| Clay Transit | \$1.77 | \$1.82 | \$31.56 | \$31.44 | 73.87% | 68.31% | 2,892 | 3,901 |
| Collier Area Transit | \$4.59 | \$4.32 | \$86.17 | \$77.17 | 24.29% | 17.43% | n/a | n/a |
| Escambia County Area Transit | \$6.84 | \$7.81 | \$98.64 | \$116.62 | 21.33% | 19.70% | n/a | n/a |
| Gainesville Regional Transit System | \$6.23 | \$6.16 | \$73.42 | \$77.82 | 68.34% | 64.03% | 32,515 | 34,569 |
| Hernando (TransHernando Express) | \$3.19 | \$2.84 | \$60.47 | \$53.95 | 11.80% | 10.67% | n/a | n/a |
| Hillsborough Area Regional Transit | \$8.23 | \$8.82 | \$103.32 | \$110.60 | 22.98% | 21.10% | 21,620 | 19,350 |
| Indian River (GoLine) | \$2.77 | \$3.09 | \$49.07 | \$55.15 | 1.78% | 0.16% | n/a | n/a |
| Jacksonville Transportation Authority | \$8.93 | \$9.16 | \$123.66 | \$127.26 | 16.46% | 15.44% | 18,551 | 16,570 |
| Lake County Public Transp. (LakeXpress) | \$4.94 | \$4.91 | \$87.60 | \$84.95 | 6.13% | 5.73% | n/a | n/a |
| Lakeland Area Mass Transit District | \$7.14 | \$6.43 | \$110.05 | \$97.58 | 20.51% | 25.91% | 13,365 | 11,449 |
| Lee County Transit | \$5.29 | \$5.23 | \$83.77 | \$83.71 | 21.51% | 22.75% | 18,504 | 19,560 |
| LYNX Transit | \$5.24 | \$5.51 | \$79.36 | \$83.87 | 30.08% | 26.39% | 25,878 | 25,512 |
| Manatee County Area Transit | \$6.32 | \$6.84 | \$91.43 | \$99.90 | 11.95% | 10.46% | 20,751 | 18,455 |
| Martin County | \$2.85 | \$3.16 | \$53.49 | \$60.01 | 4.50% | 4.77% | n/a | n/a |
| Miami-Dade Transit | \$11.35 | \$12.00 | \$157.80 | \$164.27 | 26.54% | 21.83% | 29,795 | 26,474 |
| Okaloosa County Transit (The WAVE) | \$3.33 | \$3.84 | \$45.30 | \$50.54 | 8.69% | 7.90% | n/a | n/a |
| Palm Beach County Transportation Agency | \$8.14 | \$8.39 | \$121.06 | \$125.82 | 18.35% | 16.01% | 19,844 | 18,342 |
| Pasco County Public Transportation | \$3.09 | \$3.51 | \$48.90 | \$72.92 | 16.47% | 15.75% | 14,004 | 12,632 |
| Pinellas Suncoast Transit Authority | \$6.22 | \$7.07 | \$89.87 | \$96.74 | 21.79% | 17.12% | 21,755 | 20,022 |
| St. Johns County (Sunshine Bus) | \$1.81 | \$2.24 | \$35.76 | \$45.08 | 11.13% | 8.37% | n/a | n/a |
| St. Lucie County Council on Aging, Inc. | \$5.11 | \$5.06 | \$73.36 | \$79.88 | 13.64% | 12.58% | 6,969 | 7,091 |
| Sarasota County Area Transit | \$5.70 | \$6.29 | \$83.35 | \$90.03 | 9.51% | 9.25% | 13,232 | 11,564 |
| S. Florida Regional Transportation Authority | \$20.91 | \$22.10 | \$481.79 | \$505.41 | 15.12% | 14.45% | n/a | n/a |
| Space Coast Area Transit | \$2.58 | \$2.93 | \$61.31 | \$64.65 | 19.61% | 20.21% | 35,156 | 28,650 |
| StarMetro (Tallahassee) | \$6.78 | \$6.84 | \$69.29 | \$72.84 | 36.88% | 32.90% | 21,695 | 21,052 |
| SunRail (Central Florida Commuter Rail) | \$48.08 | \$52.27 | \$1,525.38 | \$1,328.31 | 20.88% | 19.69% | n/a | n/a |
| SunTran (Ocala) | \$4.72 | \$4.79 | \$73.91 | \$74.85 | 15.68% | 14.58% | n/a | n/a |
| Volusia County dba VOTRAN | \$5.13 | \$5.15 | \$79.79 | \$81.95 | 22.52% | 20.10% | 20,529 | 18,756 |

* excludes purchased transportation data

The data shown in this table represent closed-out, validated numbers as of October 2018. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary 2016 & 2017

Cost Effectiveness

| System | Operating Expense per Passenger Trip | | Operating Expense per Passenger Mile | | Operating Expense per Capita | | Farebox Recovery Ratio | | Average Fare | |
|--|--------------------------------------|---------|--------------------------------------|--------|------------------------------|----------|------------------------|--------|--------------|--------|
| | 2016 | 2017 | 2016 | 2017 | 2016 | 2017 | 2016 | 2017 | 2016 | 2017 |
| Bay Town Trolley | \$4.88 | \$4.62 | \$1.25 | \$1.18 | \$29.08 | \$27.28 | 19.39% | 21.01% | \$0.95 | \$0.97 |
| Broward County Transit | \$3.25 | \$3.93 | \$0.73 | \$0.85 | \$61.36 | \$64.66 | 30.29% | 26.25% | \$0.98 | \$1.03 |
| Citrus County Transit | \$8.81 | \$12.24 | n/a | n/a | \$18.00 | \$21.91 | 5.36% | 1.72% | \$0.47 | \$0.21 |
| Clay Transit | \$9.55 | \$11.19 | \$0.59 | \$0.63 | \$2.36 | \$2.28 | 8.74% | 6.39% | \$0.83 | \$0.71 |
| Collier Area Transit | \$5.54 | \$6.20 | \$0.75 | \$0.86 | \$18.71 | \$17.16 | 18.86% | 15.99% | \$1.04 | \$0.99 |
| Escambia County Area Transit | \$7.11 | \$8.40 | \$1.15 | \$1.68 | \$42.49 | \$51.31 | 9.64% | 8.20% | \$0.69 | \$0.69 |
| Gainesville Regional Transit System | \$2.32 | \$2.53 | \$0.88 | \$0.90 | \$137.25 | \$145.85 | 65.32% | 61.28% | \$1.52 | \$1.55 |
| Hernando (TransHernando Express) | \$10.81 | \$9.11 | \$4.36 | \$3.67 | \$10.23 | \$9.93 | 6.74% | 8.17% | \$0.73 | \$0.74 |
| Hillsborough Area Regional Transit | \$4.84 | \$5.62 | \$0.91 | \$1.20 | \$79.47 | \$84.56 | 20.91% | 19.14% | \$1.01 | \$1.08 |
| Indian River (GoLine) | \$2.48 | \$2.54 | \$0.49 | \$0.50 | \$19.99 | \$21.28 | n/a | n/a | n/a | n/a |
| Jacksonville Transportation Authority | \$6.12 | \$6.72 | \$1.15 | \$1.26 | \$77.63 | \$79.67 | 14.80% | 14.08% | \$0.91 | \$0.95 |
| Lake County Public Transp. (LakeXpress) | \$8.42 | \$8.65 | \$1.27 | \$1.33 | \$27.26 | \$29.49 | 5.79% | 5.45% | \$0.49 | \$0.47 |
| Lakeland Area Mass Transit District | \$7.51 | \$7.07 | \$1.21 | \$1.25 | \$31.39 | \$28.35 | 18.82% | 22.13% | \$1.41 | \$1.56 |
| Lee County Transit | \$4.97 | \$5.23 | \$0.90 | \$0.91 | \$34.08 | \$38.03 | 17.77% | 17.24% | \$0.88 | \$0.90 |
| LYNX Transit | \$3.62 | \$4.15 | \$0.68 | \$0.71 | \$45.51 | \$49.43 | 26.97% | 23.39% | \$0.98 | \$0.97 |
| Manatee County Area Transit | \$5.32 | \$6.19 | \$1.21 | \$1.37 | \$27.17 | \$25.14 | 10.72% | 9.32% | \$0.57 | \$0.58 |
| Martin County | \$20.95 | \$18.33 | \$2.62 | \$2.09 | \$6.70 | \$7.88 | 4.50% | 4.77% | \$0.94 | \$0.87 |
| Miami-Dade Transit | \$4.91 | \$5.70 | \$0.87 | \$0.92 | \$192.47 | \$201.67 | 22.39% | 17.77% | \$1.10 | \$1.01 |
| Okaloosa County Transit (The WAVE) | \$9.73 | \$11.49 | \$2.16 | \$2.55 | \$6.72 | \$7.22 | 8.69% | 7.90% | \$0.85 | \$0.91 |
| Palm Beach County Transportation Agency | \$6.06 | \$6.84 | \$1.01 | \$1.06 | \$46.38 | \$48.04 | 16.26% | 14.32% | \$0.99 | \$0.98 |
| Pasco County Public Transportation | \$5.60 | \$7.43 | \$0.87 | \$1.07 | \$9.41 | \$12.41 | 16.47% | 12.10% | \$0.92 | \$0.90 |
| Pinellas Suncoast Transit Authority | \$4.46 | \$5.26 | \$0.95 | \$1.08 | \$57.22 | \$62.26 | 19.77% | 15.63% | \$0.88 | \$0.82 |
| St. Johns County (Sunshine Bus) | \$3.27 | \$4.35 | \$0.40 | \$0.53 | \$4.91 | \$6.08 | 11.13% | 8.37% | \$0.36 | \$0.36 |
| St. Lucie County Council on Aging, Inc. | \$10.34 | \$11.36 | \$0.71 | \$1.87 | \$6.24 | \$7.59 | 11.06% | 9.99% | \$1.14 | \$1.13 |
| Sarasota County Area Transit | \$7.13 | \$7.94 | \$1.37 | \$1.55 | \$45.33 | \$50.73 | 8.74% | 8.31% | \$0.62 | \$0.66 |
| S. Florida Regional Transportation Authority | \$17.37 | \$18.13 | \$0.76 | \$0.77 | \$16.86 | \$17.16 | 14.14% | 13.54% | \$2.46 | \$2.46 |
| Space Coast Area Transit | \$2.98 | \$3.37 | \$0.38 | \$0.45 | \$12.45 | \$13.01 | 15.70% | 17.13% | \$0.47 | \$0.58 |
| StarMetro (Tallahassee) | \$3.97 | \$4.26 | \$1.29 | \$1.75 | \$90.61 | \$86.68 | 35.62% | 32.00% | \$1.42 | \$1.36 |
| SunRail (Central Florida Commuter Rail) | \$34.28 | \$37.85 | \$2.38 | \$2.65 | \$122.16 | \$133.51 | 6.32% | 5.82% | \$2.17 | \$2.20 |
| SunTran (Ocala) | \$5.61 | \$5.67 | \$1.04 | \$1.08 | \$36.06 | \$35.89 | 14.17% | 13.07% | \$0.79 | \$0.74 |
| Volusia County dba VOTRAN | \$4.24 | \$4.63 | \$1.05 | \$1.07 | \$27.85 | \$29.95 | 19.78% | 16.97% | \$0.84 | \$0.79 |

The data shown in this table represent closed-out, validated numbers as of October 2018. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary 2016 & 2017

Service Effectiveness

| System | Passenger Trips per Revenue Mile | | Passenger Trips per Revenue Hour | | Passenger Trips per Capita | | Revenue Miles between Safety Incidents | | Revenue Miles between Failures | |
|--|----------------------------------|------|----------------------------------|-------|----------------------------|-------|--|---------|--------------------------------|---------|
| | 2016 | 2017 | 2016 | 2017 | 2016 | 2017 | 2016 | 2017 | 2016 | 2017 |
| Bay Town Trolley | 1.20 | 1.25 | 15.59 | 16.68 | 5.96 | 5.91 | 86,961 | 248,242 | 47,433 | 49,648 |
| Broward County Transit | 2.01 | 1.81 | 26.35 | 23.55 | 18.88 | 16.44 | 126,409 | 113,221 | 7,758 | 3,777 |
| Citrus County Transit | 0.37 | 0.32 | 4.69 | 4.14 | 2.04 | 1.79 | n/a | n/a | n/a | n/a |
| Clay Transit | 0.19 | 0.16 | 3.30 | 2.81 | 0.25 | 0.20 | n/a | n/a | n/a | n/a |
| Collier Area Transit | 0.83 | 0.70 | 15.56 | 12.44 | 3.38 | 2.77 | 440,182 | 257,071 | 42,598 | 10,623 |
| Escambia County Area Transit | 0.96 | 0.93 | 13.87 | 13.88 | 5.97 | 6.11 | 300,404 | 396,920 | 16,877 | 17,072 |
| Gainesville Regional Transit System | 2.68 | 2.43 | 31.64 | 30.77 | 59.14 | 57.67 | 401,537 | 73,285 | 10,066 | 8,574 |
| Hernando (TransHernando Express) | 0.30 | 0.31 | 5.59 | 5.92 | 0.95 | 1.09 | n/a | 201,938 | n/a | n/a |
| Hillsborough Area Regional Transit | 1.70 | 1.57 | 21.34 | 19.69 | 16.41 | 15.05 | 87,125 | 77,745 | 3,548 | 3,471 |
| Indian River (GoLine) | 1.11 | 1.22 | 19.78 | 21.74 | 8.06 | 8.39 | 519,392 | 247,560 | 148,398 | 76,172 |
| Jacksonville Transportation Authority | 1.46 | 1.36 | 20.19 | 18.93 | 12.68 | 11.85 | 105,744 | 85,864 | 11,117 | 11,035 |
| Lake County Public Transp. (LakeXpress) | 0.59 | 0.57 | 10.40 | 9.83 | 3.24 | 3.41 | 179,462 | 195,361 | 3,873 | 4,341 |
| Lakeland Area Mass Transit District | 0.95 | 0.91 | 14.64 | 13.80 | 4.18 | 4.01 | 343,155 | 153,142 | 3,670 | 5,012 |
| Lee County Transit | 1.06 | 1.00 | 16.87 | 16.00 | 6.86 | 7.27 | 112,807 | 144,567 | 24,677 | 26,285 |
| LYNX Transit | 1.45 | 1.33 | 21.92 | 20.23 | 12.57 | 11.92 | 173,396 | 164,944 | 13,281 | 17,068 |
| Manatee County Area Transit | 1.19 | 1.10 | 17.18 | 16.14 | 5.11 | 4.06 | n/a | 135,560 | 2,261 | 2,960 |
| Martin County | 0.14 | 0.17 | 2.55 | 3.27 | 0.32 | 0.43 | n/a | 376,516 | 31,986 | 25,101 |
| Miami-Dade Transit | 2.31 | 2.11 | 32.16 | 28.83 | 39.22 | 35.40 | 153,993 | 163,256 | 1,966 | 2,627 |
| Okaloosa County Transit (The WAVE) | 0.34 | 0.33 | 4.65 | 4.40 | 0.69 | 0.63 | n/a | n/a | 16,517 | 13,669 |
| Palm Beach County Transportation Agency | 1.34 | 1.23 | 19.97 | 18.40 | 7.65 | 7.03 | 85,059 | 119,075 | 3,306 | 3,096 |
| Pasco County Public Transportation | 0.55 | 0.47 | 8.73 | 9.81 | 1.68 | 1.67 | 482,970 | 156,732 | 10,813 | 11,809 |
| Pinellas Suncoast Transit Authority | 1.39 | 1.34 | 20.13 | 18.38 | 12.82 | 11.83 | 103,000 | 99,260 | 9,993 | 17,168 |
| St. Johns County (Sunshine Bus) | 0.55 | 0.52 | 10.94 | 10.35 | 1.50 | 1.40 | n/a | n/a | n/a | n/a |
| St. Lucie County Council on Aging, Inc. | 0.49 | 0.45 | 7.09 | 7.03 | 0.60 | 0.67 | 91,149 | 114,801 | 72,919 | 38,267 |
| Sarasota County Area Transit | 0.80 | 0.79 | 11.70 | 11.34 | 6.36 | 6.39 | 268,159 | 294,083 | 7,280 | 6,035 |
| S. Florida Regional Transportation Authority | 1.20 | 1.22 | 27.74 | 27.87 | 0.97 | 0.95 | n/a | n/a | 41,088 | 33,908 |
| Space Coast Area Transit | 0.87 | 0.87 | 20.59 | 19.16 | 4.18 | 3.86 | 161,671 | 285,461 | 53,890 | 53,524 |
| StarMetro (Tallahassee) | 1.71 | 1.61 | 17.44 | 17.10 | 22.80 | 20.35 | 166,921 | 685,446 | 12,765 | 9,792 |
| SunRail (Central Florida Commuter Rail) | 1.40 | 1.38 | 44.50 | 35.09 | 3.56 | 3.53 | n/a | n/a | 216,363 | 108,755 |
| SunTran (Ocala) | 0.84 | 0.85 | 13.18 | 13.21 | 6.43 | 6.34 | n/a | n/a | 5,372 | 4,796 |
| Volusia County dba VOTRAN | 1.21 | 1.11 | 18.84 | 17.68 | 6.57 | 6.46 | 244,270 | 261,551 | 5,563 | 6,866 |

The data shown in this table represent closed-out, validated numbers as of October 2018. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit Systems' Fixed-Route Fares (as of October 2018)

| System | Cash Fare | | Express Fare | | Transfer Fare | | Daily Fare | | Weekly Pass | | Monthly Pass | |
|--|--|----------|--------------|----------|---------------|----------|------------|----------|-------------------|------------------|--------------------|-------------------|
| | Regular | Discount | Regular | Discount | Regular | Discount | Regular | Discount | Regular | Discount | Regular | Discount |
| Bay Town Trolley | \$1.50 | \$0.75 | n/a | n/a | FREE | n/a | \$4.00 | n/a | n/a | n/a | \$35.00 | n/a |
| Broward County Transit | \$2.00 | \$1.00 | \$2.65 | \$1.30 | varies | n/a | \$5.00 | \$4.00 | \$20.00 | n/a | \$70.00 | \$40-\$50 |
| Citrus County Transit | \$1.00 | FREE | n/a | n/a | n/a | n/a | \$2.00 | n/a | n/a | n/a | \$35.00 | n/a |
| Clay Transit | \$1.00 | \$0.50 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | \$25.00 | n/a |
| Collier Area Transit | \$1.50 | \$0.75 | \$2.50 | \$1.25 | \$0.75 | \$0.35 | \$4.00 | \$2.00 | \$15.00 | \$7.50 | \$35.00 | \$17.50 |
| City of Ft. Lauderdale (SunTrolley) | FREE | FREE | FREE | FREE | FREE | FREE | FREE | FREE | FREE | FREE | FREE | FREE |
| Escambia County Area Transit | \$1.75 | \$0.85 | n/a | n/a | FREE | n/a | \$5.25 | n/a | \$14.50 | n/a | \$47.00 | \$35.00 |
| Gainesville Regional Transit System | \$1.50 | \$0.75 | n/a | n/a | n/a | n/a | \$3.00 | n/a | n/a | n/a | \$35.00 | \$17.50 |
| Hernando (TransHernando Express) | \$1.25 | \$0.60 | n/a | n/a | \$0.50 | n/a | n/a | n/a | n/a | n/a | \$25.00 | \$12.50 |
| Hillsborough Area Regional Transit | \$2.00 | \$1.00 | \$3.00 | \$1.50 | n/a | n/a | \$4.00 | \$2.00 | n/a | n/a | \$65.00 | \$32.50 |
| Indian River (GoLine) | FREE | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Jacksonville Transportation Authority | \$1.50 | \$0.75* | \$2.00 | \$1.50 | n/a | n/a | \$4.00 | \$1.50 | \$16.00 | n/a | \$50.00 | \$30.00 |
| Lake County Public Transp. (LakeXpress) | \$1.00 | \$0.50 | n/a | n/a | FREE | n/a | \$3.00 | \$1.50 | n/a | n/a | \$30.00 | \$15.00 |
| Lakeland Area Mass Transit District | \$1.50 | \$0.75** | n/a | n/a | n/a | n/a | \$3.00 | \$1.50** | \$12.00 | n/a | \$47.00 | n/a |
| Lee County Transit | \$1.50 | \$0.75 | n/a | n/a | n/a | n/a | \$4.00 | n/a | \$15.00 | \$11.00 | \$40.00 | \$23.00 |
| LYNX Transit | \$2.00 | \$1.00 | \$6.50 | \$3.25 | FREE | n/a | \$4.50 | \$2.25 | \$16.00 | \$8.00 | \$50.00 | \$25.00 |
| Manatee County Area Transit | \$1.50 | \$0.75* | n/a | n/a | n/a | n/a | \$4.00 | \$2.00 | \$12.00 | \$6.00 | \$40.00 | \$20.00 |
| Martin County | \$1.50 | n/a | \$2.00 | n/a | n/a | n/a | \$3.00 | n/a | n/a | n/a | n/a | n/a |
| Miami-Dade Transit | \$2.25 | \$1.10* | \$2.65 | \$1.30 | varies | varies | \$5.65 | \$2.80 | \$29.25 | \$14.60 | \$112.50 | \$56.25 |
| Okaloosa County Transit (The WAVE) | \$1.50 | \$0.75 | \$2.00 | \$1.00 | FREE | n/a | n/a | n/a | n/a | n/a | \$30.00 | \$15.00 |
| Palm Beach County Transportation Agency | \$2.00 | \$1.00 | n/a | n/a | varies | n/a | \$5.00 | \$3.50 | n/a | n/a | \$70.00 | \$55.00 |
| Pasco County Public Transportation | \$1.50 | \$0.75 | n/a | n/a | n/a | n/a | \$3.75 | \$1.85 | n/a | n/a | \$37.50 | \$18.75 |
| Pinellas Suncoast Transit Authority | \$2.25 | \$1.10** | \$3.00 | \$1.50 | n/a | n/a | \$5.00 | \$2.50 | \$25.00 | 12.5 | \$70.00 | \$35.00 |
| St. Johns County (Sunshine Bus) | \$1.00 | \$0.50 | n/a | n/a | n/a | n/a | \$2.00 | \$1.00 | n/a | n/a | \$30.00 | \$15.00 |
| St. Lucie Council on Aging, Inc. | \$2.00 | \$1.00 | n/a | n/a | n/a | n/a | \$5.00 | \$2.50 | n/a | n/a | \$50.00 | \$25.00 |
| Sarasota County Area Transit | \$1.25 | \$0.60 | \$2.50 | \$1.25 | varies | n/a | \$4.00 | n/a | \$20.00 | \$10.00 | \$50.00 | \$25.00 |
| Space Coast Area Transit | \$1.50 | \$0.75 | n/a | n/a | FREE | n/a | n/a | n/a | n/a | n/a | \$42.00 | \$21.00 |
| StarMetro (Tallahassee) | \$1.25 | \$0.60 | n/a | n/a | FREE | n/a | \$3.00 | n/a | \$10.00 | \$7.50 | \$38.00 | \$19.00 |
| SunTran (Ocala) | \$1.50 | \$0.75 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | \$45.00 | \$23.00 |
| Volusia County dba VOTRAN | \$1.75 | \$0.85 | n/a | n/a | n/a | n/a | \$3.75 | \$1.85 | \$13.00 | \$6.50 | \$46.00 | \$23.00 |
| S. Florida Regional Transportation Authority | Tiered fare system ranging from \$2.50 to \$6.90 for one-way trips, depending on number of zones traveled. | | | | | | \$5.00 | \$2.50 | n/a | n/a | \$145.00 | \$72.50 |
| SunRail (Central Florida Commuter Rail) | Tiered fare system ranging from \$2.00 to \$5.00 for one-way trips, depending on number of zones traveled. | | | | | | n/a | n/a | \$17.00 - \$34.00 | \$8.50 - \$17.00 | \$56.00 - \$112.00 | \$28.00 - \$56.00 |

* In Jacksonville, seniors age 60 and over ride free. In Manatee, seniors age 80 and over ride free. In Miami, those age 65 and over can ride free with a Golden Passport and veterans ride free with a Patriot Passport.

** For students, Lakeland, Polk, and Pinellas have a separate discounted cash fare (\$1.25). Lakeland and Polk have a separate daily discounted fare for students (\$2.50).

Glossary of Terms

Automated Guideway (MG): A fixed-guideway transit system that operates with automated (driverless) individual vehicles or multi-car trains. Service may be on a fixed schedule or in response to a passenger-activated call button.

Bus Rapid Transit (RB): Fixed-route bus systems that either (1) operate their routes predominantly on fixed-guideways (other than on highway HOV or shoulder lanes, such as for commuter bus service) or (2) that operate routes of high-frequency service with the following elements: Substantial transit stations, traffic signal priority or pre-emption, low-floor vehicles or level-platform boarding, and separate branding of the service. High-frequency service is defined as 10-minute peak and 15-minute off-peak headways for at least 14 hours of service operations per day. This mode may include portions of service that are fixed-guideway and non-fixed-guideway.

Commuter Bus (CB): Fixed-route bus systems that are primarily connecting outlying areas with a central city through bus service that operates with at least five miles of continuous closed-door service. This service typically operates using motorcoaches (aka over-the-road buses), and usually features peak scheduling, multiple-trip tickets, and multiple stops in outlying areas with limited stops in the central city.

Commuter Rail (CR): Short-haul rail passenger service operating in metropolitan and suburban areas, whether within or across the geographical boundaries of a state, usually characterized by reduced fare, multiple ride, and commutation tickets and by morning and evening peak period operations.

Demand-Response Service (DR): Any system of transporting individuals, including the provision of designated transportation service by public or private entities, which is not a fixed-route system. This type of service is also known as “paratransit.”

Demand-Response Taxi (DT): A special form of the demand response mode operated through taxicab providers. The mode is always purchased transportation type of service.

Deviated Fixed Route Service: Transit service that operates along a fixed alignment or path at generally fixed times, but may deviate from the route alignment to collect or drop off passengers who have requested the deviation.

Directly Operated (DO): Transportation service provided directly by a transit agency, using their employees to supply the necessary labor to operate the revenue vehicles. This includes instances where an agency’s employees provide purchased transportation (PT) services to the agency through a contractual agreement.

Fixed Guideway: Any public transportation facility that utilizes and occupies a separate right-of-way or rails for the exclusive use of public transportation service including, but not limited to, fixed rail, automated guideway transit, and exclusive facilities for buses and other high-occupancy vehicles.

Heavy Rail (HR): Transit service using rail cars with motive capability, driven by electric power usually drawn from a third rail, configured for passenger traffic, and usually operated on exclusive rights-of-way.

Motorbus (MB): Mode of service involving passenger revenue vehicles operating on fixed routes and schedules on roadways.

Park-and-Ride: Parking garages and/or pavement used for parking passengers’ automobiles, either free or for a fee, while they use transit system facilities. The garages/lots are generally used as collector sites for rail or bus service. They may also serve as collector sites for vanpools or carpools, and may sometimes serve as transit centers.

Purchased Transportation (PT): Transportation service provided to a public agency from a public or private transportation provider based on a written contract. It does not include franchising, licensing operations, management services, or private conventional bus service.

Streetcar Rail (SR): This mode is for rail transit systems operating entire routes predominantly on streets in mixed-traffic. This service typically operates with single-car trains powered by overhead catenaries and with frequent stops.

Vanpool (VP): A transit mode comprised of vans, small buses and other vehicles operating as a ride sharing arrangement, providing transportation to a group of individuals traveling directly between their homes and a regular destination within the same geographical area. The vehicles have a minimum seating capacity of seven persons, including the driver.

GENERAL INFORMATION

Operating Expense: Reported total spending on operations, including administration, maintenance, and operation of service vehicles.

Operating Revenue: All revenues directly generated through the operation of the transit agency. Includes passenger fares, special transit fares, school bus service revenues, freight tariffs, charter service revenues, auxiliary transportation revenues, subsidy from other sectors of operations, and non-transportation revenues.

Service Area Population: A measure of access to transit service in terms of population served. The reporting transit agency determines the service area boundaries and population for most transit services using the definitions contained in the Americans with Disabilities Act of 1990 (ADA). This measure is reported at the system level, not by mode operated.

Service Area Population Density: Represents persons per square mile based on the service area population and service area size reported in the National Transit Database.

SERVICE SUPPLIED

Peak Vehicles: This refers to the number of vehicles operated in maximum (peak) service. It represents the number of revenue vehicles operated to meet the annual maximum service requirement, i.e., the revenue vehicle count during the peak hours of the peak days/weeks of the peak season (typically the rush period). Vehicles operated in maximum service exclude atypical days or one-time special events.

Route Miles: Number of directional route miles as reported in NTD data; defined as the mileage that service operates in each direction over routes traveled by public transportation vehicles in revenue service.

Total Annual Revenue Hours: Total hours of operation by revenue service vehicles in active revenue service.

Total Annual Revenue Miles: Number of annual miles of vehicle operation while in active service (available to pick up revenue passengers). This number is smaller than vehicle miles because of the exclusion of deadhead miles such as vehicle miles from the garage to the start of service, vehicle miles from the end of service to the garage, driver training, and other miscellaneous miles that are not considered to be in direct revenue service.

Total Revenue Vehicles: Number of vehicles available for use by the transit agency to meet the annual maximum service requirement. Total revenue vehicles includes spares, out-of-service vehicles, and vehicles in or awaiting maintenance, but excludes vehicles awaiting sale and emergency contingency vehicles.

SERVICE USAGE

Annual Passenger Miles: Number of annual passenger trips multiplied by the system's average trip length (in miles). This number provides a measure of the total number of passenger miles of transportation service consumed, and is typically derived based on sampling.

Annual Passenger Trips: Annual number of passenger boardings on the transit vehicles. A trip is counted each time a passenger boards a transit vehicle. Thus, if a passenger has to transfer between buses to reach a destination, he/she is counted as making two passenger trips.

Average Trip Length: Annual passenger miles divided by annual passenger trips.

QUALITY OF SERVICE

Resident Access to Transit: Provides the percentage of the population within a half-mile of fixed-route transit. This measure provides refined information compared to what is currently available in the NTD. For example, this measure provides a slightly narrower definition of access than the NTD service area definition which is a three-quarter-mile buffer around fixed routes. In addition, many of the Florida transit agencies that report in the urban NTD report their county populations as their service areas because they also offer county-wide demand-response service in addition to fixed-route services, and service area population is reported by system, not mode, in the NTD. Geographic Information Systems (GIS) were used along with General Transit Feed Specification (GTFS) data and data available from the American Community Survey (ACS) to compute this measure.

Weekday Span of Service: The number of hours that transit service is provided on a representative weekday in the operation of the transit agency. This indicator is determined by computing the number of hours between the values reported in the NTD for average weekday *time service begins* and *time service ends*. For transit agencies with more than one mode, the system total span of service takes into account the hours of operation for all modes and reports the span of hours that any transit service is provided on a typical weekday.

COST EFFICIENCY

Operating Expense Per Revenue Hour: Operating expense divided by total annual revenue hours; a key comparative measure which factors out vehicle speed. This is often important because vehicle speed is strongly influenced by local traffic conditions.

Operating Expense Per Revenue Mile: Operating expense divided by total annual revenue miles; a measure of the efficiency with which service is delivered and is another key comparative indicator.

Operating Revenue Per Operating Expense: Ratio of revenue generated through operation of the transit agency with respect to total operating expense.

Passenger Trips Per Employee FTE: Ratio of total passenger trips to system total full-time equivalents. Another measure of overall labor productivity.

Total Employee FTEs: Total number of payroll employees of the transit agency in terms of full-time equivalents (FTEs). All employees classified as capital are not included in this Handbook.

COST EFFECTIVENESS

Average Fare: Passenger fare revenues divided by the total number of passenger trips.

Farebox Recovery Ratio: Ratio of passenger fares to total operating expenses; an indicator of the share of total operating costs that is covered by the passengers' fares.

Operating Expense Per Capita: Annual operating budget divided by the service area population; a measure of the resource commitment to transit by the community.

Operating Expense Per Passenger Mile: Operating expense divided by the number of passenger miles; takes into account the impact of trip length on performance because some operators provide lengthy trips while others provide mainly shorter trips.

Operating Expense Per Passenger Trip: Operating expenditures divided by the total annual ridership; a measure of the efficiency of transporting riders; one of the key indicators of comparative performance of transit properties since it reflects both the efficiency with which service is delivered and the market demands for the service.

Passenger Fare Revenue: Revenue generated annually from carrying passengers in regularly scheduled service.

SERVICE EFFECTIVENESS

Passenger Trips Per Capita: Average number of transit boardings per person per year. This number is larger in areas where public transportation is emphasized and in areas where there are more transit dependent persons, and is a measure of the extent to which the public utilizes transit in a given service area.

Passenger Trips Per Revenue Hour: The ratio of annual passenger trips to total annual revenue hours of operation; reports on the effectiveness of the service because hours are generally a better representation of the resources consumed in providing service.

Passenger Trips Per Revenue Mile: The ratio of annual passenger trips to total annual revenue miles of service; a key indicator of service effectiveness that is influenced by the levels of demand and the supply of service provided.

Revenue Miles Between Failures: Number of total annual revenue miles divided by the number of revenue vehicle system failures; an indicator of the average frequency of delays because of a problem with the equipment.

Revenue Miles Between Safety Incidents: Number of total annual revenue miles divided by the number of major safety incidents; reports the average interval, in miles, between incidents.

Revenue Vehicle System Failures: Total number of failures that occur during revenue service, deadheading, and layovers. A failure is classified as the breakdown of either a major or minor element of the revenue vehicle's mechanical system.

Safety Incident: A collision, derailment, fire, hazardous material spill, act of nature, evacuation, or an event not otherwise classified occurring on transit right-of-way, in a transit revenue facility, in a transit maintenance facility, or involving a transit revenue vehicle and meeting established NTD thresholds.

FDOT District Offices Modal Development (OMD)

The Florida Department of Transportation is decentralized in accordance with legislative mandates. Each of the seven districts is managed by a District Secretary. The districts vary in organizational structure; however, each district, except for the Turnpike, District 8, has an Office of Modal Development (OMD), managed by a District Modal Development Manager. OMD organizational structures also vary from district to district, but each district OMD is responsible for transit, aviation, rail and seaport functions within their districts.

District OMDs coordinate with the FDOT Central Office in policy, planning and technical issues, but they are more involved in the day-to-day administration of FDOT's transit programs at the local level. They work more directly with local governments, transit agencies and Metropolitan Planning Organizations (MPOs) to address transit issues and programs specific to their districts. District OMD staff often represent the FDOT at local transit meetings and serve on local project committees. For information on FDOT transit activities in your district please contact your district PTO at the following addresses and phone numbers:

| District | District Phone | Transit Agencies |
|----------|----------------------------------|---|
| 1 | (863) 519-2300 1-800-292-3368 | Collier Area Transit; Lakeland Area Mass Transit District (CitrusConnection); Lee County Transit (LeeTran); Manatee County Area Transit (MCAT); Sarasota County Area Transit (SCAT); Polk County Transit Services |
| 2 | (904) 360-5457 1-800-207-8236 | Clay Transit; Jacksonville Transportation Authority (JTA); Regional Transit System (RTS, Gainesville); St. Johns County (The Sunshine Bus Co.) |
| 3 | (850) 330-1205 1-888-638-0250 | Escambia County Area Transit (ECAT); Okaloosa County (EC Rider), Bay County TPO (Bay Town Trolley); City of Tallahassee (StarMetro) |
| 4 | (954) 777-4110 1-866-336-8435 | Broward County Transit (BCT); Palm Beach County (Palm Tran); Council on Aging of St. Lucie, Inc.; Indian River County; Martin County; South Florida Regional Transportation Authority (Tri-Rail) |
| 5 | (386) 943-5479 1-800-780-7102 | Central Florida RTA(Lynx); Space Coast Area Transit; Volusia County (Votran); Ocala (SunTran); Lake County (LakeXpress); SunRail (FL Department of Transportation) |
| 6 | (305) 470-5349 1-800-435-2368 | Miami-Dade Transit (MDT); South Florida Regional Transportation Authority (Tri-Rail) |
| 7 | (813) 975-6060 1-800-226-7220 | Citrus County Transit; Hillsborough Area Regional Transit Authority (HART); Pinellas Suncoast Transit Authority (PSTA); Pasco County Public Transportation; THE Bus (Hernando County Transit) |

