

2013 Florida Transit Handbook



Prepared for

Florida Department of Transportation,
Freight Logistics and Passenger Operations, Transit Office



PUBLIC TRANSIT IN FLORIDA

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

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

This Handbook provides a synopsis of FDOT's transit resources, a profile of Florida's transit systems, and a snapshot of their performance in 2012. Although there are rural and urban transit systems in Florida, the focus of this handbook is on Florida's urban fixed-route transit systems. Information about Florida's demand-response transit systems can be obtained from the Annual Operations Report published by Florida's Commission for the Transportation Disadvantaged. In 2012, 29 of Florida's 32 fixed-route transit systems (including bus, rail, and vanpool modes) and 2 other separate vanpool services provided transportation for more than 270 million trips.*

FDOT Mission

Supporting and improving public transportation in Florida is an integral part of FDOT's mission, which is *"to provide a safe transportation system that ensures the mobility of people and goods, enhances economic prosperity and preserves the quality of our environment and communities."*

For more information on FDOT and public transit in Florida, please visit the FDOT website: www.dot.state.fl.us, or call (850) 414-4500.

* Key West Transit, Putnam Transit and Sumter County Transit also operate fixed routes, but are classified as rural systems and do not report to NTD.

FLORIDA TRANSIT HANDBOOK

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FDOT Public Transit Central Office ■ (850) 414-4500
605 Suwannee Street, Mail Station 26, Tallahassee, FL 32399-0450

FDOT Public Transit Office

Transit Mission—The mission of the FDOT Transit Office is to “identify, support, advance, and manage cost-effective, efficient, and safe transportation systems and alternatives to maximize the passenger-carrying capacity of surface transportation facilities.”

The FDOT Transit Office consists of three sections (Transit Planning; Grants Administration; Transit Operations and Safety), each of which has specific areas of responsibility.

Transit Planning

The Transit Planning unit is responsible for statewide transit planning, legislative, and policy analysis, developing and monitoring the implementation of state transit development planning (TDP) rules and guidelines, performance monitoring, transit information systems, transit facilities planning, transit oriented development, technical assistance, and training. Some of the programs and activities implemented and managed by the Transit Planning unit in fulfillment of these responsibilities are:

Development of Florida’s transit strategic plan; preparation of transportation development plan (TDP) policy guidance and training; development and support of the Florida Transit Information System (FTIS), Transit Boardings Estimation and Simulation Tool (TBEST), Florida Transit Planning Network (FTPN), and FDOT’s transit grant management program, TransCIP; integration of transit in intelligent transportation systems (ITS) and travel demand modeling; sponsorship of transit planning and operations research; promotion of transit’s role in enhancing the environment, including air quality, energy and greenhouse gas reduction; and development of transit performance measures and transit capacity and quality of service measures.

Grants Administration and Commuter Assistance

The Grants Administration and Commuter Assistance unit provides financial and technical assistance to Florida’s transit agencies and commuter assistance services. Staff also coordinates with and provides technical assistance to the Commission for the Transportation Disadvantaged. This unit’s responsibilities fall into eight areas: Federal Transit Administration coordination; grant management; financial management; rural transit technical assistance; urban transit technical assistance; innovative finance; commuter assistance; and legislative analysis.

Transit Operations and Safety

The Transit Operations and Safety unit is responsible for developing and implementing transit programs that provide services and technical assistance to support transit operational and maintenance functions and activities. This unit also develops standards and oversees compliance with State and Federal regulations.

Some of the programs administered by the Transit Operations and Safety unit include the Florida Operations Network, the Transit-Research-Inspection-Procurement Services, and the Transit Maintenance Analysis & Resource Center.

Additional information about FDOT transit programs can be found at the following web addresses:

FDOT Transit Office Web page
www.dot.state.fl.us/transit

Florida Transit Planning Network
<http://planfortransit.com>

Florida Transit Forum
<http://cutrlist.eng.usf.edu/read/?forum=ft-forum>

Transit-Research-Inspection-Procurement Services (TRIPS)—The TRIPS program provides Florida’s public transportation providers with the opportunity to purchase vehicles as a consortium. For more information, please visit:
www.tripsflorida.org

Transit Maintenance Analysis and Resource Center (TMAARC)
www.tmaarc.org

Substance Abuse Management
<http://www.dot.state.fl.us/transit/Pages/NewSubstanceAbuseManagement.shtm>

Transit Bus Safety Resource Guide
www3.cutr.usf.edu/bussafety

Transit Safety Programs
www.dot.state.fl.us/transit/pages/transitsafetyprograms.shtm

Commuter Assistance Program
www.commuterservices.com

Transit Boardings Estimation and Simulation Tool (TBEST)
<http://tbest.org/>

Florida Transit Information System (FTIS)—FTIS contains the Integrated National Transit Database Analysis System (INTDAS), Florida Transit Geographic Information Systems (FTGIS), and the Automated Transit Stop Inventory Model (ATSIM)
<http://www.ftis.org/>

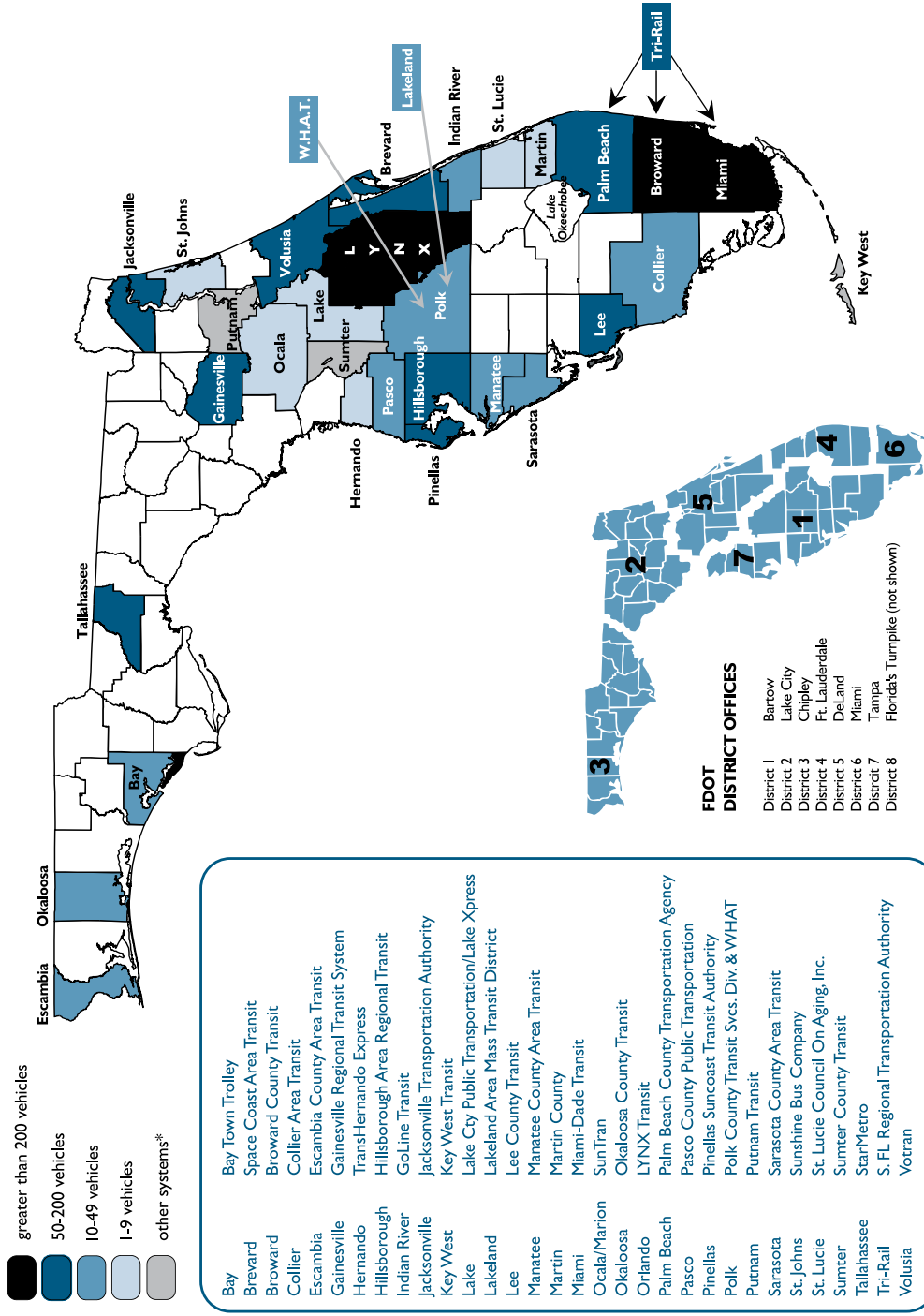
FDOT District Offices of Modal Development (OMD)

The Florida Department of Transportation is decentralized in accordance with legislative mandates. Each of the seven districts is managed by a District Secretary. The districts vary in organizational structure; however, each district, except for the Turnpike, District 8, has an Office of Modal Development (OMD), managed by a District Modal Development Manager. OMD organizational structures also vary from district to district, but each district OMD is responsible for transit, aviation, rail and seaport functions within their districts.

District OMDs coordinate with the FDOT Central Office in policy, planning and technical issues, but they are more involved in the day-to-day administration of FDOT's transit programs at the local level. They work more directly with local governments, transit agencies and Metropolitan Planning Organizations (MPOs) to address transit issues and programs specific to their districts. District OMD staff often represent the FDOT at local transit meetings and serve on local project committees. For information on FDOT transit activities in your district please contact your district PTO at the following addresses and phone numbers:

District	District Address and Phone Number	Transit Agencies
1	801 N. Broadway, Bartow, FL 33830 Phone: (863) 519-2300 1-800-292-3368	Collier Area Transit; Lakeland Area Mass Transit District (Citrus Connection); Lee County Transit (LeeTran); Manatee County Area Transit (MCAT); Sarasota County Area Transit (SCAT); Polk County Transit Services; Winter Haven Area Transit (WHAT)
2	2198 Edison Ave., Jacksonville, FL 32204-2730 Phone: (904) 360-5457, 1-800-207-8236	Jacksonville Transportation Authority (JTA); Regional Transit System (RTS, Gainesville); St. Johns County (Sunshine Bus); Putnam Transit
3	1074 Highway 90 East, Chipley, FL 32428-0607 Phone: (850) 330-1205, 1-888-638-0250	Escambia County Area Transit (ECAT); Okaloosa County (The Wave), Bay County TPO-Bay Town Trolley; City of Tallahassee (StarMetro);
4	3400 W. Commercial Blvd. Ft. Lauderdale, FL 33309 Phone: (954) 777-4110, 1-866-336-8435	Broward County Transit (BCT); Palm Beach County (Palm Tran); St. Lucie Council on Aging; Indian River County; Martin County; South Florida Regional Transportation Authority (Tri-Rail)
5	719 South Woodland Blvd., Deland, FL 32720 Phone: (386) 943-5475, 1-800-780-7102	Central Florida RTA (Lynx); Space Coast Area Transit; Volusia County (Votran); Ocala (Sun Tran); Lake County (LakeXpress); Sumter County Transit
6	1000 NW 111th Ave., Miami, FL 33172 Phone: (305) 470-5349, 1-800-435-2368	Miami-Dade Transit (MDT); South Florida Regional Transportation Authority (Tri-Rail); Key West Transit.
7	11201 N. McKinley Drive, Tampa, FL 33612-6403 Phone: (813) 975-6060, 1-800-226-7220	Hillsborough Area Regional Transit Authority (HART); Pinellas Suncoast Transit Authority (PSTA); Pasco County Public Transportation; TransHernando (THE Bus)

Florida Fixed-Route Systems



* Key West Transit, Putnam Transit and Sumter County Transit are classified as rural systems and do not report to NTD.

Florida's Transit Systems

In 2012, there were 29 urban fixed-route systems operating in Florida that reported to the National Transit Database (NTD). Four of these systems operated some form of fixed guideway mode. The South Florida Regional Transportation Authority provides regional rail service (Tri-Rail) between Palm Beach, Broward, and Miami-Dade Counties. Miami-Dade Transit operates a heavy rail system (Metrorail) and an automated guideway system (Metromover). Jacksonville Transportation Authority operates an automated guideway system (Skyway Express). Hillsborough Area Regional Transit Authority operates a light rail (TECO Line Streetcar) system.

There are three additional fixed-route transit systems in Florida that did not report NTD data in 2012. Key West Transit, Putnam Transit and Sumter County Transit operate fixed routes, but are not classified by the Federal Transit Administration as urban systems and therefore are not required to report to the NTD.

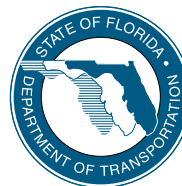
To meet their service objectives, transit agencies across the United States and Florida sometimes find it necessary to contract the operation of portions of their services to private operators. In 2012, 14 of Florida's transit systems, Bay Town Trolley, Broward County Transit, Collier Area Transit, Escambia County, Hernando (TransHernando Express), Jacksonville Transportation Authority, Lake County, Martin County, Miami-Dade Transit, Okaloosa County, Pinellas Suncoast Transit Authority, St. Johns County (Sunshine Bus), the South Florida Regional Transportation Authority, and SunTran in the City of Ocala contracted for all or part of their regular fixed-route motorbus service.

During 2012, Florida's transit agencies ranged in size from the four-vehicle systems in Hernando and Martin Counties to the 1,002-vehicle system operating in Miami-Dade County. The systems included in this edition of the Handbook represent only those that reported to the National Transit Database in 2012. The map on the previous page shows the location and size of the transit agencies included in this edition of the Handbook, and the following pages contain brief profiles of each of the agencies.

Each profile provides contact information and summarizes NTD information. System total data (for bus, rail, and vanpool modes) are shown except where noted. The first profile represents Florida's fixed-route total information. Following the profiles are data summarizing trends from 2011 to 2012 for each system. After the summary tables is a page summarizing all of the system's fare structures as of August 2013. More information on public transit in Florida can be found at the following website: www.dot.state.fl.us/transit.

Charlotte County Transit Division and the Tampa Bay Area Regional Transportation Authority (TBARTA) are required to report vanpool information to NTD; however, neither agency operates a fixed-route system. Please note that Charlotte's and TBARTA's vanpool numbers are included in the Florida totals on page 10, where applicable.

Florida's Transit Systems—2011 and 2012 Statewide Totals



FDOT Public Transit Office
605 Suwannee Street, Mail Station 26, Tallahassee, FL 32399-0450
(850) 414-4500
www.dot.state.fl.us/Transit

In 2012, 29 urban fixed-route transit systems in Florida reported ridership and other data. In addition, four systems operate at least one rail mode. The data shown below and on the following pages represent fixed-route bus, rail services, and vanpool services only (excludes demand-response service) for 2011 and 2012 from the National Transit Database. The data shown below represent closed-out, validated numbers as of September 2013. However, it is possible that some figures may be updated in the subsequent reporting year. Please see pages 8 and 9 of this Handbook for more information on Florida's transit systems.

These totals include vanpool services provided by Charlotte County and TBARTA, except for Route Miles and Average Headway, which exclude all systems' vanpool data. Passenger Trips per Employee FTE excludes purchased transportation data.

General Information

	2011	2012
Service Area Population	14,962,911	15,397,574
Service Area Population Density	1,252.3	1,168.5
Operating Expense	\$1,002,018,371	\$1,013,474,799
Operating Revenue	\$267,998,377	\$288,421,544

Service Supplied

Total Annual Revenue Miles	134,563,445	137,682,541
Total Annual Revenue Hours	9,289,140	9,356,804
Total Revenue Vehicles	3,639	3,768
Peak Vehicles	2,871	2,967
Route Miles	14,446.0	15,051.7

Service Usage

Annual Passenger Trips	260,650,347	270,249,227
Annual Passenger Miles	1,450,407,729	1,534,763,154
Average Trip Length	5.6	5.7

Quality of Service

Average Headway (minutes)	20.84	25.34
Weekday Span of Service (hours)	16.5	16.6

Cost Efficiency

Operating Expense per Revenue Mile	\$7.45	\$7.36
Operating Expense per Revenue Hour	\$107.87	\$108.31
Operating Revenue per Operating Expense	26.75%	28.46%
Passenger Trips per Employee FTE	28,510	30,833

Cost Effectiveness

Operating Expense per Passenger Trip	\$3.84	\$3.75
Operating Expense per Passenger Mile	\$0.69	\$0.66
Operating Expense per Capita	\$66.97	\$65.82
Farebox Recovery Ratio	24.13%	25.86%
Average Fare	\$0.93	\$0.97

Service Effectiveness

Passenger Trips per Revenue Mile	1.94	1.96
Passenger Trips per Revenue Hour	28.06	28.88
Passenger Trips per Capita	17.42	17.55
Revenue Miles Between Safety Incidents	145,474	387,838
Revenue Miles Between Failures	4,665	4,950

Bay Town Trolley

Mr. Greg Meeks, General Manager
 1021 Massalina Drive, Panama City, FL 32401
 (850) 769-0557
www.baytowntrolley.org



Bay Town Trolley provides deviated fixed-route service in the Panama City Urbanized area and Bay Area Transportation provides demand-response service throughout Bay County. The Bay County Transportation Planning Organization (TPO) governs both services, contracting with Santa Ynez Valley Transportation Services, LLC for the operation of the Bay Town Trolley and Tri County Community Council for the operation of Bay Area Transportation. Data representing the Bay Town Trolley's motorbus service for 2011 and 2012 are shown below.

General Information	2011	2012
Service Area Population	105,192	105,192
Service Area Population Density	1,813.7	1,813.7
Operating Expense	\$2,850,940	\$3,063,969
Operating Revenue	\$657,639	\$686,514
Service Supplied		
Total Annual Revenue Miles	623,910	573,714
Total Annual Revenue Hours	40,076	35,105
Total Revenue Vehicles	25	27
Peak Vehicles	15	14
Route Miles	155.0	158.0
Service Usage		
Annual Passenger Trips	776,038	774,384
Annual Passenger Miles	3,870,145	3,861,896
Average Trip Length	5.0	5.0
Quality of Service		
Average Headway (minutes)	39.82	41.43
Weekday Span of Service (hours)	14.5	14.5
Cost Efficiency		
Operating Expense per Revenue Mile	\$4.57	\$5.34
Operating Expense per Revenue Hour	\$71.14	\$87.28
Operating Revenue per Operating Expense	23.07%	22.41%
Passenger Trips per Employee FTE	n/a	n/a
Cost Effectiveness		
Operating Expense per Passenger Trip	\$3.67	\$3.96
Operating Expense per Passenger Mile	\$0.74	\$0.79
Operating Expense per Capita	\$27.10	\$29.13
Farebox Recovery Ratio	17.95%	17.57%
Average Fare	\$0.66	\$0.70
Service Effectiveness		
Passenger Trips per Revenue Mile	1.24	1.35
Passenger Trips per Revenue Hour	19.36	22.06
Passenger Trips per Capita	7.38	7.36
Revenue Miles Between Safety Incidents	n/a	286,857
Revenue Miles Between Failures	7,517	7,083

Broward County Transit (BCT)

Mr. Timothy Garling, Director
One N. University Drive, Suite 3100-A, Plantation, FL 33324
(954) 357-8334
www.broward.org/BCT



Broward County Transit is an agency of Broward County government responsible for operating a fixed-route motorbus service with several routes connecting with Palm Tran (in Palm Beach County), Miami-Dade Transit, and Tri-Rail (commuter rail service). In addition to fixed-route bus service, BCT also partners with many municipalities within the county to provide Community Bus service and offers contracted paratransit service. BCT and Broward Community Bus data for the years 2011 and 2012 are provided below.

	2011	2012
General Information		
Service Area Population	1,748,066	1,780,172
Service Area Population Density	4,263.6	4,341.9
Operating Expense	\$106,485,996	\$103,720,083
Operating Revenue	\$37,047,337	\$37,232,692
Service Supplied		
Total Annual Revenue Miles	15,799,243	15,873,107
Total Annual Revenue Hours	1,153,339	1,153,265
Total Revenue Vehicles	382	399
Peak Vehicles	309	320
Route Miles	1,686.0	1,751.9
Service Usage		
Annual Passenger Trips	38,279,640	40,288,678
Annual Passenger Miles	178,424,470	189,265,491
Average Trip Length	4.7	4.7
Quality of Service		
Average Headway (minutes)	23.90	23.87
Weekday Span of Service (hours)	19.9	19.9
Cost Efficiency		
Operating Expense per Revenue Mile	\$6.74	\$6.53
Operating Expense per Revenue Hour	\$92.33	\$89.94
Operating Revenue per Operating Expense	34.79%	35.90%
Passenger Trips per Employee FTE	38,237	38,837
Cost Effectiveness		
Operating Expense per Passenger Trip	\$2.78	\$2.57
Operating Expense per Passenger Mile	\$0.60	\$0.55
Operating Expense per Capita	\$60.92	\$58.26
Farebox Recovery Ratio	28.78%	32.03%
Average Fare	\$0.80	\$0.82
Service Effectiveness		
Passenger Trips per Revenue Mile	2.42	2.54
Passenger Trips per Revenue Hour	33.19	34.93
Passenger Trips per Capita	21.90	22.63
Revenue Miles Between Safety Incidents	136,200	178,350
Revenue Miles Between Failures	22,379	21,596

Collier Area Transit (CAT)

Ms. Michelle Edwards-Arnold, Director
8300 Radio Road, Naples, FL 34104
(239) 252-7777
www.colliergov.net



Collier Area Transit began operating service in February 2001. The General Manager of CAT reports to the Director of the Alternative Transportation Modes Department of Collier County Transportation, which is governed by the Collier County Board of County Commissioners. CAT provides fixed-route service in Collier County. Demand-response services are provided by Collier Area Paratransit. The data below represent CAT's 2011 and 2012 fixed-route purchased motorbus services.

General Information	2011	2012
Service Area Population	333,032	323,785
Service Area Population Density	220.1	162.1
Operating Expense	\$5,300,989	\$5,779,387
Operating Revenue	\$1,119,201	\$1,195,029
Service Supplied		
Total Annual Revenue Miles	1,225,975	1,231,778
Total Annual Revenue Hours	66,850	67,318
Total Revenue Vehicles	23	23
Peak Vehicles	16	16
Route Miles	378.5	378.5
Service Usage		
Annual Passenger Trips	1,154,702	1,207,866
Annual Passenger Miles	9,699,497	10,146,075
Average Trip Length	8.4	8.4
Quality of Service		
Average Headway (minutes)	77.40	77.57
Weekday Span of Service (hours)	15.5	16.5
Cost Efficiency		
Operating Expense per Revenue Mile	\$4.32	\$4.69
Operating Expense per Revenue Hour	\$79.30	\$85.85
Operating Revenue per Operating Expense	21.11%	20.68%
Passenger Trips per Employee FTE	n/a	n/a
Cost Effectiveness		
Operating Expense per Passenger Trip	\$4.59	\$4.78
Operating Expense per Passenger Mile	\$0.55	\$0.57
Operating Expense per Capita	\$15.92	\$17.85
Farebox Recovery Ratio	21.11%	20.68%
Average Fare	\$0.97	\$0.99
Service Effectiveness		
Passenger Trips per Revenue Mile	0.94	0.98
Passenger Trips per Revenue Hour	17.27	17.94
Passenger Trips per Capita	3.47	3.73
Revenue Miles Between Safety Incidents	111,452	1,231,778
Revenue Miles Between Failures	13,932	15,997

Escambia County Area Transit (ECAT)

Mr. Herold Humphrey, General Manager
1515 West Fairfield Drive, Pensacola, FL 32501
(850) 595-3228
www.goecat.com



Escambia County Area Transit is a department of the county government. A five-member elected Board of County Commissioners governs the department. In addition to providing purchased fixed-route motorbus service, ECAT contracts to provide demand-response transportation services. 2011 and 2012 motorbus data for ECAT are shown below.

	2011	2012
General Information		
Service Area Population	340,067	341,765
Service Area Population Density	1,459.5	1,448.2
Operating Expense	\$7,163,929	\$8,126,624
Operating Revenue	\$1,360,212	\$1,775,037
Service Supplied		
Total Annual Revenue Miles	1,444,028	1,451,900
Total Annual Revenue Hours	105,540	104,760
Total Revenue Vehicles	46	45
Peak Vehicles	32	31
Route Miles	312.0	312.0
Service Usage		
Annual Passenger Trips	1,318,201	1,473,412
Annual Passenger Miles	7,012,829	7,844,630
Average Trip Length	5.3	5.3
Quality of Service		
Average Headway (minutes)	42.76	43.57
Weekday Span of Service (hours)	13.5	14.2
Cost Efficiency		
Operating Expense per Revenue Mile	\$4.96	\$5.60
Operating Expense per Revenue Hour	\$67.88	\$77.57
Operating Revenue per Operating Expense	18.99%	21.84%
Passenger Trips per Employee FTE	14,889	n/a
Cost Effectiveness		
Operating Expense per Passenger Trip	\$5.43	\$5.52
Operating Expense per Passenger Mile	\$1.02	\$1.04
Operating Expense per Capita	\$21.07	\$23.78
Farebox Recovery Ratio	17.98%	21.34%
Average Fare	\$0.98	\$1.18
Service Effectiveness		
Passenger Trips per Revenue Mile	0.91	1.01
Passenger Trips per Revenue Hour	12.49	14.06
Passenger Trips per Capita	3.88	4.31
Revenue Miles Between Safety Incidents	n/a	1,451,900
Revenue Miles Between Failures	8,595	10,755

Gainesville Regional Transit System

Mr. Jesus Gomez, Director
 100 S.E. 10th Avenue, Gainesville, FL 32627
 (352) 334-2600
www.go-rt.com



The Regional Transit System (RTS) is a department of the City of Gainesville. An elected seven-member Commission governs the RTS. The Commission receives input from an advisory board comprised of citizens from the community. The RTS serves the City of Gainesville and parts of Alachua County with fixed-route motorbus service and contracts to provide demand-response transportation services throughout the City of Gainesville and up to three-quarters of a mile beyond its fixed-route network. The data shown below represent fixed-route motorbus data for RTS in 2011 and 2012.

General Information	2011	2012
Service Area Population	187,781	160,000
Service Area Population Density	2,470.8	2,105.3
Operating Expense	\$18,796,130	\$20,684,101
Operating Revenue	\$11,718,973	\$17,686,401
Service Supplied		
Total Annual Revenue Miles	3,138,234	3,297,766
Total Annual Revenue Hours	272,364	288,112
Total Revenue Vehicles	106	116
Peak Vehicles	93	97
Route Miles	212.8	231.7
Service Usage		
Annual Passenger Trips	9,964,034	10,652,169
Annual Passenger Miles	24,411,883	26,097,814
Average Trip Length	2.4	2.4
Quality of Service		
Average Headway (minutes)	11.92	12.52
Weekday Span of Service (hours)	21.2	21.1
Cost Efficiency		
Operating Expense per Revenue Mile	\$5.99	\$6.27
Operating Expense per Revenue Hour	\$69.01	\$71.79
Operating Revenue per Operating Expense	62.35%	85.51%
Passenger Trips per Employee FTE	41,486	43,246
Cost Effectiveness		
Operating Expense per Passenger Trip	\$1.89	\$1.94
Operating Expense per Passenger Mile	\$0.77	\$0.79
Operating Expense per Capita	\$100.10	\$129.28
Farebox Recovery Ratio	59.41%	60.27%
Average Fare	\$1.12	\$1.17
Service Effectiveness		
Passenger Trips per Revenue Mile	3.18	3.23
Passenger Trips per Revenue Hour	36.58	36.97
Passenger Trips per Capita	53.06	66.58
Revenue Miles Between Safety Incidents	784,559	824,442
Revenue Miles Between Failures	6,353	7,280

Hernando (TransHernando Express)

Ms. Vera Matthews, General Manager
1525 East Jefferson Avenue, Brooksville, FL 34601
(352) 754-4444

www.hernanobus.com



The County contracts with Trans-Hernando, a division of Mid Florida Community Services, Inc., to operate THE Bus, Hernando County's fixed-route transportation service. Trans-Hernando reports to the Metropolitan Planning Organization and a five-member Board of County Commissioners. The transit system provides fixed-route transit service to the city of Brooksville and Spring Hill, with a shuttle connecting the two areas. Trans-Hernando Para-Transit also provides demand-response service throughout Hernando County. 2011 and 2012 data representing THE Bus's fixed-route motorbus service are shown below. The County received a reporting waiver from FTA in 2012 and did not report passenger miles. Passenger miles for 2012 were estimating using average trip length from 2011 and passenger trips from 2012.

General Information	2011	2012
Service Area Population	173,234	86,848
Service Area Population Density	362.4	1,378.5
Operating Expense	\$809,621	\$761,406
Operating Revenue	\$60,497	\$63,332
Service Supplied		
Total Annual Revenue Miles	150,351	168,248
Total Annual Revenue Hours	8,656	9,604
Total Revenue Vehicles	5	5
Peak Vehicles	3	4
Route Miles	60.2	60.2
Service Usage		
Annual Passenger Trips	70,644	72,406
Annual Passenger Miles	444,468	456,158
Average Trip Length	6.3	6.3
Quality of Service		
Average Headway (minutes)	69.32	51.55
Weekday Span of Service (hours)	12.5	12.5
Cost Efficiency		
Operating Expense per Revenue Mile	\$5.38	\$4.53
Operating Expense per Revenue Hour	\$93.53	\$79.28
Operating Revenue per Operating Expense	7.47%	8.32%
Passenger Trips per Employee FTE	n/a	n/a
Cost Effectiveness		
Operating Expense per Passenger Trip	\$11.46	\$10.52
Operating Expense per Passenger Mile	\$1.82	\$1.67
Operating Expense per Capita	\$4.67	\$8.77
Farebox Recovery Ratio	6.48%	6.78%
Average Fare	\$0.74	\$0.71
Service Effectiveness		
Passenger Trips per Revenue Mile	0.47	0.43
Passenger Trips per Revenue Hour	8.16	7.54
Passenger Trips per Capita	0.41	0.83
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	n/a	n/a

Hillsborough Area Regional Transit Authority (HART)

Mr. Phillip Hale, Chief Executive Officer
 1201 E. 7th Avenue, Tampa, FL 33605
 (813) 623-5835
www.gohart.org



The Hillsborough Area Regional Transit Authority (HART) operates motor bus service, as well as a streetcar connecting downtown with the Ybor City Historic District. Paratransit service is provided for the City of Tampa, the City of Temple Terrace, and unincorporated Hillsborough County. The authority is governed by a Board of Directors comprised of twelve representatives appointed by the governing bodies of its members and the Governor of the State of Florida. 2011 and 2012 data for HART's fixed-route services are shown below.

	2011	2012
General Information		
Service Area Population	822,404	822,404
Service Area Population Density	3,384.4	3,384.4
Operating Expense	\$59,762,580	\$56,703,234
Operating Revenue	\$14,254,048	\$14,955,896
Service Supplied		
Total Annual Revenue Miles	7,737,547	7,545,237
Total Annual Revenue Hours	615,337	598,785
Total Revenue Vehicles	218	218
Peak Vehicles	161	156
Route Miles	988.0	984.9
Service Usage		
Annual Passenger Trips	14,994,081	14,620,857
Annual Passenger Miles	74,480,497	73,540,467
Average Trip Length	5.0	5.0
Quality of Service		
Average Headway (minutes)	29.28	30.06
Weekday Span of Service (hours)	20.7	21.3
Cost Efficiency		
Operating Expense per Revenue Mile	\$7.72	\$7.52
Operating Expense per Revenue Hour	\$97.12	\$94.70
Operating Revenue per Operating Expense	23.85%	26.38%
Passenger Trips per Employee FTE	25,597	24,859
Cost Effectiveness		
Operating Expense per Passenger Trip	\$3.99	\$3.88
Operating Expense per Passenger Mile	\$0.80	\$0.77
Operating Expense per Capita	\$72.67	\$68.95
Farebox Recovery Ratio	21.85%	24.34%
Average Fare	\$0.87	\$0.94
Service Effectiveness		
Passenger Trips per Revenue Mile	1.94	1.94
Passenger Trips per Revenue Hour	24.37	24.42
Passenger Trips per Capita	18.23	17.78
Revenue Miles Between Safety Incidents	104,561	179,649
Revenue Miles Between Failures	3,853	4,745

Indian River (GoLine)

Ms. Karen Deigl, Chief Executive Officer
694 14th Street, Vero Beach, FL 32960
(772) 569-0903
www.GoLineIRT.com



Senior Resource Association operates as the Transit Element of Indian River County, in a quasi-governmental status under the five-member elected Board of County Commissioners. It is governed by a volunteer Board of Directors. GoLine serves the rural and urbanized portions of Indian River County. The system provides point deviation motorbus services, and demand-response van, wheelchair, and stretcher services. The data shown below represent 2011 and 2012 motorbus services.

	2011	2012
General Information		
Service Area Population	114,380	143,696
Service Area Population Density	653.6	665.3
Operating Expense	\$1,830,420	\$2,074,312
Operating Revenue	\$121,171	\$71,353
Service Supplied		
Total Annual Revenue Miles	732,894	784,926
Total Annual Revenue Hours	45,190	40,885
Total Revenue Vehicles	21	19
Peak Vehicles	14	15
Route Miles	269.0	277.0
Service Usage		
Annual Passenger Trips	895,462	1,063,465
Annual Passenger Miles	3,945,402	5,051,459
Average Trip Length	4.4	4.8
Quality of Service		
Average Headway (minutes)	71.08	57.71
Weekday Span of Service (hours)	10.0	10.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$2.50	\$2.64
Operating Expense per Revenue Hour	\$40.50	\$50.74
Operating Revenue per Operating Expense	6.62%	3.44%
Passenger Trips per Employee FTE	27,147	31,137
Cost Effectiveness		
Operating Expense per Passenger Trip	\$2.04	\$1.95
Operating Expense per Passenger Mile	\$0.46	\$0.41
Operating Expense per Capita	\$16.00	\$14.44
Farebox Recovery Ratio	n/a	n/a
Average Fare	\$0.00	\$0.00
Service Effectiveness		
Passenger Trips per Revenue Mile	1.22	1.35
Passenger Trips per Revenue Hour	19.82	26.01
Passenger Trips per Capita	7.83	7.40
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	17,450	112,132

Jacksonville Transportation Authority (JTA)

Mr. Nathaniel Ford, Chief Executive Officer
 100 N. Myrtle Avenue, Jacksonville, FL 32204
 (904) 630-3181
www.jtafla.com



Jacksonville Transportation Authority is an independent authority that is governed by a seven-member, appointed Board of Directors. The Jacksonville system provides its services within Duval County and northern Clay County (Orange Park). JTA transportation services include fixed-route motorbus, automated guideway (Skyway Express), and demand-response. The data below represent JTA's 2011 and 2012 fixed-route services (motorbus and automated guideway).

General Information	2011	2012
Service Area Population	874,673	838,815
Service Area Population Density	3,157.7	1,893.5
Operating Expense	\$64,121,993	\$68,952,345
Operating Revenue	\$10,681,139	\$12,858,024
Service Supplied		
Total Annual Revenue Miles	9,162,689	9,018,194
Total Annual Revenue Hours	622,301	618,874
Total Revenue Vehicles	190	184
Peak Vehicles	157	145
Route Miles	948.2	977.7
Service Usage		
Annual Passenger Trips	12,255,414	12,318,052
Annual Passenger Miles	69,837,248	70,826,923
Average Trip Length	5.7	5.7
Quality of Service		
Average Headway (minutes)	24.61	27.76
Weekday Span of Service (hours)	21.8	21.6
Cost Efficiency		
Operating Expense per Revenue Mile	\$7.00	\$7.65
Operating Expense per Revenue Hour	\$103.04	\$111.42
Operating Revenue per Operating Expense	16.66%	18.65%
Passenger Trips per Employee FTE	19,709	19,114
Cost Effectiveness		
Operating Expense per Passenger Trip	\$5.23	\$5.60
Operating Expense per Passenger Mile	\$0.92	\$0.97
Operating Expense per Capita	\$73.31	\$82.20
Farebox Recovery Ratio	14.83%	16.93%
Average Fare	\$0.78	\$0.95
Service Effectiveness		
Passenger Trips per Revenue Mile	1.34	1.37
Passenger Trips per Revenue Hour	19.69	19.90
Passenger Trips per Capita	14.01	14.69
Revenue Miles Between Safety Incidents	218,159	501,011
Revenue Miles Between Failures	8,922	12,056

Lake County Public Transportation (LakeXpress)

Mr. Kenneth Harley, General Manager
 2440 U.S. Highway 441/27, Fruitland Park, FL 34731
 (352) 323-5733
www.ridelakexpress.com



LakeXpress is a newer Florida transit agency under the Lake County Board of County Commissioners. The County contracts with MV Transportation to operate the service. Services provided include fixed-route LakeXpress and the Lake County Connection for demand-response service. LakeXpress was started in May 2007 and the County has served as the Community Transportation Coordinator since 2001. Data for 2011 and 2012 are shown below.

General Information	2011	2012
Service Area Population	97,497	97,497
Service Area Population Density	1,373.2	1,373.2
Operating Expense	\$1,692,299	\$1,790,832
Operating Revenue	\$210,839	\$183,229
Service Supplied		
Total Annual Revenue Miles	396,443	408,064
Total Annual Revenue Hours	23,245	23,147
Total Revenue Vehicles	12	13
Peak Vehicles	7	7
Route Miles	148.7	143.1
Service Usage		
Annual Passenger Trips	257,721	296,969
Annual Passenger Miles	1,784,837	2,117,389
Average Trip Length	6.9	7.1
Quality of Service		
Average Headway (minutes)	74.73	69.58
Weekday Span of Service (hours)	12.3	13.8
Cost Efficiency		
Operating Expense per Revenue Mile	\$4.27	\$4.39
Operating Expense per Revenue Hour	\$72.80	\$77.37
Operating Revenue per Operating Expense	12.46%	10.23%
Passenger Trips per Employee FTE	n/a	n/a
Cost Effectiveness		
Operating Expense per Passenger Trip	\$6.57	\$6.03
Operating Expense per Passenger Mile	\$0.95	\$0.85
Operating Expense per Capita	\$17.36	\$18.37
Farebox Recovery Ratio	7.34%	9.16%
Average Fare	\$0.48	\$0.55
Service Effectiveness		
Passenger Trips per Revenue Mile	0.65	0.73
Passenger Trips per Revenue Hour	11.09	12.83
Passenger Trips per Capita	2.64	3.05
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	5,357	4,916

Lakeland Area Mass Transit District (Citrus Connection)

Mr. Tom Phillips, Executive Director
 1212 George Jenkins Blvd., Lakeland, FL 33815
 (863) 688-7433
www.ridecitrus.com



Lakeland Area Mass Transit District is an independent district governed by a five-member Board of Directors. The District serves the greater Lakeland area via fixed-route motorbus services (Citrus Connection) and demand-response services. The data below represent 2011 and 2012 motorbus data.

	2011	2012
General Information		
Service Area Population	110,000	110,000
Service Area Population Density	1,428.6	1,428.6
Operating Expense	\$7,395,165	\$6,849,656
Operating Revenue	\$1,295,410	\$1,303,456
Service Supplied		
Total Annual Revenue Miles	1,190,542	987,379
Total Annual Revenue Hours	75,529	69,553
Total Revenue Vehicles	38	31
Peak Vehicles	23	22
Route Miles	245.7	245.9
Service Usage		
Annual Passenger Trips	1,453,470	1,104,769
Annual Passenger Miles	7,579,856	5,760,849
Average Trip Length	5.2	5.2
Quality of Service		
Average Headway (minutes)	40.66	47.24
Weekday Span of Service (hours)	13.9	13.9
Cost Efficiency		
Operating Expense per Revenue Mile	\$6.21	\$6.94
Operating Expense per Revenue Hour	\$97.91	\$98.48
Operating Revenue per Operating Expense	17.52%	19.03%
Passenger Trips per Employee FTE	17,139	14,176
Cost Effectiveness		
Operating Expense per Passenger Trip	\$5.09	\$6.20
Operating Expense per Passenger Mile	\$0.98	\$1.19
Operating Expense per Capita	\$67.23	\$62.27
Farebox Recovery Ratio	16.35%	17.72%
Average Fare	\$0.83	\$1.10
Service Effectiveness		
Passenger Trips per Revenue Mile	1.22	1.12
Passenger Trips per Revenue Hour	19.24	15.88
Passenger Trips per Capita	13.21	10.04
Revenue Miles Between Safety Incidents	396,847	n/a
Revenue Miles Between Failures	3,481	785

Lee County Transit (LeeTran)

Mr. Steve Myers, Transit Director
6035 Landing View Road, Fort Myers, FL 33907
(239) 533-8726
www.rideleetrans.com



Lee County Transit is an independent division of the Lee County Government. The Lee County Board of County Commissioners, a five-member public policy body, governs the division. LeeTran provides public transportation services to Lee County via fixed-route motorbus services and contracted demand-response services. In addition, LeeTran contractually provides vanpool service. LeeTran's fixed-route motorbus and vanpool data for 2011 and 2012 are shown below.

General Information	2011	2012
Service Area Population	443,696	459,381
Service Area Population Density	3,666.9	3,533.7
Operating Expense	\$15,306,795	\$15,472,193
Operating Revenue	\$3,239,703	\$3,470,019
Service Supplied		
Total Annual Revenue Miles	3,217,595	3,208,371
Total Annual Revenue Hours	183,827	187,975
Total Revenue Vehicles	63	71
Peak Vehicles	51	57
Route Miles	412.1	545.0
Service Usage		
Annual Passenger Trips	3,242,379	3,793,542
Annual Passenger Miles	19,070,332	22,434,416
Average Trip Length	5.9	5.9
Quality of Service		
Average Headway (minutes)	32.00	41.65
Weekday Span of Service (hours)	17.0	17.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$4.76	\$4.82
Operating Expense per Revenue Hour	\$83.27	\$82.31
Operating Revenue per Operating Expense	21.17%	22.43%
Passenger Trips per Employee FTE	19,666	22,505
Cost Effectiveness		
Operating Expense per Passenger Trip	\$4.72	\$4.08
Operating Expense per Passenger Mile	\$0.80	\$0.69
Operating Expense per Capita	\$34.50	\$33.68
Farebox Recovery Ratio	15.68%	18.36%
Average Fare	\$0.74	\$0.75
Service Effectiveness		
Passenger Trips per Revenue Mile	1.01	1.18
Passenger Trips per Revenue Hour	17.64	20.18
Passenger Trips per Capita	7.31	8.26
Revenue Miles Between Safety Incidents	341,169	320,837
Revenue Miles Between Failures	15,249	14,072



Mr. John Lewis, Jr., Chief Executive Officer
 455 North Garland Avenue, Orlando, FL 32801
 (407) 841-5969
www.golynx.com

LYNX is an independent authority that is governed by a Board of Directors. The authority provides service to Orange County (including Orlando, Winter Park, Maitland, and others), Seminole County (including Altamonte Springs, Casselberry, and Sanford), and Osceola County (including Kissimmee and St. Cloud). LYNX provides fixed-route motorbus service, paratransit service, transportation-disadvantaged coordination, a five-county regional ride-sharing assistance program, and vanpool service. 2012 is the first year that the LYNX Lymmo service was reported as bus rapid transit (RB) instead of motorbus (MB) in the NTD. 2011 and 2012 fixed-route motorbus and vanpool data for LYNX are provided below.

General Information	2011	2012
Service Area Population	1,837,359	1,837,359
Service Area Population Density	723.9	723.9
Operating Expense	\$84,987,697	\$86,274,125
Operating Revenue	\$28,936,346	\$29,932,149
Service Supplied		
Total Annual Revenue Miles	15,985,926	16,740,807
Total Annual Revenue Hours	1,060,529	1,076,729
Total Revenue Vehicles	345	344
Peak Vehicles	295	302
Route Miles	1,382.0	1,296.1
Service Usage		
Annual Passenger Trips	27,202,017	28,384,884
Annual Passenger Miles	147,052,861	154,519,688
Average Trip Length	5.4	5.4
Quality of Service		
Average Headway (minutes)	18.65	21.56
Weekday Span of Service (hours)	23.0	23.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$5.32	\$5.15
Operating Expense per Revenue Hour	\$80.14	\$80.13
Operating Revenue per Operating Expense	34.05%	34.69%
Passenger Trips per Employee FTE	29,745	30,477
Cost Effectiveness		
Operating Expense per Passenger Trip	\$3.12	\$3.04
Operating Expense per Passenger Mile	\$0.58	\$0.56
Operating Expense per Capita	\$46.26	\$46.96
Farebox Recovery Ratio	29.31%	31.62%
Average Fare	\$0.92	\$0.96
Service Effectiveness		
Passenger Trips per Revenue Mile	1.70	1.70
Passenger Trips per Revenue Hour	25.65	26.36
Passenger Trips per Capita	14.80	15.45
Revenue Miles Between Safety Incidents	146,660	249,863
Revenue Miles Between Failures	15,167	17,135

Manatee County Area Transit (MCAT)

Mr. William Steele, Transit Division Manager
1108 26th Avenue East, Bradenton, FL 34208
(941) 747-8621
www.mymanatee.org



Manatee County Area Transit is a division within the Community Services Department of Manatee County. The Board of County Commissioners governs the division. MCAT provides service to the urbanized parts of Manatee County via fixed-route motorbus services and demand-response services. 2011 and 2012 data for MCAT's fixed-route motorbus services are provided on this page.

	2011	2012
General Information		
Service Area Population	103,000	322,833
Service Area Population Density	1,144.4	434.5
Operating Expense	\$6,436,798	\$6,403,900
Operating Revenue	\$1,131,784	\$994,911
Service Supplied		
Total Annual Revenue Miles	1,328,020	1,263,676
Total Annual Revenue Hours	82,830	86,926
Total Revenue Vehicles	33	30
Peak Vehicles	19	19
Route Miles	252.0	235.0
Service Usage		
Annual Passenger Trips	1,523,361	1,767,086
Annual Passenger Miles	7,266,456	7,863,533
Average Trip Length	4.8	4.5
Quality of Service		
Average Headway (minutes)	49.63	51.05
Weekday Span of Service (hours)	16.9	16.8
Cost Efficiency		
Operating Expense per Revenue Mile	\$4.85	\$5.07
Operating Expense per Revenue Hour	\$77.71	\$73.67
Operating Revenue per Operating Expense	17.58%	15.54%
Passenger Trips per Employee FTE	26,089	28,469
Cost Effectiveness		
Operating Expense per Passenger Trip	\$4.23	\$3.62
Operating Expense per Passenger Mile	\$0.89	\$0.81
Operating Expense per Capita	\$62.49	\$19.84
Farebox Recovery Ratio	12.84%	13.93%
Average Fare	\$0.54	\$0.50
Service Effectiveness		
Passenger Trips per Revenue Mile	1.15	1.40
Passenger Trips per Revenue Hour	18.39	20.33
Passenger Trips per Capita	14.79	5.47
Revenue Miles Between Safety Incidents	664,010	631,838
Revenue Miles Between Failures	2,075	2,898

Martin County

Ms. Claudette Mahan, Transit Manager
2401 SE Monterey Road, Stuart, FL 34996
(772) 463-2860
www.martin.fl.us



Martin County purchases operator services and has hired MV Contract Transportation to provide fixed-route, deviated fixed-route, shared ride ADA and general paratransit services. 2011 and 2012 motorbus data are displayed below. It should be noted that Martin County's 2011 data have been updated from the previous Florida Transit Handbook produced in 2012.

	2011	2012
General Information		
Service Area Population	146,000	146,000
Service Area Population Density	262.6	262.6
Operating Expense	\$514,544	\$523,011
Operating Revenue	\$96,885	\$0
Service Supplied		
Total Annual Revenue Miles	150,449	130,122
Total Annual Revenue Hours	9,999	11,123
Total Revenue Vehicles	7	5
Peak Vehicles	4	4
Route Miles	48.0	48.0
Service Usage		
Annual Passenger Trips	31,350	67,173
Annual Passenger Miles	136,540	244,856
Average Trip Length	4.4	3.6
Quality of Service		
Average Headway (minutes)	47.85	61.55
Weekday Span of Service (hours)	11.0	11.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$3.42	\$4.02
Operating Expense per Revenue Hour	\$51.46	\$47.02
Operating Revenue per Operating Expense	18.83%	0.00%
Passenger Trips per Employee FTE	n/a	n/a
Cost Effectiveness		
Operating Expense per Passenger Trip	\$16.41	\$7.79
Operating Expense per Passenger Mile	\$3.77	\$2.14
Operating Expense per Capita	\$3.52	\$3.58
Farebox Recovery Ratio	1.34%	0.00%
Average Fare	\$0.22	\$0.00
Service Effectiveness		
Passenger Trips per Revenue Mile	0.21	0.52
Passenger Trips per Revenue Hour	3.14	6.04
Passenger Trips per Capita	0.21	0.46
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	7,164	32,531

Miami-Dade Transit (MDT)

Mr. Ysela Llord, Director
 Overtown Transit Village
 701 NW 1st Court, Suite 1700, Miami, FL 33136
 (786) 469-5675
www.miamidade.gov/transit



Miami-Dade Transit is the largest transit agency in Florida, operating throughout Miami-Dade County, southern Broward County, and northern Monroe County. MDT is governed by Miami-Dade County, and is responsible for the management, construction, and operation of its services and facilities. Passengers have access to Metrobus, Metrorail (a 22-station heavy rail system), and Metromover (an automated people-mover system that serves the downtown Miami, Brickell and Omni areas). Paratransit is available through MDT's Special Transportation Service. Vanpool service is provided by Miami Lakes-vRide, Inc. The data shown below represent all of MDT's fixed-route services and area vanpool services (excludes paratransit operations) for 2011 and 2012.

General Information	2011	2012
Service Area Population	2,496,435	2,496,435
Service Area Population Density	8,158.3	8,158.3
Operating Expense	\$409,976,850	\$406,731,116
Operating Revenue	\$110,518,110	\$115,374,600
Service Supplied		
Total Annual Revenue Miles	39,801,845	39,872,961
Total Annual Revenue Hours	2,903,806	2,879,411
Total Revenue Vehicles	1,259	1,239
Peak Vehicles	1,022	1,002
Route Miles	1,944.9	1,981.5
Service Usage		
Annual Passenger Trips	103,615,711	106,215,326
Annual Passenger Miles	569,310,730	607,683,451
Average Trip Length	5.5	5.7
Quality of Service		
Average Headway (minutes)	8.33	10.87
Weekday Span of Service (hours)	24.0	24.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$10.30	\$10.20
Operating Expense per Revenue Hour	\$141.19	\$141.25
Operating Revenue per Operating Expense	26.96%	28.37%
Passenger Trips per Employee FTE	29,316	34,903
Cost Effectiveness		
Operating Expense per Passenger Trip	\$3.96	\$3.83
Operating Expense per Passenger Mile	\$0.72	\$0.67
Operating Expense per Capita	\$164.22	\$162.92
Farebox Recovery Ratio	25.05%	26.42%
Average Fare	\$0.99	\$1.01
Service Effectiveness		
Passenger Trips per Revenue Mile	2.60	2.66
Passenger Trips per Revenue Hour	35.68	36.89
Passenger Trips per Capita	41.51	42.55
Revenue Miles Between Safety Incidents	109,647	1,077,648
Revenue Miles Between Failures	2,216	2,350

Okaloosa County (The Wave)

Mr. Barry Peterson, Program Manager
600 Transit Way, Fort Walton Beach, FL 32547
(850) 833-9168
www.rideoct.org



The Okaloosa County Board of County Commissioners contracts to operate The Wave, a fixed-route bus system providing service in Fort Walton Beach and Crestview that began operating in 2001. In addition, demand-response services are provided (Okaloosa County Transit). 2011 and 2012 data representing The Wave's fixed-route motorbus service are presented below.

	2011	2012
General Information		
Service Area Population	170,498	180,822
Service Area Population Density	852.5	904.1
Operating Expense	\$1,132,295	\$1,180,905
Operating Revenue	\$137,302	\$137,206
Service Supplied		
Total Annual Revenue Miles	410,296	432,692
Total Annual Revenue Hours	35,088	35,361
Total Revenue Vehicles	17	18
Peak Vehicles	14	14
Route Miles	167.6	203.0
Service Usage		
Annual Passenger Trips	175,595	179,921
Annual Passenger Miles	742,767	761,066
Average Trip Length	4.2	4.2
Quality of Service		
Average Headway (minutes)	61.43	71.10
Weekday Span of Service (hours)	13.0	13.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$2.76	\$2.73
Operating Expense per Revenue Hour	\$32.27	\$33.40
Operating Revenue per Operating Expense	12.13%	11.62%
Passenger Trips per Employee FTE	n/a	n/a
Cost Effectiveness		
Operating Expense per Passenger Trip	\$6.45	\$6.56
Operating Expense per Passenger Mile	\$1.52	\$1.55
Operating Expense per Capita	\$6.64	\$6.53
Farebox Recovery Ratio	9.98%	10.20%
Average Fare	\$0.64	\$0.67
Service Effectiveness		
Passenger Trips per Revenue Mile	0.43	0.42
Passenger Trips per Revenue Hour	5.00	5.09
Passenger Trips per Capita	1.03	1.00
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	41,030	28,846

Palm Beach County Transportation Agency (Palm Tran)

Mr. Charles D. Cohen, Executive Director
 3201 Electronics Way, West Palm Beach, FL 33407
 (561) 841-4200
www.pbcgov.com/palmtran



Palm Tran is a not-for-profit corporation owned by Palm Beach County that is governed by the seven-member Board of County Commissioners. The corporation provides transit services throughout Palm Beach County. Palm Tran operates fixed-route motorbus services and feeder bus services to the Tri-Rail system. In addition, Palm Tran offers route deviation through the LINK and demand-response services through its paratransit operation, Palm Tran CONNECTION. 2011 and 2012 motorbus data for Palm Tran are provided below.

	2011	2012
General Information		
Service Area Population	1,268,782	1,268,782
Service Area Population Density	3,476.1	3,476.1
Operating Expense	\$48,853,682	\$49,397,584
Operating Revenue	\$8,727,796	\$9,703,243
Service Supplied		
Total Annual Revenue Miles	6,974,987	7,181,914
Total Annual Revenue Hours	404,415	414,116
Total Revenue Vehicles	160	160
Peak Vehicles	123	126
Route Miles	1,185.6	1,251.6
Service Usage		
Annual Passenger Trips	11,143,922	11,579,046
Annual Passenger Miles	63,044,329	66,544,780
Average Trip Length	5.7	5.7
Quality of Service		
Average Headway (minutes)	33.53	34.37
Weekday Span of Service (hours)	17.8	17.8
Cost Efficiency		
Operating Expense per Revenue Mile	\$7.00	\$6.88
Operating Expense per Revenue Hour	\$120.80	\$119.28
Operating Revenue per Operating Expense	17.87%	19.64%
Passenger Trips per Employee FTE	26,805	27,166
Cost Effectiveness		
Operating Expense per Passenger Trip	\$4.38	\$4.27
Operating Expense per Passenger Mile	\$0.77	\$0.74
Operating Expense per Capita	\$38.50	\$38.93
Farebox Recovery Ratio	15.96%	18.19%
Average Fare	\$0.70	\$0.78
Service Effectiveness		
Passenger Trips per Revenue Mile	1.60	1.61
Passenger Trips per Revenue Hour	27.56	27.96
Passenger Trips per Capita	8.78	9.13
Revenue Miles Between Safety Incidents	211,363	247,652
Revenue Miles Between Failures	7,565	7,497

Pasco County Public Transportation (PCPT)

Mr. Michael Carroll, Public Transportation Manager
8620 Galen Wilson Boulevard, Port Richey, FL 34668
(727) 834-3322
www.ridepcpt.com



Pasco County Public Transportation is a division of Pasco County Government, governed by the five-member Pasco County Commission. Fixed-route bus service is provided in urbanized West Pasco County and the municipalities of East Pasco County. Demand-response (advance reservation) service is available throughout Pasco County. The data provided below represent PCPT's fixed-route motorbus data for 2011 and 2012.

	2011	2012
General Information		
Service Area Population	464,697	464,697
Service Area Population Density	623.8	623.8
Operating Expense	\$4,097,123	\$4,284,245
Operating Revenue	\$947,437	\$1,099,739
Service Supplied		
Total Annual Revenue Miles	1,094,528	1,210,382
Total Annual Revenue Hours	64,657	68,728
Total Revenue Vehicles	34	35
Peak Vehicles	16	18
Route Miles	259.0	362.0
Service Usage		
Annual Passenger Trips	845,177	956,591
Annual Passenger Miles	5,914,595	6,926,827
Average Trip Length	7.0	7.2
Quality of Service		
Average Headway (minutes)	57.37	68.52
Weekday Span of Service (hours)	15.4	15.6
Cost Efficiency		
Operating Expense per Revenue Mile	\$3.74	\$3.54
Operating Expense per Revenue Hour	\$63.37	\$62.34
Operating Revenue per Operating Expense	23.12%	25.67%
Passenger Trips per Employee FTE	17,639	19,415
Cost Effectiveness		
Operating Expense per Passenger Trip	\$4.85	\$4.48
Operating Expense per Passenger Mile	\$0.69	\$0.62
Operating Expense per Capita	\$8.82	\$9.22
Farebox Recovery Ratio	23.12%	25.67%
Average Fare	\$1.12	\$1.15
Service Effectiveness		
Passenger Trips per Revenue Mile	0.77	0.79
Passenger Trips per Revenue Hour	13.07	13.92
Passenger Trips per Capita	1.82	2.06
Revenue Miles Between Safety Incidents	218,906	151,298
Revenue Miles Between Failures	5,021	10,345

Pinellas Suncoast Transit Authority (PSTA)

Mr. Brad Miller, Executive Director
3201 Scherer Drive, St. Petersburg, FL 33716
(727) 540-1800
www.psta.net



The Pinellas Suncoast Transit Authority (PSTA) is the public transit provider for Pinellas County. In addition, two express routes travel between Pinellas County and Tampa, located in neighboring Hillsborough County. PSTA is an independent agency governed by an eleven-member Board of Directors comprised of elected officials and private citizen appointees. PSTA provides fixed-route motorbus service and demand-response service. PSTA's fixed-route motorbus data for 2011 and 2012 are shown below.

	2011	2012
General Information		
Service Area Population	922,616	922,616
Service Area Population Density	3,796.8	3,796.8
Operating Expense	\$50,648,033	\$51,306,670
Operating Revenue	\$13,727,691	\$15,391,915
Service Supplied		
Total Annual Revenue Miles	8,796,952	8,877,809
Total Annual Revenue Hours	614,318	620,760
Total Revenue Vehicles	210	205
Peak Vehicles	170	170
Route Miles	956.9	969.9
Service Usage		
Annual Passenger Trips	12,798,221	13,713,027
Annual Passenger Miles	71,534,182	71,071,522
Average Trip Length	5.6	5.2
Quality of Service		
Average Headway (minutes)	23.58	23.94
Weekday Span of Service (hours)	21.0	21.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$5.76	\$5.78
Operating Expense per Revenue Hour	\$82.45	\$82.65
Operating Revenue per Operating Expense	27.10%	30.00%
Passenger Trips per Employee FTE	24,179	24,955
Cost Effectiveness		
Operating Expense per Passenger Trip	\$3.96	\$3.74
Operating Expense per Passenger Mile	\$0.71	\$0.72
Operating Expense per Capita	\$54.90	\$55.61
Farebox Recovery Ratio	25.34%	28.08%
Average Fare	\$1.00	\$1.05
Service Effectiveness		
Passenger Trips per Revenue Mile	1.45	1.54
Passenger Trips per Revenue Hour	20.83	22.09
Passenger Trips per Capita	13.87	14.86
Revenue Miles Between Safety Incidents	141,886	306,131
Revenue Miles Between Failures	6,182	5,470

**Polk County Transit Services Division/
Winter Haven Area Transit**

Mr. Paul Simmons, Director
1290 Golfview Avenue, Building F, Bartow, FL 33830
(863) 534-5500
www.polk-county.net



Winter Haven Area Transit (WHAT) began operating in 1999 with Polk County Transit Services as the Administrative Agent and Project Manager. Polk County Transit Services operates two fixed-routes and also contracts with Citrus Connection (Lakeland) to jointly provide fixed-route motorbus services in the City of Winter Haven. The WHAT system is governed by a Policy Board. Demand-response services are also provided. 2011 and 2012 motorbus data for Polk County and WHAT are presented below.

General Information	2011	2012
Service Area Population	153,924	153,924
Service Area Population Density	3,206.8	3,206.8
Operating Expense	\$2,914,488	\$2,665,590
Operating Revenue	\$282,399	\$344,502
Service Supplied		
Total Annual Revenue Miles	731,064	674,440
Total Annual Revenue Hours	34,103	32,614
Total Revenue Vehicles	13	16
Peak Vehicles	11	11
Route Miles	233.2	317.7
Service Usage		
Annual Passenger Trips	536,571	525,711
Annual Passenger Miles	5,059,865	4,957,455
Average Trip Length	9.4	9.4
Quality of Service		
Average Headway (minutes)	59.34	83.80
Weekday Span of Service (hours)	12.8	13.3
Cost Efficiency		
Operating Expense per Revenue Mile	\$3.99	\$3.95
Operating Expense per Revenue Hour	\$85.46	\$81.73
Operating Revenue per Operating Expense	9.69%	12.92%
Passenger Trips per Employee FTE	16,525	20,436
Cost Effectiveness		
Operating Expense per Passenger Trip	\$5.43	\$5.07
Operating Expense per Passenger Mile	\$0.58	\$0.54
Operating Expense per Capita	\$18.93	\$17.32
Farebox Recovery Ratio	8.41%	10.53%
Average Fare	\$0.46	\$0.53
Service Effectiveness		
Passenger Trips per Revenue Mile	0.73	0.78
Passenger Trips per Revenue Hour	15.73	16.12
Passenger Trips per Capita	3.49	3.42
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	19,239	13,764

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

Ms. Rebecca Yanni, Director
180 Marine Street, St. Augustine, FL 32084
(904) 209-3716
www.sunshinebus.net



The Sunshine Bus Company is a newer Florida transit agency operated under contract by St. Johns County Council on Aging, Inc. Services provided include fixed-route motorbus and demand-response operations. 2007 was the first year that St. Johns County reported information to the National Transit Database. 2011 and 2012 data for the motorbus mode are shown below.

	2011	2012
General Information		
Service Area Population	190,039	195,823
Service Area Population Density	316.7	326.4
Operating Expense	\$982,489	\$1,132,809
Operating Revenue	\$92,956	\$98,017
Service Supplied		
Total Annual Revenue Miles	478,467	466,125
Total Annual Revenue Hours	23,141	23,219
Total Revenue Vehicles	11	11
Peak Vehicles	7	7
Route Miles	106.0	105.0
Service Usage		
Annual Passenger Trips	202,899	237,132
Annual Passenger Miles	1,675,407	1,958,710
Average Trip Length	8.3	8.3
Quality of Service		
Average Headway (minutes)	43.94	44.83
Weekday Span of Service (hours)	12.8	12.8
Cost Efficiency		
Operating Expense per Revenue Mile	\$2.05	\$2.43
Operating Expense per Revenue Hour	\$42.46	\$48.79
Operating Revenue per Operating Expense	9.46%	8.65%
Passenger Trips per Employee FTE	n/a	n/a
Cost Effectiveness		
Operating Expense per Passenger Trip	\$4.84	\$4.78
Operating Expense per Passenger Mile	\$0.59	\$0.58
Operating Expense per Capita	\$5.17	\$5.78
Farebox Recovery Ratio	9.46%	8.65%
Average Fare	\$0.46	\$0.41
Service Effectiveness		
Passenger Trips per Revenue Mile	0.42	0.51
Passenger Trips per Revenue Hour	8.77	10.21
Passenger Trips per Capita	1.07	1.21
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	53,163	233,063

St. Lucie Council on Aging, Inc.

Ms. Marianne Arbore, Director
1505 Orange Avenue, Fort Pierce, FL 34950
(772) 464-7433
www.treasurecoastconnector.com



Council on Aging of St. Lucie, Inc. operates Community Transit, a demand-response system, and the Treasure Coast Connector, a regional fixed-route system connecting St. Lucie and Martin Counties. The data shown below represent the fixed-route services for 2011 and 2012.

	2011	2012
General Information		
Service Area Population	280,379	280,379
Service Area Population Density	490.2	490.2
Operating Expense	\$1,393,528	\$1,508,793
Operating Revenue	\$145,706	\$211,696
Service Supplied		
Total Annual Revenue Miles	294,923	307,313
Total Annual Revenue Hours	20,600	21,576
Total Revenue Vehicles	14	14
Peak Vehicles	8	8
Route Miles	85.2	85.2
Service Usage		
Annual Passenger Trips	145,769	152,561
Annual Passenger Miles	1,163,521	1,491,060
Average Trip Length	8.0	9.8
Quality of Service		
Average Headway (minutes)	44.63	44.86
Weekday Span of Service (hours)	11.0	11.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$4.73	\$4.91
Operating Expense per Revenue Hour	\$67.65	\$69.93
Operating Revenue per Operating Expense	10.46%	14.03%
Passenger Trips per Employee FTE	7,349	7,149
Cost Effectiveness		
Operating Expense per Passenger Trip	\$9.56	\$9.89
Operating Expense per Passenger Mile	\$1.20	\$1.01
Operating Expense per Capita	\$4.97	\$5.38
Farebox Recovery Ratio	10.46%	12.65%
Average Fare	\$1.00	\$1.25
Service Effectiveness		
Passenger Trips per Revenue Mile	0.49	0.50
Passenger Trips per Revenue Hour	7.08	7.07
Passenger Trips per Capita	0.52	0.54
Revenue Miles Between Safety Incidents	73,731	n/a
Revenue Miles Between Failures	16,385	9,039

Sarasota County Area Transit (SCAT)

Ms. Glamariel Carter, General Manager
5303 Pinkney Avenue, Sarasota, FL 34233
(941) 861-5000
www.scgov.net/SCAT



Sarasota County Area Transit is a member of the Sarasota County Government. The five-member Board of County Commissioners governs the agency. SCAT serves the urbanized portion of Sarasota County (including the cities of Longboat Key, Sarasota, Venice, Englewood, and North Port) via fixed-route motorbus service, commuter bus, and demand-response service. SCAT's 2011 and 2012 motorbus and commuter bus data are provided below.

General Information	2011	2012
Service Area Population	393,826	388,474
Service Area Population Density	1,848.9	1,823.8
Operating Expense	\$12,958,806	\$13,613,376
Operating Revenue	\$1,377,627	\$1,972,408
Service Supplied		
Total Annual Revenue Miles	2,806,942	2,798,552
Total Annual Revenue Hours	184,256	183,887
Total Revenue Vehicles	57	63
Peak Vehicles	46	45
Route Miles	545.0	545.0
Service Usage		
Annual Passenger Trips	2,882,027	2,795,526
Annual Passenger Miles	15,003,323	14,907,062
Average Trip Length	5.2	5.3
Quality of Service		
Average Headway (minutes)	46.66	47.75
Weekday Span of Service (hours)	17.8	18.2
Cost Efficiency		
Operating Expense per Revenue Mile	\$4.62	\$4.86
Operating Expense per Revenue Hour	\$70.33	\$74.03
Operating Revenue per Operating Expense	10.63%	14.49%
Passenger Trips per Employee FTE	18,404	18,071
Cost Effectiveness		
Operating Expense per Passenger Trip	\$4.50	\$4.87
Operating Expense per Passenger Mile	\$0.86	\$0.91
Operating Expense per Capita	\$32.90	\$35.04
Farebox Recovery Ratio	9.97%	14.04%
Average Fare	\$0.45	\$0.68
Service Effectiveness		
Passenger Trips per Revenue Mile	1.03	1.00
Passenger Trips per Revenue Hour	15.64	15.20
Passenger Trips per Capita	7.32	7.20
Revenue Miles Between Safety Incidents	n/a	699,638
Revenue Miles Between Failures	5,811	8,042

South Florida Regional Transportation Authority (Tri-Rail)

Mr. Joseph Giulietti, Executive Director
 800 NW 33rd Street, Pompano Beach, FL 33064
 (954) 942-7245
www.tri-rail.com



The South Florida Regional Transportation Authority is an independent authority established by the Florida Legislature. A nine-member appointed Board of Directors governs the SFRTA. The SFRTA operates and manages the commuter rail system, Tri-Rail, as well as select motorbus services throughout Broward, Miami-Dade and Palm Beach counties. This page shows 2011 and 2012 data for these services. In 2011, 86 percent of the annual passenger trips shown were for commuter rail mode (3,810,823) with the remainder for motorbus services (605,904). Similarly, in 2012, 81 percent of the annual passenger trips shown were for commuter rail (4,005,967) with the remainder for the motorbus (935,919).

General Information	2011	2012
Service Area Population	5,448,962	5,502,379
Service Area Population Density	1,062.6	4,444.6
Operating Expense	\$54,746,746	\$58,876,941
Operating Revenue	\$11,422,592	\$12,376,868
Service Supplied		
Total Annual Revenue Miles	3,508,836	3,689,247
Total Annual Revenue Hours	157,602	166,355
Total Revenue Vehicles	72	79
Peak Vehicles	63	65
Route Miles	309.4	306.3
Service Usage		
Annual Passenger Trips	4,416,727	4,941,886
Annual Passenger Miles	114,773,030	119,088,065
Average Trip Length	26.0	24.1
Quality of Service		
Average Headway (minutes)	13.24	12.75
Weekday Span of Service (hours)	18.4	19.6
Cost Efficiency		
Operating Expense per Revenue Mile	\$15.60	\$15.96
Operating Expense per Revenue Hour	\$347.37	\$353.92
Operating Revenue per Operating Expense	20.86%	21.02%
Passenger Trips per Employee FTE	n/a	n/a
Cost Effectiveness		
Operating Expense per Passenger Trip	\$12.40	\$11.91
Operating Expense per Passenger Mile	\$0.48	\$0.49
Operating Expense per Capita	\$10.05	\$10.70
Farebox Recovery Ratio	19.91%	20.28%
Average Fare	\$2.47	\$2.42
Service Effectiveness		
Passenger Trips per Revenue Mile	1.26	1.34
Passenger Trips per Revenue Hour	28.02	29.71
Passenger Trips per Capita	0.81	0.90
Revenue Miles Between Safety Incidents	113,188	737,849
Revenue Miles Between Failures	77,974	105,407

Space Coast Area Transit (SCAT)

Mr. James P. Liesenfelt, Transit Director
401 South Varr Avenue, Cocoa, FL 32922
(321) 635-7815
www.ridescat.com



Space Coast Area Transit is a department of Brevard County. The department is governed by the five-member Brevard County Commission. Space Coast provides transit service throughout Brevard County via fixed-route motorbus services, demand-response services, and vanpool services. 2011 and 2012 data representing Space Coast's motorbus and vanpool services are shown on this page.

General Information	2011	2012
Service Area Population	554,354	554,354
Service Area Population Density	1,283.2	1,283.2
Operating Expense	\$6,362,131	\$6,365,083
Operating Revenue	\$1,295,914	\$1,291,587
Service Supplied		
Total Annual Revenue Miles	2,468,758	2,525,636
Total Annual Revenue Hours	100,861	102,348
Total Revenue Vehicles	114	124
Peak Vehicles	65	72
Route Miles	366.0	369.0
Service Usage		
Annual Passenger Trips	1,969,301	2,202,373
Annual Passenger Miles	16,820,672	18,186,369
Average Trip Length	8.5	8.3
Quality of Service		
Average Headway (minutes)	18.02	37.38
Weekday Span of Service (hours)	17.8	17.8
Cost Efficiency		
Operating Expense per Revenue Mile	\$2.58	\$2.52
Operating Expense per Revenue Hour	\$63.08	\$62.19
Operating Revenue per Operating Expense	20.37%	20.29%
Passenger Trips per Employee FTE	33,625	36,415
Cost Effectiveness		
Operating Expense per Passenger Trip	\$3.23	\$2.89
Operating Expense per Passenger Mile	\$0.38	\$0.35
Operating Expense per Capita	\$11.48	\$11.48
Farebox Recovery Ratio	18.37%	18.42%
Average Fare	\$0.59	\$0.53
Service Effectiveness		
Passenger Trips per Revenue Mile	0.80	0.87
Passenger Trips per Revenue Hour	19.52	21.52
Passenger Trips per Capita	3.55	3.97
Revenue Miles Between Safety Incidents	164,584	841,879
Revenue Miles Between Failures	21,847	25,511

StarMetro (Tallahassee)

Mr. Ivan Maldonado, Executive Director
555 Appleyard Drive, Tallahassee, FL 32304
(850) 891-5200
www.talgov.com/starmetro



StarMetro is a department of the City of Tallahassee government. It is governed by a Board of Directors that is comprised of four elected commissioners and one elected mayor. StarMetro serves the City of Tallahassee by providing fixed-route motorbus service and demand-response service to its community. Evening, weekend, and holiday demand-response services are provided via contract. StarMetro's 2011 and 2012 motorbus data are provided below.

General Information	2011	2012
Service Area Population	162,310	162,310
Service Area Population Density	1,591.3	1,591.3
Operating Expense	\$12,860,151	\$13,719,098
Operating Revenue	\$4,345,635	\$4,270,414
Service Supplied		
Total Annual Revenue Miles	2,120,270	2,140,799
Total Annual Revenue Hours	218,972	206,543
Total Revenue Vehicles	73	73
Peak Vehicles	56	58
Route Miles	234.0	235.0
Service Usage		
Annual Passenger Trips	4,910,881	4,585,634
Annual Passenger Miles	13,797,356	14,076,405
Average Trip Length	2.8	3.1
Quality of Service		
Average Headway (minutes)	25.89	23.45
Weekday Span of Service (hours)	17.3	17.3
Cost Efficiency		
Operating Expense per Revenue Mile	\$6.07	\$6.41
Operating Expense per Revenue Hour	\$58.73	\$66.42
Operating Revenue per Operating Expense	33.79%	31.13%
Passenger Trips per Employee FTE	28,245	24,448
Cost Effectiveness		
Operating Expense per Passenger Trip	\$2.62	\$2.99
Operating Expense per Passenger Mile	\$0.93	\$0.97
Operating Expense per Capita	\$79.23	\$84.52
Farebox Recovery Ratio	32.68%	30.04%
Average Fare	\$0.86	\$0.90
Service Effectiveness		
Passenger Trips per Revenue Mile	2.32	2.14
Passenger Trips per Revenue Hour	22.43	22.20
Passenger Trips per Capita	30.26	28.25
Revenue Miles Between Safety Incidents	176,689	1,070,400
Revenue Miles Between Failures	20,193	14,465

SunTran (Ocala/Marion)

Mr. Steven Neal, General Manager
1805 NE 30th Avenue, Building 900, Ocala, FL 34470
(352) 401-6999
www.ocalafl.org/suntran



SunTran is governed by the Ocala/Marion MPO and provides purchased fixed-route motorbus services on six routes in Ocala and Silver Springs Shores. Contracted demand-response services are also provided. From 2008 through 2011, SunTran received an NTD reporting waiver from the Federal Transit Administration. 2012 data for SunTran's motorbus services are shown below.

	2011	2012
General Information		
Service Area Population	n/a	115,000
Service Area Population Density	n/a	2,090.9
Operating Expense	n/a	\$2,198,584
Operating Revenue	n/a	\$330,795
Service Supplied		
Total Annual Revenue Miles	n/a	437,407
Total Annual Revenue Hours	n/a	27,666
Total Revenue Vehicles	n/a	9
Peak Vehicles	n/a	6
Route Miles	n/a	143.5
Service Usage		
Annual Passenger Trips	n/a	422,547
Annual Passenger Miles	n/a	2,151,670
Average Trip Length	n/a	5.1
Quality of Service		
Average Headway (minutes)	n/a	5.09
Weekday Span of Service (hours)	n/a	15.3
Cost Efficiency		
Operating Expense per Revenue Mile	n/a	\$5.03
Operating Expense per Revenue Hour	n/a	\$79.47
Operating Revenue per Operating Expense	n/a	15.05%
Passenger Trips per Employee FTE	n/a	n/a
Cost Effectiveness		
Operating Expense per Passenger Trip	n/a	\$5.20
Operating Expense per Passenger Mile	n/a	\$1.02
Operating Expense per Capita	n/a	\$19.12
Farebox Recovery Ratio	n/a	15.05%
Average Fare	n/a	\$0.78
Service Effectiveness		
Passenger Trips per Revenue Mile	n/a	0.97
Passenger Trips per Revenue Hour	n/a	15.27
Passenger Trips per Capita	n/a	3.67
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	n/a	5,911

County of Volusia (VOTRAN)

Mr. Steve Sherrer, General Manager
950 Big Tree Road, South Daytona, FL 32119
(386) 756-7496
www.votran.org



VOTRAN is a part of Volusia County's General Fund. It is governed by a Board of Directors that is comprised of seven County Council members. VOTRAN provides public transportation services throughout Volusia County via fixed-route motorbus services, paratransit services, and vanpool services. 2011 and 2012 data for VOTRAN's motorbus and vanpool services are shown below.

	2011	2012
General Information		
Service Area Population	468,670	468,670
Service Area Population Density	388.3	388.3
Operating Expense	\$11,636,153	\$12,026,332
Operating Revenue	\$3,046,028	\$2,882,875
Service Supplied		
Total Annual Revenue Miles	2,791,731	2,618,368
Total Annual Revenue Hours	161,709	157,388
Total Revenue Vehicles	91	79
Peak Vehicles	71	57
Route Miles	555.0	532.0
Service Usage		
Annual Passenger Trips	3,589,032	3,598,443
Annual Passenger Miles	16,550,631	15,782,967
Average Trip Length	4.6	4.4
Quality of Service		
Average Headway (minutes)	27.17	42.64
Weekday Span of Service (hours)	18.0	18.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$4.17	\$4.59
Operating Expense per Revenue Hour	\$71.96	\$76.41
Operating Revenue per Operating Expense	26.18%	23.97%
Passenger Trips per Employee FTE	28,195	26,021
Cost Effectiveness		
Operating Expense per Passenger Trip	\$3.24	\$3.34
Operating Expense per Passenger Mile	\$0.70	\$0.76
Operating Expense per Capita	\$24.83	\$25.66
Farebox Recovery Ratio	21.99%	19.66%
Average Fare	\$0.71	\$0.66
Service Effectiveness		
Passenger Trips per Revenue Mile	1.29	1.37
Passenger Trips per Revenue Hour	22.19	22.86
Passenger Trips per Capita	7.66	7.68
Revenue Miles Between Safety Incidents	214,749	1,309,184
Revenue Miles Between Failures	5,057	5,144

Charlotte County Transit Division

Ms. Victoria Carpenter, Director
25490 Airport Rd.
Punta Gorda, FL 33950
(941) 575-4000
www.charlottecountyfl.gov

Tampa Bay Area Regional Transportation Authority (TBARTA)

Mr. Robert Clifford, Executive Director
3802 Spectrum Blvd., Ste. 306
Tampa, FL 33612
(813) 282-8200
www.tbarta.com

In addition to Florida's 29 urban fixed-route transit systems, the 2012 statewide totals presented on page 10 also contain data for two separate vanpool operators, Charlotte County and the Tampa Bay Area Regional Transportation Authority (TBARTA). 2012 data for these two vanpool services are shown below.

	Charlotte County	TBARTA
General Information		
Service Area Population	169,541	2,395,997
Service Area Population Density	733.9	938.1
Operating Expense	\$129,319	\$1,159,176
Operating Revenue	\$44,959	\$482,678
Service Supplied		
Total Annual Revenue Miles	129,767	1,635,840
Total Annual Revenue Hours	2,943	41,728
Total Revenue Vehicles	10	103
Peak Vehicles	6	93
Route Miles	n/a	n/a
Service Usage		
Annual Passenger Trips	32,255	225,536
Annual Passenger Miles	537,893	8,606,208
Average Trip Length	16.7	38.2
Quality of Service		
Average Headway (minutes)	n/a	n/a
Weekday Span of Service (hours)	n/a	n/a
Cost Efficiency		
Operating Expense Per Revenue Mile	\$1.00	\$0.71
Operating Expense Per Revenue Hour	\$43.94	\$27.78
Operating Revenue Per Operating Expense	34.77%	41.64%
Passenger Trips Per Employee FTE	64,510	n/a
Cost Effectiveness		
Operating Expense Per Passenger Trip	\$4.01	\$5.14
Operating Expense Per Passenger Mile	\$0.24	\$0.13
Operating Expense Per Capita	\$0.76	\$0.48
Farebox Recovery Ratio	n/a	41.64%
Average Fare	n/a	\$2.14
Service Effectiveness		
Passenger Trips Per Revenue Mile	0.25	0.14
Passenger Trips Per Revenue Hour	10.96	5.40
Passenger Trips Per Capita	0.19	0.09
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	6,179	n/a

Florida Transit System Summary – 2011 & 2012

System	Service Area Population		Service Area Population Density		Operating Expense		Operating Revenue	
	2011	2012	2011	2012	2011	2012	2011	2012
Bay Town Trolley	105,192	105,192	1,813.7	1,813.7	\$2,850,940	\$3,063,969	\$657,639	\$686,514
Broward County Transit	1,748,066	1,780,172	4,263.6	4,341.9	\$106,485,996	\$103,720,083	\$37,047,337	\$37,232,692
Collier Area Transit	333,032	323,785	220.1	220.1	\$5,300,989	\$5,779,387	\$1,119,201	\$1,195,029
Escambia County Area Transit	340,067	341,765	1,448.2	1,448.2	\$7,163,929	\$8,126,624	\$1,360,212	\$1,775,037
Gainesville Regional Transit System	187,781	160,000	2,470.8	2,105.3	\$18,796,130	\$20,684,101	\$11,718,973	\$17,686,401
Hernando (TransHernando Express)	173,234	86,848	362.4	1,378.5	\$809,621	\$761,406	\$60,497	\$63,332
Hillsborough Area Regional Transit	822,404	822,404	3,384.4	3,384.4	\$59,762,580	\$56,703,234	\$14,254,048	\$14,955,896
Indian River (Goline)	114,380	143,696	653.6	665.3	\$1,830,420	\$2,074,312	\$121,171	\$71,353
Jacksonville Transportation Authority	874,673	838,815	3,157.7	1,893.5	\$64,121,993	\$68,952,345	\$10,681,139	\$12,858,024
Lake County Public Transp. (LakeXpress)	97,497	97,497	1,373.2	1,373.2	\$1,692,299	\$1,790,832	\$210,839	\$183,229
Lakeland Area Mass Transit District	110,000	110,000	1,428.6	1,428.6	\$7,395,165	\$6,849,656	\$1,295,410	\$1,303,456
Lee County Transit	443,696	459,381	3,666.9	3,533.7	\$15,306,795	\$15,472,193	\$3,239,703	\$3,470,019
LYNX Transit	1,837,359	1,837,359	723.9	723.9	\$84,987,697	\$86,274,125	\$28,936,346	\$29,932,149
Manatee County Area Transit	103,000	322,833	1,144.4	434.5	\$6,436,798	\$6,403,900	\$1,131,784	\$994,911
Martin County	146,000	146,000	262.6	262.6	\$514,544	\$523,011	\$96,885	\$0
Miami-Dade Transit	2,496,435	2,496,435	8,158.3	8,158.3	\$409,976,850	\$406,731,116	\$110,518,110	\$115,374,600
Okaloosa County Transit (The WAVE)	170,498	180,822	852.5	904.1	\$1,132,295	\$1,180,905	\$137,302	\$137,206
Palm Beach County Transportation Agency	1,268,782	1,268,782	3,476.1	3,476.1	\$48,853,682	\$49,397,584	\$8,727,796	\$9,703,243
Pasco County Public Transportation	464,697	464,697	623.8	623.8	\$4,097,123	\$4,284,245	\$947,437	\$1,099,739
Pinellas Suncoast Transit Authority	922,616	922,616	3,796.8	3,796.8	\$50,648,033	\$51,306,670	\$13,727,691	\$15,331,915
Polk County Transit Svcs. Div. & WHAT	153,924	153,924	3,206.8	3,206.8	\$2,914,488	\$2,665,590	\$282,399	\$344,502
St. Johns County (Sunshine Bus)	190,039	195,823	316.7	326.4	\$982,489	\$1,132,809	\$92,956	\$98,017
St. Lucie County Council on Aging, Inc.	280,379	280,379	490.2	490.2	\$1,393,528	\$1,508,793	\$145,706	\$211,696
Sarasota County Area Transit	393,826	388,474	1,848.9	1,823.8	\$12,958,806	\$13,613,376	\$1,377,627	\$1,972,408
S. Florida Regional Transportation Authority	5,448,962	5,502,379	1,062.6	4,444.6	\$54,746,746	\$58,876,941	\$11,422,592	\$12,376,868
Space Coast Area Transit	554,354	554,354	1,283.2	1,283.2	\$6,362,131	\$6,365,083	\$1,295,914	\$1,291,587
StarMetro (Tallahassee)	162,310	162,310	1,591.3	1,591.3	\$12,860,151	\$13,719,098	\$4,345,635	\$4,270,414
SunTran (Ocala)	n/a	115,000	n/a	2,090.9	n/a	\$2,198,584	n/a	\$330,795
Volusia County dba VOTRAN	468,670	468,670	388.3	388.3	\$11,636,153	\$12,026,332	\$3,046,028	\$2,882,875

The data shown in this table represent closed-out, validated numbers as of September 2013. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary – 2011 & 2012 (continued)

System	Total Annual Revenue Miles		Total Annual Revenue Hours		Total Revenue Vehicles		Peak Vehicles		Route Miles	
	2011	2012	2011	2012	2011	2012	2011	2012	2011	2012
Bay Town Trolley	623,910	573,714	40,076	35,105	25	27	15	14	155.0	158.0
Broward County Transit	15,799,243	15,873,107	1,153,339	1,153,265	382	399	309	320	1,686.0	1,751.9
Collier Area Transit	1,225,975	1,231,778	66,850	67,318	23	23	16	16	378.5	378.5
Escambia County Area Transit	1,444,028	1,451,900	105,540	104,760	46	45	32	31	312.0	312.0
Gainesville Regional Transit System	3,138,234	3,297,766	272,364	288,112	106	116	93	97	212.8	231.7
Hernando (TransHernando Express)	150,351	168,248	8,656	9,604	5	5	3	4	60.2	60.2
Hillsborough Area Regional Transit	7,737,547	7,545,237	615,337	598,785	218	218	161	156	988.0	984.9
Indian River (GoLine)	732,894	784,926	45,190	40,885	21	19	14	15	269.0	277.0
Jacksonville Transportation Authority	9,162,689	9,018,194	622,301	618,874	190	184	157	145	948.2	977.7
Lake County Public Transp. (LakeXpress)	396,443	408,064	23,245	23,147	12	13	7	7	148.7	143.1
Lakeland Area Mass Transit District	1,190,542	987,379	75,529	69,553	38	31	23	22	245.7	245.9
Lee County Transit	3,217,595	3,208,371	183,827	187,975	63	71	51	57	412.1	545.0
LYNX Transit	15,985,926	16,740,807	1,060,529	1,076,729	345	344	295	302	1,382.0	1,296.1
Manatee County Area Transit	1,328,020	1,263,676	82,830	86,926	33	30	19	19	252.0	235.0
Martin County	150,449	130,122	9,999	11,123	7	5	4	4	48.0	48.0
Miami-Dade Transit	39,801,845	39,872,961	2,903,806	2,879,411	1,259	1,239	1,022	1,002	1,944.9	1,981.5
Okaloosa County Transit (The WAVE)	410,296	432,692	35,088	35,361	17	18	14	14	167.6	203.0
Palm Beach County Transportation Agency	6,974,987	7,181,914	404,415	414,116	160	160	123	126	1,185.6	1,251.6
Pasco County Public Transportation	1,094,528	1,210,382	64,657	68,728	34	35	16	18	259.0	362.0
Pinellas Suncoast Transit Authority	8,796,952	8,877,809	614,318	620,760	210	205	170	170	956.9	969.9
Polk County Transit Svcs. Div. & WHAT	731,064	674,440	34,103	32,614	13	16	11	11	233.2	317.7
St. Johns County (Sunshine Bus)	478,467	466,125	23,141	23,219	11	11	7	7	106.0	105.0
St. Lucie County Council on Aging, Inc.	294,923	307,313	20,600	21,576	14	14	8	8	85.2	85.2
Sarasota County Area Transit	2,806,942	2,798,552	184,256	183,887	57	63	46	45	545.0	545.0
S. Florida Regional Transportation Authority	3,508,836	3,689,247	157,602	166,355	72	79	63	65	309.4	306.3
Space Coast Area Transit	2,468,758	2,525,636	100,861	102,348	114	124	65	72	366.0	369.0
StarMetro (Tallahassee)	2,120,270	2,140,799	218,972	206,543	73	73	56	58	234.0	235.0
SunTran (Ocala)	n/a	437,407	n/a	27,666	n/a	9	n/a	6	n/a	143.5
Volusia County dba VOTRAN	2,791,731	2,618,368	161,709	157,388	91	79	71	57	555.0	532.0

The data shown in this table represent closed-out, validated numbers as of September 2013. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary – 2011 & 2012 (continued)

System	Annual Passenger Trips		Annual Passenger Miles		Avg. Trip (miles)		Avg. Headway (minutes)		Weekday Span of Service (hrs)	
	2011	2012	2011	2012	2011	2012	2011	2012	2011	2012
Bay Town Trolley	776,038	774,384	3,870,145	3,861,896	5.0	5.0	39.82	41.43	14.5	14.5
Broward County Transit	38,279,640	40,288,678	178,424,470	189,265,491	4.7	4.7	23.90	23.87	19.9	19.9
Collier Area Transit	1,154,702	1,207,866	9,699,497	10,146,075	8.4	8.4	77.40	77.57	15.5	16.5
Escambia County Area Transit	1,318,201	1,473,412	7,012,829	7,844,630	5.3	5.3	42.76	43.57	13.5	14.2
Gainesville Regional Transit System	9,964,034	10,652,169	24,411,883	26,097,814	2.4	2.4	11.92	12.52	21.2	21.1
Hernando (TransHernando Express)	70,644	72,406	444,468	456,158	6.3	6.3	69.32	51.55	12.5	12.5
Hillsborough Area Regional Transit	14,994,081	14,620,857	74,480,497	73,540,467	5.0	5.0	29.28	30.06	20.7	21.3
Indian River (Goline)	895,462	1,063,465	3,945,402	5,051,459	4.4	4.8	71.08	57.71	10.0	10.0
Jacksonville Transportation Authority	12,255,414	12,318,052	69,837,248	70,826,923	5.7	5.7	24.61	27.76	21.8	21.6
Lake County Public Transp. (LakeXpress)	257,721	296,969	1,784,837	2,117,389	6.9	7.1	74.73	69.58	12.3	13.8
Lakeland Area Mass Transit District	1,453,470	1,104,769	7,579,856	5,760,849	5.2	5.2	40.66	47.24	13.9	13.9
Lee County Transit	3,242,379	3,793,542	19,070,332	22,434,416	5.9	5.9	32.00	41.65	17.0	17.0
LYNX Transit	27,202,017	28,384,884	147,052,861	154,519,688	5.4	5.4	18.65	21.56	23.0	23.0
Manatee County Area Transit	1,523,361	1,767,086	7,266,456	7,863,533	4.8	4.5	49.63	51.05	16.9	16.8
Martin County	31,350	67,173	136,540	244,856	4.4	3.6	47.85	61.55	11.0	11.0
Miami-Dade Transit	103,615,711	106,215,326	569,310,730	607,683,451	5.5	5.7	8.33	10.87	24.0	24.0
Okaloosa County Transit (The WAVE)	175,595	179,921	742,767	761,066	4.2	4.2	61.43	71.10	13.0	13.0
Palm Beach County Transportation Agency	11,143,922	11,579,046	63,044,329	66,544,780	5.7	5.7	33.53	34.37	17.8	17.8
Pasco County Public Transportation	845,177	956,591	5,914,595	6,926,827	7.0	7.2	57.37	68.52	15.4	15.6
Pinellas Suncoast Transit Authority	12,798,221	13,713,027	71,534,182	71,071,522	5.6	5.2	23.58	23.94	21.0	21.0
Polk County Transit Svcs. Div. & WHAT	536,571	525,711	5,059,865	4,957,455	9.4	9.4	59.34	83.80	12.8	13.3
St. Johns County (Sunshine Bus)	202,899	237,132	1,675,407	1,958,710	8.3	8.3	43.94	44.83	12.8	12.8
St. Lucie County Council on Aging, Inc.	145,769	152,561	1,163,521	1,491,060	8.0	9.8	44.63	44.86	11.0	11.0
Sarasota County Area Transit	2,882,027	2,795,526	15,003,323	14,907,062	5.2	5.3	46.66	47.75	17.8	18.2
S. Florida Regional Transportation Authority	4,416,727	4,941,886	11,477,030	11,908,065	26.0	24.1	13.24	12.75	18.4	19.6
Space Coast Area Transit	1,969,301	2,202,373	16,820,672	18,186,369	8.5	8.3	18.02	37.38	17.8	17.8
StarMetro (Tallahassee)	4,910,881	4,585,634	13,797,356	14,076,405	2.8	3.1	25.89	23.45	17.3	17.3
SunTran (Ocala)	n/a	422,547	n/a	2,151,670	n/a	5.1	n/a	5.09	n/a	15.3
Volusia County dba VOTRAN	3,589,032	3,598,443	16,550,631	15,782,967	4.6	4.4	27.17	42.64	18.0	18.0

The data shown in this table represent closed-out, validated numbers as of September 2013. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary – 2011 & 2012 (continued)

System	Operating Expense per Revenue Mile		Operating Expense per Revenue Hour		Operating Revenue per Operating Expense		Passenger Trips per Employee FTE*	
	2011	2012	2011	2012	2011	2012	2011	2012
Bay Town Trolley	\$4.57	\$5.34	\$71.14	\$87.28	23.07%	22.41%	n/a	n/a
Broward County Transit	\$6.74	\$6.53	\$92.33	\$89.94	34.79%	35.90%	38,237	38,837
Collier Area Transit	\$4.32	\$4.69	\$79.30	\$85.85	21.11%	20.68%	n/a	n/a
Escambia County Area Transit	\$4.96	\$5.60	\$67.88	\$77.57	18.99%	21.84%	14,889	n/a
Gainesville Regional Transit System	\$5.99	\$6.27	\$69.01	\$71.79	62.35%	85.51%	41,486	43,246
Hernando (TransHernando Express)	\$5.38	\$4.53	\$93.53	\$79.28	7.47%	8.37%	n/a	n/a
Hillsborough Area Regional Transit	\$7.72	\$7.52	\$97.12	\$94.70	23.85%	26.38%	25,597	24,859
Indian River (Goline)	\$2.50	\$2.64	\$40.50	\$50.74	6.62%	3.44%	27,147	31,137
Jacksonville Transportation Authority	\$7.00	\$7.65	\$103.04	\$111.42	16.66%	18.65%	19,709	19,114
Lake County Public Transit (LakeXpress)	\$4.27	\$4.39	\$72.80	\$77.37	12.46%	10.23%	n/a	n/a
Lakeland Area Mass Transit District	\$6.21	\$6.94	\$97.91	\$98.48	17.52%	19.03%	17,139	14,176
Lee County Transit	\$4.76	\$4.82	\$83.27	\$82.31	21.17%	22.43%	19,666	22,505
LYNX Transit	\$5.32	\$5.15	\$80.14	\$80.13	34.05%	34.69%	29,745	30,477
Manatee County Area Transit	\$4.85	\$5.07	\$77.71	\$73.67	17.58%	15.54%	26,089	28,469
Martin County	\$3.42	\$4.02	\$51.46	\$47.02	18.83%	0.00%	n/a	n/a
Miami-Dade Transit	\$10.30	\$10.20	\$141.19	\$141.25	26.96%	28.37%	29,316	34,903
Okaloosa County Transit (The WAVE)	\$2.76	\$2.73	\$32.27	\$33.40	12.13%	11.62%	n/a	n/a
Palm Beach County Transportation Agency	\$7.00	\$6.88	\$120.80	\$119.28	17.87%	19.64%	26,805	27,166
Pasco County Public Transportation	\$3.74	\$3.54	\$63.37	\$62.34	23.12%	25.67%	17,639	19,415
Pinellas Suncoast Transit Authority	\$5.76	\$5.78	\$82.45	\$82.65	27.10%	30.00%	24,179	24,955
Polk County Transit Svcs. Div. & WHAT	\$3.99	\$3.95	\$85.46	\$81.73	9.69%	12.92%	16,525	20,436
St. Johns County (Sunshine Bus)	\$2.05	\$2.43	\$42.46	\$48.79	9.46%	8.65%	n/a	n/a
St. Lucie County Council on Aging, Inc.	\$4.73	\$4.91	\$67.65	\$69.93	10.46%	14.03%	7,349	7,149
Sarasota County Area Transit	\$4.62	\$4.86	\$70.33	\$74.03	10.63%	14.49%	18,404	18,071
S. Florida Regional Transportation Authority	\$15.60	\$15.96	\$347.37	\$353.92	20.86%	21.02%	n/a	n/a
Space Coast Area Transit	\$2.58	\$2.52	\$63.08	\$62.19	20.37%	20.29%	33,625	36,415
StarMetro (Tallahassee)	\$6.07	\$6.41	\$58.73	\$66.42	33.79%	31.13%	28,245	24,448
SunTran (Ocala)	n/a	\$5.03	n/a	\$79.47	n/a	15.05%	n/a	n/a
Volusia County dba VOTRAN	\$4.17	\$4.59	\$71.96	\$76.41	26.18%	23.97%	28,195	26,021

*excludes purchased transportation information

The data shown in this table represent closed-out, validated numbers as of September 2013. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary – 2011 & 2012 (continued)

System	Operating Expense per Passenger Trip		Operating Expense per Passenger Mile		Operating Expense per Capita		Farebox Recovery Ratio		Average Fare	
	2011	2012	2011	2012	2011	2012	2011	2012	2011	2012
Bay Town Trolley	\$3.67	\$3.96	\$0.74	\$0.79	\$27.10	\$29.13	17.95%	17.57%	\$0.66	\$0.70
Broward County Transit	\$2.78	\$2.57	\$0.60	\$0.55	\$60.92	\$58.26	28.78%	32.03%	\$0.80	\$0.82
Collier Area Transit	\$4.59	\$4.78	\$0.55	\$0.57	\$15.92	\$17.85	21.11%	20.68%	\$0.97	\$0.99
Escambia County Area Transit	\$5.43	\$5.52	\$1.02	\$1.04	\$21.07	\$23.78	17.98%	21.34%	\$0.98	\$1.18
Gainesville Regional Transit System	\$1.89	\$1.94	\$0.77	\$0.79	\$100.10	\$129.28	59.41%	60.27%	\$1.12	\$1.17
Hernando (TransHernando Express)	\$11.46	\$10.52	\$1.82	\$1.67	\$4.67	\$8.77	6.48%	6.78%	\$0.74	\$0.71
Hillsborough Area Regional Transit	\$3.99	\$3.88	\$0.80	\$0.77	\$72.67	\$68.95	21.85%	24.34%	\$0.87	\$0.94
Indian River (GoLine)	\$2.04	\$1.95	\$0.46	\$0.41	\$16.00	\$14.44	n/a	n/a	\$0.00	\$0.00
Jacksonville Transportation Authority	\$5.23	\$5.60	\$0.92	\$0.97	\$73.31	\$82.20	14.83%	16.93%	\$0.78	\$0.95
Lake County Public Transp. (LakeXpress)	\$6.57	\$6.03	\$0.95	\$0.85	\$17.36	\$18.37	7.34%	9.16%	\$0.48	\$0.55
Lakeland Area Mass Transit District	\$5.09	\$6.20	\$0.98	\$1.19	\$67.23	\$62.27	16.35%	17.72%	\$0.83	\$1.10
Lee County Transit	\$4.72	\$4.08	\$0.80	\$0.69	\$34.50	\$33.68	15.68%	18.36%	\$0.74	\$0.75
LYNX Transit	\$3.12	\$3.04	\$0.58	\$0.56	\$46.26	\$46.96	29.31%	31.62%	\$0.92	\$0.96
Manatee County Area Transit	\$4.23	\$3.62	\$0.89	\$0.81	\$62.49	\$19.84	12.84%	13.93%	\$0.54	\$0.50
Martin County	\$16.41	\$7.79	\$3.77	\$2.14	\$3.52	\$3.58	1.34%	0.00%	\$0.22	\$0.00
Miami-Dade Transit	\$3.96	\$3.83	\$0.72	\$0.67	\$164.22	\$162.92	25.05%	26.42%	\$0.99	\$1.01
Okaloosa County Transit (The WAVE)	\$6.45	\$6.56	\$1.52	\$1.55	\$6.64	\$6.53	9.98%	10.20%	\$0.64	\$0.67
Palm Beach County Transportation Agency	\$4.38	\$4.27	\$0.77	\$0.74	\$38.50	\$38.93	15.96%	18.19%	\$0.70	\$0.78
Pasco County Public Transportation	\$4.85	\$4.48	\$0.69	\$0.62	\$8.82	\$9.22	23.12%	25.67%	\$1.12	\$1.15
Pinellas Suncoast Transit Authority	\$3.96	\$3.74	\$0.71	\$0.72	\$54.90	\$55.61	25.34%	28.08%	\$1.00	\$1.05
Polk County Transit Svcs. Div. & WHAT	\$5.43	\$5.07	\$0.58	\$0.54	\$18.93	\$17.32	8.41%	10.53%	\$0.46	\$0.53
St. Johns County (Sunshine Bus)	\$4.84	\$4.78	\$0.59	\$0.58	\$5.17	\$5.78	9.46%	8.65%	\$0.46	\$0.41
St. Lucie County Council on Aging, Inc.	\$9.56	\$9.89	\$1.20	\$1.01	\$4.97	\$5.38	10.46%	12.65%	\$1.00	\$1.25
Sarasota County Area Transit	\$4.50	\$4.87	\$0.86	\$0.91	\$32.90	\$35.04	9.97%	14.04%	\$0.45	\$0.68
S. Florida Regional Transportation Authority	\$12.40	\$11.91	\$0.48	\$0.49	\$10.05	\$10.70	19.91%	20.28%	\$2.47	\$2.42
Space Coast Area Transit	\$3.23	\$2.89	\$0.38	\$0.35	\$11.48	\$11.48	18.37%	18.42%	\$0.59	\$0.53
StarMetro (Tallahassee)	\$2.62	\$2.99	\$0.93	\$0.97	\$79.23	\$84.52	32.68%	30.04%	\$0.86	\$0.90
SunTran (Ocala)	n/a	\$5.20	n/a	\$1.02	n/a	\$19.12	n/a	15.05%	n/a	\$0.78
Volusia County dba VOTRAN	\$3.24	\$3.34	\$0.70	\$0.76	\$24.83	\$25.66	21.99%	19.66%	\$0.71	\$0.66

The data shown in this table represent closed-out, validated numbers as of September 2013. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary – 2011 & 2012 (continued)

System	Passenger Trips per Revenue Mile		Passenger Trips per Revenue Hour		Passenger Trips per Capita		Revenue Miles between Safety Incidents		Revenue Miles between Failures	
	2011	2012	2011	2012	2011	2012	2011	2012	2011	2012
Bay Town Trolley	1.24	1.35	19.36	22.06	7.38	7.36	n/a	286,857	7,517	7,083
Broward County Transit	2.42	2.54	33.19	34.93	21.90	22.63	136,200	178,350	22,379	21,596
Collier Area Transit	0.94	0.98	17.27	17.94	3.47	3.73	111,452	1,231,778	13,932	15,997
Escambia County Area Transit	0.91	1.01	12.49	14.06	3.88	4.31	n/a	1,451,900	8,595	10,755
Gainesville Regional Transit System	3.18	3.23	36.58	36.97	53.06	66.58	784,559	824,442	6,353	7,280
Hernando (TransHernando Express)	0.47	0.43	8.16	7.54	0.41	0.83	n/a	n/a	n/a	n/a
Hillsborough Area Regional Transit	1.94	1.94	24.37	24.42	18.23	17.78	104,561	179,649	3,853	4,745
Indian River (GoLine)	1.22	1.35	19.82	26.01	7.83	7.40	n/a	n/a	17,450	112,132
Jacksonville Transportation Authority	1.34	1.37	19.69	19.90	14.01	14.69	218,159	501,011	8,922	12,056
Lake County Public Transp. (LakeXpress)	0.65	0.73	11.09	12.83	2.64	3.05	n/a	n/a	5,357	4,916
Lakeland Area Mass Transit District	1.22	1.12	19.24	15.88	13.21	10.04	396,847	n/a	3,481	785
Lee County Transit	1.01	1.18	17.64	20.18	7.31	8.26	341,169	320,837	15,249	14,072
LYNX Transit	1.70	1.70	25.65	26.36	14.80	15.45	146,660	249,863	15,167	17,135
Manatee County Area Transit	1.15	1.40	18.39	20.33	14.79	5.47	664,010	631,838	2,075	2,898
Martin County	0.21	0.52	3.14	6.04	0.21	0.46	n/a	n/a	7,164	32,531
Miami-Dade Transit	2.60	2.66	35.68	36.89	41.51	42.55	109,647	1,077,648	2,216	2,350
Okaloosa County Transit (The WAVE)	0.43	0.42	5.00	5.09	1.03	1.00	n/a	n/a	41,030	28,846
Palm Beach County Transportation Agency	1.60	1.61	27.56	27.96	8.78	9.13	211,363	247,652	7,565	7,497
Pasco County Public Transportation	0.77	0.79	13.07	13.92	1.82	2.06	218,906	151,298	5,021	10,345
Pinellas Suncoast Transit Authority	1.45	1.54	20.83	22.09	13.87	14.86	141,886	306,131	6,182	5,470
Polk County Transit Svcs. Div. & WHAT	0.73	0.78	15.73	16.12	3.49	3.42	n/a	n/a	19,239	13,764
St. Johns County (Sunshine Bus)	0.42	0.51	8.77	10.21	1.07	1.21	n/a	n/a	53,163	233,063
St. Lucie County Council on Aging, Inc.	0.49	0.50	7.08	7.07	0.52	0.54	n/a	n/a	16,385	9,039
Sarasota County Area Transit	1.03	1.00	15.64	15.20	7.32	7.20	73,731	699,638	5,811	8,042
S. Florida Regional Transportation Authority	1.26	1.34	28.02	29.71	0.81	0.90	113,188	737,849	77,974	105,407
Space Coast Area Transit	0.80	0.87	19.52	21.52	3.55	3.97	164,584	841,879	21,847	25,511
StarMetro (Tallahassee)	2.32	2.14	22.43	22.20	30.26	28.25	176,689	1,070,400	20,193	14,465
SunTran (Ocala)	n/a	0.97	n/a	15.27	n/a	3.67	n/a	n/a	n/a	5,911
Volusia County dba VOTRAN	1.29	1.37	22.19	22.86	7.66	7.68	214,749	1,309,184	5,057	5,144

The data shown in this table represent closed-out, validated numbers as of September 2013. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit Systems' Motorbus Fares (as of August 2013)

System	Cash Fare		Express Fare		Transfer Fare		Daily Fare		Weekly Pass		Monthly Pass	
	Regular	Discount	Regular	Discount	Regular	Discount	Regular	Discount	Regular	Discount	Regular	Discount
Bay Town Trolley	\$1.50	\$0.75	n/a	n/a	FREE	n/a	\$4.00	n/a	n/a	n/a	\$35.00	n/a
Broward County Transit	\$1.75	\$0.85	\$2.35	\$1.15	varies	n/a	\$4.00	\$3.00	n/a	\$16.00	\$58.00	\$29.00
Collier Area Transit	\$1.50	\$0.75	\$2.50	\$1.25	\$0.75	\$0.35	\$4.00	\$2.00	\$7.50	\$15.00	\$35.00	\$17.50
Escambia County Area Transit	\$1.75	\$0.85	n/a	n/a	FREE	n/a	\$5.25	n/a	n/a	\$14.50	\$47.00	\$35.00
Gainesville Regional Transit System	\$1.50	\$0.75	n/a	n/a	n/a	n/a	\$3.00	n/a	n/a	n/a	\$35.00	\$17.50
Hernando (TransHernando Express)	\$1.25	\$0.60	n/a	n/a	\$0.50	n/a	n/a	n/a	n/a	n/a	\$25.00	\$12.50
Hillsborough Area Regional Transit	\$2.00	\$1.00	\$3.00	\$1.50	n/a	n/a	\$4.00	\$2.00	n/a	n/a	\$65.00	\$32.50
Indian River (GoLine)	FREE	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Jacksonville Transportation Authority	\$1.50	\$0.75*	\$2.00	\$1.50	n/a	n/a	\$4.00	\$1.50	n/a	\$16.00	\$50.00	\$30.00
Lake County Public Transp. (LakeXpress)	\$1.00	\$0.50	n/a	n/a	FREE	n/a	\$3.00	\$1.50	n/a	n/a	\$30.00	\$15.00
Lakeland Area Mass Transit District	\$1.50	\$0.75**	n/a	n/a	FREE	n/a	\$3.00	\$1.50**	n/a	\$12.00	\$47.00	n/a
Lee County Transit	\$1.25	\$0.60	n/a	n/a	n/a	n/a	\$3.50	n/a	n/a	\$2.50	\$35.00	\$20.00
LYNX Transit	\$2.00	\$1.00	\$3.50	\$1.75	FREE	n/a	\$4.50	\$2.25	\$8.00	\$16.00	\$50.00	\$25.00
Manatee County Area Transit	\$1.25	\$0.60*	n/a	n/a	\$0.25	n/a	\$3.00	\$1.50	\$7.50	\$15.00	\$30.00	\$15.00
Martin County	\$1.50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Miami-Dade Transit	\$2.00	\$1.00*	\$2.35	\$1.15	varies	varies	\$5.00	\$2.50	\$13.00	\$26.00	\$100.00	\$50.00
Okaloosa County Transit (The WAVE)	\$1.00	\$0.25	\$1.50	\$0.75	\$0.25	n/a	n/a	n/a	n/a	n/a	\$26.00	\$7.50
Palm Beach County Transportation Agency	\$1.50	\$0.75	\$2.00	n/a	varies	n/a	\$4.00	\$2.75	n/a	n/a	\$60.00	\$45.00
Pasco County Public Transportation	\$1.50	\$0.75	n/a	n/a	n/a	n/a	\$3.75	\$1.85	n/a	n/a	\$37.50	\$18.75
Pinellas Suncoast Transit Authority	\$2.00	\$1.00***	\$3.00	\$1.50	n/a	n/a	\$4.50	\$2.25	n/a	\$20.00	\$65.00	\$35.00
Polk County Transit Servs. Div. & WHAT	\$1.50	\$0.75***	n/a	n/a	n/a	n/a	\$3.00	\$1.50**	n/a	\$12.00	\$47.00	n/a
St. Johns County (Sunshine Bus)	\$1.00	\$0.50	n/a	n/a	n/a	n/a	\$3.00	\$1.50	n/a	n/a	\$25.00	\$12.50
St. Lucie Council on Aging, Inc.	\$2.00	\$1.00	n/a	n/a	n/a	n/a	\$5.00	\$2.50	n/a	n/a	\$50.00	\$25.00
Sarasota County Area Transit	\$1.25	\$0.60	\$2.50	\$1.25	varies	n/a	\$4.00	n/a	\$10.00	\$20.00	\$50.00	\$25.00
Space Coast Area Transit	\$1.25	\$0.60	n/a	n/a	FREE	n/a	n/a	n/a	n/a	n/a	\$35.00	\$17.00
StarMetro (Tallahassee)	\$1.25	\$0.60	n/a	n/a	FREE	n/a	\$3.00	n/a	\$7.50	\$10.00	\$38.00	n/a
SunTran (Ocala)	\$1.50	\$0.75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	\$45.00	\$23.00
Volusia County dba VOTRAN	\$1.25	\$0.60	\$3.50	\$1.75	n/a	n/a	\$3.00	\$1.50	\$6.00	\$12.00	\$40.00	\$20.00
S. Florida Regional Transportation Authority	Tiered fare system ranging from \$2.50-\$6.90 for one-way trips, depending on number of zones traveled.											
							\$5.00	\$2.50	n/a	n/a	\$100.00	\$50.00

* In Miami, those age 65 and over ride free with a Golden Passport. In Jacksonville, seniors age 60 and over ride free. In Manatee, seniors age 80 and over ride free.
 ** For students, Lakeland has a separate discounted cash fare (\$1.25) and a separate daily discounted fare (\$2.50). Polk has a separate discounted day pass for students (\$2.50).
 *** In both Pinellas and Polk, the discounted fare for students is \$1.25.

Glossary of Terms

Automated Guideway (MG): A fixed-guideway transit system that operates with automated (driverless) individual vehicles or multi-car trains. Service may be on a fixed schedule or in response to a passenger-activated call button.

Bus Rapid Transit (RB): Fixed-route bus systems that either (1) operate their routes predominantly on fixed-guideways (other than on highway HOV or shoulder lanes, such as for commuter bus service) or (2) that operate routes of high-frequency service with the following elements: Substantial transit stations, traffic signal priority or pre-emption, low-floor vehicles or level-platform boarding, and separate branding of the service. High-frequency service is defined as 10-minute peak and 15-minute off-peak headways for at least 14 hours of service operations per day. This mode may include portions of service that are fixed-guideway and non-fixed-guideway.

Commuter Bus (CB): Fixed-route bus systems that are primarily connecting outlying areas with a central city through bus service that operates with at least five miles of continuous closed-door service. This service typically operates using motorcoaches (aka over-the-road buses), and usually features peak scheduling, multiple-trip tickets, and multiple stops in outlying areas with limited stops in the central city.

Commuter Rail (CR): Short-haul rail passenger service operating in metropolitan and suburban areas, whether within or across the geographical boundaries of a state, usually characterized by reduced fare, multiple ride, and commutation tickets and by morning and evening peak period operations.

Demand-Response Service (DR): Any system of transporting individuals, including the provision of designated transportation service by public or private entities, which is not a fixed-route system. This type of service is also known as “paratransit.”

Demand Response-Taxi (DT): A special form of the demand response mode operated through taxicab providers. The mode is always purchased transportation type of service.

Directly Operated (DO): Transportation service provided directly by a transit agency, using their employees to supply the necessary labor to operate the revenue vehicles. This includes instances where an agency’s employees provide purchased transportation (PT) services to the agency through a contractual agreement.

Fixed Guideway: Any public transportation facility that utilizes and occupies a separate right-of-way or rails for the exclusive use of public transportation service including, but not limited to, fixed rail, automated guideway transit, and exclusive facilities for buses and other high-occupancy vehicles.

Heavy Rail (HR): Transit service using rail cars with motive capability, driven by electric power usually drawn from a third rail, configured for passenger traffic, and usually operated on exclusive rights-of-way.

Motorbus (MB): Mode of service involving passenger revenue vehicles operating on fixed routes and schedules on roadways.

Park-and-Ride: Parking garages and/or pavement used for parking passengers' automobiles, either free or for a fee, while they use transit system facilities. The garages/lots are generally used as collector sites for rail or bus service. They may also serve as collector sites for vanpools or carpools, and may sometimes serve as transit centers.

Purchased Transportation (PT): Transportation service provided to a public agency from a public or private transportation provider based on a written contract. It does not include franchising, licensing operations, management services, or private conventional bus service.

Streetcar Rail (SR): This mode is for rail transit systems operating entire routes predominantly on streets in mixed-traffic. This service typically operates with single-car trains powered by overhead catenaries and with frequent stops.

Vanpool (VP): A transit mode comprised of vans, small buses and other vehicles operating as a ride sharing arrangement, providing transportation to a group of individuals traveling directly between their homes and a regular destination within the same geographical area. The vehicles have a minimum seating capacity of seven persons, including the driver.

GENERAL INFORMATION

Operating Expense: Reported total spending on operations, including administration, maintenance, and operation of service vehicles.

Operating Revenue: All revenues generated through the operation of the transit agency. Includes passenger fares, special transit fares, school bus service revenues, freight tariffs, charter service revenues, auxiliary transportation revenues, subsidy from other sectors of operations, and non-transportation revenues.

Service Area Population: This indicator provides a suitable approximation of overall market size for comparison of relative spending and service levels among communities in the absence of actual service area population.

Service Area Population Density: Represents persons per square mile based on the service area population and service area size reported in the National Transit Database.

SERVICE SUPPLIED

Peak Vehicles: This refers to the number of vehicles operated in maximum (peak) service. It represents the number of revenue vehicles operated to meet the annual maximum service requirement, i.e., the revenue vehicle count during the peak hours of the peak days/weeks of the peak season (typically the rush period). Vehicles operated in maximum service exclude atypical days or one-time special events.

Route Miles: Number of directional route miles as reported in NTD data; defined as the mileage that service operates in each direction over routes traveled by public transportation vehicles in revenue service.

Total Annual Revenue Hours: Total hours of operation by revenue service vehicles in active revenue service.

Total Annual Revenue Miles: Number of annual miles of vehicle operation while in active service (available to pick up revenue passengers). This number is smaller than vehicle miles because of the exclusion of deadhead miles such as vehicle miles from the garage to the start of service, vehicle miles from the end of service to the garage, driver training, and other miscellaneous miles that are not considered to be in direct revenue service.

Total Revenue Vehicles: Number of vehicles available for use by the transit agency to meet the annual maximum service requirement. Total revenue vehicles includes spares, out-of-service vehicles, and vehicles in or awaiting maintenance, but excludes vehicles awaiting sale and emergency contingency vehicles.

SERVICE USAGE

Annual Passenger Miles: Number of annual passenger trips multiplied by the system's average trip length (in miles). This number provides a measure of the total number of passenger miles of transportation service consumed, and is typically derived based on sampling.

Annual Passenger Trips: Annual number of passenger boardings on the transit vehicles. A trip is counted each time a passenger boards a transit vehicle. Thus, if a passenger has to transfer between buses to reach a destination, he/she is counted as making two passenger trips.

Average Trip Length: Annual passenger miles divided by annual passenger trips.

QUALITY OF SERVICE

Average Headway: This measure is computed in minutes for the system as a whole using the following data: directional route miles, revenue miles, revenue hours, and the number of vehicles operated in maximum service (peak vehicles). The route mileage figure is divided by the system's calculated average speed (revenue miles per revenue hour) to produce an estimate of the time it would take, in hours, to traverse all the system's total route miles. Finally, this time figure is divided by the system's number of peak vehicles (then multiplied by 60 to convert time in hours to minutes) to determine the number of minutes it takes for a vehicle to complete its portion of the total route miles one time.

Weekday Span of Service: The number of hours that transit service is provided on a representative weekday in the operation of the transit agency. This indicator is determined by computing the number of hours between the values reported in the NTD for average weekday *time service begins* and *time service ends*. For transit agencies with more than one mode, the system total span of service takes into account the hours of operation for all modes and reports the span of hours that any transit service is provided on a typical weekday.

COST EFFICIENCY

Operating Expense Per Revenue Hour: Operating expense divided by total annual revenue hours; a key comparative measure which factors out vehicle speed. This is often important because vehicle speed is strongly influenced by local traffic conditions.

Operating Expense Per Revenue Mile: Operating expense divided by total annual revenue miles; a measure of the efficiency with which service is delivered and is another key comparative indicator.

Operating Revenue Per Operating Expense: Ratio of revenue generated through operation of the transit agency with respect to total operating expense.

Passenger Trips Per Employee FTE: Ratio of total passenger trips to system total full-time equivalents. Another measure of overall labor productivity.

Total Employee FTEs: Total number of payroll employees of the transit agency in terms of full-time equivalents (FTEs). All employees classified as capital are not included in this Handbook.

COST EFFECTIVENESS

Average Fare: Passenger fare revenues divided by the total number of passenger trips.

Farebox Recovery Ratio: Ratio of passenger fares to total operating expenses; an indicator of the share of total operating costs that is covered by the passengers' fares.

Operating Expense Per Capita: Annual operating budget divided by the service area population; a measure of the resource commitment to transit by the community.

Operating Expense Per Passenger Mile: Operating expense divided by the number of passenger miles; takes into account the impact of trip length on performance because some operators provide lengthy trips while others provide mainly shorter trips.

Operating Expense Per Passenger Trip: Operating expenditures divided by the total annual ridership; a measure of the efficiency of transporting riders; one of the key indicators of comparative performance of transit properties since it reflects both the efficiency with which service is delivered and the market demands for the service.

Passenger Fare Revenue: Revenue generated annually from carrying passengers in regularly scheduled service.

SERVICE EFFECTIVENESS

Passenger Trips Per Capita: Average number of transit boardings per person per year. This number is larger in areas where public transportation is emphasized and in areas where there are more transit dependent persons, and is a measure of the extent to which the public utilizes transit in a given service area.

Passenger Trips Per Revenue Hour: The ratio of annual passenger trips to total annual revenue hours of operation; reports on the effectiveness of the service because hours are generally a better representation of the resources consumed in providing service.

Passenger Trips Per Revenue Mile: The ratio of annual passenger trips to total annual revenue miles of service; a key indicator of service effectiveness that is influenced by the levels of demand and the supply of service provided.

Revenue Miles Between Failures: Number of total annual revenue miles divided by the number of revenue vehicle system failures; an indicator of the average frequency of delays because of a problem with the equipment.

Revenue Miles Between Safety Incidents: Number of total annual revenue miles divided by the number of incidents; reports the average interval, in miles, between incidents.

Revenue Vehicle System Failures: Total number of failures that occur during revenue service, deadheading, and layovers. A failure is classified as the breakdown of either a major or minor element of the revenue vehicle's mechanical system. Failures are tabulated regardless of whether they result in a vehicle completing or not completing its trip.

