FLORIDA DEPARTMENT OF TRANSPORTATION

2018 FLORIDA TRANSIT INFORMATION AND PERFORMANCE HANDBOOK

www.dot.state.fl.us | (850) 414-4500

FDOT

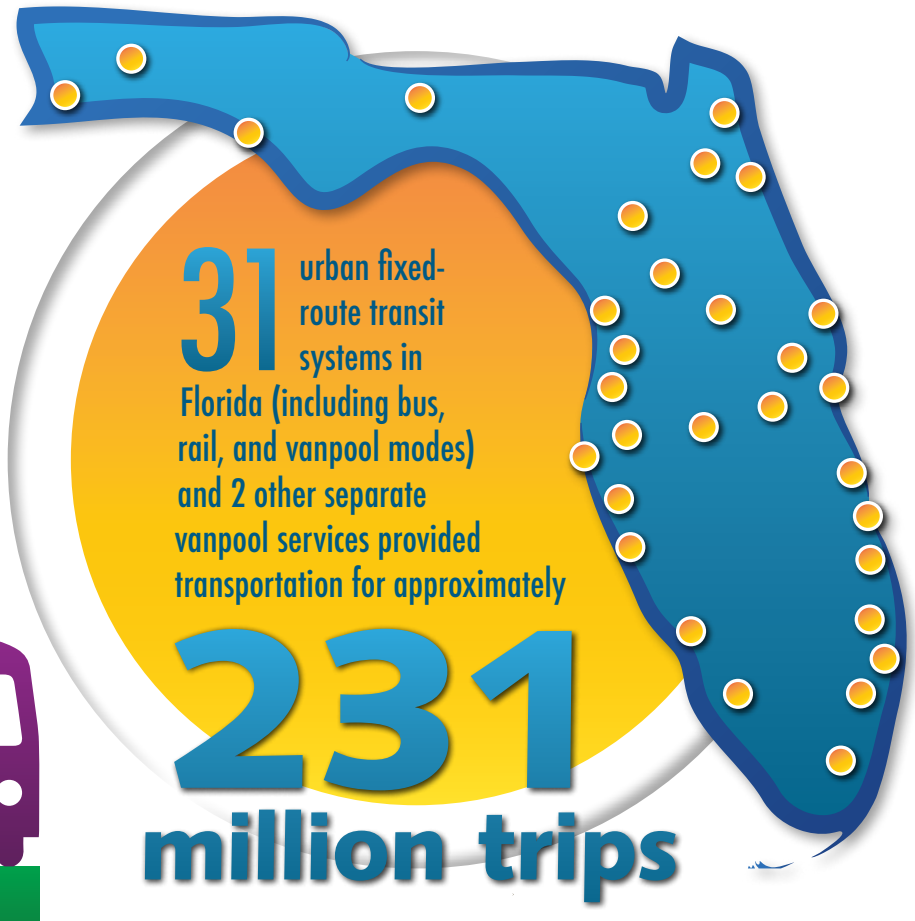
This Handbook offers a general overview of public transit in the State of Florida. The information in the following pages provides insight into transit's contribution to meeting the statewide transportation objectives and mission of the Florida Department of Transportation (FDOT). Additionally, the information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

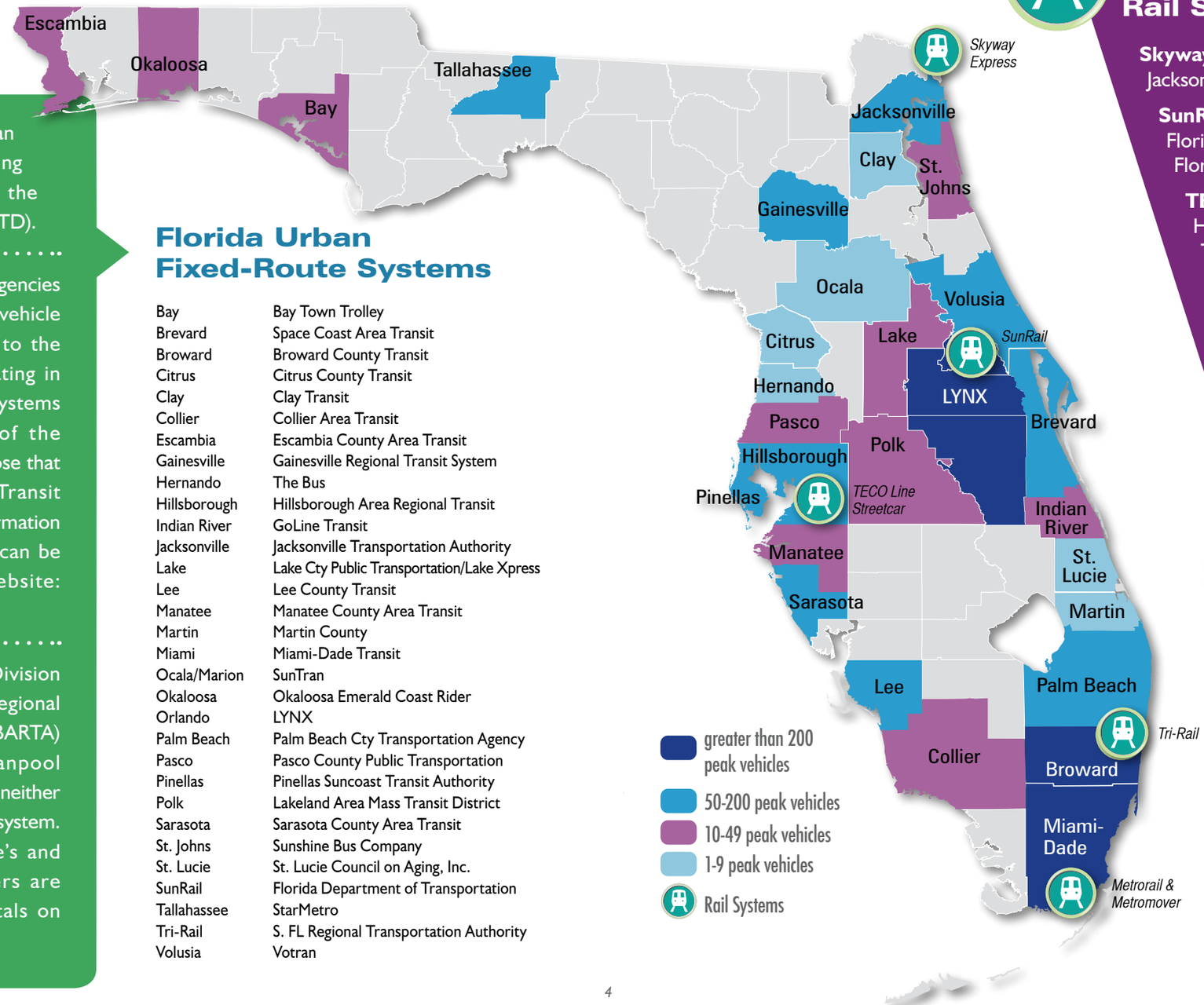
In 2017, there were 31 urban fixed-route systems operating in Florida that reported to the National Transit Database (NTD).

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



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.*

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

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

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

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

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

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

Gainesville Regional Transit System

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

Hernando (TransHernando Express)

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

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

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

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

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

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

Lee County Transit (LeeTran)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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 Effectivness

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)

FLORIDA DEPARTMENT OF TRANSPORTATION
Freight Logistics and Passenger Operations, Transit Office