FLORIDA DEPARTMENT OF TRANSPORTATION

2019 FLORIDA TRANSIT INFORMATION AND PERFORMANCE HANDBOOK

www.fdot.gov/transit

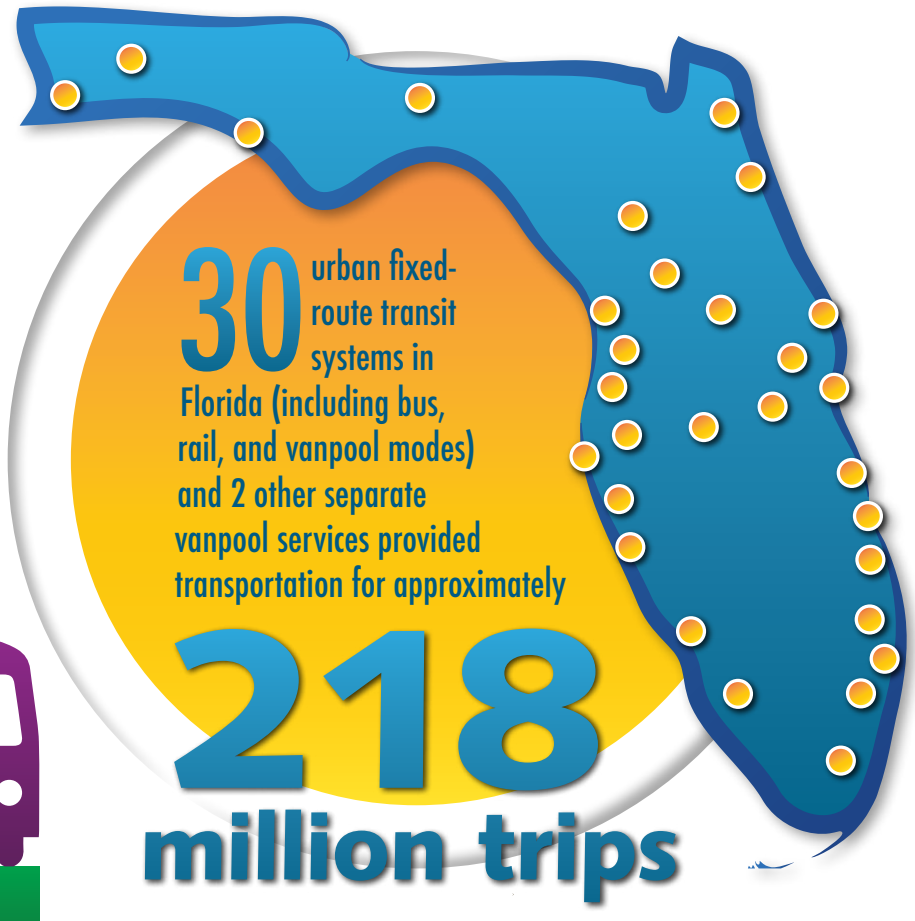
This Handbook offers a general overview of public transit in the State of Florida. The information in the following pages provides insight into transit's contribution to meeting the statewide transportation objectives and mission of the Florida Department of Transportation (FDOT). Additionally, the information 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 2018. 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 and Commuter Assistance; Grants Administration; Transit Operations and Safety), each of which has specific areas of responsibility.

Transit Planning and Commuter Assistance

The Transit Planning and Commuter Assistance 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 and Commuter Assistance 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

The Grants Administration 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

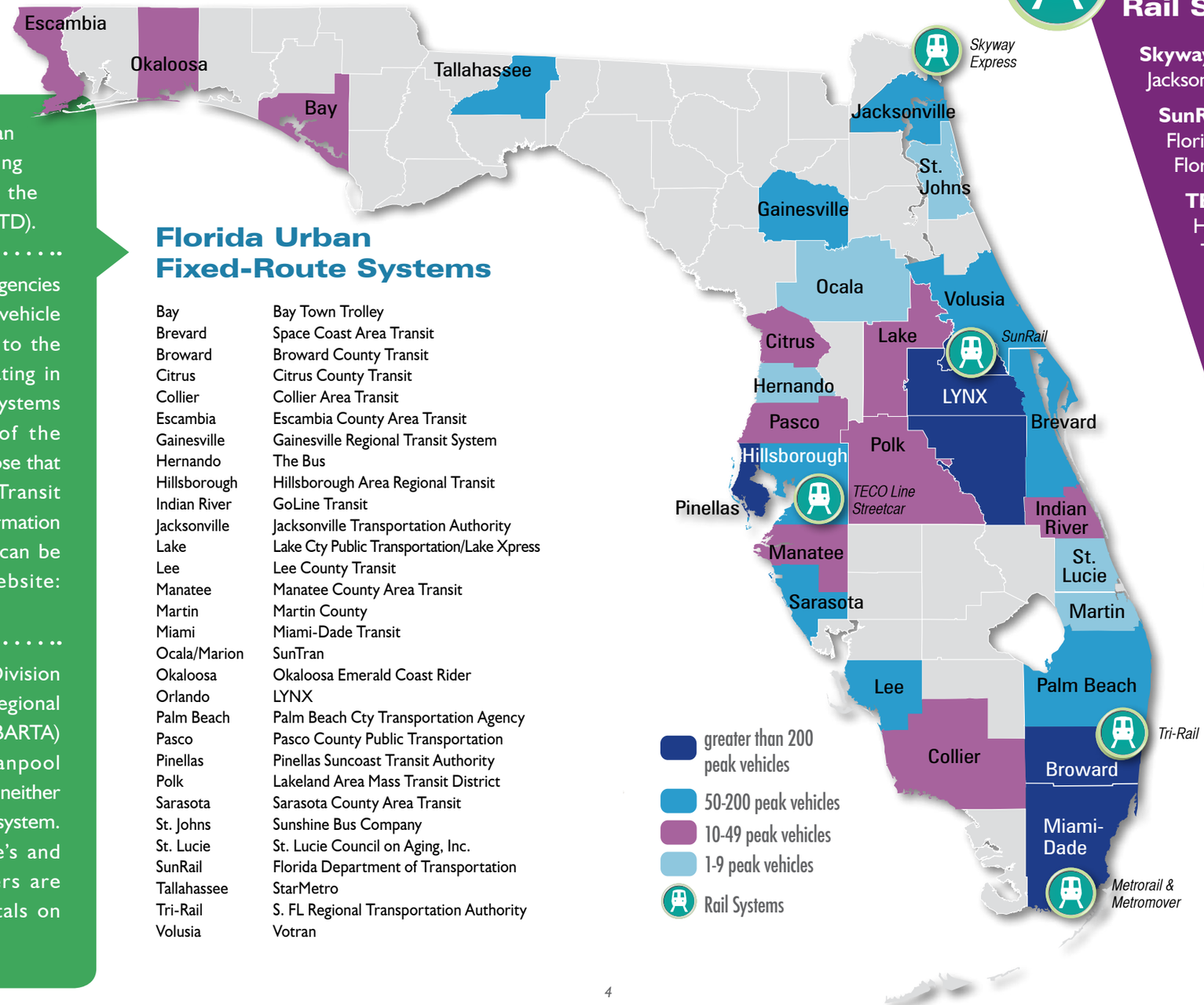
In 2018, there were 30 urban fixed-route systems operating in Florida that reported to the National Transit Database (NTD).

During 2018, Florida's transit agencies ranged in size from the six-vehicle system in Ocala (SunTran) to the 1,021-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 2018. 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
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

2017 and 2018 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 2018, 30 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 2017 and 2018 from the National Transit Database. The data shown below represent closed-out, validated numbers as of September 2019. 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.

		2017	2018
GENERAL INFORMATION	Service Area Population	16,255,738	17,079,639
	Service Area Population Density	1,134.1	1,149.8
	Operating Expense	$1,299,907,585	$1,312,764,310
	Operating Revenue	$284,783,686	$281,314,746
SERVICE SUPPLIED	Total Annual Revenue Miles	148,340,702	144,868,550
	Total Annual Revenue Hours	10,324,960	9,887,778
	Total Revenue Vehicles	4,131	4,113
	Peak Vehicles	3,411	3,331
	Route Miles	15,766.8	15,529.4
SERVICE USAGE	Annual Passenger Trips	230,816,254	217,812,217
	Annual Passenger Miles	1,370,886,874	1,306,615,816
	Average Trip Length	5.9	6.0
QUALITY OF SERVICE	Resident Access to Transit	56.52%	61.26%
	Weekday Span of Service (hours)	17.6	17.7
COST EFFICIENCY	Operating Expense per Revenue Mile	$8.76	$9.06
	Operating Expense per Revenue Hour	$125.90	$132.77
	Operating Revenue per Operating Expense	21.91%	21.43%
	Passenger Trips per Employee FTE	23,741	22,345
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$5.63	$6.03
	Operating Expense per Passenger Mile	$0.95	$1.00
	Operating Expense per Capita	$79.97	$76.86
	Farebox Recovery Ratio	18.32%	17.25%
	Average Fare	$1.03	$1.04
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.56	1.50
	Passenger Trips per Revenue Hour	22.36	22.03
	Passenger Trips per Capita	14.20	12.75
	Revenue Miles Between Safety Incidents	141,142	147,280
	Revenue Miles Between Failures	4,749	4,496

** 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 84 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 2017 is shown below. No 2018 data are available to report for Bay Town Trolley. Due to the effects of Hurricane Michael in October 2018, the agency was granted a reporting waiver from the Federal Transit Administration (FTA).

		2017	2018
GENERAL INFORMATION	Service Area Population	105,192	105,192
	Service Area Population Density	1,813.7	1,813.7
	Operating Expense	$2,869,586	n/a
	Operating Revenue	$737,206	n/a
SERVICE SUPPLIED	Total Annual Revenue Miles	496,483	n/a
	Total Annual Revenue Hours	37,241	n/a
	Total Revenue Vehicles	14	n/a
	Peak Vehicles	10	n/a
	Route Miles	142.0	n/a
SERVICE USAGE	Annual Passenger Trips	621,365	n/a
	Annual Passenger Miles	2,423,324	n/a
	Average Trip Length	3.9	n/a
QUALITY OF SERVICE	Resident Access to Transit	36.63%	36.16%
	Weekday Span of Service (hours)	14.5	n/a
COST EFFICIENCY	Operating Expense per Revenue Mile	$5.78	n/a
	Operating Expense per Revenue Hour	$77.05	n/a
	Operating Revenue per Operating Expense	25.69%	n/a
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$4.62	n/a
	Operating Expense per Passenger Mile	$1.18	n/a
	Operating Expense per Capita	$27.28	n/a
	Farebox Recovery Ratio	21.01%	n/a
	Average Fare	$0.97	n/a
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.25	n/a
	Passenger Trips per Revenue Hour	16.68	n/a
	Passenger Trips per Capita	5.91	n/a
	Revenue Miles Between Safety Incidents	248,242	n/a
	Revenue Miles Between Failures	49,648	n/a

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 2017 and 2018 are provided below.

		2017	2018
GENERAL INFORMATION	Service Area Population	1,909,632	1,935,878
	Service Area Population Density	4,657.6	4,721.7
	Operating Expense	$123,471,838	$124,441,902
	Operating Revenue	$37,429,095	$42,178,683
SERVICE SUPPLIED	Total Annual Revenue Miles	17,322,754	17,031,074
	Total Annual Revenue Hours	1,332,796	1,330,648
	Total Revenue Vehicles	433	436
	Peak Vehicles	360	355
	Route Miles	1,246.3	1,248.8
SERVICE USAGE	Annual Passenger Trips	31,390,379	29,934,418
	Annual Passenger Miles	145,483,098	137,942,555
	Average Trip Length	5.0	4.9
QUALITY OF SERVICE	Resident Access to Transit	95.30%	94.86%
	Weekday Span of Service (hours)	20.2	20.2
COST EFFICIENCY	Operating Expense per Revenue Mile	$7.13	$7.31
	Operating Expense per Revenue Hour	$92.64	$93.52
	Operating Revenue per Operating Expense	30.31%	33.89%
	Passenger Trips per Employee FTE	26,936	25,829
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$3.93	$4.16
	Operating Expense per Passenger Mile	$0.85	$0.90
	Operating Expense per Capita	$64.66	$64.28
	Farebox Recovery Ratio	26.25%	24.04%
	Average Fare	$1.03	$1.00
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.81	1.76
	Passenger Trips per Revenue Hour	23.55	22.50
	Passenger Trips per Capita	16.44	15.46
	Revenue Miles Between Safety Incidents	113,221	152,063
	Revenue Miles Between Failures	3,777	2,808

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. 2017 and 2018 data for Citrus County are shown below.

		2017	2018
GENERAL INFORMATION	Service Area Population	30,858	30,858
	Service Area Population Density	629.8	629.8
	Operating Expense	$676,213	$640,851
	Operating Revenue	$11,629	$8,187
SERVICE SUPPLIED	Total Annual Revenue Miles	170,430	219,761
	Total Annual Revenue Hours	13,338	12,352
	Total Revenue Vehicles	8	11
	Peak Vehicles	8	11
	Route Miles	n/a	n/a
SERVICE USAGE	Annual Passenger Trips	55,239	47,189
	Annual Passenger Miles	n/a	n/a
	Average Trip Length	n/a	n/a
QUALITY OF SERVICE	Resident Access to Transit	28.57%	28.51%
	Weekday Span of Service (hours)	n/a	n/a
COST EFFICIENCY	Operating Expense per Revenue Mile	$3.97	$2.92
	Operating Expense per Revenue Hour	$50.70	$51.88
	Operating Revenue per Operating Expense	$0.02	1.28%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$12.24	$13.58
	Operating Expense per Passenger Mile	n/a	n/a
	Operating Expense per Capita	$21.91	$20.77
	Farebox Recovery Ratio	1.72%	1.28%
	Average Fare	$0.21	$0.17
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.32	0.21
	Passenger Trips per Revenue Hour	4.14	3.82
	Passenger Trips per Capita	1.79	1.53
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	n/a	n/a

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 2017 and 2018 fixed-route purchased motorbus services.

		2017	2018
GENERAL INFORMATION	Service Area Population	323,785	323,785
	Service Area Population Density	159.9	159.9
	Operating Expense	$5,557,686	$6,013,801
	Operating Revenue	$968,736	$854,839
SERVICE SUPPLIED	Total Annual Revenue Miles	1,285,354	1,268,696
	Total Annual Revenue Hours	72,018	73,056
	Total Revenue Vehicles	25	28
	Peak Vehicles	18	19
	Route Miles	442.6	435.7
SERVICE USAGE	Annual Passenger Trips	896,201	840,961
	Annual Passenger Miles	6,498,820	6,096,967
	Average Trip Length	7.3	7.2
QUALITY OF SERVICE	Resident Access to Transit	57.19%	55.43%
	Weekday Span of Service (hours)	17.3	17.3
COST EFFICIENCY	Operating Expense per Revenue Mile	$4.32	$4.74
	Operating Expense per Revenue Hour	$77.17	$82.32
	Operating Revenue per Operating Expense	17.43%	14.21%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$6.20	$7.15
	Operating Expense per Passenger Mile	$0.86	$0.99
	Operating Expense per Capita	$17.16	$18.57
	Farebox Recovery Ratio	15.99%	13.91%
	Average Fare	$0.99	$0.99
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.70	0.66
	Passenger Trips per Revenue Hour	12.44	11.51
	Passenger Trips per Capita	2.77	2.60
	Revenue Miles Between Safety Incidents	257,071	634,348
	Revenue Miles Between Failures	10,623	8,347

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. 2017 and 2018 motorbus data for ECAT are shown below.

		2017	2018
GENERAL INFORMATION	Service Area Population	241,661	241,661
	Service Area Population Density	1,278.6	1,278.6
	Operating Expense	$12,400,668	$9,789,815
	Operating Revenue	$2,442,631	$1,761,811
SERVICE SUPPLIED	Total Annual Revenue Miles	1,587,679	1,596,032
	Total Annual Revenue Hours	106,337	107,464
	Total Revenue Vehicles	47	46
	Peak Vehicles	38	36
	Route Miles	417.3	417.3
SERVICE USAGE	Annual Passenger Trips	1,476,400	1,445,102
	Annual Passenger Miles	7,364,166	7,132,138
	Average Trip Length	5.0	4.9
QUALITY OF SERVICE	Resident Access to Transit	59.84%	59.75%
	Weekday Span of Service (hours)	17.3	17.3
COST EFFICIENCY	Operating Expense per Revenue Mile	$7.81	$6.13
	Operating Expense per Revenue Hour	$116.62	$91.10
	Operating Revenue per Operating Expense	19.70%	18.00%
	Passenger Trips per Employee FTE	n/a	13,897
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$8.40	$6.77
	Operating Expense per Passenger Mile	$1.68	$1.37
	Operating Expense per Capita	$51.31	$40.51
	Farebox Recovery Ratio	8.20%	14.26%
	Average Fare	$0.69	$0.97
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.93	0.91
	Passenger Trips per Revenue Hour	13.88	13.45
	Passenger Trips per Capita	6.11	5.98
	Revenue Miles Between Safety Incidents	396,920	798,016
	Revenue Miles Between Failures	17,072	10,640

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 2017 and 2018.

		2017	2018
GENERAL INFORMATION	Service Area Population	163,990	163,990
	Service Area Population Density	2,157.8	2,157.8
	Operating Expense	$23,917,673	$24,180,834
	Operating Revenue	$15,314,010	$16,533,463
SERVICE SUPPLIED	Total Annual Revenue Miles	3,884,082	3,926,905
	Total Annual Revenue Hours	307,340	320,759
	Total Revenue Vehicles	143	145
	Peak Vehicles	123	123
	Route Miles	237.3	241.8
SERVICE USAGE	Annual Passenger Trips	9,457,505	9,344,324
	Annual Passenger Miles	26,692,997	28,251,079
	Average Trip Length	2.8	3.0
QUALITY OF SERVICE	Resident Access to Transit	58.67%	64.64%
	Weekday Span of Service (hours)	22.9	22.9
COST EFFICIENCY	Operating Expense per Revenue Mile	$6.16	$6.16
	Operating Expense per Revenue Hour	$77.82	$75.39
	Operating Revenue per Operating Expense	64.03%	68.37%
	Passenger Trips per Employee FTE	34,569	34,602
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$2.53	$2.59
	Operating Expense per Passenger Mile	$0.90	$0.86
	Operating Expense per Capita	$145.85	$147.45
	Farebox Recovery Ratio	61.28%	65.02%
	Average Fare	$1.55	$1.68
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	2.43	2.38
	Passenger Trips per Revenue Hour	30.77	29.13
	Passenger Trips per Capita	57.67	56.98
	Revenue Miles Between Safety Incidents	73,285	206,679
	Revenue Miles Between Failures	8,574	4,442

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. 2017 and 2018 data representing THE Bus's fixed-route motorbus service are shown below. Passenger miles for 2018 were estimated using average trip length from 2017 and passenger trips from 2018.

		2017	2018
GENERAL INFORMATION	Service Area Population	115,715	116,265
	Service Area Population Density	1,300.2	1,306.3
	Operating Expense	$1,148,545	$1,398,508
	Operating Revenue	$122,584	$120,822
SERVICE SUPPLIED	Total Annual Revenue Miles	403,876	409,107
	Total Annual Revenue Hours	21,291	21,613
	Total Revenue Vehicles	7	7
	Peak Vehicles	7	7
	Route Miles	83.7	83.7
SERVICE USAGE	Annual Passenger Trips	126,109	127,072
	Annual Passenger Miles	312,750	315,139
	Average Trip Length	2.5	2.5
QUALITY OF SERVICE	Resident Access to Transit	35.45%	35.10%
	Weekday Span of Service (hours)	12.5	12.5
COST EFFICIENCY	Operating Expense per Revenue Mile	$2.84	$3.42
	Operating Expense per Revenue Hour	$53.95	$64.71
	Operating Revenue per Operating Expense	10.67%	8.64%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$9.11	$11.01
	Operating Expense per Passenger Mile	$3.67	$4.44
	Operating Expense per Capita	$9.93	$12.03
	Farebox Recovery Ratio	8.17%	6.94%
	Average Fare	$0.74	$0.76
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.31	0.31
	Passenger Trips per Revenue Hour	5.92	5.88
	Passenger Trips per Capita	1.09	1.09
	Revenue Miles Between Safety Incidents	201,938	n/a
	Revenue Miles Between Failures	n/a	n/a

Hillsborough Area Regional Transit Authority (HART)

Carolyn House Stewart, 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. 2017 and 2018 data for HART's fixed-route bus and rail services are shown below.

		2017	2018
GENERAL INFORMATION	Service Area Population	875,598	807,015
	Service Area Population Density	3,433.7	3,164.8
	Operating Expense	$74,037,417	$73,318,269
	Operating Revenue	$15,622,938	$13,960,106
SERVICE SUPPLIED	Total Annual Revenue Miles	8,396,440	7,792,617
	Total Annual Revenue Hours	669,441	644,043
	Total Revenue Vehicles	197	181
	Peak Vehicles	165	136
	Route Miles	1,001.1	1,001.5
SERVICE USAGE	Annual Passenger Trips	13,181,779	12,010,636
	Annual Passenger Miles	61,473,711	70,435,837
	Average Trip Length	4.7	5.9
QUALITY OF SERVICE	Resident Access to Transit	61.27%	54.15%
	Weekday Span of Service (hours)	21.3	21.5
COST EFFICIENCY	Operating Expense per Revenue Mile	$8.82	$9.41
	Operating Expense per Revenue Hour	$110.60	$113.84
	Operating Revenue per Operating Expense	21.10%	19.04%
	Passenger Trips per Employee FTE	19,350	19,542
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$5.62	$6.10
	Operating Expense per Passenger Mile	$1.20	$1.04
	Operating Expense per Capita	$84.56	$90.85
	Farebox Recovery Ratio	19.14%	16.21%
	Average Fare	$1.08	$0.99
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.57	1.54
	Passenger Trips per Revenue Hour	19.69	18.65
	Passenger Trips per Capita	15.05	14.88
	Revenue Miles Between Safety Incidents	77,745	78,713
	Revenue Miles Between Failures	3,471	3,916

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 2017 and 2018 motorbus services.

		2017	2018
GENERAL INFORMATION	Service Area Population	143,696	151,825
	Service Area Population Density	665.3	702.9
	Operating Expense	$3,058,360	$3,001,948
	Operating Revenue	$4,952	$19,673
SERVICE SUPPLIED	Total Annual Revenue Miles	990,238	978,431
	Total Annual Revenue Hours	55,459	54,992
	Total Revenue Vehicles	26	27
	Peak Vehicles	16	15
	Route Miles	385.0	348.0
SERVICE USAGE	Annual Passenger Trips	1,205,677	1,220,339
	Annual Passenger Miles	6,081,890	5,626,596
	Average Trip Length	5.0	4.6
QUALITY OF SERVICE	Resident Access to Transit	67.57%	66.98%
	Weekday Span of Service (hours)	13.0	13.0
COST EFFICIENCY	Operating Expense per Revenue Mile	$3.09	$3.07
	Operating Expense per Revenue Hour	$55.15	$54.59
	Operating Revenue per Operating Expense	0.16%	0.66%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$2.54	$2.46
	Operating Expense per Passenger Mile	$0.50	$0.53
	Operating Expense per Capita	$21.28	$19.77
	Farebox Recovery Ratio	n/a	n/a
	Average Fare	n/a	n/a
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.22	1.25
	Passenger Trips per Revenue Hour	21.74	22.19
	Passenger Trips per Capita	8.39	8.04
	Revenue Miles Between Safety Incidents	247,560	195,686
	Revenue Miles Between Failures	76,172	69,888

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 2017 and 2018 fixed-route services.

		2017	2018
GENERAL INFORMATION	Service Area Population	1,036,907	1,054,770
	Service Area Population Density	1,299.4	1,323.4
	Operating Expense	$82,615,131	$86,749,433
	Operating Revenue	$12,752,701	$13,039,625
SERVICE SUPPLIED	Total Annual Revenue Miles	9,015,697	9,182,314
	Total Annual Revenue Hours	649,159	663,618
	Total Revenue Vehicles	199	208
	Peak Vehicles	159	159
	Route Miles	834.4	859.4
SERVICE USAGE	Annual Passenger Trips	12,290,451	11,718,575
	Annual Passenger Miles	65,641,232	65,331,699
	Average Trip Length	5.3	5.6
QUALITY OF SERVICE	Resident Access to Transit	66.42%	66.10%
	Weekday Span of Service (hours)	21.0	21.0
COST EFFICIENCY	Operating Expense per Revenue Mile	$9.16	$9.45
	Operating Expense per Revenue Hour	$127.26	$130.72
	Operating Revenue per Operating Expense	15.44%	15.03%
	Passenger Trips per Employee FTE	16,570	15,048
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$6.72	$7.40
	Operating Expense per Passenger Mile	$1.26	$1.33
	Operating Expense per Capita	$79.67	$82.24
	Farebox Recovery Ratio	14.08%	13.95%
	Average Fare	$0.95	$1.03
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.36	1.28
	Passenger Trips per Revenue Hour	18.93	17.66
	Passenger Trips per Capita	11.85	11.11
	Revenue Miles Between Safety Incidents	85,864	195,368
	Revenue Miles Between Failures	11,035	10,997

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 2017 and 2018 are shown below.

		2017	2018
GENERAL INFORMATION	Service Area Population	97,497	97,497
	Service Area Population Density	1,373.2	1,373.2
	Operating Expense	$2,875,132	$3,282,348
	Operating Revenue	$164,709	$156,846
SERVICE SUPPLIED	Total Annual Revenue Miles	586,083	571,150
	Total Annual Revenue Hours	33,843	33,859
	Total Revenue Vehicles	15	16
	Peak Vehicles	10	10
	Route Miles	173.6	174.5
SERVICE USAGE	Annual Passenger Trips	332,558	340,650
	Annual Passenger Miles	2,162,788	2,132,469
	Average Trip Length	6.5	6.3
QUALITY OF SERVICE	Resident Access to Transit	26.86%	29.03%
	Weekday Span of Service (hours)	15.0	15.0
COST EFFICIENCY	Operating Expense per Revenue Mile	$4.91	$5.75
	Operating Expense per Revenue Hour	$84.95	$96.94
	Operating Revenue per Operating Expense	5.73%	4.78%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$8.65	$9.64
	Operating Expense per Passenger Mile	$1.33	$1.54
	Operating Expense per Capita	$29.49	$33.67
	Farebox Recovery Ratio	5.45%	4.78%
	Average Fare	$0.47	$0.46
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.57	0.60
	Passenger Trips per Revenue Hour	9.83	10.06
	Passenger Trips per Capita	3.41	3.49
	Revenue Miles Between Safety Incidents	195,361	114,230
	Revenue Miles Between Failures	4,341	4,682

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 2017 and 2018 motorbus data.

		2017	2018
GENERAL INFORMATION	Service Area Population	312,388	686,483
	Service Area Population Density	4,057.0	8,915.4
	Operating Expense	$8,855,838	$9,191,384
	Operating Revenue	$2,294,242	$1,592,421
SERVICE SUPPLIED	Total Annual Revenue Miles	1,378,277	1,457,881
	Total Annual Revenue Hours	90,759	92,634
	Total Revenue Vehicles	40	39
	Peak Vehicles	32	32
	Route Miles	506.7	508.9
SERVICE USAGE	Annual Passenger Trips	1,252,509	1,144,300
	Annual Passenger Miles	7,088,796	6,480,784
	Average Trip Length	5.7	5.7
QUALITY OF SERVICE	Resident Access to Transit	41.20%	42.20%
	Weekday Span of Service (hours)	19.3	14.2
COST EFFICIENCY	Operating Expense per Revenue Mile	$6.43	$6.30
	Operating Expense per Revenue Hour	$97.58	$99.22
	Operating Revenue per Operating Expense	25.91%	17.33%
	Passenger Trips per Employee FTE	11,449	10,593
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$7.07	$8.03
	Operating Expense per Passenger Mile	$1.25	$1.42
	Operating Expense per Capita	$28.35	$13.39
	Farebox Recovery Ratio	22.13%	13.06%
	Average Fare	$1.56	$1.05
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.91	0.78
	Passenger Trips per Revenue Hour	13.80	12.35
	Passenger Trips per Capita	4.01	1.67
	Revenue Miles Between Safety Incidents	153,142	104,134
	Revenue Miles Between Failures	5,012	6,749

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 2017 and 2018 are shown below.

		2017	2018
GENERAL INFORMATION	Service Area Population	437,570	713,618
	Service Area Population Density	1,736.4	876.7
	Operating Expense	$16,640,629	$18,548,285
	Operating Revenue	$3,786,160	$4,093,583
SERVICE SUPPLIED	Total Annual Revenue Miles	3,180,473	3,390,026
	Total Annual Revenue Hours	198,799	209,559
	Total Revenue Vehicles	87	84
	Peak Vehicles	68	70
	Route Miles	542.0	546.0
SERVICE USAGE	Annual Passenger Trips	3,180,104	3,192,840
	Annual Passenger Miles	18,230,475	19,228,733
	Average Trip Length	5.7	6.0
QUALITY OF SERVICE	Resident Access to Transit	50.35%	50.43%
	Weekday Span of Service (hours)	17.7	17.7
COST EFFICIENCY	Operating Expense per Revenue Mile	$5.23	$5.47
	Operating Expense per Revenue Hour	$83.71	$88.51
	Operating Revenue per Operating Expense	22.75%	22.07%
	Passenger Trips per Employee FTE	19,560	18,028
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$5.23	$5.81
	Operating Expense per Passenger Mile	$0.91	$0.96
	Operating Expense per Capita	$38.03	$25.99
	Farebox Recovery Ratio	17.24%	15.32%
	Average Fare	$0.90	$0.89
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.00	0.94
	Passenger Trips per Revenue Hour	16.00	15.24
	Passenger Trips per Capita	7.27	4.47
	Revenue Miles Between Safety Incidents	144,567	178,422
	Revenue Miles Between Failures	26,285	25,111

LYNX Transit (Central Florida Regional Transit Authority)

Mr. James E. Harrison, 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 the Lymmo rapid bus), paratransit service, transportation-disadvantaged coordination, a five-county regional ridesharing assistance program, and vanpool service. 2017 and 2018 fixed-route motorbus and vanpool data for LYNX are provided below.

		2017	2018
GENERAL INFORMATION	Service Area Population	2,134,411	2,134,411
	Service Area Population Density	840.3	840.3
	Operating Expense	$105,495,111	$106,317,736
	Operating Revenue	$27,844,469	$28,406,342
SERVICE SUPPLIED	Total Annual Revenue Miles	19,133,549	18,272,240
	Total Annual Revenue Hours	1,257,909	1,251,917
	Total Revenue Vehicles	535	525
	Peak Vehicles	455	457
	Route Miles	1,817.9	1,688.6
SERVICE USAGE	Annual Passenger Trips	25,448,098	24,637,967
	Annual Passenger Miles	147,579,931	146,678,748
	Average Trip Length	5.8	6.0
QUALITY OF SERVICE	Resident Access to Transit	55.29%	53.93%
	Weekday Span of Service (hours)	23.0	23.0
COST EFFICIENCY	Operating Expense per Revenue Mile	$5.51	$5.82
	Operating Expense per Revenue Hour	$83.87	$84.92
	Operating Revenue per Operating Expense	26.39%	26.72%
	Passenger Trips per Employee FTE	25,512	24,447
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$4.15	$4.32
	Operating Expense per Passenger Mile	$0.71	$0.72
	Operating Expense per Capita	$49.43	$49.81
	Farebox Recovery Ratio	23.39%	22.30%
	Average Fare	$0.97	$0.96
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.33	1.35
	Passenger Trips per Revenue Hour	20.23	19.68
	Passenger Trips per Capita	11.92	11.54
	Revenue Miles Between Safety Incidents	164,944	179,140
	Revenue Miles Between Failures	17,068	15,738

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. 2017 and 2018 data for MCAT's fixed-route motorbus services are provided on this page.

		2017	2018
GENERAL INFORMATION	Service Area Population	368,782	368,782
	Service Area Population Density	496.3	496.3
	Operating Expense	$9,270,818	$9,067,354
	Operating Revenue	$969,571	$963,722
SERVICE SUPPLIED	Total Annual Revenue Miles	1,355,597	1,336,838
	Total Annual Revenue Hours	92,805	91,925
	Total Revenue Vehicles	36	37
	Peak Vehicles	23	22
	Route Miles	306.0	306.0
SERVICE USAGE	Annual Passenger Trips	1,497,893	1,368,460
	Annual Passenger Miles	6,757,796	5,924,889
	Average Trip Length	4.5	4.3
QUALITY OF SERVICE	Resident Access to Transit	65.42%	64.52%
	Weekday Span of Service (hours)	17.3	17.3
COST EFFICIENCY	Operating Expense per Revenue Mile	$6.84	$6.78
	Operating Expense per Revenue Hour	$99.90	$98.64
	Operating Revenue per Operating Expense	10.46%	10.63%
	Passenger Trips per Employee FTE	18,455	14,475
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$6.19	$6.63
	Operating Expense per Passenger Mile	$1.37	$1.53
	Operating Expense per Capita	$25.14	$24.59
	Farebox Recovery Ratio	9.32%	9.22%
	Average Fare	$0.58	$0.61
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.10	1.02
	Passenger Trips per Revenue Hour	16.14	14.89
	Passenger Trips per Capita	4.06	3.71
	Revenue Miles Between Safety Incidents	135,560	445,613
	Revenue Miles Between Failures	2,960	2,925

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. 2017 and 2018 motorbus data are displayed below.

		2017	2018
GENERAL INFORMATION	Service Area Population	150,870	150,870
	Service Area Population Density	2,321.1	2,321.1
	Operating Expense	$1,189,595	$1,518,803
	Operating Revenue	$56,727	$82,673
SERVICE SUPPLIED	Total Annual Revenue Miles	376,516	494,181
	Total Annual Revenue Hours	19,822	25,479
	Total Revenue Vehicles	11	13
	Peak Vehicles	7	8
	Route Miles	138.5	144.5
SERVICE USAGE	Annual Passenger Trips	64,883	83,467
	Annual Passenger Miles	570,375	648,671
	Average Trip Length	8.8	7.8
QUALITY OF SERVICE	Resident Access to Transit	49.35%	24.33%
	Weekday Span of Service (hours)	14.0	14.0
COST EFFICIENCY	Operating Expense per Revenue Mile	$3.16	$3.07
	Operating Expense per Revenue Hour	$60.01	$59.61
	Operating Revenue per Operating Expense	4.77%	5.44%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$18.33	$18.20
	Operating Expense per Passenger Mile	$2.09	$2.34
	Operating Expense per Capita	$7.88	$10.07
	Farebox Recovery Ratio	4.77%	5.44%
	Average Fare	$0.87	$0.99
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.17	0.17
	Passenger Trips per Revenue Hour	3.27	3.28
	Passenger Trips per Capita	0.43	0.55
	Revenue Miles Between Safety Incidents	376,516	247,091
	Revenue Miles Between Failures	25,101	38,014

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). Vanpool services are also provided, and paratransit is available through MDT's Special Transportation Service. The data shown below represent all of MDT's fixed-route services and area vanpool services for 2017 and 2018.

		2017	2018
GENERAL INFORMATION	Service Area Population	2,496,435	2,496,435
	Service Area Population Density	8,158.3	8,158.3
	Operating Expense	$503,468,475	$497,617,624
	Operating Revenue	$109,899,080	$99,812,094
SERVICE SUPPLIED	Total Annual Revenue Miles	41,956,797	39,227,263
	Total Annual Revenue Hours	3,064,803	2,642,812
	Total Revenue Vehicles	1,236	1,205
	Peak Vehicles	1,102	1,021
	Route Miles	2,273.7	2,344.7
SERVICE USAGE	Annual Passenger Trips	88,361,678	80,197,205
	Annual Passenger Miles	547,042,026	489,407,036
	Average Trip Length	6.2	6.1
QUALITY OF SERVICE	Resident Access to Transit	92.31%	92.01%
	Weekday Span of Service (hours)	24.0	24.0
COST EFFICIENCY	Operating Expense per Revenue Mile	$12.00	$12.69
	Operating Expense per Revenue Hour	$164.27	$188.29
	Operating Revenue per Operating Expense	21.83%	20.06%
	Passenger Trips per Employee FTE	26,474	25,777
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$5.70	$6.20
	Operating Expense per Passenger Mile	$0.92	$1.02
	Operating Expense per Capita	$201.67	$199.33
	Farebox Recovery Ratio	17.77%	15.95%
	Average Fare	$1.01	$0.99
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	2.11	2.04
	Passenger Trips per Revenue Hour	28.83	30.35
	Passenger Trips per Capita	35.40	32.12
	Revenue Miles Between Safety Incidents	163,256	137,158
	Revenue Miles Between Failures	2,627	2,549

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. 2017 and 2018 data representing EC Rider's fixed-route motorbus service are presented below.

		2017	2018
GENERAL INFORMATION	Service Area Population	196,512	196,512
	Service Area Population Density	1,637.6	1,637.6
	Operating Expense	$1,418,580	$1,496,638
	Operating Revenue	$112,100	$1,341,097
SERVICE SUPPLIED	Total Annual Revenue Miles	369,052	342,113
	Total Annual Revenue Hours	28,070	27,586
	Total Revenue Vehicles	17	17
	Peak Vehicles	13	10
	Route Miles	225.0	220.0
SERVICE USAGE	Annual Passenger Trips	123,476	119,658
	Annual Passenger Miles	555,642	n/a
	Average Trip Length	4.5	n/a
QUALITY OF SERVICE	Resident Access to Transit	36.19%	35.62%
	Weekday Span of Service (hours)	13.0	13.0
COST EFFICIENCY	Operating Expense per Revenue Mile	$3.84	$4.37
	Operating Expense per Revenue Hour	$50.54	$54.25
	Operating Revenue per Operating Expense	7.90%	89.61%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$11.49	$12.51
	Operating Expense per Passenger Mile	$2.55	n/a
	Operating Expense per Capita	$7.22	$7.62
	Farebox Recovery Ratio	7.90%	7.92%
	Average Fare	$0.91	$0.99
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.33	0.35
	Passenger Trips per Revenue Hour	4.40	4.34
	Passenger Trips per Capita	0.63	0.61
	Revenue Miles Between Safety Incidents	n/a	114,038
	Revenue Miles Between Failures	13,669	9,246

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. 2017 and 2018 motorbus data for Palm Tran are provided below.

		2017	2018
GENERAL INFORMATION	Service Area Population	1,268,782	1,268,782
	Service Area Population Density	3,476.1	3,476.1
	Operating Expense	$60,955,546	$61,568,830
	Operating Revenue	$9,761,063	$9,997,479
SERVICE SUPPLIED	Total Annual Revenue Miles	7,263,589	7,310,660
	Total Annual Revenue Hours	484,467	454,023
	Total Revenue Vehicles	163	166
	Peak Vehicles	129	130
	Route Miles	1,009.0	1,110.0
SERVICE USAGE	Annual Passenger Trips	8,915,163	9,113,767
	Annual Passenger Miles	57,757,086	51,698,218
	Average Trip Length	6.5	5.7
QUALITY OF SERVICE	Resident Access to Transit	63.17%	63.23%
	Weekday Span of Service (hours)	17.8	17.8
COST EFFICIENCY	Operating Expense per Revenue Mile	$8.39	$8.42
	Operating Expense per Revenue Hour	$125.82	$135.61
	Operating Revenue per Operating Expense	16.01%	16.24%
	Passenger Trips per Employee FTE	18,342	18,695
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$6.84	$6.76
	Operating Expense per Passenger Mile	$1.06	$1.19
	Operating Expense per Capita	$48.04	$48.53
	Farebox Recovery Ratio	14.32%	14.34%
	Average Fare	$0.98	$0.97
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.23	1.25
	Passenger Trips per Revenue Hour	18.40	20.07
	Passenger Trips per Capita	7.03	7.18
	Revenue Miles Between Safety Incidents	119,075	128,257
	Revenue Miles Between Failures	3,096	3,045

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 2017 and 2018.

		2017	2018
GENERAL INFORMATION	Service Area Population	475,502	525,643
	Service Area Population Density	638.3	703.7
	Operating Expense	$4,476,616	$6,569,486
	Operating Revenue	$737,417	$1,011,756
SERVICE SUPPLIED	Total Annual Revenue Miles	1,448,911	1,649,879
	Total Annual Revenue Hours	91,553	92,485
	Total Revenue Vehicles	34	33
	Peak Vehicles	21	23
	Route Miles	369.7	370.8
SERVICE USAGE	Annual Passenger Trips	799,103	826,811
	Annual Passenger Miles	5,137,432	4,915,425
	Average Trip Length	6.4	5.9
QUALITY OF SERVICE	Resident Access to Transit	44.33%	47.07%
	Weekday Span of Service (hours)	13.3	16.5
COST EFFICIENCY	Operating Expense per Revenue Mile	$3.09	$3.98
	Operating Expense per Revenue Hour	$48.90	$71.03
	Operating Revenue per Operating Expense	16.47%	15.40%
	Passenger Trips per Employee FTE	14,004	12,188
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$5.60	$7.95
	Operating Expense per Passenger Mile	$0.87	$1.34
	Operating Expense per Capita	$9.41	$12.50
	Farebox Recovery Ratio	16.47%	12.06%
	Average Fare	$0.92	$0.96
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.55	0.50
	Passenger Trips per Revenue Hour	8.73	8.94
	Passenger Trips per Capita	1.83	1.57
	Revenue Miles Between Safety Incidents	482,970	58,924
	Revenue Miles Between Failures	10,813	97,052

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 (both directly-operated and contracted), and also provides demand-response services. PSTA's fixed-route motorbus data for 2017 and 2018 are shown below.

		2017	2018
GENERAL INFORMATION	Service Area Population	980,147	1,075,854
	Service Area Population Density	2,961.2	3,539.0
	Operating Expense	$61,020,161	$67,012,203
	Operating Revenue	$10,448,128	$11,664,407
SERVICE SUPPLIED	Total Annual Revenue Miles	8,635,594	9,140,825
	Total Annual Revenue Hours	630,733	675,662
	Total Revenue Vehicles	210	223
	Peak Vehicles	164	204
	Route Miles	838.5	899.4
SERVICE USAGE	Annual Passenger Trips	11,591,012	11,521,351
	Annual Passenger Miles	56,246,000	56,486,294
	Average Trip Length	4.9	4.9
QUALITY OF SERVICE	Resident Access to Transit	86.59%	86.01%
	Weekday Span of Service (hours)	20.0	20.0
COST EFFICIENCY	Operating Expense per Revenue Mile	$7.07	$7.33
	Operating Expense per Revenue Hour	$96.74	$99.18
	Operating Revenue per Operating Expense	17.12%	17.41%
	Passenger Trips per Employee FTE	20,022	19,035
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$5.26	$5.82
	Operating Expense per Passenger Mile	$1.08	$1.19
	Operating Expense per Capita	$62.26	$62.29
	Farebox Recovery Ratio	15.63%	14.72%
	Average Fare	$0.82	$0.86
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.34	1.26
	Passenger Trips per Revenue Hour	18.38	17.05
	Passenger Trips per Capita	11.83	10.71
	Revenue Miles Between Safety Incidents	99,260	112,850
	Revenue Miles Between Failures	17,168	16,834

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. 2017 and 2018 data for the motorbus mode are shown below. Passenger miles for 2018 were estimated using average trip length from 2017 and passenger trips from 2018.

		2017	2018
GENERAL INFORMATION	Service Area Population	195,823	243,812
	Service Area Population Density	326.4	406.4
	Operating Expense	$1,191,460	$1,851,577
	Operating Revenue	$99,671	$109,632
SERVICE SUPPLIED	Total Annual Revenue Miles	531,145	632,358
	Total Annual Revenue Hours	26,432	29,691
	Total Revenue Vehicles	12	9
	Peak Vehicles	12	9
	Route Miles	185.0	185.0
SERVICE USAGE	Annual Passenger Trips	273,588	300,165
	Annual Passenger Miles	2,259,837	2,479,362
	Average Trip Length	8.3	8.3
QUALITY OF SERVICE	Resident Access to Transit	27.10%	27.42%
	Weekday Span of Service (hours)	14.6	14.6
COST EFFICIENCY	Operating Expense per Revenue Mile	$2.24	$2.93
	Operating Expense per Revenue Hour	$45.08	$62.36
	Operating Revenue per Operating Expense	8.37%	5.92%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$4.35	$6.17
	Operating Expense per Passenger Mile	$0.53	$0.75
	Operating Expense per Capita	$6.08	$7.59
	Farebox Recovery Ratio	8.37%	4.76%
	Average Fare	$0.36	$0.29
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.52	0.47
	Passenger Trips per Revenue Hour	10.35	10.11
	Passenger Trips per Capita	1.40	1.23
	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 2017 and 2018.

		2017	2018
GENERAL INFORMATION	Service Area Population	306,507	313,506
	Service Area Population Density	535.9	548.1
	Operating Expense	$2,325,519	$2,519,296
	Operating Revenue	$292,579	$107,924
SERVICE SUPPLIED	Total Annual Revenue Miles	459,203	521,386
	Total Annual Revenue Hours	29,111	33,261
	Total Revenue Vehicles	15	16
	Peak Vehicles	9	9
	Route Miles	114.4	113.5
SERVICE USAGE	Annual Passenger Trips	204,726	434,198
	Annual Passenger Miles	1,242,296	2,490,404
	Average Trip Length	6.1	5.7
QUALITY OF SERVICE	Resident Access to Transit	37.61%	37.36%
	Weekday Span of Service (hours)	14.0	14.0
COST EFFICIENCY	Operating Expense per Revenue Mile	$5.06	$4.83
	Operating Expense per Revenue Hour	$79.88	$75.74
	Operating Revenue per Operating Expense	12.58%	4.28%
	Passenger Trips per Employee FTE	7,091	17,043
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$11.36	$5.80
	Operating Expense per Passenger Mile	$1.87	$1.01
	Operating Expense per Capita	$7.59	$8.04
	Farebox Recovery Ratio	9.99%	1.67%
	Average Fare	$1.13	$0.10
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.45	0.83
	Passenger Trips per Revenue Hour	7.03	13.05
	Passenger Trips per Capita	0.67	1.38
	Revenue Miles Between Safety Incidents	114,801	260,693
	Revenue Miles Between Failures	38,267	23,699

Sarasota County Area Transit (SCAT)

Mr. Rob Lewis, Interim 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 2017 and 2018 motorbus and commuter bus data are provided below.

		2017	2018
GENERAL INFORMATION	Service Area Population	400,867	402,392
	Service Area Population Density	1,765.9	1,871.6
	Operating Expense	$20,334,367	$19,747,954
	Operating Revenue	$1,880,912	$1,687,648
SERVICE SUPPLIED	Total Annual Revenue Miles	3,234,913	3,067,498
	Total Annual Revenue Hours	225,859	209,319
	Total Revenue Vehicles	77	67
	Peak Vehicles	56	52
	Route Miles	651.7	571.2
SERVICE USAGE	Annual Passenger Trips	2,562,020	2,410,225
	Annual Passenger Miles	13,155,234	11,767,666
	Average Trip Length	5.1	4.9
QUALITY OF SERVICE	Resident Access to Transit	78.16%	78.45%
	Weekday Span of Service (hours)	19.2	19.2
COST EFFICIENCY	Operating Expense per Revenue Mile	$6.29	$6.44
	Operating Expense per Revenue Hour	$90.03	$94.34
	Operating Revenue per Operating Expense	9.25%	8.55%
	Passenger Trips per Employee FTE	11,564	11,455
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$7.94	$8.19
	Operating Expense per Passenger Mile	$1.55	$1.68
	Operating Expense per Capita	$50.73	$49.08
	Farebox Recovery Ratio	8.31%	8.43%
	Average Fare	$0.66	$0.69
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.79	0.79
	Passenger Trips per Revenue Hour	11.34	11.51
	Passenger Trips per Capita	6.39	5.99
	Revenue Miles Between Safety Incidents	294,083	340,833
	Revenue Miles Between Failures	6,035	5,468

South Florida Regional Transportation Authority (Tri-Rail)

Mr. Steven L. Abrams, 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 2017 and 2018 data for these services. In 2017, 82 percent of the annual passenger trips shown were for commuter rail (4,261,113) with the remainder for the motorbus services (945,901). Similarly, in 2018, 83 percent of the annual passenger trips shown were for the commuter rail mode (4,325,856) with the remainder representing the motorbus services (891,930). *Safety incidents for commuter rail services are not reported in the NTD.*

		2017	2018
GENERAL INFORMATION	Service Area Population	5,502,379	133,588
	Service Area Population Density	4,444.6	4,174.6
	Operating Expense	$94,417,541	$99,627,816
	Operating Revenue	$13,642,528	$14,609,460
SERVICE SUPPLIED	Total Annual Revenue Miles	4,272,441	4,303,660
	Total Annual Revenue Hours	186,813	184,942
	Total Revenue Vehicles	108	106
	Peak Vehicles	66	65
	Route Miles	294.2	294.2
SERVICE USAGE	Annual Passenger Trips	5,207,014	5,217,786
	Annual Passenger Miles	121,889,511	124,077,030
	Average Trip Length	23.4	23.8
QUALITY OF SERVICE	Resident Access to Transit	10.42%	7.48%
	Weekday Span of Service (hours)	19.6	19.6
COST EFFICIENCY	Operating Expense per Revenue Mile	$22.10	$23.15
	Operating Expense per Revenue Hour	$505.41	$538.70
	Operating Revenue per Operating Expense	14.45%	14.66%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$18.13	$19.09
	Operating Expense per Passenger Mile	$0.77	$0.80
	Operating Expense per Capita	$17.16	$745.78
	Farebox Recovery Ratio	13.54%	13.29%
	Average Fare	$2.46	$2.54
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.22	1.21
	Passenger Trips per Revenue Hour	27.87	28.21
	Passenger Trips per Capita	0.95	39.06
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	33,908	46,276

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. 2017 and 2018 data representing Space Coast's motorbus and vanpool services are shown on this page.

		2017	2018
GENERAL INFORMATION	Service Area Population	579,130	579,130
	Service Area Population Density	372.0	372.0
	Operating Expense	$7,536,608	$7,846,678
	Operating Revenue	$1,523,078	$1,518,407
SERVICE SUPPLIED	Total Annual Revenue Miles	2,569,149	2,505,383
	Total Annual Revenue Hours	116,583	115,583
	Total Revenue Vehicles	115	144
	Peak Vehicles	75	70
	Route Miles	356.0	348.0
SERVICE USAGE	Annual Passenger Trips	2,233,451	2,205,014
	Annual Passenger Miles	16,730,819	15,900,372
	Average Trip Length	7.5	7.2
QUALITY OF SERVICE	Resident Access to Transit	51.66%	56.64%
	Weekday Span of Service (hours)	18.4	18.4
COST EFFICIENCY	Operating Expense per Revenue Mile	$2.93	$3.13
	Operating Expense per Revenue Hour	$64.65	$67.89
	Operating Revenue per Operating Expense	20.21%	19.35%
	Passenger Trips per Employee FTE	28,650	29,248
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$3.37	$3.56
	Operating Expense per Passenger Mile	$0.45	$0.49
	Operating Expense per Capita	$13.01	$13.55
	Farebox Recovery Ratio	17.13%	16.03%
	Average Fare	$0.58	$0.57
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.87	0.88
	Passenger Trips per Revenue Hour	19.16	19.08
	Passenger Trips per Capita	3.86	3.81
	Revenue Miles Between Safety Incidents	285,461	119,304
	Revenue Miles Between Failures	53,524	50,108

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 2017 and 2018 motorbus data are provided below.

		2017	2018
GENERAL INFORMATION	Service Area Population	162,310	162,310
	Service Area Population Density	1,591.3	1,591.3
	Operating Expense	$14,068,274	$14,299,201
	Operating Revenue	$4,627,980	$4,764,584
SERVICE SUPPLIED	Total Annual Revenue Miles	2,056,339	2,238,742
	Total Annual Revenue Hours	193,140	180,382
	Total Revenue Vehicles	77	68
	Peak Vehicles	68	57
	Route Miles	236.0	253.7
SERVICE USAGE	Annual Passenger Trips	3,302,667	3,316,766
	Annual Passenger Miles	8,055,605	9,483,605
	Average Trip Length	2.4	2.9
QUALITY OF SERVICE	Resident Access to Transit	56.64%	56.62%
	Weekday Span of Service (hours)	18.0	18.0
COST EFFICIENCY	Operating Expense per Revenue Mile	$6.84	$6.39
	Operating Expense per Revenue Hour	$72.84	$79.27
	Operating Revenue per Operating Expense	32.90%	33.32%
	Passenger Trips per Employee FTE	21,052	19,011
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$4.26	$4.31
	Operating Expense per Passenger Mile	$1.75	$1.51
	Operating Expense per Capita	$86.68	$88.10
	Farebox Recovery Ratio	32.00%	30.45%
	Average Fare	$1.36	$1.31
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.61	1.48
	Passenger Trips per Revenue Hour	17.10	18.39
	Passenger Trips per Capita	20.35	20.43
	Revenue Miles Between Safety Incidents	685,446	279,843
	Revenue Miles Between Failures	9,792	9,950

SunRail (Central Florida Commuter Rail)

Interim Executive Director
801 SunRail Drive
Sanford, FL 32771
(321) 257-7174
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 2017 and 2018 are shown below. *Safety incidents for commuter rail services are not reported in the NTD.*

		2017	2018
GENERAL INFORMATION	Service Area Population	255,483	255,483
	Service Area Population Density	2,322.6	2,322.6
	Operating Expense	$34,108,383	$35,153,063
	Operating Revenue	$6,715,158	$6,279,495
SERVICE SUPPLIED	Total Annual Revenue Miles	652,532	608,544
	Total Annual Revenue Hours	25,678	24,067
	Total Revenue Vehicles	30	31
	Peak Vehicles	17	17
	Route Miles	63.5	63.5
SERVICE USAGE	Annual Passenger Trips	901,156	831,460
	Annual Passenger Miles	12,850,030	12,044,554
	Average Trip Length	14.3	14.5
QUALITY OF SERVICE	Resident Access to Transit	6.10%	5.70%
	Weekday Span of Service (hours)	18.6	18.6
COST EFFICIENCY	Operating Expense per Revenue Mile	$52.27	$57.77
	Operating Expense per Revenue Hour	$1,328.31	$1,460.63
	Operating Revenue per Operating Expense	19.69%	17.86%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$37.85	$42.28
	Operating Expense per Passenger Mile	$2.65	$2.92
	Operating Expense per Capita	$133.51	$137.59
	Farebox Recovery Ratio	5.82%	5.26%
	Average Fare	$2.20	$2.22
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.38	1.37
	Passenger Trips per Revenue Hour	35.09	34.55
	Passenger Trips per Capita	3.53	3.25
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	108,755	76,068

SunTran (Ocala/Marion)

Mr. Oliver Cromwell, 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. 2017 and 2018 data for SunTran's motorbus services are shown below.

		2017	2018
GENERAL INFORMATION	Service Area Population	64,655	64,655
	Service Area Population Density	1,175.5	1,175.5
	Operating Expense	$2,320,721	$2,325,359
	Operating Revenue	$338,451	$340,019
SERVICE SUPPLIED	Total Annual Revenue Miles	484,444	484,964
	Total Annual Revenue Hours	31,007	30,839
	Total Revenue Vehicles	9	9
	Peak Vehicles	6	6
	Route Miles	143.5	143.5
SERVICE USAGE	Annual Passenger Trips	409,623	416,242
	Annual Passenger Miles	2,146,425	2,181,109
	Average Trip Length	5.2	5.2
QUALITY OF SERVICE	Resident Access to Transit	19.29%	18.77%
	Weekday Span of Service (hours)	17.0	17.0
COST EFFICIENCY	Operating Expense per Revenue Mile	$4.79	$4.79
	Operating Expense per Revenue Hour	$74.85	$75.40
	Operating Revenue per Operating Expense	14.58%	14.62%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$5.67	$5.59
	Operating Expense per Passenger Mile	$1.08	$1.07
	Operating Expense per Capita	$35.89	$35.97
	Farebox Recovery Ratio	13.07%	13.28%
	Average Fare	$0.74	$0.74
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.85	0.86
	Passenger Trips per Revenue Hour	13.21	13.50
	Passenger Trips per Capita	6.34	6.44
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	4,796	4,949

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. 2017 and 2018 data for VOTRAN's motorbus and vanpool services are shown below.

		2017	2018
GENERAL INFORMATION	Service Area Population	494,593	494,593
	Service Area Population Density	409.8	409.8
	Operating Expense	$14,811,103	$16,387,196
	Operating Revenue	$2,976,639	$3,156,759
SERVICE SUPPLIED	Total Annual Revenue Miles	2,877,059	3,147,083
	Total Annual Revenue Hours	180,728	197,698
	Total Revenue Vehicles	81	91
	Peak Vehicles	58	69
	Route Miles	593.0	607.1
SERVICE USAGE	Annual Passenger Trips	3,195,590	3,214,960
	Annual Passenger Miles	13,833,524	14,044,942
	Average Trip Length	4.3	4.4
QUALITY OF SERVICE	Resident Access to Transit	51.87%	51.69%
	Weekday Span of Service (hours)	18.0	18.0
COST EFFICIENCY	Operating Expense per Revenue Mile	$5.15	$5.21
	Operating Expense per Revenue Hour	$81.95	$82.89
	Operating Revenue per Operating Expense	20.10%	19.26%
	Passenger Trips per Employee FTE	18,756	18,139
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$4.63	$5.10
	Operating Expense per Passenger Mile	$1.07	$1.17
	Operating Expense per Capita	$29.95	$33.13
	Farebox Recovery Ratio	16.97%	16.79%
	Average Fare	$0.79	$0.86
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.11	1.02
	Passenger Trips per Revenue Hour	17.68	16.26
	Passenger Trips per Capita	6.46	6.50
	Revenue Miles Between Safety Incidents	261,551	108,520
	Revenue Miles Between Failures	6,866	5,960

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 30 urban fixed-route transit systems, the 2018 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). 2018 data for these two vanpool services are shown below.

		Charlotte County	TBARTA
GENERAL INFORMATION	Service Area Population	173,115	3,257,481
	Service Area Population Density	749.4	1,172.6
	Operating Expense	$119,799	$1,160,319
	Operating Revenue	$0	$1,141,189
SERVICE SUPPLIED	Total Annual Revenue Miles	46,244	1,714,695
	Total Annual Revenue Hours	2,956	52,554
	Total Revenue Vehicles	7	131
	Peak Vehicles	6	123
	Route Miles	n/a	n/a
SERVICE USAGE	Annual Passenger Trips	6,708	223,601
	Annual Passenger Miles	122,852	7,290,643
	Average Trip Length	18.3	32.6
QUALITY OF SERVICE	Resident Access to Transit	n/a	n/a
	Weekday Span of Service (hours)	11.5	24.0
COST EFFICIENCY	Operating Expense Per Revenue Mile	$2.59	$0.68
	Operating Expense Per Revenue Hour	$40.53	$22.08
	Operating Revenue Per Operating Expense	0.00%	98.35%
	Passenger Trips Per Employee FTE	6,418	n/a
COST EFFECTIVENESS	Operating Expense Per Passenger Trip	$17.86	$5.19
	Operating Expense Per Passenger Mile	$0.98	$0.16
	Operating Expense Per Capita	$0.69	$0.36
	Farebox Recovery Ratio	n/a	98.35%
	Average Fare	n/a	$5.10
SERVICE EFFECTIVENESS	Passenger Trips Per Revenue Mile	0.15	0.13
	Passenger Trips Per Revenue Hour	2.27	4.25
	Passenger Trips Per Capita	0.04	0.07
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	n/a	n/a

Florida Transit System Summary 2017 & 2018

General Information

System	Service Area Population		Service Area Population Density		Operating Expense		Operating Revenue	
	2017	2018	2017	2018	2017	2018	2017	2018
Bay Town Trolley	105,192	105,192	1,813.7	1,813.7	$2,869,586	n/a	$737,206	n/a
Broward County Transit	1,909,632	1,935,878	4,657.6	4,721.7	$123,471,838	$124,441,902	$37,429,095	$42,178,683
Citrus County Transit	30,858	30,858	629.8	629.8	$676,213	$640,851	$11,629	$8,187
Collier Area Transit	323,785	323,785	159.9	159.9	$5,557,686	$6,013,801	$968,736	$854,839
Escambia County Area Transit	241,661	241,661	1,278.6	1,278.6	$12,400,668	$9,789,815	$2,442,631	$1,761,811
Gainesville Regional Transit System	163,990	163,990	2,157.8	2,157.8	$23,917,673	$24,180,834	$15,314,010	$16,533,463
Hernando (TransHernando Express)	115,715	116,265	1,300.2	1,306.3	$1,148,545	$1,398,508	$122,584	$120,822
Hillsborough Area Regional Transit	875,598	807,015	3,433.7	3,164.8	$74,037,417	$73,318,269	$15,622,938	$13,960,106
Indian River (GoLine)	143,696	151,825	665.3	702.9	$3,058,360	$3,001,948	$4,952	$19,673
Jacksonville Transportation Authority	1,036,907	1,054,770	1,299.4	1,323.4	$82,615,131	$86,749,433	$12,752,701	$13,039,625
Lake County Public Transp. (LakeXpress)	97,497	97,497	1,373.2	1,373.2	$2,875,132	$3,282,348	$164,709	$156,846
Lakeland Area Mass Transit District	312,388	686,483	4,057.0	8,915.4	$8,855,838	$9,191,384	$2,294,242	$1,592,421
Lee County Transit	437,570	713,618	1,736.4	876.7	$16,640,629	$18,548,285	$3,786,160	$4,093,583
LYNX Transit	2,134,411	2,134,411	840.3	840.3	$105,495,111	$106,317,736	$27,844,469	$28,406,342
Manatee County Area Transit	368,782	368,782	496.3	496.3	$9,270,818	$9,067,354	$969,571	$963,722
Martin County	150,870	150,870	2,321.1	2,321.1	$1,189,595	$1,518,803	$56,727	$82,673
Miami-Dade Transit	2,496,435	2,496,435	8,158.3	8,158.3	$503,468,475	$497,617,624	$109,899,080	$99,812,094
Okaloosa County Transit (The WAVE)	196,512	196,512	1,637.6	1,637.6	$1,418,580	$1,496,638	$112,100	$1,341,097
Palm Beach County Transportation Agency	1,268,782	1,268,782	3,476.1	3,476.1	$60,955,546	$61,568,830	$9,761,063	$9,997,479
Pasco County Public Transportation	488,310	525,643	653.7	703.7	$6,057,711	$6,569,486	$954,182	$1,011,756
Pinellas Suncoast Transit Authority	980,147	1,075,854	2,961.2	3,539.0	$61,020,161	$67,012,203	$10,448,128	$11,664,407
St. Johns County (Sunshine Bus)	195,823	243,812	326.4	406.4	$1,191,460	$1,851,577	$99,671	$109,632
St. Lucie County Council on Aging, Inc.	306,507	313,506	535.9	548.1	$2,325,519	$2,519,296	$292,579	$107,924
Sarasota County Area Transit	400,867	402,392	1,765.9	1,871.6	$20,334,367	$19,747,954	$1,880,912	$1,687,648
S. Florida Regional Transportation Authority	5,502,379	133,588	4,444.6	4,174.6	$94,417,541	$99,627,816	$13,642,528	$14,609,460
Space Coast Area Transit	579,130	579,130	372.0	372.0	$7,536,608	$7,846,678	$1,523,078	$1,518,407
StarMetro (Tallahassee)	162,310	162,310	1,591.3	1,591.3	$14,068,274	$14,299,201	$4,627,980	$4,764,584
SunRail (Central Florida Commuter Rail)	255,483	255,483	2,322.6	2,322.6	$34,108,383	$35,153,063	$6,715,158	$6,279,495
SunTran (Ocala)	64,655	64,655	1,175.5	1,175.5	$2,320,721	$2,325,359	$338,451	$340,019
Volusia County dba VOTRAN	494,593	494,593	409.8	409.8	$14,811,103	$16,387,196	$2,976,639	$3,156,759

The data shown in this table represent closed-out, validated numbers as of September 2019. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary 2017 & 2018

Service Supplied

System	Total Annual Revenue Miles		Total Annual Revenue Hours		Total Revenue Vehicles		Peak Vehicles		Route Miles	
	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018
Bay Town Trolley	496,483	n/a	37,241	n/a	14	n/a	10	n/a	142.0	n/a
Broward County Transit	17,322,754	17,031,074	1,332,796	1,330,648	433	436	360	355	1,246.3	1,248.8
Citrus County Transit	170,430	219,761	13,338	12,352	8	11	8	11	n/a	n/a
Collier Area Transit	1,285,354	1,268,696	72,018	73,056	25	28	18	19	442.6	435.7
Escambia County Area Transit	1,587,679	1,596,032	106,337	107,464	47	46	38	36	417.3	417.3
Gainesville Regional Transit System	3,884,082	3,926,905	307,340	320,759	143	145	123	123	237.3	241.8
Hernando (TransHernando Express)	403,876	409,107	21,291	21,613	7	7	7	7	83.7	83.7
Hillsborough Area Regional Transit	8,396,440	7,792,617	669,441	644,043	197	181	165	136	1,001.1	1,001.5
Indian River (GoLine)	990,238	978,431	55,459	54,992	26	27	16	15	385.0	348.0
Jacksonville Transportation Authority	9,015,697	9,182,314	649,159	663,618	199	208	159	159	834.4	859.4
Lake County Public Transp. (LakeXpress)	586,083	571,150	33,843	33,859	15	16	10	10	173.6	174.5
Lakeland Area Mass Transit District	1,378,277	1,457,881	90,759	92,634	40	39	32	32	506.7	508.9
Lee County Transit	3,180,473	3,390,026	198,799	209,559	87	84	68	70	542.0	546.0
LYNX Transit	19,133,549	18,272,240	1,257,909	1,251,917	535	525	455	457	1,817.9	1,688.6
Manatee County Area Transit	1,355,597	1,336,838	92,805	91,925	36	37	23	22	306.0	306.0
Martin County	376,516	494,181	19,822	25,479	11	13	7	8	138.5	144.5
Miami-Dade Transit	41,956,797	39,227,263	3,064,803	2,642,812	1,236	1,205	1,102	1,021	2,273.7	2,344.7
Okaloosa County Transit (The WAVE)	369,052	342,113	28,070	27,586	17	17	13	10	225.0	220.0
Palm Beach County Transportation Agency	7,263,589	7,310,660	484,467	454,023	163	166	129	130	1,009.0	1,110.0
Pasco County Public Transportation	1,724,047	1,649,879	83,070	92,485	34	33	23	23	370.8	370.8
Pinellas Suncoast Transit Authority	8,635,594	9,140,825	630,733	675,662	210	210	164	204	838.5	899.4
St. Johns County (Sunshine Bus)	531,145	632,358	26,432	29,691	12	9	12	9	185.0	185.0
St. Lucie County Council on Aging, Inc.	459,203	521,386	29,111	33,261	15	16	9	9	114.4	113.5
Sarasota County Area Transit	3,234,913	3,067,498	225,859	209,319	77	67	56	52	651.7	571.2
S. Florida Regional Transportation Authority	4,272,441	4,303,660	186,813	184,942	108	106	66	65	294.2	294.2
Space Coast Area Transit	2,569,149	2,505,383	116,583	115,583	115	144	75	70	356.0	348.0
StarMetro (Tallahassee)	2,056,339	2,238,742	193,140	180,382	77	68	68	57	236.0	253.7
SunRail (Central Florida Commuter Rail)	652,532	608,544	25,678	24,067	30	31	17	17	63.5	63.5
SunTran (Ocala)	484,444	484,964	31,007	30,839	9	9	6	6	143.5	143.5
Volusia County dba VOTRAN	2,877,059	3,147,083	180,728	197,698	81	91	58	69	593.0	607.1

The data shown in this table represent closed-out, validated numbers as of September 2019. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary 2017 & 2018

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)	
	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018
Bay Town Trolley	621,365	n/a	2,423,324	n/a	3.9	n/a	36.53%	36.16%	14.5	n/a
Broward County Transit	31,390,379	29,934,418	145,483,098	137,942,555	5.0	4.9	95.30%	94.86%	20.2	20.2
Citrus County Transit	55,239	47,189	n/a	n/a	n/a	n/a	28.57%	28.51%	n/a	n/a
Collier Area Transit	896,201	840,961	6,498,820	6,096,967	7.3	7.2	57.19%	55.43%	17.3	17.3
Escambia County Area Transit	1,476,400	1,445,102	7,364,166	7,132,138	5.0	4.9	59.84%	59.75%	17.3	17.3
Gainesville Regional Transit System	9,457,505	9,344,324	26,692,997	28,251,079	2.8	3.0	58.67%	64.64%	22.9	22.9
Hernando (TransHernando Express)	126,109	127,072	312,750	315,139	2.5	2.5	35.45%	35.10%	12.5	12.5
Hillsborough Area Regional Transit	13,181,779	12,010,636	61,473,711	70,435,837	4.7	5.9	61.27%	54.15%	21.3	21.5
Indian River (GoLine)	1,205,677	1,220,339	6,081,890	5,626,596	5.0	4.6	67.57%	66.98%	13.0	13.0
Jacksonville Transportation Authority	12,290,451	11,718,575	65,641,232	65,331,699	5.3	5.6	66.42%	66.10%	21.0	21.0
Lake County Public Transp. (LakeXpress)	332,558	340,650	2,162,788	2,132,469	6.5	6.3	26.86%	29.03%	15.0	15.0
Lakeland Area Mass Transit District	1,252,509	1,144,300	7,088,796	6,480,784	5.7	5.7	41.20%	42.20%	19.3	14.2
Lee County Transit	3,180,104	3,192,840	18,230,475	19,228,733	5.7	6.0	50.35%	50.43%	17.7	17.7
LYNX Transit	25,448,098	24,637,967	147,579,931	146,678,748	5.8	6.0	55.29%	53.93%	23.0	23.0
Manatee County Area Transit	1,497,893	1,368,460	6,757,796	5,924,889	4.5	4.3	65.42%	64.52%	17.3	17.3
Martin County	64,883	83,467	570,375	648,671	8.8	7.8	49.35%	24.33%	14.0	14.0
Miami-Dade Transit	88,361,678	80,197,205	547,042,026	489,407,036	6.2	6.1	92.31%	92.01%	24.0	24.0
Okaloosa County Transit (The WAVE)	123,476	119,658	555,642	n/a	4.5	n/a	36.19%	35.62%	13.0	13.0
Palm Beach County Transportation Agency	8,915,163	9,113,767	57,757,086	51,698,218	6.5	5.7	63.17%	63.23%	17.8	17.8
Pasco County Public Transportation	815,283	826,811	5,686,791	4,915,425	7.0	5.9	44.20%	47.07%	16.5	16.5
Pinellas Suncoast Transit Authority	11,591,012	11,521,351	56,246,000	56,486,294	4.9	4.9	86.59%	86.01%	20.0	20.0
St. Johns County (Sunshine Bus)	273,588	300,165	2,259,837	2,479,362	8.3	8.3	27.10%	27.42%	14.6	14.6
St. Lucie County Council on Aging, Inc.	204,726	434,198	1,242,296	2,490,404	6.1	5.7	37.61%	37.36%	14.0	14.0
Sarasota County Area Transit	2,562,020	2,410,225	13,155,234	11,767,666	5.1	4.9	78.16%	78.45%	19.2	19.2
S. Florida Regional Transportation Authority	5,207,014	5,217,786	121,889,511	124,077,030	23.4	23.8	10.42%	10.42%	19.6	19.6
Space Coast Area Transit	2,233,451	2,205,014	16,730,819	15,900,372	7.5	7.2	51.66%	56.64%	18.4	18.4
StarMetro (Tallahassee)	3,302,667	3,316,766	8,055,605	9,483,605	2.4	2.9	56.64%	56.62%	18.0	18.0
SunRail (Central Florida Commuter Rail)	901,156	831,460	12,850,030	12,044,554	14.3	14.5	6.10%	5.70%	18.6	18.6
SunTran (Ocala)	409,623	416,242	2,146,425	2,181,109	5.2	5.2	19.29%	18.77%	17.0	17.0
Volusia County dba VOTRAN	3,195,590	3,214,960	13,833,524	14,044,942	4.3	4.4	51.87%	51.69%	18.0	18.0

The data shown in this table represent closed-out, validated numbers as of September 2019. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary 2017 & 2018

Cost Efficiency

System	Operating Expense per Revenue Mile		Operating Expense per Revenue Hour		Operating Revenue per Operating Expense		Passenger Trips per Employee FTE*	
	2017	2018	2017	2018	2017	2018	2017	2018
Bay Town Trolley	$5.78	n/a	$77.05	n/a	25.69%	n/a	n/a	n/a
Broward County Transit	$7.13	$7.31	$92.64	$93.52	30.31%	33.89%	26,936	25,829
Citrus County Transit	$3.97	$2.92	$50.70	$51.88	1.72%	1.28%	n/a	n/a
Collier Area Transit	$4.32	$4.74	$77.17	$82.32	17.43%	14.21%	n/a	n/a
Escambia County Area Transit	$7.81	$6.13	$116.62	$91.10	19.70%	18.00%	n/a	13,897
Gainesville Regional Transit System	$6.16	$6.16	$77.82	$75.39	64.03%	68.37%	34,569	34,602
Hernando (TransHernando Express)	$2.84	$3.42	$53.95	$64.71	10.67%	8.64%	n/a	n/a
Hillsborough Area Regional Transit	$8.82	$9.41	$110.60	$113.84	21.10%	19.04%	19,350	19,542
Indian River (GoLine)	$3.09	$3.07	$55.15	$54.59	0.16%	0.66%	n/a	n/a
Jacksonville Transportation Authority	$9.16	$9.45	$127.26	$130.72	15.44%	15.03%	16,570	15,048
Lake County Public Transp. (LakeXpress)	$4.91	$5.75	$84.95	$96.94	5.73%	4.78%	n/a	n/a
Lakeland Area Mass Transit District	$6.43	$6.30	$97.58	$99.22	25.91%	17.33%	11,449	10,593
Lee County Transit	$5.23	$5.47	$83.71	$88.51	22.75%	22.07%	19,560	18,028
LYNX Transit	$5.51	$5.82	$83.87	$84.92	26.39%	26.72%	25,512	24,447
Manatee County Area Transit	$6.84	$6.78	$99.90	$98.64	10.46%	10.63%	18,455	14,475
Martin County	$3.16	$3.07	$60.01	$59.61	4.77%	5.44%	n/a	n/a
Miami-Dade Transit	$12.00	$12.69	$164.27	$188.29	21.83%	20.06%	26,474	25,777
Okaloosa County Transit (The WAVE)	$3.84	$4.37	$50.54	$54.25	7.90%	89.61%	n/a	n/a
Palm Beach County Transportation Agency	$8.39	$8.42	$125.82	$135.61	16.01%	16.24%	18,342	18,695
Pasco County Public Transportation	$3.51	$3.98	$72.92	$71.03	15.75%	15.40%	12,632	12,188
Pinellas Suncoast Transit Authority	$7.07	$7.33	$96.74	$99.18	17.12%	17.41%	20,022	19,035
St. Johns County (Sunshine Bus)	$2.24	$2.93	$45.08	$62.36	8.37%	5.92%	n/a	n/a
St. Lucie County Council on Aging, Inc.	$5.06	$4.83	$79.88	$75.74	12.58%	4.28%	7,091	17,043
Sarasota County Area Transit	$6.29	$6.44	$90.03	$94.34	9.25%	8.55%	11,564	11,455
S. Florida Regional Transportation Authority	$22.10	$23.15	$505.41	$538.70	14.45%	14.66%	n/a	n/a
Space Coast Area Transit	$2.93	$3.13	$64.65	$67.89	20.21%	19.35%	28,650	29,248
StarMetro (Tallahassee)	$6.84	$6.39	$72.84	$79.27	32.90%	33.32%	21,052	19,011
SunRail (Central Florida Commuter Rail)	$52.27	$57.77	$1,328.31	$1,460.63	19.69%	17.86%	n/a	n/a
SunTran (Ocala)	$4.79	$4.79	$74.85	$75.40	14.58%	14.62%	n/a	n/a
Volusia County dba VOTRAN	$5.15	$5.21	$81.95	$82.89	20.10%	19.26%	18,756	18,139

** excludes purchased transportation data*

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Florida Transit System Summary 2017 & 2018

Cost Effectiveness

System	Operating Expense per Passenger Trip		Operating Expense per Passenger Mile		Operating Expense per Capita		Farebox Recovery Ratio		Average Fare	
	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018
Bay Town Trolley	$4.62	n/a	$1.18	n/a	$27.28	n/a	21.01%	n/a	$0.97	n/a
Broward County Transit	$3.93	$4.16	$0.85	$0.90	$64.66	$64.28	26.25%	24.04%	$1.03	$1.00
Citrus County Transit	$12.24	$13.58	n/a	n/a	$21.91	$20.77	1.72%	1.28%	$0.21	$0.17
Collier Area Transit	$6.20	$7.15	$0.86	$0.99	$17.16	$18.57	15.99%	13.91%	$0.99	$0.99
Escambia County Area Transit	$8.40	$6.77	$1.68	$1.37	$51.31	$40.51	8.20%	14.26%	$0.69	$0.97
Gainesville Regional Transit System	$2.53	$2.59	$0.90	$0.86	$145.85	$147.45	61.28%	65.02%	$1.55	$1.68
Hernando (TransHernando Express)	$9.11	$11.01	$3.67	$4.44	$9.93	$12.03	8.17%	6.94%	$0.74	$0.76
Hillsborough Area Regional Transit	$5.62	$6.10	$1.20	$1.04	$84.56	$90.85	19.14%	16.21%	$1.08	$0.99
Indian River (GoLine)	$2.54	$2.46	$0.50	$0.53	$21.28	$19.77	n/a	n/a	n/a	n/a
Jacksonville Transportation Authority	$6.72	$7.40	$1.26	$1.33	$79.67	$82.24	14.08%	13.95%	$0.95	$1.03
Lake County Public Transp. (LakeXpress)	$8.65	$9.64	$1.33	$1.54	$29.49	$33.67	5.45%	4.78%	$0.47	$0.46
Lakeland Area Mass Transit District	$7.07	$8.03	$1.25	$1.42	$28.35	$13.39	22.13%	13.06%	$1.56	$1.05
Lee County Transit	$5.23	$5.81	$0.91	$0.96	$38.03	$25.99	17.24%	15.32%	$0.90	$0.89
LYNX Transit	$4.15	$4.32	$0.71	$0.72	$49.43	$49.81	23.39%	22.30%	$0.97	$0.96
Manatee County Area Transit	$6.19	$6.63	$1.37	$1.53	$25.14	$24.59	9.32%	9.22%	$0.58	$0.61
Martin County	$18.33	$18.20	$2.09	$2.34	$7.88	$10.07	4.77%	5.44%	$0.87	$0.99
Miami-Dade Transit	$5.70	$6.20	$0.92	$1.02	$201.67	$199.33	17.77%	15.95%	$1.01	$0.99
Okaloosa County Transit (The WAVE)	$11.49	$12.51	$2.55	n/a	$7.22	$7.62	7.90%	7.92%	$0.91	$0.99
Palm Beach County Transportation Agency	$6.84	$6.76	$1.06	$1.19	$48.04	$48.53	14.32%	14.34%	$0.98	$0.97
Pasco County Public Transportation	$7.43	$7.95	$1.07	$1.34	$12.41	$12.50	12.10%	12.06%	$0.90	$0.96
Pinellas Suncoast Transit Authority	$5.26	$5.82	$1.08	$1.19	$62.26	$62.29	15.63%	14.72%	$0.82	$0.86
St. Johns County (Sunshine Bus)	$4.35	$6.17	$0.53	$0.75	$6.08	$7.59	8.37%	4.76%	$0.36	$0.29
St. Lucie County Council on Aging, Inc.	$11.36	$5.80	$1.87	$1.01	$7.59	$8.04	9.99%	1.67%	$1.13	$0.10
Sarasota County Area Transit	$7.94	$8.19	$1.55	$1.68	$50.73	$49.08	8.31%	8.43%	$0.66	$0.69
S. Florida Regional Transportation Authority	$18.13	$19.09	$0.77	$0.80	$17.16	$745.78	13.54%	13.29%	$2.46	$2.54
Space Coast Area Transit	$3.37	$3.56	$0.45	$0.49	$13.01	$13.55	17.13%	16.03%	$0.58	$0.57
StarMetro (Tallahassee)	$4.26	$4.31	$1.75	$1.51	$86.68	$88.10	32.00%	30.45%	$1.36	$1.31
SunRail (Central Florida Commuter Rail)	$37.85	$42.28	$2.65	$2.92	$133.51	$137.59	5.82%	5.26%	$2.20	$2.22
SunTran (Ocala)	$5.67	$5.59	$1.08	$1.07	$35.89	$35.97	13.07%	13.28%	$0.74	$0.74
Volusia County dba VOTRAN	$4.63	$5.10	$1.07	$1.17	$29.95	$33.13	16.97%	16.79%	$0.79	$0.86

The data shown in this table represent closed-out, validated numbers as of September 2019. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary 2017 & 2018

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	
	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018
Bay Town Trolley	1.25	n/a	16.68	n/a	5.91	n/a	248,242	n/a	49,648	n/a
Broward County Transit	1.81	1.76	23.55	22.50	16.44	15.46	113,221	152,063	3,777	2,808
Citrus County Transit	0.32	0.21	4.14	3.82	1.79	1.53	n/a	n/a	n/a	n/a
Collier Area Transit	0.70	0.66	12.44	11.51	2.77	2.60	257,071	634,348	10,623	8,347
Escambia County Area Transit	0.93	0.91	13.88	13.45	6.11	5.98	396,920	798,016	17,072	10,640
Gainesville Regional Transit System	2.43	2.38	30.77	29.13	57.67	56.98	73,285	206,679	8,574	4,442
Hernando (TransHernando Express)	0.31	0.31	5.92	5.88	1.09	1.09	201,938	n/a	n/a	n/a
Hillsborough Area Regional Transit	1.57	1.54	19.69	18.65	15.05	14.88	77,745	78,713	3,471	3,916
Indian River (GoLine)	1.22	1.25	21.74	22.19	8.39	8.04	247,560	195,686	76,172	69,888
Jacksonville Transportation Authority	1.36	1.28	18.93	17.66	11.85	11.11	85,864	195,368	11,035	10,997
Lake County Public Transp. (LakeXpress)	0.57	0.60	9.83	10.06	3.41	3.49	195,361	114,230	4,341	4,682
Lakeland Area Mass Transit District	0.91	0.78	13.80	12.35	4.01	1.67	153,142	104,134	5,012	6,749
Lee County Transit	1.00	0.94	16.00	15.24	7.27	4.47	144,567	178,422	26,285	25,111
LYNX Transit	1.33	1.35	20.23	19.68	11.92	11.54	164,944	179,140	17,068	15,738
Manatee County Area Transit	1.10	1.02	16.14	14.89	4.06	3.71	135,560	445,613	2,960	2,925
Martin County	0.17	0.17	3.27	3.28	0.43	0.55	376,516	247,091	25,101	38,014
Miami-Dade Transit	2.11	2.04	28.83	30.35	35.40	32.12	163,256	137,158	2,627	2,549
Okaloosa County Transit (The WAVE)	0.33	0.35	4.40	4.34	0.63	0.61	n/a	114,038	13,669	9,246
Palm Beach County Transportation Agency	1.23	1.25	18.40	20.07	7.03	7.18	119,075	128,257	3,096	3,045
Pasco County Public Transportation	0.47	0.50	9.81	8.94	1.67	1.57	156,732	58,924	11,809	97,052
Pinellas Suncoast Transit Authority	1.34	1.26	18.38	17.05	11.83	10.71	99,260	112,850	17,168	16,834
St. Johns County (Sunshine Bus)	0.52	0.47	10.35	10.11	1.40	1.23	n/a	n/a	n/a	n/a
St. Lucie County Council on Aging, Inc.	0.45	0.83	7.03	13.05	0.67	1.38	114,801	260,693	38,267	23,699
Sarasota County Area Transit	0.79	0.79	11.34	11.51	6.39	5.99	294,083	340,833	6,035	5,468
S. Florida Regional Transportation Authority	1.22	1.21	27.87	28.21	0.95	39.06	n/a	n/a	33,908	46,276
Space Coast Area Transit	0.87	0.88	19.16	19.08	3.86	3.81	285,461	119,304	53,524	50,108
StarMetro (Tallahassee)	1.61	1.48	17.10	18.39	20.35	20.43	685,446	279,843	9,792	9,950
SunRail (Central Florida Commuter Rail)	1.38	1.37	35.09	34.55	3.53	3.25	n/a	n/a	108,755	76,068
SunTran (Ocala)	0.85	0.86	13.21	13.50	6.34	6.44	n/a	n/a	4,796	4,949
Volusia County dba VOTRAN	1.11	1.02	17.68	16.26	6.46	6.50	261,551	108,520	6,866	5,960

The data shown in this table represent closed-out, validated numbers as of September 2019. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit Systems' Fixed-Route Fares (as of September 2019)

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	n/a	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
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
Escambia County Area Transit	$1.75	$0.85	n/a	n/a	n/a	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	n/a	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	n/a	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	n/a	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
Polk County Transit Servs. Div. & WHAT	$1.50	$0.75	n/a	n/a	n/a	n/a	$3.00	$1.50	$12.00	n/a	$47.00	n/a
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	n/a	n/a	n/a	n/a	n/a	n/a	$42.00	$21.00
StarMetro (Tallahassee)	$1.25	$0.60	n/a	n/a	n/a	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 $4.00 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	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)