

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

Commission Business Meeting

Florida Commission for the



Agenda

December 18, 2015

9:00 AM until Completion

**2740 Centerview Drive, Suite 1A
Tallahassee, Florida 32301**

*David Darm, Chairman
Mike Willingham, Vice-Chairman
Dane Grey, Commissioner
Marion Hart, Commissioner
Charlotte Temple, Commissioner
Bryan Vaughan, Commissioner
Vacant, Commissioner*

Dial-In Number: 888-670-3525

Conference Code: 7993168355

Item #	Agenda Item	Speaker(s)
I	Call to Order	Chairman Darm
II	Welcome from the Chair	Chairman Darm
III	Introduction of Commissioners/Advisors/Public	Commissioners/Advisors/Others
IV	Public Comments (Comments limited to the current agenda items)	Public
Action Items		
V	Approval of Minutes • October 26, 2015	Chairman Darm
VI	2014-15 Annual Performance Report	Steve Holmes/Dan Zeruto
VII	CTC Designation-Calhoun County	Vanita Anderson, Apalachee Regional Planning Council
VIII	Proposed Rule Change and Statement of Estimated Regulatory Cost Approval	Tom Barnhart, General Counsel
IX	Commission for the Transportation Disadvantaged Business Meeting Dates	Steve Holmes

Informational Items

X	FTC Staff Guidance on Active Supervision of State Regulatory Boards Controlled by Market Participants	Tom Barnhart, General Counsel
XI	Franklin County Update	Steve Holmes
XII	Governor's Budget for FY 2016-17	Steve Holmes
XIII	Public Comments	Public
XIV	Commissioners/Advisors Comments	Commissioners/Advisors
XV	Adjournment	Chairman Darm

Next Meeting: January 21, 2016 – Tallahassee, Florida

When operating under Florida's Government in the Sunshine Law, the Florida Supreme Court recognizes the importance of public participation in open meetings. The Commission provides that right of access at each public meeting and adheres to Chapter 286.011, Florida Statutes. A comment card for each speaker is required, and this limits public comment to five (5) minutes per speaker.

In accordance with the Americans with Disabilities Act (ADA), and Chapter 286.26, Florida Statutes, persons in need of special accommodation to participate in the meeting (including an agenda) shall contact our office, at least 48 hours before the meeting by email at emily.enfinger@dot.state.fl.us or by the following listed below:

Commission for the Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, FL 32399-0450
(850) 410-5703 or (800) 983-2435
(850) 410-5708 (TDD/TTY).

This meeting is subject to change upon the chairman's request.

State of Florida
Commission for the Transportation Disadvantaged
Commission Business Meeting

MEETING DATE: December 18, 2015

AGENDA ITEM:

V. Approval of Minutes

BACKGROUND INFORMATION:

The Commission met on October 26, 2015 in Daytona Beach.

ATTACHMENTS:

Minutes of the October 26, 2015, Commission Meeting.

EXECUTIVE DIRECTOR RECOMMENDATION/MOTION:

Recommend Commission approval of the October 26, 2015 minutes.



Steve Holmes

Executive Director

Date: December 18, 2015

ACTION TAKEN AT MEETING:

MEETING SUMMARY

Commission for the Transportation Disadvantaged **Commission Business Meeting**

Daytona Beach Ocean Center
100 North Atlantic Avenue
Daytona Beach, Florida 32118

October 26, 2015
2:00 pm

<i>Commissioners Present</i>	<i>Commissioners Absent</i>
Chairman David Darm via telephone	
Vice-Chairman Mike Willingham	
Marion Hart	
Bryan Vaughan	
Charlotte Temple	
Dane Grey via telephone	

<i>Advisors Present</i>	<i>Advisors Absent</i>
James Finch, DEO	Diane Harris, DCF
Kent Carroll, APD	Dennis Latta, VA
Ed Coven, DOT	Erica Floyd Thomas, AHCA

Others Present

Steve Holmes, Emily Enfinger, Cecile Del Moral, Sheri Powers, Steve Diez, Don Christian, Kelly Kirk-Brooks, Scott Clark, Lisa Sanders, Aaron Dunn, Karen Deigl, Bolivar Gomez, Peggy Waters, Elizabeth De Jesús, Connie Conley, Kyle Mills, Kathy Rudd, Johnny Limbaugh, Brandy Otero, Carl Ema, Ross Silvers, John Villeneuve, Lendy Castillo, Shawn Mitchell, Cathy Matthews, Valerie Neilson, Howard Vanselow, Drew DeCandis, Jay Goodwill, Dean Kirkland-McMillan, Marilyn Russell, Jim Van Pelt, Elizabeth Rockwell, Anielle Delgado, Nicole Estevez, Vanita Anderson, Sherry Carver, Diane Slaybaugh, Becki Forsell, Sandra Culbreth, Michelle Arnold, Alan Mandel, Nichole Gwinnett, Paul Strobis, Heather Blanck, Rod Wetzels, Marceia Lathou, Marcia Staszko, Wendy Scott, Pam Barr, Sarah Glenz, Corine Williams, Marilyn Balwin, Virginia Whittington, Lynn Godfrey, Nanette Molina, Liz Stutts, Bobby Westbrook. John Croom and Robert Davis of Croom's, Inc., participated via telephone.

Call to Order

Vice-Chairman Mike Willingham called the meeting to order.

Pledge of Allegiance

Steve Holmes led the Pledge of Allegiance.

Welcome from Vice-Chairman Willingham

Vice-Chairman Willingham asked the Commissioners to introduce themselves.

Steve Holmes called the roll. A quorum was confirmed.

Introduction of Advisors

Advisors introduced themselves.

Welcome from Votran

Ms. Heather Blanck with Votran welcomed everyone on behalf of Steven Sherrer, General Manager of Votran. She thanked everyone for making the trip to Daytona Beach, Florida. Ms. Blanck shared a video that showcased Votran and their transportation services in Volusia County. Ms. Blanck also advised attendees that Votran would be providing shuttle services to and from the Hilton and the Ocean Center during the FPTA/CTD Training and Expo event.

Public Comments

There were none.

Approval of Minutes

Vice-Chairman Willingham asked if there was a motion to approve the September 8, 2015, minutes.

ACTION TAKEN: Commissioner Hart moved and Commissioner Temple seconded the approval of the September 8, 2015, minutes. The motion carried unanimously.

Franklin County Community Transportation Coordinator (CTC)

Vice-Chairman Willingham deferred to Steve Holmes to lead the discussion. Mr. Holmes explained that this action item came with a heavy heart and said that the CTD has had a long-standing relationship with Croom's, Inc., the CTC in Franklin County. The change in the way Medicaid non-emergency transportation services were being brokered and the overall reduction in revenues had impacted Croom's, Inc.'s ability maintain financial solvency and their ability to operate and maintain their vehicles safely. Mr. Holmes referred the Commissioners to the outline of events that had occurred over the last eight months; including the assistance provided to Croom's, Inc. Mr. Holmes said, due to safety concerns regarding the passengers and the vehicles, Commission staff is recommending to terminate the CTC designation for Croom's, Inc.

Mr. Holmes briefed on the technical assistance and compliance reviews conducted by FDOT, the University of South Florida's Center for Urban Transportation Research (CUTR), and the CTD. He went through the review findings from FDOT Central Office and CUTR, as well as the findings identified by the CTD's quality assurance contractor,

Thomas Howell Ferguson, P. A. Mr. Holmes then recognized Mr. Ed Coven, FDOT, and requested that he brief the Commissioners on actions taken by FDOT. Mr. Coven confirmed the findings identified during FDOT's Maintenance Review, Substance Abuse Management Review and financial review. Some of the areas identified with findings, such as the Maintenance Review, have had a history of findings over the years. Discussion ensued regarding the different review findings and timeline to ensure everyone understood the concerns which led to the requested action. The overall concern was the safety of the riders. Mr. John Croom apologized for not providing the corrective action plans in a timely manner and stated that Croom's, Inc., was doing everything asked of them. He also mentioned that the vehicles were safe and there have been no accidents over the last 25 years. The Manager of Croom's, Inc., Robert Davis, said that they were working on completing everything that needed to be done. However, according to one of the reports, Croom's, Inc., would need two to three quarters to show they were financially solvent again. He went onto explain they were only in the first quarter and do not have two quarters to demonstrate they are financially solvent.

The Commissioners discussed concern for the safety of the riders and the challenges of a smooth transition in a short amount of time. A decision whether to have staff issue an emergency procurement to designate a new CTC effective December 1, 2015, or January 1, 2016, had to be made. There were concerns discussed regarding both dates. A new emergency CTC designation effective December 1, 2015, may not allow adequate time for a smooth transition which could negatively impact those who depend on transportation services. However, delaying the designation until January 1, 2016, raised concern about the safety of the riders and the vehicles. Walking through the emergency procurement timeline, it was agreed to designate an emergency CTC no earlier than December 1, 2015, and if a smooth transition could not occur, no later than January 1, 2016. Mr. Holmes said the CTD staff would work with Croom's, Inc., and the emergency CTC, once designated, to work through the transition.

ACTION TAKEN: Commissioner Hart moved and Commissioner Vaughan seconded to approve the restated motion that the CTD will move forward with an emergency procurement to designate an emergency CTC for Franklin County effective no earlier than December 1, 2015. However, if a smooth transition cannot occur in the short timeframe, the designation will be effective no later than January 1, 2016. The motion carried unanimously.

Executive Director Report

Mr. Holmes reviewed the draft statewide chart from the Annual Operating Report (AOR) provided in the agenda package to show a breakdown of total trips since the Medicaid change. The main numbers that were focused on were the CTD trips, AHCA trips, and APD trips. Mr. Holmes directed everyone to a different page to show the breakdown of the total numbers from last year to this year on a county level. The chart showed which counties had an increase and decrease in trips. Mr. Holmes, Commissioners, and CTC's present discussed some of the issues and reasons behind the increases and decreases in trips in their counties, as well as unspent TD funding. Mr. Holmes ended

by stating that the allocated funds that were not used remains in the TD Trust Fund. He would like to obtain authorization from the House and the Senate to use the funding next fiscal year.

2015-2016 Annual Regulatory Plan

Mr. Tom Barnhart, general counsel for the CTD, provided a status update of the rule changes included in the Commission's 2015-16 Annual Regulatory Plan outlined at the June 2, 2015, business meeting in Tampa. Preparation had begun to delete or amend the four rules identified in the plan (41-2.005 delete; 41-2.0161 delete; 41-2.006 amend; and 41-2.007 amend). Mr. Barnhart informed the Commission that the proposed changes would be presented in a future business meeting for approval. Vice-Chairman Willingham asked if action needed to be taken. Mr. Barnhart stated this was just for information at this time.

Public Comment

- Ross Silvers, Pinellas Suncoast Transit Authority (PSTA): Encouraged the Commission to notify CTCs in advance when they plan to solicit feedback from CTCs during a Commission meeting so they could better prepare.
- Scott Clark, Sunshine Line (CTC in Hillsborough County): Expressed his concern with the AOR trip formula for bus passes (daily, weekly, monthly). He said the current formula does not capture the correct level of services being provided.
- Becki Forsell, representing the TD Local Coordinating Board from Hillsborough County: expressed concerns regarding the trip counts in the AOR reports, as previously mentioned. She indicated that, as an advocate for transportation, it is difficult to request more funding from Legislators when trips appear to be decreasing due to the bus pass formula. She requested that the Commission provide guidance to her Board so they would understand how to best advocate. She also expressed concern that all of the federal funding goes only to transit. The CTC in Hillsborough County is not the transit provider, so they do not get the federal funding.

Commissioner/Advisor Comments

Commissioner Hart asked Mr. Holmes if FPTA and CTD would hold joint conferences together in the future. Mr. Holmes advised that staff would be evaluating the pros and cons of future partnerships.

Adjournment

Vice-Chairman Willingham asked if there was a motion to adjourn the meeting.

ACTION TAKEN: Commissioner Temple moved and Commissioner Hart seconded the adjournment of the meeting. The motion carried unanimously.

Minutes compiled by Emily Enfinger.

Note: This meeting has been summarized to reduce paperwork in accordance with policies of State government. If an accessible format or more information than is provided herein is needed, please contact the Commission for Transportation Disadvantaged at (850) 410-5700 or 1-800-983-2435 for assistance. A copying or printing fee may be charged to the requesting party.

State of Florida
Commission for the Transportation Disadvantaged
Commission Business Meeting

MEETING DATE: December 18, 2015

AGENDA ITEM:

VI. 2015 Annual Performance Report

BACKGROUND INFORMATION:

Chapter 427 charges the Commission to submit an annual report to the Governor, the President of the Senate, and the Speaker of the House of Representatives by January 1 of each year. This report consists of the individual county and statewide program achievements throughout the last reporting year (July – June). Community Transportation Coordinators (CTCs) are required to submit their reports to the Commission by September 15 each year.

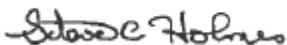
Commission staff recently completed reviewing, confirming and analyzing the data submitted by the CTCs. Due to the time required to complete requested corrections, there has been a delay in finalizing the actual report. However, the county and statewide summary pages have been finalized which includes the overall totals for each category as well as performance measures.

ATTACHMENTS:

2015 Annual Performance Report – County and Statewide Summary Pages

EXECUTIVE DIRECTOR RECOMMENDATION/MOTION:

Recommend Commission approval of the annual report, once finalized, based on the summary pages provided.



Steve Holmes
Executive Director
Date: December 18, 2015

ACTION TAKEN AT MEETING:

County: Florida Commission for the
 CTC: Transportation Disadvantaged
 Contact: 605 Suwannee Street, M-S 49
 Tallahassee, FL 32399-0450
 850.410.5700
 800.983.2435
 Email: www.dot.state.fl.us/ctd

Demographics	Number
Statewide Population /	19,893,297
Potential TD Population	8,247,091
UDPHC	492,857



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	34,261,320	16,639,202	6,747,821
Deviated FR	725,678	809,481	864,141
Ambulatory	11,852,868	9,105,240	8,295,561
Non-Ambulatory	2,613,167	2,436,045	1,735,076
Stretcher	31,408	27,100	7,419
School Board	117,442	137,473	130,908
TOTAL TRIPS	49,601,883	29,154,541	17,780,926

Vehicle Data	2013	2014	2015
Vehicle Miles	127,393,559	117,941,581	88,717,630
Revenue Miles	107,058,636	97,732,682	74,892,108
Roadcalls	2,649	2,976	2,651
Accidents	1,641	1,311	1,243
Vehicles	5,499	5,296	4,691
Driver Hours	10,046,088	7,780,427	6,946,470

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	8,767,967	7,356,332	5,440,070
Employment	3,110,999	2,928,816	2,703,968
Ed/Train/DayCare	6,335,775	3,251,193	3,210,375
Nutritional	1,601,448	1,365,060	1,322,867
Life-Sustaining/Other	29,785,694	14,253,140	5,103,674
TOTAL TRIPS	49,601,883	29,154,541	17,780,926

Financial and General Data	2013	2014	2015
Expenses	\$412,875,774	\$312,801,916	\$250,425,496
Revenues	\$394,084,053	\$324,987,622	\$252,248,677
Commendations	4,592	4,226	4,514
Complaints	14,020	15,027	9,603
Passenger No-Shows	213,615	295,585	231,708
Unmet Trip Requests	188,311	169,376	155,607

Passenger Trips By Funding Source	2013	2014	2015
CTD	8,182,952	6,543,611	4,706,186
AHCA	1,900,235	1,774,351	592,394
APD	1,850,064	1,554,145	1,828,939
DOEA	854,085	736,906	1,176,605
DOE	372,427	334,279	274,893
Other	36,442,120	18,211,249	9,201,937
TOTAL TRIPS	49,601,883	29,154,541	17,780,926

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	1.29	1.11	1.40
Miles between Roadcalls	48,091	39,631	33,466
Avg. Trips per Driver Hour	1.53	1.61	1.59
Avg. Trips per Para Pass.	33.20	44.63	30.26
Cost per Trip	8.32	10.73	14.08
Cost per Paratransit Trip	25.96	24.17	21.91
Cost per Driver Hour	39.65	38.88	34.80
Cost per Total Mile	3.13	2.56	2.73

2015 County Summaries

County: Alachua
 CTC: MV Transportation Inc
 Contact: Edward I. Griffin
 3713 SW 42nd St Suite 3
 Gainesville, FL 32608
 352-375-2784
 Email: egriffin@mvtransit.com

Demographics	Number
Total County Population	256,380
Potential TD Population	103,263
UDPHC	1,272



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	80,263	75,356	70,958
Non-Ambulatory	33,819	34,666	30,598
Stretcher	571	735	1,001
School Board	0	0	0
TOTAL TRIPS	114,653	110,757	102,557

Vehicle Data	2013	2014	2015
Vehicle Miles	1,398,584	1,251,752	1,439,611
Revenue Miles	1,186,538	1,242,002	1,261,101
Roadcalls	53	36	40
Accidents	11	15	21
Vehicles	43	43	43
Driver Hours	101,920	110,240	85,827

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	75,618	77,626	66,804
Employment	17,076	13,743	11,487
Ed/Train/DayCare	1,191	1,325	1,708
Nutritional	1,583	1,478	1,554
Life-Sustaining/Other	19,185	16,585	21,004
TOTAL TRIPS	114,653	110,757	102,557

Financial and General Data	2013	2014	2015
Expenses	\$3,017,332	\$3,075,100	\$3,008,297
Revenues	\$3,368,204	\$3,372,245	\$3,147,636
Commendations	19	67	69
Complaints	15	29	56
Passenger No-Shows	11,128	10,154	11,279
Unmet Trip Requests	0	0	39

Passenger Trips By Funding Source	2013	2014	2015
CTD	17,421	20,481	18,087
AHCA	39,424	33,093	23,876
APD	0	0	0
DOEA	725	422	541
DOE	0	0	0
Other	57,083	56,761	60,053
TOTAL TRIPS	114,653	110,757	102,557

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.79	1.20	1.46
Miles between Roadcalls	26,388	34,771	35,990
Avg. Trips per Driver Hour	1.12	1.00	1.19
Avg. Trips per Para Pass.	51.65	78.11	80.63
Cost per Trip	26.32	27.76	29.33
Cost per Paratransit Trip	26.32	27.76	29.33
Cost per Driver Hour	29.60	27.89	35.05
Cost per Total Mile	2.16	2.46	2.09

County: Baker
 CTC: Baker County Council On Aging, Inc.
 Contact: TiffanyShrull
 101 E Macclenny Ave
 Macclenny, FL 32063
 904-259-9315
 Email: tshrull@bakercoa.org

Demographics	Number
Total County Population	27,093
Potential TD Population	9,088
UDPHC	818



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	0	3,635	7,245
Ambulatory	13,188	14,359	16,954
Non-Ambulatory	3,620	3,597	3,902
Stretcher	0	9	0
School Board	0	0	0
TOTAL TRIPS	16,808	21,600	28,101

Vehicle Data	2013	2014	2015
Vehicle Miles	290,251	353,108	394,240
Revenue Miles	210,838	305,493	372,420
Roadcalls	4	8	11
Accidents	3	1	1
Vehicles	13	14	17
Driver Hours	24,367	18,558	24,641

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	7,523	7,540	9,805
Employment	974	1,677	6,712
Ed/Train/DayCare	2	4	7,277
Nutritional	4,400	3,782	3,624
Life-Sustaining/Other	3,909	8,597	683
TOTAL TRIPS	16,808	21,600	28,101

Financial and General Data	2013	2014	2015
Expenses	\$593,429	\$752,283	\$800,482
Revenues	\$663,144	\$756,240	\$1,044,743
Commendations	0	0	0
Complaints	0	0	0
Passenger No-Shows	158	49	9
Unmet Trip Requests	0	1	30

Passenger Trips By Funding Source	2013	2014	2015
CTD	4,516	8,810	3,541
AHCA	2,458	2,705	4,392
APD	0	0	0
DOEA	0	0	0
DOE	0	0	0
Other	9,834	10,085	20,168
TOTAL TRIPS	16,808	21,600	28,101

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	1.03	0.28	0.25
Miles between Roadcalls	72,563	44,139	35,840
Avg. Trips per Driver Hour	0.69	1.16	1.14
Avg. Trips per Para Pass.	30.95	35.76	34.35
Cost per Trip	35.31	34.83	28.49
Cost per Paratransit Trip	35.31	34.83	28.49
Cost per Driver Hour	24.35	40.54	32.49
Cost per Total Mile	2.04	2.13	2.03

County: Bay
 CTC: Bay County Board of County Commissioners
 Contact: Angela L. Bradley
 840 W. 11th Street
 Panama City, FL 32401
 850-248-8248
 Email: abradley@baycountyfl.gov

Demographics	Number
Total County Population	178,985
Potential TD Population	71,045
UDPHC	1,278



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	0	0	207
Ambulatory	178,384	88,765	103,056
Non-Ambulatory	23,521	11,180	28,354
Stretcher	1,196	633	337
School Board	0	0	0
TOTAL TRIPS	203,101	100,578	131,954

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	80,317	42,152	17,406
Employment	20,170	9,432	2,022
Ed/Train/DayCare	84,916	41,839	32,006
Nutritional	17,175	6,747	8,900
Life-Sustaining/Other	523	408	71,620
TOTAL TRIPS	203,101	100,578	131,954

Passenger Trips By Funding Source	2013	2014	2015
CTD	16,916	9,459	29,185
AHCA	32,323	18,203	8,839
APD	48,397	24,200	50,993
DOEA	13,118	6,559	8,387
DOE	0	0	0
Other	92,347	42,157	34,550
TOTAL TRIPS	203,101	100,578	131,954

Vehicle Data	2013	2014	2015
Vehicle Miles	668,352	296,917	516,493
Revenue Miles	511,592	225,813	422,650
Roadcalls	22	12	24
Accidents	5	4	16
Vehicles	38	30	31
Driver Hours	57,966	39,849	43,956

Financial and General Data	2013	2014	2015
Expenses	\$1,770,319	\$1,102,574	\$1,691,770
Revenues	\$2,078,974	\$2,495,728	\$2,214,683
Commendations	4	0	10
Complaints	45	27	24
Passenger No-Shows	102	48	2,695
Unmet Trip Requests	61	28	0

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.75	1.35	3.10
Miles between Roadcalls	30,380	24,743	21,521
Avg. Trips per Driver Hour	3.50	2.52	3.00
Avg. Trips per Para Pass.	75.53	49.79	103.25
Cost per Trip	8.72	10.96	12.82
Cost per Paratransit Trip	8.72	10.96	12.82
Cost per Driver Hour	30.54	27.67	38.49
Cost per Total Mile	2.65	3.71	3.28

County: Bradford
 CTC: Suwannee River Economic Council, Inc.
 Contact: Matt Pearson
 P.O. Box 70
 Live Oak, FL 32064
 386-362-4115
 Email: mattpearson@suwanneec.net

Demographics	Number
Total County Population	26,702
Potential TD Population	10,154
UDPHC	502



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	29,800	19,916	20,696
Non-Ambulatory	2,215	2,185	1,957
Stretcher	109	102	99
School Board	0	0	0
TOTAL TRIPS	32,124	22,203	22,752

Vehicle Data	2013	2014	2015
Vehicle Miles	237,801	216,187	215,244
Revenue Miles	196,755	185,186	185,365
Roadcalls	0	0	0
Accidents	0	0	0
Vehicles	14	14	14
Driver Hours	20,860	20,005	20,665

Passenger Trips by Trip Purpose	2013	2014	2015
Medical	9,101	8,056	7,777
Employment	0	0	0
Ed/Train/DayCare	19,992	12,369	13,365
Nutritional	2,771	1,530	1,390
Life-Sustaining/Other	260	248	220
TOTAL TRIPS	32,124	22,203	22,752

Financial and General Data	2013	2014	2015
Expenses	\$690,779	\$687,727	\$467,069
Revenues	\$632,519	\$601,554	\$552,849
Commendations	0	0	0
Complaints	3	3	3
Passenger No-Shows	188	174	164
Unmet Trip Requests	20	21	23

Passenger Trips By Funding Source	2013	2014	2015
CTD	4,153	4,513	4,667
AHCA	4,795	3,543	3,628
APD	19,992	12,369	13,365
DOEA	3,030	1,777	1,092
DOE	0	0	0
Other	154	1	0
TOTAL TRIPS	32,124	22,203	22,752

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.00	0.00	0.00
Miles between Roadcalls	0	0	0
Avg. Trips per Driver Hour	1.54	1.11	1.10
Avg. Trips per Para Pass.	66.93	48.91	45.32
Cost per Trip	21.50	30.97	20.53
Cost per Paratransit Trip	21.50	30.97	20.53
Cost per Driver Hour	33.12	34.38	22.60
Cost per Total Mile	2.90	3.18	2.17

County: Brevard
 CTC: Space Coast Area Transit
 Contact: Jim Liesenfelt
 401 South Varr Ave
 Cocoa, FL 32922
 321-635-7815
 Email: jim.liesenfelt@brevardcounty.us

Demographics	Number
Total County Population	556,885
Potential TD Population	258,313
UDPHC	17,048



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	435,339	451,522	428,640
Deviated FR	0	0	0
Ambulatory	645,275	598,030	603,454
Non-Ambulatory	15,254	14,883	15,832
Stretcher	0	0	0
School Board	23,305	11,990	12,595
TOTAL TRIPS	1,119,173	1,076,425	1,060,521

Vehicle Data	2013	2014	2015
Vehicle Miles	2,785,075	2,879,511	2,755,511
Revenue Miles	2,614,122	2,619,791	2,471,139
Roadcalls	64	53	41
Accidents	25	37	29
Vehicles	192	219	196
Driver Hours	156,151	125,875	118,433

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	108,119	109,516	110,602
Employment	331,196	420,665	342,162
Ed/Train/DayCare	270,508	221,865	267,880
Nutritional	28,074	27,654	23,367
Life-Sustaining/Other	381,276	296,725	316,510
TOTAL TRIPS	1,119,173	1,076,425	1,060,521

Financial and General Data	2013	2014	2015
Expenses	\$4,749,088	\$4,862,409	\$5,469,261
Revenues	\$5,295,742	\$5,972,971	\$5,377,847
Commendations	156	159	128
Complaints	15	12	8
Passenger No-Shows	9,880	11,482	10,318
Unmet Trip Requests	40	41	35

Passenger Trips By Funding Source	2013	2014	2015
CTD	65,713	65,013	70,656
AHCA	0	0	0
APD	28,647	31,066	34,957
DOEA	32,217	30,162	27,974
DOE	84,480	81,160	62,000
Other	908,116	869,024	864,934
TOTAL TRIPS	1,119,173	1,076,425	1,060,521

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.90	1.28	1.05
Miles between Roadcalls	43,517	54,330	67,208
Avg. Trips per Driver Hour	4.38	4.96	5.34
Avg. Trips per Para Pass.	52.74	40.08	41.19
Cost per Trip	4.24	4.52	5.16
Cost per Paratransit Trip	6.87	7.68	8.57
Cost per Driver Hour	30.09	38.15	45.71
Cost per Total Mile	1.69	1.67	1.96

County:	Broward	<u>Demographics</u>	<u>Number</u>
CTC:	Broward County Board of County Commissioners		
Contact:	Paul Strobis	Total County Population	1,869,235
	1 N. University Drive, Suite 3100A	Potential TD Population	732,634
	Plantation, FL 33324		
	954-357-8321	UDPHC	13,137
Email:	pstrobis@broward.org		



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	2,449,437	206,447	195,060
Deviated FR	0	23,360	47,126
Ambulatory	1,079,742	807,160	728,852
Non-Ambulatory	331,293	194,747	188,231
Stretcher	0	0	0
School Board	37,518	52,929	35,493
TOTAL TRIPS	3,897,990	1,284,643	1,194,762

Vehicle Data	2013	2014	2015
Vehicle Miles	11,310,579	9,027,790	9,877,158
Revenue Miles	9,188,441	7,232,366	7,751,312
Roadcalls	107	61	209
Accidents	169	140	122
Vehicles	487	520	799
Driver Hours	709,335	475,639	583,678

Passenger Trips By Trip Purpose

Medical	455,971	127,599	114,764
Employment	84,962	78,916	94,305
Ed/Train/DayCare	2,786,353	320,829	329,666
Nutritional	217,536	198,720	201,586
Life-Sustaining/Other	353,168	558,579	454,441
TOTAL TRIPS	3,897,990	1,284,643	1,194,762

Financial and General Data

Expenses	\$26,762,775	\$24,769,603	\$22,343,278
Revenues	\$26,096,576	\$28,305,833	\$25,364,752
Commendations	441	573	499
Complaints	4,280	4,640	5,153
Passenger No-Shows	241	20,137	39,623
Unmet Trip Requests	20,696	9,658	2,626

Passenger Trips By Funding Source

CTD	316,897	208,933	217,870
AHCA	35,153	50,603	59,322
APD	190,665	72,783	85,361
DOEA	117,256	67,131	42,711
DOE	54,893	36,127	45,301
Other	3,183,126	849,066	744,197
TOTAL TRIPS	3,897,990	1,284,643	1,194,762

Performance Measures

Accidents per 100,000 Miles	1.49	1.55	1.24
Miles between Roadcalls	105,706	147,997	47,259
Avg. Trips per Driver Hour	2.04	2.27	1.71
Avg. Trips per Para Pass.	81.75	123.90	92.69
Cost per Trip	6.87	19.28	18.70
Cost per Paratransit Trip	18.41	22.88	22.33
Cost per Driver Hour	37.59	51.87	38.24
Cost per Total Mile	2.36	2.73	2.26

County: Calhoun
 CTC: Calhoun County Senior Citizens
 Contact: Marilyn Russell
 16859 NE Cayson St
 Blountstown, FL 32424
 850-674-4163
 Email: senior1@gtcom.net

Demographics	Number
Total County Population	14,532
Potential TD Population	6,134
UDPHC	491



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	7,677	6,937	8,472
Non-Ambulatory	1,993	1,665	1,334
Stretcher	17	82	37
School Board	0	0	0
TOTAL TRIPS	9,687	8,684	9,843

Vehicle Data	2013	2014	2015
Vehicle Miles	160,745	150,848	218,585
Revenue Miles	134,443	124,031	173,115
Roadcalls	4	4	4
Accidents	0	0	0
Vehicles	13	13	13
Driver Hours	9,360	9,360	9,360

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	5,634	4,960	5,791
Employment	1,067	946	902
Ed/Train/DayCare	887	764	907
Nutritional	1,921	1,551	1,420
Life-Sustaining/Other	178	463	823
TOTAL TRIPS	9,687	8,684	9,843

Financial and General Data	2013	2014	2015
Expenses	\$481,100	\$511,142	\$486,610
Revenues	\$488,110	\$539,732	\$542,984
Commendations	2	1	1
Complaints	0	0	0
Passenger No-Shows	30	29	42
Unmet Trip Requests	11	0	0

Passenger Trips By Funding Source	2013	2014	2015
CTD	2,933	3,204	2,634
AHCA	2,877	1,939	198
APD	1,954	1,499	1,539
DOEA	1,920	1,454	1,530
DOE	0	0	0
Other	3	588	3,942
TOTAL TRIPS	9,687	8,684	9,843

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.00	0.00	0.00
Miles between Roadcalls	40,186	37,712	54,646
Avg. Trips per Driver Hour	1.03	0.93	1.05
Avg. Trips per Para Pass.	17.61	19.65	20.05
Cost per Trip	49.66	58.86	49.44
Cost per Paratransit Trip	49.66	58.86	49.44
Cost per Driver Hour	51.40	54.61	51.99
Cost per Total Mile	2.99	3.39	2.23

County: Charlotte
 CTC: Charlotte County BOCC Transit Division
 Contact: Pamela Barr
 25490 Airport Road
 Punta Gorda, FL 33950
 941-764-4990
 Email: pamela.barr@charlottefl.com

Demographics	Number
Total County Population	168,474
Potential TD Population	129,371
UDPHC	911



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	87,906	81,498	61,186
Non-Ambulatory	10,682	6,376	4,051
Stretcher	0	0	0
School Board	0	0	0
TOTAL TRIPS	98,588	87,874	65,237

Vehicle Data	2013	2014	2015
Vehicle Miles	438,461	394,323	434,531
Revenue Miles	375,239	329,837	363,138
Roadcalls	139	56	57
Accidents	1	0	1
Vehicles	47	39	35
Driver Hours	41,459	41,775	29,094

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	32,611	29,204	12,537
Employment	5,111	961	3,671
Ed/Train/DayCare	6,299	24,106	22,564
Nutritional	22,887	10,357	12,472
Life-Sustaining/Other	31,680	23,246	13,993
TOTAL TRIPS	98,588	87,874	65,237

Financial and General Data	2013	2014	2015
Expenses	\$1,907,144	\$1,988,243	\$1,577,330
Revenues	\$1,907,144	\$1,988,243	\$1,581,664
Commendations	5	8	27
Complaints	16	67	209
Passenger No-Shows	806	865	1,140
Unmet Trip Requests	238	229	407

Passenger Trips By Funding Source	2013	2014	2015
CTD	58,034	48,550	40,983
AHCA	11,767	11,185	0
APD	0	0	0
DOEA	6,783	7,605	7,499
DOE	0	0	0
Other	22,004	20,534	16,755
TOTAL TRIPS	98,588	87,874	65,237

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.23	0.00	0.23
Miles between Roadcalls	3,154	7,041	7,623
Avg. Trips per Driver Hour	2.38	2.10	2.24
Avg. Trips per Para Pass.	15.87	12.21	71.61
Cost per Trip	19.34	22.63	24.18
Cost per Paratransit Trip	19.34	22.63	24.18
Cost per Driver Hour	46.00	47.59	54.21
Cost per Total Mile	4.35	5.04	3.63

County: Citrus
 CTC: Citrus County Transit
 Contact: Lon Frye
 1300 S Lecanto Highway,
 Lecanto, FL 34461
 352-527-7634
 Email: Lon.Frye@bcc.citrus.fl.us

Demographics	Number
Total County Population	139,377
Potential TD Population	99,271
UDPHC	9,572



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	29,516	51,419	70,457
Ambulatory	200,646	178,579	119,360
Non-Ambulatory	19,586	14,434	12,850
Stretcher	518	133	4
School Board	0	0	0
TOTAL TRIPS	250,266	244,565	202,671

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	32,006	30,746	14,679
Employment	28,036	35,233	14,554
Ed/Train/DayCare	121,013	121,110	73,894
Nutritional	14,674	13,683	13,694
Life-Sustaining/Other	54,537	43,793	85,850
TOTAL TRIPS	250,266	244,565	202,671

Passenger Trips By Funding Source	2013	2014	2015
CTD	29,064	22,691	21,202
AHCA	10,254	8,878	546
APD	170,525	152,973	103,656
DOEA	9,937	8,181	6,512
DOE	0	0	0
Other	30,486	51,842	70,755
TOTAL TRIPS	250,266	244,565	202,671

Vehicle Data	2013	2014	2015
Vehicle Miles	989,855	738,418	1,081,522
Revenue Miles	814,022	672,544	993,184
Roadcalls	35	31	6
Accidents	17	5	7
Vehicles	77	67	75
Driver Hours	79,257	70,154	75,544

Financial and General Data	2013	2014	2015
Expenses	\$3,214,948	\$3,092,035	\$3,357,565
Revenues	\$2,566,842	\$2,304,341	\$1,995,187
Commendations	24	19	24
Complaints	34	17	13
Passenger No-Shows	1,739	1,399	4,857
Unmet Trip Requests	500	500	582

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	1.72	0.68	0.65
Miles between Roadcalls	28,282	23,820	180,254
Avg. Trips per Driver Hour	3.16	3.49	2.68
Avg. Trips per Para Pass.	28.85	17.60	21.17
Cost per Trip	12.85	12.64	16.57
Cost per Paratransit Trip	12.85	12.64	16.57
Cost per Driver Hour	40.56	44.07	44.45
Cost per Total Mile	3.25	4.19	3.10

County:	Clay	<u>Demographics</u>	<u>Number</u>
CTC:	Clay County Council on Aging, Inc.		
Contact:	Sheryl Hartzog / Robert DeYo 604 Walnut Street Green Cove Springs, Florida, FL 32043 904-531-5029	Total County Population	199,798
		Potential TD Population	63,638
Email:	sherylh@claycco.org / bobd@claycco.org	UDPHC	2,354



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	50,805	59,584	58,727
Ambulatory	69,762	73,591	55,533
Non-Ambulatory	15,710	20,072	22,967
Stretcher	429	116	0
School Board	0	0	0
TOTAL TRIPS	136,706	153,363	137,227

Vehicle Data	2013	2014	2015
Vehicle Miles	1,032,310	1,162,515	1,153,589
Revenue Miles	877,846	940,478	1,036,754
Roadcalls	17	20	29
Accidents	1	3	4
Vehicles	50	51	41
Driver Hours	74,917	82,327	74,142

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	31,341	32,365	33,103
Employment	57,288	65,305	62,520
Ed/Train/DayCare	25,832	27,950	21,773
Nutritional	15,704	18,534	19,614
Life-Sustaining/Other	6,541	9,209	217
TOTAL TRIPS	136,706	153,363	137,227

Financial and General Data	2013	2014	2015
Expenses	\$2,168,258	\$2,225,444	\$2,326,739
Revenues	\$2,287,329	\$2,313,750	\$2,559,575
Commendations	13	19	14
Complaints	27	22	23
Passenger No-Shows	1,896	1,410	1,813
Unmet Trip Requests	439	212	85

Passenger Trips By Funding Source	2013	2014	2015
CTD	18,825	20,160	26,511
AHCA	25,629	25,051	19,001
APD	16,340	16,969	11,996
DOEA	15,280	13,640	11,675
DOE	264	127	613
Other	60,368	77,416	67,431
TOTAL TRIPS	136,706	153,363	137,227

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.10	0.26	0.35
Miles between Roadcalls	60,724	58,126	39,779
Avg. Trips per Driver Hour	1.82	1.86	1.85
Avg. Trips per Para Pass.	63.47	68.31	58.30
Cost per Trip	15.86	14.51	16.96
Cost per Paratransit Trip	15.86	14.51	16.96
Cost per Driver Hour	28.94	27.03	31.38
Cost per Total Mile	2.10	1.91	2.02

County:	Collier	<u>Demographics</u>	<u>Number</u>
CTC:	Collier County Board of County Commissioners		
Contact:	Corine Williams 3299 Tamiami Trail East #103 Naples, FL 34112 239-252-5849	Total County Population	348,777
		Potential TD Population	156,251
Email:	corinewilliams@colliergov.net	UDPHC	997



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	69,311	65,840	72,218
Non-Ambulatory	18,923	18,625	22,030
Stretcher	0	0	0
School Board	0	0	0
TOTAL TRIPS	88,234	84,465	94,248

Passenger Trips By Trip Purpose			
Medical	47,479	47,826	51,638
Employment	9,970	9,334	10,371
Ed/Train/DayCare	5,963	5,049	5,354
Nutritional	12,808	11,164	15,856
Life-Sustaining/Other	12,014	11,092	11,029
TOTAL TRIPS	88,234	84,465	94,248

Passenger Trips By Funding Source			
CTD	42,844	38,426	29,313
AHCA	0	0	0
APD	0	0	0
DOEA	2,458	1,067	981
DOE	0	0	0
Other	42,932	44,972	63,954
TOTAL TRIPS	88,234	84,465	94,248

Vehicle Data	2013	2014	2015
Vehicle Miles	1,112,179	1,150,405	1,141,826
Revenue Miles	953,565	986,938	967,178
Roadcalls	18	38	33
Accidents	14	10	13
Vehicles	25	23	23
Driver Hours	61,864	59,750	74,306

Financial and General Data			
Expenses	\$3,733,703	\$3,272,256	\$3,761,264
Revenues	\$3,815,255	\$4,017,827	\$4,083,809
Commendations	19	12	10
Complaints	40	16	20
Passenger No-Shows	2,630	2,332	600
Unmet Trip Requests	38	29	23

Performance Measures			
Accidents per 100,000 Miles	1.26	0.87	1.14
Miles between Roadcalls	61,788	30,274	34,601
Avg. Trips per Driver Hour	1.43	1.41	1.27
Avg. Trips per Para Pass.	99.36	90.05	94.53
Cost per Trip	42.32	38.74	39.91
Cost per Paratransit Trip	37.93	38.74	39.91
Cost per Driver Hour	54.10	54.77	50.62
Cost per Total Mile	3.01	2.84	3.29

County: Columbia
 CTC: Suwannee Valley Transit Authority
 Contact: Larry Sessions/Felonzie Raggins
 1907 Voyles Street, S.W.
 Live Oak, FL 32064
 386-362-5332
 Email: larry.sessions@ridesvta.com

Demographics	Number
Total County Population	67,857
Potential TD Population	26,277
UDPHC	581



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	43,698	51,949	20,975
Non-Ambulatory	8,868	6,005	2,469
Stretcher	57	252	2
School Board	0	0	0
TOTAL TRIPS	52,623	58,206	23,446

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	46,396	49,571	11,191
Employment	773	4,515	5,015
Ed/Train/DayCare	4,725	576	56
Nutritional	255	6	2,618
Life-Sustaining/Other	474	3,538	4,566
TOTAL TRIPS	52,623	58,206	23,446

Passenger Trips By Funding Source	2013	2014	2015
CTD	13,465	12,582	11,965
AHCA	35,745	40,112	2,574
APD	3,098	1,906	2,568
DOEA	125	0	2,542
DOE	0	0	5
Other	190	3,606	3,792
TOTAL TRIPS	52,623	58,206	23,446

Vehicle Data	2013	2014	2015
Vehicle Miles	777,569	633,993	320,073
Revenue Miles	660,001	436,492	273,783
Roadcalls	2	2	0
Accidents	1	0	2
Vehicles	26	26	24
Driver Hours	46,188	30,827	16,512

Financial and General Data	2013	2014	2015
Expenses	\$2,154,991	\$1,863,948	\$656,707
Revenues	\$2,213,929	\$1,472,658	\$890,819
Commendations	3	3	6
Complaints	13	10	8
Passenger No-Shows	2,810	1,437	343
Unmet Trip Requests	48	12	14

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.13	0.00	0.62
Miles between Roadcalls	388,785	316,997	0
Avg. Trips per Driver Hour	1.14	1.89	1.42
Avg. Trips per Para Pass.	31.19	68.80	40.35
Cost per Trip	40.95	32.02	28.01
Cost per Paratransit Trip	40.95	32.02	28.01
Cost per Driver Hour	46.66	60.46	39.77
Cost per Total Mile	2.77	2.94	2.05

County: Desoto
 CTC: Transdev Services, Inc.
 Contact: Kelly Kirk Brooks
 1103 US 27 S
 Sebring, FL 33870
 863-382-6004
 Email: Kelly.Kirk@Transdev.com

Demographics	Number
Total County Population	35,012
Potential TD Population	17,699
UDPHC	300



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	22,329	19,546	8,166
Non-Ambulatory	3,281	4,686	2,585
Stretcher	7	64	8
School Board	0	0	0
TOTAL TRIPS	25,617	24,296	10,759

Vehicle Data	2013	2014	2015
Vehicle Miles	399,564	407,102	114,381
Revenue Miles	352,282	349,282	99,093
Roadcalls	2	3	8
Accidents	1	4	1
Vehicles	20	20	20
Driver Hours	38,457	45,890	44,845

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	14,478	13,714	5,038
Employment	3,483	3,309	597
Ed/Train/DayCare	1,258	1,195	674
Nutritional	895	850	3
Life-Sustaining/Other	5,503	5,228	4,447
TOTAL TRIPS	25,617	24,296	10,759

Financial and General Data	2013	2014	2015
Expenses	\$827,028	\$810,096	\$1,081,079
Revenues	\$937,946	\$839,738	\$428,089
Commendations	10	12	12
Complaints	18	19	18
Passenger No-Shows	485	664	473
Unmet Trip Requests	260	275	0

Passenger Trips By Funding Source	2013	2014	2015
CTD	4,134	6,978	5,029
AHCA	13,424	12,163	895
APD	0	0	0
DOEA	981	292	55
DOE	4	2	106
Other	7,074	4,861	4,674
TOTAL TRIPS	25,617	24,296	10,759

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.25	0.98	0.87
Miles between Roadcalls	199,782	135,701	14,298
Avg. Trips per Driver Hour	0.67	0.53	0.24
Avg. Trips per Para Pass.	31.94	34.61	35.86
Cost per Trip	32.28	33.34	100.48
Cost per Paratransit Trip	32.28	33.34	100.48
Cost per Driver Hour	21.51	17.65	24.11
Cost per Total Mile	2.07	1.99	9.45

County: Dixie
 CTC: Suwannee River Economic Council, Inc.
 Contact: Matt Pearson
 P.O. Box 70
 Live Oak, FL 32064
 386-362-4115
 Email: mattpearson@suwanneec.net

Demographics	Number
Total County Population	15,907
Potential TD Population	9,211
UDPHC	351



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	6,233	5,737	5,767
Non-Ambulatory	825	749	760
Stretcher	216	122	124
School Board	0	0	0
TOTAL TRIPS	7,274	6,608	6,651

Vehicle Data	2013	2014	2015
Vehicle Miles	141,980	116,487	119,852
Revenue Miles	123,279	104,253	109,314
Roadcalls	1	1	1
Accidents	0	0	0
Vehicles	9	9	10
Driver Hours	7,700	7,508	7,883

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	6,420	5,996	6,017
Employment	0	0	0
Ed/Train/DayCare	0	0	0
Nutritional	727	572	596
Life-Sustaining/Other	127	40	38
TOTAL TRIPS	7,274	6,608	6,651

Financial and General Data	2013	2014	2015
Expenses	\$402,558	\$301,137	\$263,438
Revenues	\$470,901	\$427,324	\$423,851
Commendations	0	0	0
Complaints	1	1	1
Passenger No-Shows	70	64	69
Unmet Trip Requests	39	0	0

Passenger Trips By Funding Source	2013	2014	2015
CTD	2,712	3,759	3,497
AHCA	3,708	2,236	2,836
APD	0	0	0
DOEA	853	612	317
DOE	0	0	0
Other	1	1	1
TOTAL TRIPS	7,274	6,608	6,651

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.00	0.00	0.00
Miles between Roadcalls	141,980	116,487	119,852
Avg. Trips per Driver Hour	0.94	0.88	0.84
Avg. Trips per Para Pass.	19.77	19.21	18.95
Cost per Trip	55.34	45.57	39.61
Cost per Paratransit Trip	55.34	45.57	39.61
Cost per Driver Hour	52.28	40.11	33.42
Cost per Total Mile	2.84	2.59	2.20

County: Duval
 CTC: Jacksonville Transportation Authority
 Contact: Helen Perez
 100 N Myrtle Ave, Building G
 Jacksonville, FL 32202
 904-265-8939
 Email: hperez@jtafla.com

Demographics	Number
Total County Population	897,698
Potential TD Population	318,893
UDPHC	5,020



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	187,298	0	0
Deviated FR	0	0	0
Ambulatory	262,383	256,681	248,752
Non-Ambulatory	115,280	108,195	93,927
Stretcher	0	0	0
School Board	0	0	0
TOTAL TRIPS	564,961	364,876	342,679

Vehicle Data	2013	2014	2015
Vehicle Miles	4,863,972	4,610,640	4,707,251
Revenue Miles	4,172,668	4,027,742	4,145,860
Roadcalls	331	478	281
Accidents	46	54	19
Vehicles	97	97	97
Driver Hours	397,929	271,016	346,320

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	118,551	76,565	76,967
Employment	77,976	53,418	53,770
Ed/Train/DayCare	37,146	23,991	27,959
Nutritional	24,763	15,993	16,340
Life-Sustaining/Other	306,525	194,909	167,643
TOTAL TRIPS	564,961	364,876	342,679

Financial and General Data	2013	2014	2015
Expenses	\$14,367,101	\$13,967,985	\$14,163,869
Revenues	\$14,367,101	\$13,967,985	\$14,160,869
Commendations	1,079	797	960
Complaints	1,428	1,316	1,186
Passenger No-Shows	13,237	12,235	13,169
Unmet Trip Requests	0	0	0

Passenger Trips By Funding Source	2013	2014	2015
CTD	68,758	66,402	69,928
AHCA	0	0	0
APD	0	0	0
DOEA	196	186	120
DOE	0	0	0
Other	496,007	298,288	272,631
TOTAL TRIPS	564,961	364,876	342,679

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.95	1.17	0.40
Miles between Roadcalls	14,695	9,646	16,752
Avg. Trips per Driver Hour	0.95	1.35	0.99
Avg. Trips per Para Pass.	75.23	86.44	68.26
Cost per Trip	25.43	38.28	41.33
Cost per Paratransit Trip	37.84	38.28	41.33
Cost per Driver Hour	35.92	51.54	40.90
Cost per Total Mile	2.94	3.03	3.01

County: Escambia
 CTC: Escambia County
 Contact: Don Christian
 3363 W. Park Place
 Pensacola, FL 32505
 850-595-3436
 Email: DACHRIST@co.escambia.fl.us

Demographics	Number
Total County Population	310,659
Potential TD Population	127,453
UDPHC	1,374



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	52,474	17,428	0
Deviated FR	0	0	0
Ambulatory	113,684	106,679	67,214
Non-Ambulatory	38,365	38,346	22,939
Stretcher	319	300	0
School Board	0	0	0
TOTAL TRIPS	204,842	162,753	90,153

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	55,433	39,410	52,895
Employment	82,665	35,814	23,167
Ed/Train/DayCare	5,387	2,214	7,419
Nutritional	1,831	816	157
Life-Sustaining/Other	59,526	84,499	6,515
TOTAL TRIPS	204,842	162,753	90,153

Passenger Trips By Funding Source	2013	2014	2015
CTD	21,965	23,872	33,656
AHCA	68,439	67,328	14,608
APD	3,057	2,491	2,357
DOEA	8,487	7,296	5,007
DOE	675	847	672
Other	102,219	60,919	33,853
TOTAL TRIPS	204,842	162,753	90,153

Vehicle Data	2013	2014	2015
Vehicle Miles	1,458,507	1,838,837	1,358,510
Revenue Miles	1,257,532	1,638,562	1,028,320
Roadcalls	103	97	5
Accidents	14	11	16
Vehicles	26	26	29
Driver Hours	82,715	86,008	75,720

Financial and General Data	2013	2014	2015
Expenses	\$3,488,679	\$3,390,520	\$2,890,059
Revenues	\$3,427,854	\$3,173,104	\$2,497,872
Commendations	7	8	44
Complaints	45	37	141
Passenger No-Shows	4,655	4,486	5,061
Unmet Trip Requests	850	562	0

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.96	0.60	1.18
Miles between Roadcalls	14,160	18,957	271,702
Avg. Trips per Driver Hour	1.84	1.69	1.19
Avg. Trips per Para Pass.	65.31	66.63	65.61
Cost per Trip	17.03	20.83	32.06
Cost per Paratransit Trip	22.17	22.95	32.06
Cost per Driver Hour	40.84	38.78	38.17
Cost per Total Mile	2.32	1.81	2.13

County: Flagler
 CTC: Flagler County Public Transportation
 Contact: Bob Owens
 1769 East Moody Blvd., Bldg. 5
 Bunnell, FL 32110
 386-313-4190
 Email: bowens@flaglercounty.org

Demographics	Number
Total County Population	102,408
Potential TD Population	31,256
UDPHC	7,954



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	79,102	83,289	87,991
Non-Ambulatory	14,804	14,706	13,905
Stretcher	0	0	0
School Board	0	0	0
TOTAL TRIPS	93,906	97,995	101,896

Vehicle Data	2013	2014	2015
Vehicle Miles	981,750	967,365	752,114
Revenue Miles	873,185	888,044	653,435
Roadcalls	6	6	5
Accidents	1	5	2
Vehicles	35	37	37
Driver Hours	48,412	48,412	49,400

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	20,415	20,799	18,147
Employment	21,673	20,678	14,011
Ed/Train/DayCare	26,390	28,807	43,935
Nutritional	19,740	17,836	11,810
Life-Sustaining/Other	5,688	9,875	13,993
TOTAL TRIPS	93,906	97,995	101,896

Financial and General Data	2013	2014	2015
Expenses	\$1,504,783	\$1,477,158	\$1,579,861
Revenues	\$1,504,783	\$1,477,158	\$1,579,861
Commendations	3	3	2
Complaints	7	7	8
Passenger No-Shows	1,409	1,465	1,563
Unmet Trip Requests	140	146	184

Passenger Trips By Funding Source	2013	2014	2015
CTD	20,023	22,901	30,407
AHCA	7,202	5,658	419
APD	1,309	0	0
DOEA	12,478	13,679	11,307
DOE	0	0	0
Other	52,894	55,757	59,763
TOTAL TRIPS	93,906	97,995	101,896

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.10	0.52	0.27
Miles between Roadcalls	163,625	161,228	150,423
Avg. Trips per Driver Hour	1.94	2.02	2.06
Avg. Trips per Para Pass.	12.50	12.54	12.81
Cost per Trip	16.02	15.07	15.50
Cost per Paratransit Trip	16.02	15.07	15.50
Cost per Driver Hour	31.08	30.51	31.98
Cost per Total Mile	1.53	1.53	2.10

County: Franklin
 CTC: Croom's, Inc.
 Contact: John Croom
 133 Highway 98 Post Office Box 6
 Apalachicola, FL 32329-0006
 850-653-2270
 Email: crooms@digitalexp.com

Demographics	Number
Total County Population	11,815
Potential TD Population	6,208
UDPHC	268



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	7,992	6,694	4,656
Non-Ambulatory	1,498	1,260	1,469
Stretcher	32	110	1
School Board	0	0	0
TOTAL TRIPS	9,522	8,064	6,126

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	6,862	5,179	5,887
Employment	139	141	27
Ed/Train/DayCare	1,438	1,293	0
Nutritional	15	13	4
Life-Sustaining/Other	1,068	1,438	208
TOTAL TRIPS	9,522	8,064	6,126

Passenger Trips By Funding Source	2013	2014	2015
CTD	3,365	3,307	3,261
AHCA	3,593	3,166	2,851
APD	0	0	0
DOEA	0	0	0
DOE	0	0	0
Other	2,564	1,591	14
TOTAL TRIPS	9,522	8,064	6,126

Vehicle Data	2013	2014	2015
Vehicle Miles	325,080	269,480	230,673
Revenue Miles	324,973	269,381	198,267
Roadcalls	1	1	0
Accidents	0	0	0
Vehicles	15	15	13
Driver Hours	17,667	16,271	11,437

Financial and General Data	2013	2014	2015
Expenses	\$535,375	\$532,427	\$417,091
Revenues	\$600,289	\$553,881	\$373,235
Commendations	0	0	0
Complaints	1	0	0
Passenger No-Shows	14	4	0
Unmet Trip Requests	0	4	1

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.00	0.00	0.00
Miles between Roadcalls	325,080	269,480	0
Avg. Trips per Driver Hour	0.54	0.50	0.54
Avg. Trips per Para Pass.	26.90	25.68	22.86
Cost per Trip	56.23	66.03	68.09
Cost per Paratransit Trip	56.23	66.03	68.09
Cost per Driver Hour	30.30	32.72	36.47
Cost per Total Mile	1.65	1.98	1.81

County: Gadsden
 CTC: Big Bend Transit, Inc.
 Contact: Shawn Mitchell
 Post Office Box 1721
 Tallahassee, FL 32302
 850-574-6266
 Email: smitchell@bigbendtransit.org

Demographics	Number
Total County Population	46,281
Potential TD Population	22,595
UDPHC	2,094



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	65,018	58,584	54,651
Ambulatory	42,008	44,234	41,695
Non-Ambulatory	4,563	3,053	2,146
Stretcher	5	3	1
School Board	0	0	0
TOTAL TRIPS	111,594	105,874	98,493

Vehicle Data	2013	2014	2015
Vehicle Miles	604,150	726,598	787,816
Revenue Miles	488,132	606,459	650,978
Roadcalls	7	27	16
Accidents	1	0	0
Vehicles	18	24	24
Driver Hours	36,209	26,683	30,738

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	25,746	22,765	16,209
Employment	58,206	61,726	64,667
Ed/Train/DayCare	15,755	15,635	14,059
Nutritional	2	141	1,269
Life-Sustaining/Other	11,885	5,607	2,289
TOTAL TRIPS	111,594	105,874	98,493

Financial and General Data	2013	2014	2015
Expenses	\$1,876,675	\$1,921,421	\$1,786,360
Revenues	\$1,651,324	\$1,542,606	\$1,846,710
Commendations	0	0	0
Complaints	0	0	0
Passenger No-Shows	1,121	1,405	2,761
Unmet Trip Requests	32	36	18

Passenger Trips By Funding Source	2013	2014	2015
CTD	24,861	26,409	25,160
AHCA	19,350	16,306	14,035
APD	13	183	151
DOEA	0	0	0
DOE	0	0	0
Other	67,370	62,976	59,147
TOTAL TRIPS	111,594	105,874	98,493

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.17	0.00	0.00
Miles between Roadcalls	86,307	26,911	49,239
Avg. Trips per Driver Hour	3.08	3.97	3.20
Avg. Trips per Para Pass.	25.52	32.82	47.04
Cost per Trip	16.82	18.15	18.14
Cost per Paratransit Trip	16.82	18.15	18.14
Cost per Driver Hour	51.83	72.01	58.12
Cost per Total Mile	3.11	2.64	2.27

County: Gilchrist
 CTC: Suwannee River Economic Council, Inc.
 Contact: Matt Pearson
 P.O. Box 70
 Live Oak, FL 32064
 386-362-4115
 Email: mpearson@suwanneec.net

Demographics	Number
Total County Population	16,997
Potential TD Population	8,020
UDPHC	319



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	3,804	3,190	2,984
Non-Ambulatory	976	889	828
Stretcher	28	26	2
School Board	0	0	0
TOTAL TRIPS	4,808	4,105	3,814

Passenger Trips by Trip Purpose	2013	2014	2015
Medical	4,289	3,563	3,397
Employment	0	0	0
Ed/Train/DayCare	0	0	0
Nutritional	419	444	326
Life-Sustaining/Other	100	98	91
TOTAL TRIPS	4,808	4,105	3,814

Passenger Trips by Funding Source	2013	2014	2015
CTD	2,862	2,871	2,742
AHCA	1,426	692	818
APD	0	0	0
DOEA	519	541	253
DOE	0	0	0
Other	1	1	1
TOTAL TRIPS	4,808	4,105	3,814

Vehicle Data	2013	2014	2015
Vehicle Miles	98,312	92,399	80,594
Revenue Miles	82,278	80,114	69,669
Roadcalls	1	1	1
Accidents	0	0	0
Vehicles	9	9	10
Driver Hours	6,304	6,184	5,751

Financial and General Data	2013	2014	2015
Expenses	\$278,162	\$306,957	\$245,688
Revenues	\$329,704	\$347,462	\$237,455
Commendations	0	0	0
Complaints	0	0	0
Passenger No-Shows	15	13	12
Unmet Trip Requests	31	0	0

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.00	0.00	0.00
Miles between Roadcalls	98,312	92,399	80,594
Avg. Trips per Driver Hour	0.76	0.66	0.66
Avg. Trips per Para Pass.	13.51	12.14	11.96
Cost per Trip	57.85	74.78	64.42
Cost per Paratransit Trip	57.85	74.78	64.42
Cost per Driver Hour	44.12	49.64	42.72
Cost per Total Mile	2.83	3.32	3.05

County: Glades
 CTC: Good Wheels, Inc.
 Contact: Alan M. Mandel
 10075 Bavaria Rd.
 Fort Myers, FL 33913
 239-768-6184
 Email: amandel@goodwheels.com

Demographics	Number
Total County Population	13,635
Potential TD Population	5,498
UDPHC	63



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	3,917	0	0
Deviated FR	0	0	0
Ambulatory	3,397	3,663	3,751
Non-Ambulatory	916	28	1,557
Stretcher	0	0	0
School Board	0	0	0
TOTAL TRIPS	8,230	3,691	5,308

Vehicle Data	2013	2014	2015
Vehicle Miles	130,813	139,293	140,328
Revenue Miles	118,108	12,274	117,095
Roadcalls	3	4	7
Accidents	7	0	0
Vehicles	4	4	4
Driver Hours	5,205	4,545	3,019

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	3,313	3,612	2,878
Employment	0	0	0
Ed/Train/DayCare	1,229	0	2,324
Nutritional	178	0	0
Life-Sustaining/Other	3,510	79	106
TOTAL TRIPS	8,230	3,691	5,308

Financial and General Data	2013	2014	2015
Expenses	\$428,209	\$281,231	\$198,040
Revenues	\$331,406	\$326,295	\$147,542
Commendations	16	0	0
Complaints	0	2	1
Passenger No-Shows	221	238	197
Unmet Trip Requests	55	55	23

Passenger Trips By Funding Source	2013	2014	2015
CTD	770	2,334	1,572
AHCA	2,079	1,195	864
APD	792	31	1,866
DOEA	85	13	0
DOE	0	0	0
Other	4,504	118	1,006
TOTAL TRIPS	8,230	3,691	5,308

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	5.35	0.00	0.00
Miles between Roadcalls	43,604	34,823	20,047
Avg. Trips per Driver Hour	0.83	0.81	1.76
Avg. Trips per Para Pass.	29.54	25.46	84.25
Cost per Trip	52.03	76.19	37.31
Cost per Paratransit Trip	98.38	76.19	37.31
Cost per Driver Hour	81.52	61.88	65.60
Cost per Total Mile	3.24	2.02	1.41

County: Gulf
 CTC: Gulf County Transportation
 Contact: Kathy Balentine
 P.O. Box 8
 Port St. Joe, FL 32457
 850-229-6550
 Email: gtran@fairpoint.net

<u>Demographics</u>	<u>Number</u>
Total County Population	15,944
Potential TD Population	5,765
UDPHC	442



<u>Trips By Type of Service</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	21,090	19,543	19,890
Non-Ambulatory	2,835	2,989	2,549
Stretcher	47	79	6
School Board	0	0	0
TOTAL TRIPS	23,972	22,611	22,445

<u>Vehicle Data</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
Vehicle Miles	282,962	262,658	284,360
Revenue Miles	279,814	261,272	271,096
Roadcalls	0	0	0
Accidents	1	0	0
Vehicles	12	12	14
Driver Hours	12,665	12,186	15,142

<u>Passenger Trips By Trip Purpose</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
Medical	8,463	7,696	8,292
Employment	8	11	13
Ed/Train/DayCare	10,613	10,549	9,778
Nutritional	4,471	3,773	3,658
Life-Sustaining/Other	417	582	704
TOTAL TRIPS	23,972	22,611	22,445

<u>Financial and General Data</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
Expenses	\$485,349	\$479,696	\$498,727
Revenues	\$472,320	\$524,557	\$618,527
Commendations	4	1	1
Complaints	0	1	0
Passenger No-Shows	71	73	126
Unmet Trip Requests	27	35	36

<u>Passenger Trips By Funding Source</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
CTD	9,819	9,379	8,108
AHCA	4,345	2,814	3,209
APD	4,925	5,249	5,563
DOEA	3,598	2,916	2,845
DOE	0	0	0
Other	1,285	2,253	2,720
TOTAL TRIPS	23,972	22,611	22,445

<u>Performance Measures</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
Accidents per 100,000 Miles	0.35	0.00	0.00
Miles between Roadcalls	0	0	0
Avg. Trips per Driver Hour	1.89	1.86	1.48
Avg. Trips per Para Pass.	54.11	51.27	50.78
Cost per Trip	20.25	21.22	22.22
Cost per Paratransit Trip	20.25	21.22	22.22
Cost per Driver Hour	38.32	39.36	32.94
Cost per Total Mile	1.72	1.83	1.75

County: Hamilton
 CTC: Suwannee Valley Transit Authority
 Contact: Larry Sessions/Felonzie Raggins
 1907 Voyles Street, S. W.
 Live Oak, FL 32064
 386-362-5332
 Email: larry.sessions@ridesvta.com

Demographics	Number
Total County Population	14,048
Potential TD Population	6,930
UDPHC	118



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	15,403	10,623	3,698
Non-Ambulatory	3,125	2,093	503
Stretcher	20	33	1
School Board	0	0	0
TOTAL TRIPS	18,548	12,749	4,202

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	16,353	12,748	2,280
Employment	272	1	964
Ed/Train/DayCare	1,665	0	12
Nutritional	90	0	15
Life-Sustaining/Other	168	0	931
TOTAL TRIPS	18,548	12,749	4,202

Passenger Trips By Funding Source	2013	2014	2015
CTD	4,744	2,890	2,437
AHCA	12,599	9,788	524
APD	1,092	0	523
DOEA	44	0	0
DOE	0	0	1
Other	69	71	717
TOTAL TRIPS	18,548	12,749	4,202

Vehicle Data	2013	2014	2015
Vehicle Miles	274,066	674,846	57,243
Revenue Miles	232,626	403,096	47,814
Roadcalls	1	0	0
Accidents	0	0	0
Vehicles	9	8	4
Driver Hours	16,280	19,400	3,136

Financial and General Data	2013	2014	2015
Expenses	\$759,558	\$931,975	\$128,980
Revenues	\$780,330	\$1,006,396	\$177,641
Commendations	1	1	1
Complaints	3	7	1
Passenger No-Shows	542	108	70
Unmet Trip Requests	9	16	5

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.00	0.00	0.00
Miles between Roadcalls	274,066	0	0
Avg. Trips per Driver Hour	1.14	0.66	1.34
Avg. Trips per Para Pass.	31.17	29.51	35.61
Cost per Trip	40.95	73.10	30.69
Cost per Paratransit Trip	40.95	73.10	30.69
Cost per Driver Hour	46.66	48.04	41.13
Cost per Total Mile	2.77	1.38	2.25

County: Hardee
 CTC: Transdev Services, Inc.
 Contact: Kelly Kirk Brooks
 1103 US 27 South
 Sebring, FL 33870
 863-382-6004
 Email: kelly.kirk@transdev.com

Demographics	Number
Total County Population	27,469
Potential TD Population	10,731
UDPHC	245



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	20,119	20,632	13,983
Non-Ambulatory	4,643	3,260	1,168
Stretcher	148	116	68
School Board	0	0	0
TOTAL TRIPS	24,910	24,008	15,219

Vehicle Data	2013	2014	2015
Vehicle Miles	558,090	505,234	362,936
Revenue Miles	482,183	373,898	234,841
Roadcalls	11	13	4
Accidents	2	1	0
Vehicles	15	13	7
Driver Hours	23,017	20,949	12,960

Passenger Trips by Trip Purpose	2013	2014	2015
Medical	16,126	15,237	5,157
Employment	4,122	3,928	1,032
Ed/Train/DayCare	2,666	3,030	3,386
Nutritional	1,224	1,069	1,022
Life-Sustaining/Other	772	744	4,622
TOTAL TRIPS	24,910	24,008	15,219

Financial and General Data	2013	2014	2015
Expenses	\$876,312	\$789,953	\$346,709
Revenues	\$972,501	\$883,983	\$380,566
Commendations	6	5	7
Complaints	10	9	4
Passenger No-Shows	580	401	759
Unmet Trip Requests	1,115	1,608	0

Passenger Trips By Funding Source	2013	2014	2015
CTD	5,481	6,046	7,362
AHCA	9,167	8,232	1,232
APD	0	3,364	3,386
DOEA	1,209	1,186	774
DOE	2	102	0
Other	9,051	5,078	2,465
TOTAL TRIPS	24,910	24,008	15,219

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.36	0.20	0.00
Miles between Roadcalls	50,735	38,864	90,734
Avg. Trips per Driver Hour	1.08	1.15	1.17
Avg. Trips per Para Pass.	43.70	50.44	62.12
Cost per Trip	35.18	32.90	22.78
Cost per Paratransit Trip	35.18	32.90	22.78
Cost per Driver Hour	38.07	37.71	26.75
Cost per Total Mile	1.57	1.56	0.96

County: Hendry
 CTC: Good Wheels, Inc.
 Contact: Alan M. Mandel
 10075 Bavaria Rd.
 Fort Myers , FL 33913
 239-768-6184
 Email: amandel@goodwheels.org

Demographics	Number
Total County Population	38,505
Potential TD Population	16,359
UDPHC	347



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	15,668	20,647	0
Ambulatory	15,515	22,812	6,850
Non-Ambulatory	5,058	1,858	4,863
Stretcher	42	0	2
School Board	0	0	0
TOTAL TRIPS	36,283	45,317	11,715

Vehicle Data	2013	2014	2015
Vehicle Miles	578,902	610,275	278,736
Revenue Miles	517,676	486,067	238,524
Roadcalls	7	5	10
Accidents	2	5	1
Vehicles	23	19	10
Driver Hours	23,036	29,109	19,946

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	13,445	20,195	6,053
Employment	0	0	0
Ed/Train/DayCare	7,329	4,000	3,021
Nutritional	3,108	0	0
Life-Sustaining/Other	12,401	21,122	2,641
TOTAL TRIPS	36,283	45,317	11,715

Financial and General Data	2013	2014	2015
Expenses	\$1,571,408	\$1,045,955	\$876,092
Revenues	\$1,399,743	\$1,605,915	\$700,786
Commendations	40	0	24
Complaints	16	6	3
Passenger No-Shows	883	762	717
Unmet Trip Requests	221	221	76

Passenger Trips By Funding Source	2013	2014	2015
CTD	4,881	10,900	4,889
AHCA	5,716	5,214	3,282
APD	8,517	6,436	1,904
DOEA	340	242	0
DOE	0	0	0
Other	16,829	22,525	1,640
TOTAL TRIPS	36,283	45,317	11,715

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.35	0.82	0.36
Miles between Roadcalls	82,700	122,055	27,874
Avg. Trips per Driver Hour	1.58	1.56	0.59
Avg. Trips per Para Pass.	44.41	43.78	33.76
Cost per Trip	43.31	23.08	74.78
Cost per Paratransit Trip	43.31	23.08	74.78
Cost per Driver Hour	68.22	35.93	43.92
Cost per Total Mile	2.71	1.71	3.14

County: Hernando
 CTC: Mid Florida Community Services, Inc.
 Contact: Jan Malik
 1122 Ponce DeLeon Blvd.
 Brooksville, FL 34601
 352-799-1510
 Email: jmalik@mfc.us.com

Demographics	Number
Total County Population	175,855
Potential TD Population	128,267
UDPHC	2,350



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	131,587	124,278	102,120
Non-Ambulatory	13,674	18,453	8,027
Stretcher	1,225	1,159	72
School Board	0	0	0
TOTAL TRIPS	146,486	143,890	110,219

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	57,923	51,989	16,419
Employment	0	0	0
Ed/Train/DayCare	82,688	84,882	88,781
Nutritional	4,369	5,362	3,463
Life-Sustaining/Other	1,506	1,657	1,556
TOTAL TRIPS	146,486	143,890	110,219

Passenger Trips By Funding Source	2013	2014	2015
CTD	15,744	14,882	12,796
AHCA	76,023	72,094	38,734
APD	450	453	599
DOEA	4,369	2,912	2,960
DOE	0	0	3,883
Other	49,900	53,549	51,247
TOTAL TRIPS	146,486	143,890	110,219

Vehicle Data	2013	2014	2015
Vehicle Miles	2,195,804	1,577,833	576,670
Revenue Miles	1,976,223	1,422,045	523,553
Roadcalls	0	2	2
Accidents	2	6	3
Vehicles	59	56	59
Driver Hours	96,720	96,720	83,560

Financial and General Data	2013	2014	2015
Expenses	\$2,171,759	\$1,947,143	\$1,143,457
Revenues	\$2,653,018	\$2,150,678	\$1,427,529
Commendations	72	75	82
Complaints	17	25	20
Passenger No-Shows	1,308	1,157	119
Unmet Trip Requests	1,750	715	210

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.09	0.38	0.52
Miles between Roadcalls	0	788,917	288,335
Avg. Trips per Driver Hour	1.51	1.49	1.32
Avg. Trips per Para Pass.	49.66	59.04	46.90
Cost per Trip	14.83	13.53	10.37
Cost per Paratransit Trip	14.83	13.53	10.37
Cost per Driver Hour	22.45	20.13	13.68
Cost per Total Mile	0.99	1.23	1.98

County: Highlands
 CTC: Transdev Services, Inc.
 Contact: Kelly Kirk Brooks
 1103 US 27 South
 Sebring, FL 33870
 863-382-6004
 Email: Kelly.Kirk@transdev.com

Demographics	Number
Total County Population	98,236
Potential TD Population	62,448
UDPHC	1,190



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	102,468	107,943	88,380
Non-Ambulatory	18,473	17,259	11,743
Stretcher	1,447	1,270	485
School Board	0	0	0
TOTAL TRIPS	122,388	126,472	100,608

Vehicle Data	2013	2014	2015
Vehicle Miles	1,037,409	1,093,511	750,700
Revenue Miles	727,732	831,133	534,815
Roadcalls	26	22	23
Accidents	4	5	5
Vehicles	49	49	65
Driver Hours	81,864	84,216	208,228

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	43,469	43,182	32,889
Employment	60,463	64,906	16,504
Ed/Train/DayCare	2,762	3,049	46,622
Nutritional	6,930	6,973	3,766
Life-Sustaining/Other	8,764	8,362	827
TOTAL TRIPS	122,388	126,472	100,608

Financial and General Data	2013	2014	2015
Expenses	\$2,119,909	\$2,093,310	\$2,070,280
Revenues	\$1,959,348	\$1,857,803	\$1,228,897
Commendations	18	20	17
Complaints	34	36	50
Passenger No-Shows	2,505	2,877	5,511
Unmet Trip Requests	1,688	1,745	0

Passenger Trips By Funding Source	2013	2014	2015
CTD	13,840	17,881	27,567
AHCA	27,030	28,563	3,281
APD	49,960	53,767	50,414
DOEA	6,123	4,075	774
DOE	0	0	0
Other	25,435	22,186	18,572
TOTAL TRIPS	122,388	126,472	100,608

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.39	0.46	0.67
Miles between Roadcalls	39,900	49,705	32,639
Avg. Trips per Driver Hour	1.50	1.50	0.48
Avg. Trips per Para Pass.	57.84	62.86	84.54
Cost per Trip	17.32	16.55	20.58
Cost per Paratransit Trip	17.32	16.55	20.58
Cost per Driver Hour	25.90	24.86	9.94
Cost per Total Mile	2.04	1.91	2.76

County: Hillsborough
 CTC: Hillsborough County
 Contact: Karen Smith
 3402 N 22nd Street 1st Floor
 Tampa, FL 33605
 813-276-8126
 Email: smithk@hillsboroughcounty.org

Demographics	Number
Total County Population	1,316,298
Potential TD Population	417,149
UDPHC	24,565



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	441,361	383,364	136,831
Deviated FR	0	0	0
Ambulatory	574,382	525,937	478,312
Non-Ambulatory	122,066	117,269	82,249
Stretcher	0	0	0
School Board	0	0	0
TOTAL TRIPS	1,137,809	1,026,570	697,392

Vehicle Data	2013	2014	2015
Vehicle Miles	6,821,268	6,861,003	4,095,204
Revenue Miles	5,561,269	4,407,284	3,590,566
Roadcalls	355	515	355
Accidents	40	42	25
Vehicles	275	270	238
Driver Hours	463,058	424,205	389,848

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	478,016	458,762	204,817
Employment	108,883	71,229	57,252
Ed/Train/DayCare	112,082	111,567	123,429
Nutritional	100,037	110,389	81,674
Life-Sustaining/Other	338,791	274,623	230,220
TOTAL TRIPS	1,137,809	1,026,570	697,392

Financial and General Data	2013	2014	2015
Expenses	\$16,009,233	\$15,405,909	\$12,977,146
Revenues	\$15,591,122	\$15,128,702	\$12,977,153
Commendations	248	216	287
Complaints	203	225	213
Passenger No-Shows	17,407	18,721	7,365
Unmet Trip Requests	1,012	388	552

Passenger Trips By Funding Source	2013	2014	2015
CTD	358,299	341,362	157,559
AHCA	149,799	137,021	0
APD	71,255	72,722	106,687
DOEA	33,326	26,315	18,876
DOE	339	0	0
Other	524,791	449,150	414,270
TOTAL TRIPS	1,137,809	1,026,570	697,392

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.59	0.61	0.61
Miles between Roadcalls	19,215	13,322	11,536
Avg. Trips per Driver Hour	1.50	1.52	1.44
Avg. Trips per Para Pass.	39.45	40.03	40.34
Cost per Trip	14.07	15.01	18.61
Cost per Paratransit Trip	21.82	22.67	21.71
Cost per Driver Hour	32.81	34.38	31.21
Cost per Total Mile	2.23	2.13	2.97

County:	Holmes	<u>Demographics</u>	<u>Number</u>
CTC:	Tri-County Community Council, Inc.		
Contact:	Joel Paul	Total County Population	19,650
	302 North Oklahoma Street, Post Office Box 1210		
	Bonifay, FL 32425	Potential TD Population	8,680
	850-547-3689		
Email:	joelpaul.tccc@mchsi.com	UDPHC	1,687



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	30,056	27,920	27,292
Non-Ambulatory	2,809	2,455	2,222
Stretcher	245	320	70
School Board	0	0	0
TOTAL TRIPS	33,110	30,695	29,584

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	17,641	16,726	16,273
Employment	3,109	2,937	2,969
Ed/Train/DayCare	10,103	8,516	7,892
Nutritional	518	608	598
Life-Sustaining/Other	1,739	1,908	1,852
TOTAL TRIPS	33,110	30,695	29,584

Passenger Trips By Funding Source	2013	2014	2015
CTD	6,812	6,794	5,835
AHCA	13,267	9,946	10,238
APD	3,594	3,551	3,587
DOEA	491	654	651
DOE	0	0	0
Other	8,946	9,750	9,273
TOTAL TRIPS	33,110	30,695	29,584

Vehicle Data	2013	2014	2015
Vehicle Miles	433,193	379,763	385,011
Revenue Miles	326,350	290,349	281,343
Roadcalls	0	0	0
Accidents	1	1	1
Vehicles	21	18	19
Driver Hours	32,401	36,602	19,622

Financial and General Data	2013	2014	2015
Expenses	\$553,517	\$507,556	\$585,933
Revenues	\$672,612	\$520,772	\$663,923
Commendations	0	0	0
Complaints	3	3	5
Passenger No-Shows	155	105	88
Unmet Trip Requests	138	118	136

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.23	0.26	0.26
Miles between Roadcalls	0	0	0
Avg. Trips per Driver Hour	1.02	0.84	1.51
Avg. Trips per Para Pass.	20.08	17.45	17.54
Cost per Trip	16.72	16.54	19.81
Cost per Paratransit Trip	16.72	16.54	19.81
Cost per Driver Hour	17.08	13.87	29.86
Cost per Total Mile	1.28	1.34	1.52

County: Indian River
 CTC: Senior Resource Association, Inc.
 Contact: Chris Stephenson
 694 14th Street
 Vero Beach, FL 32960
 772-532-0396
 Email: cstephenson@sramail.org

Demographics	Number
Total County Population	144,755
Potential TD Population	69,120
UDPHC	1,499



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	46,699	25,796	64,582
Non-Ambulatory	4,729	5,220	10,125
Stretcher	0	0	0
School Board	0	0	0
TOTAL TRIPS	51,428	31,016	74,707

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	25,657	21,176	19,077
Employment	287	186	4,635
Ed/Train/DayCare	20,036	7,412	36,971
Nutritional	1,218	909	46
Life-Sustaining/Other	4,230	1,333	13,978
TOTAL TRIPS	51,428	31,016	74,707

Passenger Trips By Funding Source	2013	2014	2015
CTD	14,843	16,499	17,974
AHCA	5,556	6,054	1,751
APD	21,950	0	43,856
DOEA	4,067	62	0
DOE	0	0	0
Other	5,012	8,401	11,126
TOTAL TRIPS	51,428	31,016	74,707

Vehicle Data	2013	2014	2015
Vehicle Miles	547,781	358,038	368,524
Revenue Miles	466,472	300,348	305,839
Roadcalls	5	8	3
Accidents	3	0	2
Vehicles	48	51	42
Driver Hours	35,360	22,133	36,563

Financial and General Data	2013	2014	2015
Expenses	\$1,464,344	\$1,284,337	\$1,354,826
Revenues	\$1,529,423	\$1,074,268	\$1,191,466
Commendations	1	1	1
Complaints	5	20	20
Passenger No-Shows	587	978	706
Unmet Trip Requests	0	0	29,870

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.55	0.00	0.54
Miles between Roadcalls	109,556	44,755	122,841
Avg. Trips per Driver Hour	1.45	1.40	2.04
Avg. Trips per Para Pass.	29.40	22.56	49.84
Cost per Trip	28.47	41.41	18.14
Cost per Paratransit Trip	28.47	41.41	18.14
Cost per Driver Hour	41.41	58.03	37.05
Cost per Total Mile	2.67	3.59	3.68

County: Jackson
 CTC: Jackson Co. Trans. dba JTrans
 Contact: Sharon Peeler
 P.O. Box 1117
 Marianna, FL 32446
 850-482-7433
 Email: speeler.jtrans@gmail.com

<u>Demographics</u>	<u>Number</u>
Total County Population	48,801
Potential TD Population	23,237
UDPHC	1,137



<u>Trips By Type of Service</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
Fixed Route (FR)	0	0	0
Deviated FR	3,867	4,040	3,868
Ambulatory	36,132	33,942	40,078
Non-Ambulatory	3,565	3,758	5,267
Stretcher	22	65	48
School Board	0	0	0
TOTAL TRIPS	43,586	41,805	49,261

<u>Passenger Trips By Trip Purpose</u>			
Medical	16,704	16,815	19,211
Employment	12,900	11,185	13,393
Ed/Train/DayCare	4,216	3,661	3,638
Nutritional	7,552	5,320	5,007
Life-Sustaining/Other	2,214	4,824	8,012
TOTAL TRIPS	43,586	41,805	49,261

<u>Passenger Trips By Funding Source</u>			
CTD	6,908	8,018	7,778
AHCA	10,532	8,442	14,024
APD	16,985	14,618	17,266
DOEA	5,019	4,954	4,302
DOE	0	0	0
Other	4,142	5,773	5,891
TOTAL TRIPS	43,586	41,805	49,261

<u>Vehicle Data</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
Vehicle Miles	573,993	572,677	660,836
Revenue Miles	439,725	443,006	542,031
Roadcalls	2	3	3
Accidents	0	0	6
Vehicles	26	27	29
Driver Hours	28,111	31,200	32,340

<u>Financial and General Data</u>			
Expenses	\$1,409,115	\$1,373,861	\$1,530,772
Revenues	\$1,487,736	\$1,377,768	\$2,110,816
Commendations	1	0	0
Complaints	6	2	0
Passenger No-Shows	238	279	364
Unmet Trip Requests	43	249	91

<u>Performance Measures</u>			
Accidents per 100,000 Miles	0.00	0.00	0.91
Miles between Roadcalls	286,997	190,892	220,279
Avg. Trips per Driver Hour	1.55	1.34	1.52
Avg. Trips per Para Pass.	41.27	40.71	43.33
Cost per Trip	32.33	32.86	31.07
Cost per Paratransit Trip	32.33	32.86	31.07
Cost per Driver Hour	50.13	44.03	47.33
Cost per Total Mile	2.45	2.40	2.32

County: Jefferson
 CTC: Big Bend Transit, Inc.
 Contact: Shawn Mitchell
 Post Office Box 1721
 Tallahassee, FL 32302
 850-574-6266
 Email: smitchell@bigbendtransit.org

Demographics	Number
Total County Population	14,050
Potential TD Population	7,549
UDPHC	331



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	13,071	12,842	12,478
Non-Ambulatory	1,826	1,075	710
Stretcher	41	27	11
School Board	0	0	0
TOTAL TRIPS	14,938	13,944	13,199

Vehicle Data	2013	2014	2015
Vehicle Miles	232,270	191,658	197,155
Revenue Miles	214,683	163,675	154,944
Roadcalls	2	3	4
Accidents	0	0	0
Vehicles	12	11	7
Driver Hours	9,134	7,880	13,632

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	7,961	7,120	4,177
Employment	2,137	3,006	4,932
Ed/Train/DayCare	3,382	2,749	3,322
Nutritional	575	898	718
Life-Sustaining/Other	883	171	50
TOTAL TRIPS	14,938	13,944	13,199

Financial and General Data	2013	2014	2015
Expenses	\$587,794	\$525,332	\$544,673
Revenues	\$743,914	\$696,530	\$631,359
Commendations	2	0	0
Complaints	0	0	0
Passenger No-Shows	179	166	322
Unmet Trip Requests	13	12	6

Passenger Trips By Funding Source	2013	2014	2015
CTD	4,554	5,418	5,440
AHCA	6,932	4,487	4,026
APD	3,307	3,176	3,475
DOEA	0	0	0
DOE	77	0	7
Other	68	863	251
TOTAL TRIPS	14,938	13,944	13,199

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.00	0.00	0.00
Miles between Roadcalls	116,135	63,886	49,289
Avg. Trips per Driver Hour	1.64	1.77	0.97
Avg. Trips per Para Pass.	12.08	24.55	39.88
Cost per Trip	39.35	37.67	41.27
Cost per Paratransit Trip	39.35	37.67	41.27
Cost per Driver Hour	64.35	66.67	39.96
Cost per Total Mile	2.53	2.74	2.76

County: Lafayette
 CTC: Suwannee River Economic Council, Inc.
 Contact: Matt Pearson
 P.O. Box 70
 Live Oak, FL 32064
 386-362-4115
 Email: mpearson@suwanneec.net

Demographics	Number
Total County Population	8,835
Potential TD Population	3,544
UDPHC	294



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	3,835	3,281	3,642
Non-Ambulatory	216	136	149
Stretcher	6	2	0
School Board	0	0	0
TOTAL TRIPS	4,057	3,419	3,791

Vehicle Data	2013	2014	2015
Vehicle Miles	79,184	74,524	80,642
Revenue Miles	64,041	60,050	64,987
Roadcalls	1	1	1
Accidents	0	0	0
Vehicles	6	6	5
Driver Hours	5,410	5,290	3,535

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	3,493	2,845	3,281
Employment	0	0	0
Ed/Train/DayCare	0	0	0
Nutritional	564	574	510
Life-Sustaining/Other	0	0	0
TOTAL TRIPS	4,057	3,419	3,791

Financial and General Data	2013	2014	2015
Expenses	\$304,700	\$275,122	\$148,747
Revenues	\$351,668	\$313,161	\$215,813
Commendations	0	0	0
Complaints	0	0	0
Passenger No-Shows	4	7	8
Unmet Trip Requests	22	0	8

Passenger Trips By Funding Source	2013	2014	2015
CTD	2,470	2,143	2,917
AHCA	1,023	702	364
APD	0	0	0
DOEA	563	573	509
DOE	0	0	0
Other	1	1	1
TOTAL TRIPS	4,057	3,419	3,791

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.00	0.00	0.00
Miles between Roadcalls	79,184	74,524	80,642
Avg. Trips per Driver Hour	0.75	0.65	1.07
Avg. Trips per Para Pass.	15.25	13.25	12.89
Cost per Trip	75.10	80.47	39.24
Cost per Paratransit Trip	75.10	80.47	39.24
Cost per Driver Hour	56.32	52.01	42.08
Cost per Total Mile	3.85	3.69	1.84

County:	Lake	<u>Demographics</u>	<u>Number</u>
CTC:	Lake County Board of County Commissioners		
Contact:	Amye King	Total County Population	315,690
	P.O. Box 7800		
	Tavares, FL 32778-7800	Potential TD Population	135,276
	352-323-5733		
Email:	aking@lakecountyfl.gov	UDPHC	4,804



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	1,228	626	581
Ambulatory	135,731	127,548	124,700
Non-Ambulatory	37,991	37,968	31,444
Stretcher	220	139	141
School Board	46,825	39,407	38,938
TOTAL TRIPS	221,995	205,688	195,804

Vehicle Data	2013	2014	2015
Vehicle Miles	1,794,833	1,907,581	1,812,650
Revenue Miles	1,524,756	1,587,367	1,451,195
Roadcalls	64	55	36
Accidents	15	12	19
Vehicles	101	94	82
Driver Hours	129,110	131,769	112,564

Passenger Trips By Trip Purpose			
Medical	81,546	62,312	59,870
Employment	7,203	39,871	37,521
Ed/Train/DayCare	88,023	59,047	60,108
Nutritional	19,758	22,117	17,670
Life-Sustaining/Other	25,465	22,341	20,635
TOTAL TRIPS	221,995	205,688	195,804

Financial and General Data			
Expenses	\$4,530,922	\$4,877,440	\$4,533,582
Revenues	\$5,445,914	\$5,338,015	\$4,872,269
Commendations	118	50	23
Complaints	302	161	116
Passenger No-Shows	7,839	5,651	6,234
Unmet Trip Requests	18,803	4,659	488

Passenger Trips By Funding Source			
CTD	26,152	30,926	32,688
AHCA	25,676	31,499	35,113
APD	55,446	53,244	50,151
DOEA	16,013	13,671	13,495
DOE	0	0	0
Other	98,708	76,348	64,357
TOTAL TRIPS	221,995	205,688	195,804

Performance Measures			
Accidents per 100,000 Miles	0.84	0.63	1.05
Miles between Roadcalls	28,044	34,683	50,351
Avg. Trips per Driver Hour	1.72	1.56	1.74
Avg. Trips per Para Pass.	11.69	77.82	40.76
Cost per Trip	20.41	23.71	23.15
Cost per Paratransit Trip	20.41	23.71	23.15
Cost per Driver Hour	35.09	37.02	40.28
Cost per Total Mile	2.52	2.56	2.50

County: Lee
 CTC: Good Wheels, Inc.
 Contact: Alan M. Mandel
 10075 Bavaria Rd.
 Fort Myers, FL 33913
 239-768-6184
 Email: amandel@goodwheels.org

Demographics	Number
Total County Population	679,513
Potential TD Population	256,560
UDPHC	2,600



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	6,000	2,416	660
Deviated FR	0	0	0
Ambulatory	78,708	119,335	66,175
Non-Ambulatory	26,083	14,803	15,092
Stretcher	160	790	56
School Board	0	0	0
TOTAL TRIPS	110,951	137,344	81,983

Vehicle Data	2013	2014	2015
Vehicle Miles	1,216,228	1,733,387	1,170,925
Revenue Miles	1,115,646	1,580,219	967,261
Roadcalls	34	50	36
Accidents	37	33	3
Vehicles	46	86	36
Driver Hours	77,859	124,922	72,560

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	78,274	95,041	54,559
Employment	0	0	0
Ed/Train/DayCare	29,345	10,512	23,466
Nutritional	1,014	0	3,544
Life-Sustaining/Other	2,318	31,791	414
TOTAL TRIPS	110,951	137,344	81,983

Financial and General Data	2013	2014	2015
Expenses	\$3,081,284	\$3,964,166	\$3,622,812
Revenues	\$3,075,393	\$3,169,116	\$1,313,507
Commendations	72	2	41
Complaints	80	67	50
Passenger No-Shows	4,198	4,047	1,713
Unmet Trip Requests	18,012	8,523	4,215

Passenger Trips By Funding Source	2013	2014	2015
CTD	27,489	27,461	27,558
AHCA	53,593	58,832	26,457
APD	22,534	21,396	22,948
DOEA	3,829	2,281	5,020
DOE	0	0	0
Other	3,506	27,374	0
TOTAL TRIPS	110,951	137,344	81,983

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	3.04	1.90	0.26
Miles between Roadcalls	35,771	34,668	32,526
Avg. Trips per Driver Hour	1.35	1.08	1.12
Avg. Trips per Para Pass.	50.77	43.78	34.15
Cost per Trip	27.77	28.86	44.19
Cost per Paratransit Trip	28.87	29.00	44.52
Cost per Driver Hour	38.91	31.32	49.90
Cost per Total Mile	2.49	2.26	3.09

County: Leon
 CTC: StarMetro-City of Tallahassee
 Contact: Andrea L. Rosser
 555 Appleyard Dr.
 Tallahassee, FL 32304
 850-891-5200
 Email: andrea.rosser@talgov.com

Demographics	Number
Total County Population	283,988
Potential TD Population	109,954
UDPHC	7,721



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	203,936	63,609	131,665
Deviated FR	0	0	0
Ambulatory	59,029	52,666	44,256
Non-Ambulatory	9,878	8,476	8,063
Stretcher	53	20	0
School Board	0	0	0
TOTAL TRIPS	272,896	124,771	183,984

Vehicle Data	2013	2014	2015
Vehicle Miles	572,622	549,648	433,982
Revenue Miles	480,057	461,298	342,378
Roadcalls	0	0	0
Accidents	0	0	0
Vehicles	20	20	15
Driver Hours	51,745	53,620	40,556

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	82,383	37,431	55,195
Employment	41,977	19,589	28,885
Ed/Train/DayCare	142,278	64,881	95,672
Nutritional	3,246	1,497	2,208
Life-Sustaining/Other	3,012	1,373	2,024
TOTAL TRIPS	272,896	124,771	183,984

Financial and General Data	2013	2014	2015
Expenses	\$1,871,364	\$1,821,501	\$1,206,472
Revenues	\$1,871,364	\$1,821,501	\$1,206,472
Commendations	10	8	17
Complaints	64	62	49
Passenger No-Shows	429	586	664
Unmet Trip Requests	60	48	40

Passenger Trips By Funding Source	2013	2014	2015
CTD	183,996	72,359	76,654
AHCA	51,488	26,519	0
APD	24,748	19,932	22,316
DOEA	0	0	0
DOE	0	0	0
Other	12,664	5,961	85,014
TOTAL TRIPS	272,896	124,771	183,984

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.00	0.00	0.00
Miles between Roadcalls	0	0	0
Avg. Trips per Driver Hour	1.33	1.14	1.29
Avg. Trips per Para Pass.	19.24	16.89	17.22
Cost per Trip	6.86	14.60	6.56
Cost per Paratransit Trip	24.43	27.10	19.74
Cost per Driver Hour	32.55	30.92	25.47
Cost per Total Mile	2.94	3.02	2.38

County:	Levy	<u>Demographics</u>	<u>Number</u>
CTC:	Levy Board of County Commissioners		
Contact:	Connie Conley 970 East Hathaway Avenue, Post Office Box 310 Bronson, FL 32621 352-486-3485	Total County Population	39,613
		Potential TD Population	21,907
Email:	conley-connie@levycounty.org	UDPHC	463



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	56,806	53,466	43,544
Non-Ambulatory	4,612	4,006	2,769
Stretcher	7	8	5
School Board	0	0	0
TOTAL TRIPS	61,425	57,480	46,318

Passenger Trips By Trip Purpose			
Medical	13,769	13,010	7,608
Employment	4,248	2,809	2,863
Ed/Train/DayCare	34,846	37,093	27,412
Nutritional	525	328	817
Life-Sustaining/Other	8,037	4,240	7,618
TOTAL TRIPS	61,425	57,480	46,318

Passenger Trips By Funding Source			
CTD	11,549	14,962	11,642
AHCA	10,432	9,916	1,359
APD	10,989	10,275	8,919
DOEA	389	328	697
DOE	0	0	0
Other	28,066	21,999	23,701
TOTAL TRIPS	61,425	57,480	46,318

Vehicle Data	2013	2014	2015
Vehicle Miles	842,193	834,915	731,044
Revenue Miles	706,612	700,143	610,042
Roadcalls	4	15	20
Accidents	0	2	2
Vehicles	24	24	24
Driver Hours	36,400	32,213	25,007

Financial and General Data			
Expenses	\$1,620,909	\$1,634,238	\$1,544,139
Revenues	\$1,806,260	\$1,643,938	\$1,802,136
Commendations	17	21	26
Complaints	1	2	3
Passenger No-Shows	1,142	1,501	1,084
Unmet Trip Requests	212	56	50

Performance Measures			
Accidents per 100,000 Miles	0.00	0.24	0.27
Miles between Roadcalls	210,548	55,661	36,552
Avg. Trips per Driver Hour	1.69	1.78	1.85
Avg. Trips per Para Pass.	51.97	47.82	100.04
Cost per Trip	26.39	28.43	33.34
Cost per Paratransit Trip	26.39	28.43	33.34
Cost per Driver Hour	44.53	50.73	61.75
Cost per Total Mile	1.92	1.96	2.11

County: Liberty
 CTC: Liberty County Transit
 Contact: Ann Kincaid
 P.O. Box 730
 Bristol, FL 32321
 850-643-2524
 Email: libertyt@gtcom.net

Demographics	Number
Total County Population	8,360
Potential TD Population	2,925
UDPHC	1,454



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	32,024	31,650	30,211
Non-Ambulatory	1,169	1,175	1,209
Stretcher	1	1	3
School Board	0	0	0
TOTAL TRIPS	33,194	32,826	31,423

Vehicle Data	2013	2014	2015
Vehicle Miles	391,822	383,063	371,562
Revenue Miles	372,584	363,855	351,210
Roadcalls	2	1	1
Accidents	1	0	0
Vehicles	19	19	19
Driver Hours	19,420	21,005	19,302

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	18,324	18,120	17,009
Employment	186	184	192
Ed/Train/DayCare	8,118	8,029	8,007
Nutritional	2,212	2,186	2,112
Life-Sustaining/Other	4,354	4,307	4,103
TOTAL TRIPS	33,194	32,826	31,423

Financial and General Data	2013	2014	2015
Expenses	\$390,601	\$435,113	\$515,485
Revenues	\$395,858	\$440,399	\$582,374
Commendations	3	4	5
Complaints	1	1	1
Passenger No-Shows	28	25	74
Unmet Trip Requests	15	12	10

Passenger Trips By Funding Source	2013	2014	2015
CTD	9,709	11,030	7,422
AHCA	7,910	6,157	10,830
APD	0	0	0
DOEA	1,127	1,184	1,191
DOE	0	0	0
Other	14,448	14,455	11,980
TOTAL TRIPS	33,194	32,826	31,423

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.26	0.00	0.00
Miles between Roadcalls	195,911	383,063	371,562
Avg. Trips per Driver Hour	1.71	1.56	1.63
Avg. Trips per Para Pass.	21.97	22.18	21.61
Cost per Trip	11.77	13.26	16.40
Cost per Paratransit Trip	11.77	13.26	16.40
Cost per Driver Hour	20.11	20.71	26.71
Cost per Total Mile	1.00	1.14	1.39

County: Madison
 CTC: Big Bend Transit
 Contact: Shawn Mitchell
 Post Office Box 1721
 Tallahassee, FL 32302
 850-576-6266
 Email: smitchell@bigbendtransit.org

Demographics	Number
Total County Population	18,518
Potential TD Population	8,629
UDPHC	637



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	2,631	3,198	2,164
Ambulatory	15,059	14,111	13,605
Non-Ambulatory	1,717	1,328	3,296
Stretcher	59	30	26
School Board	0	0	0
TOTAL TRIPS	19,466	18,667	19,091

Vehicle Data	2013	2014	2015
Vehicle Miles	258,428	267,637	327,433
Revenue Miles	207,987	211,797	257,330
Roadcalls	2	8	9
Accidents	0	0	2
Vehicles	15	16	12
Driver Hours	14,606	12,906	15,405

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	8,545	7,069	5,279
Employment	4,189	3,871	6,914
Ed/Train/DayCare	3,373	5,624	4,846
Nutritional	352	204	1,658
Life-Sustaining/Other	3,007	1,899	394
TOTAL TRIPS	19,466	18,667	19,091

Financial and General Data	2013	2014	2015
Expenses	\$819,342	\$803,378	\$821,681
Revenues	\$768,548	\$681,045	\$704,412
Commendations	0	0	0
Complaints	2	0	0
Passenger No-Shows	242	229	406
Unmet Trip Requests	24	21	34

Passenger Trips By Funding Source	2013	2014	2015
CTD	6,586	7,053	8,155
AHCA	4,951	2,746	3,268
APD	4,618	4,672	4,536
DOEA	0	0	0
DOE	16	4	0
Other	3,295	4,192	3,132
TOTAL TRIPS	19,466	18,667	19,091

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.00	0.00	0.61
Miles between Roadcalls	129,214	33,455	36,381
Avg. Trips per Driver Hour	1.33	1.45	1.24
Avg. Trips per Para Pass.	13.97	27.33	29.97
Cost per Trip	42.09	43.04	43.04
Cost per Paratransit Trip	42.09	43.04	43.04
Cost per Driver Hour	56.10	62.25	53.34
Cost per Total Mile	3.17	3.00	2.51

County: Manatee
 CTC: Manatee County Area Transit
 Contact: Benita L. Zarr
 1108 26th Avenue East
 Bradenton, FL 34208
 941-708-7426
 Email: benita.zarr@mymanatee.org

Demographics	Number
Total County Population	351,746
Potential TD Population	158,148
UDPHC	8,457



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	62,052	30,942	15,309
Deviated FR	0	0	0
Ambulatory	163,528	167,403	148,157
Non-Ambulatory	43,024	44,837	41,214
Stretcher	846	170	0
School Board	0	9,264	10,012
TOTAL TRIPS	269,450	252,616	214,692

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	114,963	109,164	64,954
Employment	39,603	42,275	43,754
Ed/Train/DayCare	68,136	69,893	78,599
Nutritional	22,537	7,347	6,731
Life-Sustaining/Other	24,211	23,937	20,654
TOTAL TRIPS	269,450	252,616	214,692

Passenger Trips By Funding Source	2013	2014	2015
CTD	32,710	34,691	35,813
AHCA	63,886	46,928	6,290
APD	52,710	64,937	72,291
DOEA	18,463	14,913	15,261
DOE	14,406	4,378	2,885
Other	87,275	86,769	82,152
TOTAL TRIPS	269,450	252,616	214,692

Vehicle Data	2013	2014	2015
Vehicle Miles	1,198,224	956,955	1,239,433
Revenue Miles	876,841	775,856	974,984
Roadcalls	97	121	90
Accidents	72	104	119
Vehicles	83	76	76
Driver Hours	132,990	91,642	91,862

Financial and General Data	2013	2014	2015
Expenses	\$4,048,992	\$4,275,041	\$3,742,851
Revenues	\$4,048,994	\$4,275,046	\$3,715,034
Commendations	63	55	58
Complaints	61	51	34
Passenger No-Shows	766	1,053	565
Unmet Trip Requests	351	949	521

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	6.01	10.87	9.60
Miles between Roadcalls	12,353	7,909	13,771
Avg. Trips per Driver Hour	1.56	2.42	2.17
Avg. Trips per Para Pass.	28.18	54.98	66.88
Cost per Trip	15.03	16.92	17.43
Cost per Paratransit Trip	16.13	19.26	18.75
Cost per Driver Hour	25.16	46.58	40.70
Cost per Total Mile	2.79	4.46	3.02

County:	Marion	<u>Demographics</u>	<u>Number</u>
CTC:	Marion Senior Services, Inc.		
Contact:	Donna Hersom (Cart) 1101 SW 20th Court Ocala, FL 34471 352-620-3519	Total County Population	339,167
		Potential TD Population	172,192
Email:	dhersom@marionseniorservices.org	UDPHC	3,063



<u>Trips By Type of Service</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	137,759	119,806	91,247
Non-Ambulatory	55,187	51,462	37,757
Stretcher	920	714	7
School Board	0	0	0
TOTAL TRIPS	193,866	171,982	129,011

<u>Passenger Trips By Trip Purpose</u>			
Medical	149,817	134,745	71,537
Employment	1,938	1,720	1,890
Ed/Train/DayCare	10,005	6,560	32,124
Nutritional	23,085	22,358	19,222
Life-Sustaining/Other	9,021	6,599	4,238
TOTAL TRIPS	193,866	171,982	129,011

<u>Passenger Trips By Funding Source</u>			
CTD	36,735	27,831	28,622
AHCA	56,310	53,997	18,545
APD	39,955	34,657	32,124
DOEA	485	295	0
DOE	0	0	0
Other	60,381	55,202	49,720
TOTAL TRIPS	193,866	171,982	129,011

<u>Vehicle Data</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
Vehicle Miles	1,802,367	1,583,822	1,181,030
Revenue Miles	1,670,389	1,469,652	1,096,984
Roadcalls	19	18	8
Accidents	3	3	5
Vehicles	108	96	77
Driver Hours	165,360	150,800	117,520

<u>Financial and General Data</u>			
Expenses	\$4,442,490	\$4,225,078	\$3,532,738
Revenues	\$4,346,260	\$4,326,521	\$4,307,538
Commendations	30	32	23
Complaints	25	25	31
Passenger No-Shows	8,610	6,651	2,575
Unmet Trip Requests	1,440	1,670	716

<u>Performance Measures</u>			
Accidents per 100,000 Miles	0.17	0.19	0.42
Miles between Roadcalls	94,861	87,990	147,629
Avg. Trips per Driver Hour	1.17	1.14	1.10
Avg. Trips per Para Pass.	26.71	25.34	42.12
Cost per Trip	22.92	24.57	27.38
Cost per Paratransit Trip	22.92	24.57	27.38
Cost per Driver Hour	26.87	28.02	30.06
Cost per Total Mile	2.46	2.67	2.99

County: Martin
 CTC: Medical Transportation Management, Inc.
 Contact: Lisa Sanders
 789 South Federal Highway #201
 Stuart, FL 34994
 772-266-4971
 Email: lusanders@mtm-inc.net

Demographics	Number
Total County Population	153,392
Potential TD Population	76,894
UDPHC	454



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	54
Deviated FR	2,208	8,000	0
Ambulatory	50,505	74,202	75,501
Non-Ambulatory	9,357	5,680	10,801
Stretcher	6	33	0
School Board	0	0	0
TOTAL TRIPS	62,076	87,915	86,356

Vehicle Data	2013	2014	2015
Vehicle Miles	393,729	495,449	583,443
Revenue Miles	114,180	389,589	513,121
Roadcalls	0	0	12
Accidents	0	0	0
Vehicles	40	17	37
Driver Hours	177,276	45,011	73,221

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	49,408	25,647	21,854
Employment	1,977	7,895	1,055
Ed/Train/DayCare	1,530	14,221	54,479
Nutritional	228	133	46
Life-Sustaining/Other	8,933	40,019	8,922
TOTAL TRIPS	62,076	87,915	86,356

Financial and General Data	2013	2014	2015
Expenses	\$781,279	\$834,653	\$826,536
Revenues	\$665,832	\$846,099	\$709,168
Commendations	75	32	65
Complaints	20	15	199
Passenger No-Shows	132	129	27
Unmet Trip Requests	153	167	468

Passenger Trips By Funding Source	2013	2014	2015
CTD	23,426	10,246	10,940
AHCA	14,355	46,425	4,450
APD	19,485	15,244	42,022
DOEA	0	0	17,231
DOE	0	0	0
Other	4,810	16,000	11,713
TOTAL TRIPS	62,076	87,915	86,356

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.00	0.00	0.00
Miles between Roadcalls	0	0	48,620
Avg. Trips per Driver Hour	0.35	1.95	1.18
Avg. Trips per Para Pass.	28.11	13.83	190.51
Cost per Trip	12.59	9.49	9.57
Cost per Paratransit Trip	12.59	9.49	9.57
Cost per Driver Hour	4.41	18.54	11.28
Cost per Total Mile	1.98	1.68	1.42

County: Miami-Dade
 CTC: Miami-Dade Transit
 Contact: Ed Carson
 701 NW 1st Court, 13th Floor
 MIAMI, FL 33136
 786-469-5545
 Email: ecarson@miamidade.gov

Demographics	Number
Total County Population	2,662,874
Potential TD Population	1,022,106
UDPHC	182,449



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	22,979,015	8,789,745	637,128
Deviated FR	0	12,363	12,364
Ambulatory	2,206,679	1,270,708	1,207,984
Non-Ambulatory	444,222	479,645	63,364
Stretcher	669	620	407
School Board	0	9,059	12,919
TOTAL TRIPS	25,630,585	10,562,140	1,934,166

Vehicle Data	2013	2014	2015
Vehicle Miles	29,889,693	20,651,429	4,203,258
Revenue Miles	25,875,033	17,684,321	3,362,990
Roadcalls	80	65	56
Accidents	159	39	54
Vehicles	1,184	1,151	349
Driver Hours	2,645,552	1,548,087	357,130

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	290,378	297,848	306,166
Employment	27,921	38,690	28,375
Ed/Train/DayCare	318,916	297,815	292,589
Nutritional	257,895	269,075	251,747
Life-Sustaining/Other	24,735,475	9,658,712	1,055,289
TOTAL TRIPS	25,630,585	10,562,140	1,934,166

Financial and General Data	2013	2014	2015
Expenses	\$167,682,137	\$69,860,219	\$25,369,223
Revenues	\$157,068,413	\$80,108,918	\$29,030,549
Commendations	260	40	0
Complaints	4,115	4,633	30
Passenger No-Shows	0	47,515	6,541
Unmet Trip Requests	2,263	1,968	16,598

Passenger Trips By Funding Source	2013	2014	2015
CTD	2,447,113	938,363	464,598
AHCA	0	123,096	0
APD	170,100	221,178	380,898
DOEA	212,100	258,935	655,933
DOE	0	0	3,223
Other	22,801,272	9,020,568	429,514
TOTAL TRIPS	25,630,585	10,562,140	1,934,166

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.53	0.19	1.28
Miles between Roadcalls	373,621	317,714	75,058
Avg. Trips per Driver Hour	1.00	1.14	3.63
Avg. Trips per Para Pass.	16.07	209.06	8.74
Cost per Trip	6.54	6.61	13.12
Cost per Paratransit Trip	62.83	38.89	19.42
Cost per Driver Hour	62.97	44.52	70.52
Cost per Total Mile	5.57	3.34	5.99

County: Monroe
 CTC: Guidance/Care Center
 Contact: Maureen Grynewicz
 3000 41st Street, Ocean
 Marathon, FL 33050
 305-434-7660
 Email: maureen.grynewicz@westcare.com

Demographics	Number
Total County Population	77,136
Potential TD Population	42,005
UDPHC	1,473



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	22,140	10,712	9,712
Deviated FR	0	0	0
Ambulatory	72,239	70,273	58,319
Non-Ambulatory	8,382	10,192	9,848
Stretcher	0	0	0
School Board	0	0	0
TOTAL TRIPS	102,761	91,177	77,879

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	31,672	32,167	22,578
Employment	3,595	2,928	2,501
Ed/Train/DayCare	22,421	22,503	22,800
Nutritional	7,453	6,986	5,598
Life-Sustaining/Other	37,620	26,593	24,402
TOTAL TRIPS	102,761	91,177	77,879

Passenger Trips By Funding Source	2013	2014	2015
CTD	43,052	30,819	28,340
AHCA	20,444	20,417	12,664
APD	2,689	0	0
DOEA	0	0	0
DOE	0	0	0
Other	36,576	39,941	36,875
TOTAL TRIPS	102,761	91,177	77,879

Vehicle Data	2013	2014	2015
Vehicle Miles	1,126,310	1,078,879	637,799
Revenue Miles	951,067	936,254	327,976
Roadcalls	4	2	5
Accidents	5	1	6
Vehicles	45	47	59
Driver Hours	87,360	93,600	70,720

Financial and General Data	2013	2014	2015
Expenses	\$2,181,889	\$2,329,610	\$1,709,990
Revenues	\$2,070,401	\$2,268,757	\$1,671,807
Commendations	0	0	0
Complaints	0	0	0
Passenger No-Shows	728	836	426
Unmet Trip Requests	0	0	0

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.44	0.09	0.94
Miles between Roadcalls	281,578	539,440	127,560
Avg. Trips per Driver Hour	0.92	0.86	0.96
Avg. Trips per Para Pass.	49.46	37.17	50.83
Cost per Trip	21.23	25.55	21.96
Cost per Paratransit Trip	27.01	28.92	25.04
Cost per Driver Hour	24.93	24.86	24.13
Cost per Total Mile	1.93	2.16	2.68

County: Nassau
 CTC: Nassau County Council on Aging, Inc.
 Contact: Michael Hays
 1367 South 18th Street
 Fernandina Beach, FL 32034
 904-261-0700
 Email: mhays@nassaucountycoa.org

Demographics	Number
Total County Population	76,619
Potential TD Population	20,306
UDPHC	851



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	12,749	7,896	10,639
Ambulatory	54,300	45,479	34,306
Non-Ambulatory	6,232	3,194	3,053
Stretcher	80	22	0
School Board	0	0	0
TOTAL TRIPS	73,361	56,591	47,998

Vehicle Data	2013	2014	2015
Vehicle Miles	548,607	448,730	473,717
Revenue Miles	436,425	366,909	404,125
Roadcalls	8	5	3
Accidents	1	2	3
Vehicles	23	23	22
Driver Hours	42,720	35,360	27,772

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	36,335	23,644	17,339
Employment	3,914	15,511	11,063
Ed/Train/DayCare	9,800	2,428	2,059
Nutritional	16,025	10,046	13,898
Life-Sustaining/Other	7,287	4,962	3,639
TOTAL TRIPS	73,361	56,591	47,998

Financial and General Data	2013	2014	2015
Expenses	\$1,144,780	\$1,218,140	\$930,207
Revenues	\$1,007,148	\$1,046,462	\$938,956
Commendations	0	0	0
Complaints	1	0	1
Passenger No-Shows	933	2,361	1,478
Unmet Trip Requests	411	384	325

Passenger Trips By Funding Source	2013	2014	2015
CTD	29,695	29,234	24,051
AHCA	13,710	8,743	1,656
APD	0	0	0
DOEA	13,341	10,338	11,652
DOE	1,817	0	0
Other	14,798	8,276	10,639
TOTAL TRIPS	73,361	56,591	47,998

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.18	0.45	0.63
Miles between Roadcalls	68,576	89,746	157,906
Avg. Trips per Driver Hour	1.72	1.60	1.73
Avg. Trips per Para Pass.	72.49	77.42	56.40
Cost per Trip	15.60	21.53	19.38
Cost per Paratransit Trip	15.60	21.53	19.38
Cost per Driver Hour	26.80	34.45	33.49
Cost per Total Mile	2.09	2.71	1.96

County: Okaloosa
 CTC: Okaloosa County BOCC
 Contact: Janet Willis
 600 Transit Way
 Ft. Walton Beach, FL 32547
 850-609-7003
 Email: jwillis@co.okaloosa.fl.us

Demographics	Number
Total County Population	196,512
Potential TD Population	65,334
UDPHC	5,460



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	61,176	39,269	31,930
Deviated FR	0	0	0
Ambulatory	75,044	71,001	68,803
Non-Ambulatory	22,157	24,095	21,745
Stretcher	0	1	0
School Board	0	0	0
TOTAL TRIPS	158,377	134,366	122,478

Vehicle Data	2013	2014	2015
Vehicle Miles	727,591	754,900	876,038
Revenue Miles	630,363	629,143	761,861
Roadcalls	9	11	19
Accidents	1	1	2
Vehicles	60	60	59
Driver Hours	61,259	105,537	96,917

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	74,437	63,153	65,613
Employment	57,015	48,371	39,224
Ed/Train/DayCare	8,489	6,718	5,047
Nutritional	14,254	12,092	9,356
Life-Sustaining/Other	4,182	4,032	3,238
TOTAL TRIPS	158,377	134,366	122,478

Financial and General Data	2013	2014	2015
Expenses	\$1,617,492	\$1,722,817	\$1,539,772
Revenues	\$1,569,231	\$1,892,462	\$2,208,274
Commendations	4	0	0
Complaints	9	5	0
Passenger No-Shows	521	515	1,219
Unmet Trip Requests	320	269	141

Passenger Trips By Funding Source	2013	2014	2015
CTD	42,593	40,919	43,311
AHCA	19,267	20,856	3,325
APD	4,038	3,706	0
DOEA	5,672	5,415	5,375
DOE	447	125	109
Other	86,360	63,345	70,358
TOTAL TRIPS	158,377	134,366	122,478

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.14	0.13	0.23
Miles between Roadcalls	80,843	68,627	46,107
Avg. Trips per Driver Hour	1.59	0.90	0.93
Avg. Trips per Para Pass.	15.35	17.69	17.73
Cost per Trip	10.21	12.82	12.57
Cost per Paratransit Trip	16.64	18.12	17.00
Cost per Driver Hour	26.40	16.32	15.89
Cost per Total Mile	2.22	2.28	1.76

County: Okeechobee
 CTC: Transdev Services, Inc.
 Contact: Kelly Kirk Brooks
 1103 US 27 South
 Sebring, FL 33870
 863-382-6004
 Email: kelly.kirk@transdev.com

Demographics	Number
Total County Population	39,149
Potential TD Population	22,993
UDPHC	259



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	33,271	13,579	9,153
Non-Ambulatory	5,436	2,655	2,092
Stretcher	11	6	13
School Board	0	0	0
TOTAL TRIPS	38,718	16,240	11,258

Vehicle Data	2013	2014	2015
Vehicle Miles	636,643	478,023	191,131
Revenue Miles	415,902	296,895	145,137
Roadcalls	14	13	2
Accidents	2	1	0
Vehicles	13	11	5
Driver Hours	25,387	18,865	5,360

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	12,347	10,449	5,022
Employment	21,423	2,101	1,616
Ed/Train/DayCare	838	231	0
Nutritional	1,534	1,555	1,675
Life-Sustaining/Other	2,576	1,904	2,945
TOTAL TRIPS	38,718	16,240	11,258

Financial and General Data	2013	2014	2015
Expenses	\$646,015	\$554,208	\$342,610
Revenues	\$764,796	\$741,146	\$286,493
Commendations	5	5	5
Complaints	10	9	14
Passenger No-Shows	734	651	885
Unmet Trip Requests	214	182	0

Passenger Trips By Funding Source	2013	2014	2015
CTD	5,455	5,510	7,902
AHCA	9,247	6,546	720
APD	19,600	0	0
DOEA	857	996	460
DOE	0	0	0
Other	3,559	3,188	2,176
TOTAL TRIPS	38,718	16,240	11,258

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.31	0.21	0.00
Miles between Roadcalls	45,475	36,771	95,566
Avg. Trips per Driver Hour	1.53	0.86	2.10
Avg. Trips per Para Pass.	55.00	29.74	43.47
Cost per Trip	16.69	34.13	30.43
Cost per Paratransit Trip	16.69	34.13	30.43
Cost per Driver Hour	25.45	29.38	63.92
Cost per Total Mile	1.01	1.16	1.79

County:	Orange	<u>Demographics</u>	<u>Number</u>
CTC:	Central Florida Regional Transportation Authority		
Contact:	Timothy M. May 455 North Garland Avenue Orlando, FL 32801 407-254-6055	Total County Population	1,253,001
		Potential TD Population	412,527
Email:	tmay@golynx.com	UDPHC	12,027



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	785,164	818,519	823,430
Deviated FR	91,178	106,245	121,525
Ambulatory	614,710	613,630	522,296
Non-Ambulatory	197,317	191,085	131,519
Stretcher	11,028	10,072	1,939
School Board	0	0	0
TOTAL TRIPS	1,699,397	1,739,551	1,600,709

Passenger Trips By Trip Purpose			
Medical	971,025	1,021,579	706,666
Employment	183,844	194,899	246,841
Ed/Train/DayCare	247,338	238,639	281,486
Nutritional	79,204	76,415	75,943
Life-Sustaining/Other	217,986	208,019	289,773
TOTAL TRIPS	1,699,397	1,739,551	1,600,709

Passenger Trips By Funding Source			
CTD	81,664	101,007	110,709
AHCA	296,768	249,795	78,206
APD	151,299	157,863	156,319
DOEA	66,140	59,639	57,156
DOE	0	0	0
Other	1,103,526	1,171,247	1,198,319
TOTAL TRIPS	1,699,397	1,739,551	1,600,709

Vehicle Data	2013	2014	2015
Vehicle Miles	8,418,334	9,386,974	6,984,501
Revenue Miles	6,688,842	7,855,051	5,945,464
Roadcalls	132	168	223
Accidents	273	167	147
Vehicles	298	293	217
Driver Hours	645,043	511,232	484,831

Financial and General Data			
Expenses	\$18,694,675	\$18,832,591	\$16,671,802
Revenues	\$18,751,981	\$18,087,375	\$15,078,677
Commendations	107	189	136
Complaints	241	244	62
Passenger No-Shows	38,266	46,443	29,538
Unmet Trip Requests	38,556	52,471	38,631

Performance Measures			
Accidents per 100,000 Miles	3.24	1.78	2.10
Miles between Roadcalls	63,775	55,875	31,321
Avg. Trips per Driver Hour	1.42	1.80	1.60
Avg. Trips per Para Pass.	66.11	63.75	77.47
Cost per Trip	11.00	10.83	10.42
Cost per Paratransit Trip	20.45	20.45	21.45
Cost per Driver Hour	28.98	36.84	34.39
Cost per Total Mile	2.22	2.01	2.39

County:	Osceola	<u>Demographics</u>	<u>Number</u>
CTC:	Central Florida Regional Transportation Authority		
Contact:	Timothy M. May	Total County Population	310,211
	455 North Garland Avenue		
	Orlando, FL 32801	Potential TD Population	102,505
	407-254-6055		
Email:	tmay@golynx.com	UDPHC	2,753



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	208,606	199,553	200,750
Deviated FR	24,225	25,902	29,627
Ambulatory	163,319	149,601	127,335
Non-Ambulatory	52,425	46,586	32,064
Stretcher	2,930	2,455	473
School Board	0	0	0
TOTAL TRIPS	451,505	424,097	390,249

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	257,987	249,056	172,283
Employment	48,845	47,516	60,179
Ed/Train/DayCare	65,714	58,180	68,626
Nutritional	21,043	18,630	18,515
Life-Sustaining/Other	57,916	50,715	70,646
TOTAL TRIPS	451,505	424,097	390,249

Passenger Trips By Funding Source	2013	2014	2015
CTD	21,699	24,625	26,991
AHCA	78,847	60,899	19,066
APD	40,198	38,487	38,110
DOEA	17,572	14,540	13,935
DOE	0	0	0
Other	293,189	285,546	292,147
TOTAL TRIPS	451,505	424,097	390,249

Vehicle Data	2013	2014	2015
Vehicle Miles	2,236,622	2,288,521	1,702,805
Revenue Miles	1,777,121	1,915,041	1,449,489
Roadcalls	35	41	54
Accidents	74	41	35
Vehicles	79	71	53
Driver Hours	171,378	124,637	118,201

Financial and General Data	2013	2014	2015
Expenses	\$4,966,880	\$4,591,337	\$3,923,566
Revenues	\$4,982,107	\$4,409,654	\$3,676,142
Commendations	28	46	33
Complaints	63	59	15
Passenger No-Shows	10,167	11,323	7,201
Unmet Trip Requests	10,244	12,792	9,419

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	3.31	1.79	2.06
Miles between Roadcalls	63,903	55,818	31,533
Avg. Trips per Driver Hour	1.42	1.80	1.60
Avg. Trips per Para Pass.	66.11	63.75	83.59
Cost per Trip	11.00	10.83	10.05
Cost per Paratransit Trip	20.45	20.45	20.70
Cost per Driver Hour	28.98	36.84	33.19
Cost per Total Mile	2.22	2.01	2.30

County: Palm Beach
 CTC: Palm Beach County
 Contact: Michael Bertelle
 50 S. Military Trail, Suite - 101
 West Palm Beach, FL , FL 33415
 561-649-9848
 Email: mbertelle@pbcgov.com

Demographics	Number
Total County Population	1,397,710
Potential TD Population	629,553
UDPHC	27,883



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	3,434,258	1,687,312	428,221
Deviated FR	0	0	0
Ambulatory	720,296	724,704	691,194
Non-Ambulatory	144,191	142,810	162,132
Stretcher	0	0	0
School Board	0	0	0
TOTAL TRIPS	4,298,745	2,554,826	1,281,547

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	938,814	523,739	193,780
Employment	417,265	255,483	301,473
Ed/Train/DayCare	1,098,101	753,674	420,037
Nutritional	387,123	229,934	81,212
Life-Sustaining/Other	1,457,442	791,996	285,045
TOTAL TRIPS	4,298,745	2,554,826	1,281,547

Passenger Trips By Funding Source	2013	2014	2015
CTD	2,167,979	1,735,787	478,304
AHCA	0	0	0
APD	0	0	0
DOEA	12,196	43,179	47,373
DOE	0	0	0
Other	2,118,570	775,860	755,870
TOTAL TRIPS	4,298,745	2,554,826	1,281,547

Vehicle Data	2013	2014	2015
Vehicle Miles	9,422,944	10,026,956	9,319,520
Revenue Miles	8,569,751	8,668,132	8,730,528
Roadcalls	109	153	177
Accidents	155	305	364
Vehicles	215	185	416
Driver Hours	740,558	505,440	593,033

Financial and General Data	2013	2014	2015
Expenses	\$28,611,568	\$28,735,687	\$30,871,152
Revenues	\$20,860,068	\$28,735,687	\$30,871,152
Commendations	1,305	1,288	1,298
Complaints	1,892	2,117	665
Passenger No-Shows	24,877	24,468	21,282
Unmet Trip Requests	0	0	0

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	1.64	3.04	3.91
Miles between Roadcalls	86,449	65,536	52,653
Avg. Trips per Driver Hour	1.17	1.72	1.44
Avg. Trips per Para Pass.	76.33	76.60	76.36
Cost per Trip	6.66	11.25	24.09
Cost per Paratransit Trip	28.57	28.84	34.42
Cost per Driver Hour	33.35	49.49	49.52
Cost per Total Mile	2.62	2.49	3.15

County: Pasco
 CTC: Pasco County Public Transportation
 Contact: Philip O. Pumphrey
 8620 Galen Wilson Boulevard
 Port Richey, FL 34668
 727-834-3200
 Email: ppumphrey@ridepcpt.com

Demographics	Number
Total County Population	485,331
Potential TD Population	252,567
UDPHC	3,666



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	302,608	129,236	119,490
Deviated FR	0	0	0
Ambulatory	121,553	123,505	105,399
Non-Ambulatory	21,125	18,902	9,983
Stretcher	292	343	0
School Board	7,892	14,531	15,219
TOTAL TRIPS	453,470	286,517	250,091

Vehicle Data	2013	2014	2015
Vehicle Miles	1,195,571	1,147,734	829,128
Revenue Miles	1,060,368	1,017,731	717,913
Roadcalls	9	14	14
Accidents	7	4	3
Vehicles	119	104	85
Driver Hours	74,132	72,957	54,216

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	324,444	152,132	71,797
Employment	37,002	18,156	34,012
Ed/Train/DayCare	46,780	64,120	71,256
Nutritional	11,861	11,584	4,001
Life-Sustaining/Other	33,383	40,525	69,025
TOTAL TRIPS	453,470	286,517	250,091

Financial and General Data	2013	2014	2015
Expenses	\$3,385,975	\$3,407,405	\$2,527,525
Revenues	\$3,202,093	\$3,407,405	\$2,527,533
Commendations	10	10	10
Complaints	11	26	14
Passenger No-Shows	2,097	2,392	698
Unmet Trip Requests	457	140	0

Passenger Trips By Funding Source	2013	2014	2015
CTD	270,719	104,602	58,271
AHCA	26,886	27,425	0
APD	25,576	19,202	21,507
DOEA	16,425	16,013	24,258
DOE	38,088	11,136	900
Other	75,776	108,139	145,155
TOTAL TRIPS	453,470	286,517	250,091

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.59	0.35	0.36
Miles between Roadcalls	132,841	81,981	59,223
Avg. Trips per Driver Hour	2.04	2.16	2.41
Avg. Trips per Para Pass.	23.04	30.97	51.93
Cost per Trip	7.47	11.89	10.11
Cost per Paratransit Trip	20.71	20.00	18.17
Cost per Driver Hour	42.15	43.12	43.76
Cost per Total Mile	2.61	2.74	2.86

County: Pinellas
 CTC: Pinellas Suncoast Transit Authority
 Contact: Ross Silvers
 3201 Scherer Drive
 St Petersburg, FL 33716
 727-540-1844
 Email: rsilvers@psta.net

Demographics	Number
Total County Population	938,098
Potential TD Population	481,306
UDPHC	30,230



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	1,304,890	2,307,198	1,908,954
Deviated FR	0	0	0
Ambulatory	1,786,608	682,953	578,525
Non-Ambulatory	249,872	256,959	176,824
Stretcher	0	0	0
School Board	1,009	293	352
TOTAL TRIPS	3,342,379	3,247,403	2,664,655

Vehicle Data	2013	2014	2015
Vehicle Miles	3,895,374	5,300,271	5,074,612
Revenue Miles	2,642,418	3,917,410	4,152,564
Roadcalls	100	142	78
Accidents	41	103	49
Vehicles	501	380	354
Driver Hours	667,986	559,190	462,275

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	2,217,764	2,095,359	1,697,241
Employment	902,748	932,782	755,553
Ed/Train/DayCare	5,168	5,097	4,129
Nutritional	66,187	65,892	167,595
Life-Sustaining/Other	150,512	148,273	40,137
TOTAL TRIPS	3,342,379	3,247,403	2,664,655

Financial and General Data	2013	2014	2015
Expenses	\$14,283,340	\$15,760,027	\$11,805,933
Revenues	\$15,065,597	\$15,811,555	\$13,326,333
Commendations	1	20	8
Complaints	359	364	562
Passenger No-Shows	9,135	10,468	11,202
Unmet Trip Requests	1,408	1,424	181

Passenger Trips By Funding Source	2013	2014	2015
CTD	1,278,765	1,971,212	2,040,291
AHCA	275,958	225,861	42,278
APD	152,644	136,621	154,832
DOEA	86,054	0	63,678
DOE	3,076	1,190	1,027
Other	1,545,882	912,519	362,549
TOTAL TRIPS	3,342,379	3,247,403	2,664,655

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	1.05	1.94	0.97
Miles between Roadcalls	38,954	37,326	65,059
Avg. Trips per Driver Hour	3.05	1.68	1.63
Avg. Trips per Para Pass.	61.33	28.25	41.48
Cost per Trip	4.27	4.85	4.43
Cost per Paratransit Trip	6.22	14.99	12.69
Cost per Driver Hour	18.97	25.21	20.75
Cost per Total Mile	3.25	2.66	1.89

County: Polk
 CTC: Polk County Transit Services
 Contact: Marcia Andresen
 Drawer HS09, P. O. Box 9005
 Bartow, FL 33831-9005
 863-534-5303
 Email: MarciaAndresen@polk-county.net

Demographics	Number
Total County Population	634,638
Potential TD Population	232,660
UDPHC	15,827



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	275,559	188,210	200,738
Deviated FR	4,147	5,049	4,227
Ambulatory	219,145	176,801	137,671
Non-Ambulatory	53,596	54,853	49,664
Stretcher	917	646	209
School Board	0	0	0
TOTAL TRIPS	553,364	425,559	392,509

Vehicle Data	2013	2014	2015
Vehicle Miles	2,539,934	2,489,766	2,073,346
Revenue Miles	2,098,653	2,076,914	1,693,755
Roadcalls	177	187	188
Accidents	19	31	28
Vehicles	123	136	124
Driver Hours	250,522	252,521	208,457

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	381,011	275,565	237,022
Employment	2,785	2,599	2,604
Ed/Train/DayCare	69,314	53,859	54,395
Nutritional	45,284	45,283	40,793
Life-Sustaining/Other	54,970	48,253	57,695
TOTAL TRIPS	553,364	425,559	392,509

Financial and General Data	2013	2014	2015
Expenses	\$8,513,644	\$8,511,029	\$7,262,178
Revenues	\$8,674,860	\$8,989,940	\$7,492,514
Commendations	6	18	17
Complaints	40	106	75
Passenger No-Shows	2,365	7,300	4,512
Unmet Trip Requests	119	134	175

Passenger Trips By Funding Source	2013	2014	2015
CTD	32,809	35,080	33,911
AHCA	52,187	46,270	21,769
APD	129,679	55,813	56,012
DOEA	55,931	49,964	43,135
DOE	58,202	77,371	77,122
Other	224,556	161,061	160,560
TOTAL TRIPS	553,364	425,559	392,509

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.75	1.25	1.35
Miles between Roadcalls	14,350	13,314	11,028
Avg. Trips per Driver Hour	1.11	0.94	0.92
Avg. Trips per Para Pass.	39.07	30.29	52.41
Cost per Trip	15.39	20.00	18.50
Cost per Paratransit Trip	30.45	35.62	37.61
Cost per Driver Hour	33.76	33.48	34.60
Cost per Total Mile	3.33	3.40	3.48

County: Putnam
 CTC: Ride Solution, Inc.
 Contact: Boyd Thompson
 1209 Westover Drive
 Palatka, FL 32177
 386-325-9999
 Email: boyd@theridesolution.org

Demographics	Number
Total County Population	72,143
Potential TD Population	46,198
UDPHC	10,341



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	136,658	128,540	130,483
Ambulatory	0	0	0
Non-Ambulatory	13,035	12,643	12,446
Stretcher	544	436	519
School Board	0	0	0
TOTAL TRIPS	150,237	141,619	143,448

Vehicle Data	2013	2014	2015
Vehicle Miles	888,541	891,266	923,740
Revenue Miles	723,272	725,490	751,924
Roadcalls	18	18	27
Accidents	1	3	6
Vehicles	33	33	33
Driver Hours	51,154	52,076	52,944

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	12,726	8,921	9,958
Employment	53,441	54,067	53,299
Ed/Train/DayCare	0	0	0
Nutritional	250	0	0
Life-Sustaining/Other	83,820	78,631	80,191
TOTAL TRIPS	150,237	141,619	143,448

Financial and General Data	2013	2014	2015
Expenses	\$2,089,151	\$2,458,394	\$2,305,615
Revenues	\$1,841,873	\$2,307,300	\$2,301,526
Commendations	3	5	3
Complaints	5	3	4
Passenger No-Shows	2,077	1,708	782
Unmet Trip Requests	0	0	4

Passenger Trips By Funding Source	2013	2014	2015
CTD	20,962	20,888	19,185
AHCA	12,726	8,921	1,386
APD	41,641	40,813	40,660
DOEA	259	0	0
DOE	0	0	0
Other	74,649	70,997	82,217
TOTAL TRIPS	150,237	141,619	143,448

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.11	0.34	0.65
Miles between Roadcalls	49,363	49,515	34,213
Avg. Trips per Driver Hour	2.94	2.72	2.71
Avg. Trips per Para Pass.	12.43	13.58	13.87
Cost per Trip	13.91	17.36	16.07
Cost per Paratransit Trip	13.91	17.36	16.07
Cost per Driver Hour	40.84	47.21	43.55
Cost per Total Mile	2.35	2.76	2.50

County:	Saint Johns	<u>Demographics</u>	<u>Number</u>
CTC:	St. Johns County Council on Aging, Inc.		
Contact:	Becky Yanni 180 Marine St. St. Augustine, FL 32084 904-209-3700	Total County Population	217,919
Email:	byanni@stjohnscoa.com	Potential TD Population	59,606
		UDPHC	5,296



<u>Trips By Type of Service</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
Fixed Route (FR)	0	0	0
Deviated FR	246,788	256,726	268,224
Ambulatory	51,519	50,866	56,174
Non-Ambulatory	27,381	24,866	20,822
Stretcher	2,407	1,626	529
School Board	0	0	0
TOTAL TRIPS	328,095	334,084	345,749

<u>Passenger Trips By Trip Purpose</u>			
Medical	53,654	50,838	36,143
Employment	0	0	450
Ed/Train/DayCare	490	750	2,638
Nutritional	19,114	18,015	21,410
Life-Sustaining/Other	254,837	264,481	285,108
TOTAL TRIPS	328,095	334,084	345,749

<u>Passenger Trips By Funding Source</u>			
CTD	18,952	22,045	23,231
AHCA	23,293	18,571	6,276
APD	0	0	0
DOEA	0	0	0
DOE	0	0	0
Other	285,850	293,468	316,242
TOTAL TRIPS	328,095	334,084	345,749

<u>Vehicle Data</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
Vehicle Miles	1,189,412	1,112,702	1,116,591
Revenue Miles	975,755	912,415	920,578
Roadcalls	14	15	29
Accidents	4	3	4
Vehicles	45	43	43
Driver Hours	98,734	88,812	80,806

<u>Financial and General Data</u>			
Expenses	\$3,015,189	\$3,040,294	\$2,885,042
Revenues	\$3,005,517	\$2,946,443	\$2,888,021
Commendations	12	12	20
Complaints	4	5	14
Passenger No-Shows	1,164	766	561
Unmet Trip Requests	0	0	0

<u>Performance Measures</u>			
Accidents per 100,000 Miles	0.34	0.27	0.36
Miles between Roadcalls	84,958	74,180	38,503
Avg. Trips per Driver Hour	3.32	3.76	4.28
Avg. Trips per Para Pass.	63.12	65.60	65.28
Cost per Trip	9.19	9.10	8.34
Cost per Paratransit Trip	9.19	9.10	8.34
Cost per Driver Hour	30.54	34.23	35.70
Cost per Total Mile	2.54	2.73	2.58

County: Saint Lucie
 CTC: St. Lucie County B.O.C.C.
 Contact: Murriah S. Dekle
 437 N. 7th Street
 Fort Pierce, FL 34950
 772-462-3065
 Email: deklem@st.lucieco.org

Demographics	Number
Total County Population	291,028
Potential TD Population	126,551
UDPHC	26,465



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	27,894	29,314	36,170
Deviated FR	0	0	0
Ambulatory	150,719	124,967	128,733
Non-Ambulatory	117,152	123,565	100,613
Stretcher	0	0	0
School Board	893	0	0
TOTAL TRIPS	296,658	277,846	265,516

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	92,276	56,983	47,273
Employment	63,172	51,960	49,046
Ed/Train/DayCare	45,438	64,924	79,571
Nutritional	13,533	12,105	79,332
Life-Sustaining/Other	82,239	91,874	10,294
TOTAL TRIPS	296,658	277,846	265,516

Passenger Trips By Funding Source	2013	2014	2015
CTD	21,486	30,289	29,503
AHCA	0	0	283
APD	93,937	64,045	65,702
DOEA	3,876	4,090	2,829
DOE	0	0	0
Other	177,359	179,422	167,199
TOTAL TRIPS	296,658	277,846	265,516

Vehicle Data	2013	2014	2015
Vehicle Miles	1,507,078	1,348,015	1,347,434
Revenue Miles	1,269,815	1,013,177	1,010,246
Roadcalls	49	48	48
Accidents	7	5	8
Vehicles	118	95	93
Driver Hours	96,106	107,438	81,500

Financial and General Data	2013	2014	2015
Expenses	\$4,004,210	\$3,767,646	\$4,506,410
Revenues	\$3,884,608	\$3,568,295	\$3,783,266
Commendations	23	7	7
Complaints	44	11	11
Passenger No-Shows	1,501	1,811	1,858
Unmet Trip Requests	41,594	40,851	28,831

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.46	0.37	0.59
Miles between Roadcalls	30,757	28,084	28,072
Avg. Trips per Driver Hour	2.80	2.31	2.81
Avg. Trips per Para Pass.	17.01	10.09	11.88
Cost per Trip	13.50	13.56	16.97
Cost per Paratransit Trip	5.20	14.94	19.59
Cost per Driver Hour	14.55	34.56	55.14
Cost per Total Mile	0.93	2.75	3.33

County: Santa Rosa
 CTC: Tri-County Community Council, Inc.
 Contact: Joel Paul
 302 North Oklahoma Street
 Bonifay, FL 32425
 850-547-3689
 Email: joelpaul.tccc@mchi.com

Demographics	Number
Total County Population	163,422
Potential TD Population	55,899
UDPHC	196



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	17,491	5,809	0
Deviated FR	0	0	0
Ambulatory	23,357	27,396	15,000
Non-Ambulatory	6,631	6,357	5,898
Stretcher	4	4	0
School Board	0	0	0
TOTAL TRIPS	47,483	39,566	20,898

Vehicle Data	2013	2014	2015
Vehicle Miles	438,178	485,158	332,094
Revenue Miles	352,778	406,654	278,898
Roadcalls	10	14	8
Accidents	2	1	4
Vehicles	10	10	12
Driver Hours	26,085	20,704	23,291

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	9,830	9,557	5,344
Employment	22,985	10,992	4,538
Ed/Train/DayCare	32	9	2,868
Nutritional	9	2	82
Life-Sustaining/Other	14,627	19,006	8,066
TOTAL TRIPS	47,483	39,566	20,898

Financial and General Data	2013	2014	2015
Expenses	\$727,783	\$761,297	\$598,934
Revenues	\$894,305	\$965,650	\$563,712
Commendations	1	1	0
Complaints	6	5	6
Passenger No-Shows	795	1,008	478
Unmet Trip Requests	327	135	12

Passenger Trips By Funding Source	2013	2014	2015
CTD	10,230	14,217	11,157
AHCA	10,169	9,536	5,136
APD	7,144	6,694	1,580
DOEA	0	0	0
DOE	52	182	84
Other	19,888	8,937	2,941
TOTAL TRIPS	47,483	39,566	20,898

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.46	0.21	1.20
Miles between Roadcalls	43,818	34,654	41,512
Avg. Trips per Driver Hour	1.15	1.63	0.90
Avg. Trips per Para Pass.	85.45	101.37	106.62
Cost per Trip	15.33	19.24	28.66
Cost per Paratransit Trip	23.10	22.04	28.66
Cost per Driver Hour	26.56	35.93	25.72
Cost per Total Mile	1.58	1.53	1.80

County: Sarasota
 CTC: Sarasota County
 Contact: Rocky A. Burke
 5303 Pinkney Avenue
 Sarasota, FL 34233
 941-861-1006
 Email: rburke@scgov.net

Demographics	Number
Total County Population	396,962
Potential TD Population	206,472
UDPHC	5,481



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	347,880	663,200	982,798
Deviated FR	0	0	0
Ambulatory	160,812	174,422	152,078
Non-Ambulatory	55,312	51,058	53,537
Stretcher	0	0	0
School Board	0	0	0
TOTAL TRIPS	564,004	888,680	1,188,413

Vehicle Data	2013	2014	2015
Vehicle Miles	2,627,774	3,007,535	1,757,673
Revenue Miles	2,115,010	2,526,882	1,510,299
Roadcalls	38	4	5
Accidents	297	48	35
Vehicles	55	54	59
Driver Hours	149,282	143,677	153,499

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	58,765	64,941	61,786
Employment	21,406	22,838	24,096
Ed/Train/DayCare	66,968	79,594	93,775
Nutritional	15,535	14,172	12,156
Life-Sustaining/Other	401,330	707,135	996,600
TOTAL TRIPS	564,004	888,680	1,188,413

Financial and General Data	2013	2014	2015
Expenses	\$9,172,576	\$9,994,829	\$10,410,073
Revenues	\$6,755,108	\$6,643,780	\$7,411,990
Commendations	23	27	12
Complaints	51	152	66
Passenger No-Shows	1,056	860	1,031
Unmet Trip Requests	12,351	12,462	10,104

Passenger Trips By Funding Source	2013	2014	2015
CTD	14,942	21,263	20,751
AHCA	0	0	0
APD	39,890	54,631	40,571
DOEA	0	0	0
DOE	0	0	0
Other	509,172	812,786	1,127,091
TOTAL TRIPS	564,004	888,680	1,188,413

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	11.30	1.60	1.99
Miles between Roadcalls	69,152	751,884	351,535
Avg. Trips per Driver Hour	1.45	1.57	1.34
Avg. Trips per Para Pass.	53.80	53.15	41.61
Cost per Trip	16.26	11.25	8.76
Cost per Paratransit Trip	30.92	33.93	33.74
Cost per Driver Hour	44.77	53.26	45.19
Cost per Total Mile	2.54	2.54	3.95

County:	Seminole	<u>Demographics</u>	<u>Number</u>
CTC:	Central Florida Regional Transportation Authority		
Contact:	Timothy M. May	Total County Population	442,516
	445 North Garland Avenue		
	Orlando, FL 32801	Potential TD Population	166,193
	407-254-6055		
Email:	TMay@golynx.com	UDPHC	2,731



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	192,385	197,973	199,160
Deviated FR	22,341	25,697	29,393
Ambulatory	150,619	148,416	126,325
Non-Ambulatory	48,347	46,217	31,810
Stretcher	2,702	2,436	469
School Board	0	0	0
TOTAL TRIPS	416,394	420,739	387,157

Vehicle Data	2013	2014	2015
Vehicle Miles	2,062,705	2,270,391	1,689,315
Revenue Miles	1,638,935	1,899,870	1,438,006
Roadcalls	32	41	54
Accidents	68	41	35
Vehicles	73	71	52
Driver Hours	158,052	123,649	117,265

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	237,925	247,085	170,918
Employment	45,046	47,139	59,703
Ed/Train/DayCare	60,604	57,719	68,082
Nutritional	19,407	18,482	18,368
Life-Sustaining/Other	53,412	50,314	70,086
TOTAL TRIPS	416,394	420,739	387,157

Financial and General Data	2013	2014	2015
Expenses	\$4,580,665	\$4,554,963	\$3,892,484
Revenues	\$4,594,706	\$4,374,720	\$3,647,018
Commendations	26	46	33
Complaints	59	59	15
Passenger No-Shows	9,376	11,233	7,144
Unmet Trip Requests	9,446	12,691	9,343

Passenger Trips By Funding Source	2013	2014	2015
CTD	20,010	24,430	26,777
AHCA	72,715	60,417	18,915
APD	37,072	38,182	37,808
DOEA	16,206	14,425	13,824
DOE	0	0	0
Other	270,391	283,285	289,833
TOTAL TRIPS	416,394	420,739	387,157

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	3.30	1.81	2.07
Miles between Roadcalls	64,460	55,375	31,284
Avg. Trips per Driver Hour	1.42	1.80	1.60
Avg. Trips per Para Pass.	66.12	63.76	83.59
Cost per Trip	11.00	10.83	10.05
Cost per Paratransit Trip	20.45	20.45	20.71
Cost per Driver Hour	28.98	36.84	33.19
Cost per Total Mile	2.22	2.01	2.30

County: Sumter
 CTC: Board of Sumter County Commissioners
 Contact: Kyle Mills
 319 E Anderson Ave
 Bushnell, FL 33513
 352-689-4447
 Email: kyle.mills@sumtercountyfl.gov

Demographics	Number
Total County Population	114,350
Potential TD Population	27,397
UDPHC	1,528



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	9,510	7,560	4,287
Ambulatory	75,321	68,555	68,964
Non-Ambulatory	8,556	6,813	5,023
Stretcher	135	87	1
School Board	0	0	0
TOTAL TRIPS	93,522	83,015	78,275

Vehicle Data	2013	2014	2015
Vehicle Miles	851,996	767,842	609,530
Revenue Miles	692,849	622,319	504,775
Roadcalls	16	24	13
Accidents	12	4	5
Vehicles	36	39	32
Driver Hours	64,272	39,780	29,120

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	22,013	18,382	11,338
Employment	19,981	15,817	16,130
Ed/Train/DayCare	15,323	13,369	15,560
Nutritional	12,790	12,971	9,107
Life-Sustaining/Other	23,415	22,476	26,140
TOTAL TRIPS	93,522	83,015	78,275

Financial and General Data	2013	2014	2015
Expenses	\$2,077,546	\$1,828,720	\$1,556,001
Revenues	\$1,973,480	\$1,903,590	\$1,579,029
Commendations	45	187	148
Complaints	1	15	0
Passenger No-Shows	178	400	369
Unmet Trip Requests	568	231	0

Passenger Trips By Funding Source	2013	2014	2015
CTD	21,462	16,698	18,862
AHCA	8,350	5,861	401
APD	11,925	11,881	12,742
DOEA	5,278	5,118	4,725
DOE	0	0	0
Other	46,507	43,457	41,545
TOTAL TRIPS	93,522	83,015	78,275

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	1.41	0.52	0.82
Miles between Roadcalls	53,250	31,993	46,887
Avg. Trips per Driver Hour	1.46	2.09	2.69
Avg. Trips per Para Pass.	35.00	45.34	51.23
Cost per Trip	22.21	22.03	19.88
Cost per Paratransit Trip	22.21	22.03	19.88
Cost per Driver Hour	32.32	45.97	53.43
Cost per Total Mile	2.44	2.38	2.55

County: Suwannee
 CTC: Suwannee Valley Transit Authority
 Contact: Larry Sessions/Felonzie Raggins
 1907 Voyles Street, S.W.
 Live Oak, FL 32064
 386-362-5332
 Email: larry.sessions@ridesvta.com

Demographics	Number
Total County Population	44,022
Potential TD Population	17,219
UDPHC	405



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	20,799	16,593	21,385
Non-Ambulatory	4,221	4,578	2,206
Stretcher	27	93	1
School Board	0	0	0
TOTAL TRIPS	25,047	21,264	23,592

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	22,083	19,454	7,253
Employment	368	884	3,069
Ed/Train/DayCare	2,249	167	10,261
Nutritional	121	0	49
Life-Sustaining/Other	226	759	2,960
TOTAL TRIPS	25,047	21,264	23,592

Passenger Trips By Funding Source	2013	2014	2015
CTD	6,409	5,959	7,755
AHCA	17,014	14,223	1,668
APD	1,474	152	11,890
DOEA	59	0	0
DOE	0	13	3
Other	91	917	2,276
TOTAL TRIPS	25,047	21,264	23,592

Vehicle Data	2013	2014	2015
Vehicle Miles	370,095	406,502	257,499
Revenue Miles	314,136	279,595	216,192
Roadcalls	1	0	2
Accidents	0	1	0
Vehicles	12	15	19
Driver Hours	21,984	27,934	13,098

Financial and General Data	2013	2014	2015
Expenses	\$1,025,697	\$931,974	\$465,452
Revenues	\$1,053,751	\$1,026,835	\$688,199
Commendations	1	1	4
Complaints	3	7	5
Passenger No-Shows	731	890	223
Unmet Trip Requests	14	31	10

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.00	0.25	0.00
Miles between Roadcalls	370,095	0	128,750
Avg. Trips per Driver Hour	1.14	0.76	1.80
Avg. Trips per Para Pass.	31.19	24.00	58.25
Cost per Trip	40.95	43.83	19.73
Cost per Paratransit Trip	40.95	43.83	19.73
Cost per Driver Hour	46.66	33.36	35.54
Cost per Total Mile	2.77	2.29	1.81

County: Taylor
 CTC: Big Bend Transit, Inc.
 Contact: Shawn Mitchell
 Post Office Box 1721
 Tallahassee, FL 32302
 850-574-6266
 Email: smitchell@bigbendtransit.org

Demographics	Number
Total County Population	22,582
Potential TD Population	8,379
UDPHC	726



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	7,141	8,410	8,346
Ambulatory	8,712	8,713	8,530
Non-Ambulatory	2,147	2,278	2,478
Stretcher	3	3	2
School Board	0	0	0
TOTAL TRIPS	18,003	19,404	19,356

Vehicle Data	2013	2014	2015
Vehicle Miles	144,116	181,355	265,255
Revenue Miles	113,063	147,156	208,464
Roadcalls	4	5	5
Accidents	0	0	0
Vehicles	14	14	10
Driver Hours	7,513	7,353	7,757

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	4,790	3,872	4,030
Employment	2,913	4,361	5,574
Ed/Train/DayCare	4,788	5,156	4,487
Nutritional	263	152	759
Life-Sustaining/Other	5,249	5,863	4,506
TOTAL TRIPS	18,003	19,404	19,356

Financial and General Data	2013	2014	2015
Expenses	\$532,325	\$566,520	\$552,915
Revenues	\$663,808	\$606,794	\$649,601
Commendations	0	0	0
Complaints	0	0	0
Passenger No-Shows	182	170	279
Unmet Trip Requests	0	7	23

Passenger Trips By Funding Source	2013	2014	2015
CTD	8,195	8,406	7,669
AHCA	2,164	1,835	3,016
APD	0	0	0
DOEA	0	0	0
DOE	29	94	0
Other	7,615	9,069	8,671
TOTAL TRIPS	18,003	19,404	19,356

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.00	0.00	0.00
Miles between Roadcalls	36,029	36,271	53,051
Avg. Trips per Driver Hour	2.40	2.64	2.50
Avg. Trips per Para Pass.	18.04	24.38	26.66
Cost per Trip	29.57	29.20	28.57
Cost per Paratransit Trip	29.57	29.20	28.57
Cost per Driver Hour	70.85	77.05	71.28
Cost per Total Mile	3.69	3.12	2.08

County: Union
 CTC: A & A Transport, Inc.
 Contact: Curtis E. Allen
 255 S.W. 9th Avenue
 Lake Butler, FL 32054-1414
 386-496-2056
 Email: ceallen1954@yahoo.com

Demographics	Number
Total County Population	15,190
Potential TD Population	5,250
UDPHC	720



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	25,250	9,465	8,939
Non-Ambulatory	891	870	821
Stretcher	12	1	1
School Board	0	0	0
TOTAL TRIPS	26,153	10,336	9,761

Vehicle Data	2013	2014	2015
Vehicle Miles	143,394	129,784	136,888
Revenue Miles	114,715	112,683	114,205
Roadcalls	2	3	3
Accidents	1	0	0
Vehicles	8	8	8
Driver Hours	6,750	2,102	4,820

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	7,119	7,243	6,868
Employment	0	0	0
Ed/Train/DayCare	18,275	2,461	2,174
Nutritional	759	632	719
Life-Sustaining/Other	0	0	0
TOTAL TRIPS	26,153	10,336	9,761

Financial and General Data	2013	2014	2015
Expenses	\$400,571	\$369,231	\$299,495
Revenues	\$400,571	\$369,231	\$284,987
Commendations	0	0	0
Complaints	13	0	0
Passenger No-Shows	166	80	74
Unmet Trip Requests	1,200	70	68

Passenger Trips By Funding Source	2013	2014	2015
CTD	2,136	2,344	2,815
AHCA	5,055	4,639	4,053
APD	14,435	0	0
DOEA	0	632	719
DOE	0	0	0
Other	4,527	2,721	2,174
TOTAL TRIPS	26,153	10,336	9,761

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.70	0.00	0.00
Miles between Roadcalls	71,697	43,261	45,629
Avg. Trips per Driver Hour	3.87	4.92	2.03
Avg. Trips per Para Pass.	37.63	14.01	13.56
Cost per Trip	15.32	35.72	30.68
Cost per Paratransit Trip	15.32	35.72	30.68
Cost per Driver Hour	59.34	175.66	62.14
Cost per Total Mile	2.79	2.84	2.19

County: Volusia
 CTC: County of Volusia d/b/a VOTRAN
 Contact: Vinny X.Wang
 950 Big Tree Road
 South Daytona, FL 32119
 386-756-7496
 Email: vwang@r2ctpo.org

Demographics	Number
Total County Population	507,531
Potential TD Population	288,608
UDPHC	21,542



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	460,440	417,424	261,121
Deviated FR	0	0	0
Ambulatory	249,692	234,411	244,182
Non-Ambulatory	76,534	73,837	72,015
Stretcher	0	0	0
School Board	0	0	5,380
TOTAL TRIPS	786,666	725,672	582,698

Passenger Trips By Trip Purpose	2013	2014	2015
Medical	175,657	166,613	203,095
Employment	69,509	66,279	60,671
Ed/Train/DayCare	143,435	145,181	100,655
Nutritional	11,923	12,284	15,159
Life-Sustaining/Other	386,142	335,315	203,118
TOTAL TRIPS	786,666	725,672	582,698

Passenger Trips By Funding Source	2013	2014	2015
CTD	34,447	35,327	36,765
AHCA	0	0	0
APD	1,330	1,501	2,778
DOEA	10,751	11,390	14,563
DOE	115,420	121,283	76,952
Other	624,718	556,171	451,640
TOTAL TRIPS	786,666	725,672	582,698

Vehicle Data	2013	2014	2015
Vehicle Miles	2,889,107	2,665,157	2,804,938
Revenue Miles	2,555,235	2,362,900	2,395,425
Roadcalls	232	220	239
Accidents	9	4	4
Vehicles	115	114	104
Driver Hours	214,513	206,596	211,479

Financial and General Data	2013	2014	2015
Expenses	\$6,555,281	\$6,364,639	\$6,680,772
Revenues	\$6,637,641	\$6,364,639	\$6,513,844
Commendations	148	150	295
Complaints	244	270	365
Passenger No-Shows	5,485	6,453	7,624
Unmet Trip Requests	0	0	0

Performance Measures	2013	2014	2015
Accidents per 100,000 Miles	0.31	0.15	0.14
Miles between Roadcalls	12,453	12,114	11,736
Avg. Trips per Driver Hour	1.52	1.49	1.52
Avg. Trips per Para Pass.	46.99	53.13	56.23
Cost per Trip	8.33	8.77	11.47
Cost per Paratransit Trip	20.09	20.64	20.77
Cost per Driver Hour	30.55	30.80	31.59
Cost per Total Mile	2.27	2.39	2.38

County:	Wakulla	<u>Demographics</u>	<u>Number</u>
CTC:	Wakulla County Senior Citizens/Wakulla Transportat		
Contact:	Nell Rozar	Total County Population	31,432
	33 Michael Drive		
	Crawfordville, FL 32327	Potential TD Population	8,530
	850-926-7145		
Email:	nell.rozar@wakullaseniorecitizens.com	UDPHC	400



Trips By Type of Service	2013	2014	2015
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	13,443	11,982	11,763
Non-Ambulatory	981	1,031	1,481
Stretcher	146	216	156
School Board	0	0	0
TOTAL TRIPS	14,570	13,229	13,400

Passenger Trips By Trip Purpose			
Medical	6,789	6,900	7,514
Employment	681	681	329
Ed/Train/DayCare	301	1,784	349
Nutritional	5,684	3,049	2,481
Life-Sustaining/Other	1,115	815	2,727
TOTAL TRIPS	14,570	13,229	13,400

Passenger Trips By Funding Source			
CTD	6,886	6,826	6,615
AHCA	517	556	4,375
APD	434	426	268
DOEA	453	389	200
DOE	0	0	0
Other	6,280	5,032	1,942
TOTAL TRIPS	14,570	13,229	13,400

Vehicle Data	2013	2014	2015
Vehicle Miles	250,451	251,829	293,789
Revenue Miles	230,251	231,629	253,321
Roadcalls	0	0	0
Accidents	0	0	0
Vehicles	9	8	9
Driver Hours	8,970	9,230	11,400

Financial and General Data			
Expenses	\$417,539	\$427,373	\$524,492
Revenues	\$429,076	\$400,645	\$543,546
Commendations	1	1	0
Complaints	0	0	0
Passenger No-Shows	0	4	225
Unmet Trip Requests	0	0	0

Performance Measures			
Accidents per 100,000 Miles	0.00	0.00	0.00
Miles between Roadcalls	0	0	0
Avg. Trips per Driver Hour	1.62	1.43	1.18
Avg. Trips per Para Pass.	27.08	25.74	33.50
Cost per Trip	28.66	32.31	39.14
Cost per Paratransit Trip	28.66	32.31	39.14
Cost per Driver Hour	46.55	46.30	46.01
Cost per Total Mile	1.67	1.70	1.79

County:	Walton	<u>Demographics</u>	<u>Number</u>
CTC:	Tri-County Community Council, Inc.		
Contact:	Joel Paul	Total County Population	61,530
	302 North Oklahoma Street, Post Office Box 1210		
	Bonifay, FL 32425	Potential TD Population	21,269
	850-547-3689		
Email:	joelpaul.tccc@mchi.com	UDPHC	2,162



<u>Trips By Type of Service</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	46,528	47,147	43,478
Non-Ambulatory	4,674	5,030	4,030
Stretcher	133	123	9
School Board	0	0	0
TOTAL TRIPS	51,335	52,300	47,517

<u>Passenger Trips By Trip Purpose</u>			
Medical	23,554	24,077	21,569
Employment	8,567	8,607	7,354
Ed/Train/DayCare	15,508	16,408	15,705
Nutritional	2,226	1,875	1,827
Life-Sustaining/Other	1,480	1,333	1,062
TOTAL TRIPS	51,335	52,300	47,517

<u>Passenger Trips By Funding Source</u>			
CTD	19,476	20,394	19,277
AHCA	13,979	14,435	12,759
APD	3,657	3,727	2,556
DOEA	4,858	4,527	3,573
DOE	140	138	0
Other	9,225	9,079	9,352
TOTAL TRIPS	51,335	52,300	47,517

<u>Vehicle Data</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
Vehicle Miles	689,223	698,067	640,662
Revenue Miles	591,637	593,591	606,090
Roadcalls	2	2	2
Accidents	2	2	3
Vehicles	21	22	22
Driver Hours	46,845	49,287	34,628

<u>Financial and General Data</u>			
Expenses	\$999,161	\$849,774	\$1,031,489
Revenues	\$1,158,486	\$925,372	\$1,068,147
Commendations	0	0	0
Complaints	6	7	6
Passenger No-Shows	259	279	257
Unmet Trip Requests	115	84	67

<u>Performance Measures</u>			
Accidents per 100,000 Miles	0.29	0.29	0.47
Miles between Roadcalls	344,612	349,034	320,331
Avg. Trips per Driver Hour	1.10	1.06	1.37
Avg. Trips per Para Pass.	23.45	25.80	21.98
Cost per Trip	19.46	16.25	21.71
Cost per Paratransit Trip	19.46	16.25	21.71
Cost per Driver Hour	21.33	17.24	29.79
Cost per Total Mile	1.45	1.22	1.61

County:	Washington	<u>Demographics</u>	<u>Number</u>
CTC:	Tri-County Community Council, Inc.		
Contact:	Joel Paul	Total County Population	24,451
	302 North Oklahoma Street, Post Office Box 1210		
	Bonifay, FL 32425	Potential TD Population	11,122
	850-547-3689		
Email:	joelpaul.tccc@mchsi.com	UDPHC	1,424



<u>Trips By Type of Service</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Ambulatory	22,843	17,850	17,634
Non-Ambulatory	4,321	3,521	3,697
Stretcher	349	280	74
School Board	0	0	0
TOTAL TRIPS	27,513	21,651	21,405

<u>Passenger Trips By Trip Purpose</u>			
Medical	14,669	12,060	12,123
Employment	2,306	1,579	1,540
Ed/Train/DayCare	10,005	7,688	7,441
Nutritional	0	0	0
Life-Sustaining/Other	533	324	301
TOTAL TRIPS	27,513	21,651	21,405

<u>Passenger Trips By Funding Source</u>			
CTD	8,838	7,187	7,095
AHCA	10,703	6,992	7,763
APD	3,993	3,580	3,330
DOEA	154	138	128
DOE	0	0	0
Other	3,825	3,754	3,089
TOTAL TRIPS	27,513	21,651	21,405

<u>Vehicle Data</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
Vehicle Miles	412,609	375,350	386,946
Revenue Miles	351,557	275,439	293,855
Roadcalls	2	2	2
Accidents	1	1	1
Vehicles	21	21	20
Driver Hours	27,867	23,709	19,171

<u>Financial and General Data</u>			
Expenses	\$697,068	\$640,739	\$637,869
Revenues	\$701,194	\$606,079	\$627,943
Commendations	1	1	1
Complaints	2	2	2
Passenger No-Shows	142	184	136
Unmet Trip Requests	98	65	53

<u>Performance Measures</u>			
Accidents per 100,000 Miles	0.24	0.27	0.26
Miles between Roadcalls	206,305	187,675	193,473
Avg. Trips per Driver Hour	0.99	0.91	1.12
Avg. Trips per Para Pass.	20.58	15.47	15.03
Cost per Trip	25.34	29.59	29.80
Cost per Paratransit Trip	25.34	29.59	29.80
Cost per Driver Hour	25.01	27.03	33.27
Cost per Total Mile	1.69	1.71	1.65

State of Florida
Commission for the Transportation Disadvantaged
Commission Business Meeting

MEETING DATE: December 18, 2015

AGENDA ITEM:

VII. Community Transportation Coordinator Designation – Calhoun County

BACKGROUND INFORMATION:

Chapter 427, Florida Statutes, tasks the Designated Official Planning Agency (DOPA) with recommending to the Commission a single Community Transportation Coordinator (CTC) for a designated service area. The Apalachee Regional Planning Council (ARPC) is the DOPA for Calhoun County. Calhoun County Senior Citizens Association, Inc., (Calhoun Transit) is the CTC and is currently providing transportation services to the citizens of Calhoun County.

The ARPC began its procurement process on October 2, 2015, by advertising for Request for Qualifications from Interested Parties. Two proposers, Calhoun County Senior Citizens Association, Inc., (Calhoun Transit) and Good Wheels, Inc., responded and both were found to be qualified to serve as the CTC.

A Request for Proposal (RFP) was issued on October 16, 2015 with Calhoun County Senior Citizens Association, Inc., (Calhoun Transit) being the only respondent meeting the deadline of November 3, 2015.

The Selection Committee met on November 9, 2015, to review the proposal submitted by Calhoun County Senior Citizens Association, Inc., (Calhoun Transit), to ensure compliance with the RFP. The Selection Committee assured the ARPC that the Calhoun County Senior Citizens Association, Inc., (Calhoun Transit), proposal was rated fairly, impartially and comprehensively and was responsive to the questions asked in the RFP; met the requirements of Chapter 427, Florida Statutes, and Rule 41-2, Florida Administrative Code; and has exhibited the skills and abilities to continue as the CTC.

At its November 19, 2015, meeting, the ARPC Board of Directors approved the recommendation that Calhoun County Senior Citizens Association, Inc., (Calhoun Transit), continue as the designated CTC for Calhoun County. This designation shall be effective July 1, 2016, through June 30, 2021.

ATTACHMENTS:

- Recommendation letter from DOPA
- Resolution 2016-01

EXECUTIVE DIRECTOR RECOMMENDATION/MOTION:

Approve the Apalachee Regional Planning Council's recommendation to designate Calhoun County Senior Citizens Association, Inc (Calhoun Transit) as the CTC for Calhoun County for the period of July 1, 2016, to June 30, 2021.



Steve Holmes
Executive Director
Date: December 18, 2015

ACTION TAKEN AT MEETING:



Apalachee Regional Planning Council
Serving Calhoun, Franklin, Gadsden, Gulf, Jackson, Jefferson, Liberty,
Leon and Wakulla Counties and their municipalities

November 19, 2015

Steve Holmes
Executive Director
Commission for the Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, Florida 32399-0450

Calhoun County Community Transportation Coordinator Recommendation

Dear Mr. Holmes:

The Apalachee Regional Planning Council adopted the enclosed resolution recommending that Calhoun County Senior Citizens Association, Inc./Calhoun Transit be designated as the Calhoun County Community Transportation Coordinator (CTC) by the Florida Commission for the Transportation Disadvantaged (CTD) effective July 1, 2016, for a five year appointment. Minutes of the Apalachee Regional Planning Council's meeting will be forwarded to you as soon as they are prepared.

The ARPC began this process on September 30, 2015 and October 2, 2015, by advertising for Request for Qualifications from Interested Parties in the local newspaper, the Florida Administrative Register, the ARPC website and the CTD website for agencies/firms interested in coordinating transportation services in Calhoun County as the CTC. Two proposers, Calhoun County Senior Citizens Association, Inc./Calhoun Transit and Good Wheels, Inc., responded and both were found to be qualified to serve as the CTC.

A Request for Proposal (RFP) was issued to the two proposers on October 16th with a deadline to submit a response by November 3rd. Calhoun County Senior Citizens Association, Inc./Calhoun Transit was the only response received by the November 3rd deadline.

The Selection Committee met on Monday, November 9th to review the Calhoun County Senior Citizens Association, Inc./Calhoun Transit proposal to ensure compliance with the RFP. The Selection Committee assured the ARPC that the Calhoun County Senior Citizens Association, Inc./Calhoun Transit proposal was rated fairly, impartially and comprehensively and was responsive to the questions asked in the RFP. The Selection Committee agreed that Calhoun County Senior Citizens Association, Inc./Calhoun Transit met the requirements of Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code. Calhoun County Senior Citizens Association, Inc./Calhoun Transit is the current Community Transportation Coordinator had has exhibited the skills and abilities to continue as the Community Transportation Coordinator. Calhoun County Senior Citizens Association, Inc./Calhoun Transit responded to the request as the Community Transportation Coordinator that will provide all of the requested transportation services. The Selection Committee unanimously agreed to recommend to the ARPC that Calhoun County Senior Citizens Association, Inc./Calhoun Transit as the Community Transportation Coordinator for Calhoun County.

The Apalachee Regional Planning Council adopted the Selection Committee's recommendation by resolution.

The Apalachee Regional Planning Council respectfully requests that this item be placed on the next CTD meeting agenda for designation of the Calhoun County CTC.

RESOLUTION NO. 2016-01

**A RESOLUTION OF THE APALACHEE REGIONAL PLANNING COUNCIL
RECOMMENDING A COMMUNITY TRANSPORTATION COORDINATOR FOR CALHOUN COUNTY
TO THE
FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED**

WHEREAS, the Apalachee Regional Planning Council is the designated official planning agency for the Transportation Disadvantaged program in Calhoun County; and

WHEREAS, as part of their statutory duty must recommend to the Florida Commission for the Transportation Disadvantaged a Community Transportation Coordinator; and

WHEREAS, the Apalachee Regional Planning Council has considered the need to supply services under this program that best meet the demand in a cost-effective and cost-efficient manner; and

WHEREAS, the existing Memorandum of Agreement between the Florida Commission for the Transportation Disadvantaged and the current Community Transportation Coordinator expires on June 30, 2016; and

WHEREAS, Calhoun County Senior Citizens Association, Inc./Calhoun Transit has proven itself to be a highly effective Community Transportation Coordinator for the past five years; and

WHEREAS, Calhoun County Senior Citizens Association, Inc./Calhoun Transit is knowledgeable of the available resources, demands, and needs of the transportation disadvantaged; and

NOW THEREFORE BE IT RESOLVED that the Apalachee Regional Planning Council recommends to the Florida Commission for the Transportation Disadvantaged that Calhoun County Senior Citizens Association, Inc./Calhoun Transit be retained as the Community Transportation Coordinator in Calhoun County for a five year period beginning July 1, 2016.

***Duly adopted by the Apalachee Regional Planning Council Board of Directors
on this 19th day of November, 2015.***

SIGNED:

ATTEST:



Randy Merritt, Chairman



Chris Rietow, Executive Director

State of Florida
Commission for the Transportation Disadvantaged
Commission Business Meeting

MEETING DATE: December 18, 2015

AGENDA ITEM:

VIII. Proposed Rule Change and Statement of Estimated Regulatory Cost (SERC) Approval

BACKGROUND INFORMATION:

In accordance with the Governor's Executive Order Number 11-211, the Commission, with the assistance of legal counsel, completed its biennial rule review, identified and reported four sections in Rule 41-2, F.A.C., to be amended and/or repealed. Efforts have begun to initiate such changes.

As previously discussed, Rules 41-2.005 and 41-2.0161, F.A.C., were identified to repeal because these are duplicative of statute.

ATTACHMENTS:

SERC Checklists for Rules 41-2.005 and 41-2.0161, F.A.C., and the respective rules.

EXECUTIVE DIRECTOR RECOMMENDATION/MOTION:

Recommend Commission approval of the SERC checklists for Rules 41-2.005 and 41-2.0161, F.A.C., and approval to repeal such rules.



Steve Holmes

Executive Director

Date: December 18, 2015

ACTION TAKEN AT MEETING:

41-2.005 Member Department Responsibilities.

- (1) Each member department shall affirm its good faith compliance in carrying out the provisions of Section 427.0135, F.S.
- (2) No member department may be selected as a Community Transportation Coordinator.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.0135 FS. History—New 5-2-90, Amended 6-17-92, 6-15-93, 7-11-95, 3-10-98.

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
OFFICE OF THE GENERAL COUNSEL

Proposed Rule: Is a SERC Required

Division (choose from drop-down list): Department of Transportation, Commission for the Transportation Disadvantaged

Rule (number & description): 41-2.005

Please remember to analyze the impact of the rule, NOT the statute, when completing this form.

I. Adverse Impact Determination

- a. Economic? (Check all that apply.)
- Increased fees to be paid by licensee, applicant, registrant, etc.
 - Increased costs of doing business (equipment, software, etc.)
 - Increased personnel costs (additional employees, insurance, overtime, training, etc.)
 - Decreased opportunity for profit (limits on fees, scope of business/practice, ability to partner with others, etc.)
- b. Non-economic? (Check all that apply.)
- Increased time and effort to comply (forms, tests, etc.)
 - Increased need for specialized knowledge (legal, technical, etc.)

If any of the above boxes are checked, answer "Yes," then continue to the next section. If no boxes are checked, answer "No," and skip to Section III below. Yes No

II. Small Business Determination

- a. Are any of the affected entities a "small business?" (Check all that apply.)
- 200 or less **permanent full-time** employees;
 - Net worth less than \$5 million (including value of affiliates);
 - Independently owned and operated (NOT a subsidiary of another entity); **AND,**
 - Engaged in a commercial enterprise?

If **ALL** of the preceding boxes are checked, answer "Yes," and skip to Section III below.

If you did not check **ALL** of the above boxes, check "No," then continue to the next qualification.

Yes No

b. Small Business Certification

- Does any affected entity have Small Business Administration 8(a) certification?
- Yes (see, www.ccr.gov) No

If the answers to I and II are "Yes," the agency must prepare a SERC.

III. Regulatory Cost Increase Determination

- Direct:
- a. Increased Regulatory Cost: _____
 - b. Number of Entities Impacted: _____
 - c. Multiply a. times b.: _____
 - d. Is c. greater than \$200,000? Yes No
- Indirect:
- e. Any ascertainable indirect costs? Yes No
 - f. Amount of Indirect Cost: _____
 - g. Number of Entities Impacted: _____

- h. Multiply g. times f.: _____
i. Is h. greater than \$200,000? Yes No
j. Is h. plus c. greater than \$200,000? Yes No

If the answer to d., i., or j. is "Yes," the agency must prepare a SERC.

Prepared By (type name): Steven E. Holmes

Date (type date): 11/25/2015

**To be certified by the agency head, if the agency is within the purview of the Governor; otherwise,
certified by the agency's legal counsel or other appropriate person.**

Is a SERC required? Yes No

Name: Steven E. Holmes
(Print Name)


(Signature)

Title: Executive Director

Date: 11/25/2015

Phone: (850) 410-5700

41-2.0161 Program Monitoring of Performance.

(1) The Commission shall develop and update annually performance goals to accomplish the intent of the legislation and rule.

(2) The Commission will utilize approved performance goals and standards to monitor and evaluate program results including, but not limited to, coordination, costs of services, and accessibility. Such standards are referenced in Rule 41-2.006, F.A.C.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013 FS. History—New 6-17-92, Amended 5-1-96.

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
OFFICE OF THE GENERAL COUNSEL

Proposed Rule: Is a SERC Required

Division (choose from drop-down list): Department of Transportation, Commission for the Transportation Disadvantaged

Rule (number & description): 41-2.0161

Please remember to analyze the impact of the rule, NOT the statute, when completing this form.

I. Adverse Impact Determination

a. Economic? (Check all that apply.)

- Increased fees to be paid by licensee, applicant, registrant, etc.
 Increased costs of doing business (equipment, software, etc.)
 Increased personnel costs (additional employees, insurance, overtime, training, etc.)
 Decreased opportunity for profit (limits on fees, scope of business/practice, ability to partner with others, etc.)

b. Non-economic? (Check all that apply.)

- Increased time and effort to comply (forms, tests, etc.)
 Increased need for specialized knowledge (legal, technical, etc.)

If any of the above boxes are checked, answer "Yes," then continue to the next section. If no boxes are checked, answer "No," and skip to Section III below. Yes No

II. Small Business Determination

a. Are any of the affected entities a "small business?" (Check all that apply.)

- 200 or less **permanent full-time** employees;
 Net worth less than \$5 million (including value of affiliates);
 Independently owned and operated (NOT a subsidiary of another entity); **AND,**
 Engaged in a commercial enterprise?

If **ALL** of the preceding boxes are checked, answer "Yes," and skip to Section III below.

If you did not check **ALL** of the above boxes, check "No," then continue to the next qualification.

Yes No

b. Small Business Certification

- Does any affected entity have Small Business Administration 8(a) certification?
 Yes ([see, www.ccr.gov](http://www.ccr.gov)) No

If the answers to I and II are "Yes," the agency must prepare a SERC.

III. Regulatory Cost Increase Determination

Direct: a. Increased Regulatory Cost: _____

b. Number of Entities Impacted: _____

c. Multiply a. times b.: _____

d. Is c. greater than \$200,000? Yes No

Indirect: e. Any ascertainable indirect costs? Yes No

f. Amount of Indirect Cost: _____

g. Number of Entities Impacted: _____

- h. Multiply g. times f.: _____
i. Is h. greater than \$200,000? Yes No
j. Is h. plus c. greater than \$200,000? Yes No

If the answer to d., i., or j. is "Yes," the agency must prepare a SERC.

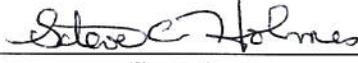
Prepared By (type name): Steven E. Holmes

Date (type date): 11/25/2015

To be certified by the agency head, if the agency is within the purview of the Governor; otherwise, certified by the agency's legal counsel or other appropriate person.

Is a SERC required? Yes No

Name: Steven E. Holmes
(Print Name)


(Signature)

Title: Executive Director

Date: 11/25/2015

Phone: (850) 410-5700

State of Florida
Commission for the Transportation Disadvantaged
Commission Business Meeting

MEETING DATE: December 18, 2015

AGENDA ITEM:

IX. Approval of 2016 Commission Business Meeting Dates

BACKGROUND INFORMATION:

Pursuant to Chapter 427.012(4), Florida Statutes, the Commission shall meet at least quarterly.

ATTACHMENTS:

2016 Meeting/Event Schedule

EXECUTIVE DIRECTOR RECOMMENDATION/MOTION:

Recommend Commission approval of the proposed 2016 meeting dates.



Steve Holmes
Executive Director

Date: December 18, 2015

ACTION TAKEN AT MEETING:

Commission for the Transportation Disadvantaged 2016 Meeting/Event Schedule

<i>Date</i>	<i>Event</i>	<i>Location</i>
January 21, 2016	Public Transportation & Transportation Disadvantaged Legislative Awareness Day	The Capitol Tallahassee, FL
January 21	Business Meeting	Florida Department of Transportation Auditorium 605 Suwannee Street, Tallahassee, FL
April 8	Business Meeting	Indian River County Administration Complex 1801 27 th Street, Building A Vero Beach, FL
September 9	Business Meeting	TBD, FL
*December 11-13	FPTA – CTD Joint Training Workshop	Jacksonville, FL
*December 11	Business Meeting	Jacksonville, FL

*Subject to change pending final decision on 2016 joint training workshop with FPTA.

State of Florida
Commission for the Transportation Disadvantaged
Commission Business Meeting

MEETING DATE: December 18, 2015

AGENDA ITEM:

X. Federal Trade Commission (FTC) Staff Guidance on Active Supervision of State Regulatory Boards Controlled by Market Participants.

BACKGROUND INFORMATION:

A recent ruling from the U. S. Supreme resulted in requests for guidance from the FTC regarding antitrust compliance for state boards responsible for regulating occupations.

ATTACHMENTS:

FTC Staff Guidance Document

EXECUTIVE DIRECTOR RECOMMENDATION/MOTION:

For information only.



Steve Holmes
Executive Director

Date: December 18, 2015

ACTION TAKEN AT MEETING:



FEDERAL TRADE COMMISSION
PROTECTING AMERICA'S CONSUMERS

The when and what of active supervision

Debbie Feinstein and Geoffrey Green, Bureau of Competition

Oct 14, 2015

TAGS: [government](#) | [state action](#) | [Bureau of Competition](#) | [Competition](#)

Earlier this year, the U.S. Supreme Court ruled that the North Carolina State Board of Dental Examiners violated the federal antitrust laws by preventing non-dentists from providing teeth whitening services in competition with the state's licensed dentists. *N.C. State Bd. of Dental Exam'rs v. FTC*, 135 S. Ct. 1101 (2015). The Board had argued that, because it is a state agency, it is exempt from liability under the federal antitrust laws. The FTC rejected that argument during our administrative trial, the Fourth Circuit rejected it on appeal, and finally the Supreme Court put the argument to rest, finding that the "state action defense" does not apply to the actions of a licensing board controlled by market participants unless its conduct is actively supervised by the state.

The Board is a state agency established under North Carolina law and charged with setting and enforcing licensing standards for dentists. This type of regulatory board is increasingly common as more states establish licensing requirements for an ever-expanding list of occupations, including, in some places, locksmiths, beekeepers, auctioneers, interior designers, fortune tellers, tour guides, and shampooers. These boards typically are made up of licensed professionals—that is, doctors commonly regulate doctors, beekeepers regulate beekeepers, and tour guides regulate tour guides. The problem—from an antitrust perspective—is that when a controlling number of decisionmakers on the regulatory board have a private incentive to limit competition from non-licensed providers, there needs to be an independent determination that the board's actions are consistent with the state regulatory scheme in order to avoid antitrust liability.

In the wake of the Supreme Court's decision, we received requests for advice from state officials and others as to what constitutes antitrust compliance for state boards responsible for regulating occupations. In response, we developed FTC Staff guidance that addresses two basic questions:

1. When does a state regulatory board require active supervision in order to invoke the state action defense?
2. What factors are relevant to determining whether the active supervision requirement is satisfied?

Of course, states can avoid unneeded and burdensome regulation of service providers and empower regulatory boards to restrict competition only when necessary to protect the health or safety of consumers. Or the state may create a board that serves only in an advisory capacity or is made up of persons who have no financial interest in the occupation that is being regulated. In addition, a state may forgo active supervision and choose to have its boards subject to federal antitrust standards. In that case, the state need not provide for active supervision.

Antitrust analysis – including the applicability of the state action defense – is fact-specific and context-dependent. The new FTC staff guidance does not suggest that states should actively supervise regulatory boards, nor does it recommend a one-size-fits-all approach. Instead, we have identified certain overarching legal principles governing when and how a state may provide active supervision for a regulatory board, and we urge each state regulatory board to consult with the Office of the Attorney General for its state for customized advice on how best to comply with the antitrust laws.



FTC Staff Guidance on Active Supervision of State Regulatory Boards Controlled by Market Participants*

I. Introduction

States craft regulatory policy through a variety of actors, including state legislatures, courts, agencies, and regulatory boards. While most regulatory actions taken by state actors will not implicate antitrust concerns, some will. Notably, states have created a large number of regulatory boards with the authority to determine who may engage in an occupation (*e.g.*, by issuing or withholding a license), and also to set the rules and regulations governing that occupation. Licensing, once limited to a few learned professions such as doctors and lawyers, is now required for over 800 occupations including (in some states) locksmiths, beekeepers, auctioneers, interior designers, fortune tellers, tour guides, and shampooers.¹

In general, a state may avoid all conflict with the federal antitrust laws by creating regulatory boards that serve only in an advisory capacity, or by staffing a regulatory board exclusively with persons who have no financial interest in the occupation that is being regulated. However, across the United States, “licensing boards are largely dominated by active members of their respective industries . . .”² That is, doctors commonly regulate doctors, beekeepers commonly regulate beekeepers, and tour guides commonly regulate tour guides.

Earlier this year, the U.S. Supreme Court upheld the Federal Trade Commission’s determination that the North Carolina State Board of Dental Examiners (“NC Board”) violated the federal antitrust laws by preventing non-dentists from providing teeth whitening services in competition with the state’s licensed dentists. *N.C. State Bd. of Dental Exam’rs v. FTC*, 135 S. Ct. 1101 (2015). NC Board is a state agency established under North Carolina law and charged with administering and enforcing a licensing system for dentists. A majority of the members of this state agency are themselves practicing dentists, and thus they have a private incentive to limit

* This document sets out the views of the Staff of the Bureau of Competition. The Federal Trade Commission is not bound by this Staff guidance and reserves the right to rescind it at a later date. In addition, FTC Staff reserves the right to reconsider the views expressed herein, and to modify, rescind, or revoke this Staff guidance if such action would be in the public interest.

¹ Aaron Edlin & Rebecca Haw, *Cartels By Another Name: Should Licensed Occupations Face Antitrust Scrutiny*, 162 U. PA. L. REV. 1093, 1096 (2014).

² *Id.* at 1095.

competition from non-dentist providers of teeth whitening services. NC Board argued that, because it is a state agency, it is exempt from liability under the federal antitrust laws. That is, the NC Board sought to invoke what is commonly referred to as the “state action exemption” or the “state action defense.” The Supreme Court rejected this contention and affirmed the FTC’s finding of antitrust liability.

In this decision, the Supreme Court clarified the applicability of the antitrust state action defense to state regulatory boards controlled by market participants:

“The Court holds today that a state board on which a controlling number of decisionmakers are active market participants in the occupation the board regulates must satisfy *Midcal’s* [*Cal. Retail Liquor Dealers Ass’n v. Midcal Aluminum, Inc.*, 445 U.S. 97 (1980)] active supervision requirement in order to invoke state-action antitrust immunity.” *N.C. Dental*, 135 S. Ct. at 1114.

In the wake of this Supreme Court decision, state officials have requested advice from the Federal Trade Commission regarding antitrust compliance for state boards responsible for regulating occupations. This outline provides FTC Staff guidance on two questions. *First*, when does a state regulatory board require active supervision in order to invoke the state action defense? *Second*, what factors are relevant to determining whether the active supervision requirement is satisfied?

Our answers to these questions come with the following caveats.

- Vigorous competition among sellers in an open marketplace generally provides consumers with important benefits, including lower prices, higher quality services, greater access to services, and increased innovation. For this reason, a state legislature should empower a regulatory board to restrict competition only when necessary to protect against a credible risk of harm, such as health and safety risks to consumers. The Federal Trade Commission and its staff have frequently advocated that states avoid unneeded and burdensome regulation of service providers.³
- Federal antitrust law does not require that a state legislature provide for active supervision of any state regulatory board. A state legislature may, and generally should, prefer that a regulatory board be subject to the requirements of the federal antitrust

³ See, e.g., Fed. Trade Comm’n Staff Policy Paper, *Policy Perspectives: Competition and the Regulation of Advanced Practice Registered Nurses* (Mar. 2014), <https://www.ftc.gov/system/files/documents/reports/policy-perspectives-competition-regulation-advanced-practice-nurses/140307aprnpolicypaper.pdf>; Fed. Trade Comm’n & U.S. Dept. of Justice, Comment before the South Carolina Supreme Court Concerning Proposed Guidelines for Residential and Commercial Real Estate Closings (Apr. 2008), <https://www.ftc.gov/news-events/press-releases/2008/04/ftcdoj-submit-letter-supreme-court-south-carolina-proposed>.

laws. If the state legislature determines that a regulatory board should be subject to antitrust oversight, then the state legislature need not provide for active supervision.

- Antitrust analysis – including the applicability of the state action defense – is fact-specific and context-dependent. The purpose of this document is to identify certain overarching legal principles governing when and how a state may provide active supervision for a regulatory board. We are not suggesting a mandatory or one-size-fits-all approach to active supervision. Instead, we urge each state regulatory board to consult with the Office of the Attorney General for its state for customized advice on how best to comply with the antitrust laws.
- This FTC Staff guidance addresses only the active supervision prong of the state action defense. In order successfully to invoke the state action defense, a state regulatory board controlled by market participants must also satisfy the clear articulation prong, as described briefly in Section II. below.
- This document contains guidance developed by the staff of the Federal Trade Commission. Deviation from this guidance does not necessarily mean that the state action defense is inapplicable, or that a violation of the antitrust laws has occurred.

II. Overview of the Antitrust State Action Defense

“Federal antitrust law is a central safeguard for the Nation’s free market structures The antitrust laws declare a considered and decisive prohibition by the Federal Government of cartels, price fixing, and other combinations or practices that undermine the free market.” *N.C. Dental*, 135 S. Ct. at 1109.

Under principles of federalism, “the States possess a significant measure of sovereignty.” *N.C. Dental*, 135 S. Ct. at 1110 (*quoting Community Communications Co. v. Boulder*, 455 U.S. 40, 53 (1982)). In enacting the antitrust laws, Congress did not intend to prevent the States from limiting competition in order to promote other goals that are valued by their citizens. Thus, the Supreme Court has concluded that the federal antitrust laws do not reach anticompetitive conduct engaged in by a State that is acting in its sovereign capacity. *Parker v. Brown*, 317 U.S. 341, 351-52 (1943). For example, a state legislature may “impose restrictions on occupations, confer exclusive or shared rights to dominate a market, or otherwise limit competition to achieve public objectives.” *N.C. Dental*, 135 S. Ct. at 1109.

Are the actions of a state regulatory board, like the actions of a state legislature, exempt from the application of the federal antitrust laws? In *North Carolina State Board of Dental Examiners*, the Supreme Court reaffirmed that a state regulatory board is not the sovereign. Accordingly, a state regulatory board is not necessarily exempt from federal antitrust liability.

More specifically, the Court determined that “a state board on which a controlling number of decisionmakers are active market participants in the occupation the board regulates” may invoke the state action defense only when two requirements are satisfied: first, the challenged restraint must be clearly articulated and affirmatively expressed as state policy; and second, the policy must be actively supervised by a state official (or state agency) that is not a participant in the market that is being regulated. *N.C. Dental*, 135 S. Ct. at 1114.

- The Supreme Court addressed the clear articulation requirement most recently in *FTC v. Phoebe Putney Health Sys., Inc.*, 133 S. Ct. 1003 (2013). The clear articulation requirement is satisfied “where the displacement of competition [is] the inherent, logical, or ordinary result of the exercise of authority delegated by the state legislature. In that scenario, the State must have foreseen and implicitly endorsed the anticompetitive effects as consistent with its policy goals.” *Id.* at 1013.
- The State’s clear articulation of the intent to displace competition is not alone sufficient to trigger the state action exemption. The state legislature’s clearly-articulated delegation of authority to a state regulatory board to displace competition may be “defined at so high a level of generality as to leave open critical questions about how

and to what extent the market should be regulated.” There is then a danger that this delegated discretion will be used by active market participants to pursue private interests in restraining trade, in lieu of implementing the State’s policy goals. *N.C. Dental*, 135 S. Ct. at 1112.

➤ The active supervision requirement “seeks to avoid this harm by requiring the State to review and approve interstitial policies made by the entity claiming [antitrust] immunity.” *Id.*

Where the state action defense does not apply, the actions of a state regulatory board controlled by active market participants may be subject to antitrust scrutiny. Antitrust issues may arise where an unsupervised board takes actions that restrict market entry or restrain rivalry. The following are some scenarios that have raised antitrust concerns:

- A regulatory board controlled by dentists excludes non-dentists from competing with dentists in the provision of teeth whitening services. *Cf. N.C. Dental*, 135 S. Ct. 1101.
- A regulatory board controlled by accountants determines that only a small and fixed number of new licenses to practice the profession shall be issued by the state each year. *Cf. Hoover v. Ronwin*, 466 U.S. 558 (1984).
- A regulatory board controlled by attorneys adopts a regulation (or a code of ethics) that prohibits attorney advertising, or that deters attorneys from engaging in price competition. *Cf. Bates v. State Bar of Ariz.*, 433 U.S. 350 (1977); *Goldfarb v. Va. State Bar*, 421 U.S. 773 (1975).

III. Scope of FTC Staff Guidance

- A. This Staff guidance addresses the applicability of the state action defense under the federal antitrust laws. Concluding that the state action defense is inapplicable does not mean that the conduct of the regulatory board necessarily violates the federal antitrust laws. A regulatory board may assert defenses ordinarily available to an antitrust defendant.

1. Reasonable restraints on competition do not violate the antitrust laws, even where the economic interests of a competitor have been injured.

Example 1: A regulatory board may prohibit members of the occupation from engaging in fraudulent business practices without raising antitrust concerns. A regulatory board also may prohibit members of the occupation from engaging in untruthful or deceptive advertising. *Cf. Cal. Dental Ass'n v. FTC*, 526 U.S. 756 (1999).

Example 2: Suppose a market with several hundred licensed electricians. If a regulatory board suspends the license of one electrician for substandard work, such action likely does not unreasonably harm competition. *Cf. Oksanen v. Page Mem'l Hosp.*, 945 F.2d 696 (4th Cir. 1991) (en banc).

2. The ministerial (non-discretionary) acts of a regulatory board engaged in good faith implementation of an anticompetitive statutory regime do not give rise to antitrust liability. See 324 Liquor Corp. v. Duffy, 479 U.S. 335, 344 n. 6 (1987).

Example 3: A state statute requires that an applicant for a chauffeur's license submit to the regulatory board, among other things, a copy of the applicant's diploma and a certified check for \$500. An applicant fails to submit the required materials. If for this reason the regulatory board declines to issue a chauffeur's license to the applicant, such action would not be considered an unreasonable restraint. In the circumstances described, the denial of a license is a ministerial or non-discretionary act of the regulatory board.

3. In general, the initiation and prosecution of a lawsuit by a regulatory board does not give rise to antitrust liability unless it falls within the "sham exception." Professional Real Estate Investors v. Columbia Pictures Industries, 508 U.S. 49 (1993); California Motor Transport Co. v. Trucking Unlimited, 404 U.S. 508 (1972).

Example 4: A state statute authorizes the state's dental board to maintain an action in state court to enjoin an unlicensed person from practicing dentistry. The members of the dental board have a basis to believe that a particular individual is practicing dentistry but does not hold a valid license. If the dental board files a lawsuit against that individual, such action would not constitute a violation of the federal antitrust laws.

- B. Below, FTC Staff describes when active supervision of a state regulatory board is required in order successfully to invoke the state action defense, and what factors are relevant to determining whether the active supervision requirement has been satisfied.

1. When is active state supervision of a state regulatory board required in order to invoke the state action defense?

General Standard: “[A] state board on which a controlling number of decisionmakers are active market participants in the occupation the board regulates must satisfy *Midcal*’s active supervision requirement in order to invoke state-action antitrust immunity.” *N.C. Dental*, 135 S. Ct. at 1114.

Active Market Participants: A member of a state regulatory board will be considered to be an active market participant in the occupation the board regulates if such person (i) is licensed by the board or (ii) provides any service that is subject to the regulatory authority of the board.

- If a board member participates in any professional or occupational sub-specialty that is regulated by the board, then that board member is an active market participant for purposes of evaluating the active supervision requirement.
- It is no defense to antitrust scrutiny, therefore, that the board members themselves are not directly or personally affected by the challenged restraint. For example, even if the members of the NC Dental Board were orthodontists who do not perform teeth whitening services (as a matter of law or fact or tradition), their control of the dental board would nevertheless trigger the requirement for active state supervision. This is because these orthodontists are licensed by, and their services regulated by, the NC Dental Board.
- A person who temporarily suspends her active participation in an occupation for the purpose of serving on a state board that regulates her former (and intended future) occupation will be considered to be an active market participant.

Method of Selection: The method by which a person is selected to serve on a state regulatory board is not determinative of whether that person is an active market participant in the occupation that the board regulates. For example, a licensed dentist is deemed to be an active market participant regardless of whether the dentist (i) is appointed to the state dental board by the governor or (ii) is elected to the state dental board by the state’s licensed dentists.

A Controlling Number, Not Necessarily a Majority, of Actual Decisionmakers:

- Active market participants need not constitute a numerical majority of the members of a state regulatory board in order to trigger the requirement of active supervision. A decision that is controlled, either as a matter of law, procedure, or fact, by active participants in the regulated market (*e.g.*, through veto power, tradition, or practice) must be actively supervised to be eligible for the state action defense.
- Whether a particular restraint has been imposed by a “controlling number of decisionmakers [who] are active market participants” is a fact-bound inquiry that must be made on a case-by-case basis. FTC Staff will evaluate a number of factors, including:
 - ✓ The structure of the regulatory board (including the number of board members who are/are not active market participants) and the rules governing the exercise of the board’s authority.
 - ✓ Whether the board members who are active market participants have veto power over the board’s regulatory decisions.

Example 5: The state board of electricians consists of four non-electrician members and three practicing electricians. Under state law, new regulations require the approval of five board members. Thus, no regulation may become effective without the assent of at least one electrician member of the board. In this scenario, the active market participants effectively have veto power over the board’s regulatory authority. The active supervision requirement is therefore applicable.

- ✓ The level of participation, engagement, and authority of the non-market participant members in the business of the board – generally and with regard to the particular restraint at issue.
- ✓ Whether the participation, engagement, and authority of the non-market participant board members in the business of the board differs from that of board members who are active market participants – generally and with regard to the particular restraint at issue.
- ✓ Whether the active market participants have in fact exercised, controlled, or usurped the decisionmaking power of the board.

Example 6: The state board of electricians consists of four non-electrician members and three practicing electricians. Under state law, new regulations require the approval of a majority of board members. When voting on proposed regulations, the non-electrician members routinely defer to the preferences of the electrician members. Minutes of

board meetings show that the non-electrician members generally are not informed or knowledgeable concerning board business – and that they were not well informed concerning the particular restraint at issue. In this scenario, FTC Staff may determine that the active market participants have exercised the decisionmaking power of the board, and that the active supervision requirement is applicable.

Example 7: The state board of electricians consists of four non-electrician members and three practicing electricians. Documents show that the electrician members frequently meet and discuss board business separately from the non-electrician members. On one such occasion, the electrician members arranged for the issuance by the board of written orders to six construction contractors, directing such individuals to cease and desist from providing certain services. The non-electrician members of the board were not aware of the issuance of these orders and did not approve the issuance of these orders. In this scenario, FTC Staff may determine that the active market participants have exercised the decisionmaking power of the board, and that the active supervision requirement is applicable.

2. What constitutes active supervision?

FTC Staff will be guided by the following principles:

- “[T]he purpose of the active supervision inquiry . . . is to determine whether the State has exercised sufficient independent judgment and control” such that the details of the regulatory scheme “have been established as a product of deliberate state intervention” and not simply by agreement among the members of the state board. “Much as in causation inquiries, the analysis asks whether the State has played a substantial role in determining the specifics of the economic policy.” The State is not obliged to “[meet] some normative standard, such as efficiency, in its regulatory practices.” *Ticor*, 504 U.S. at 634-35. “The question is not how well state regulation works but whether the anticompetitive scheme is the State’s own.” *Id.* at 635.
- It is necessary “to ensure the States accept political accountability for anticompetitive conduct they permit and control.” *N.C. Dental*, 135 S. Ct. at 1111. *See also Ticor*, 504 U.S. at 636.
- “The Court has identified only a few constant requirements of active supervision: The supervisor must review the substance of the anticompetitive decision, not merely the procedures followed to produce it; the supervisor must have the power to veto or modify particular decisions to ensure they accord with state policy; and the ‘mere potential for state supervision is not an adequate substitute for a decision by the State.’ Further, the state supervisor may not itself be an active market participant.” *N.C. Dental*, 135 S. Ct. at 1116–17 (citations omitted).

- The active supervision must precede implementation of the allegedly anticompetitive restraint.
- “[T]he inquiry regarding active supervision is flexible and context-dependent.” “[T]he adequacy of supervision . . . will depend on all the circumstances of a case.” *N.C. Dental*, 135 S. Ct. at 1116–17. Accordingly, FTC Staff will evaluate each case in light of its own facts, and will apply the applicable case law and the principles embodied in this guidance reasonably and flexibly.

3. What factors are relevant to determining whether the active supervision requirement has been satisfied?

FTC Staff will consider the presence or absence of the following factors in determining whether the active supervision prong of the state action defense is satisfied.

- The supervisor has obtained the information necessary for a proper evaluation of the action recommended by the regulatory board. As applicable, the supervisor has ascertained relevant facts, collected data, conducted public hearings, invited and received public comments, investigated market conditions, conducted studies, and reviewed documentary evidence.
 - ✓ The information-gathering obligations of the supervisor depend in part upon the scope of inquiry previously conducted by the regulatory board. For example, if the regulatory board has conducted a suitable public hearing and collected the relevant information and data, then it may be unnecessary for the supervisor to repeat these tasks. Instead, the supervisor may utilize the materials assembled by the regulatory board.
- The supervisor has evaluated the substantive merits of the recommended action and assessed whether the recommended action comports with the standards established by the state legislature.
- The supervisor has issued a written decision approving, modifying, or disapproving the recommended action, and explaining the reasons and rationale for such decision.
 - ✓ A written decision serves an evidentiary function, demonstrating that the supervisor has undertaken the required meaningful review of the merits of the state board’s action.
 - ✓ A written decision is also a means by which the State accepts political accountability for the restraint being authorized.

Scenario 1: Example of satisfactory active supervision of a state board regulation designating teeth whitening as a service that may be provided only by a licensed dentist, where state policy is to protect the health and welfare of citizens and to promote competition.

- The state legislature designated an executive agency to review regulations recommended by the state regulatory board. Recommended regulations become effective only following the approval of the agency.
- The agency provided notice of (i) the recommended regulation and (ii) an opportunity to be heard, to dentists, to non-dentist providers of teeth whitening, to the public (in a newspaper of general circulation in the affected areas), and to other interested and affected persons, including persons that have previously identified themselves to the agency as interested in, or affected by, dentist scope of practice issues.
- The agency took the steps necessary for a proper evaluation of the recommended regulation. The agency:
 - ✓ Obtained the recommendation of the state regulatory board and supporting materials, including the identity of any interested parties and the full evidentiary record compiled by the regulatory board.
 - ✓ Solicited and accepted written submissions from sources other than the regulatory board.
 - ✓ Obtained published studies addressing (i) the health and safety risks relating to teeth whitening and (ii) the training, skill, knowledge, and equipment reasonably required in order to safely and responsibly provide teeth whitening services (if not contained in submission from the regulatory board).
 - ✓ Obtained information concerning the historic and current cost, price, and availability of teeth whitening services from dentists and non-dentists (if not contained in submission from the regulatory board). Such information was verified (or audited) by the Agency as appropriate.
 - ✓ Held public hearing(s) that included testimony from interested persons (including dentists and non-dentists). The public hearing provided the agency with an opportunity (i) to hear from and to question providers, affected customers, and experts and (ii) to supplement the evidentiary record compiled by the state board. (As noted above, if the state regulatory board has previously conducted a suitable public hearing, then it may be unnecessary for the supervising agency to repeat this procedure.)
- The agency assessed all of the information to determine whether the recommended regulation comports with the State's goal to protect the health and

welfare of citizens and to promote competition.

- The agency issued a written decision accepting, rejecting, or modifying the scope of practice regulation recommended by the state regulatory board, and explaining the rationale for the agency's action.

Scenario 2: Example of satisfactory active supervision of a state regulatory board administering a disciplinary process.

A common function of state regulatory boards is to administer a disciplinary process for members of a regulated occupation. For example, the state regulatory board may adjudicate whether a licensee has violated standards of ethics, competency, conduct, or performance established by the state legislature.

Suppose that, acting in its adjudicatory capacity, a regulatory board controlled by active market participants determines that a licensee has violated a lawful and valid standard of ethics, competency, conduct, or performance, and for this reason, the regulatory board proposes that the licensee's license to practice in the state be revoked or suspended. In order to invoke the state action defense, the regulatory board would need to show both clear articulation and active supervision.

- In this context, active supervision may be provided by the administrator who oversees the regulatory board (*e.g.*, the secretary of health), the state attorney general, or another state official who is not an active market participant. The active supervision requirement of the state action defense will be satisfied if the supervisor: (i) reviews the evidentiary record created by the regulatory board; (ii) supplements this evidentiary record if and as appropriate; (iii) undertakes a *de novo* review of the substantive merits of the proposed disciplinary action, assessing whether the proposed disciplinary action comports with the policies and standards established by the state legislature; and (iv) issues a written decision that approves, modifies, or disapproves the disciplinary action proposed by the regulatory board.

Note that a disciplinary action taken by a regulatory board affecting a single licensee will typically have only a *de minimis* effect on competition. A pattern or program of disciplinary actions by a regulatory board affecting multiple licensees may have a substantial effect on competition.

The following do not constitute active supervision of a state regulatory board that is controlled by active market participants:

- The entity responsible for supervising the regulatory board is itself controlled by active market participants in the occupation that the board regulates. *See N.C. Dental*, 135 S. Ct. at 1113-14.
- A state official monitors the actions of the regulatory board and participates in deliberations, but lacks the authority to disapprove anticompetitive acts that fail to accord with state policy. *See Patrick v. Burget*, 486 U.S. 94, 101 (1988).
- A state official (*e.g.*, the secretary of health) serves *ex officio* as a member of the regulatory board with full voting rights. However, this state official is one of several members of the regulatory board and lacks the authority to disapprove anticompetitive acts that fail to accord with state policy.
- The state attorney general or another state official provides advice to the regulatory board on an ongoing basis.
- An independent state agency is staffed, funded, and empowered by law to evaluate, and then to veto or modify, particular recommendations of the regulatory board. However, in practice such recommendations are subject to only cursory review by the independent state agency. The independent state agency perfunctorily approves the recommendations of the regulatory board. *See Ticor*, 504 U.S. at 638.
- An independent state agency reviews the actions of the regulatory board and approves all actions that comply with the procedural requirements of the state administrative procedure act, without undertaking a substantive review of the actions of the regulatory board. *See Patrick*, 486 U.S. at 104-05.

State of Florida
Commission for the Transportation Disadvantaged
Commission Business Meeting

MEETING DATE: December 18, 2015

AGENDA ITEM:

XI. Franklin County Update

BACKGROUND INFORMATION:

At its October 26, 2015, business meeting, the Commission voted to move forward with an emergency procurement to designate an emergency Community Transportation Coordinator (CTC) for Franklin County effective no earlier than December 1, 2015, or no later than January 1, 2016.

The emergency procurement has been completed and Gulf County Association for Retarded Citizens, Inc., Gulf County Transportation, has been designated the emergency CTC for Franklin County effective December 1, 2015.

An update on the transition will be provided.

ATTACHMENTS:

None

EXECUTIVE DIRECTOR RECOMMENDATION/MOTION:

For information only.



Steve Holmes
Executive Director
Date: December 18, 2015

ACTION TAKEN AT MEETING:

State of Florida
Commission for the Transportation Disadvantaged
Commission Business Meeting

MEETING DATE: December 18, 2015

AGENDA ITEM:

XI. Governor's Budget for FY 2016-17

BACKGROUND INFORMATION:

Governor Scott released the State of Florida's proposed FY 2016-17 budget. An update on the Transportation Disadvantaged's budget will be provided.

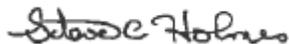
This year's Legislative Session begins on January 12, 2016 and is scheduled to end March 11, 2016.

ATTACHMENTS:

None

EXECUTIVE DIRECTOR RECOMMENDATION/MOTION:

For information only.



Steve Holmes

Executive Director

Date: December 18, 2015

ACTION TAKEN AT MEETING: