FLORIDA DEPARTMENT OF TRANSPORTATION

FLORIDA TRANSIT INFORMATION and PERFORMANCE HANDBOOK

FDOT

2020

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

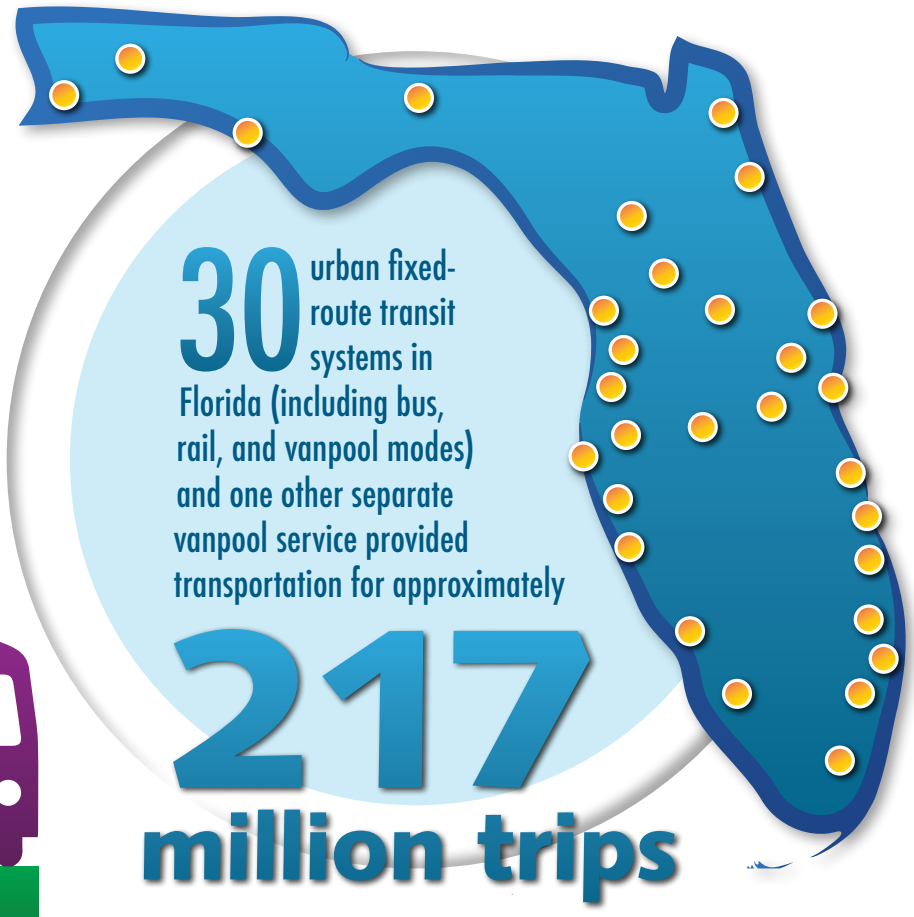
This Handbook offers a general overview of public transit in the State of Florida. The information in the following pages provides insight into transit's contribution to meeting the statewide transportation objectives and mission of the Florida Department of Transportation (FDOT). Additionally, the information 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 2019. 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:

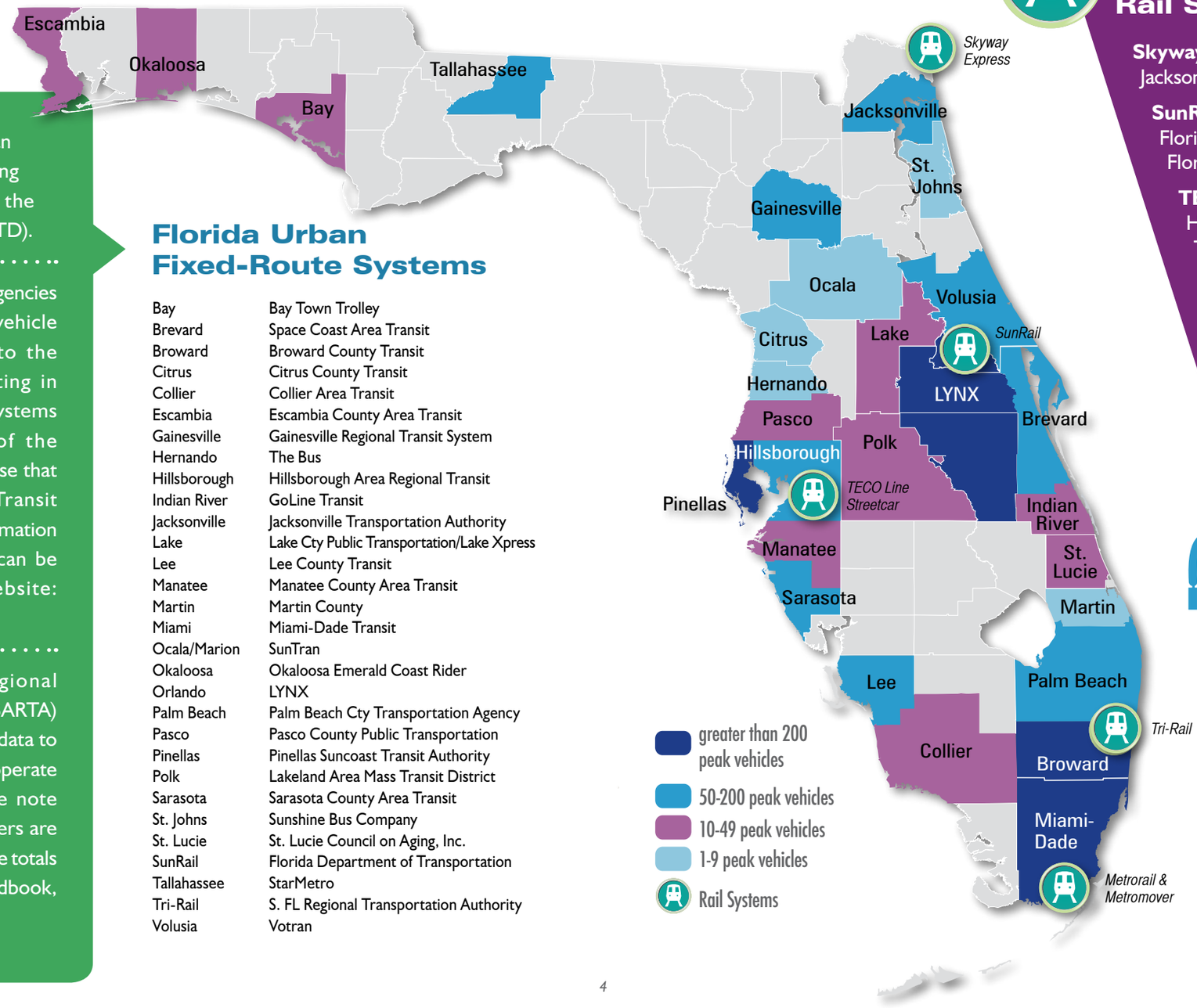
- FDOT Transit Office
- Florida Transit Planning Network
- Transit-Research-Inspection-Procurement Services (TRIPS)
- Transit Maintenance Analysis and Resource Center (TMAARC)
- Substance Abuse Management
- Public Transit Agency Safety Plan (PTASP) Guidance Document
- Transit Safety Network
- Transit Safety Programs
- Commuter Assistance Program
- Transit Boardings Estimation and Simulation Tool (TBEST)
- Florida Transit Information System (FTIS)

Florida's Transit Systems

In 2019, there were 30 urban fixed-route systems operating in Florida that reported to the National Transit Database (NTD).

During 2019, Florida's transit agencies ranged in size from the 5-vehicle system in Citrus County to the 985-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 2019. More information on public transit in Florida can be found at the following website: www.dot.state.fl.us/transit.

The Tampa Bay Area Regional Transportation Authority (TBARTA) is required to report vanpool data to NTD; however, it does not operate a fixed-route system. Please note that TBARTA's vanpool numbers are included in the Florida statewide totals shown on page 5 of this Handbook, 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?

In December 2020, the Pinellas Suncoast Transit Authority launched the first driverless shuttle along Bayshore Blvd. in downtown St. Petersburg. The fare-free 1-mile route with 3 stops represents a 3-month pilot project.

Florida's Urban Fixed-Route Transit System Summaries

2018 and 2019 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 2019, 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 2018 and 2019 from the National Transit Database. The data shown below represent closed-out, validated numbers as of September 2020. 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 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.

		2018	2019
GENERAL INFORMATION	Service Area Population	17,079,639	17,283,074
	Service Area Population Density	1,149.76	1,027.90
	Operating Expense	$1,312,764,310	$1,353,742,856
	Operating Revenue	$281,314,746	$300,441,335
SERVICE SUPPLIED	Total Annual Revenue Miles	144,868,550	148,028,104
	Total Annual Revenue Hours	9,887,778	9,931,426
	Total Revenue Vehicles	4,113	4,239
	Peak Vehicles	3,331	3,387
	Route Miles	15,529.42	15,933.82
SERVICE USAGE	Annual Passenger Trips	217,812,217	217,254,965
	Annual Passenger Miles	1,306,615,816	1,269,566,088
	Average Trip Length	6.00	5.87
QUALITY OF SERVICE	Resident Access to Transit	61.26%	57.84%
	Weekday Span of Service (hours)	17.69	17.36
COST EFFICIENCY	Operating Expense per Revenue Mile	$9.06	$9.15
	Operating Expense per Revenue Hour	$132.77	$136.31
	Operating Revenue per Operating Expense	21.43%	22.19%
	Passenger Trips per Employee FTE	22,345	21,699
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$6.03	$6.23
	Operating Expense per Passenger Mile	$1.00	$1.06
	Operating Expense per Capita	$76.86	$78.33
	Farebox Recovery Ratio	17.25%	16.82%
	Average Fare	$1.04	$1.05
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.50	1.47
	Passenger Trips per Revenue Hour	22.03	21.88
	Passenger Trips per Capita	12.75	12.57
	Revenue Miles Between Safety Incidents	147,280	393,191
	Revenue Miles Between Failures	4,496	4,984

** 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 80 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 2019 is shown below. No 2018 data are available to report for Bay Town Trolley. Due to the effects of Hurricane Michael in October 2019, the agency was granted a reporting waiver from the Federal Transit Administration (FTA).

		2018	2019
GENERAL INFORMATION	Service Area Population	105,192	105,192
	Service Area Population Density	1,813.66	1,813.66
	Operating Expense	n/a	$2,662,868
	Operating Revenue	n/a	$447,522
SERVICE SUPPLIED	Total Annual Revenue Miles	n/a	482,893
	Total Annual Revenue Hours	n/a	37,577
	Total Revenue Vehicles	n/a	16
	Peak Vehicles	n/a	10
	Route Miles	n/a	142.00
SERVICE USAGE	Annual Passenger Trips	n/a	394,977
	Annual Passenger Miles	n/a	2,184,223
	Average Trip Length	n/a	5.53
QUALITY OF SERVICE	Resident Access to Transit	36.16%	36.25%
	Weekday Span of Service (hours)	n/a	14.50
COST EFFICIENCY	Operating Expense per Revenue Mile	n/a	$5.51
	Operating Expense per Revenue Hour	n/a	$70.86
	Operating Revenue per Operating Expense	n/a	16.81%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	n/a	$6.74
	Operating Expense per Passenger Mile	n/a	$1.22
	Operating Expense per Capita	n/a	$25.31
	Farebox Recovery Ratio	n/a	15.18%
	Average Fare	n/a	$1.02
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	n/a	0.82
	Passenger Trips per Revenue Hour	n/a	10.51
	Passenger Trips per Capita	n/a	3.75
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	n/a	28,405

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 2018 and 2019 are provided below.

		2018	2019
GENERAL INFORMATION	Service Area Population	1,935,878	1,951,260
	Service Area Population Density	4,721.7	4,759.2
	Operating Expense	$124,441,902	$130,769,356
	Operating Revenue	$42,178,683	$42,997,274
SERVICE SUPPLIED	Total Annual Revenue Miles	17,031,074	17,059,473
	Total Annual Revenue Hours	1,330,648	1,344,526
	Total Revenue Vehicles	436	446
	Peak Vehicles	355	379
	Route Miles	1,248.8	1,248.0
SERVICE USAGE	Annual Passenger Trips	29,934,418	28,555,090
	Annual Passenger Miles	137,942,555	130,642,860
	Average Trip Length	4.9	4.6
QUALITY OF SERVICE	Resident Access to Transit	94.86%	95.30%
	Weekday Span of Service (hours)	20.2	20.7
COST EFFICIENCY	Operating Expense per Revenue Mile	$7.31	$7.67
	Operating Expense per Revenue Hour	$93.52	$97.26
	Operating Revenue per Operating Expense	33.89%	32.88%
	Passenger Trips per Employee FTE	25,829	24,009
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$4.16	$4.58
	Operating Expense per Passenger Mile	$0.90	$0.94
	Operating Expense per Capita	$64.28	$67.02
	Farebox Recovery Ratio	24.04%	21.64%
	Average Fare	$1.00	$0.99
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.76	1.67
	Passenger Trips per Revenue Hour	22.50	21.24
	Passenger Trips per Capita	15.46	14.63
	Revenue Miles Between Safety Incidents	152,063	334,499
	Revenue Miles Between Failures	2,808	2,409

Citrus County Transit

Mr. Lon Frye, Transit Director
1300 S. Lecanto Highway
Lecanto, FL 34461
(352) 527-7630
www.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. 2018 and 2019 data for Citrus County are shown below.

		2018	2019
GENERAL INFORMATION	Service Area Population	30,858	30,858
	Service Area Population Density	629.8	629.8
	Operating Expense	$640,851	$616,505
	Operating Revenue	$8,187	$7,772
SERVICE SUPPLIED	Total Annual Revenue Miles	219,761	217,656
	Total Annual Revenue Hours	12,352	11,781
	Total Revenue Vehicles	11	5
	Peak Vehicles	11	5
	Route Miles	n/a	n/a
SERVICE USAGE	Annual Passenger Trips	47,189	45,994
	Annual Passenger Miles	n/a	n/a
	Average Trip Length	n/a	n/a
QUALITY OF SERVICE	Resident Access to Transit	28.51%	28.41%
	Weekday Span of Service (hours)	n/a	n/a
COST EFFICIENCY	Operating Expense per Revenue Mile	$2.92	$2.83
	Operating Expense per Revenue Hour	$51.88	$52.33
	Operating Revenue per Operating Expense	12.80%	1.26%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$13.58	$13.40
	Operating Expense per Passenger Mile	n/a	n/a
	Operating Expense per Capita	$20.77	$19.98
	Farebox Recovery Ratio	1.28%	1.26%
	Average Fare	$0.17	$0.17
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.21	0.21
	Passenger Trips per Revenue Hour	3.82	3.9
	Passenger Trips per Capita	1.53	1.49
	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 2018 and 2019 fixed-route purchased motorbus services.

		2018	2019
GENERAL INFORMATION	Service Area Population	323,785	323,785
	Service Area Population Density	159.9	159.9
	Operating Expense	$6,013,801	$6,390,871
	Operating Revenue	$854,839	$1,140,875
SERVICE SUPPLIED	Total Annual Revenue Miles	1,268,696	1,379,344
	Total Annual Revenue Hours	73,056	73,497
	Total Revenue Vehicles	28	29
	Peak Vehicles	19	21
	Route Miles	435.7	430.0
SERVICE USAGE	Annual Passenger Trips	840,961	805,513
	Annual Passenger Miles	6,096,967	5,839,288
	Average Trip Length	7.2	7.2
QUALITY OF SERVICE	Resident Access to Transit	55.43%	54.39%
	Weekday Span of Service (hours)	17.3	17.3
COST EFFICIENCY	Operating Expense per Revenue Mile	$4.74	$4.63
	Operating Expense per Revenue Hour	$82.32	$86.96
	Operating Revenue per Operating Expense	14.21%	17.85%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$7.15	$7.93
	Operating Expense per Passenger Mile	$0.99	$1.09
	Operating Expense per Capita	$18.57	$19.74
	Farebox Recovery Ratio	13.91%	14.23%
	Average Fare	$0.99	$1.13
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.66	0.58
	Passenger Trips per Revenue Hour	11.51	10.96
	Passenger Trips per Capita	2.60	2.49
	Revenue Miles Between Safety Incidents	634,438	n/a
	Revenue Miles Between Failures	8,347	8,360

Escambia County Area Transit (ECAT)

Ms. Tonya Ellis, 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. 2018 and 2019 motorbus data for ECAT are shown below.

		2018	2019
GENERAL INFORMATION	Service Area Population	241,661	241,661
	Service Area Population Density	1,278.6	1,278.6
	Operating Expense	$9,789,815	$9,711,278
	Operating Revenue	$1,761,811	$2,164,088
SERVICE SUPPLIED	Total Annual Revenue Miles	1,596,032	1,618,262
	Total Annual Revenue Hours	107,464	109,214
	Total Revenue Vehicles	46	46
	Peak Vehicles	36	36
	Route Miles	417.3	415.7
SERVICE USAGE	Annual Passenger Trips	1,445,102	1,398,149
	Annual Passenger Miles	7,132,138	6,843,819
	Average Trip Length	4.9	4.9
QUALITY OF SERVICE	Resident Access to Transit	59.75%	59.56%
	Weekday Span of Service (hours)	17.3	17.3
COST EFFICIENCY	Operating Expense per Revenue Mile	$6.13	$6.00
	Operating Expense per Revenue Hour	$91.10	$88.92
	Operating Revenue per Operating Expense	18.00%	22.28%
	Passenger Trips per Employee FTE	13,897	13,732
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$6.77	$6.95
	Operating Expense per Passenger Mile	$1.37	$1.42
	Operating Expense per Capita	$40.51	$40.19
	Farebox Recovery Ratio	14.26%	14.29%
	Average Fare	$0.97	$0.99
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.91	0.86
	Passenger Trips per Revenue Hour	13.45	12.80
	Passenger Trips per Capita	5.98	5.79
	Revenue Miles Between Safety Incidents	798,016	269,710
	Revenue Miles Between Failures	10,640	15,560

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 2018 and 2019.

		2018	2019
GENERAL INFORMATION	Service Area Population	163,990	163,990
	Service Area Population Density	2,157.8	2,157.8
	Operating Expense	$24,180,834	$26,271,880
	Operating Revenue	$16,533,463	$17,067,083
SERVICE SUPPLIED	Total Annual Revenue Miles	3,926,905	4,106,307
	Total Annual Revenue Hours	320,759	318,905
	Total Revenue Vehicles	145	154
	Peak Vehicles	123	130
	Route Miles	241.8	253.3
SERVICE USAGE	Annual Passenger Trips	9,344,324	9,198,388
	Annual Passenger Miles	28,251,079	26,433,094
	Average Trip Length	3.0	2.9
QUALITY OF SERVICE	Resident Access to Transit	64.64%	64.07%
	Weekday Span of Service (hours)	22.9	22.9
COST EFFICIENCY	Operating Expense per Revenue Mile	$6.16	$6.40
	Operating Expense per Revenue Hour	$75.39	$82.38
	Operating Revenue per Operating Expense	68.37%	64.96%
	Passenger Trips per Employee FTE	34,602	36,769
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$2.59	$2.86
	Operating Expense per Passenger Mile	$0.86	$0.99
	Operating Expense per Capita	$147.45	$160.20
	Farebox Recovery Ratio	65.02%	61.22%
	Average Fare	$1.68	$1.75
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	2.38	2.24
	Passenger Trips per Revenue Hour	29.13	28.84
	Passenger Trips per Capita	56.98	56.09
	Revenue Miles Between Safety Incidents	206,679	315,870
	Revenue Miles Between Failures	4,442	8,020

Hernando (TransHernando Express)

Mr. Joe DeGeorge, 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. 2018 and 2019 data representing THE Bus's fixed-route motorbus service are shown below. Passenger miles for 2019 were estimated using average trip length from 2018 and passenger trips from 2019.

		2018	2019
GENERAL INFORMATION	Service Area Population	116,265	116,315
	Service Area Population Density	1,306.3	1,306.9
	Operating Expense	$1,398,508	$1,472,114
	Operating Revenue	$120,822	$117,645
SERVICE SUPPLIED	Total Annual Revenue Miles	409,107	408,854
	Total Annual Revenue Hours	21,613	21,816
	Total Revenue Vehicles	7	7
	Peak Vehicles	7	7
	Route Miles	83.7	83.7
SERVICE USAGE	Annual Passenger Trips	127,072	140,220
	Annual Passenger Miles	315,139	347,746
	Average Trip Length	2.5	2.5
QUALITY OF SERVICE	Resident Access to Transit	35.10%	34.90%
	Weekday Span of Service (hours)	12.5	12.5
COST EFFICIENCY	Operating Expense per Revenue Mile	$3.42	$3.60
	Operating Expense per Revenue Hour	$64.71	$67.48
	Operating Revenue per Operating Expense	8.64%	7.99%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$11.01	$10.50
	Operating Expense per Passenger Mile	$4.44	$4.23
	Operating Expense per Capita	$12.03	$12.66
	Farebox Recovery Ratio	6.94%	7.32%
	Average Fare	$0.76	$0.77
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.31	0.34
	Passenger Trips per Revenue Hour	5.88	6.43
	Passenger Trips per Capita	1.09	1.21
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	n/a	n/a

Hillsborough Area Regional Transit Authority (HART)

Ms. 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. 2018 and 2019 data for HART's fixed-route bus and rail services are shown below.

		2018	2019
GENERAL INFORMATION	Service Area Population	807,015	807,015
	Service Area Population Density	3,164.8	3,164.8
	Operating Expense	$73,318,269	$76,770,056
	Operating Revenue	$13,960,106	$13,773,582
SERVICE SUPPLIED	Total Annual Revenue Miles	7,792,617	8,313,267
	Total Annual Revenue Hours	644,043	683,872
	Total Revenue Vehicles	181	193
	Peak Vehicles	136	141
	Route Miles	1,001.5	1,002.6
SERVICE USAGE	Annual Passenger Trips	12,010,636	12,910,703
	Annual Passenger Miles	70,435,837	72,368,390
	Average Trip Length	5.9	5.6
QUALITY OF SERVICE	Resident Access to Transit	54.15%	54.30%
	Weekday Span of Service (hours)	21.5	21.5
COST EFFICIENCY	Operating Expense per Revenue Mile	$9.41	$9.23
	Operating Expense per Revenue Hour	$113.84	$112.26
	Operating Revenue per Operating Expense	19.04%	17.94%
	Passenger Trips per Employee FTE	19,542	18,723
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$6.10	$5.95
	Operating Expense per Passenger Mile	$1.04	$1.06
	Operating Expense per Capita	$90.85	$95.13
	Farebox Recovery Ratio	16.21%	14.96%
	Average Fare	$0.99	$0.89
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.54	1.55
	Passenger Trips per Revenue Hour	18.65	18.88
	Passenger Trips per Capita	14.88	16.00
	Revenue Miles Between Safety Incidents	78,713	151,150
	Revenue Miles Between Failures	3,916	4,525

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 2018 and 2019 motorbus services.

		2018	2019
GENERAL INFORMATION	Service Area Population	151,825	151,825
	Service Area Population Density	702.9	702.9
	Operating Expense	$3,001,948	$3,007,526
	Operating Revenue	$19,673	$146,435
SERVICE SUPPLIED	Total Annual Revenue Miles	978,431	941,584
	Total Annual Revenue Hours	54,992	51,950
	Total Revenue Vehicles	27	23
	Peak Vehicles	15	15
	Route Miles	348.0	355.0
SERVICE USAGE	Annual Passenger Trips	1,220,339	1,226,631
	Annual Passenger Miles	5,626,596	5,383,004
	Average Trip Length	4.6	4.4
QUALITY OF SERVICE	Resident Access to Transit	66.98%	65.86%
	Weekday Span of Service (hours)	13.0	13.0
COST EFFICIENCY	Operating Expense per Revenue Mile	$3.07	$3.19
	Operating Expense per Revenue Hour	$54.59	$57.89
	Operating Revenue per Operating Expense	0.66%	4.87%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$2.46	$2.45
	Operating Expense per Passenger Mile	$0.53	$0.56
	Operating Expense per Capita	$19.77	$19.81
	Farebox Recovery Ratio	n/a	n/a
	Average Fare	n/a	n/a
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.25	1.30
	Passenger Trips per Revenue Hour	22.19	23.61
	Passenger Trips per Capita	8.04	8.08
	Revenue Miles Between Safety Incidents	195,686	n/a
	Revenue Miles Between Failures	69,888	188,317

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 2018 and 2019 fixed-route services.

		2018	2019
GENERAL INFORMATION	Service Area Population	1,054,770	1,121,744
	Service Area Population Density	1,323.4	811.1
	Operating Expense	$86,749,433	$95,739,175
	Operating Revenue	$13,039,625	$12,193,290
SERVICE SUPPLIED	Total Annual Revenue Miles	9,182,314	9,540,802
	Total Annual Revenue Hours	663,618	686,357
	Total Revenue Vehicles	208	222
	Peak Vehicles	159	171
	Route Miles	859.4	1,010.4
SERVICE USAGE	Annual Passenger Trips	11,718,575	11,202,092
	Annual Passenger Miles	65,331,699	61,917,042
	Average Trip Length	5.6	5.5
QUALITY OF SERVICE	Resident Access to Transit	66.10%	65.30%
	Weekday Span of Service (hours)	21.0	21.0
COST EFFICIENCY	Operating Expense per Revenue Mile	$9.45	$10.03
	Operating Expense per Revenue Hour	$130.72	$139.49
	Operating Revenue per Operating Expense	15.03%	12.74%
	Passenger Trips per Employee FTE	15,048	13,890
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$7.40	$8.55
	Operating Expense per Passenger Mile	$1.33	$1.55
	Operating Expense per Capita	$82.24	$85.35
	Farebox Recovery Ratio	13.95%	11.67%
	Average Fare	$1.03	$1.00
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.28	1.17
	Passenger Trips per Revenue Hour	17.66	16.32
	Passenger Trips per Capita	11.11	9.99
	Revenue Miles Between Safety Incidents	195,368	561,224
	Revenue Miles Between Failures	10,997	13,928

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 2018 and 2019 are shown below.

		2018	2019
GENERAL INFORMATION	Service Area Population	97,497	97,497
	Service Area Population Density	1,373.2	1,373.2
	Operating Expense	$3,282,348	$3,360,356
	Operating Revenue	$156,846	$148,242
SERVICE SUPPLIED	Total Annual Revenue Miles	571,150	567,788
	Total Annual Revenue Hours	33,859	34,221
	Total Revenue Vehicles	16	16
	Peak Vehicles	10	10
	Route Miles	174.5	174.5
SERVICE USAGE	Annual Passenger Trips	340,650	353,945
	Annual Passenger Miles	2,132,469	2,137,828
	Average Trip Length	6.3	6.0
QUALITY OF SERVICE	Resident Access to Transit	29.03%	28.34%
	Weekday Span of Service (hours)	15.0	15.0
COST EFFICIENCY	Operating Expense per Revenue Mile	$5.75	$5.92
	Operating Expense per Revenue Hour	$96.94	$98.20
	Operating Revenue per Operating Expense	4.78%	4.41%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$9.64	$9.49
	Operating Expense per Passenger Mile	$1.54	$1.57
	Operating Expense per Capita	$33.67	$34.47
	Farebox Recovery Ratio	4.78%	4.41%
	Average Fare	$0.46	$0.42
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.60	0.62
	Passenger Trips per Revenue Hour	10.06	10.34
	Passenger Trips per Capita	3.49	3.63
	Revenue Miles Between Safety Incidents	114,230	n/a
	Revenue Miles Between Failures	4,682	3,103

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 2018 and 2019 motorbus data.

		2018	2019
GENERAL INFORMATION	Service Area Population	686,483	708,009
	Service Area Population Density	8,915.4	9,194.9
	Operating Expense	$9,191,384	$9,563,218
	Operating Revenue	$1,592,421	$1,496,514
SERVICE SUPPLIED	Total Annual Revenue Miles	1,457,881	1,465,800
	Total Annual Revenue Hours	92,634	89,311
	Total Revenue Vehicles	39	39
	Peak Vehicles	32	30
	Route Miles	508.9	512.4
SERVICE USAGE	Annual Passenger Trips	1,144,300	1,187,030
	Annual Passenger Miles	6,480,784	6,722,792
	Average Trip Length	5.7	5.7
QUALITY OF SERVICE	Resident Access to Transit	42.20%	41.42%
	Weekday Span of Service (hours)	14.2	14.3
COST EFFICIENCY	Operating Expense per Revenue Mile	$6.30	$6.52
	Operating Expense per Revenue Hour	$99.22	$107.08
	Operating Revenue per Operating Expense	17.33%	15.65%
	Passenger Trips per Employee FTE	10,593	10,461
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$8.03	$8.06
	Operating Expense per Passenger Mile	$1.42	$1.42
	Operating Expense per Capita	$13.39	$13.51
	Farebox Recovery Ratio	13.06%	11.86%
	Average Fare	$1.05	$0.96
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.78	0.81
	Passenger Trips per Revenue Hour	12.35	13.29
	Passenger Trips per Capita	1.67	1.68
	Revenue Miles Between Safety Incidents	104,134	366,450
	Revenue Miles Between Failures	6,749	5,143

Lee County Transit (LeeTran)

Mr. Robert Codie, 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 2018 and 2019 are shown below.

		2018	2019
GENERAL INFORMATION	Service Area Population	713,618	735,148
	Service Area Population Density	876.7	903.1
	Operating Expense	$18,548,285	$17,892,197
	Operating Revenue	$4,093,583	$4,237,158
SERVICE SUPPLIED	Total Annual Revenue Miles	3,390,026	3,331,426
	Total Annual Revenue Hours	209,559	203,722
	Total Revenue Vehicles	84	86
	Peak Vehicles	70	64
	Route Miles	546.0	543.0
SERVICE USAGE	Annual Passenger Trips	3,192,840	3,040,309
	Annual Passenger Miles	19,228,733	18,320,123
	Average Trip Length	6.0	6.0
QUALITY OF SERVICE	Resident Access to Transit	50.43%	51.40%
	Weekday Span of Service (hours)	17.7	17.5
COST EFFICIENCY	Operating Expense per Revenue Mile	$5.47	$5.37
	Operating Expense per Revenue Hour	$88.51	$87.83
	Operating Revenue per Operating Expense	22.07%	23.68%
	Passenger Trips per Employee FTE	18,028	16,687
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$5.81	$5.88
	Operating Expense per Passenger Mile	$0.96	$0.98
	Operating Expense per Capita	$25.99	$24.34
	Farebox Recovery Ratio	15.32%	14.21%
	Average Fare	$0.89	$0.84
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.94	0.91
	Passenger Trips per Revenue Hour	15.24	14.92
	Passenger Trips per Capita	4.47	4.14
	Revenue Miles Between Safety Incidents	178,422	302,857
	Revenue Miles Between Failures	25,111	22,818

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. 2018 and 2019 fixed-route motorbus and vanpool data for LYNX are provided below.

		2018	2019
GENERAL INFORMATION	Service Area Population	2,134,411	2,134,411
	Service Area Population Density	840.3	840.3
	Operating Expense	$106,317,736	$110,694,235
	Operating Revenue	$28,406,342	$29,520,944
SERVICE SUPPLIED	Total Annual Revenue Miles	18,272,240	18,478,080
	Total Annual Revenue Hours	1,251,917	1,262,449
	Total Revenue Vehicles	525	556
	Peak Vehicles	457	471
	Route Miles	1,688.6	1,739.2
SERVICE USAGE	Annual Passenger Trips	24,637,967	24,438,348
	Annual Passenger Miles	146,678,748	155,663,432
	Average Trip Length	6.0	6.4
QUALITY OF SERVICE	Resident Access to Transit	53.93%	53.12%
	Weekday Span of Service (hours)	23.0	23.0
COST EFFICIENCY	Operating Expense per Revenue Mile	$5.82	$5.99
	Operating Expense per Revenue Hour	$84.92	$87.68
	Operating Revenue per Operating Expense	26.72%	26.67%
	Passenger Trips per Employee FTE	24,447	21,817
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$4.32	$4.53
	Operating Expense per Passenger Mile	$0.72	$0.71
	Operating Expense per Capita	$49.81	$51.86
	Farebox Recovery Ratio	22.30%	20.83%
	Average Fare	$0.96	$0.94
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.35	1.32
	Passenger Trips per Revenue Hour	19.68	19.36
	Passenger Trips per Capita	11.54	11.45
	Revenue Miles Between Safety Incidents	179,140	263,973
	Revenue Miles Between Failures	15,738	10,249

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. 2018 and 2019 data for MCAT's fixed-route motorbus services are provided on this page.

		2018	2019
GENERAL INFORMATION	Service Area Population	368,782	368,782
	Service Area Population Density	496.3	496.3
	Operating Expense	$9,067,354	$10,554,694
	Operating Revenue	$963,722	$1,048,953
SERVICE SUPPLIED	Total Annual Revenue Miles	1,336,838	1,394,373
	Total Annual Revenue Hours	91,925	96,147
	Total Revenue Vehicles	37	37
	Peak Vehicles	22	23
	Route Miles	306.0	306.0
SERVICE USAGE	Annual Passenger Trips	1,368,460	1,475,533
	Annual Passenger Miles	5,924,889	6,617,965
	Average Trip Length	4.3	4.5
QUALITY OF SERVICE	Resident Access to Transit	64.52%	63.08%
	Weekday Span of Service (hours)	17.3	17.3
COST EFFICIENCY	Operating Expense per Revenue Mile	$6.78	$7.57
	Operating Expense per Revenue Hour	$98.64	$109.78
	Operating Revenue per Operating Expense	10.63%	9.94%
	Passenger Trips per Employee FTE	14,475	14,899
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$6.63	$7.15
	Operating Expense per Passenger Mile	$1.53	$1.59
	Operating Expense per Capita	$24.59	$28.62
	Farebox Recovery Ratio	9.22%	8.32%
	Average Fare	$0.61	$0.60
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.02	1.06
	Passenger Trips per Revenue Hour	14.89	15.35
	Passenger Trips per Capita	3.71	4.00
	Revenue Miles Between Safety Incidents	445,613	232,396
	Revenue Miles Between Failures	2,925	3,660

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. 2018 and 2019 motorbus data are displayed below.

		2018	2019
GENERAL INFORMATION	Service Area Population	150,870	158,598
	Service Area Population Density	2,321.1	2,440.0
	Operating Expense	$1,518,803	$1,796,708
	Operating Revenue	$82,673	$106,534
SERVICE SUPPLIED	Total Annual Revenue Miles	494,181	556,612
	Total Annual Revenue Hours	25,479	27,782
	Total Revenue Vehicles	13	15
	Peak Vehicles	8	9
	Route Miles	144.5	200.5
SERVICE USAGE	Annual Passenger Trips	83,467	101,698
	Annual Passenger Miles	648,671	845,286
	Average Trip Length	7.8	8.3
QUALITY OF SERVICE	Resident Access to Transit	24.33%	24.60%
	Weekday Span of Service (hours)	14.0	14.0
COST EFFICIENCY	Operating Expense per Revenue Mile	$3.07	$3.23
	Operating Expense per Revenue Hour	$59.61	$64.67
	Operating Revenue per Operating Expense	5.44%	5.93%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$18.20	$17.67
	Operating Expense per Passenger Mile	$2.34	$2.13
	Operating Expense per Capita	$10.07	$11.33
	Farebox Recovery Ratio	5.44%	5.93%
	Average Fare	$0.99	$1.05
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.17	0.18
	Passenger Trips per Revenue Hour	3.28	3.66
	Passenger Trips per Capita	0.55	0.64
	Revenue Miles Between Safety Incidents	247,091	n/a
	Revenue Miles Between Failures	38,014	42,816

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 2018 and 2019.

		2018	2019
GENERAL INFORMATION	Service Area Population	2,496,435	2,496,435
	Service Area Population Density	8,158.3	8,158.3
	Operating Expense	$497,617,624	$491,349,601
	Operating Revenue	$99,812,094	$112,959,129
SERVICE SUPPLIED	Total Annual Revenue Miles	39,227,263	39,285,889
	Total Annual Revenue Hours	2,642,812	2,440,436
	Total Revenue Vehicles	1,205	1,223
	Peak Vehicles	1,021	985
	Route Miles	2,344.7	2,469.9
SERVICE USAGE	Annual Passenger Trips	80,197,205	77,800,696
	Annual Passenger Miles	489,407,036	422,053,465
	Average Trip Length	6.1	5.4
QUALITY OF SERVICE	Resident Access to Transit	92.01%	91.83%
	Weekday Span of Service (hours)	24.0	24.0
COST EFFICIENCY	Operating Expense per Revenue Mile	$12.69	$12.51
	Operating Expense per Revenue Hour	$188.29	$201.34
	Operating Revenue per Operating Expense	20.06%	22.99%
	Passenger Trips per Employee FTE	25,777	25,351
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$6.20	$6.32
	Operating Expense per Passenger Mile	$1.02	$1.16
	Operating Expense per Capita	$199.33	$196.82
	Farebox Recovery Ratio	15.95%	16.90%
	Average Fare	$0.99	$1.07
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	2.04	1.98
	Passenger Trips per Revenue Hour	30.35	31.88
	Passenger Trips per Capita	32.12	31.16
	Revenue Miles Between Safety Incidents	137,158	1,309,530
	Revenue Miles Between Failures	2,549	3,217

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. 2018 and 2019 data representing EC Rider's fixed-route motorbus service are presented below.

		2018	2019
GENERAL INFORMATION	Service Area Population	196,512	196,512
	Service Area Population Density	1,637.6	1,637.6
	Operating Expense	$1,496,638	$1,350,163
	Operating Revenue	$390,526	$119,897
SERVICE SUPPLIED	Total Annual Revenue Miles	342,113	349,874
	Total Annual Revenue Hours	27,586	27,442
	Total Revenue Vehicles	17	17
	Peak Vehicles	10	10
	Route Miles	220.0	224.0
SERVICE USAGE	Annual Passenger Trips	119,658	99,456
	Annual Passenger Miles	538,461	447,552
	Average Trip Length	4.5	4.5
QUALITY OF SERVICE	Resident Access to Transit	35.62%	35.29%
	Weekday Span of Service (hours)	13.0	13.0
COST EFFICIENCY	Operating Expense per Revenue Mile	$4.37	$3.86
	Operating Expense per Revenue Hour	$54.25	$49.20
	Operating Revenue per Operating Expense	26.09%	8.88%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$12.51	$13.58
	Operating Expense per Passenger Mile	$2.78	$3.02
	Operating Expense per Capita	$7.62	$6.87
	Farebox Recovery Ratio	7.92%	5.92%
	Average Fare	$0.99	$0.80
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.35	0.28
	Passenger Trips per Revenue Hour	4.34	3.62
	Passenger Trips per Capita	0.61	0.51
	Revenue Miles Between Safety Incidents	114,038	n/a
	Revenue Miles Between Failures	9,246	8,534

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. 2018 and 2019 motorbus data for Palm Tran are provided below.

		2018	2019
GENERAL INFORMATION	Service Area Population	1,268,782	1,485,941
	Service Area Population Density	3,476.1	754.3
	Operating Expense	$61,568,830	$62,682,672
	Operating Revenue	$9,997,479	$9,651,727
SERVICE SUPPLIED	Total Annual Revenue Miles	7,310,660	7,207,289
	Total Annual Revenue Hours	454,023	507,726
	Total Revenue Vehicles	166	157
	Peak Vehicles	130	118
	Route Miles	1,110.0	967.0
SERVICE USAGE	Annual Passenger Trips	9,113,767	9,056,770
	Annual Passenger Miles	51,698,218	53,319,973
	Average Trip Length	5.7	5.9
QUALITY OF SERVICE	Resident Access to Transit	63.23%	62.56%
	Weekday Span of Service (hours)	17.8	16.0
COST EFFICIENCY	Operating Expense per Revenue Mile	$8.42	$8.70
	Operating Expense per Revenue Hour	$135.61	$123.46
	Operating Revenue per Operating Expense	16.24%	15.40%
	Passenger Trips per Employee FTE	18,695	18,305
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$6.76	$6.92
	Operating Expense per Passenger Mile	$1.19	$1.18
	Operating Expense per Capita	$48.53	$42.18
	Farebox Recovery Ratio	14.34%	13.75%
	Average Fare	$0.97	$0.95
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.25	1.26
	Passenger Trips per Revenue Hour	20.07	17.84
	Passenger Trips per Capita	7.18	6.09
	Revenue Miles Between Safety Incidents	128,257	266,937
	Revenue Miles Between Failures	3,045	6,851

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 2018 and 2019.

		2018	2019
GENERAL INFORMATION	Service Area Population	525,643	525,643
	Service Area Population Density	703.7	703.7
	Operating Expense	$6,569,486	$7,024,229
	Operating Revenue	$1,011,756	$963,007
SERVICE SUPPLIED	Total Annual Revenue Miles	1,649,879	1,618,999
	Total Annual Revenue Hours	92,485	94,434
	Total Revenue Vehicles	33	36
	Peak Vehicles	23	23
	Route Miles	370.8	386.0
SERVICE USAGE	Annual Passenger Trips	826,811	859,657
	Annual Passenger Miles	4,915,425	5,084,583
	Average Trip Length	5.9	5.9
QUALITY OF SERVICE	Resident Access to Transit	47.07%	46.10%
	Weekday Span of Service (hours)	16.5	16.5
COST EFFICIENCY	Operating Expense per Revenue Mile	$3.98	$4.34
	Operating Expense per Revenue Hour	$71.03	$74.38
	Operating Revenue per Operating Expense	15.40%	13.71%
	Passenger Trips per Employee FTE	12,188	11,784
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$7.95	$8.17
	Operating Expense per Passenger Mile	$1.34	$1.38
	Operating Expense per Capita	$12.50	$13.36
	Farebox Recovery Ratio	12.06%	11.66%
	Average Fare	$0.96	$0.95
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.50	0.53
	Passenger Trips per Revenue Hour	8.94	9.10
	Passenger Trips per Capita	1.57	1.64
	Revenue Miles Between Safety Incidents	58,924	404,750
	Revenue Miles Between Failures	97,052	3,043

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 2018 and 2019 are shown below.

		2018	2019
GENERAL INFORMATION	Service Area Population	1,075,854	1,075,854
	Service Area Population Density	3,539.0	3,539.0
	Operating Expense	$67,012,203	$67,732,984
	Operating Revenue	$11,664,407	$10,776,027
SERVICE SUPPLIED	Total Annual Revenue Miles	9,140,825	9,369,891
	Total Annual Revenue Hours	675,662	703,915
	Total Revenue Vehicles	223	247
	Peak Vehicles	204	204
	Route Miles	899.4	902.3
SERVICE USAGE	Annual Passenger Trips	11,521,351	13,236,380
	Annual Passenger Miles	56,486,294	70,497,087
	Average Trip Length	4.9	5.3
QUALITY OF SERVICE	Resident Access to Transit	86.01%	86.38%
	Weekday Span of Service (hours)	20.0	20.0
COST EFFICIENCY	Operating Expense per Revenue Mile	$7.33	$7.23
	Operating Expense per Revenue Hour	$99.18	$96.22
	Operating Revenue per Operating Expense	17.41%	15.91%
	Passenger Trips per Employee FTE	19,035	21,023
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$5.82	$5.12
	Operating Expense per Passenger Mile	$1.19	$0.96
	Operating Expense per Capita	$62.29	$62.96
	Farebox Recovery Ratio	14.72%	13.31%
	Average Fare	$0.86	$0.68
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.26	1.41
	Passenger Trips per Revenue Hour	17.05	18.80
	Passenger Trips per Capita	10.71	12.30
	Revenue Miles Between Safety Incidents	112,850	183,723
	Revenue Miles Between Failures	16,834	16,438

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. 2018 and 2019 data for the motorbus mode are shown below. Passenger miles for 2019 were estimated using average trip length from 2018 and passenger trips from 2019.

		2018	2019
GENERAL INFORMATION	Service Area Population	243,812	254,261
	Service Area Population Density	406.4	423.8
	Operating Expense	$1,851,577	$1,680,337
	Operating Revenue	$109,632	$106,330
SERVICE SUPPLIED	Total Annual Revenue Miles	632,358	607,581
	Total Annual Revenue Hours	29,691	28,900
	Total Revenue Vehicles	9	9
	Peak Vehicles	9	9
	Route Miles	185.0	185.0
SERVICE USAGE	Annual Passenger Trips	300,165	280,445
	Annual Passenger Miles	2,479,362	2,316,476
	Average Trip Length	8.3	8.3
QUALITY OF SERVICE	Resident Access to Transit	27.42%	26.74%
	Weekday Span of Service (hours)	14.6	14.6
COST EFFICIENCY	Operating Expense per Revenue Mile	$2.93	$2.77
	Operating Expense per Revenue Hour	$62.36	$58.14
	Operating Revenue per Operating Expense	5.92%	6.33%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$6.17	$5.99
	Operating Expense per Passenger Mile	$0.75	$0.73
	Operating Expense per Capita	$7.59	$6.61
	Farebox Recovery Ratio	4.76%	4.93%
	Average Fare	$0.29	$0.30
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.47	0.46
	Passenger Trips per Revenue Hour	10.11	9.70
	Passenger Trips per Capita	1.23	1.10
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	n/a	n/a

St. Lucie County

Ms. Murriah Dekle, Transit Manager
1505 Orange Avenue
Fort Pierce, FL 34950
(772) 464-7433
www.treasurecoastconnector.com

St. Lucie County operates Community Transit, a demand-response system, and the Treasure Coast Connector, a regional fixed-route bus systems operating throughout St. Lucie County and connecting to Martin County. The data shown below represent the fixed-route services for 2018 and 2019.

		2018	2019
GENERAL INFORMATION	Service Area Population	313,506	321,128
	Service Area Population Density	548.1	561.4
	Operating Expense	$2,519,296	$2,630,625
	Operating Revenue	$107,924	$71,581
SERVICE SUPPLIED	Total Annual Revenue Miles	521,386	543,201
	Total Annual Revenue Hours	33,261	35,355
	Total Revenue Vehicles	16	18
	Peak Vehicles	9	11
	Route Miles	113.5	115.4
SERVICE USAGE	Annual Passenger Trips	434,198	661,097
	Annual Passenger Miles	2,490,404	3,118,121
	Average Trip Length	5.7	4.7
QUALITY OF SERVICE	Resident Access to Transit	37.36%	36.76%
	Weekday Span of Service (hours)	14.0	14.0
COST EFFICIENCY	Operating Expense per Revenue Mile	$4.83	$4.84
	Operating Expense per Revenue Hour	$75.74	$74.41
	Operating Revenue per Operating Expense	4.28%	2.72%
	Passenger Trips per Employee FTE	17,043	22,255
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$5.80	$3.98
	Operating Expense per Passenger Mile	$1.01	$0.84
	Operating Expense per Capita	$8.04	$8.19
	Farebox Recovery Ratio	1.67%	n/a
	Average Fare	$0.10	n/a
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.83	1.22
	Passenger Trips per Revenue Hour	13.05	18.70
	Passenger Trips per Capita	1.38	2.06
	Revenue Miles Between Safety Incidents	260,693	n/a
	Revenue Miles Between Failures	23,699	15,977

Sarasota County Area Transit (SCAT)

Ms. Jane Grogg, 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 2018 and 2019 motorbus and commuter bus data are provided below.

		2018	2019
GENERAL INFORMATION	Service Area Population	402,392	410,522
	Service Area Population Density	1,871.6	1,918.3
	Operating Expense	$19,747,954	$20,535,651
	Operating Revenue	$1,687,648	$1,523,143
SERVICE SUPPLIED	Total Annual Revenue Miles	3,067,498	3,020,839
	Total Annual Revenue Hours	209,319	204,715
	Total Revenue Vehicles	67	59
	Peak Vehicles	52	51
	Route Miles	571.2	489.7
SERVICE USAGE	Annual Passenger Trips	2,410,225	2,418,259
	Annual Passenger Miles	11,767,666	12,138,109
	Average Trip Length	4.9	5.0
QUALITY OF SERVICE	Resident Access to Transit	78.45%	79.67%
	Weekday Span of Service (hours)	19.2	18.9
COST EFFICIENCY	Operating Expense per Revenue Mile	$6.44	$6.80
	Operating Expense per Revenue Hour	$94.34	$100.31
	Operating Revenue per Operating Expense	8.55%	7.42%
	Passenger Trips per Employee FTE	11,455	11,683
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$8.19	$8.49
	Operating Expense per Passenger Mile	$1.68	$1.69
	Operating Expense per Capita	$49.08	$50.02
	Farebox Recovery Ratio	8.43%	7.17%
	Average Fare	$0.69	$0.61
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.79	0.80
	Passenger Trips per Revenue Hour	11.51	11.81
	Passenger Trips per Capita	5.99	5.89
	Revenue Miles Between Safety Incidents	340,833	604,168
	Revenue Miles Between Failures	5,468	5,798

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 2018 and 2019 data for these services. In 2018, 82 percent of the annual passenger trips shown were for commuter rail (4,325,856) with the remainder for the motorbus services (891,930). Similarly, in 2019, 82 percent of the annual passenger trips shown were for the commuter rail mode (4,465,750) with the remainder representing the motorbus services (967,951). *Safety incidents for commuter rail services are not reported in the NTD.*

		2018	2019
GENERAL INFORMATION	Service Area Population	133,588	133,588
	Service Area Population Density	4,174.6	4,174.6
	Operating Expense	$99,627,816	$100,710,249
	Operating Revenue	$14,609,460	$17,854,382
SERVICE SUPPLIED	Total Annual Revenue Miles	4,303,660	4,335,115
	Total Annual Revenue Hours	184,942	188,353
	Total Revenue Vehicles	106	106
	Peak Vehicles	65	72
	Route Miles	294.2	294.2
SERVICE USAGE	Annual Passenger Trips	5,217,786	5,433,701
	Annual Passenger Miles	124,077,030	122,625,802
	Average Trip Length	23.8	22.6
QUALITY OF SERVICE	Resident Access to Transit	7.48%	7.43%
	Weekday Span of Service (hours)	19.6	19.6
COST EFFICIENCY	Operating Expense per Revenue Mile	$23.15	$23.23
	Operating Expense per Revenue Hour	$538.70	$534.69
	Operating Revenue per Operating Expense	14.66%	17.73%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$19.09	$18.53
	Operating Expense per Passenger Mile	$0.80	$0.82
	Operating Expense per Capita	$745.78	$753.89
	Farebox Recovery Ratio	13.29%	13.22%
	Average Fare	$2.54	$2.45
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.21	1.25
	Passenger Trips per Revenue Hour	28.21	28.85
	Passenger Trips per Capita	39.06	40.68
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	46,276	32,352

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. 2018 and 2019 data representing Space Coast's motorbus and vanpool services are shown on this page.

		2018	2019
GENERAL INFORMATION	Service Area Population	579,130	579,130
	Service Area Population Density	372.0	372.0
	Operating Expense	$7,846,678	$8,430,295
	Operating Revenue	$1,518,407	$1,714,079
SERVICE SUPPLIED	Total Annual Revenue Miles	2,505,383	2,503,841
	Total Annual Revenue Hours	115,583	115,954
	Total Revenue Vehicles	144	126
	Peak Vehicles	70	66
	Route Miles	348.0	345.0
SERVICE USAGE	Annual Passenger Trips	2,205,014	2,139,453
	Annual Passenger Miles	15,900,372	15,559,236
	Average Trip Length	7.2	7.3
QUALITY OF SERVICE	Resident Access to Transit	56.64%	58.57%
	Weekday Span of Service (hours)	18.4	18.4
COST EFFICIENCY	Operating Expense per Revenue Mile	$3.13	$3.37
	Operating Expense per Revenue Hour	$67.89	$72.70
	Operating Revenue per Operating Expense	19.35%	20.33%
	Passenger Trips per Employee FTE	29,248	33,390
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$3.56	$3.94
	Operating Expense per Passenger Mile	$0.49	$0.54
	Operating Expense per Capita	$13.55	$14.56
	Farebox Recovery Ratio	16.03%	14.63%
	Average Fare	$0.57	$0.58
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.88	0.85
	Passenger Trips per Revenue Hour	19.08	18.45
	Passenger Trips per Capita	3.81	3.69
	Revenue Miles Between Safety Incidents	119,304	n/a
	Revenue Miles Between Failures	50,108	51,099

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 2018 and 2019 motorbus data are provided below.

		2018	2019
GENERAL INFORMATION	Service Area Population	162,310	162,310
	Service Area Population Density	1,591.3	1,591.3
	Operating Expense	$14,299,201	$15,775,543
	Operating Revenue	$4,764,584	$4,830,004
SERVICE SUPPLIED	Total Annual Revenue Miles	2,238,742	2,328,471
	Total Annual Revenue Hours	180,382	188,831
	Total Revenue Vehicles	68	69
	Peak Vehicles	57	57
	Route Miles	253.7	267.6
SERVICE USAGE	Annual Passenger Trips	3,316,766	3,480,410
	Annual Passenger Miles	9,483,605	9,943,231
	Average Trip Length	2.9	2.9
QUALITY OF SERVICE	Resident Access to Transit	56.62%	57.39%
	Weekday Span of Service (hours)	18.0	17.9
COST EFFICIENCY	Operating Expense per Revenue Mile	$6.39	$6.78
	Operating Expense per Revenue Hour	$79.27	$83.55
	Operating Revenue per Operating Expense	33.32%	30.62%
	Passenger Trips per Employee FTE	19,011	20,268
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$4.31	$4.53
	Operating Expense per Passenger Mile	$1.51	$1.59
	Operating Expense per Capita	$88.10	$97.19
	Farebox Recovery Ratio	30.45%	29.34%
	Average Fare	$1.31	$1.33
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.48	1.49
	Passenger Trips per Revenue Hour	18.39	18.43
	Passenger Trips per Capita	20.43	21.44
	Revenue Miles Between Safety Incidents	279,843	n/a
	Revenue Miles Between Failures	9,950	3,341

SunRail (Central Florida Commuter Rail)

Mr. Charles Heffinger, Jr., 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 2018 and 2019 are shown below. *Safety incidents for commuter rail services are not reported in the NTD.*

		2018	2019
GENERAL INFORMATION	Service Area Population	255,483	285,713
	Service Area Population Density	2,322.6	2,597.4
	Operating Expense	$35,153,063	$44,571,170
	Operating Revenue	$6,279,495	$7,838,522
SERVICE SUPPLIED	Total Annual Revenue Miles	608,544	964,596
	Total Annual Revenue Hours	24,067	35,204
	Total Revenue Vehicles	31	31
	Peak Vehicles	17	26
	Route Miles	63.5	97.9
SERVICE USAGE	Annual Passenger Trips	831,460	1,469,654
	Annual Passenger Miles	12,044,554	24,566,657
	Average Trip Length	14.5	16.7
QUALITY OF SERVICE	Resident Access to Transit	5.70%	5.60%
	Weekday Span of Service (hours)	18.6	18.3
COST EFFICIENCY	Operating Expense per Revenue Mile	$57.77	$46.21
	Operating Expense per Revenue Hour	$1,460.63	$1,266.08
	Operating Revenue per Operating Expense	17.86%	17.59%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$42.28	$30.33
	Operating Expense per Passenger Mile	$2.92	$1.81
	Operating Expense per Capita	$137.59	$156.00
	Farebox Recovery Ratio	5.26%	7.02%
	Average Fare	$2.22	$2.13
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.37	1.52
	Passenger Trips per Revenue Hour	34.55	41.75
	Passenger Trips per Capita	3.25	5.14
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	76,068	43,845

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. 2018 and 2019 data for SunTran's motorbus services are shown below.

		2018	2019
GENERAL INFORMATION	Service Area Population	64,655	64,655
	Service Area Population Density	1,175.5	1,175.5
	Operating Expense	$2,325,359	$2,344,377
	Operating Revenue	$340,019	$302,093
SERVICE SUPPLIED	Total Annual Revenue Miles	484,964	480,893
	Total Annual Revenue Hours	30,839	32,036
	Total Revenue Vehicles	9	7
	Peak Vehicles	6	7
	Route Miles	143.5	143.5
SERVICE USAGE	Annual Passenger Trips	416,242	377,825
	Annual Passenger Miles	2,181,109	1,979,804
	Average Trip Length	5.2	5.2
QUALITY OF SERVICE	Resident Access to Transit	18.77%	18.93%
	Weekday Span of Service (hours)	17.0	17.0
COST EFFICIENCY	Operating Expense per Revenue Mile	$4.79	$4.88
	Operating Expense per Revenue Hour	$75.40	$73.18
	Operating Revenue per Operating Expense	14.62%	12.89%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$5.59	$6.20
	Operating Expense per Passenger Mile	$1.07	$1.18
	Operating Expense per Capita	$35.97	$36.26
	Farebox Recovery Ratio	13.28%	10.71%
	Average Fare	$0.74	$0.66
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.86	0.79
	Passenger Trips per Revenue Hour	13.50	11.79
	Passenger Trips per Capita	6.44	5.84
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	4,949	n/a

County of Volusia (VOTRAN)

Mr. Kelvin Miller, 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. 2018 and 2019 data for VOTRAN's motorbus and vanpool services are shown below.

		2018	2019
GENERAL INFORMATION	Service Area Population	494,593	494,593
	Service Area Population Density	409.8	409.8
	Operating Expense	$16,387,196	$17,559,119
	Operating Revenue	$3,156,759	$3,493,419
SERVICE SUPPLIED	Total Annual Revenue Miles	3,147,083	3,412,477
	Total Annual Revenue Hours	197,698	208,295
	Total Revenue Vehicles	91	94
	Peak Vehicles	69	76
	Route Miles	607.1	629.9
SERVICE USAGE	Annual Passenger Trips	3,214,960	3,172,828
	Annual Passenger Miles	14,044,942	14,382,669
	Average Trip Length	4.4	4.5
QUALITY OF SERVICE	Resident Access to Transit	51.69%	52.03%
	Weekday Span of Service (hours)	18.0	18.0
COST EFFICIENCY	Operating Expense per Revenue Mile	$5.21	$5.15
	Operating Expense per Revenue Hour	$82.89	$84.30
	Operating Revenue per Operating Expense	19.26%	19.90%
	Passenger Trips per Employee FTE	18,139	15,158
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$5.10	$5.53
	Operating Expense per Passenger Mile	$1.17	$1.22
	Operating Expense per Capita	$33.13	$35.50
	Farebox Recovery Ratio	16.79%	15.26%
	Average Fare	$0.86	$0.84
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.02	0.93
	Passenger Trips per Revenue Hour	16.26	15.23
	Passenger Trips per Capita	6.50	6.42
	Revenue Miles Between Safety Incidents	108,520	426,560
	Revenue Miles Between Failures	5,960	5,018

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 2019 statewide totals presented on page 5 also include data from one separate vanpool provider, the Tampa Bay Regional Transportation Authority (TBARTA). TBARTA is working toward providing a regional transit system for the Tampa Bay area and currently focuses on Hernando, Hillsborough, Manatee, Pasco, and Pinellas Counties. 2018 and 2019 data for TBARTA's vanpool services are shown below.

		2018	2019
GENERAL INFORMATION	Service Area Population	3,257,481	3,257,481
	Service Area Population Density	1,172.6	1,172.6
	Operating Expense	$1,160,319	$2,092,804
	Operating Revenue	$1,141,189	$1,624,084
SERVICE SUPPLIED	Total Annual Revenue Miles	1,714,695	2,136,627
	Total Annual Revenue Hours	52,554	66,703
	Total Revenue Vehicles	131	150
	Peak Vehicles	123	150
	Route Miles	n/a	n/a
SERVICE USAGE	Annual Passenger Trips	223,601	293,714
	Annual Passenger Miles	7,290,643	9,266,431
	Average Trip Length	32.6	31.5
QUALITY OF SERVICE	Resident Access to Transit	n/a	n/a
	Weekday Span of Service (hours)	24.0	13.0
COST EFFICIENCY	Operating Expense Per Revenue Mile	$0.68	$0.98
	Operating Expense Per Revenue Hour	$22.08	$31.37
	Operating Revenue Per Operating Expense	98.35%	77.60%
	Passenger Trips Per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense Per Passenger Trip	$5.19	$7.13
	Operating Expense Per Passenger Mile	$0.16	$0.23
	Operating Expense Per Capita	$0.36	$0.64
	Farebox Recovery Ratio	98.35%	77.60%
	Average Fare	$5.10	$5.53
SERVICE EFFECTIVENESS	Passenger Trips Per Revenue Mile	0.13	0.14
	Passenger Trips Per Revenue Hour	4.25	4.40
	Passenger Trips Per Capita	0.07	0.09
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	n/a	n/a

Florida Transit System Summary 2018 & 2019

General Information

System	Service Area Population		Service Area Population Density		Operating Expense		Operating Revenue	
	2018	2019	2018	2019	2018	2019	2018	2019
Bay Town Trolley	105,192	105,192	1,813.66	1,813.66	n/a	$2,662,868	n/a	$447,522
Broward County Transit	1,935,878	1,951,260	4,721.65	4,759.17	$124,441,902	$130,769,356	$42,178,683	$42,997,274
Citrus County Transit	30,858	30,858	629.76	629.76	$640,851	$616,505	$8,187	$7,772
Collier Area Transit	323,785	323,785	159.89	159.89	$6,013,801	$6,390,871	$854,839	$1,140,875
Escambia County Area Transit	241,661	241,661	1,278.63	1,278.63	$9,789,815	$9,711,278	$1,761,811	$2,164,088
Gainesville Regional Transit System	163,990	163,990	2,157.76	2,157.76	$24,180,834	$26,271,880	$16,533,463	$17,067,083
Hernando (TransHernando Express)	116,265	116,315	1,306.35	1,306.91	$1,398,508	$1,472,114	$120,822	$117,645
Hillsborough Area Regional Transit	807,015	807,015	3,164.76	3,164.76	$73,318,269	$76,770,056	$13,960,106	$13,773,582
Indian River (GoLine)	151,825	151,825	702.89	702.89	$3,001,948	$3,007,526	$19,673	$146,435
Jacksonville Transportation Authority	1,054,770	1,121,744	1,323.43	811.09	$86,749,433	$95,739,175	$13,039,625	$12,193,290
Lake County Public Transp. (LakeXpress)	97,497	97,497	1,373.20	1,373.20	$3,282,348	$3,360,356	$156,846	$148,242
Lakeland Area Mass Transit District	686,483	708,009	8,915.36	9,194.92	$9,191,384	$9,563,218	$1,592,421	$1,496,514
Lee County Transit	713,618	735,148	876.68	903.13	$18,548,285	$17,892,197	$4,093,583	$4,237,158
LYNX Transit	2,134,411	2,134,411	840.32	840.32	$106,317,736	$110,694,235	$28,406,342	$29,520,944
Manatee County Area Transit	368,782	368,782	496.34	496.34	$9,067,354	$10,554,694	$963,722	$1,048,953
Martin County	150,870	158,598	2,321.08	2,439.97	$1,518,803	$1,796,708	$82,673	$106,534
Miami-Dade Transit	2,496,435	2,496,435	8,158.28	8,158.28	$497,617,624	$491,349,601	$99,812,094	$112,959,129
Okaloosa County Transit (The WAVE)	196,512	196,512	1,637.60	1,637.60	$1,496,638	$1,350,163	$1,341,097	$119,897
Palm Beach County Transportation Agency	1,268,782	1,485,941	3,476.12	754.28	$61,568,830	$62,682,672	$9,997,479	$9,651,727
Pasco County Public Transportation	525,643	525,643	703.67	703.67	$6,569,486	$7,024,229	$1,011,756	$963,007
Pinellas Suncoast Transit Authority	1,075,854	1,075,854	3,538.99	3,538.99	$67,012,203	$67,732,984	$11,664,407	$10,776,027
St. Johns County (Sunshine Bus)	243,812	254,261	406.35	423.77	$1,851,577	$1,680,337	$109,632	$106,330
St. Lucie County	313,506	321,128	548.09	561.41	$2,519,296	$2,630,625	$107,924	$71,581
Sarasota County Area Transit	402,392	410,522	1,871.59	1,918.33	$19,747,954	$20,535,651	$1,687,648	$1,523,143
S. Florida Regional Transportation Authority	133,588	133,588	4,174.63	4,174.63	$99,627,816	$100,710,249	$14,609,460	$17,854,382
Space Coast Area Transit	579,130	579,130	371.95	371.95	$7,846,678	$8,430,295	$1,518,407	$1,714,079
StarMetro (Tallahassee)	162,310	162,310	1,591.27	1,591.27	$14,299,201	$15,775,543	$4,764,584	$4,830,004
SunRail (Central Florida Commuter Rail)	255,483	285,713	2,322.57	2,597.39	$35,153,063	$44,571,170	$6,279,495	$7,838,522
SunTran (Ocala)	64,655	64,655	1,175.55	1,175.55	$2,325,359	$2,344,377	$340,019	$302,093
Volusia County dba VOTRAN	494,593	494,593	409.77	409.77	$16,387,196	$17,559,119	$3,156,759	$3,493,419
Tampa Bay Regional Transportation Authority	3,257,481	3,257,481	1,172.60	1,172.60	$1,160,319	$2,092,804	$1,141,189	$1,624,084

The data shown in this table represent closed-out, validated numbers as of September 2020. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary 2018 & 2019

Service Supplied

System	Total Annual Revenue Miles		Total Annual Revenue Hours		Total Revenue Vehicles		Peak Vehicles		Route Miles	
	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019
Bay Town Trolley	n/a	482,893	n/a	37,577	n/a	16	n/a	10	n/a	142.00
Broward County Transit	17,031,074	17,059,473	1,330,648	1,344,526	436	446	355	379	1,248.80	1,248.00
Citrus County Transit	219,761	217,656	12,352	11,781	11	5	11	5	n/a	n/a
Collier Area Transit	1,268,696	1,379,344	73,056	73,497	28	29	19	21	435.70	430.00
Escambia County Area Transit	1,596,032	1,618,262	107,464	109,214	46	46	36	36	417.30	415.70
Gainesville Regional Transit System	3,926,905	4,106,307	320,759	318,905	145	154	123	130	241.80	253.30
Hernando (TransHernando Express)	409,107	408,854	21,613	21,816	7	7	7	7	83.70	83.70
Hillsborough Area Regional Transit	7,792,617	8,313,267	644,043	683,872	181	193	136	141	1,001.50	1,002.60
Indian River (GoLine)	978,431	941,584	54,992	51,950	27	23	15	15	348.00	355.00
Jacksonville Transportation Authority	9,182,314	9,540,802	663,618	686,357	208	222	159	171	859.44	1,010.44
Lake County Public Transp. (LakeXpress)	571,150	567,788	33,859	34,221	16	16	10	10	174.50	174.50
Lakeland Area Mass Transit District	1,457,881	1,465,800	92,634	89,311	39	39	32	30	508.90	512.40
Lee County Transit	3,390,026	3,331,426	209,559	203,722	84	86	70	64	546.00	543.00
LYNX Transit	18,272,240	18,478,080	1,251,917	1,262,449	525	556	457	471	1,688.64	1,739.24
Manatee County Area Transit	1,336,838	1,394,373	91,925	96,147	37	37	22	23	306.00	306.00
Martin County	494,181	556,612	25,479	27,782	13	15	8	9	144.50	200.50
Miami-Dade Transit	39,227,263	39,285,889	2,642,812	2,440,436	1,205	1,223	1,021	985	2,344.66	2,469.86
Okaloosa County Transit (The WAVE)	342,113	349,874	27,586	27,442	17	17	10	10	220.00	224.00
Palm Beach County Transportation Agency	7,310,660	7,207,289	454,023	507,726	166	157	130	118	1,110.00	967.00
Pasco County Public Transportation	1,649,879	1,618,999	92,485	94,434	33	36	23	23	370.80	386.00
Pinellas Suncoast Transit Authority	9,140,825	9,369,891	675,662	703,915	210	247	204	204	899.40	902.30
St. Johns County (Sunshine Bus)	632,358	607,581	29,691	28,900	9	9	9	9	185.00	185.00
St. Lucie County	521,386	543,201	33,261	35,355	16	18	9	11	113.50	115.40
Sarasota County Area Transit	3,067,498	3,020,839	209,319	204,715	67	59	52	51	571.20	489.70
S. Florida Regional Transportation Authority	4,303,660	4,335,115	184,942	188,353	106	106	65	72	294.24	294.24
Space Coast Area Transit	2,505,383	2,503,841	115,583	115,954	144	126	70	66	348.00	345.00
StarMetro (Tallahassee)	2,238,742	2,328,471	180,382	188,831	68	69	57	57	253.70	267.60
SunRail (Central Florida Commuter Rail)	608,544	964,596	24,067	35,204	31	31	17	26	63.54	97.94
SunTran (Ocala)	484,964	480,893	30,839	32,036	9	7	6	7	143.50	143.50
Volusia County dba VOTRAN	3,147,083	3,412,477	197,698	208,295	91	94	69	76	607.10	629.90
Tampa Bay Regional Transportation Authority	1,714,695	2,136,627	52,554	66,703	131	150	123	150	n/a	n/a

The data shown in this table represent closed-out, validated numbers as of September 2020. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary 2018 & 2019

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)	
	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019
Bay Town Trolley	n/a	394,977	n/a	2,184,223	n/a	5.53	36.16%	36.25%	n/a	14.50
Broward County Transit	29,934,418	28,555,090	137,942,555	130,642,860	4.90	4.58	94.86%	94.04%	20.20	20.70
Citrus County Transit	47,189	45,994	n/a	n/a	n/a	n/a	28.51%	28.41%	n/a	n/a
Collier Area Transit	840,961	805,513	6,096,967	5,839,288	7.25	7.25	55.43%	54.39%	17.25	17.33
Escambia County Area Transit	1,445,102	1,398,149	7,132,138	6,843,819	4.94	4.89	59.75%	59.56%	17.33	17.33
Gainesville Regional Transit System	9,344,324	9,198,388	28,251,079	26,433,094	3.02	2.87	64.64%	64.07%	22.92	22.92
Hernando (TransHernando Express)	127,072	140,220	315,139	347,746	2.48	2.48	35.10%	34.90%	12.50	12.50
Hillsborough Area Regional Transit	12,010,636	12,910,703	70,435,837	72,368,390	5.86	5.61	54.15%	54.30%	21.50	21.50
Indian River (GoLine)	1,220,339	1,226,631	5,626,596	5,383,004	4.61	4.39	66.98%	65.86%	13.00	13.00
Jacksonville Transportation Authority	11,718,575	11,202,092	65,331,699	61,917,042	5.58	5.53	66.10%	65.30%	20.98	21.02
Lake County Public Transp. (LakeXpress)	340,650	353,945	2,132,469	2,137,828	6.26	6.04	29.03%	28.34%	15.00	15.00
Lakeland Area Mass Transit District	1,144,300	1,187,030	6,480,784	6,722,792	5.66	5.66	42.20%	41.42%	14.17	14.25
Lee County Transit	3,192,840	3,040,309	19,228,733	18,320,123	6.02	6.03	50.43%	51.40%	17.72	17.52
LYNX Transit	24,637,967	24,438,348	146,678,748	155,663,432	5.95	6.37	53.93%	53.12%	23.00	23.00
Manatee County Area Transit	1,368,460	1,475,533	5,924,889	6,617,965	4.33	4.49	64.52%	63.08%	17.25	17.25
Martin County	83,467	101,698	648,671	845,286	7.77	8.31	24.33%	24.60%	14.00	14.00
Miami-Dade Transit	80,197,205	77,800,696	489,407,036	422,053,465	6.10	5.42	92.01%	91.83%	24.00	24.00
Okaloosa County Transit (The WAVE)	119,658	99,456	538,461	447,552	4.50	4.50	35.62%	35.29%	13.00	13.00
Palm Beach County Transportation Agency	9,113,767	9,056,770	51,698,218	53,319,973	5.67	5.89	63.23%	62.56%	17.78	16.00
Pasco County Public Transportation	826,811	859,657	4,915,425	5,084,583	5.95	5.91	47.07%	46.10%	16.50	16.50
Pinellas Suncoast Transit Authority	11,521,351	13,236,380	56,486,294	70,497,087	4.90	5.33	86.01%	86.38%	19.97	19.97
St. Johns County (Sunshine Bus)	300,165	280,445	2,479,362	2,316,476	8.26	8.26	27.42%	26.74%	14.58	14.58
St. Lucie County	434,198	661,097	2,490,404	3,118,121	5.74	4.72	37.36%	36.76%	14.00	14.00
Sarasota County Area Transit	2,410,225	2,418,259	11,767,666	12,138,109	4.88	5.02	78.45%	79.67%	19.23	18.85
S. Florida Regional Transportation Authority	5,217,786	5,433,701	124,077,030	122,625,802	23.78	22.57	10.42%	7.43%	19.58	19.58
Space Coast Area Transit	2,205,014	2,139,453	15,900,372	15,559,236	7.21	7.27	56.64%	58.57%	18.42	18.42
StarMetro (Tallahassee)	3,316,766	3,480,410	9,483,605	9,943,231	2.86	2.86	56.62%	57.39%	18.00	17.87
SunRail (Central Florida Commuter Rail)	831,460	1,469,654	12,044,554	24,566,657	14.49	16.72	5.70%	5.60%	18.55	18.28
SunTran (Ocala)	416,242	377,825	2,181,109	1,979,804	5.24	5.24	18.77%	18.93%	17.00	17.00
Volusia County dba VOTRAN	3,214,960	3,172,828	14,044,942	14,382,669	4.37	4.53	51.69%	52.03%	18.02	18.02
Tampa Bay Regional Transportation Authority	223,601	293,714	7,290,643	9,266,431	32.61	31.55	n/a	n/a	24.00	13.00

The data shown in this table represent closed-out, validated numbers as of September 2020. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary 2018 & 2019

Cost Efficiency

System	Operating Expense per Revenue Mile		Operating Expense per Revenue Hour		Operating Revenue per Operating Expense		Passenger Trips per Employee FTE*	
	2018	2019	2018	2019	2018	2019	2018	2019
Bay Town Trolley	n/a	$5.51	n/a	$70.86	n/a	16.81%	n/a	n/a
Broward County Transit	$7.31	$7.67	$93.52	$97.26	33.89%	32.88%	25,829.28	24,008.79
Citrus County Transit	$2.92	$2.83	$51.88	$52.33	1.28%	1.26%	n/a	n/a
Collier Area Transit	$4.74	$4.63	$82.32	$86.95	14.21%	17.85%	n/a	n/a
Escambia County Area Transit	$6.13	$6.00	$91.10	$88.92	18.00%	22.28%	13,897.00	13,732.07
Gainesville Regional Transit System	$6.16	$6.40	$75.39	$82.38	68.37%	64.96%	34,601.71	36,769.11
Hernando (TransHernando Express)	$3.42	$3.60	$64.71	$67.48	8.64%	7.99%	n/a	n/a
Hillsborough Area Regional Transit	$9.41	$9.23	$113.84	$112.26	19.04%	17.94%	19,542.06	18,722.62
Indian River (GoLine)	$3.07	$3.19	$54.59	$57.89	0.66%	4.87%	n/a	n/a
Jacksonville Transportation Authority	$9.45	$10.03	$130.72	$139.49	15.03%	12.74%	15,047.66	13,889.91
Lake County Public Transp. (LakeXpress)	$5.75	$5.92	$96.94	$98.20	4.78%	4.41%	n/a	n/a
Lakeland Area Mass Transit District	$6.30	$6.52	$99.22	$107.08	17.33%	15.65%	10,592.64	10,461.12
Lee County Transit	$5.47	$5.37	$88.51	$87.83	22.07%	23.68%	18,028.18	16,687.43
LYNX Transit	$5.82	$5.99	$84.92	$87.68	26.72%	26.67%	24,446.88	21,816.59
Manatee County Area Transit	$6.78	$7.57	$98.64	$109.78	10.63%	9.94%	14,475.09	14,898.80
Martin County	$3.07	$3.23	$59.61	$64.67	5.44%	5.93%	n/a	n/a
Miami-Dade Transit	$12.69	$12.51	$188.29	$201.34	20.06%	22.99%	25,777.28	25,350.76
Okaloosa County Transit (The WAVE)	$4.37	$3.86	$54.25	$49.20	89.61%	8.88%	n/a	n/a
Palm Beach County Transportation Agency	$8.42	$8.70	$135.61	$123.46	16.24%	15.40%	18,694.56	18,304.67
Pasco County Public Transportation	$3.98	$4.34	$71.03	$74.38	15.40%	13.71%	12,188.11	11,783.65
Pinellas Suncoast Transit Authority	$7.33	$7.23	$99.18	$96.22	17.41%	15.91%	19,034.56	21,022.78
St. Johns County (Sunshine Bus)	$2.93	$2.77	$62.36	$58.14	5.92%	6.33%	n/a	n/a
St. Lucie County	$4.83	$4.84	$75.74	$74.41	4.28%	2.72%	17,043.44	22,254.84
Sarasota County Area Transit	$6.44	$6.80	$94.34	$100.31	8.55%	7.42%	11,454.56	11,682.66
S. Florida Regional Transportation Authority	$23.15	$23.23	$538.70	$534.69	14.66%	17.73%	n/a	n/a
Space Coast Area Transit	$3.13	$3.37	$67.89	$72.70	19.35%	20.33%	29,248.19	33,390.20
StarMetro (Tallahassee)	$6.39	$6.78	$79.27	$83.54	33.32%	30.62%	19,011.44	20,268.21
SunRail (Central Florida Commuter Rail)	$57.77	$46.21	$1,460.63	$1,266.08	17.86%	17.59%	n/a	n/a
SunTran (Ocala)	$4.79	$4.88	$75.40	$73.18	14.62%	12.89%	n/a	n/a
Volusia County dba VOTRAN	$5.21	$5.15	$82.89	$84.30	19.26%	19.90%	18,139.13	15,157.90
Tampa Bay Regional Transportation Authority	$0.68	$0.98	$22.08	$31.37	98.35%	77.60%	n/a	n/a

** excludes purchased transportation data*

The data shown in this table represent closed-out, validated numbers as of September 2020. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary 2018 & 2019

Cost Effectiveness

System	Operating Expense per Passenger Trip		Operating Expense per Passenger Mile		Operating Expense per Capita		Farebox Recovery Ratio		Average Fare	
	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019
Bay Town Trolley	n/a	$6.74	n/a	$1.22	n/a	$25.31	n/a	15.18%	n/a	$1.02
Broward County Transit	$4.16	$4.58	$0.90	$0.94	$64.28	$67.02	24.04%	21.64%	$1.00	$0.99
Citrus County Transit	$13.58	$13.40	n/a	n/a	$20.77	$19.98	1.28%	1.26%	$0.17	$0.17
Collier Area Transit	$7.15	$7.93	$0.99	$1.09	$18.57	$19.74	13.91%	14.23%	$0.99	$1.13
Escambia County Area Transit	$6.77	$6.95	$1.37	$1.42	$40.51	$40.19	14.26%	14.29%	$0.97	$0.99
Gainesville Regional Transit System	$2.59	$2.86	$0.86	$0.99	$147.45	$160.20	65.02%	61.22%	$1.68	$1.75
Hernando (TransHernando Express)	$11.01	$10.50	$4.44	$4.23	$12.03	$12.66	6.94%	7.32%	$0.76	$0.77
Hillsborough Area Regional Transit	$6.10	$5.95	$1.04	$1.06	$90.85	$95.13	16.21%	14.96%	$0.99	$0.89
Indian River (GoLine)	$2.46	$2.45	$0.53	$0.56	$19.77	$19.81	n/a	n/a	n/a	n/a
Jacksonville Transportation Authority	$7.40	$8.55	$1.33	$1.55	$82.24	$85.35	13.95%	11.67%	$1.03	$1.00
Lake County Public Transp. (LakeXpress)	$9.64	$9.49	$1.54	$1.57	$33.67	$34.47	4.78%	4.41%	$0.46	$0.42
Lakeland Area Mass Transit District	$8.03	$8.06	$1.42	$1.42	$13.39	$13.51	13.06%	11.86%	$1.05	$0.96
Lee County Transit	$5.81	$5.88	$0.96	$0.98	$25.99	$24.34	15.32%	14.21%	$0.89	$0.84
LYNX Transit	$4.32	$4.53	$0.72	$0.71	$49.81	$51.86	22.30%	20.83%	$0.96	$0.94
Manatee County Area Transit	$6.63	$7.15	$1.53	$1.59	$24.59	$28.62	9.22%	8.32%	$0.61	$0.60
Martin County	$18.20	$17.67	$2.34	$2.13	$10.07	$11.33	5.44%	5.93%	$0.99	$1.05
Miami-Dade Transit	$6.20	$6.32	$1.02	$1.16	$199.33	$196.82	15.95%	16.90%	$0.99	$1.07
Okaloosa County Transit (The WAVE)	$12.51	$13.58	$2.78	$3.02	$7.62	$6.87	7.92%	5.92%	$0.99	$0.80
Palm Beach County Transportation Agency	$6.76	$6.92	$1.19	$1.18	$48.53	$42.18	14.34%	13.75%	$0.97	$0.95
Pasco County Public Transportation	$7.95	$8.17	$1.34	$1.38	$12.50	$13.36	12.06%	11.66%	$0.96	$0.95
Pinellas Suncoast Transit Authority	$5.82	$5.12	$1.19	$0.96	$62.29	$62.96	14.72%	13.31%	$0.86	$0.68
St. Johns County (Sunshine Bus)	$6.17	$5.99	$0.75	$0.73	$7.59	$6.61	4.76%	4.93%	$0.29	$0.30
St. Lucie County	$5.80	$3.98	$1.01	$0.84	$8.04	$8.19	1.67%	n/a	$0.10	n/a
Sarasota County Area Transit	$8.19	$8.49	$1.68	$1.69	$49.08	$50.02	8.43%	7.17%	$0.69	$0.61
S. Florida Regional Transportation Authority	$19.09	$18.53	$0.80	$0.82	$745.78	$753.89	13.29%	13.22%	$2.54	$2.45
Space Coast Area Transit	$3.56	$3.94	$0.49	$0.54	$13.55	$14.56	16.03%	14.63%	$0.57	$0.58
StarMetro (Tallahassee)	$4.31	$4.53	$1.51	$1.59	$88.10	$97.19	30.45%	29.34%	$1.31	$1.33
SunRail (Central Florida Commuter Rail)	$42.28	$30.33	$2.92	$1.81	$137.59	$156.00	5.26%	7.02%	$2.22	$2.13
SunTran (Ocala)	$5.59	$6.20	$1.07	$1.18	$35.97	$36.26	13.28%	10.71%	$0.74	$0.66
Volusia County dba VOTRAN	$5.10	$5.53	$1.17	$1.22	$33.13	$35.50	16.79%	15.26%	$0.86	$0.84
Tampa Bay Regional Transportation Authority	$5.19	$7.13	$0.16	$0.23	$0.36	$0.64	98.35%	77.60%	$5.10	$5.53

The data shown in this table represent closed-out, validated numbers as of September 2020. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary 2018 & 2019

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	
	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019
Bay Town Trolley	n/a	0.82	n/a	10.51	n/a	3.75	n/a	n/a	n/a	28,405
Broward County Transit	1.76	1.67	22.50	21.24	15.46	14.63	152,063	334,499	2,808	2,409
Citrus County Transit	0.21	0.21	3.82	3.90	1.53	1.49	n/a	n/a	n/a	n/a
Collier Area Transit	0.66	0.58	11.51	10.96	2.60	2.49	634,348	n/a	8,347	8,360
Escambia County Area Transit	0.91	0.86	13.45	12.80	5.98	5.79	798,016	269,710	10,640	15,560
Gainesville Regional Transit System	2.38	2.24	29.13	28.84	56.98	56.09	206,679	315,870	4,442	8,020
Hernando (TransHernando Express)	0.31	0.34	5.88	6.43	1.09	1.21	n/a	n/a	n/a	n/a
Hillsborough Area Regional Transit	1.54	1.55	18.65	18.88	14.88	16.00	78,713	151,150	3,916	4,525
Indian River (GoLine)	1.25	1.30	22.19	23.61	8.04	8.08	195,686	n/a	69,888	188,317
Jacksonville Transportation Authority	1.28	1.17	17.66	16.32	11.11	9.99	195,368	561,224	10,997	13,928
Lake County Public Transp. (LakeXpress)	0.60	0.62	10.06	10.34	3.49	3.63	114,230	n/a	4,682	3,103
Lakeland Area Mass Transit District	0.78	0.81	12.35	13.29	1.67	1.68	104,134	366,450	6,749	5,143
Lee County Transit	0.94	0.91	15.24	14.92	4.47	4.14	178,422	302,857	25,111	22,818
LYNX Transit	1.35	1.32	19.68	19.36	11.54	11.45	179,140	263,973	15,738	10,249
Manatee County Area Transit	1.02	1.06	14.89	15.35	3.71	4.00	445,613	232,396	2,925	3,660
Martin County	0.17	0.18	3.28	3.66	0.55	0.64	247,091	n/a	38,014	42,816
Miami-Dade Transit	2.04	1.98	30.35	31.88	32.12	31.16	137,158	1,309,530	2,549	3,217
Okaloosa County Transit (The WAVE)	0.35	0.28	4.34	3.62	0.61	0.51	114,038	n/a	9,246	8,534
Palm Beach County Transportation Agency	1.25	1.26	20.07	17.84	7.18	6.09	128,257	266,937	3,045	6,851
Pasco County Public Transportation	0.50	0.53	8.94	9.10	1.57	1.64	58,924	404,750	97,052	3,043
Pinellas Suncoast Transit Authority	1.26	1.41	17.05	18.80	10.71	12.30	112,850	183,723	16,834	16,438
St. Johns County (Sunshine Bus)	0.47	0.46	10.11	9.70	1.23	1.10	n/a	n/a	n/a	n/a
St. Lucie County	0.83	1.22	13.05	18.70	1.38	2.06	260,693	n/a	23,699	15,977
Sarasota County Area Transit	0.79	0.80	11.51	11.81	5.99	5.89	340,833	604,168	5,468	5,798
S. Florida Regional Transportation Authority	1.21	1.25	28.21	28.85	39.06	40.68	n/a	n/a	46,276	32,352
Space Coast Area Transit	0.88	0.85	19.08	18.45	3.81	3.69	119,304	n/a	50,108	51,099
StarMetro (Tallahassee)	1.48	1.49	18.39	18.43	20.43	21.44	279,843	n/a	9,950	3,341
SunRail (Central Florida Commuter Rail)	1.37	1.52	34.55	41.75	3.25	5.14	n/a	n/a	76,068	43,845
SunTran (Ocala)	0.86	0.79	13.50	11.79	6.44	5.84	n/a	n/a	4,949	n/a
Volusia County dba VOTRAN	1.02	0.93	16.26	15.23	6.50	6.42	108,520	426,560	5,960	5,018
Tampa Bay Regional Transportation Authority	0.13	0.14	4.25	4.40	0.07	0.09	n/a	n/a	n/a	n/a

The data shown in this table represent closed-out, validated numbers as of September 2020. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit Systems' Fixed-Route Fares (as of September 2020)

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 County	$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); St. Lucie County; 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)