FLORIDA DEPARTMENT OF TRANSPORTATION

2021 Florida Transit Information and Performance Handbook

FDOT PUBLIC TRANSIT

www.fdot.gov | (850) 414-4500

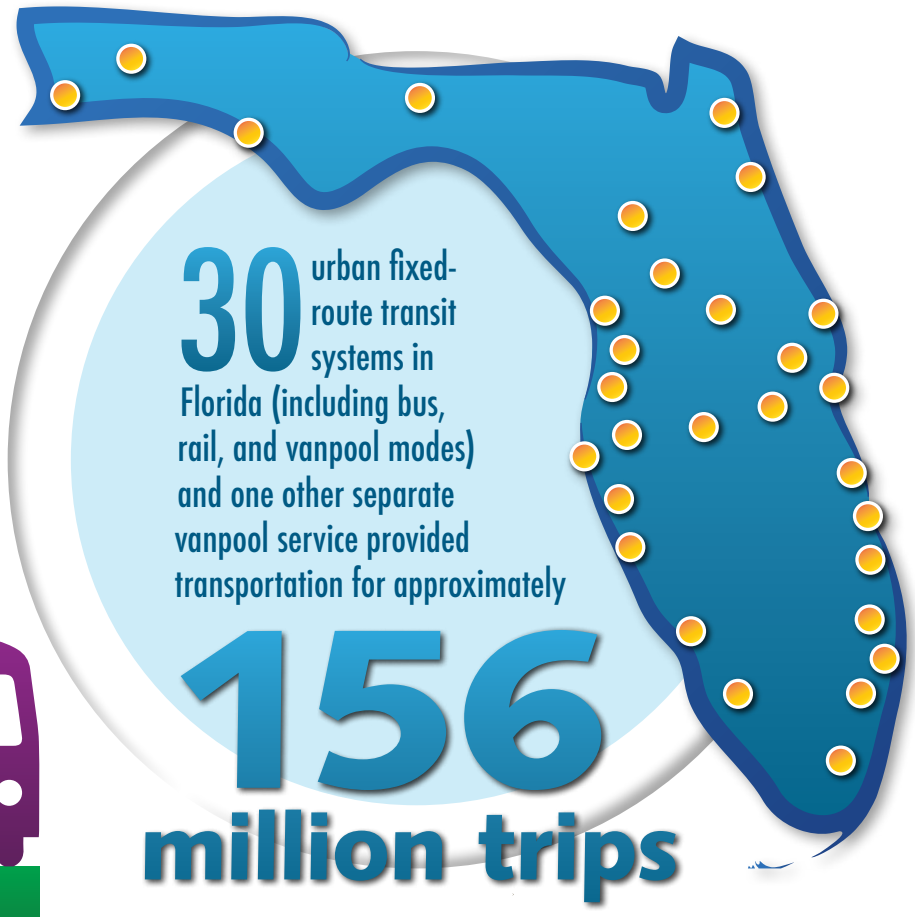
This Handbook offers a general overview of public transit in the State of Florida. The information in the following pages provides insight into transit's contribution to meeting the statewide transportation objectives and mission of the Florida Department of Transportation (FDOT). Additionally, the information 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 2020. 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

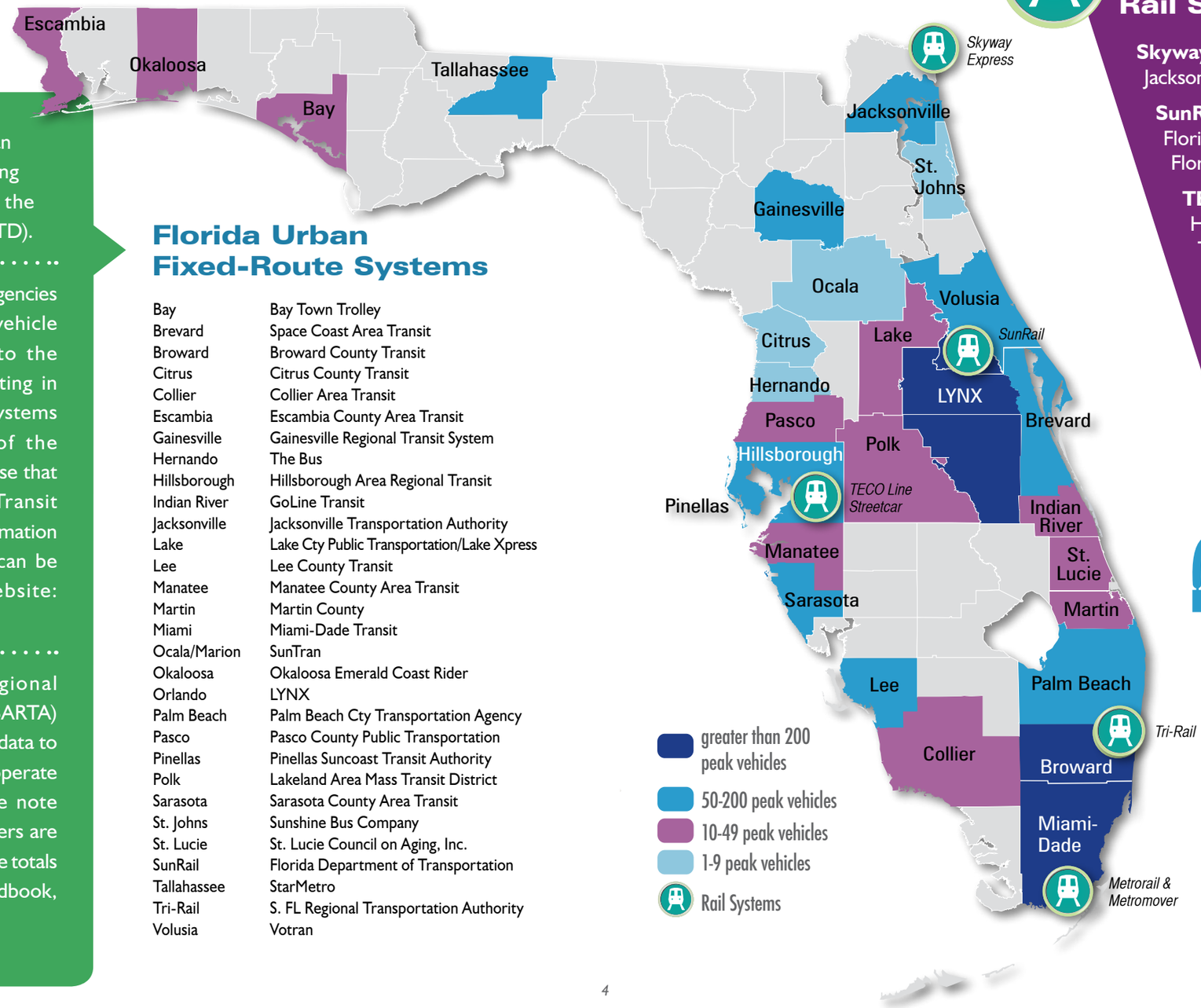
In 2020, there were 30 urban fixed-route systems operating in Florida that reported to the National Transit Database (NTD).

During 2020, Florida's transit agencies ranged in size from the 4-vehicle system in Citrus County to the 1,068-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 2020. More information on public transit in Florida can be found at the following website: www.fdot.gov/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 late 2021, the FDOT-funded HART SMART AV began operating a new route serving destinations along downtown Tampa's Riverwalk. Vehicles for this pilot project are fully electric and driverless.

Florida's Urban Fixed-Route Transit System Summaries

2019 and 2020 Statewide Totals

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

In 2020, 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 2019 and 2020 from the National Transit Database. The data shown below represent closed-out, validated numbers as of September 2021. However, it is possible that some figures may be updated in the subsequent reporting year. The Covid-19 pandemic significantly affected transit ridership in the state during 2020. 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.

		2019	2020
GENERAL INFORMATION	Service Area Population	17,283,074	17,595,446
	Service Area Population Density	1,027.9	1,036.3
	Operating Expense	$1,353,742,856	$1,390,688,803
	Operating Revenue	$300,441,335	$184,240,402
SERVICE SUPPLIED	Total Annual Revenue Miles	148,028,104	137,250,007
	Total Annual Revenue Hours	9,931,426	9,249,752
	Total Revenue Vehicles	4,239	4,450
	Peak Vehicles	3,387	3,499
	Route Miles	15,933.8	15,528.6
SERVICE USAGE	Annual Passenger Trips	217,254,965	155,758,436
	Annual Passenger Miles	1,269,566,088	905,455,764
	Average Trip Length	5.9	5.9
QUALITY OF SERVICE	Resident Access to Transit	57.84%	60.32%
	Weekday Span of Service (hours)	17.4	17.5
COST EFFICIENCY	Operating Expense per Revenue Mile	$9.15	$10.13
	Operating Expense per Revenue Hour	$136.31	$150.35
	Operating Revenue per Operating Expense	22.19%	13.25%
	Passenger Trips per Employee FTE	21,699	15,563
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$6.23	$8.93
	Operating Expense per Passenger Mile	$1.06	$1.54
	Operating Expense per Capita	$78.33	$79.04
	Farebox Recovery Ratio	17.25%	9.80%
	Average Fare	$1.05	$0.87
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.47	1.13
	Passenger Trips per Revenue Hour	21.88	16.84
	Passenger Trips per Capita	12.57	8.85
	Revenue Miles Between Safety Incidents	393,191	479,895
	Revenue Miles Between Failures	4,984	5,160

** 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 82 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

919 Massalina Drive
Panama City, FL 32401
(850) 769-0557
www.baytowntrolley.org

Bay Town Trolley provides contracted deviated fixed-route motorbus service and is governed by the Bay County Transportation Planning Organization (TPO). Contracted demand-response service is provided by Bay Area Transportation and Bay County. Data representing the Bay Town Trolley's motorbus service for 2019 and 2020 is shown below.

		2019	2020
GENERAL INFORMATION	Service Area Population	105,192	105,192
	Service Area Population Density	1,813.7	1,813.7
	Operating Expense	$2,662,868	$3,057,814
	Operating Revenue	$447,522	$405,544
SERVICE SUPPLIED	Total Annual Revenue Miles	482,893	531,684
	Total Annual Revenue Hours	37,577	39,992
	Total Revenue Vehicles	16	17
	Peak Vehicles	10	17
	Route Miles	142.0	142.0
SERVICE USAGE	Annual Passenger Trips	394,977	325,847
	Annual Passenger Miles	2,184,223	1,985,901
	Average Trip Length	5.5	6.1
QUALITY OF SERVICE	Resident Access to Transit	36.25%	47.63%
	Weekday Span of Service (hours)	14.5	14.5
COST EFFICIENCY	Operating Expense per Revenue Mile	$5.51	$5.75
	Operating Expense per Revenue Hour	$70.86	$76.46
	Operating Revenue per Operating Expense	16.81%	13.26%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$6.74	$9.38
	Operating Expense per Passenger Mile	$1.22	$1.54
	Operating Expense per Capita	$25.31	$29.07
	Farebox Recovery Ratio	15.18%	11.12%
	Average Fare	$1.02	$1.04
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.82	0.61
	Passenger Trips per Revenue Hour	10.51	8.15
	Passenger Trips per Capita	3.75	3.10
	Revenue Miles Between Safety Incidents	n/a	106,337
	Revenue Miles Between Failures	28,405	33,230

Broward County Transit (BCT)

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 2019 and 2020 are provided below.

		2019	2020
GENERAL INFORMATION	Service Area Population	1,951,260	1,952,778
	Service Area Population Density	4,759.2	4,562.6
	Operating Expense	$130,769,356	$133,582,763
	Operating Revenue	$42,997,274	$21,064,267
SERVICE SUPPLIED	Total Annual Revenue Miles	17,059,473	14,629,483
	Total Annual Revenue Hours	1,344,526	1,132,729
	Total Revenue Vehicles	446	421
	Peak Vehicles	379	317
	Route Miles	1,248.0	1,342.1
SERVICE USAGE	Annual Passenger Trips	28,555,090	17,861,882
	Annual Passenger Miles	130,642,860	85,848,742
	Average Trip Length	4.6	4.8
QUALITY OF SERVICE	Resident Access to Transit	95.30%	94.44%
	Weekday Span of Service (hours)	20.7	19.7
COST EFFICIENCY	Operating Expense per Revenue Mile	$7.67	$9.13
	Operating Expense per Revenue Hour	$97.26	$117.93
	Operating Revenue per Operating Expense	32.88%	15.77%
	Passenger Trips per Employee FTE	24,009	15,732
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$4.58	$7.48
	Operating Expense per Passenger Mile	$0.94	$1.56
	Operating Expense per Capita	$67.02	$68.41
	Farebox Recovery Ratio	21.64%	9.98%
	Average Fare	$0.99	$0.75
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.67	1.22
	Passenger Trips per Revenue Hour	21.24	15.77
	Passenger Trips per Capita	14.63	9.15
	Revenue Miles Between Safety Incidents	334,499	332,488
	Revenue Miles Between Failures	2,409	2,070

Citrus County Transit

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. 2019 and 2020 data for Citrus County are shown below.

		2019	2020
GENERAL INFORMATION	Service Area Population	30,858	30,858
	Service Area Population Density	629.8	629.8
	Operating Expense	$616,505	$348,053
	Operating Revenue	$7,772	$3,012
SERVICE SUPPLIED	Total Annual Revenue Miles	217,656	104,353
	Total Annual Revenue Hours	11,781	5,755
	Total Revenue Vehicles	5	4
	Peak Vehicles	5	4
	Route Miles	n/a	n/a
SERVICE USAGE	Annual Passenger Trips	45,994	19,498
	Annual Passenger Miles	n/a	n/a
	Average Trip Length	n/a	n/a
QUALITY OF SERVICE	Resident Access to Transit	28.41%	28.18%
	Weekday Span of Service (hours)	n/a	n/a
COST EFFICIENCY	Operating Expense per Revenue Mile	$2.83	$3.34
	Operating Expense per Revenue Hour	$52.33	$60.48
	Operating Revenue per Operating Expense	1.26%	0.87%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$13.40	$17.85
	Operating Expense per Passenger Mile	n/a	n/a
	Operating Expense per Capita	$19.98	$11.28
	Farebox Recovery Ratio	1.26%	0.87%
	Average Fare	$0.17	$0.15
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.21	0.19
	Passenger Trips per Revenue Hour	3.90	3.39
	Passenger Trips per Capita	1.49	0.63
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	n/a	n/a

Collier Area Transit (CAT)

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 2019 and 2020 fixed-route purchased motorbus services.

		2019	2020
GENERAL INFORMATION	Service Area Population	323,785	384,902
	Service Area Population Density	159.9	190.1
	Operating Expense	$6,390,871	$7,699,371
	Operating Revenue	$1,140,875	$763,017
SERVICE SUPPLIED	Total Annual Revenue Miles	1,379,344	1,387,236
	Total Annual Revenue Hours	73,497	73,117
	Total Revenue Vehicles	29	29
	Peak Vehicles	21	22
	Route Miles	430.0	435.2
SERVICE USAGE	Annual Passenger Trips	805,513	642,428
	Annual Passenger Miles	5,839,288	4,657,060
	Average Trip Length	7.3	7.3
QUALITY OF SERVICE	Resident Access to Transit	54.39%	53.89%
	Weekday Span of Service (hours)	17.3	17.3
COST EFFICIENCY	Operating Expense per Revenue Mile	$4.63	$5.55
	Operating Expense per Revenue Hour	$86.96	$105.30
	Operating Revenue per Operating Expense	17.85%	9.91%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$7.93	$11.98
	Operating Expense per Passenger Mile	$1.09	$1.65
	Operating Expense per Capita	$19.74	$20.00
	Farebox Recovery Ratio	14.23%	8.32%
	Average Fare	$1.13	$1.00
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.58	0.46
	Passenger Trips per Revenue Hour	10.96	8.79
	Passenger Trips per Capita	2.49	1.67
	Revenue Miles Between Safety Incidents	n/a	1,387,236
	Revenue Miles Between Failures	8,360	13,212

Escambia County Area Transit (ECAT)

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. 2019 and 2020 motorbus data for ECAT are shown below.

		2019	2020
GENERAL INFORMATION	Service Area Population	241,661	241,661
	Service Area Population Density	1,278.6	1,278.6
	Operating Expense	$9,711,278	$8,713,329
	Operating Revenue	$2,164,088	$1,131,698
SERVICE SUPPLIED	Total Annual Revenue Miles	1,618,262	1,207,702
	Total Annual Revenue Hours	109,214	92,384
	Total Revenue Vehicles	46	46
	Peak Vehicles	36	36
	Route Miles	415.7	429.3
SERVICE USAGE	Annual Passenger Trips	1,398,149	921,987
	Annual Passenger Miles	6,843,819	4,513,034
	Average Trip Length	4.9	4.9
QUALITY OF SERVICE	Resident Access to Transit	59.56%	57.58%
	Weekday Span of Service (hours)	17.3	17.3
COST EFFICIENCY	Operating Expense per Revenue Mile	$6.00	$7.21
	Operating Expense per Revenue Hour	$88.92	$94.32
	Operating Revenue per Operating Expense	22.28%	12.99%
	Passenger Trips per Employee FTE	13,732	8,979
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$6.95	$9.45
	Operating Expense per Passenger Mile	$1.42	$1.93
	Operating Expense per Capita	$40.19	$36.06
	Farebox Recovery Ratio	14.29%	9.17%
	Average Fare	$0.99	$0.87
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.86	0.76
	Passenger Trips per Revenue Hour	12.80	9.98
	Passenger Trips per Capita	5.79	3.82
	Revenue Miles Between Safety Incidents	269,710	1,207,702
	Revenue Miles Between Failures	15,560	10,880

Gainesville Regional Transit System

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 2019 and 2020.

		2019	2020
GENERAL INFORMATION	Service Area Population	163,990	163,990
	Service Area Population Density	2,157.8	2,157.8
	Operating Expense	$26,271,880	$25,506,642
	Operating Revenue	$17,067,083	$13,905,433
SERVICE SUPPLIED	Total Annual Revenue Miles	4,106,307	3,419,468
	Total Annual Revenue Hours	318,905	279,887
	Total Revenue Vehicles	154	148
	Peak Vehicles	130	126
	Route Miles	253.3	254.2
SERVICE USAGE	Annual Passenger Trips	9,198,388	5,594,678
	Annual Passenger Miles	26,433,094	15,751,795
	Average Trip Length	2.9	2.8
QUALITY OF SERVICE	Resident Access to Transit	64.07%	61.30%
	Weekday Span of Service (hours)	22.9	22.9
COST EFFICIENCY	Operating Expense per Revenue Mile	$6.40	$7.46
	Operating Expense per Revenue Hour	$82.38	$91.13
	Operating Revenue per Operating Expense	64.96%	54.52%
	Passenger Trips per Employee FTE	36,769	18,750
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$2.86	$4.56
	Operating Expense per Passenger Mile	$0.99	$1.62
	Operating Expense per Capita	$160.20	$155.54
	Farebox Recovery Ratio	61.22%	52.26%
	Average Fare	$1.75	$2.38
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	2.24	1.64
	Passenger Trips per Revenue Hour	28.84	19.99
	Passenger Trips per Capita	56.09	34.12
	Revenue Miles Between Safety Incidents	315,870	213,717
	Revenue Miles Between Failures	8,020	11,591

Hernando (TransHernando Express)

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. 2019 and 2020 data representing THE Bus's fixed-route motorbus service are shown below. Passenger miles for 2020 were estimated using average trip length from 2019 and passenger trips from 2020.

		2019	2020
GENERAL INFORMATION	Service Area Population	116,315	116,315
	Service Area Population Density	1,306.9	1,306.9
	Operating Expense	$1,472,114	$1,666,283
	Operating Revenue	$117,645	$94,128
SERVICE SUPPLIED	Total Annual Revenue Miles	408,854	515,913
	Total Annual Revenue Hours	21,816	26,778
	Total Revenue Vehicles	7	7
	Peak Vehicles	7	7
	Route Miles	n/a	n/a
SERVICE USAGE	Annual Passenger Trips	140,220	134,710
	Annual Passenger Miles	n/a	n/a
	Average Trip Length	n/a	n/a
QUALITY OF SERVICE	Resident Access to Transit	34.90%	41.62%
	Weekday Span of Service (hours)	12.5	12.5
COST EFFICIENCY	Operating Expense per Revenue Mile	$3.60	$3.23
	Operating Expense per Revenue Hour	$67.48	$62.23
	Operating Revenue per Operating Expense	7.99%	5.65%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$10.50	$12.37
	Operating Expense per Passenger Mile	n/a	n/a
	Operating Expense per Capita	$12.66	$14.33
	Farebox Recovery Ratio	7.32%	5.00%
	Average Fare	$0.77	$0.62
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.34	0.26
	Passenger Trips per Revenue Hour	6.43	5.03
	Passenger Trips per Capita	1.21	1.16
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	n/a	n/a

Hillsborough Area Regional Transit Authority (HART)

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. 2019 and 2020 data for HART's fixed-route bus and rail services are shown below.

		2019	2020
GENERAL INFORMATION	Service Area Population	807,015	807,015
	Service Area Population Density	3,164.8	3,164.8
	Operating Expense	$76,770,056	$66,897,264
	Operating Revenue	$13,773,582	$10,304,774
SERVICE SUPPLIED	Total Annual Revenue Miles	8,313,267	6,673,395
	Total Annual Revenue Hours	683,872	557,697
	Total Revenue Vehicles	193	193
	Peak Vehicles	141	137
	Route Miles	1,002.6	1,002.5
SERVICE USAGE	Annual Passenger Trips	12,910,703	8,886,999
	Annual Passenger Miles	72,368,390	50,819,624
	Average Trip Length	5.6	5.7
QUALITY OF SERVICE	Resident Access to Transit	54.30%	51.28%
	Weekday Span of Service (hours)	21.5	21.5
COST EFFICIENCY	Operating Expense per Revenue Mile	$9.23	$10.02
	Operating Expense per Revenue Hour	$112.26	$119.95
	Operating Revenue per Operating Expense	17.94%	15.40%
	Passenger Trips per Employee FTE	18,723	15,334
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$5.95	$7.53
	Operating Expense per Passenger Mile	$1.06	$1.32
	Operating Expense per Capita	$95.13	$82.89
	Farebox Recovery Ratio	14.96%	12.36%
	Average Fare	$0.89	$0.93
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.55	1.33
	Passenger Trips per Revenue Hour	18.88	15.94
	Passenger Trips per Capita	16	11.01
	Revenue Miles Between Safety Incidents	151,150	222,447
	Revenue Miles Between Failures	4,525	4,885

Indian River (GoLine)

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 2019 and 2020 motorbus services.

		2019	2020
GENERAL INFORMATION	Service Area Population	151,825	151,825
	Service Area Population Density	702.9	702.9
	Operating Expense	$3,007,526	$2,930,043
	Operating Revenue	$146,435	$631
SERVICE SUPPLIED	Total Annual Revenue Miles	941,584	872,784
	Total Annual Revenue Hours	51,950	50,122
	Total Revenue Vehicles	23	22
	Peak Vehicles	15	15
	Route Miles	355.0	357.0
SERVICE USAGE	Annual Passenger Trips	1,226,631	1,078,079
	Annual Passenger Miles	5,383,004	4,417,326
	Average Trip Length	4.4	4.1
QUALITY OF SERVICE	Resident Access to Transit	65.86%	66.65%
	Weekday Span of Service (hours)	13.0	13.0
COST EFFICIENCY	Operating Expense per Revenue Mile	$3.19	$3.36
	Operating Expense per Revenue Hour	$57.89	$58.46
	Operating Revenue per Operating Expense	4.87%	0.02%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$2.45	$2.72
	Operating Expense per Passenger Mile	$0.56	$0.66
	Operating Expense per Capita	$19.81	$19.30
	Farebox Recovery Ratio	n/a	n/a
	Average Fare	n/a	n/a
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.30	1.24
	Passenger Trips per Revenue Hour	23.61	21.51
	Passenger Trips per Capita	8.08	7.10
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	188,317	174,557

Jacksonville Transportation Authority (JTA)

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 2019 and 2020 fixed-route services.

		2019	2020
GENERAL INFORMATION	Service Area Population	1,121,744	1,223,991
	Service Area Population Density	811.1	799.5
	Operating Expense	$95,739,175	$101,114,724
	Operating Revenue	$12,193,290	$10,289,326
SERVICE SUPPLIED	Total Annual Revenue Miles	9,540,802	8,187,351
	Total Annual Revenue Hours	686,357	580,815
	Total Revenue Vehicles	222	240
	Peak Vehicles	171	177
	Route Miles	1,010.4	913.4
SERVICE USAGE	Annual Passenger Trips	11,202,092	7,727,901
	Annual Passenger Miles	61,917,042	44,050,233
	Average Trip Length	5.5	5.7
QUALITY OF SERVICE	Resident Access to Transit	65.30%	70.49%
	Weekday Span of Service (hours)	21.0	21.1
COST EFFICIENCY	Operating Expense per Revenue Mile	$10.03	$12.35
	Operating Expense per Revenue Hour	$139.49	$174.09
	Operating Revenue per Operating Expense	12.74%	10.18%
	Passenger Trips per Employee FTE	13,890	10,915
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$8.55	$13.08
	Operating Expense per Passenger Mile	$1.55	$2.30
	Operating Expense per Capita	$85.35	$82.61
	Farebox Recovery Ratio	11.67%	9.36%
	Average Fare	$1.00	$1.23
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.17	0.94
	Passenger Trips per Revenue Hour	16.32	13.31
	Passenger Trips per Capita	9.99	6.31
	Revenue Miles Between Safety Incidents	561,224	355,972
	Revenue Miles Between Failures	13,928	15,867

Lake County Public Transportation (LakeXpress)

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 2019 and 2020 are shown below.

		2019	2020
GENERAL INFORMATION	Service Area Population	97,497	97,497
	Service Area Population Density	1,373.2	1,373.2
	Operating Expense	$3,360,356	$3,220,076
	Operating Revenue	$148,242	$227,849
SERVICE SUPPLIED	Total Annual Revenue Miles	567,788	569,841
	Total Annual Revenue Hours	34,221	34,401
	Total Revenue Vehicles	16	16
	Peak Vehicles	10	10
	Route Miles	174.5	173.8
SERVICE USAGE	Annual Passenger Trips	353,945	262,108
	Annual Passenger Miles	2,137,828	1,672,249
	Average Trip Length	6.0	6.4
QUALITY OF SERVICE	Resident Access to Transit	28.34%	27.24%
	Weekday Span of Service (hours)	15.0	15.0
COST EFFICIENCY	Operating Expense per Revenue Mile	$5.92	$5.65
	Operating Expense per Revenue Hour	$98.20	$93.60
	Operating Revenue per Operating Expense	4.41%	7.08%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$9.49	$12.29
	Operating Expense per Passenger Mile	$1.57	$1.93
	Operating Expense per Capita	$34.47	$33.03
	Farebox Recovery Ratio	4.41%	3.09%
	Average Fare	$0.42	$0.38
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.62	0.46
	Passenger Trips per Revenue Hour	10.34	7.62
	Passenger Trips per Capita	3.63	2.69
	Revenue Miles Between Safety Incidents	n/a	569,841
	Revenue Miles Between Failures	3,103	3,392

Lakeland Area Mass Transit District (Citrus Connection)

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 2019 and 2020 motorbus data.

		2019	2020
GENERAL INFORMATION	Service Area Population	708,009	708,009
	Service Area Population Density	9,194.9	9,194.9
	Operating Expense	$9,563,218	$10,163,061
	Operating Revenue	$1,496,514	$865,058
SERVICE SUPPLIED	Total Annual Revenue Miles	1,465,800	1,654,747
	Total Annual Revenue Hours	89,311	99,561
	Total Revenue Vehicles	39	51
	Peak Vehicles	30	39
	Route Miles	512.4	696.7
SERVICE USAGE	Annual Passenger Trips	1,187,030	774,569
	Annual Passenger Miles	6,722,792	4,514,472
	Average Trip Length	5.7	5.8
QUALITY OF SERVICE	Resident Access to Transit	41.42%	39.40%
	Weekday Span of Service (hours)	14.3	15.2
COST EFFICIENCY	Operating Expense per Revenue Mile	$6.52	$6.14
	Operating Expense per Revenue Hour	$107.08	$102.08
	Operating Revenue per Operating Expense	15.65%	8.51%
	Passenger Trips per Employee FTE	10,461	7,066
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$8.06	$13.12
	Operating Expense per Passenger Mile	$1.42	$2.25
	Operating Expense per Capita	$13.51	$14.35
	Farebox Recovery Ratio	11.86%	5.42%
	Average Fare	$0.96	$0.71
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.81	0.47
	Passenger Trips per Revenue Hour	13.29	7.78
	Passenger Trips per Capita	1.68	1.09
	Revenue Miles Between Safety Incidents	366,450	827,374
	Revenue Miles Between Failures	5,143	10,540

Lee County Transit (LeeTran)

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 2019 and 2020 are shown below.

		2019	2020
GENERAL INFORMATION	Service Area Population	735,148	750,493
	Service Area Population Density	903.1	922.0
	Operating Expense	$17,892,197	$17,673,840
	Operating Revenue	$4,237,158	$3,444,665
SERVICE SUPPLIED	Total Annual Revenue Miles	3,331,426	2,887,161
	Total Annual Revenue Hours	203,722	180,001
	Total Revenue Vehicles	86	94
	Peak Vehicles	64	64
	Route Miles	543.0	544.0
SERVICE USAGE	Annual Passenger Trips	3,040,309	2,261,771
	Annual Passenger Miles	18,320,123	13,221,992
	Average Trip Length	6.0	5.8
QUALITY OF SERVICE	Resident Access to Transit	51.40%	49.82%
	Weekday Span of Service (hours)	17.5	17.6
COST EFFICIENCY	Operating Expense per Revenue Mile	$5.37	$6.12
	Operating Expense per Revenue Hour	$87.83	$98.19
	Operating Revenue per Operating Expense	23.68%	19.49%
	Passenger Trips per Employee FTE	16,687	12,711
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$5.88	$7.81
	Operating Expense per Passenger Mile	$0.98	$1.34
	Operating Expense per Capita	$24.34	$23.55
	Farebox Recovery Ratio	14.21%	8.72%
	Average Fare	$0.84	$0.68
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.91	0.78
	Passenger Trips per Revenue Hour	14.92	12.57
	Passenger Trips per Capita	4.14	3.01
	Revenue Miles Between Safety Incidents	302,857	481,194
	Revenue Miles Between Failures	22,818	31,382

LYNX Transit (Central Florida Regional Transit Authority)

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. 2019 and 2020 fixed-route motorbus and vanpool data for LYNX are provided below.

		2019	2020
GENERAL INFORMATION	Service Area Population	2,134,411	2,134,411
	Service Area Population Density	840.3	840.3
	Operating Expense	$110,694,235	$113,046,848
	Operating Revenue	$29,520,944	$16,837,021
SERVICE SUPPLIED	Total Annual Revenue Miles	18,478,080	16,919,718
	Total Annual Revenue Hours	1,262,449	1,172,094
	Total Revenue Vehicles	556	542
	Peak Vehicles	471	460
	Route Miles	1,739.2	1,648.7
SERVICE USAGE	Annual Passenger Trips	24,438,348	17,205,928
	Annual Passenger Miles	155,663,432	94,773,252
	Average Trip Length	6.4	5.5
QUALITY OF SERVICE	Resident Access to Transit	53.12%	50.98%
	Weekday Span of Service (hours)	23.0	23.0
COST EFFICIENCY	Operating Expense per Revenue Mile	$5.99	$6.68
	Operating Expense per Revenue Hour	$87.68	$96.45
	Operating Revenue per Operating Expense	26.67%	14.89%
	Passenger Trips per Employee FTE	21,817	14,055
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$4.53	$6.57
	Operating Expense per Passenger Mile	$0.71	$1.19
	Operating Expense per Capita	$51.86	$52.96
	Farebox Recovery Ratio	20.83%	10.71%
	Average Fare	$0.94	$0.70
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.32	1.02
	Passenger Trips per Revenue Hour	19.36	14.68
	Passenger Trips per Capita	11.45	8.06
	Revenue Miles Between Safety Incidents	263,973	252,533
	Revenue Miles Between Failures	10,249	10,059

Manatee County Area Transit (MCAT)

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. 2019 and 2020 data for MCAT's fixed-route motorbus services are provided on this page.

		2019	2020
GENERAL INFORMATION	Service Area Population	368,782	398,367
	Service Area Population Density	496.3	536.2
	Operating Expense	$10,554,694	$10,890,867
	Operating Revenue	$1,048,953	$535,947
SERVICE SUPPLIED	Total Annual Revenue Miles	1,394,373	1,369,498
	Total Annual Revenue Hours	96,147	93,882
	Total Revenue Vehicles	37	40
	Peak Vehicles	23	23
	Route Miles	306.0	306.0
SERVICE USAGE	Annual Passenger Trips	1,475,533	1,199,589
	Annual Passenger Miles	6,617,965	5,808,067
	Average Trip Length	4.5	4.8
QUALITY OF SERVICE	Resident Access to Transit	63.08%	62.58%
	Weekday Span of Service (hours)	17.3	17.3
COST EFFICIENCY	Operating Expense per Revenue Mile	$7.57	$7.95
	Operating Expense per Revenue Hour	$109.78	$116.01
	Operating Revenue per Operating Expense	9.94%	4.92%
	Passenger Trips per Employee FTE	14,899	14,065
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$7.15	$9.08
	Operating Expense per Passenger Mile	$1.59	$1.88
	Operating Expense per Capita	$28.62	$27.34
	Farebox Recovery Ratio	8.32%	3.80%
	Average Fare	$0.60	$0.34
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.06	0.88
	Passenger Trips per Revenue Hour	15.35	12.78
	Passenger Trips per Capita	4.00	3.01
	Revenue Miles Between Safety Incidents	232,396	342,375
	Revenue Miles Between Failures	3,660	3,815

Martin County (Marty)

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. 2019 and 2020 motorbus data are displayed below.

		2019	2020
GENERAL INFORMATION	Service Area Population	158,598	158,598
	Service Area Population Density	2,440.0	2,440.0
	Operating Expense	$1,796,708	$2,145,181
	Operating Revenue	$106,534	$55,987
SERVICE SUPPLIED	Total Annual Revenue Miles	556,612	604,330
	Total Annual Revenue Hours	27,782	29,389
	Total Revenue Vehicles	15	17
	Peak Vehicles	9	12
	Route Miles	200.5	164.3
SERVICE USAGE	Annual Passenger Trips	101,698	90,040
	Annual Passenger Miles	845,286	694,277
	Average Trip Length	8.3	7.7
QUALITY OF SERVICE	Resident Access to Transit	24.60%	25.22%
	Weekday Span of Service (hours)	14.0	14.0
COST EFFICIENCY	Operating Expense per Revenue Mile	$3.23	$3.55
	Operating Expense per Revenue Hour	$64.67	$72.99
	Operating Revenue per Operating Expense	5.93%	2.61%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$17.67	$23.82
	Operating Expense per Passenger Mile	$2.13	$3.09
	Operating Expense per Capita	$11.33	$13.53
	Farebox Recovery Ratio	5.93%	2.58%
	Average Fare	$1.05	$0.61
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.18	0.15
	Passenger Trips per Revenue Hour	3.66	3.06
	Passenger Trips per Capita	0.64	0.57
	Revenue Miles Between Safety Incidents	n/a	604,330
	Revenue Miles Between Failures	42,816	54,939

Miami-Dade Transit (MDT)

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 2019 and 2020.

		2019	2020
GENERAL INFORMATION	Service Area Population	2,496,435	2,496,435
	Service Area Population Density	8,158.3	8,158.3
	Operating Expense	$491,349,601	$513,204,063
	Operating Revenue	$112,959,129	$63,552,028
SERVICE SUPPLIED	Total Annual Revenue Miles	39,285,889	37,586,170
	Total Annual Revenue Hours	2,440,436	2,368,136
	Total Revenue Vehicles	1,223	1,351
	Peak Vehicles	985	1,068
	Route Miles	2,469.9	2,460.1
SERVICE USAGE	Annual Passenger Trips	77,800,696	55,234,029
	Annual Passenger Miles	422,053,465	300,146,033
	Average Trip Length	5.4	5.4
QUALITY OF SERVICE	Resident Access to Transit	91.83%	93.90%
	Weekday Span of Service (hours)	24.0	24.0
COST EFFICIENCY	Operating Expense per Revenue Mile	$12.51	$13.65
	Operating Expense per Revenue Hour	$201.34	$216.71
	Operating Revenue per Operating Expense	22.99%	12.38%
	Passenger Trips per Employee FTE	25,351	17,979
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$6.32	$9.29
	Operating Expense per Passenger Mile	$1.16	$1.71
	Operating Expense per Capita	$196.82	$205.57
	Farebox Recovery Ratio	16.90%	8.60%
	Average Fare	$1.07	$0.80
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.98	1.47
	Passenger Trips per Revenue Hour	31.88	23.32
	Passenger Trips per Capita	31.16	22.13
	Revenue Miles Between Safety Incidents	1,309,530	2,505,745
	Revenue Miles Between Failures	3,217	3,482

Okaloosa County (The Wave)

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. 2019 and 2020 data representing EC Rider's fixed-route motorbus service are presented below.

		2019	2020
GENERAL INFORMATION	Service Area Population	196,512	196,512
	Service Area Population Density	1,637.6	1,637.6
	Operating Expense	$1,350,163	$1,166,495
	Operating Revenue	$119,897	$103,317
SERVICE SUPPLIED	Total Annual Revenue Miles	349,874	340,831
	Total Annual Revenue Hours	27,442	26,678
	Total Revenue Vehicles	17	17
	Peak Vehicles	10	10
	Route Miles	224.0	228.0
SERVICE USAGE	Annual Passenger Trips	99,456	58,476
	Annual Passenger Miles	447,552	339,352
	Average Trip Length	4.5	5.8
QUALITY OF SERVICE	Resident Access to Transit	35.29%	37.66%
	Weekday Span of Service (hours)	13.0	13.0
COST EFFICIENCY	Operating Expense per Revenue Mile	$3.86	$3.42
	Operating Expense per Revenue Hour	$49.20	$43.72
	Operating Revenue per Operating Expense	8.88%	8.86%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$13.58	$19.95
	Operating Expense per Passenger Mile	$3.02	$3.44
	Operating Expense per Capita	$6.87	$5.94
	Farebox Recovery Ratio	5.92%	5.11%
	Average Fare	$0.80	$1.02
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.28	0.17
	Passenger Trips per Revenue Hour	3.62	2.19
	Passenger Trips per Capita	0.51	0.30
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	8,534	11,361

Palm Beach County Transportation Agency (Palm Tran)

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. 2019 and 2020 motorbus data for Palm Tran are provided below.

		2019	2020
GENERAL INFORMATION	Service Area Population	1,485,941	1,485,941
	Service Area Population Density	754.3	754.3
	Operating Expense	$62,682,672	$67,217,256
	Operating Revenue	$9,651,727	$6,293,155
SERVICE SUPPLIED	Total Annual Revenue Miles	7,207,289	7,116,877
	Total Annual Revenue Hours	507,726	492,902
	Total Revenue Vehicles	157	150
	Peak Vehicles	118	119
	Route Miles	967	975.0
SERVICE USAGE	Annual Passenger Trips	9,056,770	7,651,222
	Annual Passenger Miles	53,319,973	40,227,116
	Average Trip Length	5.9	5.3
QUALITY OF SERVICE	Resident Access to Transit	62.56%	64.85%
	Weekday Span of Service (hours)	16.0	18.3
COST EFFICIENCY	Operating Expense per Revenue Mile	$8.70	$9.44
	Operating Expense per Revenue Hour	$123.46	$136.37
	Operating Revenue per Operating Expense	15.40%	9.36%
	Passenger Trips per Employee FTE	18,305	15,166
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$6.92	$8.79
	Operating Expense per Passenger Mile	$1.18	$1.67
	Operating Expense per Capita	$42.18	$45.24
	Farebox Recovery Ratio	13.75%	7.86%
	Average Fare	$0.95	$0.69
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.26	1.08
	Passenger Trips per Revenue Hour	17.84	15.52
	Passenger Trips per Capita	6.09	5.15
	Revenue Miles Between Safety Incidents	266,937	284,675
	Revenue Miles Between Failures	6,851	8,533

Pasco County Public Transportation (PCPT)

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 2019 and 2020.

		2019	2020
GENERAL INFORMATION	Service Area Population	525,643	553,947
	Service Area Population Density	703.7	741.6
	Operating Expense	$7,024,229	$7,079,179
	Operating Revenue	$963,007	$611,591
SERVICE SUPPLIED	Total Annual Revenue Miles	1,618,999	1,578,130
	Total Annual Revenue Hours	94,434	92,676
	Total Revenue Vehicles	36	36
	Peak Vehicles	23	23
	Route Miles	386.0	380.0
SERVICE USAGE	Annual Passenger Trips	859,657	773,412
	Annual Passenger Miles	5,084,583	4,510,043
	Average Trip Length	5.9	5.8
QUALITY OF SERVICE	Resident Access to Transit	46.10%	44.23%
	Weekday Span of Service (hours)	16.5	18.0
COST EFFICIENCY	Operating Expense per Revenue Mile	$4.34	$4.49
	Operating Expense per Revenue Hour	$74.38	$76.39
	Operating Revenue per Operating Expense	13.71%	8.64%
	Passenger Trips per Employee FTE	11,784	9,738
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$8.17	$9.15
	Operating Expense per Passenger Mile	$1.38	$1.57
	Operating Expense per Capita	$13.36	$12.78
	Farebox Recovery Ratio	11.66%	5.07%
	Average Fare	$0.95	$0.46
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.53	0.49
	Passenger Trips per Revenue Hour	9.1	8.35
	Passenger Trips per Capita	1.64	1.40
	Revenue Miles Between Safety Incidents	404,750	197,266
	Revenue Miles Between Failures	3,043	8,011

Pinellas Suncoast Transit Authority (PSTA)

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 2019 and 2020 are shown below.

		2019	2020
GENERAL INFORMATION	Service Area Population	1,075,854	1,099,272
	Service Area Population Density	3,539.0	3,616.0
	Operating Expense	$67,732,984	$71,168,218
	Operating Revenue	$10,776,027	$5,594,070
SERVICE SUPPLIED	Total Annual Revenue Miles	9,369,891	8,497,992
	Total Annual Revenue Hours	703,915	626,988
	Total Revenue Vehicles	247	241
	Peak Vehicles	204	197
	Route Miles	902.3	906.5
SERVICE USAGE	Annual Passenger Trips	13,236,380	10,617,835
	Annual Passenger Miles	70,497,087	59,870,006
	Average Trip Length	5.3	5.6
QUALITY OF SERVICE	Resident Access to Transit	86.38%	91.29%
	Weekday Span of Service (hours)	20.0	20.0
COST EFFICIENCY	Operating Expense per Revenue Mile	$7.23	$8.37
	Operating Expense per Revenue Hour	$96.22	$113.51
	Operating Revenue per Operating Expense	15.91%	7.86%
	Passenger Trips per Employee FTE	21,023	17,707
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$5.12	$6.70
	Operating Expense per Passenger Mile	$0.96	$1.19
	Operating Expense per Capita	$62.96	$64.74
	Farebox Recovery Ratio	13.31%	5.43%
	Average Fare	$0.68	$0.36
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.41	1.25
	Passenger Trips per Revenue Hour	18.8	16.93
	Passenger Trips per Capita	12.3	9.66
	Revenue Miles Between Safety Incidents	183,723	274,129
	Revenue Miles Between Failures	16,438	20,676

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

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. 2019 and 2020 data for the motorbus mode are shown below. The Sunshine Bus Company operates a deviated fixed-route service.

		2019	2020
GENERAL INFORMATION	Service Area Population	254,261	264,672
	Service Area Population Density	423.8	441.1
	Operating Expense	$1,680,337	$1,339,213
	Operating Revenue	$106,330	$72,242
SERVICE SUPPLIED	Total Annual Revenue Miles	607,581	440,246
	Total Annual Revenue Hours	28,900	20,919
	Total Revenue Vehicles	9	9
	Peak Vehicles	9	9
	Route Miles	n/a	n/a
SERVICE USAGE	Annual Passenger Trips	280,445	144,874
	Annual Passenger Miles	n/a	n/a
	Average Trip Length	n/a	n/a
QUALITY OF SERVICE	Resident Access to Transit	26.74%	24.28%
	Weekday Span of Service (hours)	14.6	14.6
COST EFFICIENCY	Operating Expense per Revenue Mile	$2.77	$3.04
	Operating Expense per Revenue Hour	$58.14	$64.02
	Operating Revenue per Operating Expense	6.33%	5.39%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$5.99	$9.24
	Operating Expense per Passenger Mile	n/a	n/a
	Operating Expense per Capita	$6.61	$5.06
	Farebox Recovery Ratio	4.93%	2.71%
	Average Fare	$0.30	$0.25
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.46	0.33
	Passenger Trips per Revenue Hour	9.70	6.93
	Passenger Trips per Capita	1.10	0.55
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	n/a	n/a

St. Lucie County

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 2019 and 2020.

		2019	2020
GENERAL INFORMATION	Service Area Population	321,128	328,297
	Service Area Population Density	561.4	573.9
	Operating Expense	$2,630,625	$3,010,793
	Operating Revenue	$71,581	$78,338
SERVICE SUPPLIED	Total Annual Revenue Miles	543,201	648,772
	Total Annual Revenue Hours	35,355	41,216
	Total Revenue Vehicles	18	20
	Peak Vehicles	11	13
	Route Miles	115.4	130.7
SERVICE USAGE	Annual Passenger Trips	661,097	694,675
	Annual Passenger Miles	3,118,121	3,010,898
	Average Trip Length	4.7	4.3
QUALITY OF SERVICE	Resident Access to Transit	36.76%	44.14%
	Weekday Span of Service (hours)	14.0	14.0
COST EFFICIENCY	Operating Expense per Revenue Mile	$4.84	$4.64
	Operating Expense per Revenue Hour	$74.41	$73.05
	Operating Revenue per Operating Expense	2.72%	2.60%
	Passenger Trips per Employee FTE	22,255	19,629
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$3.98	$4.33
	Operating Expense per Passenger Mile	$0.84	$1.00
	Operating Expense per Capita	$8.19	$9.17
	Farebox Recovery Ratio	n/a	n/a
	Average Fare	n/a	n/a
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.22	1.07
	Passenger Trips per Revenue Hour	18.7	16.85
	Passenger Trips per Capita	2.06	2.12
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	15,977	28,207

Sarasota County Area Transit (SCAT)

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 2019 and 2020 motorbus and commuter bus data are provided below.

		2019	2020
GENERAL INFORMATION	Service Area Population	410,522	420,968
	Service Area Population Density	1,918.3	1,967.1
	Operating Expense	$20,535,651	$20,917,957
	Operating Revenue	$1,523,143	$812,443
SERVICE SUPPLIED	Total Annual Revenue Miles	3,020,839	2,648,101
	Total Annual Revenue Hours	204,715	185,098
	Total Revenue Vehicles	59	59
	Peak Vehicles	51	51
	Route Miles	489.7	489.7
SERVICE USAGE	Annual Passenger Trips	2,418,259	2,003,652
	Annual Passenger Miles	12,138,109	9,905,724
	Average Trip Length	5.0	4.9
QUALITY OF SERVICE	Resident Access to Transit	79.67%	57.21%
	Weekday Span of Service (hours)	18.9	18.9
COST EFFICIENCY	Operating Expense per Revenue Mile	$6.80	$7.90
	Operating Expense per Revenue Hour	$100.31	$113.01
	Operating Revenue per Operating Expense	7.42%	3.88%
	Passenger Trips per Employee FTE	11,683	9,322
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$8.49	$10.44
	Operating Expense per Passenger Mile	$1.69	$2.11
	Operating Expense per Capita	$50.02	$49.69
	Farebox Recovery Ratio	7.17%	3.60%
	Average Fare	$0.61	$0.38
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.80	0.76
	Passenger Trips per Revenue Hour	11.81	10.82
	Passenger Trips per Capita	5.89	4.76
	Revenue Miles Between Safety Incidents	604,168	n/a
	Revenue Miles Between Failures	5,798	7,743

South Florida Regional Transportation Authority (Tri-Rail)

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 2019 and 2020 data for these services. 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). Similarly, in 2020, 83 percent of the annual passenger trips shown were for commuter rail (3,522,017) while the remainder for the motorbus services (742,7114). *Safety incidents for commuter rail services are not reported in the NTD.*

		2019	2020
GENERAL INFORMATION	Service Area Population	133,588	133,588
	Service Area Population Density	4,174.6	4,174.6
	Operating Expense	$100,710,249	$95,671,023
	Operating Revenue	$17,854,382	$11,031,129
SERVICE SUPPLIED	Total Annual Revenue Miles	4,335,115	3,764,484
	Total Annual Revenue Hours	188,353	168,979
	Total Revenue Vehicles	106	106
	Peak Vehicles	72	65
	Route Miles	294.2	255.5
SERVICE USAGE	Annual Passenger Trips	5,433,701	4,264,731
	Annual Passenger Miles	122,625,802	97,531,355
	Average Trip Length	22.6	22.9
QUALITY OF SERVICE	Resident Access to Transit	7.43%	4.97%
	Weekday Span of Service (hours)	19.6	19.6
COST EFFICIENCY	Operating Expense per Revenue Mile	$23.23	$25.41
	Operating Expense per Revenue Hour	$534.69	$566.17
	Operating Revenue per Operating Expense	17.73%	11.53%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$18.53	$22.43
	Operating Expense per Passenger Mile	$0.82	$0.98
	Operating Expense per Capita	$753.89	$716.16
	Farebox Recovery Ratio	13.22%	10.08%
	Average Fare	$2.45	$2.26
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.25	1.13
	Passenger Trips per Revenue Hour	28.85	25.24
	Passenger Trips per Capita	40.68	31.92
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	32,352	28,958

Space Coast Area Transit (SCAT)

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. 2019 and 2020 data representing Space Coast's motorbus and vanpool services are shown on this page.

		2019	2020
GENERAL INFORMATION	Service Area Population	579,130	601,942
	Service Area Population Density	372.0	386.6
	Operating Expense	$8,430,295	$8,807,893
	Operating Revenue	$1,714,079	$1,166,316
SERVICE SUPPLIED	Total Annual Revenue Miles	2,503,841	2,327,251
	Total Annual Revenue Hours	115,954	111,476
	Total Revenue Vehicles	126	126
	Peak Vehicles	66	74
	Route Miles	345.0	327.0
SERVICE USAGE	Annual Passenger Trips	2,139,453	1,658,741
	Annual Passenger Miles	15,559,236	11,395,341
	Average Trip Length	7.3	6.9
QUALITY OF SERVICE	Resident Access to Transit	58.57%	58.31%
	Weekday Span of Service (hours)	18.4	18.4
COST EFFICIENCY	Operating Expense per Revenue Mile	$3.37	$3.78
	Operating Expense per Revenue Hour	$72.70	$79.01
	Operating Revenue per Operating Expense	20.33%	13.24%
	Passenger Trips per Employee FTE	33,390	21,975
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$3.94	$5.31
	Operating Expense per Passenger Mile	$0.54	$0.77
	Operating Expense per Capita	$14.56	$14.63
	Farebox Recovery Ratio	14.63%	9.55%
	Average Fare	$0.58	$0.51
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.85	0.71
	Passenger Trips per Revenue Hour	18.45	14.88
	Passenger Trips per Capita	3.69	2.76
	Revenue Miles Between Safety Incidents	n/a	2,327,251
	Revenue Miles Between Failures	51,099	46,545

StarMetro (Tallahassee)

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 2019 and 2020 motorbus data are provided below.

		2019	2020
GENERAL INFORMATION	Service Area Population	162,310	162,310
	Service Area Population Density	1,591.3	1,591.3
	Operating Expense	$15,775,543	$12,868,971
	Operating Revenue	$4,830,004	$3,831,386
SERVICE SUPPLIED	Total Annual Revenue Miles	2,328,471	1,995,082
	Total Annual Revenue Hours	188,831	166,039
	Total Revenue Vehicles	69	69
	Peak Vehicles	57	57
	Route Miles	267.6	247.6
SERVICE USAGE	Annual Passenger Trips	3,480,410	2,046,582
	Annual Passenger Miles	9,943,231	5,851,765
	Average Trip Length	2.9	2.9
QUALITY OF SERVICE	Resident Access to Transit	57.39%	56.06%
	Weekday Span of Service (hours)	17.9	17.9
COST EFFICIENCY	Operating Expense per Revenue Mile	$6.78	$6.45
	Operating Expense per Revenue Hour	$83.55	$77.51
	Operating Revenue per Operating Expense	30.62%	29.77%
	Passenger Trips per Employee FTE	20,268	13,515
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$4.53	$6.29
	Operating Expense per Passenger Mile	$1.59	$2.20
	Operating Expense per Capita	$97.19	$79.29
	Farebox Recovery Ratio	29.34%	27.94%
	Average Fare	$1.33	$1.76
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.49	1.03
	Passenger Trips per Revenue Hour	18.43	12.33
	Passenger Trips per Capita	21.44	12.61
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	3,341	3,464

SunRail (Central Florida Commuter Rail)

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 2019 and 2020 are shown below. *Safety incidents for commuter rail services are not reported in the NTD.*

		2019	2020
GENERAL INFORMATION	Service Area Population	285,713	287,435
	Service Area Population Density	2,597.4	2,613.0
	Operating Expense	$44,571,170	$48,964,817
	Operating Revenue	$7,838,522	$6,364,683
SERVICE SUPPLIED	Total Annual Revenue Miles	964,596	959,969
	Total Annual Revenue Hours	35,204	34,438
	Total Revenue Vehicles	31	31
	Peak Vehicles	26	25
	Route Miles	97.9	97.9
SERVICE USAGE	Annual Passenger Trips	1,469,654	1,243,563
	Annual Passenger Miles	24,566,657	20,712,830
	Average Trip Length	16.7	16.7
QUALITY OF SERVICE	Resident Access to Transit	5.60%	5.81%
	Weekday Span of Service (hours)	18.3	18.3
COST EFFICIENCY	Operating Expense per Revenue Mile	$46.21	$51.01
	Operating Expense per Revenue Hour	$1,266.08	$1,421.83
	Operating Revenue per Operating Expense	17.59%	13.00%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$30.33	$39.37
	Operating Expense per Passenger Mile	$1.81	$2.36
	Operating Expense per Capita	$156.00	$170.35
	Farebox Recovery Ratio	7.02%	5.53%
	Average Fare	$2.13	$2.18
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.52	1.30
	Passenger Trips per Revenue Hour	41.75	36.11
	Passenger Trips per Capita	5.14	4.33
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	43,845	63,998

SunTran (Ocala/Marion)

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. 2019 and 2020 data for SunTran's motorbus services are shown below.

		2019	2020
GENERAL INFORMATION	Service Area Population	64,655	64,655
	Service Area Population Density	1,175.5	1,175.5
	Operating Expense	$2,344,377	$2,515,566
	Operating Revenue	$302,093	$245,049
SERVICE SUPPLIED	Total Annual Revenue Miles	480,893	420,323
	Total Annual Revenue Hours	32,036	29,016
	Total Revenue Vehicles	7	7
	Peak Vehicles	7	7
	Route Miles	n/a	n/a
SERVICE USAGE	Annual Passenger Trips	377,825	256,510
	Annual Passenger Miles	n/a	n/a
	Average Trip Length	n/a	n/a
QUALITY OF SERVICE	Resident Access to Transit	18.93%	18.04%
	Weekday Span of Service (hours)	17.0	17.0
COST EFFICIENCY	Operating Expense per Revenue Mile	$4.88	$5.98
	Operating Expense per Revenue Hour	$73.18	$86.70
	Operating Revenue per Operating Expense	12.89%	9.74%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$6.20	$9.81
	Operating Expense per Passenger Mile	n/a	n/a
	Operating Expense per Capita	$36.26	$38.91
	Farebox Recovery Ratio	10.71%	7.33%
	Average Fare	$0.66	$0.72
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.79	0.61
	Passenger Trips per Revenue Hour	11.79	8.84
	Passenger Trips per Capita	5.84	3.97
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	n/a	n/a

County of Volusia (VOTRAN)

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. 2019 and 2020 data for VOTRAN's motorbus and vanpool services are shown below.

		2019	2020
GENERAL INFORMATION	Service Area Population	494,593	494,593
	Service Area Population Density	409.8	409.8
	Operating Expense	$17,559,119	$17,491,022
	Operating Revenue	$3,493,419	$2,604,418
SERVICE SUPPLIED	Total Annual Revenue Miles	3,412,477	3,326,989
	Total Annual Revenue Hours	208,295	210,226
	Total Revenue Vehicles	94	100
	Peak Vehicles	76	77
	Route Miles	629.9	633.0
SERVICE USAGE	Annual Passenger Trips	3,172,828	2,466,083
	Annual Passenger Miles	14,382,669	10,975,197
	Average Trip Length	4.5	4.5
QUALITY OF SERVICE	Resident Access to Transit	52.03%	55.82%
	Weekday Span of Service (hours)	18.0	18.0
COST EFFICIENCY	Operating Expense per Revenue Mile	$5.15	$5.26
	Operating Expense per Revenue Hour	$84.30	$83.20
	Operating Revenue per Operating Expense	19.90%	14.89%
	Passenger Trips per Employee FTE	15,158	12,198
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$5.53	$7.09
	Operating Expense per Passenger Mile	$1.22	$1.59
	Operating Expense per Capita	$35.50	$35.36
	Farebox Recovery Ratio	15.26%	10.85%
	Average Fare	$0.84	$0.77
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.93	0.74
	Passenger Trips per Revenue Hour	15.23	11.73
	Passenger Trips per Capita	6.42	4.99
	Revenue Miles Between Safety Incidents	426,560	1,108,996
	Revenue Miles Between Failures	5,018	5,174

Tampa Bay Area Regional Transportation Authority (TBARTA)

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

TBARTA
Tampa Bay Area Regional Transit Authority

In addition to Florida's 30 urban fixed-route transit systems, the 2020 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. 2019 and 2020 data for TBARTA's vanpool services are shown below.

		2019	2020
GENERAL INFORMATION	Service Area Population	3,257,481	3,257,481
	Service Area Population Density	1,172.6	1,172.6
	Operating Expense	$2,092,804	$2,044,735
	Operating Revenue	$1,624,084	$1,787,683
SERVICE SUPPLIED	Total Annual Revenue Miles	2,136,627	2,254,065
	Total Annual Revenue Hours	66,703	71,201
	Total Revenue Vehicles	150	172
	Peak Vehicles	150	172
	Route Miles	n/a	n/a
SERVICE USAGE	Annual Passenger Trips	293,714	251,583
	Annual Passenger Miles	9,266,431	7,742,625
	Average Trip Length	31.5	30.8
QUALITY OF SERVICE	Resident Access to Transit	n/a	n/a
	Weekday Span of Service (hours)	13.0	13.0
COST EFFICIENCY	Operating Expense per Revenue Mile	$0.98	$0.91
	Operating Expense per Revenue Hour	$31.37	$28.72
	Operating Revenue per Operating Expense	77.60%	87.43%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	$7.13	$8.13
	Operating Expense per Passenger Mile	$0.23	$0.26
	Operating Expense per Capita	$0.64	$0.63
	Farebox Recovery Ratio	77.60%	87.43%
	Average Fare	$5.53	$7.11
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.14	0.11
	Passenger Trips per Revenue Hour	4.40	3.53
	Passenger Trips per Capita	0.09	0.08
	Revenue Miles Between Safety Incidents	n/a	1,127,033
	Revenue Miles Between Failures	n/a	n/a

Florida Transit System Summary 2019 & 2020

General Information

System	Service Area Population		Service Area Population Density		Operating Expense		Operating Revenue	
	2019	2020	2019	2020	2019	2020	2019	2020
Bay Town Trolley	105,192	105,192	1,813.66	1,813.66	$2,662,868	$3,057,814	$447,522	$405,544
Broward County Transit	1,951,260	1,952,778	4,759.17	4,562.57	$130,769,356	$142,148,206	$42,997,274	$21,228,464
Citrus County Transit	30,858	30,858	629.76	629.76	$616,505	$348,053	$7,772	$3,012
Collier Area Transit	323,785	384,902	159.89	190.08	$6,390,871	$7,699,371	$1,140,875	$763,017
Escambia County Area Transit	241,661	241,661	1,278.63	1,278.63	$9,711,278	$8,713,329	$2,164,088	$1,131,698
Gainesville Regional Transit System	163,990	163,990	2,157.76	2,157.76	$26,271,880	$25,506,642	$17,067,083	$13,905,433
Hernando (TransHernando Express)	116,315	116,315	1,306.91	1,306.91	$1,472,114	$1,666,283	$117,645	$94,128
Hillsborough Area Regional Transit	807,015	807,015	3,164.76	3,164.76	$76,770,056	$66,897,264	$13,773,582	$10,304,774
Indian River (GoLine)	151,825	151,825	702.89	702.89	$3,007,526	$2,930,043	$146,435	$631
Jacksonville Transportation Authority	1,121,744	1,223,991	811.09	799.47	$95,739,175	$101,114,724	$12,193,290	$10,289,326
Lake County Public Transp. (LakeXpress)	97,497	97,497	1,373.20	1,373.20	$3,360,356	$3,220,076	$148,242	$227,849
Lakeland Area Mass Transit District	708,009	708,009	9,194.92	9,194.92	$9,563,218	$10,163,061	$1,496,514	$865,058
Lee County Transit	735,148	750,493	903.13	921.98	$17,892,197	$17,673,840	$4,237,158	$3,444,665
LYNX Transit	2,134,411	2,134,411	840.32	840.32	$110,694,235	$113,046,848	$29,520,944	$16,837,021
Manatee County Area Transit	368,782	398,367	496.34	536.16	$10,554,694	$10,890,867	$1,048,953	$535,947
Martin County	158,598	158,598	2,439.97	2,439.97	$1,796,708	$2,145,181	$106,534	$55,987
Miami-Dade Transit	2,496,435	2,496,435	8,158.28	8,158.28	$491,349,601	$513,204,063	$112,959,129	$63,552,028
Okaloosa County Transit (The WAVE)	196,512	196,512	1,637.60	1,637.60	$1,350,163	$1,166,495	$119,897	$103,317
Palm Beach County Transportation Agency	1,485,941	1,485,941	754.28	754.28	$62,682,672	$67,217,256	$9,651,727	$6,293,155
Pasco County Public Transportation	525,643	553,947	703.67	741.56	$7,024,229	$7,079,179	$963,007	$611,591
Pinellas Suncoast Transit Authority	1,075,854	1,099,272	3,538.99	3,616.03	$67,732,984	$71,168,218	$10,776,027	$5,594,070
St. Johns County (Sunshine Bus)	254,261	264,672	423.77	441.12	$1,680,337	$1,339,213	$106,330	$72,242
St. Lucie County Council on Aging, Inc.	321,128	328,297	561.41	573.95	$2,630,625	$3,010,793	$71,581	$78,338
Sarasota County Area Transit	410,522	420,968	1,918.33	1,967.14	$20,535,651	$20,917,957	$1,523,143	$812,443
S. Florida Regional Transportation Authority	133,588	133,588	4,174.63	4,174.63	$100,710,249	$95,671,023	$17,854,382	$11,031,129
Space Coast Area Transit	579,130	601,942	371.95	386.60	$8,430,295	$8,807,893	$1,714,079	$1,166,316
StarMetro (Tallahassee)	162,310	162,310	1,591.27	1,591.27	$15,775,543	$12,868,971	$4,830,004	$3,831,386
SunRail (Central Florida Commuter Rail)	285,713	287,435	2,597.39	2,613.05	$44,571,170	$48,964,817	$7,838,522	$6,364,683
SunTran (Ocala)	64,655	64,655	1,175.55	1,175.55	$2,344,377	$2,515,566	$302,093	$245,049
Volusia County dba VOTRAN	494,593	494,593	409.77	409.77	$17,559,119	$17,491,022	$3,493,419	$2,604,418
Tampa Bay Regional Transportation Authority	3,257,481	3,257,481	1,172.60	1,172.60	$2,092,804	$2,044,735	$1,624,084	$1,787,683

The data shown in this table represent closed-out, validated numbers as of September 2021. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary 2019 & 2020

Service Supplied

System	Total Annual Revenue Miles		Total Annual Revenue Hours		Total Revenue Vehicles		Peak Vehicles		Route Miles	
	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020
Bay Town Trolley	482,893	531,684	37,577	39,992	16	17	10	17	142.00	142.00
Broward County Transit	17,059,473	16,439,544	1,344,526	1,287,889	446	490	379	383	1,248.00	1,395.40
Citrus County Transit	217,656	104,353	11,781	5,755	5	4	5	4	n/a	n/a
Collier Area Transit	1,379,344	1,387,236	73,497	73,117	29	29	21	22	430.00	435.20
Escambia County Area Transit	1,618,262	1,207,702	109,214	92,384	46	46	36	36	415.70	429.30
Gainesville Regional Transit System	4,106,307	3,419,468	318,905	279,887	154	148	130	126	253.30	254.20
Hernando (TransHernando Express)	408,854	515,913	21,816	26,778	7	7	7	7	n/a	n/a
Hillsborough Area Regional Transit	8,313,267	6,673,395	683,872	557,697	193	193	141	137	1,002.60	1,002.50
Indian River (GoLine)	941,584	872,784	51,950	50,122	23	22	15	15	355.00	357.00
Jacksonville Transportation Authority	9,540,802	8,187,351	686,357	580,815	222	240	171	177	1,010.44	913.44
Lake County Public Transp. (LakeXpress)	567,788	569,841	34,221	34,401	16	16	10	10	174.50	173.80
Lakeland Area Mass Transit District	1,465,800	1,654,747	89,311	99,561	39	51	30	39	512.40	696.70
Lee County Transit	3,331,426	2,887,161	203,722	180,001	86	94	64	64	543.00	544.00
LYNX Transit	18,478,080	16,919,718	1,262,449	1,172,094	556	542	471	460	1,739.24	1,648.74
Manatee County Area Transit	1,394,373	1,369,498	96,147	93,882	37	40	23	23	306.00	306.00
Martin County	556,612	604,330	27,782	29,389	15	17	9	12	200.50	164.30
Miami-Dade Transit	39,285,889	37,586,170	2,440,436	2,368,136	1,223	1,351	985	1,068	2,469.86	2,460.06
Okaloosa County Transit (The WAVE)	349,874	340,831	27,442	26,678	17	17	10	10	224.00	228.00
Palm Beach County Transportation Agency	7,207,289	7,116,877	507,726	492,902	157	150	118	119	967.00	975.00
Pasco County Public Transportation	1,618,999	1,578,130	94,434	92,676	36	36	23	23	386.00	380.00
Pinellas Suncoast Transit Authority	9,369,891	8,497,992	703,915	626,988	247	241	204	197	902.30	906.50
St. Johns County (Sunshine Bus)	607,581	440,246	28,900	20,919	9	9	9	9	n/a	n/a
St. Lucie County Council on Aging, Inc.	543,201	648,772	35,355	41,216	18	20	11	13	115.40	130.70
Sarasota County Area Transit	3,020,839	2,648,101	204,715	185,098	59	59	51	51	489.70	489.70
S. Florida Regional Transportation Authority	4,335,115	3,764,484	188,353	168,979	106	106	72	65	294.24	255.54
Space Coast Area Transit	2,503,841	2,327,251	115,954	111,476	126	126	66	74	345.00	327.00
StarMetro (Tallahassee)	2,328,471	1,995,082	188,831	166,039	69	69	57	57	267.60	247.60
SunRail (Central Florida Commuter Rail)	964,596	959,969	35,204	34,438	31	31	26	25	97.94	97.94
SunTran (Ocala)	480,893	420,323	32,036	29,016	7	7	7	7	n/a	n/a
Volusia County dba VOTRAN	3,412,477	3,326,989	208,295	210,226	94	100	76	77	629.90	633.00
Tampa Bay Regional Transportation Authority	2,136,627	2,254,065	66,703	71,201	150	172	150	172	n/a	n/a

The data shown in this table represent closed-out, validated numbers as of September 2021. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary 2019 & 2020

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)	
	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020
Bay Town Trolley	394,977	325,847	2,184,223	1,985,901	5.53	6.09	36.25%	47.63%	14.50	14.50
Broward County Transit	28,555,090	19,266,336	130,642,860	86,358,197	4.58	4.79	94.04%	94.44%	20.70	19.70
Citrus County Transit	45,994	19,498	n/a	n/a	n/a	n/a	28.41%	28.18%	n/a	n/a
Collier Area Transit	805,513	642,428	5,839,288	4,657,060	7.25	7.25	54.39%	53.89%	17.33	17.25
Escambia County Area Transit	1,398,149	921,987	6,843,819	4,513,034	4.89	4.89	59.56%	57.58%	17.33	17.33
Gainesville Regional Transit System	9,198,388	5,594,678	26,433,094	15,751,795	2.87	2.82	64.07%	61.30%	22.92	22.92
Hernando (TransHernando Express)	140,220	134,710	n/a	n/a	n/a	n/a	34.90%	41.62%	12.50	12.50
Hillsborough Area Regional Transit	12,910,703	8,886,999	72,368,390	50,819,624	5.61	5.72	54.30%	51.28%	21.50	21.50
Indian River (GoLine)	1,226,631	1,078,079	5,383,004	4,417,326	4.39	4.10	65.86%	66.65%	13.00	13.00
Jacksonville Transportation Authority	11,202,092	7,727,901	61,917,042	44,050,233	5.53	5.70	65.30%	70.49%	21.02	21.08
Lake County Public Transp. (LakeXpress)	353,945	262,108	2,137,828	1,672,249	6.04	6.38	28.34%	27.24%	15.00	15.00
Lakeland Area Mass Transit District	1,187,030	774,569	6,722,792	4,514,472	5.66	5.83	41.42%	39.40%	14.25	15.17
Lee County Transit	3,040,309	2,261,771	18,320,123	13,221,992	6.03	5.85	51.40%	49.82%	17.52	17.57
LYNX Transit	24,438,348	17,205,928	155,663,432	94,773,252	6.37	5.51	53.12%	50.98%	23.00	23.00
Manatee County Area Transit	1,475,533	1,199,589	6,617,965	5,808,067	4.49	4.84	63.08%	62.58%	17.25	17.25
Martin County	101,698	90,040	845,286	694,277	8.31	7.71	24.60%	25.22%	14.00	14.00
Miami-Dade Transit	77,800,696	55,234,029	422,053,465	300,146,033	5.42	5.43	91.83%	93.90%	24.00	24.00
Okaloosa County Transit (The WAVE)	99,456	58,476	447,552	339,352	4.50	5.80	35.29%	37.66%	13.00	13.00
Palm Beach County Transportation Agency	9,056,770	7,651,222	53,319,973	40,227,116	5.89	5.26	62.56%	64.85%	16.00	18.30
Pasco County Public Transportation	859,657	773,412	5,084,583	4,510,043	5.91	5.83	46.10%	44.23%	16.50	18.00
Pinellas Suncoast Transit Authority	13,236,380	10,617,835	70,497,087	59,870,006	5.33	5.64	86.38%	91.29%	19.97	19.97
St. Johns County (Sunshine Bus)	280,445	144,874	n/a	n/a	n/a	n/a	26.74%	24.28%	14.58	14.58
St. Lucie County Council on Aging, Inc.	661,097	694,675	3,118,121	3,010,898	4.72	4.33	36.76%	44.14%	14.00	14.00
Sarasota County Area Transit	2,418,259	2,003,652	12,138,109	9,905,724	5.02	4.94	79.67%	57.21%	18.85	18.85
S. Florida Regional Transportation Authority	5,433,701	4,264,731	122,625,802	97,531,355	22.57	22.87	7.43%	4.97%	19.58	19.58
Space Coast Area Transit	2,139,453	1,658,741	15,559,236	11,395,341	7.27	6.87	58.57%	58.31%	18.42	18.42
StarMetro (Tallahassee)	3,480,410	2,046,582	9,943,231	5,851,765	2.86	2.86	57.39%	56.06%	17.87	17.87
SunRail (Central Florida Commuter Rail)	1,469,654	1,243,563	24,566,657	20,712,830	16.72	16.66	5.60%	5.81%	18.28	18.28
SunTran (Ocala)	377,825	256,510	n/a	n/a	n/a	n/a	18.93%	18.04%	17.00	17.00
Volusia County dba VOTRAN	3,172,828	2,466,083	14,382,669	10,975,197	4.53	4.45	52.03%	55.82%	18.02	18.02
Tampa Bay Regional Transportation Authority	293,714	251,583	9,266,431	7,742,625	31.55	30.78	n/a	n/a	13.00	13.00

The data shown in this table represent closed-out, validated numbers as of September 2021. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary 2019 & 2020

Cost Efficiency

System	Operating Expense per Revenue Mile		Operating Expense per Revenue Hour		Operating Revenue per Operating Expense		Passenger Trips per Employee FTE*	
	2019	2020	2019	2020	2019	2020	2019	2020
Bay Town Trolley	$5.51	$5.75	$70.86	$76.46	16.81%	13.26%	n/a	n/a
Broward County Transit	$7.67	$8.65	$97.26	$110.37	32.88%	14.93%	24,009	15,732
Citrus County Transit	$2.83	$3.34	$52.33	$60.48	1.26%	0.87%	n/a	n/a
Collier Area Transit	$4.63	$5.55	$86.95	$105.30	17.85%	9.91%	n/a	n/a
Escambia County Area Transit	$6.00	$7.21	$88.92	$94.32	22.28%	12.99%	13,732	8,979
Gainesville Regional Transit System	$6.40	$7.46	$82.38	$91.13	64.96%	54.52%	36,769	18,750
Hernando (TransHernando Express)	$3.60	$3.23	$67.48	$62.23	7.99%	5.65%	n/a	n/a
Hillsborough Area Regional Transit	$9.23	$10.02	$112.26	$119.95	17.94%	15.40%	18,723	15,334
Indian River (GoLine)	$3.19	$3.36	$57.89	$58.46	4.87%	0.02%	n/a	n/a
Jacksonville Transportation Authority	$10.03	$12.35	$139.49	$174.09	12.74%	10.18%	13,890	10,915
Lake County Public Transp. (LakeXpress)	$5.92	$5.65	$98.20	$93.60	4.41%	7.08%	n/a	n/a
Lakeland Area Mass Transit District	$6.52	$6.14	$107.08	$102.08	15.65%	8.51%	10,461	7,066
Lee County Transit	$5.37	$6.12	$87.83	$98.19	23.68%	19.49%	16,687	12,711
LYNX Transit	$5.99	$6.68	$87.68	$96.45	26.67%	14.89%	21,817	14,055
Manatee County Area Transit	$7.57	$7.95	$109.78	$116.01	9.94%	4.92%	14,899	14,065
Martin County	$3.23	$3.55	$64.67	$72.99	5.93%	2.61%	n/a	n/a
Miami-Dade Transit	$12.51	$13.65	$201.34	$216.71	22.99%	12.38%	25,351	17,979
Okaloosa County Transit (The WAVE)	$3.86	$3.42	$49.20	$43.72	8.88%	8.86%	n/a	n/a
Palm Beach County Transportation Agency	$8.70	$9.44	$123.46	$136.37	15.40%	9.36%	18,305	15,166
Pasco County Public Transportation	$4.34	$4.49	$74.38	$76.39	13.71%	8.64%	11,784	9,738
Pinellas Suncoast Transit Authority	$7.23	$8.37	$96.22	$113.51	15.91%	7.86%	21,023	17,707
St. Johns County (Sunshine Bus)	$2.77	$3.04	$58.14	$64.02	6.33%	5.39%	n/a	n/a
St. Lucie County Council on Aging, Inc.	$4.84	$4.64	$74.41	$73.05	2.72%	2.60%	22,255	19,629
Sarasota County Area Transit	$6.80	$7.90	$100.31	$113.01	7.42%	3.88%	11,683	9,322
S. Florida Regional Transportation Authority	$23.23	$25.41	$534.69	$566.17	17.73%	11.53%	n/a	n/a
Space Coast Area Transit	$3.37	$3.78	$72.70	$79.01	20.33%	13.24%	33,390	21,975
StarMetro (Tallahassee)	$6.78	$6.45	$83.54	$77.51	30.62%	29.77%	20,268	13,515
SunRail (Central Florida Commuter Rail)	$46.21	$51.01	$1,266.08	$1,421.83	17.59%	13.00%	n/a	n/a
SunTran (Ocala)	$4.88	$5.98	$73.18	$86.70	12.89%	9.74%	n/a	n/a
Volusia County dba VOTRAN	$5.15	$5.26	$84.30	$83.20	19.90%	14.89%	15,158	12,198
Tampa Bay Regional Transportation Authority	$0.98	$0.91	$31.37	$28.72	77.60%	87.43%	n/a	n/a

** excludes purchased transportation data*

The data shown in this table represent closed-out, validated numbers as of September 2021. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary 2019 & 2020

Cost Effectiveness

System	Operating Expense per Passenger Trip		Operating Expense per Passenger Mile		Operating Expense per Capita		Farebox Recovery Ratio		Average Fare	
	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020
Bay Town Trolley	$6.74	$9.38	$1.22	$1.54	$25.31	$29.07	15.18%	11.12%	$1.02	$1.04
Broward County Transit	$4.58	$7.38	$0.94	$1.65	$67.02	$72.79	21.64%	9.42%	$0.99	$0.70
Citrus County Transit	$13.40	$17.85	n/a	n/a	$19.98	$11.28	1.26%	0.87%	$0.17	$0.15
Collier Area Transit	$7.93	$11.98	$1.09	$1.65	$19.74	$20.00	14.23%	8.32%	$1.13	$1.00
Escambia County Area Transit	$6.95	$9.45	$1.42	$1.93	$40.19	$36.06	14.29%	9.17%	$0.99	$0.87
Gainesville Regional Transit System	$2.86	$4.56	$0.99	$1.62	$160.20	$155.54	61.22%	52.26%	$1.75	$2.38
Hernando (TransHernando Express)	$10.50	$12.37	$4.23	n/a	$12.66	$14.33	7.32%	5.00%	$0.77	$0.62
Hillsborough Area Regional Transit	$5.95	$7.53	$1.06	$1.32	$95.13	$82.89	14.96%	12.36%	$0.89	$0.93
Indian River (GoLine)	$2.45	$2.72	$0.56	$0.66	$19.81	$19.30	n/a	n/a	n/a	n/a
Jacksonville Transportation Authority	$8.55	$13.08	$1.55	$2.30	$85.35	$82.61	11.67%	9.36%	$1.00	$1.23
Lake County Public Transp. (LakeXpress)	$9.49	$12.29	$1.57	$1.93	$34.47	$33.03	4.41%	3.09%	$0.42	$0.38
Lakeland Area Mass Transit District	$8.06	$13.12	$1.42	$2.25	$13.51	$14.35	11.86%	5.42%	$0.96	$0.71
Lee County Transit	$5.88	$7.81	$0.98	$1.34	$24.34	$23.55	14.21%	8.72%	$0.84	$0.68
LYNX Transit	$4.53	$6.57	$0.71	$1.19	$51.86	$52.96	20.83%	10.71%	$0.94	$0.70
Manatee County Area Transit	$7.15	$9.08	$1.59	$1.88	$28.62	$27.34	8.32%	3.80%	$0.60	$0.34
Martin County	$17.67	$23.82	$2.13	$3.09	$11.33	$13.53	5.93%	2.58%	$1.05	$0.61
Miami-Dade Transit	$6.32	$9.29	$1.16	$1.71	$196.82	$205.57	16.90%	8.60%	$1.07	$0.80
Okaloosa County Transit (The WAVE)	$13.58	$19.95	$3.02	$3.44	$6.87	$5.94	5.92%	5.11%	$0.80	$1.02
Palm Beach County Transportation Agency	$6.92	$8.79	$1.18	$1.67	$42.18	$45.24	13.75%	7.86%	$0.95	$0.69
Pasco County Public Transportation	$8.17	$9.15	$1.38	$1.57	$13.36	$12.78	11.66%	5.07%	$0.95	$0.46
Pinellas Suncoast Transit Authority	$5.12	$6.70	$0.96	$1.19	$62.96	$64.74	13.31%	5.43%	$0.68	$0.36
St. Johns County (Sunshine Bus)	$5.99	$9.24	n/a	n/a	$6.61	$5.06	4.93%	2.71%	$0.30	$0.25
St. Lucie County Council on Aging, Inc.	$3.98	$4.33	$0.84	$1.00	$8.19	$9.17	n/a	n/a	n/a	n/a
Sarasota County Area Transit	$8.49	$10.44	$1.69	$2.11	$50.02	$49.69	7.17%	3.60%	$0.61	$0.38
S. Florida Regional Transportation Authority	$18.53	$22.43	$0.82	$0.98	$753.89	$716.16	13.22%	10.08%	$2.45	$2.26
Space Coast Area Transit	$3.94	$5.31	$0.54	$0.77	$14.56	$14.63	14.63%	9.55%	$0.58	$0.51
StarMetro (Tallahassee)	$4.53	$6.29	$1.59	$2.20	$97.19	$79.29	29.34%	27.94%	$1.33	$1.76
SunRail (Central Florida Commuter Rail)	$30.33	$39.37	$1.81	$2.36	$156.00	$170.35	7.02%	5.53%	$2.13	$2.18
SunTran (Ocala)	$6.20	$9.81	n/a	n/a	$36.26	$38.91	10.71%	7.33%	$0.66	$0.72
Volusia County dba VOTRAN	$5.53	$7.09	$1.22	$1.59	$35.50	$35.36	15.26%	10.85%	$0.84	$0.77
Tampa Bay Regional Transportation Authority	$7.13	$8.13	$0.23	$0.26	$0.64	$0.63	77.60%	87.43%	$5.53	$7.11

The data shown in this table represent closed-out, validated numbers as of September 2021. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary 2019 & 2020

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	
	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020
Bay Town Trolley	0.82	0.61	10.51	8.15	3.75	3.10	n/a	106,337	28,405	33,230
Broward County Transit	1.67	1.17	21.24	14.96	14.63	9.87	334,499	373,626	2,409	2,327
Citrus County Transit	0.21	0.19	3.90	3.39	1.49	0.63	n/a	n/a	n/a	n/a
Collier Area Transit	0.58	0.46	10.96	8.79	2.49	1.67	n/a	1,387,236	8,360	13,212
Escambia County Area Transit	0.86	0.76	12.80	9.98	5.79	3.82	269,710	1,207,702	15,560	10,880
Gainesville Regional Transit System	2.24	1.64	28.84	19.99	56.09	34.12	315,870	213,717	8,020	11,591
Hernando (TransHernando Express)	0.34	0.26	6.43	5.03	1.21	1.16	n/a	n/a	n/a	n/a
Hillsborough Area Regional Transit	1.55	1.33	18.88	15.94	16.00	11.01	151,150	222,447	4,525	4,885
Indian River (GoLine)	1.30	1.24	23.61	21.51	8.08	7.10	n/a	n/a	188,317	174,557
Jacksonville Transportation Authority	1.17	0.94	16.32	13.31	9.99	6.31	561,224	355,972	13,928	15,867
Lake County Public Transp. (LakeXpress)	0.62	0.46	10.34	7.62	3.63	2.69	n/a	569,841	3,103	3,392
Lakeland Area Mass Transit District	0.81	0.47	13.29	7.78	1.68	1.09	366,450	827,374	5,143	10,540
Lee County Transit	0.91	0.78	14.92	12.57	4.14	3.01	302,857	481,194	22,818	31,382
LYNX Transit	1.32	1.02	19.36	14.68	11.45	8.06	263,973	252,533	10,249	10,059
Manatee County Area Transit	1.06	0.88	15.35	12.78	4.00	3.01	232,396	342,375	3,660	3,815
Martin County	0.18	0.15	3.66	3.06	0.64	0.57	n/a	604,330	42,816	54,939
Miami-Dade Transit	1.98	1.47	31.88	23.32	31.16	22.13	1,309,530	2,505,745	3,217	3,482
Okaloosa County Transit (The WAVE)	0.28	0.17	3.62	2.19	0.51	0.30	n/a	n/a	8,534	11,361
Palm Beach County Transportation Agency	1.26	1.08	17.84	15.52	6.09	5.15	266,937	284,675	6,851	8,533
Pasco County Public Transportation	0.53	0.49	9.10	8.35	1.64	1.40	404,750	197,266	3,043	8,011
Pinellas Suncoast Transit Authority	1.41	1.25	18.80	16.93	12.30	9.66	183,723	274,129	16,438	20,676
St. Johns County (Sunshine Bus)	0.46	0.33	9.70	6.93	1.10	0.55	n/a	n/a	n/a	n/a
St. Lucie County Council on Aging, Inc.	1.22	1.07	18.70	16.85	2.06	2.12	n/a	n/a	15,977	28,207
Sarasota County Area Transit	0.80	0.76	11.81	10.82	5.89	4.76	604,168	n/a	5,798	7,743
S. Florida Regional Transportation Authority	1.25	1.13	28.85	25.24	40.68	31.92	n/a	n/a	32,352	28,958
Space Coast Area Transit	0.85	0.71	18.45	14.88	3.69	2.76	n/a	2,327,251	51,099	46,545
StarMetro (Tallahassee)	1.49	1.03	18.43	12.33	21.44	12.61	n/a	n/a	3,341	3,464
SunRail (Central Florida Commuter Rail)	1.52	1.30	41.75	36.11	5.14	4.33	n/a	n/a	43,845	63,998
SunTran (Ocala)	0.79	0.61	11.79	8.84	5.84	3.97	n/a	n/a	n/a	n/a
Volusia County dba VOTRAN	0.93	0.74	15.23	11.73	6.42	4.99	426,560	1,108,996	5,018	5,174
Tampa Bay Regional Transportation Authority	0.14	0.11	4.40	3.53	0.09	0.08	n/a	1,127,033	n/a	n/a

The data shown in this table represent closed-out, validated numbers as of September 2021. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit Systems' Fixed-Route Fares (as of September 2021)

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	FREE	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
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)