

2022
Florida Transit
Information and
Performance
Handbook

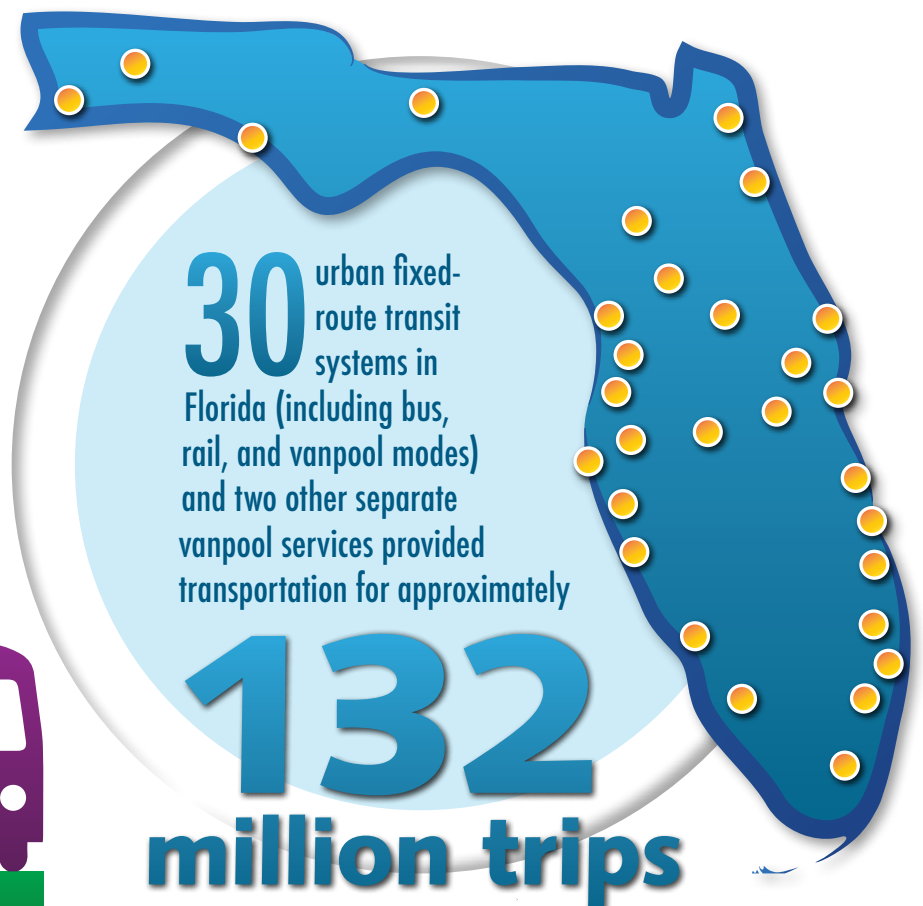
This Handbook offers a general overview of public transit in the State of Florida. The information in the following pages provides insight into transit's contribution to meeting the statewide transportation objectives and mission of the Florida Department of Transportation (FDOT). Additionally, the information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

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

This Handbook provides a synopsis of FDOT's transit resources, a profile of Florida's transit systems, and a snapshot of their performance in 2021. 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)

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)



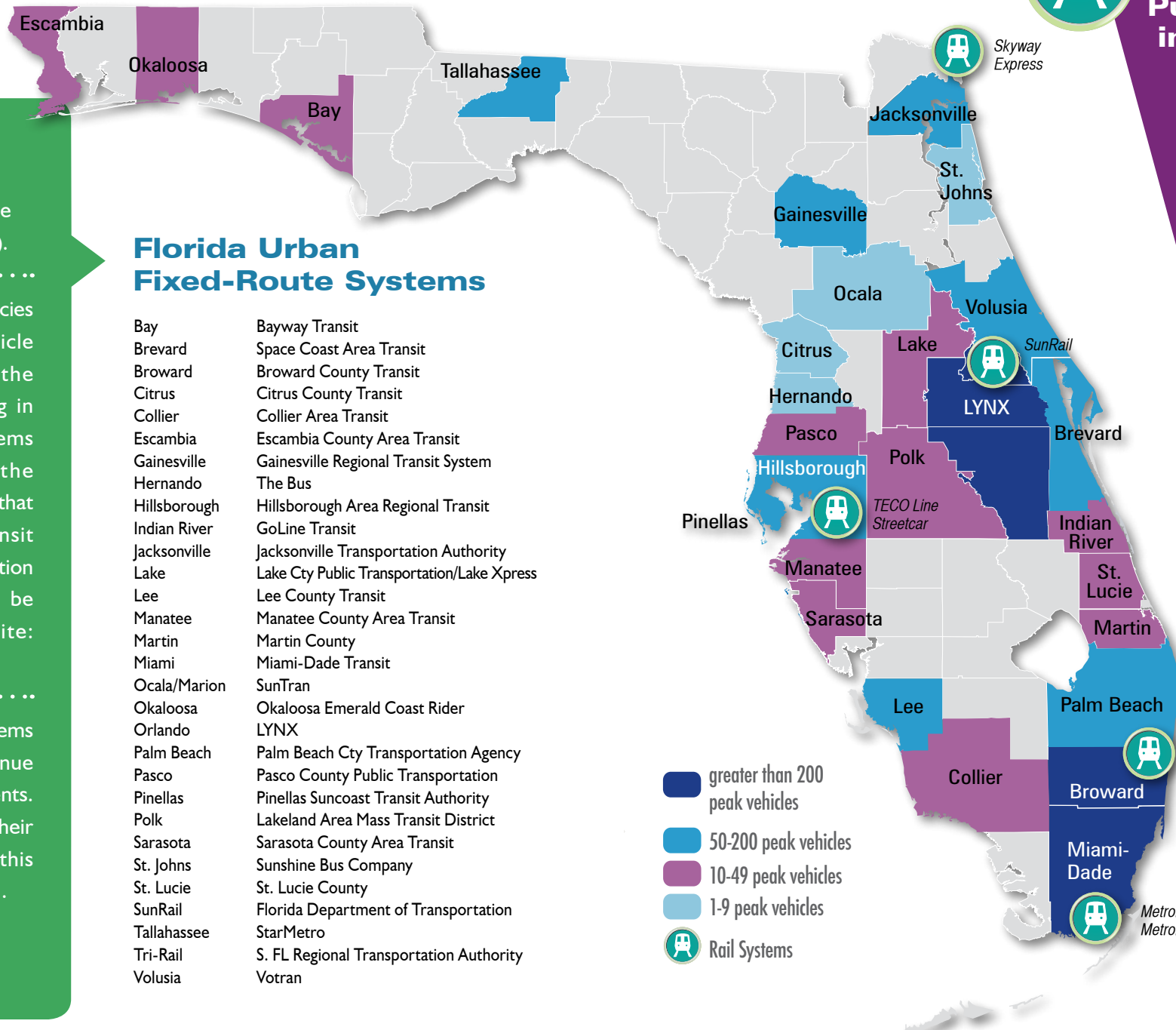
Florida's Transit Systems



In 2021, there were 30 urban fixed-route systems operating in Florida that reported to the National Transit Database (NTD).

During 2021, Florida's transit agencies ranged in size from the 4-vehicle system in Citrus County to the 1,012-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 2021. More information on public transit in Florida can be found at the following website: www.fdot.gov/transit.

In 2021, Florida's urban transit systems collectively went 338,079 revenue miles between major safety incidents. Eight transit agencies improved their safety performance based on this measure between 2020 and 2021.



Florida Urban Fixed-Route Systems

Bay	Bayway Transit
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 County
SunRail	Florida Department of Transportation
Tallahassee	StarMetro
Tri-Rail	S. FL Regional Transportation Authority
Volusia	Votran

Public 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

Metrail & Metromover
Miami-Dade Transit operates a heavy rail system



Florida's Urban Fixed-Route Transit System Summaries

2020 and 2021 Statewide Totals

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



In 2021, 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 2020 and 2021 from the National Transit Database. The data shown below represent closed-out, validated numbers as of September 2022. However, it is possible that some figures may be updated in the subsequent reporting year. The Covid-19 pandemic continued to significantly affect transit ridership in the state during FY 2021. Please see page 4 of this Handbook for more information on Florida's transit systems.

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

		2020	2021
GENERAL INFORMATION	Service Area Population	17,595,446	18,727,752
	Service Area Population Density	1,036.30	990.31
	Operating Expense	\$1,390,688,803	\$1,440,681,316
	Operating Revenue	\$184,240,402	\$151,174,305
SERVICE SUPPLIED	Total Annual Revenue Miles	137,250,007	137,936,283
	Total Annual Revenue Hours	9,249,752	9,482,107
	Total Revenue Vehicles	4,450	4,469
	Peak Vehicles	3,499	3,253
	Route Miles	15,528.60	15,722.72
SERVICE USAGE	Annual Passenger Trips	155,758,436	131,846,702
	Annual Passenger Miles	905,455,764	725,890,910
	Average Trip Length	5.9	5.5
QUALITY OF SERVICE	Resident Access to Transit**	60.32%	57.38%
	Weekday Span of Service (hours)	17.5	17.7
COST EFFICIENCY	Operating Expense per Revenue Mile	\$10.13	\$10.44
	Operating Expense per Revenue Hour	\$150.35	\$151.94
	Operating Revenue per Operating Expense	13.25%	10.49%
	Passenger Trips per Employee FTE	15,563	15,299
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$8.93	\$10.93
	Operating Expense per Passenger Mile	\$1.54	\$1.98
	Operating Expense per Capita	\$79.04	\$76.93
	Farebox Recovery Ratio	9.80%	6.69%
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.13	0.96
	Passenger Trips per Revenue Hour	16.84	13.90
	Passenger Trips per Capita	8.85	7.04
	Revenue Miles Between Safety Incidents	479,895	338,079
	Revenue Miles Between Failures	5,160	6,132

* Data in this Handbook represent FY 2021 data for all agencies. For most agencies, FY 2021 is from October 2020 through September 2021. For four agencies (St. Lucie, FDOT District One, Sunrail, and Tri-Rail) FY 2021 is from July 2020 through June 2021.

** 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.

Florida's Urban Fixed-Route Transit System Summaries

Bayway Transit

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



Bayway Transit 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 Bayway Transit's motorbus service for 2020 and 2021 is shown below.

		2020	2021
GENERAL INFORMATION	Service Area Population	105,192	175,216
	Service Area Population Density	1,813.70	231.16
	Operating Expense	\$3,057,814	\$3,482,277
	Operating Revenue	\$405,544	\$496,563
SERVICE SUPPLIED	Total Annual Revenue Miles	531,684	564,854
	Total Annual Revenue Hours	39,992	42,471
	Total Revenue Vehicles	17	17
	Peak Vehicles	17	17
	Route Miles	142	147
SERVICE USAGE	Annual Passenger Trips	325,847	329,927
	Annual Passenger Miles	1,985,901	2,010,767
	Average Trip Length	6.1	6.1
QUALITY OF SERVICE	Resident Access to Transit	47.63%	42.68%
	Weekday Span of Service (hours)	14.5	14.0
COST EFFICIENCY	Operating Expense per Revenue Mile	\$5.75	\$6.16
	Operating Expense per Revenue Hour	\$76.46	\$81.99
	Operating Revenue per Operating Expense	13.26%	14.26%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$9.38	\$10.55
	Operating Expense per Passenger Mile	\$1.54	\$1.73
	Operating Expense per Capita	\$29.07	\$19.87
	Farebox Recovery Ratio	11.12%	11.04%
	Average Fare	\$1.04	\$1.17
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.61	0.58
	Passenger Trips per Revenue Hour	8.15	7.77
	Passenger Trips per Capita	3.10	1.88
	Revenue Miles Between Safety Incidents	106,337	141,214
	Revenue Miles Between Failures	33,230	70,607

Florida's Urban Fixed-Route Transit System Summaries

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 2020 and 2021 are provided below.

		2020	2021
GENERAL INFORMATION	Service Area Population	1,952,778	1,944,375
	Service Area Population Density	4,562.60	4,542.93
	Operating Expense	\$133,582,763	\$146,021,341
	Operating Revenue	\$21,064,267	\$13,881,892
SERVICE SUPPLIED	Total Annual Revenue Miles	14,629,483	15,743,505
	Total Annual Revenue Hours	1,132,729	1,232,063
	Total Revenue Vehicles	421	506
	Peak Vehicles	317	350
	Route Miles	1,342.10	1,383.60
SERVICE USAGE	Annual Passenger Trips	17,861,882	16,024,964
	Annual Passenger Miles	85,848,742	65,646,678
	Average Trip Length	4.8	4.3
QUALITY OF SERVICE	Resident Access to Transit	94.44%	83.92%
	Weekday Span of Service (hours)	19.7	20.2
COST EFFICIENCY	Operating Expense per Revenue Mile	\$9.13	\$9.28
	Operating Expense per Revenue Hour	\$117.93	\$118.52
	Operating Revenue per Operating Expense	15.77%	9.51%
	Passenger Trips per Employee FTE	15,732	15,865
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$7.48	\$9.11
	Operating Expense per Passenger Mile	\$1.56	\$2.22
	Operating Expense per Capita	\$68.41	\$75.10
	Farebox Recovery Ratio	9.98%	4.43%
	Average Fare	\$0.75	\$0.40
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.22	1.02
	Passenger Trips per Revenue Hour	15.77	13.01
	Passenger Trips per Capita	9.15	8.24
	Revenue Miles Between Safety Incidents	332,488	238,538
	Revenue Miles Between Failures	2,070	4,185

Florida's Urban Fixed-Route Transit System Summaries

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. 2020 and 2021 data for Citrus County are shown below.

		2020	2021
GENERAL INFORMATION	Service Area Population	30,858	30,858
	Service Area Population Density	629.8	629.76
	Operating Expense	\$348,053	\$81,827
	Operating Revenue	\$3,012	\$0
SERVICE SUPPLIED	Total Annual Revenue Miles	104,353	28,001
	Total Annual Revenue Hours	5,755	5,755
	Total Revenue Vehicles	4	4
	Peak Vehicles	4	4
	Route Miles	n/a	n/a
SERVICE USAGE	Annual Passenger Trips	19,498	1,278
	Annual Passenger Miles	n/a	n/a
	Average Trip Length	n/a	n/a
QUALITY OF SERVICE	Resident Access to Transit	28.18%	30.34%
	Weekday Span of Service (hours)	n/a	n/a
COST EFFICIENCY	Operating Expense per Revenue Mile	\$3.34	\$2.92
	Operating Expense per Revenue Hour	\$60.48	\$14.22
	Operating Revenue per Operating Expense	0.87%	0.00%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$17.85	\$64.03
	Operating Expense per Passenger Mile	n/a	n/a
	Operating Expense per Capita	\$11.28	\$2.65
	Farebox Recovery Ratio	0.87%	0.00%
	Average Fare	\$0.15	\$0.00
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.19	0.05
	Passenger Trips per Revenue Hour	3.39	0.22
	Passenger Trips per Capita	0.63	0.04
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	n/a	n/a

Florida's Urban Fixed-Route Transit System Summaries

Collier Area Transit (CAT)

8300 Radio Road
 Naples, FL 34104
 (239) 252-7777
www.ridecat.com



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 2020 and 2021 fixed-route purchased motorbus services.

		2020	2021
GENERAL INFORMATION	Service Area Population	384,902	384,902
	Service Area Population Density	190.1	190.08
	Operating Expense	\$7,699,371	\$7,028,919
	Operating Revenue	\$763,017	\$794,134
SERVICE SUPPLIED	Total Annual Revenue Miles	1,387,236	1,422,532
	Total Annual Revenue Hours	73,117	73,374
	Total Revenue Vehicles	29	39
	Peak Vehicles	22	23
	Route Miles	435.2	435.20
SERVICE USAGE	Annual Passenger Trips	642,428	574,101
	Annual Passenger Miles	4,657,060	4,192,821
	Average Trip Length	7.3	7.30
QUALITY OF SERVICE	Resident Access to Transit	53.89%	57.40%
	Weekday Span of Service (hours)	17.3	17.8
COST EFFICIENCY	Operating Expense per Revenue Mile	\$5.55	\$4.94
	Operating Expense per Revenue Hour	\$105.30	\$95.80
	Operating Revenue per Operating Expense	9.91%	11.30%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$11.98	\$12.24
	Operating Expense per Passenger Mile	\$1.65	\$1.68
	Operating Expense per Capita	\$20.00	\$18.26
	Farebox Recovery Ratio	8.32%	10.23%
	Average Fare	\$1.00	\$1.25
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.46	0.40
	Passenger Trips per Revenue Hour	8.79	7.82
	Passenger Trips per Capita	1.67	1.49
	Revenue Miles Between Safety Incidents	1,387,236	n/a
	Revenue Miles Between Failures	13,212	17,348

Florida's Urban Fixed-Route Transit System Summaries

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 directly-operated fixed-route motorbus service, ECAT contracts to provide demand-response transportation services. 2020 and 2021 motorbus data for ECAT are shown below.

		2020	2021
GENERAL INFORMATION	Service Area Population	241,661	241,661
	Service Area Population Density	1,278.60	1,278.63
	Operating Expense	\$8,713,329	\$9,570,367
	Operating Revenue	\$1,131,698	\$1,087,980
SERVICE SUPPLIED	Total Annual Revenue Miles	1,207,702	1,227,580
	Total Annual Revenue Hours	92,384	84,089
	Total Revenue Vehicles	46	45
	Peak Vehicles	36	39
	Route Miles	429.3	429.0
SERVICE USAGE	Annual Passenger Trips	921,987	675,105
	Annual Passenger Miles	4,513,034	3,304,639
	Average Trip Length	4.9	4.9
QUALITY OF SERVICE	Resident Access to Transit	57.58%	58.70%
	Weekday Span of Service (hours)	17.3	18.98
COST EFFICIENCY	Operating Expense per Revenue Mile	\$7.21	\$7.80
	Operating Expense per Revenue Hour	\$94.32	\$113.81
	Operating Revenue per Operating Expense	12.99%	11.37%
	Passenger Trips per Employee FTE	8,979	9,772
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$9.45	\$14.18
	Operating Expense per Passenger Mile	\$1.93	\$2.90
	Operating Expense per Capita	\$36.06	\$39.60
	Farebox Recovery Ratio	9.17%	7.54%
	Average Fare	\$0.87	\$1.07
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.76	0.55
	Passenger Trips per Revenue Hour	9.98	8.03
	Passenger Trips per Capita	3.82	2.79
	Revenue Miles Between Safety Incidents	1,207,702	409,193
	Revenue Miles Between Failures	10,880	10,062

Florida's Urban Fixed-Route Transit System Summaries

Gainesville Regional Transit System

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



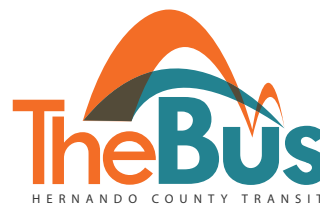
The Regional Transit System (RTS) is a department of the City of Gainesville. An elected seven-member Commission governs the RTS. The Commission receives input from an advisory board comprised of citizens from the community. The RTS serves the City of Gainesville and parts of Alachua County with fixed-route motorbus service and contracts for vanpool services and demand-response transportation services throughout the City of Gainesville and up to three-quarters of a mile beyond its fixed-route network. The data shown below represent fixed-route motorbus and vanpool data for RTS in 2020 and 2021.

		2020	2021
GENERAL INFORMATION	Service Area Population	163,990	163,990
	Service Area Population Density	2,157.80	2,157.76
	Operating Expense	\$25,506,642	\$23,272,923
	Operating Revenue	\$13,905,433	\$11,597,350
SERVICE SUPPLIED	Total Annual Revenue Miles	3,419,468	3,480,408
	Total Annual Revenue Hours	279,887	280,923
	Total Revenue Vehicles	148	169
	Peak Vehicles	126	109
	Route Miles	254.2	253.8
SERVICE USAGE	Annual Passenger Trips	5,594,678	2,914,995
	Annual Passenger Miles	15,751,795	10,092,681
	Average Trip Length	2.8	3.5
QUALITY OF SERVICE	Resident Access to Transit	61.30%	62.28%
	Weekday Span of Service (hours)	22.9	21.9
COST EFFICIENCY	Operating Expense per Revenue Mile	\$7.46	\$6.69
	Operating Expense per Revenue Hour	\$91.13	\$82.84
	Operating Revenue per Operating Expense	54.52%	49.83%
	Passenger Trips per Employee FTE	18,750	23,068
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$4.56	\$7.98
	Operating Expense per Passenger Mile	\$1.62	\$2.31
	Operating Expense per Capita	\$155.54	\$141.92
	Farebox Recovery Ratio	52.26%	47.36%
	Average Fare	\$2.38	\$3.78
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.64	0.84
	Passenger Trips per Revenue Hour	19.99	10.38
	Passenger Trips per Capita	34.12	17.78
	Revenue Miles Between Safety Incidents	213,717	232,027
	Revenue Miles Between Failures	11,591	12,796

Florida's Urban Fixed-Route Transit System Summaries

Hernando (TransHernando Express)

1525 East Jefferson Avenue
 Brooksville, FL 34601
 (352) 754-4444
www.hernanodobus.com



The County contracts with Trans-Hernando to operate THE Bus, Hernando County's fixed-route transportation service. Trans-Hernando reports to the Metropolitan Planning Organization and a five-member Board of County Commissioners. The transit system provides fixed-route transit service to the city of Brooksville and Spring Hill, with a shuttle connecting the two areas. Trans-Hernando Para-Transit also provides demand-response service throughout Hernando County. 2020 and 2021 data representing THE Bus's fixed-route motorbus service are shown below.

		2020	2021
GENERAL INFORMATION	Service Area Population	116,315	119,384
	Service Area Population Density	1,306.90	1,341.39
	Operating Expense	\$1,666,283	\$1,727,583
	Operating Revenue	\$94,128	\$98,993
SERVICE SUPPLIED	Total Annual Revenue Miles	515,913	552,013
	Total Annual Revenue Hours	26,778	28,537
	Total Revenue Vehicles	7	7
	Peak Vehicles	7	7
	Route Miles	n/a	n/a
SERVICE USAGE	Annual Passenger Trips	134,710	111,602
	Annual Passenger Miles	n/a	n/a
	Average Trip Length	n/a	n/a
QUALITY OF SERVICE	Resident Access to Transit	41.62%	45.03%
	Weekday Span of Service (hours)	12.5	12.5
COST EFFICIENCY	Operating Expense per Revenue Mile	\$3.23	\$3.13
	Operating Expense per Revenue Hour	\$62.23	\$60.54
	Operating Revenue per Operating Expense	5.65%	5.73%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$12.37	\$15.48
	Operating Expense per Passenger Mile	n/a	n/a
	Operating Expense per Capita	\$14.33	\$14.47
	Farebox Recovery Ratio	5.00%	4.82%
	Average Fare	\$0.62	\$0.75
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.26	0.20
	Passenger Trips per Revenue Hour	5.03	3.91
	Passenger Trips per Capita	1.16	0.93
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	n/a	n/a

Florida's Urban Fixed-Route Transit System Summaries

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. 2020 and 2021 data for HART's fixed-route bus and rail services are shown below.

		2020	2021
GENERAL INFORMATION	Service Area Population	807,015	1,419,998
	Service Area Population Density	3,164.80	1,142.40
	Operating Expense	\$66,897,264	\$85,062,290
	Operating Revenue	\$10,304,774	\$8,042,064
SERVICE SUPPLIED	Total Annual Revenue Miles	6,673,395	7,315,496
	Total Annual Revenue Hours	557,697	608,339
	Total Revenue Vehicles	193	156
	Peak Vehicles	137	129
	Route Miles	1,002.5	1,002.5
SERVICE USAGE	Annual Passenger Trips	8,886,999	10,305,887
	Annual Passenger Miles	50,819,624	41,209,068
	Average Trip Length	5.7	4.0
QUALITY OF SERVICE	Resident Access to Transit	51.28%	52.06%
	Weekday Span of Service (hours)	21.5	21.2
COST EFFICIENCY	Operating Expense per Revenue Mile	\$10.02	\$11.63
	Operating Expense per Revenue Hour	\$119.95	\$139.83
	Operating Revenue per Operating Expense	15.40%	9.45%
	Passenger Trips per Employee FTE	15,334	12,249
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$7.53	\$8.25
	Operating Expense per Passenger Mile	\$1.32	\$2.06
	Operating Expense per Capita	\$82.89	\$59.90
	Farebox Recovery Ratio	12.36%	6.76%
	Average Fare	\$0.93	\$0.56
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.33	1.41
	Passenger Trips per Revenue Hour	15.94	16.94
	Passenger Trips per Capita	11.01	7.26
	Revenue Miles Between Safety Incidents	222,447	261,268
	Revenue Miles Between Failures	4,885	4,884

Florida's Urban Fixed-Route Transit System Summaries

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. GoLine 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 2020 and 2021 motorbus services.

		2020	2021
GENERAL INFORMATION	Service Area Population	151,825	159,923
	Service Area Population Density	702.9	761.54
	Operating Expense	\$2,930,043	\$3,122,983
	Operating Revenue	\$631	\$48,463
SERVICE SUPPLIED	Total Annual Revenue Miles	872,784	852,841
	Total Annual Revenue Hours	50,122	50,020
	Total Revenue Vehicles	22	21
	Peak Vehicles	15	14
	Route Miles	357	337.0
SERVICE USAGE	Annual Passenger Trips	1,078,079	1,138,698
	Annual Passenger Miles	4,417,326	5,319,168
	Average Trip Length	4.1	4.7
QUALITY OF SERVICE	Resident Access to Transit	66.65%	66.93%
	Weekday Span of Service (hours)	13	13.0
COST EFFICIENCY	Operating Expense per Revenue Mile	\$3.36	\$3.66
	Operating Expense per Revenue Hour	\$58.46	\$62.43
	Operating Revenue per Operating Expense	0.02%	1.55%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$2.72	\$2.74
	Operating Expense per Passenger Mile	\$0.66	\$0.59
	Operating Expense per Capita	\$19.30	\$19.53
	Farebox Recovery Ratio	n/a	0.00%
	Average Fare	n/a	\$0.00
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.24	1.34
	Passenger Trips per Revenue Hour	21.51	22.76
	Passenger Trips per Capita	7.10	7.12
	Revenue Miles Between Safety Incidents	n/a	852,841
	Revenue Miles Between Failures	174,557	142,140

Florida's Urban Fixed-Route Transit System Summaries

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, commuter bus, automated guideway (Skyway Express), ferry boat, and demand-response. The data below represent JTA's 2019 and 2020 fixed-route services.

		2020	2021
GENERAL INFORMATION	Service Area Population	1,223,991	1,237,843
	Service Area Population Density	799.5	906.18
	Operating Expense	\$101,114,724	\$100,070,274
	Operating Revenue	\$10,289,326	\$7,518,016
SERVICE SUPPLIED	Total Annual Revenue Miles	8,187,351	8,604,075
	Total Annual Revenue Hours	580,815	597,730
	Total Revenue Vehicles	240	244
	Peak Vehicles	177	141
	Route Miles	913.4	1,121.4
SERVICE USAGE	Annual Passenger Trips	7,727,901	5,670,320
	Annual Passenger Miles	44,050,233	30,337,474
	Average Trip Length	5.7	5.4
QUALITY OF SERVICE	Resident Access to Transit	70.49%	67.01%
	Weekday Span of Service (hours)	21.1	21.4
COST EFFICIENCY	Operating Expense per Revenue Mile	\$12.35	\$11.63
	Operating Expense per Revenue Hour	\$174.09	\$167.42
	Operating Revenue per Operating Expense	10.18%	7.51%
	Passenger Trips per Employee FTE	10,915	10,897
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$13.08	\$17.65
	Operating Expense per Passenger Mile	\$2.30	\$3.30
	Operating Expense per Capita	\$82.61	\$80.84
	Farebox Recovery Ratio	9.36%	6.73%
	Average Fare	\$1.23	\$1.19
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.94	0.66
	Passenger Trips per Revenue Hour	13.31	9.49
	Passenger Trips per Capita	6.31	4.58
	Revenue Miles Between Safety Incidents	355,972	452,846
	Revenue Miles Between Failures	15,867	12,823

Florida's Urban Fixed-Route Transit System Summaries

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 2020 and 2021 are shown below.

		2020	2021
GENERAL INFORMATION	Service Area Population	97,497	97,497
	Service Area Population Density	1,373.20	1,373.20
	Operating Expense	\$3,220,076	\$3,269,074
	Operating Revenue	\$227,849	\$235,009
SERVICE SUPPLIED	Total Annual Revenue Miles	569,841	537,316
	Total Annual Revenue Hours	34,401	31,796
	Total Revenue Vehicles	16	16
	Peak Vehicles	10	10
	Route Miles	173.8	173.8
SERVICE USAGE	Annual Passenger Trips	262,108	183,419
	Annual Passenger Miles	1,672,249	1,245,415
	Average Trip Length	6.4	6.8
QUALITY OF SERVICE	Resident Access to Transit	27.24%	31.04%
	Weekday Span of Service (hours)	15	15.0
COST EFFICIENCY	Operating Expense per Revenue Mile	\$5.65	\$6.08
	Operating Expense per Revenue Hour	\$93.60	\$102.81
	Operating Revenue per Operating Expense	7.08%	7.19%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$12.29	\$17.82
	Operating Expense per Passenger Mile	\$1.93	\$2.62
	Operating Expense per Capita	\$33.03	\$33.53
	Farebox Recovery Ratio	3.09%	2.77%
	Average Fare	\$0.38	\$0.49
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.46	0.34
	Passenger Trips per Revenue Hour	7.62	5.77
	Passenger Trips per Capita	2.69	1.88
	Revenue Miles Between Safety Incidents	569,841	179,105
	Revenue Miles Between Failures	3,103	5,320

Florida's Urban Fixed-Route Transit System Summaries

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 2020 and 2021 motorbus data.

		2020	2021
GENERAL INFORMATION	Service Area Population	708,009	724,777
	Service Area Population Density	9,194.90	9,412.69
	Operating Expense	\$10,163,061	\$11,496,123
	Operating Revenue	\$865,058	\$1,300,655
SERVICE SUPPLIED	Total Annual Revenue Miles	1,654,747	1,858,524
	Total Annual Revenue Hours	99,561	109,995
	Total Revenue Vehicles	51	44
	Peak Vehicles	39	41
	Route Miles	696.7	768.0
SERVICE USAGE	Annual Passenger Trips	774,569	558,237
	Annual Passenger Miles	4,514,472	3,311,697
	Average Trip Length	5.8	5.9
QUALITY OF SERVICE	Resident Access to Transit	39.40%	43.72%
	Weekday Span of Service (hours)	15.2	14.8
COST EFFICIENCY	Operating Expense per Revenue Mile	\$6.14	\$6.19
	Operating Expense per Revenue Hour	\$102.08	\$104.51
	Operating Revenue per Operating Expense	8.51%	11.31%
	Passenger Trips per Employee FTE	7,066	6,062
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$13.12	\$20.59
	Operating Expense per Passenger Mile	\$2.25	\$3.47
	Operating Expense per Capita	\$14.35	\$15.86
	Farebox Recovery Ratio	5.42%	3.73%
	Average Fare	\$0.71	\$0.77
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.47	0.30
	Passenger Trips per Revenue Hour	7.78	5.08
	Passenger Trips per Capita	1.09	0.77
	Revenue Miles Between Safety Incidents	827,374	309,754
	Revenue Miles Between Failures	10,540	9,680

Florida's Urban Fixed-Route Transit System Summaries

Lee County Transit (LeeTran)

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



Lee County Transit is an independent division of the Lee County Government. The Lee County Board of County Commissioners, a five-member public policy body, governs the division. LeeTran provides public transportation services to Lee County via fixed-route motorbus services and demand-response services. In addition, LeeTran contractually provides vanpool service. LeeTran's fixed-route motorbus and vanpool data for 2020 and 2021 are shown below.

		2020	2021
GENERAL INFORMATION	Service Area Population	750,493	782,579
	Service Area Population Density	922	954.36
	Operating Expense	\$17,673,840	\$18,394,668
	Operating Revenue	\$3,444,665	\$3,370,676
SERVICE SUPPLIED	Total Annual Revenue Miles	2,887,161	3,086,168
	Total Annual Revenue Hours	180,001	199,117
	Total Revenue Vehicles	94	86
	Peak Vehicles	64	59
	Route Miles	544.0	545.4
SERVICE USAGE	Annual Passenger Trips	2,261,771	1,704,645
	Annual Passenger Miles	13,221,992	9,465,554
	Average Trip Length	5.8	5.6
QUALITY OF SERVICE	Resident Access to Transit	49.82%	50.22%
	Weekday Span of Service (hours)	17.6	19.6
COST EFFICIENCY	Operating Expense per Revenue Mile	\$6.12	\$5.96
	Operating Expense per Revenue Hour	\$98.19	\$92.38
	Operating Revenue per Operating Expense	19.49%	18.32%
	Passenger Trips per Employee FTE	12,711	12,853
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$7.81	\$10.79
	Operating Expense per Passenger Mile	\$1.34	\$1.94
	Operating Expense per Capita	\$23.55	\$23.51
	Farebox Recovery Ratio	8.72%	9.03%
	Average Fare	\$0.68	\$0.97
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.78	0.55
	Passenger Trips per Revenue Hour	12.57	8.56
	Passenger Trips per Capita	3.01	2.18
	Revenue Miles Between Safety Incidents	481,194	308,617
	Revenue Miles Between Failures	31,382	48,987

Florida's Urban Fixed-Route Transit System Summaries

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 bus rapid transit), vanpool service, paratransit service, transportation-disadvantaged coordination, a five-county regional ridesharing assistance program, and vanpool service. 2020 and 2021 fixed-route motorbus and vanpool data for LYNX are provided below.

		2020	2021
GENERAL INFORMATION	Service Area Population	2,134,411	2,134,411
	Service Area Population Density	840.3	840.32
	Operating Expense	\$113,046,848	\$110,345,124
	Operating Revenue	\$16,837,021	\$17,526,886
SERVICE SUPPLIED	Total Annual Revenue Miles	16,919,718	17,298,025
	Total Annual Revenue Hours	1,172,094	1,214,188
	Total Revenue Vehicles	542	515
	Peak Vehicles	460	416
	Route Miles	1,648.7	1,719.2
SERVICE USAGE	Annual Passenger Trips	17,205,928	13,600,313
	Annual Passenger Miles	94,773,252	74,141,208
	Average Trip Length	5.5	5.5
QUALITY OF SERVICE	Resident Access to Transit	50.98%	54.23%
	Weekday Span of Service (hours)	23.0	23.0
COST EFFICIENCY	Operating Expense per Revenue Mile	\$6.68	\$6.38
	Operating Expense per Revenue Hour	\$96.45	\$90.88
	Operating Revenue per Operating Expense	14.89%	15.88%
	Passenger Trips per Employee FTE	14,055	13,600
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$6.57	\$8.11
	Operating Expense per Passenger Mile	\$1.19	\$1.49
	Operating Expense per Capita	\$52.96	\$51.70
	Farebox Recovery Ratio	10.71%	12.80%
	Average Fare	\$0.70	\$1.04
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.02	0.79
	Passenger Trips per Revenue Hour	14.68	11.20
	Passenger Trips per Capita	8.06	6.37
	Revenue Miles Between Safety Incidents	252,533	213,556
	Revenue Miles Between Failures	10,059	9,879

Florida's Urban Fixed-Route Transit System Summaries

Manatee County Area Transit (MCAT)

1108 26th Avenue East
 Bradenton, FL 34208
 (941) 747-8621

www.mymanatee.org/departments/mcat



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. 2020 and 2021 data for MCAT's fixed-route motorbus services are provided on this page.

		2020	2021
GENERAL INFORMATION	Service Area Population	398,367	399,710
	Service Area Population Density	536.2	537.97
	Operating Expense	\$10,890,867	\$9,027,429
	Operating Revenue	\$535,947	\$626,219
SERVICE SUPPLIED	Total Annual Revenue Miles	1,369,498	1,473,175
	Total Annual Revenue Hours	93,882	101,444
	Total Revenue Vehicles	40	44
	Peak Vehicles	23	22
	Route Miles	306.0	306.0
SERVICE USAGE	Annual Passenger Trips	1,199,589	1,131,515
	Annual Passenger Miles	5,808,067	5,365,302
	Average Trip Length	4.8	4.7
QUALITY OF SERVICE	Resident Access to Transit	62.58%	50.50%
	Weekday Span of Service (hours)	17.3	17.3
COST EFFICIENCY	Operating Expense per Revenue Mile	\$7.95	\$6.13
	Operating Expense per Revenue Hour	\$116.01	\$88.99
	Operating Revenue per Operating Expense	4.92%	6.94%
	Passenger Trips per Employee FTE	14,065	15,181
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$9.08	\$7.98
	Operating Expense per Passenger Mile	\$1.88	\$1.68
	Operating Expense per Capita	\$27.34	\$22.58
	Farebox Recovery Ratio	3.80%	6.04%
	Average Fare	\$0.34	\$0.48
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.88	0.77
	Passenger Trips per Revenue Hour	12.78	11.15
	Passenger Trips per Capita	3.01	2.83
	Revenue Miles Between Safety Incidents	342,375	491,058
	Revenue Miles Between Failures	3,815	5,080

Florida's Urban Fixed-Route Transit System Summaries

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. 2020 and 2021 motorbus data are displayed below.

		2020	2021
GENERAL INFORMATION	Service Area Population	158,598	158,598
	Service Area Population Density	2,440.00	2,439.97
	Operating Expense	\$2,145,181	\$2,625,337
	Operating Revenue	\$55,987	\$87,649
SERVICE SUPPLIED	Total Annual Revenue Miles	604,330	609,205
	Total Annual Revenue Hours	29,389	30,175
	Total Revenue Vehicles	17	13
	Peak Vehicles	12	9
	Route Miles	164.3	164.0
SERVICE USAGE	Annual Passenger Trips	90,040	70,247
	Annual Passenger Miles	694,277	536,619
	Average Trip Length	7.7	7.6
QUALITY OF SERVICE	Resident Access to Transit	25.22%	24.49%
	Weekday Span of Service (hours)	14.0	14.0
COST EFFICIENCY	Operating Expense per Revenue Mile	\$3.55	\$4.31
	Operating Expense per Revenue Hour	\$72.99	\$87.00
	Operating Revenue per Operating Expense	2.61%	3.34%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$23.82	\$37.37
	Operating Expense per Passenger Mile	\$3.09	\$4.89
	Operating Expense per Capita	\$13.53	\$16.55
	Farebox Recovery Ratio	2.58%	3.34%
	Average Fare	\$0.61	\$1.25
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.15	0.12
	Passenger Trips per Revenue Hour	3.06	2.33
	Passenger Trips per Capita	0.57	0.44
	Revenue Miles Between Safety Incidents	604,330	609,205
	Revenue Miles Between Failures	54,939	76,151

Florida's Urban Fixed-Route Transit System Summaries

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 23-station heavy rail system), and Metromover (an automated people-mover system that serves the downtown Miami, Brickell and Omni areas). Commuter bus and 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 2020 and 2021.

		2020	2021
GENERAL INFORMATION	Service Area Population	2,496,435	2,701,767
	Service Area Population Density	8,158.30	8,829.30
	Operating Expense	\$513,204,063	\$524,002,986
	Operating Revenue	\$63,552,028	\$52,872,005
SERVICE SUPPLIED	Total Annual Revenue Miles	37,586,170	36,886,577
	Total Annual Revenue Hours	2,368,136	2,551,300
	Total Revenue Vehicles	1,351	1,456
	Peak Vehicles	1,068	1,012
	Route Miles	2,460.1	2,563.0
SERVICE USAGE	Annual Passenger Trips	55,234,029	49,880,111
	Annual Passenger Miles	300,146,033	275,135,715
	Average Trip Length	5.4	5.5
QUALITY OF SERVICE	Resident Access to Transit	93.90%	93.19%
	Weekday Span of Service (hours)	24.0	24.0
COST EFFICIENCY	Operating Expense per Revenue Mile	\$13.65	\$14.21
	Operating Expense per Revenue Hour	\$216.71	\$205.39
	Operating Revenue per Operating Expense	12.38%	10.09%
	Passenger Trips per Employee FTE	17,979	17,174
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$9.29	\$10.51
	Operating Expense per Passenger Mile	\$1.71	\$1.90
	Operating Expense per Capita	\$205.57	\$193.95
	Farebox Recovery Ratio	8.60%	4.96%
	Average Fare	\$0.80	\$0.52
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.47	1.35
	Passenger Trips per Revenue Hour	23.32	19.55
	Passenger Trips per Capita	22.13	18.46
	Revenue Miles Between Safety Incidents	2,505,745	392,410
	Revenue Miles Between Failures	3,482	3,807

Florida's Urban Fixed-Route Transit System Summaries

Okaloosa County (EC Rider)

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. 2020 and 2021 data representing EC Rider's fixed-route motorbus service are presented below.

		2020	2021
GENERAL INFORMATION	Service Area Population	196,512	196,512
	Service Area Population Density	1,637.60	1,637.60
	Operating Expense	\$1,166,495	\$1,143,562
	Operating Revenue	\$103,317	\$74,730
SERVICE SUPPLIED	Total Annual Revenue Miles	340,831	368,176
	Total Annual Revenue Hours	26,678	28,017
	Total Revenue Vehicles	17	17
	Peak Vehicles	10	10
	Route Miles	228.0	227.0
SERVICE USAGE	Annual Passenger Trips	58,476	53,071
	Annual Passenger Miles	339,352	308,342
	Average Trip Length	5.8	5.8
QUALITY OF SERVICE	Resident Access to Transit	37.66%	38.61%
	Weekday Span of Service (hours)	13	13.0
COST EFFICIENCY	Operating Expense per Revenue Mile	\$3.42	\$3.11
	Operating Expense per Revenue Hour	\$43.72	\$40.82
	Operating Revenue per Operating Expense	8.86%	6.53%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$19.95	\$21.55
	Operating Expense per Passenger Mile	\$3.44	\$3.71
	Operating Expense per Capita	\$5.94	\$5.82
	Farebox Recovery Ratio	5.11%	4.96%
	Average Fare	\$1.02	\$1.07
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.17	0.14
	Passenger Trips per Revenue Hour	2.19	1.89
	Passenger Trips per Capita	0.30	0.27
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	11,361	14,727

Florida's Urban Fixed-Route Transit System Summaries

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. 2020 and 2021 motorbus data for Palm Tran are provided below.

		2020	2021
GENERAL INFORMATION	Service Area Population	1,485,941	1,485,941
	Service Area Population Density	754.3	754.28
	Operating Expense	\$67,217,256	\$71,502,945
	Operating Revenue	\$6,293,155	\$6,900,535
SERVICE SUPPLIED	Total Annual Revenue Miles	7,116,877	6,772,825
	Total Annual Revenue Hours	492,902	457,333
	Total Revenue Vehicles	150	145
	Peak Vehicles	119	118
	Route Miles	975.0	995.0
SERVICE USAGE	Annual Passenger Trips	7,651,222	5,919,290
	Annual Passenger Miles	40,227,116	29,834,287
	Average Trip Length	5.3	5.0
QUALITY OF SERVICE	Resident Access to Transit	64.85%	66.53%
	Weekday Span of Service (hours)	18.3	18.3
COST EFFICIENCY	Operating Expense per Revenue Mile	\$9.44	\$10.56
	Operating Expense per Revenue Hour	\$136.37	\$156.35
	Operating Revenue per Operating Expense	9.36%	9.65%
	Passenger Trips per Employee FTE	15,166	15,845
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$8.79	\$12.08
	Operating Expense per Passenger Mile	\$1.67	\$2.40
	Operating Expense per Capita	\$45.24	\$48.12
	Farebox Recovery Ratio	7.86%	8.14%
	Average Fare	\$0.69	\$0.98
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.08	0.87
	Passenger Trips per Revenue Hour	15.52	12.94
	Passenger Trips per Capita	5.15	3.98
	Revenue Miles Between Safety Incidents	284,675	356,464
	Revenue Miles Between Failures	8,533	7,968

Florida's Urban Fixed-Route Transit System Summaries

Pasco County Public Transportation (PCPT)

8620 Galen Wilson Boulevard
 Port Richey, FL 34668
 (727) 834-3322
www.gopasco.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 2020 and 2021.

		2020	2021
GENERAL INFORMATION	Service Area Population	553,947	561,891
	Service Area Population Density	741.6	752.20
	Operating Expense	\$7,079,179	\$7,268,269
	Operating Revenue	\$611,591	\$864,759
SERVICE SUPPLIED	Total Annual Revenue Miles	1,578,130	1,589,419
	Total Annual Revenue Hours	92,676	95,817
	Total Revenue Vehicles	36	36
	Peak Vehicles	23	25
	Route Miles	380.0	390.0
SERVICE USAGE	Annual Passenger Trips	773,412	551,765
	Annual Passenger Miles	4,510,043	3,238,092
	Average Trip Length	5.8	5.9
QUALITY OF SERVICE	Resident Access to Transit	44.23%	44.61%
	Weekday Span of Service (hours)	18.0	18.0
COST EFFICIENCY	Operating Expense per Revenue Mile	\$4.49	\$4.57
	Operating Expense per Revenue Hour	\$76.39	\$75.86
	Operating Revenue per Operating Expense	8.64%	11.90%
	Passenger Trips per Employee FTE	9,738	8,917
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$9.15	\$13.17
	Operating Expense per Passenger Mile	\$1.57	\$1.32
	Operating Expense per Capita	\$12.78	\$12.94
	Farebox Recovery Ratio	5.07%	7.28%
	Average Fare	\$0.46	\$0.96
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.49	0.35
	Passenger Trips per Revenue Hour	8.35	5.76
	Passenger Trips per Capita	1.40	0.98
	Revenue Miles Between Safety Incidents	197,266	529,806
	Revenue Miles Between Failures	8,011	13,136

Florida's Urban Fixed-Route Transit System Summaries

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 2020 and 2021 are shown below.

		2020	2021
GENERAL INFORMATION	Service Area Population	1,099,272	1,070,385
	Service Area Population Density	3,616.00	3,521.00
	Operating Expense	\$71,168,218	\$70,017,018
	Operating Revenue	\$5,594,070	\$1,616,193
SERVICE SUPPLIED	Total Annual Revenue Miles	8,497,992	9,212,539
	Total Annual Revenue Hours	626,988	676,462
	Total Revenue Vehicles	241	238
	Peak Vehicles	197	190
	Route Miles	906.5	947.4
SERVICE USAGE	Annual Passenger Trips	10,617,835	9,853,228
	Annual Passenger Miles	59,870,006	53,140,154
	Average Trip Length	5.6	5.4
QUALITY OF SERVICE	Resident Access to Transit	91.29%	84.19%
	Weekday Span of Service (hours)	20.0	19.1
COST EFFICIENCY	Operating Expense per Revenue Mile	\$8.37	\$7.60
	Operating Expense per Revenue Hour	\$113.51	\$103.50
	Operating Revenue per Operating Expense	7.86%	2.31%
	Passenger Trips per Employee FTE	17,707	17,946
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$6.70	\$7.11
	Operating Expense per Passenger Mile	\$1.19	\$1.32
	Operating Expense per Capita	\$64.74	\$65.41
	Farebox Recovery Ratio	5.43%	0.49%
	Average Fare	\$0.36	\$0.03
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.25	1.07
	Passenger Trips per Revenue Hour	16.93	14.57
	Passenger Trips per Capita	9.66	9.21
	Revenue Miles Between Safety Incidents	274,129	255,904
	Revenue Miles Between Failures	20,676	16,781

Florida's Urban Fixed-Route Transit System Summaries

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. 2020 and 2021 data for the motorbus mode are shown below. The Sunshine Bus Company operates a deviated fixed-route service.

		2020	2021
GENERAL INFORMATION	Service Area Population	264,672	273,425
	Service Area Population Density	441.1	455.71
	Operating Expense	\$1,339,213	\$1,454,876
	Operating Revenue	\$72,242	\$42,997
SERVICE SUPPLIED	Total Annual Revenue Miles	440,246	576,711
	Total Annual Revenue Hours	20,919	33,290
	Total Revenue Vehicles	9	9
	Peak Vehicles	9	9
	Route Miles	n/a	n/a
SERVICE USAGE	Annual Passenger Trips	144,874	99,596
	Annual Passenger Miles	n/a	n/a
	Average Trip Length	n/a	n/a
QUALITY OF SERVICE	Resident Access to Transit	24.28%	24.31%
	Weekday Span of Service (hours)	14.6	n/a
COST EFFICIENCY	Operating Expense per Revenue Mile	\$3.04	\$2.52
	Operating Expense per Revenue Hour	\$64.02	\$43.70
	Operating Revenue per Operating Expense	5.39%	2.96%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$9.24	\$14.61
	Operating Expense per Passenger Mile	n/a	n/a
	Operating Expense per Capita	\$5.06	\$5.32
	Farebox Recovery Ratio	2.71%	2.96%
	Average Fare	\$0.25	\$0.43
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.33	0.17
	Passenger Trips per Revenue Hour	6.93	2.99
	Passenger Trips per Capita	0.55	0.36
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	n/a	n/a

Florida's Urban Fixed-Route Transit System Summaries

St. Lucie County

1505 Orange Avenue
Fort Pierce, FL 34950
(772) 464-7433

www.slwsd.org/treasure-coast-connector



St. Lucie County contracts to provide 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 2020 and 2021.

		2020	2021
GENERAL INFORMATION	Service Area Population	328,297	336,584
	Service Area Population Density	573.9	588.43
	Operating Expense	\$3,010,793	\$3,214,167
	Operating Revenue	\$78,338	\$59,848
SERVICE SUPPLIED	Total Annual Revenue Miles	648,772	552,007
	Total Annual Revenue Hours	41,216	36,082
	Total Revenue Vehicles	20	38
	Peak Vehicles	13	13
	Route Miles	130.7	172.0
SERVICE USAGE	Annual Passenger Trips	694,675	432,019
	Annual Passenger Miles	3,010,898	1,850,122
	Average Trip Length	4.3	4.3
QUALITY OF SERVICE	Resident Access to Transit	44.14%	36.91%
	Weekday Span of Service (hours)	14.0	15.3
COST EFFICIENCY	Operating Expense per Revenue Mile	\$4.64	\$5.82
	Operating Expense per Revenue Hour	\$73.05	\$89.08
	Operating Revenue per Operating Expense	2.60%	1.86%
	Passenger Trips per Employee FTE	19,629	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$4.33	\$7.44
	Operating Expense per Passenger Mile	\$1.00	\$1.74
	Operating Expense per Capita	\$9.17	\$9.55
	Farebox Recovery Ratio	n/a	0.00%
	Average Fare	n/a	\$0.00
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.07	0.78
	Passenger Trips per Revenue Hour	16.85	11.97
	Passenger Trips per Capita	2.12	1.28
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	28,207	9,200

Florida's Urban Fixed-Route Transit System Summaries

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, and demand-response services. SCAT's 2020 and 2021 motorbus data are provided below.

		2020	2021
GENERAL INFORMATION	Service Area Population	420,968	526,015
	Service Area Population Density	1,967.10	856.70
	Operating Expense	\$20,917,957	\$17,384,480
	Operating Revenue	\$812,443	\$279,061
SERVICE SUPPLIED	Total Annual Revenue Miles	2,648,101	2,303,823
	Total Annual Revenue Hours	185,098	161,390
	Total Revenue Vehicles	59	53
	Peak Vehicles	51	39
	Route Miles	489.7	285.3
SERVICE USAGE	Annual Passenger Trips	2,003,652	1,901,968
	Annual Passenger Miles	9,905,724	9,231,162
	Average Trip Length	4.9	4.9
QUALITY OF SERVICE	Resident Access to Transit	57.21%	47.65%
	Weekday Span of Service (hours)	18.9	18.9
COST EFFICIENCY	Operating Expense per Revenue Mile	\$7.90	\$7.55
	Operating Expense per Revenue Hour	\$113.01	\$107.72
	Operating Revenue per Operating Expense	3.88%	1.61%
	Passenger Trips per Employee FTE	9,322	12,671
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$10.44	\$9.14
	Operating Expense per Passenger Mile	\$2.11	\$1.88
	Operating Expense per Capita	\$49.69	\$33.05
	Farebox Recovery Ratio	3.60%	1.28%
	Average Fare	\$0.38	\$0.12
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.76	0.83
	Passenger Trips per Revenue Hour	10.82	11.78
	Passenger Trips per Capita	4.76	3.62
	Revenue Miles Between Safety Incidents	n/a	767,941
	Revenue Miles Between Failures	7,743	8,661

Florida's Urban Fixed-Route Transit System Summaries

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 2020 and 2021 data for these services. In 2020, 83 percent of the annual passenger trips were for the commuter rail mode (3,522,017), while the remainder was for bus services (742,714). In 2021, 88 percent of the trips were commuter rail trips (2,029,609) and 12 percent were bus trips (281,019).

		2020	2021
GENERAL INFORMATION	Service Area Population	133,588	133,588
	Service Area Population Density	4,174.60	4,174.63
	Operating Expense	\$95,671,023	\$103,360,404
	Operating Revenue	\$11,031,129	\$5,189,352
SERVICE SUPPLIED	Total Annual Revenue Miles	3,764,484	3,565,148
	Total Annual Revenue Hours	168,979	141,350
	Total Revenue Vehicles	106	76
	Peak Vehicles	65	56
	Route Miles	255.5	148.5
SERVICE USAGE	Annual Passenger Trips	4,264,731	2,310,628
	Annual Passenger Miles	97,531,355	56,261,546
	Average Trip Length	22.9	24.3
QUALITY OF SERVICE	Resident Access to Transit	4.97%	4.94%
	Weekday Span of Service (hours)	19.6	19.6
COST EFFICIENCY	Operating Expense per Revenue Mile	\$25.41	\$28.99
	Operating Expense per Revenue Hour	\$566.17	\$731.24
	Operating Revenue per Operating Expense	11.53%	5.02%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$22.43	\$44.73
	Operating Expense per Passenger Mile	\$0.98	\$1.84
	Operating Expense per Capita	\$716.16	\$773.73
	Farebox Recovery Ratio	10.08%	4.45%
	Average Fare	\$2.26	\$1.99
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.13	0.65
	Passenger Trips per Revenue Hour	25.24	16.35
	Passenger Trips per Capita	31.92	17.30
	Revenue Miles Between Safety Incidents	n/a	1,782,574
	Revenue Miles Between Failures	28,958	24,931

Florida's Urban Fixed-Route Transit System Summaries

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. 2020 and 2021 data representing Space Coast's motorbus and vanpool services are shown on this page.

		2020	2021
GENERAL INFORMATION	Service Area Population	601,942	622,159
	Service Area Population Density	386.6	399.59
	Operating Expense	\$8,807,893	\$9,547,823
	Operating Revenue	\$1,166,316	\$1,343,265
SERVICE SUPPLIED	Total Annual Revenue Miles	2,327,251	2,322,006
	Total Annual Revenue Hours	111,476	110,329
	Total Revenue Vehicles	126	99
	Peak Vehicles	74	52
	Route Miles	327.0	315.0
SERVICE USAGE	Annual Passenger Trips	1,658,741	1,545,114
	Annual Passenger Miles	11,395,341	9,816,229
	Average Trip Length	6.9	6.4
QUALITY OF SERVICE	Resident Access to Transit	58.31%	63.10%
	Weekday Span of Service (hours)	18.4	18.4
COST EFFICIENCY	Operating Expense per Revenue Mile	\$3.78	\$4.11
	Operating Expense per Revenue Hour	\$79.01	\$86.54
	Operating Revenue per Operating Expense	13.24%	14.07%
	Passenger Trips per Employee FTE	21,975	19,705
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$5.31	\$6.18
	Operating Expense per Passenger Mile	\$0.77	\$0.97
	Operating Expense per Capita	\$14.63	\$15.35
	Farebox Recovery Ratio	9.55%	9.57%
	Average Fare	\$0.51	\$0.59
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.71	0.67
	Passenger Trips per Revenue Hour	14.88	14.00
	Passenger Trips per Capita	2.76	2.48
	Revenue Miles Between Safety Incidents	2,327,251	1,161,003
	Revenue Miles Between Failures	46,545	35,723

Florida's Urban Fixed-Route Transit System Summaries

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 2020 and 2021 motorbus data are provided directly and by contract.

		2020	2021
GENERAL INFORMATION	Service Area Population	162,310	196,169
	Service Area Population Density	1,591.30	1,904.55
	Operating Expense	\$12,868,971	\$15,520,638
	Operating Revenue	\$3,831,386	\$4,379,618
SERVICE SUPPLIED	Total Annual Revenue Miles	1,995,082	1,879,516
	Total Annual Revenue Hours	166,039	163,718
	Total Revenue Vehicles	69	69
	Peak Vehicles	57	57
	Route Miles	247.6	247.6
SERVICE USAGE	Annual Passenger Trips	2,046,582	1,108,458
	Annual Passenger Miles	5,851,765	3,207,560
	Average Trip Length	2.9	2.9
QUALITY OF SERVICE	Resident Access to Transit	56.06%	58.49%
	Weekday Span of Service (hours)	17.9	17.9
COST EFFICIENCY	Operating Expense per Revenue Mile	\$6.45	\$8.26
	Operating Expense per Revenue Hour	\$77.51	\$94.80
	Operating Revenue per Operating Expense	29.77%	28.22%
	Passenger Trips per Employee FTE	13,515	14,209
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$6.29	\$14.00
	Operating Expense per Passenger Mile	\$2.20	\$4.84
	Operating Expense per Capita	\$79.29	\$79.12
	Farebox Recovery Ratio	27.94%	25.75%
	Average Fare	\$1.76	\$3.60
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.03	0.59
	Passenger Trips per Revenue Hour	12.33	6.77
	Passenger Trips per Capita	12.61	5.65
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	3,464	3,789

Florida's Urban Fixed-Route Transit System Summaries

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 2020 and 2021 are shown below.

		2020	2021
GENERAL INFORMATION	Service Area Population	287,435	307,573
	Service Area Population Density	2,613.00	2,796.12
	Operating Expense	\$48,964,817	\$58,954,165
	Operating Revenue	\$6,364,683	\$5,639,800
SERVICE SUPPLIED	Total Annual Revenue Miles	959,969	982,780
	Total Annual Revenue Hours	34,438	35,327
	Total Revenue Vehicles	31	31
	Peak Vehicles	25	23
	Route Miles	97.9	97.9
SERVICE USAGE	Annual Passenger Trips	1,243,563	623,705
	Annual Passenger Miles	20,712,830	10,525,426
	Average Trip Length	16.7	16.9
QUALITY OF SERVICE	Resident Access to Transit	5.81%	5.27%
	Weekday Span of Service (hours)	18.3	18.3
COST EFFICIENCY	Operating Expense per Revenue Mile	\$51.01	\$59.99
	Operating Expense per Revenue Hour	\$1,421.83	\$1,668.81
	Operating Revenue per Operating Expense	13.00%	9.57%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$39.37	\$94.52
	Operating Expense per Passenger Mile	\$2.36	\$5.60
	Operating Expense per Capita	\$170.35	\$191.68
	Farebox Recovery Ratio	5.53%	1.82%
	Average Fare	\$2.18	\$1.72
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.30	0.63
	Passenger Trips per Revenue Hour	36.11	17.66
	Passenger Trips per Capita	4.33	2.03
	Revenue Miles Between Safety Incidents	n/a	245,695
	Revenue Miles Between Failures	63,998	65,519

Florida's Urban Fixed-Route Transit System Summaries

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. 2020 and 2021 data for SunTran's motorbus services are shown below.

		2020	2021
GENERAL INFORMATION	Service Area Population	64,655	86,589
	Service Area Population Density	1,175.50	1,396.60
	Operating Expense	\$2,515,566	\$2,695,501
	Operating Revenue	\$245,049	\$167,175
SERVICE SUPPLIED	Total Annual Revenue Miles	420,323	472,679
	Total Annual Revenue Hours	29,016	33,229
	Total Revenue Vehicles	7	7
	Peak Vehicles	7	7
	Route Miles	n/a	n/a
SERVICE USAGE	Annual Passenger Trips	256,510	209,733
	Annual Passenger Miles	n/a	n/a
	Average Trip Length	n/a	n/a
QUALITY OF SERVICE	Resident Access to Transit	18.04%	21.98%
	Weekday Span of Service (hours)	n/a	n/a
COST EFFICIENCY	Operating Expense per Revenue Mile	\$5.98	\$5.70
	Operating Expense per Revenue Hour	\$86.70	\$81.12
	Operating Revenue per Operating Expense	9.74%	6.20%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$9.81	\$12.85
	Operating Expense per Passenger Mile	n/a	n/a
	Operating Expense per Capita	\$38.91	\$31.13
	Farebox Recovery Ratio	7.33%	5.88%
	Average Fare	\$0.72	\$0.76
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.61	0.44
	Passenger Trips per Revenue Hour	8.84	6.31
	Passenger Trips per Capita	3.97	2.42
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	n/a	n/a

Florida's Urban Fixed-Route Transit System Summaries

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. 2020 and 2021 data for VOTRAN's motorbus and vanpool services are shown below.

		2020	2021
GENERAL INFORMATION	Service Area Population	494,593	494,593
	Service Area Population Density	409.8	409.77
	Operating Expense	\$17,491,022	\$18,175,154
	Operating Revenue	\$2,604,418	\$3,278,036
SERVICE SUPPLIED	Total Annual Revenue Miles	3,326,989	3,296,708
	Total Annual Revenue Hours	210,226	205,088
	Total Revenue Vehicles	100	89
	Peak Vehicles	77	75
	Route Miles	633.0	548.0
SERVICE USAGE	Annual Passenger Trips	2,466,083	2,110,767
	Annual Passenger Miles	10,975,197	9,621,134
	Average Trip Length	4.5	4.6
QUALITY OF SERVICE	Resident Access to Transit	55.82%	55.98%
	Weekday Span of Service (hours)	18.0	18.0
COST EFFICIENCY	Operating Expense per Revenue Mile	\$5.26	\$5.51
	Operating Expense per Revenue Hour	\$83.20	\$88.62
	Operating Revenue per Operating Expense	14.89%	18.04%
	Passenger Trips per Employee FTE	12,198	11,996
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$7.09	\$8.61
	Operating Expense per Passenger Mile	\$1.59	\$1.89
	Operating Expense per Capita	\$35.36	\$36.75
	Farebox Recovery Ratio	10.85%	10.99%
	Average Fare	\$0.77	\$0.95
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.74	0.64
	Passenger Trips per Revenue Hour	11.73	10.29
	Passenger Trips per Capita	4.99	4.27
	Revenue Miles Between Safety Incidents	1,108,996	659,342
	Revenue Miles Between Failures	5,174	3,939

Florida's Urban Fixed-Route Transit System Summaries

FDOT District One Commute Connector

801 N Broadway Ave.
 Bartow, FL 33830
 (800) 292-3368
www.swflroads.com



In FY 2021, FDOT District One's Modal Development Office began contracting to provide vanpool services, known as Commute Connector, within the district. Trips have been provided in Collier, Hardee, Lee, Manatee, Polk, and Sarasota Counties. Commute Connector's data for FY 2021 are shown below.

		2020	2021
GENERAL INFORMATION	Service Area Population	n/a	2,179,299
	Service Area Population Density	n/a	1,691
	Operating Expense	n/a	\$66,394
	Operating Revenue	n/a	\$59,063
SERVICE SUPPLIED	Total Annual Revenue Miles	n/a	98,200
	Total Annual Revenue Hours	n/a	3,826
	Total Revenue Vehicles	n/a	17
	Peak Vehicles	n/a	17
	Route Miles	n/a	n/a
SERVICE USAGE	Annual Passenger Trips	n/a	20,044
	Annual Passenger Miles	n/a	n/a
	Average Trip Length	n/a	n/a
QUALITY OF SERVICE	Resident Access to Transit	n/a	n/a
	Weekday Span of Service (hours)	n/a	n/a
COST EFFICIENCY	Operating Expense per Revenue Mile	n/a	\$0.68
	Operating Expense per Revenue Hour	n/a	\$17.35
	Operating Revenue per Operating Expense	n/a	88.96%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	n/a	\$3.31
	Operating Expense per Passenger Mile	n/a	n/a
	Operating Expense per Capita	n/a	\$0.03
	Farebox Recovery Ratio	n/a	88.96%
	Average Fare	n/a	\$2.95
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	n/a	0.20
	Passenger Trips per Revenue Hour	n/a	5.24
	Passenger Trips per Capita	n/a	0.01
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	n/a	n/a

Florida's Urban Fixed-Route Transit System Summaries

Tampa Bay Area Regional Transportation Authority (TBARTA)

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



The statewide totals on page 5 also include vanpool data provided by the Tampa Bay Regional Transportation Authority (TBARTA). TBARTA focuses its services in Hernando, Hillsborough, Manatee, Pasco, and Pinellas Counties. 2020 and 2021 data for TBARTA's vanpool services are shown below.

		2020	2021
GENERAL INFORMATION	Service Area Population	3,257,481	3,257,481
	Service Area Population Density	1,172.60	1,172.60
	Operating Expense	\$2,044,735	\$1,774,395
	Operating Revenue	\$1,787,683	\$1,695,319
SERVICE SUPPLIED	Total Annual Revenue Miles	2,254,065	2,403,451
	Total Annual Revenue Hours	71,201	59,533
	Total Revenue Vehicles	172	163
	Peak Vehicles	172	160
	Route Miles	n/a	n/a
SERVICE USAGE	Annual Passenger Trips	251,583	231,952
	Annual Passenger Miles	7,742,625	7,542,050
	Average Trip Length	30.8	32.5
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	\$0.91	\$0.74
	Operating Expense per Revenue Hour	\$28.72	\$29.81
	Operating Revenue per Operating Expense	87.43%	95.54%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$8.13	\$7.65
	Operating Expense per Passenger Mile	\$0.26	\$0.24
	Operating Expense per Capita	\$0.63	\$0.54
	Farebox Recovery Ratio	87.43%	95.54%
	Average Fare	\$7.11	\$7.31
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.11	0.10
	Passenger Trips per Revenue Hour	3.53	3.90
	Passenger Trips per Capita	0.08	0.07
	Revenue Miles Between Safety Incidents	1,127,033	n/a
	Revenue Miles Between Failures	n/a	n/a

Florida Transit System Summary 2020 & 2021

General Information

System	Service Area Population		Service Area Population Density		Operating Expense		Operating Revenue	
	2020	2021	2020	2021	2020	2021	2020	2021
Bay Town Trolley	105,192	175,216	1,813.66	231.16	\$3,057,814	\$3,482,277	\$405,544	\$496,563
Broward County Transit	1,952,778	1,944,375	4,562.57	4,542.93	\$142,148,206	\$146,021,341	\$21,228,464	\$13,881,892
Citrus County Transit	30,858	30,858	629.76	629.76	\$348,053	\$81,827	\$3,012	\$0
Collier Area Transit	384,902	384,902	190.08	190.08	\$7,699,371	\$7,028,919	\$763,017	\$794,134
Escambia County Area Transit	241,661	241,661	1,278.63	1,278.63	\$8,713,329	\$9,570,367	\$1,131,698	\$1,087,980
Gainesville Regional Transit System	163,990	163,990	2,157.76	2,157.76	\$25,506,642	\$23,272,923	\$13,905,433	\$11,597,350
Hernando (TransHernando Express)	116,315	119,384	1,306.91	1,341.39	\$1,666,283	\$1,727,583	\$94,128	\$98,993
Hillsborough Area Regional Transit	807,015	1,419,998	3,164.76	1,142.40	\$66,897,264	\$85,062,290	\$10,304,774	\$8,042,064
Indian River (GoLine)	151,825	159,923	702.89	761.54	\$2,930,043	\$3,122,983	\$631	\$48,463
Jacksonville Transportation Authority	1,223,991	1,237,843	799.47	906.18	\$101,114,724	\$100,070,274	\$10,289,326	\$7,518,016
Lake County Public Transp. (LakeXpress)	97,497	97,497	1,373.20	1,373.20	\$3,220,076	\$3,269,074	\$227,849	\$235,009
Lakeland Area Mass Transit District	708,009	724,777	9,194.92	9,412.69	\$10,163,061	\$11,496,123	\$865,058	\$1,300,655
Lee County Transit	750,493	782,579	921.98	954.36	\$17,673,840	\$18,394,668	\$3,444,665	\$3,370,676
LYNX Transit	2,134,411	2,134,411	840.32	840.32	\$113,046,848	\$110,345,124	\$16,837,021	\$17,526,886
Manatee County Area Transit	398,367	399,710	536.16	537.97	\$10,890,867	\$9,027,429	\$535,947	\$626,219
Martin County	158,598	158,598	2,439.97	2,439.97	\$2,145,181	\$2,625,337	\$55,987	\$87,649
Miami-Dade Transit	2,496,435	2,701,767	8,158.28	8,829.30	\$513,204,063	\$524,002,986	\$63,552,028	\$52,872,005
Okaloosa County Transit (The WAVE)	196,512	196,512	1,637.60	1,637.60	\$1,166,495	\$1,143,562	\$103,317	\$74,730
Palm Beach County Transportation Agency	1,485,941	1,485,941	754.28	754.28	\$67,217,256	\$71,502,945	\$6,293,155	\$6,900,535
Pasco County Public Transportation	553,947	561,891	741.56	752.20	\$7,079,179	\$7,268,269	\$611,591	\$864,759
Pinellas Suncoast Transit Authority	1,099,272	1,070,385	3,616.03	3,521.00	\$71,168,218	\$70,017,018	\$5,594,070	\$1,616,193
St. Johns County (Sunshine Bus)	264,672	273,425	441.12	455.71	\$1,339,213	\$1,454,876	\$72,242	\$42,997
St. Lucie County	328,297	336,584	573.95	588.43	\$3,010,793	\$3,214,167	\$78,338	\$59,848
Sarasota County Area Transit	420,968	526,015	1,967.14	856.70	\$20,917,957	\$17,384,480	\$812,443	\$279,061
S. Florida Regional Transportation Authority	133,588	133,588	4,174.63	4,174.63	\$95,671,023	\$103,360,404	\$11,031,129	\$5,189,352
Space Coast Area Transit	601,942	622,159	386.60	399.59	\$8,807,893	\$9,547,823	\$1,166,316	\$1,343,265
StarMetro (Tallahassee)	162,310	196,169	1,591.27	1,904.55	\$12,868,971	\$15,520,638	\$3,831,386	\$4,379,618
SunRail (Central Florida Commuter Rail)	287,435	307,573	2,613.05	2,796.12	\$48,964,817	\$58,954,165	\$6,364,683	\$5,639,800
SunTran (Ocala)	64,655	86,589	1,175.55	1,396.60	\$2,515,566	\$2,695,501	\$245,049	\$167,175
Volusia County dba VOTRAN	494,593	494,593	409.77	409.77	\$17,491,022	\$18,175,154	\$2,604,418	\$3,278,036
TBARTA (VP-PT data)	3,257,481	3,257,481	1,172.60	1,172.60	\$2,044,735	\$1,774,395	\$1,787,683	\$1,695,319
FDOT DI Vanpools - Commute Connector	n/a	2,179,299	n/a	1,691	n/a	\$66,394	n/a	\$59,063

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 2020 & 2021

Service Supplied

System	Total Annual Revenue Miles		Total Annual Revenue Hours		Total Revenue Vehicles		Peak Vehicles		Route Miles	
	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021
Bay Town Trolley	531,684	564,854	39,992	42,471	17	17	17	17	142.00	147.00
Broward County Transit	16,439,544	15,743,505	1,287,889	1,232,063	490	506	383	350	1,395.40	1,383.60
Citrus County Transit	104,353	28,001	5,755	5,755	4	4	4	4	n/a	n/a
Collier Area Transit	1,387,236	1,422,532	73,117	73,374	29	39	22	23	435.20	435.20
Escambia County Area Transit	1,207,702	1,227,580	92,384	84,089	46	45	36	39	429.30	429.00
Gainesville Regional Transit System	3,419,468	3,480,408	279,887	280,923	148	169	126	109	254.20	253.80
Hernando (TransHernando Express)	515,913	552,013	26,778	28,537	7	7	7	7	n/a	n/a
Hillsborough Area Regional Transit	6,673,395	7,315,496	557,697	608,339	193	156	137	129	1,002.50	1,002.50
Indian River (GoLine)	872,784	852,841	50,122	50,020	22	21	15	14	357.00	337.00
Jacksonville Transportation Authority	8,187,351	8,604,075	580,815	597,730	240	244	177	141	913.44	1,121.44
Lake County Public Transp. (LakeXpress)	569,841	537,316	34,401	31,796	16	16	10	10	173.80	173.80
Lakeland Area Mass Transit District	1,654,747	1,858,524	99,561	109,995	51	44	39	41	696.70	768.00
Lee County Transit	2,887,161	3,086,168	180,001	199,117	94	86	64	59	544.00	545.40
LYNX Transit	16,919,718	17,298,025	1,172,094	1,214,188	542	515	460	416	1,648.74	1,719.24
Manatee County Area Transit	1,369,498	1,473,175	93,882	101,444	40	44	23	22	306.00	306.00
Martin County	604,330	609,205	29,389	30,175	17	13	12	9	99.30	164.00
Miami-Dade Transit	37,586,170	36,886,577	2,368,136	2,551,300	1,351	1,456	1,068	1,012	2,460.06	2,562.96
Okaloosa County Transit (The WAVE)	340,831	368,176	26,678	28,017	17	17	10	10	228.00	227.00
Palm Beach County Transportation Agency	7,116,877	6,772,825	492,902	457,333	150	145	119	118	975.00	995.00
Pasco County Public Transportation	1,578,130	1,589,419	92,676	95,817	36	36	23	25	380.00	390.00
Pinellas Suncoast Transit Authority	8,497,992	9,212,539	626,988	676,462	241	238	197	190	906.50	947.40
St. Johns County (Sunshine Bus)	440,246	576,711	20,919	33,290	9	9	9	9	n/a	n/a
St. Lucie County	648,772	552,007	41,216	36,082	20	38	13	13	130.70	172.00
Sarasota County Area Transit	2,648,101	2,303,823	185,098	161,390	59	53	51	39	489.70	285.30
S. Florida Regional Transportation Authority	3,764,484	3,565,148	168,979	141,350	106	76	65	56	255.54	148.54
Space Coast Area Transit	2,327,251	2,322,006	111,476	110,329	126	99	74	52	327.00	315.00
StarMetro (Tallahassee)	1,995,082	1,879,516	166,039	163,718	69	69	57	57	247.60	247.60
SunRail (Central Florida Commuter Rail)	959,969	982,780	34,438	35,327	31	31	25	23	97.94	97.94
SunTran (Ocala)	420,323	472,679	29,016	33,229	7	7	7	7	n/a	n/a
Volusia County dba VOTRAN	3,326,989	3,296,708	210,226	205,088	100	89	77	75	633.00	548.00
TBARTA (VP-PT data)	2,254,065	2,403,451	71,201	59,533	172	163	172	160	n/a	n/a
FDOT DI Vanpools - Commute Connector	n/a	98,200	n/a	3,826	n/a	17	n/a	17	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 2020 & 2021

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)	
	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021
Bay Town Trolley	325,847	329,927	1,985,901	2,010,767	6.09	6.09	47.63%	42.68%	14.50	14.00
Broward County Transit	19,266,336	16,024,964	86,358,197	65,646,678	4.79	4.35	94.44%	83.92%	19.70	20.22
Citrus County Transit	19,498	1,278	n/a	n/a	n/a	n/a	28.18%	30.34%	n/a	n/a
Collier Area Transit	642,428	574,101	4,657,060	4,192,821	7.25	7.30	53.89%	57.40%	17.25	17.75
Escambia County Area Transit	921,987	675,105	4,513,034	3,304,639	4.89	4.90	57.58%	58.70%	17.33	18.98
Gainesville Regional Transit System	5,594,678	2,914,995	15,751,795	10,092,681	2.82	3.46	61.30%	62.28%	22.92	21.92
Hernando (TransHernando Express)	134,710	111,602	n/a	n/a	n/a	n/a	41.62%	45.03%	12.50	12.50
Hillsborough Area Regional Transit	8,886,999	10,305,887	50,819,624	41,209,068	5.72	4.00	51.28%	52.06%	21.50	21.16
Indian River (GoLine)	1,078,079	1,138,698	4,417,326	5,319,168	4.10	4.67	66.65%	66.93%	13.00	13.00
Jacksonville Transportation Authority	7,727,901	5,670,320	44,050,233	30,337,474	5.70	5.35	70.49%	67.01%	21.08	21.43
Lake County Public Transp. (LakeXpress)	262,108	183,419	1,672,249	1,245,415	6.38	6.79	27.24%	31.04%	15.00	15.00
Lakeland Area Mass Transit District	774,569	558,237	4,514,472	3,311,697	5.83	5.93	39.40%	43.72%	15.17	14.83
Lee County Transit	2,261,771	1,704,645	13,221,992	9,465,554	5.85	5.55	49.82%	50.22%	17.57	19.58
LYNX Transit	17,205,928	13,600,313	94,773,252	74,141,208	5.51	5.45	50.98%	54.23%	23.00	23.00
Manatee County Area Transit	1,199,589	1,131,515	5,808,067	5,365,302	4.84	4.74	62.58%	50.50%	17.25	17.25
Martin County	90,040	70,247	694,277	536,619	7.71	7.64	25.22%	24.49%	14.00	14.00
Miami-Dade Transit	55,234,029	49,880,111	300,146,033	275,135,715	5.43	5.52	93.90%	93.19%	24.00	24.00
Okaloosa County Transit (The WAVE)	58,476	53,071	339,352	308,342	5.80	5.81	37.66%	38.61%	13.00	13.00
Palm Beach County Transportation Agency	7,651,222	5,919,290	40,227,116	29,834,287	5.26	5.04	64.85%	66.53%	18.30	18.30
Pasco County Public Transportation	773,412	551,765	4,510,043	3,238,092	5.83	5.90	44.23%	44.61%	18.00	18.00
Pinellas Suncoast Transit Authority	10,617,835	9,853,228	59,870,006	53,140,154	5.64	5.39	91.29%	84.19%	19.97	19.12
St. Johns County (Sunshine Bus)	144,874	99,596	n/a	n/a	n/a	n/a	24.28%	24.31%	14.58	n/a
St. Lucie County	694,675	432,019	3,010,898	1,850,122	4.33	4.28	44.14%	36.91%	14.00	15.32
Sarasota County Area Transit	2,003,652	1,901,968	9,905,724	9,231,162	4.94	4.85	57.21%	47.65%	18.85	18.85
S. Florida Regional Transportation Authority	4,264,731	2,310,628	97,531,355	56,261,546	22.87	24.35	4.97%	4.94%	19.58	19.58
Space Coast Area Transit	1,658,741	1,545,114	11,395,341	9,816,229	6.87	6.35	58.31%	63.10%	18.42	18.42
StarMetro (Tallahassee)	2,046,582	1,108,458	5,851,765	3,207,560	2.86	2.89	56.06%	58.49%	17.87	17.87
SunRail (Central Florida Commuter Rail)	1,243,563	623,705	20,712,830	10,525,426	16.66	16.88	5.81%	5.27%	18.28	18.28
SunTran (Ocala)	256,510	209,733	n/a	n/a	n/a	n/a	18.04%	21.98%	17.00	n/a
Volusia County dba VOTRAN	2,466,083	2,110,767	10,975,197	9,621,134	4.45	4.56	55.82%	55.98%	18.02	18.02
TBARTA (VP-PT data)	251,583	231,952	7,742,625	7,542,050	30.78	32.52	n/a	n/a	13.00	13.00
FDOT DI Vanpools - Commute Connector	n/a	20,044	n/a	n/a	n/a	n/a	n/a	n/a	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 2020 & 2021

Cost Efficiency

System	Operating Expense per Revenue Mile		Operating Expense per Revenue Hour		Operating Revenue per Operating Expense		Passenger Trips per Employee FTE*	
	2020	2021	2020	2021	2020	2021	2020	2021
Bay Town Trolley	\$5.75	\$6.16	\$76.46	\$81.99	13.26%	14.26%	n/a	n/a
Broward County Transit	\$8.65	\$9.28	\$110.37	\$118.52	14.93%	9.51%	15,732	15,865
Citrus County Transit	\$3.34	\$2.92	\$60.48	\$14.22	0.87%	0.00%	n/a	n/a
Collier Area Transit	\$5.55	\$4.94	\$105.30	\$95.80	9.91%	11.30%	n/a	n/a
Escambia County Area Transit	\$7.21	\$7.80	\$94.32	\$113.81	12.99%	11.37%	8,979	9,772
Gainesville Regional Transit System	\$7.46	\$6.69	\$91.13	\$82.84	54.52%	49.83%	18,750	23,068
Hernando (TransHernando Express)	\$3.23	\$3.13	\$62.23	\$60.54	5.65%	5.73%	n/a	n/a
Hillsborough Area Regional Transit	\$10.02	\$11.63	\$119.95	\$139.83	15.40%	9.45%	15,334	12,249
Indian River (GoLine)	\$3.36	\$3.66	\$58.46	\$62.43	0.02%	1.55%	n/a	n/a
Jacksonville Transportation Authority	\$12.35	\$11.63	\$174.09	\$167.42	10.18%	7.51%	10,915	10,897
Lake County Public Transp. (LakeXpress)	\$5.65	\$6.08	\$93.60	\$102.81	7.08%	7.19%	n/a	n/a
Lakeland Area Mass Transit District	\$6.14	\$6.19	\$102.08	\$104.51	8.51%	11.31%	7,066	6,062
Lee County Transit	\$6.12	\$5.96	\$98.19	\$92.38	19.49%	18.32%	12,711	12,853
LYNX Transit	\$6.68	\$6.38	\$96.45	\$90.88	14.89%	15.88%	14,055	13,600
Manatee County Area Transit	\$7.95	\$6.13	\$116.01	\$88.99	4.92%	6.94%	14,065	15,181
Martin County	\$3.55	\$4.31	\$72.99	\$87.00	2.61%	3.34%	n/a	n/a
Miami-Dade Transit	\$13.65	\$14.21	\$216.71	\$205.39	12.38%	10.09%	17,979	17,174
Okaloosa County Transit (The WAVE)	\$3.42	\$3.11	\$43.72	\$40.82	8.86%	6.53%	n/a	n/a
Palm Beach County Transportation Agency	\$9.44	\$10.56	\$136.37	\$156.35	9.36%	9.65%	15,166	15,845
Pasco County Public Transportation	\$4.49	\$4.57	\$76.39	\$75.86	8.64%	11.90%	9,738	8,917
Pinellas Suncoast Transit Authority	\$8.37	\$7.60	\$113.51	\$103.50	7.86%	2.31%	17,707	17,946
St. Johns County (Sunshine Bus)	\$3.04	\$2.52	\$64.02	\$43.70	5.39%	2.96%	n/a	n/a
St. Lucie County	\$4.64	\$5.82	\$73.05	\$89.08	2.60%	1.86%	19,629	n/a
Sarasota County Area Transit	\$7.90	\$7.55	\$113.01	\$107.72	3.88%	1.61%	9,322	12,671
S. Florida Regional Transportation Authority	\$25.41	\$28.99	\$566.17	\$731.24	11.53%	5.02%	n/a	n/a
Space Coast Area Transit	\$3.78	\$4.11	\$79.01	\$86.54	13.24%	14.07%	21,975	19,705
StarMetro (Tallahassee)	\$6.45	\$8.26	\$77.51	\$94.80	29.77%	28.22%	13,515	14,209
SunRail (Central Florida Commuter Rail)	\$51.01	\$59.99	\$1,421.83	\$1,668.81	13.00%	9.57%	n/a	n/a
SunTran (Ocala)	\$5.98	\$5.70	\$86.70	\$81.12	9.74%	6.20%	n/a	n/a
Volusia County dba VOTRAN	\$5.26	\$5.51	\$83.20	\$88.62	14.89%	18.04%	12,198	11,996
TBARTA (VP-PT data)	\$0.91	\$0.74	\$28.72	\$29.81	87.43%	95.54%	n/a	n/a
FDOT DI Vanpools - Commute Connector	n/a	\$0.68	n/a	\$17.35	n/a	88.96%	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 2020 & 2021

Cost Effectiveness

System	Operating Expense per Passenger Trip		Operating Expense per Passenger Mile		Operating Expense per Capita		Farebox Recovery Ratio		Average Fare	
	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021
Bay Town Trolley	\$9.38	\$10.55	\$1.54	\$1.73	\$29.07	\$19.87	11.12%	11.04%	\$1.04	\$1.17
Broward County Transit	\$7.38	\$9.11	\$1.65	\$2.22	\$72.79	\$75.10	9.42%	4.43%	\$0.70	\$0.40
Citrus County Transit	\$17.85	\$64.03	n/a	n/a	\$11.28	\$2.65	0.87%	0.00%	\$0.15	\$0.00
Collier Area Transit	\$11.98	\$12.24	\$1.65	\$1.68	\$20.00	\$18.26	8.32%	10.23%	\$1.00	\$1.25
Escambia County Area Transit	\$9.45	\$14.18	\$1.93	\$2.90	\$36.06	\$39.60	9.17%	7.54%	\$0.87	\$1.07
Gainesville Regional Transit System	\$4.56	\$7.98	\$1.62	\$2.31	\$155.54	\$141.92	52.26%	47.36%	\$2.38	\$3.78
Hernando (TransHernando Express)	\$12.37	\$15.48	n/a	n/a	\$14.33	\$14.47	5.00%	4.82%	\$0.62	\$0.75
Hillsborough Area Regional Transit	\$7.53	\$8.25	\$1.32	\$2.06	\$82.89	\$59.90	12.36%	6.76%	\$0.93	\$0.56
Indian River (GoLine)	\$2.72	\$2.74	\$0.66	\$0.59	\$19.30	\$19.53	0.00%	0.00%	\$0.00	\$0.00
Jacksonville Transportation Authority	\$13.08	\$17.65	\$2.30	\$3.30	\$82.61	\$80.84	9.36%	6.73%	\$1.23	\$1.19
Lake County Public Transp. (LakeXpress)	\$12.29	\$17.82	\$1.93	\$2.62	\$33.03	\$33.53	3.09%	2.77%	\$0.38	\$0.49
Lakeland Area Mass Transit District	\$13.12	\$20.59	\$2.25	\$3.47	\$14.35	\$15.86	5.42%	3.73%	\$0.71	\$0.77
Lee County Transit	\$7.81	\$10.79	\$1.34	\$1.94	\$23.55	\$23.51	8.72%	9.03%	\$0.68	\$0.97
LYNX Transit	\$6.57	\$8.11	\$1.19	\$1.49	\$52.96	\$51.70	10.71%	12.80%	\$0.70	\$1.04
Manatee County Area Transit	\$9.08	\$7.98	\$1.88	\$1.68	\$27.34	\$22.58	3.80%	6.04%	\$0.34	\$0.48
Martin County	\$23.82	\$37.37	\$3.09	\$4.89	\$13.53	\$16.55	2.58%	3.34%	\$0.61	\$1.25
Miami-Dade Transit	\$9.29	\$10.51	\$1.71	\$1.90	\$205.57	\$193.95	8.60%	4.96%	\$0.80	\$0.52
Okaloosa County Transit (The WAVE)	\$19.95	\$21.55	\$3.44	\$3.71	\$5.94	\$5.82	5.11%	4.96%	\$1.02	\$1.07
Palm Beach County Transportation Agency	\$8.79	\$12.08	\$1.67	\$2.40	\$45.24	\$48.12	7.86%	8.14%	\$0.69	\$0.98
Pasco County Public Transportation	\$9.15	\$13.17	\$1.57	\$1.32	\$12.78	\$12.94	5.07%	7.28%	\$0.46	\$0.96
Pinellas Suncoast Transit Authority	\$6.70	\$7.11	\$1.19	\$1.32	\$64.74	\$65.41	5.43%	0.49%	\$0.36	\$0.03
St. Johns County (Sunshine Bus)	\$9.24	\$14.61	n/a	n/a	\$5.06	\$5.32	2.71%	2.96%	\$0.25	\$0.43
St. Lucie County	\$4.33	\$7.44	\$1.00	\$1.74	\$9.17	\$9.55	0.00%	0.00%	\$0.00	\$0.00
Sarasota County Area Transit	\$10.44	\$9.14	\$2.11	\$1.88	\$49.69	\$33.05	3.60%	1.28%	\$0.38	\$0.12
S. Florida Regional Transportation Authority	\$22.43	\$44.73	\$0.98	\$1.84	\$716.16	\$773.73	10.08%	4.45%	\$2.26	\$1.99
Space Coast Area Transit	\$5.31	\$6.18	\$0.77	\$0.97	\$14.63	\$15.35	9.55%	9.57%	\$0.51	\$0.59
StarMetro (Tallahassee)	\$6.29	\$14.00	\$2.20	\$4.84	\$79.29	\$79.12	27.94%	25.75%	\$1.76	\$3.60
SunRail (Central Florida Commuter Rail)	\$39.37	\$94.52	\$2.36	\$5.60	\$170.35	\$191.68	5.53%	1.82%	\$2.18	\$1.72
SunTran (Ocala)	\$9.81	\$12.85	n/a	n/a	\$38.91	\$31.13	7.33%	5.88%	\$0.72	\$0.76
Volusia County dba VOTRAN	\$7.09	\$8.61	\$1.59	\$1.89	\$35.36	\$36.75	10.85%	10.99%	\$0.77	\$0.95
TBARTA (VP-PT data)	\$8.13	\$7.65	\$0.26	\$0.24	\$0.63	\$0.54	87.43%	95.54%	\$7.11	\$7.31
FDOT DI Vanpools - Commute Connector	n/a	\$3.31	n/a	n/a	n/a	\$0.03	n/a	88.96%	n/a	\$2.95

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 2020 & 2021

Service Effectiveness

System	Passenger Trips per Revenue Mile		Passenger Trips per Revenue Hour		Passenger Trips per Capita		Revenue Miles between Safety Incidents		Revenue Miles between Failures	
	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021
Bay Town Trolley	0.61	0.58	8.15	7.77	3.10	1.88	106,337	141,214	33,230	70,607
Broward County Transit	1.17	1.02	14.96	13.01	9.87	8.24	373,626	238,538	2,327	4,185
Citrus County Transit	0.19	0.05	3.39	0.22	0.63	0.04	n/a	n/a	n/a	n/a
Collier Area Transit	0.46	0.40	8.79	7.82	1.67	1.49	1,387,236	n/a	13,212	17,348
Escambia County Area Transit	0.76	0.55	9.98	8.03	3.82	2.79	1,207,702	409,193	10,880	10,062
Gainesville Regional Transit System	1.64	0.84	19.99	10.38	34.12	17.78	213,717	232,027	11,591	12,796
Hernando (TransHernando Express)	0.26	0.20	5.03	3.91	1.16	0.93	n/a	n/a	n/a	n/a
Hillsborough Area Regional Transit	1.33	1.41	15.94	16.94	11.01	7.26	222,447	261,268	4,885	4,884
Indian River (GoLine)	1.24	1.34	21.51	22.76	7.10	7.12	n/a	852,841	174,557	142,140
Jacksonville Transportation Authority	0.94	0.66	13.31	9.49	6.31	4.58	355,972	452,846	15,867	12,823
Lake County Public Transp. (LakeXpress)	0.46	0.34	7.62	5.77	2.69	1.88	569,841	179,105	3,392	5,320
Lakeland Area Mass Transit District	0.47	0.30	7.78	5.08	1.09	0.77	827,374	309,754	10,540	9,680
Lee County Transit	0.78	0.55	12.57	8.56	3.01	2.18	481,194	308,617	31,382	48,987
LYNX Transit	1.02	0.79	14.68	11.20	8.06	6.37	252,533	213,556	10,059	9,879
Manatee County Area Transit	0.88	0.77	12.78	11.15	3.01	2.83	342,375	491,058	3,815	5,080
Martin County	0.15	0.12	3.06	2.33	0.57	0.44	604,330	609,205	54,939	76,151
Miami-Dade Transit	1.47	1.35	23.32	19.55	22.13	18.46	2,505,745	392,410	3,482	3,807
Okaloosa County Transit (The WAVE)	0.17	0.14	2.19	1.89	0.30	0.27	n/a	n/a	11,361	14,727
Palm Beach County Transportation Agency	1.08	0.87	15.52	12.94	5.15	3.98	284,675	356,464	8,533	7,968
Pasco County Public Transportation	0.49	0.35	8.35	5.76	1.40	0.98	197,266	529,806	8,011	13,136
Pinellas Suncoast Transit Authority	1.25	1.07	16.93	14.57	9.66	9.21	274,129	255,904	20,676	16,781
St. Johns County (Sunshine Bus)	0.33	0.17	6.93	2.99	0.55	0.36	n/a	n/a	n/a	n/a
St. Lucie County	1.07	0.78	16.85	11.97	2.12	1.28	n/a	n/a	28,207	9,200
Sarasota County Area Transit	0.76	0.83	10.82	11.78	4.76	3.62	n/a	767,941	7,743	8,661
S. Florida Regional Transportation Authority	1.13	0.65	25.24	16.35	31.92	17.30	n/a	1,782,574	28,958	24,931
Space Coast Area Transit	0.71	0.67	14.88	14.00	2.76	2.48	2,327,251	1,161,003	46,545	35,723
StarMetro (Tallahassee)	1.03	0.59	12.33	6.77	12.61	5.65	n/a	n/a	3,464	3,789
SunRail (Central Florida Commuter Rail)	1.30	0.63	36.11	17.66	4.33	2.03	n/a	245,695		65,519
SunTran (Ocala)	0.61	0.44	8.84	6.31	3.97	2.42	n/a	n/a	n/a	n/a
Volusia County dba VOTRAN	0.74	0.64	11.73	10.29	4.99	4.27	1,108,996	659,342	5,174	3,939
TBARTA (VP-PT data)	0.11	0.10	3.53	3.90	0.08	0.07	1,127,033	n/a	n/a	n/a
FDOT DI Vanpools - Commute Connector	n/a	0.20	n/a	5.24	n/a	0.01	n/a	n/a	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 2022)

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	\$40.00
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)

