

2010 Florida Transit Handbook



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).

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 2009. 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 rural and demand response transit systems can be obtained from the Annual Operations Report published by Florida's Commission for the Transportation Disadvantaged. In 2009, 28 of Florida's 30 fixed-route transit systems (including bus, rail, and vanpool modes) provided transportation for nearly 249 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.

*SunTran in Ocala and Key West Transit also operate fixed routes, but are not required to report ridership data in NTD. SunTran has received a reporting waiver from NTD; Key West Transit is not classified as an urban system and is therefore not required to report to NTD.

FLORIDA TRANSIT HANDBOOK

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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), 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, TDP reviews, transit information systems, transit facilities planning, transit oriented development, technical assistance, and training. Some of the programs and activities implemented and managed by the 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

The Transit Operations 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 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 Web page

www.dot.state.fl.us/transit

Florida Transit Planning Network

<http://planfortransit.com>

Transit 2020: Florida's Strategic Plan for Transit

www.dot.state.fl.us/transit/pages/transit2020plan.shtm

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

State Bus Fleet Program—The purpose of this program is to establish the requirements for the lease and management of State Public Transportation Fleet Equipment.

For more information, please visit:

www.dot.state.fl.us/transit/pages/statebusfleetprogram.shtm

Substance Abuse Review

[www.dot.state.fl.us/transit/pages/Substance Abuse Review.doc](http://www.dot.state.fl.us/transit/pages/Substance%20Abuse%20Review.doc)

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

FDOT District Public Transportation Offices

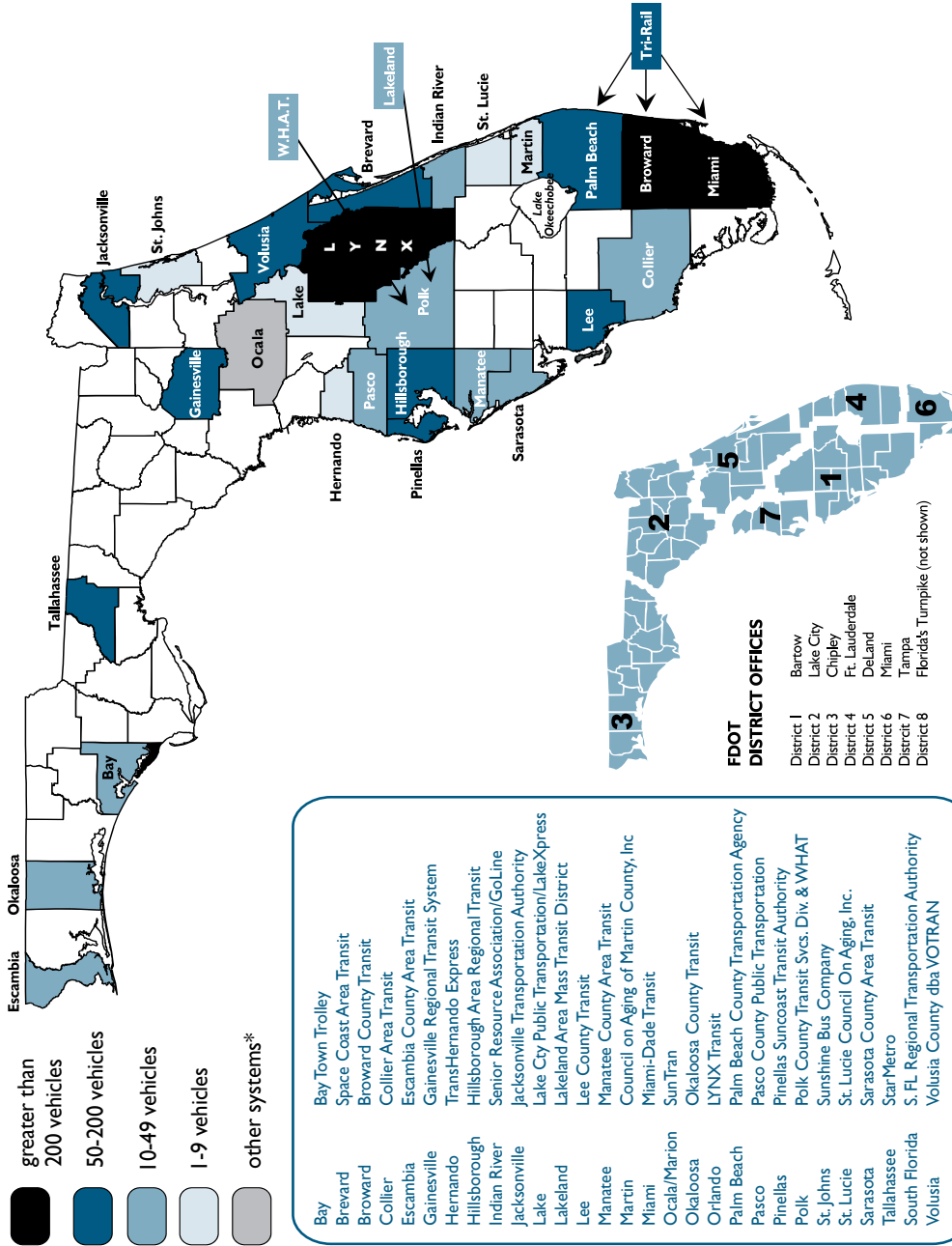
The Florida Department of Transportation is decentralized in accordance with legislative mandates. Each of the seven districts is managed by a District Secretary. The districts vary in organizational structure; however, each district, except for the Turnpike, District 8, has an Office of Public Transportation Operations (PTO), managed by a District Public Transportation Manager.

PTO organizational structures also vary from district to district, but each district PTO is responsible for transit, aviation, rail and seaport functions within their districts.

District PTO Offices 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 PTO 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, 1-800-749-2967	Jacksonville Transportation Authority (JTA); Regional Transit System (RTS, Gainesville); St. Johns County (Sunshine Bus).
3	1074 Highway 90, P.O. Box 607, Chipley, FL 32428-0607 Phone: (850) 638-0250, 1-888-638-0250	Escambia County Area Transit (ECAT); Okaloosa County (The Wave), Panama City MPO-Bay Town Trolley; City of Tallahassee (StarMetro).
4	3400 W. Commercial Blvd. Ft. Lauderdale, FL 33309-3421 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 Council on Aging; 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 dba VOTRAN; Ocala/Marion MPO (SunTran); Lake County (LakeXpress)
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).

Fixed-Route Urban Systems



* SunTran in Ocala and Key West Transit did not report NTD data in 2009. SunTran received a reporting waiver from NTD; Key West Transit is not classified as an urban system and is not required to report to NTD.

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

Florida's Transit Systems

In 2009, there were 30 fixed-route transit systems operating in Florida and 28 of those 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 two additional fixed-route transit systems in Florida that did not report NTD data in 2009. SunTran provides service on six routes in Ocala, but has received a reporting waiver from NTD. Key West Transit operates fixed routes in Key West, but is not classified by the Federal Transit Administration as an urban system and therefore is 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 2009, 10 of Florida's transit systems, Bay Town Trolley, Broward County Transit, Collier Area Transit, Hernando (TransHernando Express), Pinellas Sun-coast Transit Authority, the South Florida Regional Transportation Authority, Palm Beach County Transportation Agency, Okaloosa County, Lake County, and St. Johns County (Sunshine Bus) contracted for all or part of their regular fixed-route motorbus service.

During 2009, Florida's transit agencies ranged in size from the two-vehicle system in Martin County to the 1,023-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 2009. 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 is a page summarizing all of the system's fare structures as of September 2010. After the fare information, data summarizing trends from 2008 to 2009 for each system are presented. More information on public transit in Florida can be found at the following website: www.dot.state.fl.us/transit.

Florida's Transit Systems—2008 and 2009 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 2009, 28 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 2008 and 2009 from the National Transit Database. The data shown below represent closed-out, validated numbers as of September 2010. However, it is possible that some figures may be updated in the subsequent reporting year. Please see pages 6 and 7 of this Handbook for more information on Florida's transit systems.

	2008	2009
General Information		
Service Area Population	14,184,357	14,308,931
Service Area Population Density	1,209.96	1,209.85
Operating Expense	\$1,027,577,158	\$1,015,050,830
Operating Revenue	\$250,271,799	\$233,922,989
Service Supplied		
Total Annual Revenue Miles	136,977,121	136,368,969
Total Annual Revenue Hours	9,467,390	9,424,031
Total Revenue Vehicles	3,590	3,612
Peak Vehicles	2,996	2,915
Route Miles	13,166.5	13,503.3
Service Usage		
Annual Passenger Trips	262,154,793	248,771,366
Annual Passenger Miles	1,438,396,389	1,369,739,281
Average Trip Length	5.5	5.5
Quality of Service		
Average Headway (minutes)	18.22	19.21
Weekday Span of Service (hours)	16.7	16.8
Cost Efficiency		
Operating Expense per Revenue Mile	\$7.50	\$7.44
Operating Expense per Revenue Hour	\$108.54	\$107.71
Operating Revenue per Operating Expense	24.36%	23.05%
Passenger Trips per Employee FTE	27,041	27,400
Cost Effectiveness		
Operating Expense per Passenger Trip	\$3.92	\$4.08
Operating Expense per Passenger Mile	\$0.71	\$0.74
Operating Expense per Capita	\$72.44	\$70.94
Farebox Recovery Ratio	19.75%	21.02%
Average Fare	\$0.77	\$0.86
Service Effectiveness		
Passenger Trips per Revenue Mile	1.91	1.82
Passenger Trips per Revenue Hour	27.69	26.40
Passenger Trips per Capita	18.48	17.39
Revenue Miles Between Safety Incidents	173,170	160,246
Revenue Miles Between Failures	4,588	4,627

Bay Town Trolley/Bay Area Transportation

Mr. Greg Meeks, General Manager
 1116 Frankford Avenue, Panama City, FL 32401
 (850) 769-0557
www.baytowntrolley.org



**Bay Area
 Transportation**

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 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 2008 and 2009 are shown below.

General Information	2008	2009
Service Area Population	85,458	85,458
Service Area Population Density	1,780.4	1,780.4
Operating Expense	\$1,212,108	\$1,841,988
Operating Revenue	\$270,591	\$356,842
Service Supplied		
Total Annual Revenue Miles	485,304	597,275
Total Annual Revenue Hours	27,866	36,967
Total Revenue Vehicles	14	19
Peak Vehicles	11	13
Route Miles	140.2	150.0
Service Usage		
Annual Passenger Trips	420,797	670,573
Annual Passenger Miles	2,080,545	3,315,512
Average Trip Length	4.9	4.9
Quality of Service		
Average Headway (minutes)	43.91	42.85
Weekday Span of Service (hours)	14.0	14.5
Cost Efficiency		
Operating Expense per Revenue Mile	\$2.50	\$3.08
Operating Expense per Revenue Hour	\$43.50	\$49.83
Operating Revenue per Operating Expense	22.32%	19.37%
Passenger Trips per Employee FTE	17,362	n/a
Cost Effectiveness		
Operating Expense per Passenger Trip	\$2.88	\$2.75
Operating Expense per Passenger Mile	\$0.58	\$0.56
Operating Expense per Capita	\$14.18	\$21.55
Farebox Recovery Ratio	21.92%	17.76%
Average Fare	\$0.63	\$0.49
Service Effectiveness		
Passenger Trips per Revenue Mile	0.87	1.12
Passenger Trips per Revenue Hour	15.10	18.14
Passenger Trips per Capita	4.92	7.85
Revenue Miles Between Safety Incidents	69,329	n/a
Revenue Miles Between Failures	7,466	6,711

Broward County Transit (BCT)

Mr. Timothy Garling, Director
3201 West Copans Road, Pompano Beach, FL 33069
(954) 357-8361
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 2008 and 2009 are provided below.

	2008	2009
General Information		
Service Area Population	1,787,636	1,751,234
Service Area Population Density	4,360.1	4,271.3
Operating Expense	\$99,227,537	\$100,807,838
Operating Revenue	\$31,757,936	\$24,949,603
Service Supplied		
Total Annual Revenue Miles	14,245,816	16,333,518
Total Annual Revenue Hours	1,051,090	1,189,097
Total Revenue Vehicles	307	362
Peak Vehicles	255	303
Route Miles	1,082.4	1,603.7
Service Usage		
Annual Passenger Trips	38,716,430	38,960,217
Annual Passenger Miles	178,200,902	174,056,441
Average Trip Length	4.6	4.5
Quality of Service		
Average Headway (minutes)	18.79	23.12
Weekday Span of Service (hours)	20.0	20.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$6.97	\$6.17
Operating Expense per Revenue Hour	\$94.40	\$84.78
Operating Revenue per Operating Expense	32.01%	24.75%
Passenger Trips per Employee FTE	40,087	41,187
Cost Effectiveness		
Operating Expense per Passenger Trip	\$2.56	\$2.59
Operating Expense per Passenger Mile	\$0.56	\$0.58
Operating Expense per Capita	\$55.51	\$57.56
Farebox Recovery Ratio	23.91%	23.34%
Average Fare	\$0.61	\$0.60
Service Effectiveness		
Passenger Trips per Revenue Mile	2.72	2.39
Passenger Trips per Revenue Hour	36.83	32.76
Passenger Trips per Capita	21.66	22.25
Revenue Miles Between Safety Incidents	122,328	122,328
Revenue Miles Between Failures	27,933	25,763

Collier Area Transit (CAT)

Mr. Carlos Riviera, General Manager
8300 Radio Road, Naples, FL 34104
(239) 596-7777
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 2008 and 2009 fixed route purchased motorbus services.

	2008	2009
General Information		
Service Area Population	333,858	333,032
Service Area Population Density	220.7	220.1
Operating Expense	\$5,362,710	\$5,048,082
Operating Revenue	\$999,954	\$988,710
Service Supplied		
Total Annual Revenue Miles	1,214,814	1,244,756
Total Annual Revenue Hours	66,183	67,043
Total Revenue Vehicles	23	23
Peak Vehicles	16	16
Route Miles	367.0	363.5
Service Usage		
Annual Passenger Trips	1,166,358	1,109,710
Annual Passenger Miles	9,260,882	8,968,616
Average Trip Length	7.9	8.1
Quality of Service		
Average Headway (minutes)	74.98	73.42
Weekday Span of Service (hours)	16.5	16.5
Cost Efficiency		
Operating Expense per Revenue Mile	\$4.41	\$4.06
Operating Expense per Revenue Hour	\$81.03	\$75.30
Operating Revenue per Operating Expense	18.65%	19.59%
Passenger Trips per Employee FTE	n/a	n/a
Cost Effectiveness		
Operating Expense per Passenger Trip	\$4.60	\$4.55
Operating Expense per Passenger Mile	\$0.58	\$0.56
Operating Expense per Capita	\$16.06	\$15.16
Farebox Recovery Ratio	17.63%	19.11%
Average Fare	\$0.81	\$0.87
Service Effectiveness		
Passenger Trips per Revenue Mile	0.96	0.89
Passenger Trips per Revenue Hour	17.62	16.55
Passenger Trips per Capita	3.49	3.33
Revenue Miles Between Safety Incidents	n/a	51,865
Revenue Miles Between Failures	n/a	8,766

Escambia County Area Transit (ECAT)

Mr. Ken Gordon, 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 fixed-route motorbus service, ECAT contracts to provide demand-response transportation services. 2008 and 2009 motorbus data for ECAT are shown below.

	2008	2009
General Information		
Service Area Population	307,220	307,220
Service Area Population Density	1,920.1	1,920.1
Operating Expense	\$7,025,035	\$6,805,860
Operating Revenue	\$1,283,844	\$1,176,008
Service Supplied		
Total Annual Revenue Miles	1,325,066	1,362,523
Total Annual Revenue Hours	89,770	104,396
Total Revenue Vehicles	44	39
Peak Vehicles	32	32
Route Miles	308.5	311.0
Service Usage		
Annual Passenger Trips	1,123,486	1,131,853
Annual Passenger Miles	5,449,070	5,489,487
Average Trip Length	4.9	4.8
Quality of Service		
Average Headway (minutes)	39.19	44.68
Weekday Span of Service (hours)	15.0	15.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$5.30	\$5.00
Operating Expense per Revenue Hour	\$78.26	\$65.19
Operating Revenue per Operating Expense	18.28%	17.28%
Passenger Trips per Employee FTE	13,960	12,904
Cost Effectiveness		
Operating Expense per Passenger Trip	\$6.25	\$6.01
Operating Expense per Passenger Mile	\$1.29	\$1.24
Operating Expense per Capita	\$22.87	\$22.15
Farebox Recovery Ratio	16.51%	16.09%
Average Fare	\$1.03	\$0.97
Service Effectiveness		
Passenger Trips per Revenue Mile	0.85	0.83
Passenger Trips per Revenue Hour	12.52	10.84
Passenger Trips per Capita	3.66	3.68
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	8,604	9,595

Gainesville Regional Transit System

Mr. Jesus Gomez, Director
100 S.E. 10th Avenue, Gainesville, FL 32601
(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 2008 and 2009.

General Information	2008	2009
Service Area Population	149,173	151,294
Service Area Population Density	2,015.9	1,990.7
Operating Expense	\$16,396,047	\$16,578,691
Operating Revenue	\$9,260,104	\$10,157,183
Service Supplied		
Total Annual Revenue Miles	2,846,734	2,821,703
Total Annual Revenue Hours	247,834	248,819
Total Revenue Vehicles	107	105
Peak Vehicles	88	88
Route Miles	204.2	205.6
Service Usage		
Annual Passenger Trips	9,004,928	8,939,980
Annual Passenger Miles	25,213,798	25,031,944
Average Trip Length	2.8	2.8
Quality of Service		
Average Headway (minutes)	12.12	12.36
Weekday Span of Service (hours)	20.2	20.2
Cost Efficiency		
Operating Expense per Revenue Mile	\$5.76	\$5.88
Operating Expense per Revenue Hour	\$66.16	\$66.63
Operating Revenue per Operating Expense	56.48%	61.27%
Passenger Trips per Employee FTE	41,391	41,171
Cost Effectiveness		
Operating Expense per Passenger Trip	\$1.82	\$1.85
Operating Expense per Passenger Mile	\$0.65	\$0.66
Operating Expense per Capita	\$109.91	\$109.58
Farebox Recovery Ratio	54.10%	58.65%
Average Fare	\$0.99	\$1.09
Service Effectiveness		
Passenger Trips per Revenue Mile	3.16	3.17
Passenger Trips per Revenue Hour	36.33	35.93
Passenger Trips per Capita	60.37	59.09
Revenue Miles Between Safety Incidents	316,304	705,426
Revenue Miles Between Failures	4,073	4,180

Hernando Express Bus (TransHernando Express)

Mr. Richard Cook, Director
1122 Ponce De Leon Blvd., 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 cities of Brooksville and Spring Hill, with a shuttle connecting the two areas. Trans-Hernando Para-Transit also provides demand-response service throughout Hernando County. 2008 and 2009 data representing THE Bus's fixed-route motorbus service are shown below.

	2008	2009
General Information		
Service Area Population	164,907	164,907
Service Area Population Density	345.0	345.0
Operating Expense	\$1,294,135	\$1,463,297
Operating Revenue	\$76,411	\$94,507
Service Supplied		
Total Annual Revenue Miles	309,182	304,991
Total Annual Revenue Hours	17,692	17,491
Total Revenue Vehicles	10	10
Peak Vehicles	6	6
Route Miles	63.4	60.2
Service Usage		
Annual Passenger Trips	154,369	129,197
Annual Passenger Miles	610,934	605,030
Average Trip Length	4.0	4.7
Quality of Service		
Average Headway (minutes)	36.28	34.52
Weekday Span of Service (hours)	14.0	14.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$4.19	\$4.80
Operating Expense per Revenue Hour	\$73.15	\$83.66
Operating Revenue per Operating Expense	5.90%	6.46%
Passenger Trips per Employee FTE	n/a	n/a
Cost Effectiveness		
Operating Expense per Passenger Trip	\$8.38	\$11.33
Operating Expense per Passenger Mile	\$2.12	\$2.42
Operating Expense per Capita	\$7.85	\$8.87
Farebox Recovery Ratio	5.56%	5.58%
Average Fare	\$0.47	\$0.63
Service Effectiveness		
Passenger Trips per Revenue Mile	0.50	0.42
Passenger Trips per Revenue Hour	8.73	7.39
Passenger Trips per Capita	0.94	0.78
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	n/a	3,961

Hillsborough Area Regional Transit Authority (HART)

Mr. David Armijo, Executive Director
 4305 E. 21st 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. Contracted vanpool services are also provided. 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. 2008 and 2009 data for HART's fixed-route and vanpool services are shown below.

	2008	2009
General Information		
Service Area Population	821,306	821,306
Service Area Population Density	3,379.9	3,379.9
Operating Expense	\$53,176,720	\$61,598,943
Operating Revenue	\$14,107,078	\$13,184,576
Service Supplied		
Total Annual Revenue Miles	7,843,282	8,140,805
Total Annual Revenue Hours	600,720	612,449
Total Revenue Vehicles	244	238
Peak Vehicles	200	197
Route Miles	972.5	978.2
Service Usage		
Annual Passenger Trips	13,630,592	13,714,254
Annual Passenger Miles	71,867,383	67,687,285
Average Trip Length	5.3	4.9
Quality of Service		
Average Headway (minutes)	22.35	22.41
Weekday Span of Service (hours)	21.3	21.5
Cost Efficiency		
Operating Expense per Revenue Mile	\$6.78	\$7.57
Operating Expense per Revenue Hour	\$88.52	\$100.58
Operating Revenue per Operating Expense	26.53%	21.40%
Passenger Trips per Employee FTE	22,348	21,799
Cost Effectiveness		
Operating Expense per Passenger Trip	\$3.90	\$4.49
Operating Expense per Passenger Mile	\$0.74	\$0.91
Operating Expense per Capita	\$64.75	\$75.00
Farebox Recovery Ratio	22.84%	19.83%
Average Fare	\$0.89	\$0.89
Service Effectiveness		
Passenger Trips per Revenue Mile	1.74	1.68
Passenger Trips per Revenue Hour	22.69	22.39
Passenger Trips per Capita	16.60	16.70
Revenue Miles Between Safety Incidents	132,937	142,821
Revenue Miles Between Failures	5,614	5,745

Jacksonville Transportation Authority (JTA)

Mr. Michael Blaylock, Executive Director
 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 2008 and 2009 fixed-route services (motorbus and automated guideway).

General Information	2008	2009
Service Area Population	827,453	827,453
Service Area Population Density	3,419.2	3,419.2
Operating Expense	\$72,420,685	\$59,699,687
Operating Revenue	\$20,911,798	\$10,285,482
Service Supplied		
Total Annual Revenue Miles	9,780,214	9,098,872
Total Annual Revenue Hours	647,833	605,315
Total Revenue Vehicles	201	192
Peak Vehicles	190	169
Route Miles	777.1	645.4
Service Usage		
Annual Passenger Trips	10,793,351	10,703,555
Annual Passenger Miles	54,524,160	54,873,285
Average Trip Length	5.1	5.1
Quality of Service		
Average Headway (minutes)	16.26	15.24
Weekday Span of Service (hours)	21.5	21.7
Cost Efficiency		
Operating Expense per Revenue Mile	\$7.40	\$6.56
Operating Expense per Revenue Hour	\$111.79	\$98.63
Operating Revenue per Operating Expense	28.88%	17.23%
Passenger Trips per Employee FTE	15,254	17,214
Cost Effectiveness		
Operating Expense per Passenger Trip	\$6.71	\$5.58
Operating Expense per Passenger Mile	\$1.33	\$1.09
Operating Expense per Capita	\$87.52	\$72.15
Farebox Recovery Ratio	12.12%	14.37%
Average Fare	\$0.81	\$0.80
Service Effectiveness		
Passenger Trips per Revenue Mile	1.10	1.18
Passenger Trips per Revenue Hour	16.66	17.68
Passenger Trips per Capita	13.04	12.94
Revenue Miles Between Safety Incidents	232,862	197,802
Revenue Miles Between Failures	8,446	8,010

Lake County Public Transportation/LakeXpress

Mr. Kenneth Harley, Director
 Lake County Public Transportation Division
 312 W. Main Street, Tavares, FL 32778
 (352) 742-6580
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.

General Information	2008	2009
Service Area Population	97,497	97,497
Service Area Population Density	1,373.2	1,373.2
Operating Expense	\$1,678,358	\$1,784,224
Operating Revenue	\$177,783	\$214,202
Service Supplied		
Total Annual Revenue Miles	281,984	331,978
Total Annual Revenue Hours	17,663	20,828
Total Revenue Vehicles	8	10
Peak Vehicles	6	7
Route Miles	101.9	147.3
Service Usage		
Annual Passenger Trips	105,253	156,972
Annual Passenger Miles	697,738	1,059,688
Average Trip Length	6.6	6.8
Quality of Service		
Average Headway (minutes)	63.83	79.21
Weekday Span of Service (hours)	13.8	13.8
Cost Efficiency		
Operating Expense per Revenue Mile	\$5.95	\$5.37
Operating Expense per Revenue Hour	\$95.02	\$85.66
Operating Revenue per Operating Expense	10.59%	12.01%
Passenger Trips per Employee FTE	n/a	n/a
Cost Effectiveness		
Operating Expense per Passenger Trip	\$15.95	\$11.37
Operating Expense per Passenger Mile	\$2.41	\$1.68
Operating Expense per Capita	\$17.21	\$18.30
Farebox Recovery Ratio	4.02%	5.02%
Average Fare	\$0.64	\$0.57
Service Effectiveness		
Passenger Trips per Revenue Mile	0.37	0.47
Passenger Trips per Revenue Hour	5.96	7.54
Passenger Trips per Capita	1.08	1.61
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	16,587	13,279

Lakeland Area Mass Transit District (Citrus Connection)

Mr. Danny Ours, Executive Director
 1248 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 2008 and 2009 motorbus data.

General Information	2008	2009
Service Area Population	110,000	110,000
Service Area Population Density	1,428.6	1,428.6
Operating Expense	\$7,076,186	\$7,064,440
Operating Revenue	\$1,095,228	\$1,307,128
Service Supplied		
Total Annual Revenue Miles	1,325,536	1,266,448
Total Annual Revenue Hours	80,126	79,235
Total Revenue Vehicles	41	41
Peak Vehicles	24	24
Route Miles	280.0	219.9
Service Usage		
Annual Passenger Trips	1,602,322	1,450,988
Annual Passenger Miles	8,041,251	7,291,873
Average Trip Length	5.0	5.0
Quality of Service		
Average Headway (minutes)	42.31	34.39
Weekday Span of Service (hours)	13.8	13.8
Cost Efficiency		
Operating Expense per Revenue Mile	\$5.34	\$5.58
Operating Expense per Revenue Hour	\$88.31	\$89.16
Operating Revenue per Operating Expense	15.48%	18.50%
Passenger Trips per Employee FTE	18,209	16,199
Cost Effectiveness		
Operating Expense per Passenger Trip	\$4.42	\$4.87
Operating Expense per Passenger Mile	\$0.88	\$0.97
Operating Expense per Capita	\$64.33	\$64.22
Farebox Recovery Ratio	14.33%	16.67%
Average Fare	\$0.63	\$0.81
Service Effectiveness		
Passenger Trips per Revenue Mile	1.21	1.15
Passenger Trips per Revenue Hour	20.00	18.31
Passenger Trips per Capita	14.57	13.19
Revenue Miles Between Safety Incidents	57,632	115,132
Revenue Miles Between Failures	5,239	7,722

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 demand-response services. In addition, LeeTran contractually provides vanpool service. LeeTran's fixed-route motorbus and vanpool data for 2008 and 2009 are shown below.

	2008	2009
General Information		
Service Area Population	451,153	444,837
Service Area Population Density	3,728.5	3,676.3
Operating Expense	\$16,565,452	\$14,946,864
Operating Revenue	\$3,129,124	\$2,953,633
Service Supplied		
Total Annual Revenue Miles	3,149,041	3,158,087
Total Annual Revenue Hours	189,859	188,282
Total Revenue Vehicles	65	68
Peak Vehicles	55	54
Route Miles	416.4	416.4
Service Usage		
Annual Passenger Trips	3,093,216	3,064,820
Annual Passenger Miles	16,822,707	16,597,504
Average Trip Length	5.4	5.4
Quality of Service		
Average Headway (minutes)	31.57	31.75
Weekday Span of Service (hours)	17.1	17.1
Cost Efficiency		
Operating Expense per Revenue Mile	\$5.26	\$4.73
Operating Expense per Revenue Hour	\$87.25	\$79.39
Operating Revenue per Operating Expense	18.89%	19.76%
Passenger Trips per Employee FTE	19,060	18,506
Cost Effectiveness		
Operating Expense per Passenger Trip	\$5.36	\$4.88
Operating Expense per Passenger Mile	\$0.98	\$0.90
Operating Expense per Capita	\$36.72	\$33.60
Farebox Recovery Ratio	10.92%	14.87%
Average Fare	\$0.58	\$0.73
Service Effectiveness		
Passenger Trips per Revenue Mile	0.98	0.97
Passenger Trips per Revenue Hour	16.29	16.28
Passenger Trips per Capita	6.86	6.89
Revenue Miles Between Safety Incidents	250,502	150,910
Revenue Miles Between Failures	8,589	10,928



Mr. Edward Johnson, Interim CEO/Chief Administrative Officer
 455 North Garland Avenue, Orlando, FL 32801
 (407) 841-2279
www.golynx.com

LYNX is an independent authority that is governed by a Board of Directors. The authority provides service to Orange County (including Orlando, Winter Park, Maitland, and others), Seminole County (including Altamonte Springs, Casselberry, and Sanford), and Osceola County (including Kissimmee and St. Cloud). LYNX provides fixed-route motorbus service, paratransit service, transportation-disadvantaged coordination, a five-county regional ride-sharing assistance program, and vanpool service. 2008 and 2009 fixed-route motorbus and vanpool data for LYNX are provided below.

	2008	2009
General Information		
Service Area Population	1,811,366	1,811,366
Service Area Population Density	713.7	713.7
Operating Expense	\$88,447,201	\$85,317,886
Operating Revenue	\$25,043,262	\$23,663,272
Service Supplied		
Total Annual Revenue Miles	16,057,081	15,339,677
Total Annual Revenue Hours	1,104,160	1,055,387
Total Revenue Vehicles	359	375
Peak Vehicles	300	298
Route Miles	1,424.4	1,295.8
Service Usage		
Annual Passenger Trips	26,626,576	23,930,156
Annual Passenger Miles	158,620,671	142,718,751
Average Trip Length	6.0	6.0
Quality of Service		
Average Headway (minutes)	19.59	17.95
Weekday Span of Service (hours)	23.2	23.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$5.51	\$5.56
Operating Expense per Revenue Hour	\$80.10	\$80.84
Operating Revenue per Operating Expense	28.31%	27.74%
Passenger Trips per Employee FTE	28,313	26,788
Cost Effectiveness		
Operating Expense per Passenger Trip	\$3.32	\$3.57
Operating Expense per Passenger Mile	\$0.56	\$0.60
Operating Expense per Capita	\$48.83	\$47.10
Farebox Recovery Ratio	23.66%	24.02%
Average Fare	\$0.79	\$0.86
Service Effectiveness		
Passenger Trips per Revenue Mile	1.66	1.56
Passenger Trips per Revenue Hour	24.11	22.67
Passenger Trips per Capita	14.70	13.21
Revenue Miles Between Safety Incidents	160,571	159,788
Revenue Miles Between Failures	11,396	9,492

Manatee County Area Transit (MCAT)

Mr. Ralf Heseler, Transit 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. 2008 and 2009 data for MCAT's fixed-route motorbus services are provided on this page.

	2008	2009
General Information		
Service Area Population	103,000	103,000
Service Area Population Density	1,144.4	1,144.4
Operating Expense	\$6,377,405	\$6,650,649
Operating Revenue	\$936,621	\$989,450
Service Supplied		
Total Annual Revenue Miles	1,174,392	1,309,485
Total Annual Revenue Hours	82,553	86,978
Total Revenue Vehicles	31	31
Peak Vehicles	19	19
Route Miles	200.0	252.0
Service Usage		
Annual Passenger Trips	1,485,797	1,403,104
Annual Passenger Miles	6,152,215	6,621,251
Average Trip Length	4.1	4.7
Quality of Service		
Average Headway (minutes)	44.40	52.86
Weekday Span of Service (hours)	16.5	16.5
Cost Efficiency		
Operating Expense per Revenue Mile	\$5.43	\$5.08
Operating Expense per Revenue Hour	\$77.25	\$76.46
Operating Revenue per Operating Expense	14.69%	14.88%
Passenger Trips per Employee FTE	19,839	19,132
Cost Effectiveness		
Operating Expense per Passenger Trip	\$4.29	\$4.74
Operating Expense per Passenger Mile	\$1.04	\$1.00
Operating Expense per Capita	\$61.92	\$64.57
Farebox Recovery Ratio	9.46%	9.89%
Average Fare	\$0.41	\$0.47
Passenger Trips per Revenue Mile	1.27	1.07
Passenger Trips per Revenue Hour	18.00	16.13
Passenger Trips per Capita	14.43	13.62
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	4,793	1,502

The Council on Aging of Martin County, Inc.

Ms. Barbara A. Kauffman, President/CEO
 1071 E. 10th Street, P.O. Box 3029, Stuart, FL 34996
 (772) 223-7800
www.coamc.org



Community Coach, a service of the Council on Aging of Martin County, is the public transportation service for Martin County as designated by the Martin County Board of County Commissioners. Community Coach provides a curb-to-curb, advance reservation, shared ride transportation service and also operates deviated fixed-route services in Indiantown and Stuart. 2008 and 2009 motorbus data are displayed below.

	2008	2009
General Information		
Service Area Population	137,956	137,956
Service Area Population Density	248.6	248.6
Operating Expense	\$56,729	\$202,053
Operating Revenue	\$6,766	\$5,031
Service Supplied		
Total Annual Revenue Miles	23,957	30,861
Total Annual Revenue Hours	2,042	2,473
Total Revenue Vehicles	2	3
Peak Vehicles	1	2
Route Miles	26.8	26.8
Service Usage		
Annual Passenger Trips	23,518	11,361
Annual Passenger Miles	98,654	83,425
Average Trip Length	4.2	7.3
Quality of Service		
Average Headway (minutes)	137.06	64.43
Weekday Span of Service (hours)	8.0	9.8
Cost Efficiency		
Operating Expense per Revenue Mile	\$2.37	\$6.55
Operating Expense per Revenue Hour	\$27.78	\$81.70
Operating Revenue per Operating Expense	11.93%	2.49%
Passenger Trips per Employee FTE	7,379	3,011
Cost Effectiveness		
Operating Expense per Passenger Trip	\$2.41	\$17.78
Operating Expense per Passenger Mile	\$0.58	\$2.42
Operating Expense per Capita	\$0.41	\$1.46
Farebox Recovery Ratio	11.93%	2.43%
Average Fare	\$0.29	\$0.43
Service Effectiveness		
Passenger Trips per Revenue Mile	0.98	0.37
Passenger Trips per Revenue Hour	11.52	4.59
Passenger Trips per Capita	0.17	0.08
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	n/a	n/a

Miami-Dade Transit (MDT)

Mr. Harpal Kapoor, 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—VPSI, Inc. The data shown below represent all of MDT's fixed-route services and area vanpool services (excluding paratransit operations) for 2008 and 2009.

General Information

	2008	2009
Service Area Population	2,402,208	2,402,208
Service Area Population Density	7,850.4	7,850.4
Operating Expense	\$444,719,807	\$437,906,325
Operating Revenue	\$99,436,868	\$103,032,863

Service Supplied

Total Annual Revenue Miles	44,442,542	42,487,660
Total Annual Revenue Hours	3,248,739	3,104,860
Total Revenue Vehicles	1,287	1,241
Peak Vehicles	1,141	1,023
Route Miles	1,891.3	1,900.6

Service Usage

Annual Passenger Trips	113,771,264	102,573,888
Annual Passenger Miles	590,255,094	545,980,507
Average Trip Length	5.2	5.3

Quality of Service

Average Headway (minutes)	7.27	8.15
Weekday Span of Service (hours)	24.0	24.0

Cost Efficiency

Operating Expense per Revenue Mile	\$10.01	\$10.31
Operating Expense per Revenue Hour	\$136.89	\$141.04
Operating Revenue per Operating Expense	22.36%	23.53%
Passenger Trips per Employee FTE	28,593	29,528

Cost Effectiveness

Operating Expense per Passenger Trip	\$3.91	\$4.27
Operating Expense per Passenger Mile	\$0.75	\$0.80
Operating Expense per Capita	\$185.13	\$182.29
Farebox Recovery Ratio	19.22%	21.69%
Average Fare	\$0.75	\$0.93

Service Effectiveness

Passenger Trips per Revenue Mile	2.56	2.41
Passenger Trips per Revenue Hour	35.02	33.04
Passenger Trips per Capita	47.36	42.70
Revenue Miles Between Safety Incidents	148,637	132,360
Revenue Miles Between Failures	2,426	2,442

Okaloosa County Transit (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). 2008 and 2009 data representing The Wave's fixed-route motorbus service are presented below.

General Information	2008	2009
Service Area Population	170,498	170,498
Service Area Population Density	852.5	852.5
Operating Expense	\$1,134,692	\$1,099,672
Operating Revenue	\$88,086	\$118,605
Service Supplied		
Total Annual Revenue Miles	442,358	445,586
Total Annual Revenue Hours	36,404	36,643
Total Revenue Vehicles	17	17
Peak Vehicles	14	14
Route Miles	162.9	162.9
Service Usage		
Annual Passenger Trips	211,330	172,122
Annual Passenger Miles	1,030,013	825,175
Average Trip Length	4.9	4.8
Quality of Service		
Average Headway (minutes)	57.45	57.41
Weekday Span of Service (hours)	13.0	13.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$2.57	\$2.47
Operating Expense per Revenue Hour	\$31.17	\$30.01
Operating Revenue per Operating Expense	7.76%	10.79%
Passenger Trips per Employee FTE	n/a	n/a
Cost Effectiveness		
Operating Expense per Passenger Trip	\$5.37	\$6.39
Operating Expense per Passenger Mile	\$1.10	\$1.33
Operating Expense per Capita	\$6.66	\$6.45
Farebox Recovery Ratio	5.90%	9.38%
Average Fare	\$0.32	\$0.60
Service Effectiveness		
Passenger Trips per Revenue Mile	0.48	0.39
Passenger Trips per Revenue Hour	5.81	4.70
Passenger Trips per Capita	1.24	1.01
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	n/a	29,706

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.palmtran.org



Palm Tran is a not-for-profit corporation owned by Palm Beach County that is governed by the seven-member Board of County Commissioners. The corporation provides transit services throughout Palm Beach County. Palm Tran operates fixed-route motorbus services and feeder bus services to the Tri-Rail system. In addition, Palm Tran offers route deviation service through the LINK and demand-response services through its paratransit operation, Palm Tran CONNECTION. 2008 and 2009 motorbus data for Palm Tran are provided below.

	2008	2009
General Information		
Service Area Population	982,900	982,900
Service Area Population Density	2,692.9	2,692.9
Operating Expense	\$48,137,026	\$47,915,349
Operating Revenue	\$8,918,218	\$8,116,040
Service Supplied		
Total Annual Revenue Miles	7,229,629	6,899,573
Total Annual Revenue Hours	426,166	408,777
Total Revenue Vehicles	165	160
Peak Vehicles	124	125
Route Miles	1,073.6	1,074.0
Service Usage		
Annual Passenger Trips	9,844,864	10,045,345
Annual Passenger Miles	56,101,184	50,715,280
Average Trip Length	5.7	5.0
Quality of Service		
Average Headway (minutes)	30.62	30.54
Weekday Span of Service (hours)	17.8	16.6
Cost Efficiency		
Operating Expense per Revenue Mile	\$6.66	\$6.94
Operating Expense per Revenue Hour	\$112.95	\$117.22
Operating Revenue per Operating Expense	18.53%	16.94%
Passenger Trips per Employee FTE	23,172	23,587
Cost Effectiveness		
Operating Expense per Passenger Trip	\$4.89	\$4.77
Operating Expense per Passenger Mile	\$0.86	\$0.94
Operating Expense per Capita	\$48.97	\$48.75
Farebox Recovery Ratio	16.20%	14.24%
Average Fare	\$0.79	\$0.68
Service Effectiveness		
Passenger Trips per Revenue Mile	1.36	1.46
Passenger Trips per Revenue Hour	23.54	24.88
Passenger Trips per Capita	10.02	10.22
Revenue Miles Between Safety Incidents	301,235	265,368
Revenue Miles Between Failures	30,178	6,804

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 2008 and 2009.

	2008	2009
General Information		
Service Area Population	437,846	462,715
Service Area Population Density	587.7	621.1
Operating Expense	\$4,244,249	\$4,087,859
Operating Revenue	\$588,091	\$655,968
Service Supplied		
Total Annual Revenue Miles	1,114,958	1,112,571
Total Annual Revenue Hours	66,786	66,508
Total Revenue Vehicles	30	29
Peak Vehicles	16	16
Route Miles	235.0	235.0
Service Usage		
Annual Passenger Trips	1,052,630	926,076
Annual Passenger Miles	6,895,848	5,860,895
Average Trip Length	6.6	6.3
Quality of Service		
Average Headway (minutes)	52.79	52.68
Weekday Span of Service (hours)	15.4	15.6
Cost Efficiency		
Operating Expense per Revenue Mile	\$3.81	\$3.67
Operating Expense per Revenue Hour	\$63.55	\$61.46
Operating Revenue per Operating Expense	13.86%	16.05%
Passenger Trips per Employee FTE	19,348	17,350
Cost Effectiveness		
Operating Expense per Passenger Trip	\$4.03	\$4.41
Operating Expense per Passenger Mile	\$0.62	\$0.70
Operating Expense per Capita	\$9.69	\$8.83
Farebox Recovery Ratio	13.86%	16.05%
Average Fare	\$0.56	\$0.71
Service Effectiveness		
Passenger Trips per Revenue Mile	0.94	0.83
Passenger Trips per Revenue Hour	15.76	13.92
Passenger Trips per Capita	2.40	2.00
Revenue Miles Between Safety Incidents	92,913	139,071
Revenue Miles Between Failures	5,807	4,346

Pinellas Suncoast Transit Authority (PSTA)

Ms. Denise Skinner, Interim 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 2008 and 2009 are shown below.

	2008	2009
General Information		
Service Area Population	863,796	883,631
Service Area Population Density	3,755.6	3,681.8
Operating Expense	\$50,514,693	\$51,392,031
Operating Revenue	\$12,757,270	\$12,153,794
Service Supplied		
Total Annual Revenue Miles	9,336,502	8,762,280
Total Annual Revenue Hours	652,462	611,629
Total Revenue Vehicles	210	210
Peak Vehicles	173	172
Route Miles	1,016.0	917.0
Service Usage		
Annual Passenger Trips	12,613,937	11,953,082
Annual Passenger Miles	60,569,954	61,725,595
Average Trip Length	4.8	5.2
Quality of Service		
Average Headway (minutes)	24.62	22.33
Weekday Span of Service (hours)	21.0	21.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$5.41	\$5.87
Operating Expense per Revenue Hour	\$77.42	\$84.02
Operating Revenue per Operating Expense	25.25%	23.65%
Passenger Trips per Employee FTE	22,378	22,509
Cost Effectiveness		
Operating Expense per Passenger Trip	\$4.00	\$4.30
Operating Expense per Passenger Mile	\$0.83	\$0.83
Operating Expense per Capita	\$58.48	\$58.16
Farebox Recovery Ratio	22.40%	22.41%
Average Fare	\$0.90	\$0.96
Service Effectiveness		
Passenger Trips per Revenue Mile	1.35	1.36
Passenger Trips per Revenue Hour	19.33	19.54
Passenger Trips per Capita	14.60	13.53
Revenue Miles Between Safety Incidents	135,312	105,570
Revenue Miles Between Failures	4,402	4,510

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

Mr. Paul Simmons, Division Director
1290 Golfview Avenue, Drawer HS09,
P.O. Box 9005, Bartow, FL 33831
(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. 2008 and 2009 motorbus data for Polk County and WHAT are presented below.

General Information	2008	2009
Service Area Population	153,924	153,924
Service Area Population Density	5,700.9	3,206.8
Operating Expense	\$2,321,116	\$2,469,600
Operating Revenue	\$346,429	\$249,112
Service Supplied		
Total Annual Revenue Miles	766,956	738,793
Total Annual Revenue Hours	37,021	34,984
Total Revenue Vehicles	26	26
Peak Vehicles	19	21
Route Miles	253.9	223.1
Service Usage		
Annual Passenger Trips	641,008	466,008
Annual Passenger Miles	3,208,782	2,333,760
Average Trip Length	5.0	5.0
Quality of Service		
Average Headway (minutes)	38.70	30.18
Weekday Span of Service (hours)	13.3	13.3
Cost Efficiency		
Operating Expense per Revenue Mile	\$3.03	\$3.34
Operating Expense per Revenue Hour	\$62.70	\$70.59
Operating Revenue per Operating Expense	14.93%	10.09%
Passenger Trips per Employee FTE	10,339	9,975
Cost Effectiveness		
Operating Expense per Passenger Trip	\$3.62	\$5.30
Operating Expense per Passenger Mile	\$0.72	\$1.06
Operating Expense per Capita	\$15.08	\$16.04
Farebox Recovery Ratio	14.93%	10.09%
Average Fare	\$0.54	\$0.53
Service Effectiveness		
Passenger Trips per Revenue Mile	0.84	0.63
Passenger Trips per Revenue Hour	17.31	13.32
Passenger Trips per Capita	4.16	3.03
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	23,967	18,943

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

Mr. George Hesson, Manager
595 Old Moultrie Road, St. Augustine, FL 32086
(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; 2008 and 2009 data for the motorbus mode are shown below.

	2008	2009
General Information		
Service Area Population	149,300	149,300
Service Area Population Density	248.8	248.8
Operating Expense	\$617,623	\$535,923
Operating Revenue	\$74,834	\$76,705
Service Supplied		
Total Annual Revenue Miles	388,277	347,987
Total Annual Revenue Hours	17,449	17,678
Total Revenue Vehicles	9	11
Peak Vehicles	6	7
Route Miles	73.0	66.0
Service Usage		
Annual Passenger Trips	152,349	137,928
Annual Passenger Miles	1,116,219	1,011,012
Average Trip Length	7.3	7.3
Quality of Service		
Average Headway (minutes)	32.81	28.74
Weekday Span of Service (hours)	12.0	12.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$1.59	\$1.54
Operating Expense per Revenue Hour	\$35.40	\$30.32
Operating Revenue per Operating Expense	12.12%	14.31%
Passenger Trips per Employee FTE	n/a	n/a
Cost Effectiveness		
Operating Expense per Passenger Trip	\$4.05	\$3.89
Operating Expense per Passenger Mile	\$0.55	\$0.53
Operating Expense per Capita	\$4.14	\$3.59
Farebox Recovery Ratio	12.12%	14.31%
Average Fare	\$0.49	\$0.56
Service Effectiveness		
Passenger Trips per Revenue Mile	0.39	0.40
Passenger Trips per Revenue Hour	8.73	7.80
Passenger Trips per Capita	1.02	0.92
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	n/a	49,712

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 2008 and 2009.

	2008	2009
General Information		
Service Area Population	241,305	265,108
Service Area Population Density	421.9	463.5
Operating Expense	\$978,870	\$1,194,717
Operating Revenue	\$67,810	\$72,134
Service Supplied		
Total Annual Revenue Miles	223,058	255,721
Total Annual Revenue Hours	16,566	19,011
Total Revenue Vehicles	10	14
Peak Vehicles	6	9
Route Miles	64.0	94.0
Service Usage		
Annual Passenger Trips	104,946	118,637
Annual Passenger Miles	681,919	977,003
Average Trip Length	6.5	8.2
Quality of Service		
Average Headway (minutes)	47.53	46.59
Weekday Span of Service (hours)	11.0	11.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$4.39	\$4.67
Operating Expense per Revenue Hour	\$59.09	\$62.84
Operating Revenue per Operating Expense	6.93%	6.04%
Passenger Trips per Employee FTE	6,999	6,414
Cost Effectiveness		
Operating Expense per Passenger Trip	\$9.33	\$10.07
Operating Expense per Passenger Mile	\$1.44	\$1.22
Operating Expense per Capita	\$4.06	\$4.51
Farebox Recovery Ratio	6.53%	5.72%
Average Fare	\$0.61	\$0.58
Service Effectiveness		
Passenger Trips per Revenue Mile	0.47	0.46
Passenger Trips per Revenue Hour	6.34	6.24
Passenger Trips per Capita	0.43	0.45
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	8,261	7,306

Sarasota County Area Transit (SCAT)

Mr. Anthony Beckford, Transit 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 and demand-response service. SCAT's 2008 and 2009 motorbus data are provided below.

General Information	2008	2009
Service Area Population	398,854	398,854
Service Area Population Density	1,872.6	1,872.6
Operating Expense	\$12,625,139	\$12,151,351
Operating Revenue	\$1,064,906	\$1,121,584
Service Supplied		
Total Annual Revenue Miles	2,503,353	2,786,480
Total Annual Revenue Hours	181,083	189,150
Total Revenue Vehicles	57	61
Peak Vehicles	44	44
Route Miles	457.4	457.4
Service Usage		
Annual Passenger Trips	2,300,820	2,551,650
Annual Passenger Miles	12,792,558	14,187,172
Average Trip Length	5.6	5.6
Quality of Service		
Average Headway (minutes)	45.12	42.34
Weekday Span of Service (hours)	20.0	20.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$5.04	\$4.36
Operating Expense per Revenue Hour	\$69.72	\$64.24
Operating Revenue per Operating Expense	8.43%	9.23%
Passenger Trips per Employee FTE	15,875	17,266
Cost Effectiveness		
Operating Expense per Passenger Trip	\$5.49	\$4.76
Operating Expense per Passenger Mile	\$0.99	\$0.86
Operating Expense per Capita	\$31.65	\$30.47
Farebox Recovery Ratio	8.21%	7.71%
Average Fare	\$0.45	\$0.37
Service Effectiveness		
Passenger Trips per Revenue Mile	0.92	0.92
Passenger Trips per Revenue Hour	12.71	13.49
Passenger Trips per Capita	5.77	6.40
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	9,136	5,664

Senior Resource Association (Indian River County)

(Indian River Transit/GoLine)

Ms. Karen Deigl, CEO
 694 14th Street, Vero Beach, FL 32960
 (772) 569-0760
www.GoLineIRT.com



Senior Resource Association operates as the Transit Element of Indian River County, in a quasi-governmental status under the five-member elected Board of County Commissioners. It is governed by a volunteer Board of Directors. Community Coach serves the rural and urbanized portions of Indian River County. The system provides point deviation motorbus services, and demand-response van, wheelchair, and stretcher services. The data shown below represent 2008 and 2009 motorbus services.

General Information	2008	2009
Service Area Population	107,700	107,555
Service Area Population Density	615.4	614.6
Operating Expense	\$1,048,883	\$1,153,897
Operating Revenue	\$14,627	\$8,191
Service Supplied		
Total Annual Revenue Miles	296,956	365,966
Total Annual Revenue Hours	28,474	32,474
Total Revenue Vehicles	18	18
Peak Vehicles	11	11
Route Miles	245.0	248.0
Service Usage		
Annual Passenger Trips	381,907	594,128
Annual Passenger Miles	1,714,266	2,715,136
Average Trip Length	4.5	4.6
Quality of Service		
Average Headway (minutes)	128.14	120.03
Weekday Span of Service (hours)	11.0	11.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$3.53	\$3.15
Operating Expense per Revenue Hour	\$36.84	\$35.53
Operating Revenue per Operating Expense	1.39%	0.71%
Passenger Trips per Employee FTE	18,038	29,952
Cost Effectiveness		
Operating Expense per Passenger Trip	\$2.75	\$1.94
Operating Expense per Passenger Mile	\$0.61	\$0.42
Operating Expense per Capita	\$9.74	\$10.73
Farebox Recovery Ratio	n/a	n/a
Average Fare	\$0.00	\$0.00
Service Effectiveness		
Passenger Trips per Revenue Mile	1.29	1.62
Passenger Trips per Revenue Hour	13.41	18.30
Passenger Trips per Capita	3.55	5.52
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	32,995	18,298

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 2008 and 2009 data for these services.

General Information	2008	2009
Service Area Population	5,448,962	5,448,962
Service Area Population Density	1,062.6	1,062.6
Operating Expense	\$57,102,418	\$57,222,454
Operating Revenue	\$10,371,487	\$10,563,006
Service Supplied		
Total Annual Revenue Miles	3,290,116	3,389,697
Total Annual Revenue Hours	124,662	135,490
Total Revenue Vehicles	67	67
Peak Vehicles	52	52
Route Miles	279.5	279.5
Service Usage		
Annual Passenger Trips	4,258,742	4,711,486
Annual Passenger Miles	123,360,598	124,144,539
Average Trip Length	29.0	26.3
Quality of Service		
Average Headway (minutes)	12.22	12.89
Weekday Span of Service (hours)	19.1	19.1
Cost Efficiency		
Operating Expense per Revenue Mile	\$17.36	\$16.88
Operating Expense per Revenue Hour	\$458.06	\$422.34
Operating Revenue per Operating Expense	18.16%	18.46%
Passenger Trips per Employee FTE	n/a	n/a
Cost Effectiveness		
Operating Expense per Passenger Trip	\$13.41	\$12.15
Operating Expense per Passenger Mile	\$0.46	\$0.46
Operating Expense per Capita	\$10.48	\$10.50
Farebox Recovery Ratio	15.24%	17.03%
Average Fare	\$2.04	\$2.07
Service Effectiveness		
Passenger Trips per Revenue Mile	1.29	1.39
Passenger Trips per Revenue Hour	34.16	34.77
Passenger Trips per Capita	0.78	0.86
Revenue Miles Between Safety Incidents	182,784	1,129,899
Revenue Miles Between Failures	n/a	56,495

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. 2008 and 2009 data representing Space Coast's motorbus and vanpool services are shown on this page.

General Information	2008	2009
Service Area Population	554,560	554,698
Service Area Population Density	1,283.7	1,284.0
Operating Expense	\$6,100,305	\$6,235,398
Operating Revenue	\$1,084,984	\$1,033,557
Service Supplied		
Total Annual Revenue Miles	2,294,243	2,471,011
Total Annual Revenue Hours	93,601	99,989
Total Revenue Vehicles	98	94
Peak Vehicles	57	59
Route Miles	358.0	373.0
Service Usage		
Annual Passenger Trips	1,360,825	1,551,030
Annual Passenger Miles	13,102,074	13,592,780
Average Trip Length	9.6	8.8
Quality of Service		
Average Headway (minutes)	20.30	19.95
Weekday Span of Service (hours)	15.5	17.8
Cost Efficiency		
Operating Expense per Revenue Mile	\$2.66	\$2.52
Operating Expense per Revenue Hour	\$65.17	\$62.36
Operating Revenue per Operating Expense	17.79%	16.58%
Passenger Trips per Employee FTE	24,349	25,590
Cost Effectiveness		
Operating Expense per Passenger Trip	\$4.48	\$4.02
Operating Expense per Passenger Mile	\$0.47	\$0.46
Operating Expense per Capita	\$11.00	\$11.24
Farebox Recovery Ratio	16.05%	15.59%
Average Fare	\$0.72	\$0.63
Service Effectiveness		
Passenger Trips per Revenue Mile	0.59	0.63
Passenger Trips per Revenue Hour	14.54	15.51
Passenger Trips per Capita	2.45	2.80
Revenue Miles Between Safety Incidents	573,561	n/a
Revenue Miles Between Failures	15,547	18,720

StarMetro (Tallahassee)

Mr. Ron Garrison, 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 2008 and 2009 motorbus data are provided below.

General Information	2008	2009
Service Area Population	162,310	162,310
Service Area Population Density	1,591.3	1,591.3
Operating Expense	\$11,634,373	\$10,500,430
Operating Revenue	\$3,902,215	\$3,853,094
Service Supplied		
Total Annual Revenue Miles	1,865,534	1,966,766
Total Annual Revenue Hours	157,600	181,869
Total Revenue Vehicles	66	66
Peak Vehicles	63	63
Route Miles	243.0	233.0
Service Usage		
Annual Passenger Trips	4,212,710	4,409,041
Annual Passenger Miles	11,921,813	12,916,425
Average Trip Length	2.8	2.9
Quality of Service		
Average Headway (minutes)	19.55	20.52
Weekday Span of Service (hours)	18.8	21.8
Cost Efficiency		
Operating Expense per Revenue Mile	\$6.24	\$5.34
Operating Expense per Revenue Hour	\$73.82	\$57.74
Operating Revenue per Operating Expense	33.54%	36.69%
Passenger Trips per Employee FTE	27,540	29,386
Cost Effectiveness		
Operating Expense per Passenger Trip	\$2.76	\$2.38
Operating Expense per Passenger Mile	\$0.98	\$0.81
Operating Expense per Capita	\$71.68	\$64.69
Farebox Recovery Ratio	32.59%	36.13%
Average Fare	\$0.90	\$0.86
Service Effectiveness		
Passenger Trips per Revenue Mile	2.26	2.24
Passenger Trips per Revenue Hour	26.73	24.24
Passenger Trips per Capita	25.95	27.16
Revenue Miles Between Safety Incidents	310,922	218,530
Revenue Miles Between Failures	16,364	16,810

County of Volusia dba VOTRAN

Mr. Kenneth Fischer, 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. 2008 and 2009 data for VOTRAN's motorbus and vanpool services are shown below.

General Information	2008	2009
Service Area Population	468,670	468,670
Service Area Population Density	388.3	388.3
Operating Expense	\$11,760,014	\$11,375,322
Operating Revenue	\$2,677,257	\$2,612,709
Service Supplied		
Total Annual Revenue Miles	3,002,220	2,997,899
Total Annual Revenue Hours	172,649	170,209
Total Revenue Vehicles	82	82
Peak Vehicles	73	71
Route Miles	551.0	564.0
Service Usage		
Annual Passenger Trips	3,405,721	3,184,205
Annual Passenger Miles	18,702,895	18,353,910
Average Trip Length	5.5	5.8
Quality of Service		
Average Headway (minutes)	26.04	27.06
Weekday Span of Service (hours)	18.0	18.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$3.92	\$3.79
Operating Expense per Revenue Hour	\$68.12	\$66.83
Operating Revenue per Operating Expense	22.77%	22.97%
Passenger Trips per Employee FTE	26,809	23,968
Cost Effectiveness		
Operating Expense per Passenger Trip	\$3.45	\$3.57
Operating Expense per Passenger Mile	\$0.63	\$0.62
Operating Expense per Capita	\$25.09	\$24.27
Farebox Recovery Ratio	20.20%	19.92%
Average Fare	\$0.70	\$0.71
Service Effectiveness		
Passenger Trips per Revenue Mile	1.13	1.06
Passenger Trips per Revenue Hour	19.73	18.71
Passenger Trips per Capita	7.27	6.79
Revenue Miles Between Safety Incidents	428,889	199,860
Revenue Miles Between Failures	4,233	4,535

Florida Transit System Summary – 2008 & 2009

System	Service Area Population		Service Area Population Density		Operating Expense		Operating Revenue	
	2008	2009	2008	2009	2008	2009	2008	2009
Bay Town Trolley	85,458	85,458	1,780.4	1,780.4	\$1,212,108	\$1,841,988	\$270,591	\$356,842
Broward County Transit	1,787,636	1,751,234	4,360.1	4,271.3	\$99,227,537	\$100,807,838	\$31,757,936	\$24,949,610
Collier Area Transit	333,858	333,032	220.1	220.1	\$5,362,710	\$5,048,082	\$999,954	\$988,703
Escambia County Area Transit	307,220	307,220	1,920.1	1,920.1	\$7,025,035	\$6,805,860	\$1,283,844	\$1,176,008
Gainesville Regional Transit System	149,173	151,294	2,015.9	1,990.7	\$16,396,047	\$16,578,691	\$9,260,104	\$10,157,183
Hernando County (TransHernando Express)	164,907	164,907	345.0	345.0	\$1,294,135	\$1,463,297	\$76,411	\$94,507
Hillsborough Area Regional Transit	821,306	821,306	3,379.9	3,379.9	\$53,176,720	\$61,598,943	\$14,107,078	\$13,184,576
Jacksonville Transportation Authority	827,453	827,453	3,419.2	3,419.2	\$72,420,685	\$59,699,687	\$20,911,798	\$10,285,482
Lake County Public Transp. (LakeXpress)	97,497	97,497	1,373.2	1,373.2	\$1,678,358	\$1,784,224	\$177,783	\$214,202
Lakeland Area Mass Transit District	110,000	110,000	1,428.6	1,428.6	\$7,076,186	\$7,064,440	\$1,095,228	\$1,307,128
Lee County Transit	451,153	444,837	3,728.5	3,676.3	\$16,565,452	\$14,946,864	\$3,129,124	\$2,953,633
LYNX Transit	1,811,366	1,811,366	713.7	713.7	\$88,447,201	\$85,317,886	\$25,043,262	\$23,663,272
Manatee County Area Transit	103,000	103,000	1,144.4	1,144.4	\$6,377,405	\$6,650,649	\$936,621	\$989,450
Council on Aging of Martin County, Inc.	137,956	137,956	248.6	248.6	\$56,729	\$202,053	\$6,766	\$5,031
Miami-Dade Transit	2,402,208	2,402,208	7,850.4	7,850.4	\$444,719,807	\$437,906,325	\$99,436,868	\$103,032,863
Okaloosa County Transit (The WAVE)	170,498	170,498	852.5	852.5	\$1,134,692	\$1,099,672	\$88,086	\$118,605
Palm Beach County Transportation Agency	982,900	982,900	2,692.9	2,692.9	\$48,137,026	\$47,915,349	\$8,918,218	\$8,116,040
Pasco County Public Transportation	437,846	462,715	587.7	621.1	\$4,244,249	\$4,087,859	\$588,091	\$655,968
Pinellas Suncoast Transit Authority	863,796	883,631	3,755.6	3,681.8	\$50,514,693	\$51,392,031	\$12,757,270	\$12,153,794
Polk County Transit Svcs. Div. & WHAT	153,924	153,924	5,700.9	3,206.8	\$2,321,116	\$2,469,600	\$346,429	\$249,112
Sarasota County Area Transit	398,854	398,854	1,872.6	1,872.6	\$12,625,139	\$12,151,351	\$1,064,906	\$1,121,584
Senior Resource Association (Indian River)	107,700	107,555	615.4	614.6	\$1,048,883	\$1,153,897	\$14,627	\$8,191
S. Florida Regional Transportation Authority	5,448,962	5,448,962	1,062.6	1,062.6	\$57,102,418	\$57,222,454	\$10,371,487	\$10,563,006
Space Coast Area Transit	554,560	554,698	1,283.7	1,284.0	\$6,100,305	\$6,235,398	\$1,084,984	\$1,033,557
St. Lucie County Council on Aging, Inc.	241,305	245,108	421.9	463.5	\$978,870	\$1,194,717	\$67,810	\$72,134
St. Johns County (Sunshine Bus)	149,300	149,300	248.8	248.8	\$617,623	\$535,923	\$74,834	\$76,705
StarMetro (Tallahassee)	162,310	162,310	1,591.3	1,591.3	\$11,634,373	\$10,500,430	\$3,902,215	\$3,853,094
Volusia County dba VOTRAN	468,670	468,670	388.3	388.3	\$11,760,014	\$11,375,322	\$2,677,257	\$2,612,709

The data shown in this table represents closed-out, validated numbers as of September 2010. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary – 2008 & 2009 (continued)

System	Total Annual Revenue Miles		Total Annual Revenue Hours		Total Revenue Vehicles		Peak Vehicles		Route Miles	
	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009
Bay Town Trolley	485,304	597,275	27,866	36,967	14	19	11	13	140.2	150.0
Broward County Transit	14,245,816	16,333,518	1,051,090	1,189,097	307	362	255	303	1,082.4	1,603.7
Collier Area Transit	1,214,814	1,244,756	66,183	67,043	23	23	16	16	367.0	363.5
Escambia County Area Transit	1,325,066	1,362,523	89,770	104,396	44	39	32	32	308.5	311.0
Gainesville Regional Transit System	2,846,734	2,821,703	247,834	248,819	107	105	88	88	204.2	205.6
Hernando County (TransHernando Express)	309,182	304,991	17,692	17,491	10	10	6	6	63.4	60.2
Hillsborough Area Regional Authority	7,843,282	8,140,805	600,720	612,449	244	238	200	197	972.5	978.2
Jacksonville Transportation Authority	9,780,214	9,098,872	647,833	605,315	201	192	190	169	777.1	645.4
Lake County Public Transp. (LakeXpress)	281,984	331,978	17,663	20,828	8	10	6	7	101.9	147.3
Lakeland Area Mass Transit District	1,325,536	1,266,448	80,126	79,235	41	41	24	24	280.0	219.9
Lee County Transit	3,149,041	3,158,087	189,859	188,282	65	68	55	54	416.4	416.4
LYNX Transit	16,057,081	15,339,677	1,104,160	1,055,387	359	375	300	298	1,424.4	1,295.8
Manatee County Area Transit	1,174,392	1,309,485	82,553	86,978	31	31	19	19	200.0	252.0
Council on Aging of Martin County, Inc.	23,957	30,861	2,042	2,473	2	3	1	2	26.8	26.8
Miami-Dade Transit	44,442,542	42,487,660	3,248,739	3,104,860	1,287	1,241	1,141	1,023	1,891.3	1,900.6
Okaloosa County Transit (The WAVE)	442,358	445,586	36,404	36,643	17	17	14	14	162.9	162.9
Palm Beach County Transportation Agency	7,229,629	6,899,573	426,166	408,777	165	160	124	125	1,073.6	1,074.0
Pasco County Public Transportation	1,114,958	1,112,571	66,786	66,508	30	29	16	16	235.0	235.0
Pinellas Suncoast Transit Authority	9,336,502	8,762,280	652,462	611,629	210	210	173	172	1,016.0	917.0
Polk County Transit Svcs. Div. & WHAT	766,956	738,793	37,021	34,984	26	26	19	21	253.9	223.1
Sarasota County Area Transit	2,503,353	2,786,480	181,083	189,150	57	61	44	44	457.4	457.4
Senior Resource Association (Indian River)	296,956	365,966	28,474	32,474	18	18	11	11	245.0	248.0
S. Florida Regional Transportation Authority	3,290,116	3,389,697	124,662	135,497	67	67	52	52	279.5	279.5
Space Coast Area Transit	2,294,243	2,471,011	93,601	99,989	98	94	57	59	358.0	373.0
St. Lucie County Council on Aging, Inc.	223,058	255,721	16,566	19,011	10	14	6	9	64.0	94.0
St. Johns County (Sunshine Bus)	388,277	347,987	17,449	17,678	9	11	6	7	73.0	66.0
StarMetro (Tallahassee)	1,865,534	1,966,766	157,640	181,869	66	66	63	63	243.0	233.0
Volusia County dbaVOTRAN	3,002,220	2,997,899	172,649	170,209	82	82	73	71	551.0	564.0

The data shown in this table represents closed-out, validated numbers as of September 2010. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary – 2008 & 2009 (continued)

System	Annual Passenger Trips		Annual Passenger Miles		Avg. Trip (miles)		Avg. Headway (minutes)		Weekday Span of Service (hrs)	
	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009
	Bay Town Trolley	420,797	670,573	2,080,545	3,315,512	4.9	4.9	43.91	42.85	14.0
Broward County Transit	38,716,430	38,960,217	178,200,902	174,056,441	4.6	4.5	18.79	23.12	20.0	20.0
Collier Area Transit	1,166,358	1,109,710	9,260,882	8,968,616	7.9	8.1	74.98	73.42	15.0	16.5
Escambia County Area Transit	1,123,486	1,131,853	5,449,070	5,489,487	4.9	4.8	39.19	44.68	15.0	15.0
Gainesville Regional Transit System	9,004,928	8,939,980	25,213,798	25,031,944	2.8	2.8	12.12	12.36	20.2	20.2
Hernando County (TransHerrando Express)	154,369	129,197	610,934	605,030	4.0	4.7	36.28	34.52	14.0	14.0
Hillsborough Area Regional Transit	13,630,592	13,714,254	71,867,383	67,687,285	5.3	4.9	22.35	22.41	21.3	21.5
Jacksonville Transportation Authority	10,793,351	10,703,555	54,524,160	54,873,285	5.1	5.1	16.26	15.24	21.5	21.7
Lake County Public Transp. (LakeXpress)	105,253	156,972	697,738	1,059,688	6.6	6.8	63.83	79.21	13.8	13.8
Lakeland Area Mass Transit District	1,602,322	1,450,988	8,041,251	7,291,873	5.0	5.0	42.31	34.39	13.8	13.8
Lee County Transit	3,093,216	3,064,820	16,822,707	16,597,504	5.4	5.4	31.57	31.75	17.1	17.1
LYNX Transit	26,626,576	23,930,156	158,620,671	142,718,751	6.0	6.0	19.59	17.95	23.2	23.0
Manatee County Area Transit	1,485,797	1,403,104	6,152,215	6,621,251	4.1	4.7	44.40	52.86	16.5	16.5
Council on Aging of Martin County, Inc.	23,518	11,361	98,654	83,425	4.2	7.3	137.06	64.43	8.0	9.8
Miami-Dade Transit	113,771,264	102,573,888	590,255,094	545,980,507	5.2	5.3	7.27	8.15	24.0	24.0
Okaloosa County Transit (The WAVE)	211,330	172,122	1,030,013	825,175	4.9	4.8	57.45	57.41	13.0	13.0
Palm Beach County Transportation Agency	9,844,864	10,045,345	56,101,184	50,715,280	5.7	5.0	30.62	30.54	17.8	16.6
Pasco County Public Transportation	1,052,630	926,076	6,895,848	5,860,895	6.6	6.3	52.79	52.68	15.4	15.6
Pinellas Suncoast Transit Authority	12,613,937	11,953,082	60,569,954	61,725,595	4.8	5.2	24.62	22.33	21.0	21.0
Polk County Transit Svcs. Div. & WHAT	641,008	466,008	3,208,782	2,333,760	5.0	5.0	38.70	30.18	13.3	13.3
Sarasota County Area Transit	2,300,820	2,551,650	12,792,558	14,187,172	5.6	5.6	45.12	42.34	20.0	20.0
Senior Resource Association (Indian River)	381,907	594,128	1,714,266	2,715,136	4.5	4.6	128.14	120.03	11.0	11.0
S. Florida Regional Transportation Authority	4,258,742	4,711,486	123,360,598	124,144,539	29.0	26.3	12.22	12.89	19.1	19.1
Space Coast Area Transit	1,360,825	1,551,030	13,102,074	13,592,780	9.6	8.8	20.30	19.95	15.5	17.8
St. Lucie County Council on Aging, Inc.	104,946	118,637	681,919	977,003	6.5	8.2	47.53	46.59	11.0	11.0
St. Johns County (Sunshine Bus)	152,349	137,928	1,116,219	1,011,012	7.3	7.3	32.81	28.74	12.0	12.0
StarMetro (Tallahassee)	4,212,710	4,409,041	11,921,813	12,916,425	2.8	2.9	19.55	20.52	18.8	21.8
Volusia County dba VOTRAN	3,405,721	3,184,205	18,702,895	18,353,910	5.5	5.8	26.04	27.06	18.0	18.0

The data shown in this table represents closed-out, validated numbers as of September 2010. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary – 2008 & 2009 (continued)

System	Operating Expense per Revenue Mile		Operating Expense per Revenue Hour		Operating Revenue per Operating Expense		Passenger Trips per Employee FTE*	
	2008	2009	2008	2009	2008	2009	2008	2009
Bay Town Trolley	\$2.50	\$3.08	\$43.50	\$49.83	22.32%	19.37%	17,362	n/a
Broward County Transit	\$6.97	\$6.17	\$94.40	\$84.78	32.01%	24.75%	40,087	41,187
Collier Area Transit	\$4.41	\$4.06	\$81.03	\$75.30	18.65%	19.59%	n/a	n/a
Escambia County Area Transit	\$5.30	\$5.00	\$78.26	\$65.19	18.28%	17.28%	13,960	12,904
Gainesville Regional Transit System	\$5.76	\$5.88	\$66.16	\$66.63	56.48%	61.27%	41,391	41,171
Hernando County (TransHernando Express)	\$4.19	\$4.80	\$73.15	\$83.66	5.90%	6.46%	n/a	n/a
Hillsborough Area Regional Transit	\$6.78	\$7.57	\$88.52	\$100.58	26.53%	21.40%	22,348	21,799
Jacksonville Transportation Authority	\$7.40	\$6.56	\$111.79	\$98.63	28.88%	17.23%	15,254	17,214
Lake County Public Transp. (LakeXpress)	\$5.95	\$5.37	\$95.02	\$85.66	10.59%	12.01%	n/a	n/a
Lakeland Area Mass Transit District	\$5.34	\$5.58	\$88.31	\$89.16	15.48%	18.50%	18,209	16,199
Lee County Transit	\$5.26	\$4.73	\$87.25	\$79.39	18.89%	19.76%	19,060	18,506
LYNX Transit	\$5.51	\$5.56	\$80.10	\$80.84	28.31%	27.74%	28,313	26,788
Manatee County Area Transit	\$5.43	\$5.08	\$77.25	\$76.46	14.69%	14.88%	19,839	19,132
Council on Aging of Martin County, Inc.	\$2.37	\$6.55	\$27.78	\$81.70	11.93%	2.49%	7,379	3,011
Miami-Dade Transit	\$10.01	\$10.31	\$136.89	\$141.04	22.36%	23.53%	28,593	29,528
Ocalaosa County Transit (The WAVE)	\$2.57	\$2.47	\$31.17	\$30.01	7.76%	10.79%	n/a	n/a
Palm Beach County Transportation Agency	\$6.66	\$6.94	\$112.95	\$117.22	18.53%	16.94%	23,172	23,587
Pasco County Public Transportation	\$3.81	\$3.67	\$63.55	\$61.46	13.86%	16.05%	19,348	17,350
Pinellas Suncoast Transit Authority	\$5.41	\$5.87	\$77.42	\$84.02	25.25%	23.65%	22,378	22,509
Polk County Transit Svcs. Div. & WHAT	\$3.03	\$3.34	\$62.70	\$70.59	14.93%	10.09%	10,339	9,975
Sarasota County Area Transit	\$5.04	\$4.36	\$69.72	\$64.24	8.43%	9.23%	15,875	17,266
Senior Resource Association (Indian River)	\$3.53	\$3.15	\$36.84	\$35.53	1.39%	0.71%	18,038	29,952
S. Florida Regional Transportation Authority	\$17.36	\$16.88	\$458.06	\$422.34	18.16%	18.46%	n/a	n/a
Space Coast Area Transit	\$2.66	\$2.52	\$65.17	\$62.36	17.79%	16.58%	24,349	25,590
St. Lucie County Council on Aging, Inc.	\$4.39	\$4.67	\$59.09	\$62.84	6.93%	6.04%	6,999	6,414
St. Johns County (Sunshine Bus)	\$1.59	\$1.54	\$35.40	\$30.32	12.12%	14.31%	n/a	n/a
StarMetro (Tallahassee)	\$6.24	\$5.34	\$73.82	\$57.74	33.54%	36.69%	27,540	29,386
Volusia County dba VOTRAN	\$3.92	\$3.79	\$68.12	\$66.83	22.77%	22.97%	26,809	23,968

*excludes purchased transportation information
 The data shown in this table represents closed-out, validated numbers as of September 2010. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary – 2008 & 2009 (continued)

System	Operating Expense per Passenger Trip		Operating Expense per Passenger Mile		Operating Expense per Capita		Farebox Recovery Ratio		Average Fare	
	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009
Bay Town Trolley	\$2.88	\$2.75	\$0.58	\$0.56	\$14.18	\$21.55	21.92%	17.76%	\$0.63	\$0.49
Broward County Transit	\$2.56	\$2.59	\$0.56	\$0.58	\$55.51	\$57.56	23.91%	23.34%	\$0.61	\$0.60
Collier Area Transit	\$4.60	\$4.55	\$0.58	\$0.56	\$16.06	\$15.16	17.63%	19.11%	\$0.81	\$0.87
Escambia County Area Transit	\$6.25	\$6.01	\$1.29	\$1.24	\$22.87	\$22.15	16.51%	16.09%	\$1.03	\$0.97
Gainesville Regional Transit System	\$1.82	\$1.85	\$0.65	\$0.66	\$109.91	\$109.58	54.10%	58.65%	\$0.99	\$1.09
Hernando County (TransHernando Express)	\$8.38	\$11.33	\$2.12	\$2.42	\$7.85	\$8.87	5.56%	5.58%	\$0.47	\$0.63
Hillsborough Area Regional Transit	\$3.90	\$4.49	\$0.74	\$0.91	\$64.75	\$75.00	22.84%	19.83%	\$0.89	\$0.89
Jacksonville Transportation Authority	\$6.71	\$5.58	\$1.33	\$1.09	\$87.52	\$72.15	12.12%	14.37%	\$0.81	\$0.80
Lake County Public Transp. (LakeXpress)	\$15.95	\$11.37	\$2.41	\$1.68	\$17.21	\$18.30	4.02%	5.02%	\$0.64	\$0.57
Lakeland Area Mass Transit District	\$4.42	\$4.87	\$0.88	\$0.97	\$64.33	\$64.22	14.33%	16.67%	\$0.63	\$0.81
Lee County Transit	\$5.36	\$4.88	\$0.98	\$0.90	\$36.72	\$33.60	10.92%	14.87%	\$0.58	\$0.73
LYNX Transit	\$3.32	\$3.57	\$0.56	\$0.60	\$48.83	\$47.10	23.66%	24.02%	\$0.79	\$0.86
Manatee County Area Transit	\$4.29	\$4.74	\$1.04	\$1.00	\$61.92	\$64.57	9.46%	9.89%	\$0.41	\$0.47
Council on Aging of Martin County, Inc.	\$2.41	\$17.78	\$0.58	\$2.42	\$0.41	\$1.46	11.93%	2.43%	\$0.29	\$0.43
Miami-Dade Transit	\$3.91	\$4.27	\$0.75	\$0.80	\$185.13	\$182.29	19.22%	21.69%	\$0.75	\$0.93
Okaloosa County Transit (The WAVE)	\$5.37	\$6.39	\$1.10	\$1.33	\$6.66	\$6.45	5.90%	9.38%	\$0.32	\$0.60
Palm Beach County Transportation Agency	\$4.89	\$4.77	\$0.86	\$0.94	\$48.97	\$48.75	16.20%	14.24%	\$0.79	\$0.68
Pasco County Public Transportation	\$4.03	\$4.41	\$0.62	\$0.70	\$9.69	\$8.83	13.86%	16.05%	\$0.56	\$0.71
Pinellas Suncoast Transit Authority	\$4.00	\$4.30	\$0.83	\$0.83	\$58.48	\$58.16	22.40%	22.41%	\$0.90	\$0.96
Polk County Transit Svcs. Div. & WHAT	\$3.62	\$5.30	\$0.72	\$1.06	\$15.08	\$16.04	14.93%	10.09%	\$0.54	\$0.53
Sarasota County Area Transit	\$5.49	\$4.76	\$0.99	\$0.86	\$31.65	\$30.47	8.21%	7.71%	\$0.45	\$0.37
Senior Resource Association (Indian River)	\$2.75	\$1.94	\$0.61	\$0.42	\$9.74	\$10.73	n/a	n/a	\$0.00	\$0.00
S. Florida Regional Transportation Authority	\$13.41	\$12.15	\$0.46	\$0.46	\$10.48	\$10.50	15.24%	17.03%	\$2.04	\$2.07
Space Coast Area Transit	\$4.48	\$4.02	\$0.47	\$0.46	\$11.00	\$11.24	16.05%	15.59%	\$0.72	\$0.63
St. Lucie County Council on Aging, Inc.	\$9.33	\$10.07	\$1.44	\$1.22	\$4.06	\$4.51	6.53%	5.72%	\$0.61	\$0.58
St. Johns County (Sunshine Bus)	\$4.05	\$3.89	\$0.55	\$0.53	\$4.14	\$3.59	12.12%	14.31%	\$0.49	\$0.56
StarMetro (Tallahassee)	\$2.76	\$2.38	\$0.98	\$0.81	\$71.68	\$64.69	32.59%	36.13%	\$0.90	\$0.86
Volusia County dba VOTRAN	\$3.45	\$3.57	\$0.63	\$0.62	\$25.09	\$24.27	20.20%	19.92%	\$0.70	\$0.71

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Florida Transit System Summary – 2008 & 2009 (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	
	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009
Bay Town Trolley	0.87	1.12	15.10	18.14	4.92	7.85	69,329	n/a	7,466	6,711
Broward County Transit	2.72	2.39	36.83	32.76	21.66	22.25	122,328	122,328	27,933	25,763
Collier Area Transit	0.96	0.89	17.62	16.55	3.49	3.33	n/a	51,865	n/a	8,766
Escambia County Area Transit	0.85	0.83	12.52	10.84	3.66	3.68	n/a	n/a	8,604	9,595
Gainesville Regional Transit System	3.16	3.17	36.33	35.93	60.37	59.09	316,304	705,426	4,073	4,180
Hernando County (TransHernando Express)	0.50	0.42	8.73	7.39	0.94	0.78	n/a	n/a	n/a	3,961
Hillsborough Area Regional Transit	1.74	1.68	22.69	22.39	16.60	16.70	132,937	142,821	5,614	5,745
Jacksonville Transportation Authority	1.10	1.18	16.66	17.68	3.04	12.94	232,862	197,802	8,446	8,010
Lake County Public Transp. (LakeXpress)	0.37	0.47	5.96	7.54	1.08	1.61	n/a	n/a	16,587	13,279
Lakeland Area Mass Transit District	1.21	1.15	20.00	18.31	14.57	64.22	57,632	115,132	5,239	7,722
Lee County Transit	0.98	0.97	16.29	16.28	6.86	6.89	250,502	150,910	8,589	10,928
LYNX Transit	1.66	1.56	24.11	22.67	14.70	13.21	160,571	159,788	11,396	9,492
Manatee County Area Transit	1.27	1.07	18.00	16.13	14.43	13.62	n/a	n/a	4,793	1,502
Council on Aging of Martin County, Inc.	0.98	0.37	11.52	4.59	0.17	0.08	n/a	n/a	n/a	n/a
Miami-Dade Transit	2.56	2.41	35.02	33.04	47.36	42.70	148,637	132,360	2,426	2,442
Okaloosa County Transit (The WAVE)	0.48	0.39	5.81	4.70	1.24	1.01	n/a	n/a	n/a	29,706
Palm Beach County Transportation Agency	1.36	1.46	23.54	24.88	10.02	10.22	301,235	265,368	30,178	6,804
Pasco County Public Transportation	0.94	0.83	15.76	13.92	2.40	2.00	92,913	139,071	5,807	4,346
Pinellas Suncoast Transit Authority	1.35	1.36	19.33	19.54	14.60	13.53	135,312	105,570	4,402	4,510
Polk County Transit Svcs. Div. & WHAT	0.84	0.63	17.31	13.32	4.16	3.03	n/a	n/a	23,967	18,943
Sarasota County Area Transit	0.92	0.92	12.71	13.49	5.77	6.40	n/a	n/a	9,136	5,664
Senior Resource Association (Indian River)	1.29	1.69	13.41	18.30	3.55	5.52	n/a	n/a	32,995	18,298
S. Florida Regional Transportation Authority	1.29	1.39	34.16	34.77	0.78	0.86	182,784	1,129,899	n/a	56,495
Space Coast Area Transit	0.59	0.63	14.54	15.51	2.45	2.80	573,561	n/a	15,547	18,720
St. Lucie County Council on Aging, Inc.	0.47	0.46	6.34	6.24	0.43	0.45	n/a	n/a	8,261	7,306
St. Johns County (Sunshine Bus)	0.39	0.40	8.73	7.80	1.02	0.92	n/a	n/a	n/a	49,712
StarMetro (Tallahassee)	2.26	2.24	26.73	24.24	25.95	27.16	310,922	218,530	16,364	16,810
Volusia County dba VOTRAN	1.13	1.06	19.73	18.71	7.27	6.79	428,889	199,860	4,233	4,535

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Florida Transit Systems' Motorbus Fares (as of September 2010)

System	Cash Fare		Express Fare		Transfer Fare		Daily Fare		Weekly Pass		Monthly Pass		
	Regular	Discount	Regular	Discount	Regular	Discount	Regular	Discount	Regular	Discount	Regular	Discount	
Bay Town Trolley	\$1.50	\$0.75	n/a	n/a	n/a	n/a	\$3.00	n/a	n/a	n/a	\$25.00	n/a	
Broward County Transit	\$1.50	\$0.75	\$2.35	\$1.15	\$0.50	n/a	\$3.50	\$2.50	\$13.00	n/a	\$25.00	\$26.00	
Collier Area Transit	\$1.50	\$0.75	\$2.50	\$1.25	\$0.75	\$0.35	\$4.00	\$2.00	\$15.00	\$7.50	\$35.00	\$17.50	
Escambia County Area Transit	\$1.75	\$0.85	n/a	n/a	FREE	n/a	\$5.25	n/a	\$14.50	n/a	\$47.00	\$35.00	
Gainesville Regional Transit System	\$1.50	\$0.75	n/a	n/a	n/a	n/a	\$3.00	n/a	n/a	n/a	\$35.00	\$17.50	
Hernando County (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	\$1.75	\$0.85	\$2.75	\$1.35	n/a	n/a	\$3.75	\$1.85	n/a	n/a	\$60.00	\$30.00	
Indian River County Council on Aging, Inc.	n/a	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	\$1.00	\$0.25*	\$1.50	n/a	n/a	n/a	n/a	n/a	\$12.00	n/a	\$40.00	\$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	\$1.25	\$0.60	n/a	n/a	n/a	n/a	n/a	n/a	\$9.00	n/a	\$37.00	n/a	
Lee County Transit	\$1.25	\$0.60	n/a	n/a	n/a	n/a	\$3.00	\$2.25	\$16.00	\$10.00	\$35.00	\$20.00	
LYNX Transit	\$2.00	\$1.00	\$3.50	n/a	FREE	n/a	\$4.50	\$2.25	\$15.00	\$8.00	\$50.00	\$25.00	
Manatee County Area Transit	\$1.25	\$0.60	n/a	n/a	\$0.25	n/a	\$3.00	\$1.50	\$15.00	\$7.50	\$30.00	\$15.00	
Council on Aging of Martin County, Inc.	\$1.50	\$0.75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	\$37.50	\$18.75	
Miami-Dade Transit	\$2.00	\$1.00*	\$2.35	\$1.15	varies	varies	\$5.00	\$2.50	\$26.00	\$13.00	\$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	n/a	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	\$1.75	\$0.85	\$3.00	\$1.50	n/a	n/a	\$4.00	\$2.00	\$20.00	n/a	\$55.00	\$35.00	
Polk County Transit Servs. Div. & WHAT	\$1.25	\$0.60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	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.	\$1.00	\$0.50	n/a	n/a	n/a	n/a	\$2.50	\$1.25	n/a	n/a	\$25.00	\$15.00	
Sarasota County Area Transit	\$0.75	\$0.35	n/a	n/a	n/a	n/a	\$3.00	n/a	\$15.00	\$7.50	\$40.00	\$20.00	
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	\$10.00	\$7.50	\$41.00	n/a	
Volusia County dba VOTRAN	\$1.25	\$0.60	\$3.50	\$1.75	n/a	n/a	\$3.00	\$1.50	\$12.00	\$6.00	\$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.											\$100.00	\$50.00

* In Miami, those age 65 and over can ride free with a Golden Passport. Also, in Jacksonville, seniors age 60 and over ride free.

Glossary of Terms

Automated Guideway - 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.

Commuter Rail - 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 - 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.”

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 - 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 - 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 - 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.

Vanpool - 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.