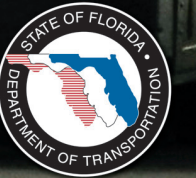


2012 Florida Transit Handbook



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 2011. Although there are rural and urban transit systems in Florida, the focus of this handbook is on Florida's urban fixed-route transit systems. Information about Florida's demand response transit systems can be obtained from the Annual Operations Report published by Florida's Commission for the Transportation Disadvantaged. In 2011, 28 of Florida's 35 fixed-route transit systems (including bus, rail, and vanpool modes) provided transportation for more than 260 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 is an urban fixed-route system that receives a reporting waiver for NTD. Citrus County Transit, JTrans, Key West Transit, Putnam Transit, Sumter County Transit and Big Bend Transit also operate fixed routes, but are classified as rural systems and do not report to NTD.

FLORIDA TRANSIT HANDBOOK

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FDOT Public Transit Office

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

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

Transit Planning

The Transit Planning unit is responsible for statewide transit planning, legislative, and policy analysis, developing and monitoring the implementation of state transit development planning (TDP) rules and guidelines, performance monitoring, 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 Transit Planning unit in fulfillment of these responsibilities are:

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

Grants Administration and Commuter Assistance

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

Transit Operations and Safety

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

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

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

FDOT 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

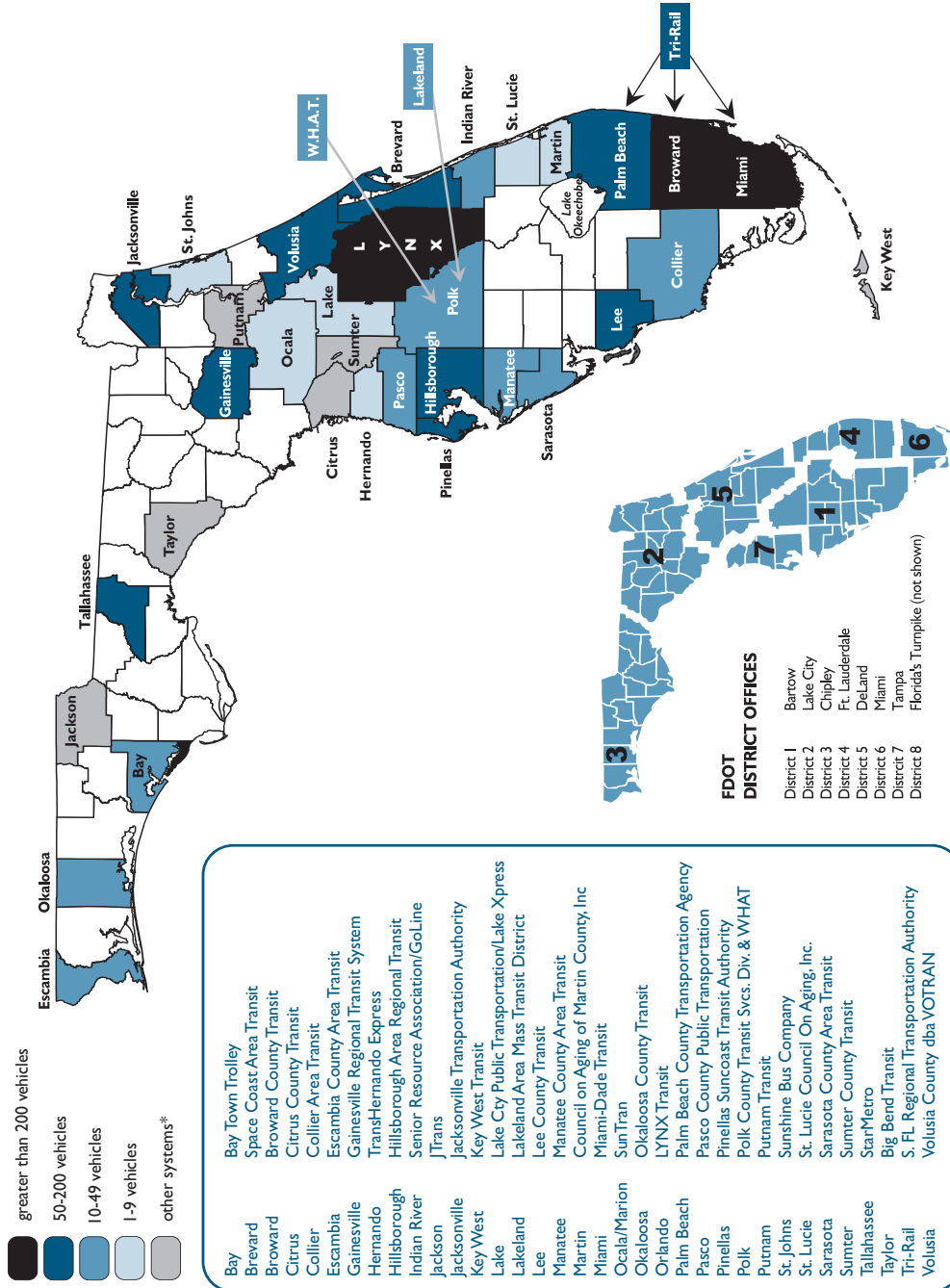
The Florida Department of Transportation is decentralized in accordance with legislative mandates. Each of the seven districts is managed by a District Secretary. The districts vary in organizational structure; however, each district, except for the Turnpike, District 8, has an Office of Public Transportation 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 (Lee Tran); Manatee County Area Transit (MCAT); Sarasota County Area Transit (SCAT); Polk County Transit Services; Winter Haven Area Transit (WHAT)
2	2198 Edison Ave., Jacksonville, FL 32204-2730 Phone: (904) 360-5457, 1-800-207-8236	Jacksonville Transportation Authority (JTA); Regional Transit System (RTS, Gainesville); St. Johns County (Sunshine Bus)
3	1074 Highway 90 East, 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)

Florida Fixed-Route Systems



* SunTran in Ocala received a reporting waiver from NTD in 2011. Citrus County Transit, JTrans, Key West Transit, Putnam Transit, Sumter County Transit and Big Bend Transit are classified as rural systems and do not 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 2011, there were 35 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 seven additional fixed-route transit systems in Florida that did not report NTD data in 2011. SunTran provides service on six routes in Ocala, but has received a reporting waiver from NTD. Citrus County Transit, JTrans, Key West Transit, Putnam Transit, Sumter County Transit and Big Bend Transit operate fixed routes, but are not classified by the Federal Transit Administration as urban systems and therefore are not required to report to the NTD.

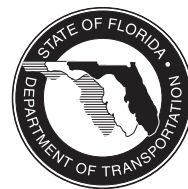
To meet their service objectives, transit agencies across the United States and Florida sometimes find it necessary to contract the operation of portions of their services to private operators. In 2011, 10 of Florida's transit systems, Bay Town Trolley, Broward County Transit, Collier Area Transit, Hernando (TransHernando Express), Jacksonville Transportation Authority, Pinellas Suncoast Transit Authority, the South Florida Regional Transportation Authority, Okaloosa County, Lake County, and St. Johns County (Sunshine Bus) contracted for all or part of their regular fixed-route motorbus service.

During 2011, Florida's transit agencies ranged in size from the three-vehicle system in Hernando County to the 1,022-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 2011. 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 August 2012. After the fare information, data summarizing trends from 2010 to 2011 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—2010 and 2011 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 2011, 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 2010 and 2011 from the National Transit Database. The data shown below represent closed-out, validated numbers as of September 2012. However, it is possible that some figures may be updated in the subsequent reporting year. Please see pages 8 and 9 of this Handbook for more information on Florida's transit systems.

General Information

	2010	2011
Service Area Population	14,445,334	14,954,867
Service Area Population Density	1,218.0	1,256.7
Operating Expense	\$985,647,670	\$1,001,793,070
Operating Revenue	\$254,316,041	\$267,998,377

Service Supplied

Total Annual Revenue Miles	135,812,378	134,494,808
Total Annual Revenue Hours	9,314,916	9,284,499
Total Revenue Vehicles	3,776	3,639
Peak Vehicles	2,987	2,871
Route Miles	14,505.1	14,573.5

Service Usage

Annual Passenger Trips	245,192,620	260,628,014
Annual Passenger Miles	1,357,046,407	1,450,334,129
Average Trip Length	5.5	5.6

Quality of Service

Average Headway (minutes)	19.98	20.90
Weekday Span of Service (hours)	16.6	16.3

Cost Efficiency

Operating Expense per Revenue Mile	\$7.26	\$7.45
Operating Expense per Revenue Hour	\$105.81	\$107.90
Operating Revenue per Operating Expense	25.80%	26.75%
Passenger Trips per Employee FTE	27,239	28,490

Cost Effectiveness

Operating Expense per Passenger Trip	\$4.02	\$3.84
Operating Expense per Passenger Mile	\$0.73	\$0.69
Operating Expense per Capita	\$68.23	\$68.63
Farebox Recovery Ratio	22.46%	24.14%
Average Fare	\$0.90	\$0.93

Service Effectiveness

Passenger Trips per Revenue Mile	1.81	1.94
Passenger Trips per Revenue Hour	26.32	28.07
Passenger Trips per Capita	16.97	17.85
Revenue Miles Between Safety Incidents	170,191	145,400
Revenue Miles Between Failures	5,302	4,663

Bay Town Trolley

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



Bay Town Trolley provides deviated fixed route service in the Panama City Urbanized area and Bay Area Transportation provides demand response service throughout Bay County. The Bay County Transportation Planning Organization (TPO) governs both services, contracting with Santa Ynez Valley Transportation Services, LLC for the operation of 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 2010 and 2011 are shown below.

General Information	2010	2011
Service Area Population	85,458	105,192
Service Area Population Density	1780.4	1813.7
Operating Expense	\$2,198,463	\$2,850,940
Operating Revenue	\$461,349	\$657,639
Service Supplied		
Total Annual Revenue Miles	625,828	623,910
Total Annual Revenue Hours	39,123	40,076
Total Revenue Vehicles	22	25
Peak Vehicles	13	15
Route Miles	150.0	155.0
Service Usage		
Annual Passenger Trips	724,613	776,038
Annual Passenger Miles	3,579,588	3,870,145
Average Trip Length	4.9	5.0
Quality of Service		
Average Headway (minutes)	43.28	39.82
Weekday Span of Service (hours)	14.5	14.5
Cost Efficiency		
Operating Expense per Revenue Mile	\$3.51	\$4.57
Operating Expense per Revenue Hour	\$56.19	\$71.14
Operating Revenue per Operating Expense	20.99%	23.07%
Passenger Trips per Employee FTE	n/a	n/a
Cost Effectiveness		
Operating Expense per Passenger Trip	\$3.03	\$3.67
Operating Expense per Passenger Mile	\$0.61	\$0.74
Operating Expense per Capita	\$25.73	\$27.10
Farebox Recovery Ratio	20.53%	17.95%
Average Fare	\$0.62	\$0.66
Service Effectiveness		
Passenger Trips per Revenue Mile	1.16	1.24
Passenger Trips per Revenue Hour	18.52	19.36
Passenger Trips per Capita	8.48	7.38
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	6,954	7,517

Broward County Transit (BCT)

Mr. Timothy Garling, Director
One N. University Drive, Suite 3100-A, Plantation, FL 33324
(954) 357-8434
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 2010 and 2011 are provided below.

	2010	2011
General Information		
Service Area Population	1,766,476	1,748,066
Service Area Population Density	4,308.5	4,263.6
Operating Expense	\$105,025,195	\$106,485,996
Operating Revenue	\$30,612,800	\$37,047,337
Service Supplied		
Total Annual Revenue Miles	16,372,108	15,799,243
Total Annual Revenue Hours	1,188,302	1,153,339
Total Revenue Vehicles	379	382
Peak Vehicles	307	309
Route Miles	1,629.9	1,686.0
Service Usage		
Annual Passenger Trips	38,670,324	38,279,640
Annual Passenger Miles	179,624,107	178,424,470
Average Trip Length	4.6	4.7
Quality of Service		
Average Headway (minutes)	23.12	23.90
Weekday Span of Service (hours)	20.0	19.9
Cost Efficiency		
Operating Expense per Revenue Mile	\$6.41	\$6.74
Operating Expense per Revenue Hour	\$88.38	\$92.33
Operating Revenue per Operating Expense	29.15%	34.79%
Passenger Trips per Employee FTE	37,308	38,237
Cost Effectiveness		
Operating Expense per Passenger Trip	\$2.72	\$2.78
Operating Expense per Passenger Mile	\$0.58	\$0.60
Operating Expense per Capita	\$59.45	\$60.92
Farebox Recovery Ratio	25.38%	28.78%
Average Fare	\$0.69	\$0.80
Service Effectiveness		
Passenger Trips per Revenue Mile	2.36	2.42
Passenger Trips per Revenue Hour	32.54	33.19
Passenger Trips per Capita	21.89	21.90
Revenue Miles Between Safety Incidents	130,977	136,200
Revenue Miles Between Failures	25,621	22,379

Collier Area Transit (CAT)

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



Collier Area Transit began operating service in February 2001. The General Manager of CAT reports to the Director of the Alternative Transportation Modes Department of Collier County Transportation, which is governed by the Collier County Board of County Commissioners. CAT provides fixed-route service in Collier County. Demand-response services are provided by Collier Area Paratransit. The data below represent CAT's 2010 and 2011 fixed route purchased motorbus services.

General Information	2010	2011
Service Area Population	333,032	333,032
Service Area Population Density	220.1	220.1
Operating Expense	\$5,490,980	\$5,300,989
Operating Revenue	\$1,020,300	\$1,119,201
Service Supplied		
Total Annual Revenue Miles	1,230,055	1,225,975
Total Annual Revenue Hours	66,475	66,850
Total Revenue Vehicles	23	23
Peak Vehicles	16	16
Route Miles	376.0	378.5
Service Usage		
Annual Passenger Trips	1,064,910	1,154,702
Annual Passenger Miles	8,604,473	9,699,497
Average Trip Length	8.1	8.4
Quality of Service		
Average Headway (minutes)	76.20	77.40
Weekday Span of Service (hours)	16.5	15.5
Cost Efficiency		
Operating Expense per Revenue Mile	\$4.46	\$4.32
Operating Expense per Revenue Hour	\$82.60	\$79.30
Operating Revenue per Operating Expense	18.58%	21.11%
Passenger Trips per Employee FTE	n/a	n/a
Cost Effectiveness		
Operating Expense per Passenger Trip	\$5.16	\$4.59
Operating Expense per Passenger Mile	\$0.64	\$0.55
Operating Expense per Capita	\$16.49	\$15.92
Farebox Recovery Ratio	18.58%	21.11%
Average Fare	\$0.96	\$0.97
Service Effectiveness		
Passenger Trips per Revenue Mile	0.87	0.94
Passenger Trips per Revenue Hour	16.02	17.27
Passenger Trips per Capita	3.20	3.47
Revenue Miles Between Safety Incidents	55,912	111,452
Revenue Miles Between Failures	9,762	13,932

Escambia County Area Transit (ECAT)

Ms. Mary Lou Franzoni, 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. 2010 and 2011 motorbus data for ECAT are shown below.

	2010	2011
General Information		
Service Area Population	307,220	340,067
Service Area Population Density	1,920.1	1,459.5
Operating Expense	\$6,755,135	\$7,163,929
Operating Revenue	\$1,358,322	\$1,360,212
Service Supplied		
Total Annual Revenue Miles	1,388,505	1,444,028
Total Annual Revenue Hours	97,371	105,540
Total Revenue Vehicles	46	46
Peak Vehicles	32	32
Route Miles	312.0	312.0
Service Usage		
Annual Passenger Trips	1,152,375	1,318,201
Annual Passenger Miles	5,588,563	7,012,829
Average Trip Length	4.8	5.3
Quality of Service		
Average Headway (minutes)	41.02	42.76
Weekday Span of Service (hours)	13.5	13.5
Cost Efficiency		
Operating Expense per Revenue Mile	\$4.87	\$4.96
Operating Expense per Revenue Hour	\$69.38	\$67.88
Operating Revenue per Operating Expense	20.11%	18.99%
Passenger Trips per Employee FTE	13,324	14,889
Cost Effectiveness		
Operating Expense per Passenger Trip	\$5.86	\$5.43
Operating Expense per Passenger Mile	\$1.21	\$1.02
Operating Expense per Capita	\$21.99	\$21.07
Farebox Recovery Ratio	18.01%	17.98%
Average Fare	\$1.06	\$0.98
Service Effectiveness		
Passenger Trips per Revenue Mile	0.83	0.91
Passenger Trips per Revenue Hour	11.83	12.49
Passenger Trips per Capita	3.75	3.88
Revenue Miles Between Safety Incidents	462,835	n/a
Revenue Miles Between Failures	9,382	8,595

Gainesville Regional Transit System

Mr. Jesus Gomez, Director
 100 S.E. 10th Avenue, Gainesville, FL 32601
 (352) 334-2600
www.go-rtts.com



The Regional Transit System (RTS) is a department of the City of Gainesville. An elected seven-member Commission governs the RTS. The Commission receives input from an advisory board comprised of citizens from the community. The RTS serves the City of Gainesville and parts of Alachua County with fixed-route motorbus service and contracts 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 2010 and 2011.

	2010	2011
General Information		
Service Area Population	151,294	187,781
Service Area Population Density	1990.7	2470.8
Operating Expense	\$16,673,905	\$18,796,130
Operating Revenue	\$10,722,646	\$11,718,973
Service Supplied		
Total Annual Revenue Miles	2,808,703	3,138,234
Total Annual Revenue Hours	255,786	272,364
Total Revenue Vehicles	105	106
Peak Vehicles	88	93
Route Miles	208.3	212.8
Service Usage		
Annual Passenger Trips	9,373,060	9,964,034
Annual Passenger Miles	26,244,568	24,411,883
Average Trip Length	2.8	2.4
Quality of Service		
Average Headway (minutes)	12.93	11.92
Weekday Span of Service (hours)	21.2	21.2
Cost Efficiency		
Operating Expense per Revenue Mile	\$5.94	\$5.99
Operating Expense per Revenue Hour	\$65.19	\$69.01
Operating Revenue per Operating Expense	64.31%	62.35%
Passenger Trips per Employee FTE	40,574	41,486
Cost Effectiveness		
Operating Expense per Passenger Trip	\$1.78	\$1.89
Operating Expense per Passenger Mile	\$0.64	\$0.77
Operating Expense per Capita	\$110.21	\$100.10
Farebox Recovery Ratio	61.52%	59.41%
Average Fare	\$1.09	\$1.12
Service Effectiveness		
Passenger Trips per Revenue Mile	3.34	3.18
Passenger Trips per Revenue Hour	36.64	36.58
Passenger Trips per Capita	61.95	53.06
Revenue Miles Between Safety Incidents	936,234	784,559
Revenue Miles Between Failures	5,475	6,353

Hernando Express Bus (TransHernando Express)

Mr. Richard Cook, Director
 1122 Ponce De Leon Blvd., Brooksville, FL 34601
 (352) 799-1510
www.hernandobus.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. 2010 and 2011 data representing THE Bus's fixed-route motorbus service are shown below. The County received a reporting waiver from FTA in 2011 and did not report passenger miles. Passenger miles for 2011 were estimated using the average trip length from 2010 and passenger trips from 2011.

	2010	2011
General Information		
Service Area Population	165,843	173,234
Service Area Population Density	347.0	362.4
Operating Expense	\$747,022	\$809,621
Operating Revenue	\$104,279	\$60,497
Service Supplied		
Total Annual Revenue Miles	147,415	150,351
Total Annual Revenue Hours	8,360	8,656
Total Revenue Vehicles	5	5
Peak Vehicles	3	3
Route Miles	60.2	60.2
Service Usage		
Annual Passenger Trips	69,945	70,644
Annual Passenger Miles	440,070	444,468
Average Trip Length	6.3	6.3
Quality of Service		
Average Headway (minutes)	68.28	69.32
Weekday Span of Service (hours)	12.5	12.5
Cost Efficiency		
Operating Expense per Revenue Mile	\$5.07	\$5.38
Operating Expense per Revenue Hour	\$89.36	\$93.53
Operating Revenue per Operating Expense	13.96%	7.47%
Passenger Trips per Employee FTE	n/a	n/a
Cost Effectiveness		
Operating Expense per Passenger Trip	\$10.68	\$11.46
Operating Expense per Passenger Mile	\$1.70	\$1.82
Operating Expense per Capita	\$4.50	\$4.67
Farebox Recovery Ratio	6.95%	6.48%
Average Fare	\$0.74	\$0.74
Service Effectiveness		
Passenger Trips per Revenue Mile	0.47	0.47
Passenger Trips per Revenue Hour	8.37	8.16
Passenger Trips per Capita	0.42	0.41
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	2,680	n/a

Hillsborough Area Regional Transit Authority (HART)

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



The Hillsborough Area Regional Transit Authority (HART) operates motor bus service, as well as a streetcar connecting downtown with the Ybor City Historic District. Paratransit service is provided for the City of Tampa, the City of Temple Terrace, and unincorporated Hillsborough County. 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. 2010 and 2011 data for HART's fixed-route and vanpool services are shown below.

	2010	2011
General Information		
Service Area Population	821,306	822,404
Service Area Population Density	3,379.9	3,384.4
Operating Expense	\$61,473,492	\$59,762,580
Operating Revenue	\$13,790,252	\$14,254,048
Service Supplied		
Total Annual Revenue Miles	8,280,099	7,737,547
Total Annual Revenue Hours	631,880	615,337
Total Revenue Vehicles	245	218
Peak Vehicles	195	161
Route Miles	1,021.3	988.0
Service Usage		
Annual Passenger Trips	13,233,764	14,994,081
Annual Passenger Miles	63,367,321	74,480,497
Average Trip Length	4.8	5.0
Quality of Service		
Average Headway (minutes)	23.98	29.28
Weekday Span of Service (hours)	21.3	20.7
Cost Efficiency		
Operating Expense per Revenue Mile	\$7.42	\$7.72
Operating Expense per Revenue Hour	\$97.29	\$97.12
Operating Revenue per Operating Expense	22.43%	23.85%
Passenger Trips per Employee FTE	21,671	25,597
Cost Effectiveness		
Operating Expense per Passenger Trip	\$4.65	\$3.99
Operating Expense per Passenger Mile	\$0.97	\$0.80
Operating Expense per Capita	\$74.85	\$72.67
Farebox Recovery Ratio	20.12%	21.85%
Average Fare	\$0.93	\$0.87
Service Effectiveness		
Passenger Trips per Revenue Mile	1.60	1.94
Passenger Trips per Revenue Hour	20.94	24.37
Passenger Trips per Capita	16.11	18.23
Revenue Miles Between Safety Incidents	107,534	104,561
Revenue Miles Between Failures	4,356	3,853

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, commuter bus, automated guideway (Skyway Express), and demand-response. The data below represent JTA's 2010 and 2011 fixed-route services (motorbus, commuter bus, and automated guideway).

	2010	2011
General Information		
Service Area Population	853,300	874,673
Service Area Population Density	3,080.5	3,157.7
Operating Expense	\$60,925,241	\$64,121,993
Operating Revenue	\$9,801,838	\$10,681,139
Service Supplied		
Total Annual Revenue Miles	9,384,591	9,162,689
Total Annual Revenue Hours	626,177	622,301
Total Revenue Vehicles	193	190
Peak Vehicles	162	157
Route Miles	1,037.0	948.2
Service Usage		
Annual Passenger Trips	11,227,845	12,255,414
Annual Passenger Miles	62,393,143	69,837,248
Average Trip Length	5.6	5.7
Quality of Service		
Average Headway (minutes)	25.63	24.61
Weekday Span of Service (hours)	21.8	21.8
Cost Efficiency		
Operating Expense per Revenue Mile	\$6.49	\$7.00
Operating Expense per Revenue Hour	\$97.30	\$103.04
Operating Revenue per Operating Expense	16.09%	16.66%
Passenger Trips per Employee FTE	17,388	19,709
Cost Effectiveness		
Operating Expense per Passenger Trip	\$5.43	\$5.23
Operating Expense per Passenger Mile	\$0.98	\$0.92
Operating Expense per Capita	\$71.40	\$73.31
Farebox Recovery Ratio	14.42%	14.83%
Average Fare	\$0.78	\$0.78
Service Effectiveness		
Passenger Trips per Revenue Mile	1.20	1.34
Passenger Trips per Revenue Hour	17.93	19.69
Passenger Trips per Capita	13.16	14.01
Revenue Miles Between Safety Incidents	260,683	218,159
Revenue Miles Between Failures	8,730	8,922

Lake County Public Transportation/LakeXpress

Mr. Kenneth Harley, Director
 Lake County Public Transportation Division
 1300 S. Duncan Drive, Building E, Tavares, FL 32778
 (352) 742-6580
www.ridelakexpress.com

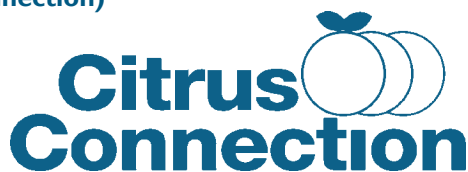


LakeXpress is a newer Florida transit agency under the Lake County Board of County Commissioners. The County contracts with MV Transportation to operate the service. Services provided include fixed-route LakeXpress and the Lake County Connection for demand response service. LakeXpress was started in May 2007 and the County has served as the Community Transportation Coordinator since 2001. Data for 2010 and 2011 are shown below.

	2010	2011
General Information		
Service Area Population	97,497	97,497
Service Area Population Density	1,373.2	1,373.2
Operating Expense	\$1,620,604	\$1,692,299
Operating Revenue	\$244,121	\$210,839
Service Supplied		
Total Annual Revenue Miles	384,653	396,443
Total Annual Revenue Hours	23,249	23,245
Total Revenue Vehicles	12	12
Peak Vehicles	7	7
Route Miles	148.0	148.7
Service Usage		
Annual Passenger Trips	232,794	257,721
Annual Passenger Miles	1,198,889	1,784,837
Average Trip Length	5.1	6.9
Quality of Service		
Average Headway (minutes)	76.67	74.73
Weekday Span of Service (hours)	13.8	12.3
Cost Efficiency		
Operating Expense per Revenue Mile	\$4.21	\$4.27
Operating Expense per Revenue Hour	\$69.71	\$72.80
Operating Revenue per Operating Expense	15.06%	12.46%
Passenger Trips per Employee FTE	n/a	n/a
Cost Effectiveness		
Operating Expense per Passenger Trip	\$6.96	\$6.57
Operating Expense per Passenger Mile	\$1.35	\$0.95
Operating Expense per Capita	\$16.62	\$17.36
Farebox Recovery Ratio	6.43%	7.34%
Average Fare	\$0.45	\$0.48
Service Effectiveness		
Passenger Trips per Revenue Mile	0.61	0.65
Passenger Trips per Revenue Hour	10.01	11.09
Passenger Trips per Capita	2.39	2.64
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	4,869	5,357

Lakeland Area Mass Transit District (Citrus Connection)

Mr. Tom Phillips, 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 2010 and 2011 motorbus data.

	2010	2011
General Information		
Service Area Population	110,000	110,000
Service Area Population Density	1,428.6	1,428.6
Operating Expense	\$7,709,659	\$7,395,165
Operating Revenue	\$1,226,367	\$1,295,410
Service Supplied		
Total Annual Revenue Miles	1,274,537	1,190,542
Total Annual Revenue Hours	79,625	75,529
Total Revenue Vehicles	41	38
Peak Vehicles	23	23
Route Miles	255.1	245.7
Service Usage		
Annual Passenger Trips	1,459,429	1,453,470
Annual Passenger Miles	7,336,287	7,579,856
Average Trip Length	5.0	5.2
Quality of Service		
Average Headway (minutes)	41.57	40.66
Weekday Span of Service (hours)	13.9	13.9
Cost Efficiency		
Operating Expense per Revenue Mile	\$6.05	\$6.21
Operating Expense per Revenue Hour	\$96.82	\$97.91
Operating Revenue per Operating Expense	15.91%	17.52%
Passenger Trips per Employee FTE	15,794	17,139
Cost Effectiveness		
Operating Expense per Passenger Trip	\$5.28	\$5.09
Operating Expense per Passenger Mile	\$1.05	\$0.98
Operating Expense per Capita	\$70.09	\$67.23
Farebox Recovery Ratio	14.86%	16.35%
Average Fare	\$0.79	\$0.83
Service Effectiveness		
Passenger Trips per Revenue Mile	1.15	1.22
Passenger Trips per Revenue Hour	18.33	19.24
Passenger Trips per Capita	13.27	13.21
Revenue Miles Between Safety Incidents	127,454	396,847
Revenue Miles Between Failures	5,956	3,481

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 2010 and 2011 are shown below.

General Information	2010	2011
Service Area Population	443,696	443,696
Service Area Population Density	3,666.9	3,666.9
Operating Expense	\$14,745,092	\$15,306,795
Operating Revenue	\$3,050,856	\$3,239,703
Service Supplied		
Total Annual Revenue Miles	3,241,809	3,217,595
Total Annual Revenue Hours	185,442	183,827
Total Revenue Vehicles	67	63
Peak Vehicles	53	51
Route Miles	412.1	412.1
Service Usage		
Annual Passenger Trips	3,035,272	3,242,379
Annual Passenger Miles	16,302,712	19,070,332
Average Trip Length	5.4	5.9
Quality of Service		
Average Headway (minutes)	30.67	32.00
Weekday Span of Service (hours)	17.0	17.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$4.55	\$4.76
Operating Expense per Revenue Hour	\$79.51	\$83.27
Operating Revenue per Operating Expense	20.69%	21.17%
Passenger Trips per Employee FTE	18,223	19,666
Cost Effectiveness		
Operating Expense per Passenger Trip	\$4.86	\$4.72
Operating Expense per Passenger Mile	\$0.90	\$0.80
Operating Expense per Capita	\$33.23	\$34.50
Farebox Recovery Ratio	15.34%	15.68%
Average Fare	\$0.75	\$0.74
Service Effectiveness		
Passenger Trips per Revenue Mile	0.94	1.01
Passenger Trips per Revenue Hour	16.37	17.64
Passenger Trips per Capita	6.84	7.31
Revenue Miles Between Safety Incidents	239,046	341,169
Revenue Miles Between Failures	12,421	15,249

LYNX Transit
(Central Florida Regional Transit Authority)



Mr. John Lewis, Jr., Chief Executive 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. 2010 and 2011 fixed-route motorbus and vanpool data for LYNX are provided below.

	2010	2011
General Information		
Service Area Population	1,805,921	1,837,359
Service Area Population Density	711.6	723.9
Operating Expense	\$83,275,858	\$84,987,697
Operating Revenue	\$25,817,266	\$28,936,346
Service Supplied		
Total Annual Revenue Miles	15,776,292	15,985,926
Total Annual Revenue Hours	1,057,718	1,060,529
Total Revenue Vehicles	346	345
Peak Vehicles	290	295
Route Miles	1,492.5	1,382.0
Service Usage		
Annual Passenger Trips	24,970,296	27,202,017
Annual Passenger Miles	139,469,224	147,052,861
Average Trip Length	5.6	5.4
Quality of Service		
Average Headway (minutes)	20.70	18.65
Weekday Span of Service (hours)	23.0	23.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$5.28	\$5.32
Operating Expense per Revenue Hour	\$78.73	\$80.14
Operating Revenue per Operating Expense	31.00%	34.05%
Passenger Trips per Employee FTE	27,835	29,745
Cost Effectiveness		
Operating Expense per Passenger Trip	\$3.33	\$3.12
Operating Expense per Passenger Mile	\$0.60	\$0.58
Operating Expense per Capita	\$46.11	\$46.26
Farebox Recovery Ratio	25.61%	29.31%
Average Fare	\$0.85	\$0.92
Service Effectiveness		
Passenger Trips per Revenue Mile	1.58	1.70
Passenger Trips per Revenue Hour	23.61	25.65
Passenger Trips per Capita	13.83	14.80
Revenue Miles Between Safety Incidents	138,389	146,660
Revenue Miles Between Failures	10,366	15,167

Manatee County Area Transit (MCAT)

Mr. William Steele, Interim 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. 2010 and 2011 data for MCAT's fixed-route motorbus services are provided on this page.

	2010	2011
General Information		
Service Area Population	103,000	103,000
Service Area Population Density	1,144.4	1,144.4
Operating Expense	\$6,844,330	\$6,436,798
Operating Revenue	\$1,051,284	\$1,131,784
Service Supplied		
Total Annual Revenue Miles	1,328,753	1,328,020
Total Annual Revenue Hours	86,981	82,830
Total Revenue Vehicles	27	33
Peak Vehicles	19	19
Route Miles	252.0	252.0
Service Usage		
Annual Passenger Trips	1,441,558	1,523,361
Annual Passenger Miles	6,705,272	7,266,456
Average Trip Length	4.7	4.8
Quality of Service		
Average Headway (minutes)	52.09	49.63
Weekday Span of Service (hours)	16.5	16.9
Cost Efficiency		
Operating Expense per Revenue Mile	\$5.15	\$4.85
Operating Expense per Revenue Hour	\$78.69	\$77.71
Operating Revenue per Operating Expense	15.36%	17.58%
Passenger Trips per Employee FTE	21,172	26,089
Cost Effectiveness		
Operating Expense per Passenger Trip	\$4.75	\$4.23
Operating Expense per Passenger Mile	\$1.02	\$0.89
Operating Expense per Capita	\$66.45	\$62.49
Farebox Recovery Ratio	10.83%	12.84%
Average Fare	\$0.51	\$0.54
Service Effectiveness		
Passenger Trips per Revenue Mile	1.08	1.15
Passenger Trips per Revenue Hour	16.57	18.39
Passenger Trips per Capita	14.00	14.79
Revenue Miles Between Safety Incidents	664,377	664,010
Revenue Miles Between Failures	1,649	2,075

The Council on Aging of Martin County, Inc.

Ms. Barbara A. Kauffman, President/CEO
 900 SE Salerno Road, Stuart, FL 34997
 (772) 223-7800
www.kanecenter.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. 2010 and 2011 motorbus data are displayed below.

	2010	2011
General Information		
Service Area Population	137,956	137,956
Service Area Population Density	248.6	248.6
Operating Expense	\$235,525	\$289,243
Operating Revenue	\$3,213	\$96,885
Service Supplied		
Total Annual Revenue Miles	67,278	81,812
Total Annual Revenue Hours	3,656	5,358
Total Revenue Vehicles	7	7
Peak Vehicles	4	4
Route Miles	181.4	175.5
Service Usage		
Annual Passenger Trips	4,626	9,017
Annual Passenger Miles	36,813	62,940
Average Trip Length	8.0	7.0
Quality of Service		
Average Headway (minutes)	147.86	172.41
Weekday Span of Service (hours)	9.8	8.2
Cost Efficiency		
Operating Expense per Revenue Mile	\$3.50	\$3.54
Operating Expense per Revenue Hour	\$64.42	\$53.98
Operating Revenue per Operating Expense	1.36%	33.50%
Passenger Trips per Employee FTE	1,436	1,689
Cost Effectiveness		
Operating Expense per Passenger Trip	\$50.91	\$32.08
Operating Expense per Passenger Mile	\$6.40	\$4.60
Operating Expense per Capita	\$1.71	\$2.10
Farebox Recovery Ratio	1.15%	2.38%
Average Fare	\$0.59	\$0.76
Service Effectiveness		
Passenger Trips per Revenue Mile	0.07	0.11
Passenger Trips per Revenue Hour	1.27	1.68
Passenger Trips per Capita	0.03	0.07
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	13,456	6,818

Miami-Dade Transit (MDT)

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



Miami-Dade Transit is the largest transit agency in Florida, operating throughout Miami-Dade County, southern Broward County, and northern Monroe County. MDT is governed by Miami-Dade County, and is responsible for the management, construction, and operation of its services and facilities. Passengers have access to Metrobus, Metrorail (a 22-station heavy rail system), and Metromover (an automated people-mover system that serves the downtown Miami, Brickell and Omni areas). Paratransit is available through MDT's Special Transportation Service. Vanpool service is provided by Miami Lakes—VPSI, Inc. The data shown below represent all of MDT's fixed-route services and area vanpool services (excluding paratransit operations) for 2010 and 2011.

	2010	2011
General Information		
Service Area Population	2,500,625	2,496,435
Service Area Population Density	8,172.0	8,158.3
Operating Expense	\$406,540,509	\$409,976,850
Operating Revenue	\$114,604,809	\$110,518,110
Service Supplied		
Total Annual Revenue Miles	40,255,102	39,801,845
Total Annual Revenue Hours	2,921,790	2,903,806
Total Revenue Vehicles	1,373	1,259
Peak Vehicles	1,131	1,022
Route Miles	1,939.2	1,944.9
Service Usage		
Annual Passenger Trips	96,285,797	103,615,711
Annual Passenger Miles	531,009,637	569,310,730
Average Trip Length	5.5	5.5
Quality of Service		
Average Headway (minutes)	7.47	8.33
Weekday Span of Service (hours)	24.0	24.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$10.10	\$10.30
Operating Expense per Revenue Hour	\$139.14	\$141.19
Operating Revenue per Operating Expense	28.19%	26.96%
Passenger Trips per Employee FTE	29,162	29,316
Cost Effectiveness		
Operating Expense per Passenger Trip	\$4.22	\$3.96
Operating Expense per Passenger Mile	\$0.77	\$0.72
Operating Expense per Capita	\$162.58	\$164.22
Farebox Recovery Ratio	23.91%	25.05%
Average Fare	\$1.01	\$0.99
Service Effectiveness		
Passenger Trips per Revenue Mile	2.39	2.60
Passenger Trips per Revenue Hour	32.95	35.68
Passenger Trips per Capita	38.50	41.51
Revenue Miles Between Safety Incidents	131,553	109,647
Revenue Miles Between Failures	2,983	2,216

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). 2010 and 2011 data representing The Wave's fixed-route motorbus service are presented below.

	2010	2011
General Information		
Service Area Population	170,498	170,498
Service Area Population Density	852.5	852.5
Operating Expense	\$1,209,075	\$1,132,295
Operating Revenue	\$130,929	\$137,302
Service Supplied		
Total Annual Revenue Miles	407,695	410,296
Total Annual Revenue Hours	34,734	35,088
Total Revenue Vehicles	17	17
Peak Vehicles	14	14
Route Miles	167.2	167.6
Service Usage		
Annual Passenger Trips	162,820	175,595
Annual Passenger Miles	796,190	742,767
Average Trip Length	4.9	4.2
Quality of Service		
Average Headway (minutes)	61.05	61.43
Weekday Span of Service (hours)	13.0	13.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$2.97	\$2.76
Operating Expense per Revenue Hour	\$34.81	\$32.27
Operating Revenue per Operating Expense	10.83%	12.13%
Passenger Trips per Employee FTE	n/a	n/a
Cost Effectiveness		
Operating Expense per Passenger Trip	\$7.43	\$6.45
Operating Expense per Passenger Mile	\$1.52	\$1.52
Operating Expense per Capita	\$7.09	\$6.64
Farebox Recovery Ratio	8.73%	9.98%
Average Fare	\$0.65	\$0.64
Service Effectiveness		
Passenger Trips per Revenue Mile	0.40	0.43
Passenger Trips per Revenue Hour	4.69	5.00
Passenger Trips per Capita	0.95	1.03
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	33,975	41,030

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. 2010 and 2011 motorbus data for Palm Tran are provided below.

	2010	2011
General Information		
Service Area Population	982,900	1,268,782
Service Area Population Density	2,692.9	3,476.1
Operating Expense	\$47,225,045	\$48,853,682
Operating Revenue	\$7,445,623	\$8,727,796
Service Supplied		
Total Annual Revenue Miles	6,954,202	6,974,987
Total Annual Revenue Hours	404,478	404,415
Total Revenue Vehicles	157	160
Peak Vehicles	123	123
Route Miles	1,182.1	1,185.6
Service Usage		
Annual Passenger Trips	10,343,531	11,143,922
Annual Passenger Miles	56,742,413	63,044,329
Average Trip Length	5.5	5.7
Quality of Service		
Average Headway (minutes)	33.54	33.53
Weekday Span of Service (hours)	17.8	17.8
Cost Efficiency		
Operating Expense per Revenue Mile	\$6.79	\$7.00
Operating Expense per Revenue Hour	\$116.76	\$120.80
Operating Revenue per Operating Expense	15.77%	17.87%
Passenger Trips per Employee FTE	24,202	26,805
Cost Effectiveness		
Operating Expense per Passenger Trip	\$4.57	\$4.38
Operating Expense per Passenger Mile	\$0.83	\$0.77
Operating Expense per Capita	\$48.05	\$38.50
Farebox Recovery Ratio	13.66%	15.96%
Average Fare	\$0.62	\$0.70
Service Effectiveness		
Passenger Trips per Revenue Mile	1.49	1.60
Passenger Trips per Revenue Hour	25.65	27.56
Passenger Trips per Capita	10.52	8.78
Revenue Miles Between Safety Incidents	204,535	211,363
Revenue Miles Between Failures	6,095	7,565

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 2010 and 2011.

	2010	2011
General Information		
Service Area Population	471,709	464,697
Service Area Population Density	633.2	623.8
Operating Expense	\$3,876,444	\$4,097,123
Operating Revenue	\$814,021	\$947,437
Service Supplied		
Total Annual Revenue Miles	1,088,923	1,094,528
Total Annual Revenue Hours	64,956	64,657
Total Revenue Vehicles	29	34
Peak Vehicles	16	16
Route Miles	236.0	259.0
Service Usage		
Annual Passenger Trips	779,606	845,177
Annual Passenger Miles	5,112,293	5,914,595
Average Trip Length	6.6	7.0
Quality of Service		
Average Headway (minutes)	52.79	57.37
Weekday Span of Service (hours)	15.6	15.4
Cost Efficiency		
Operating Expense per Revenue Mile	\$3.56	\$3.74
Operating Expense per Revenue Hour	\$59.68	\$63.37
Operating Revenue per Operating Expense	21.00%	23.12%
Passenger Trips per Employee FTE	15,561	17,639
Cost Effectiveness		
Operating Expense per Passenger Trip	\$4.97	\$4.85
Operating Expense per Passenger Mile	\$0.76	\$0.69
Operating Expense per Capita	\$8.22	\$8.82
Farebox Recovery Ratio	21.00%	23.12%
Average Fare	\$1.04	\$1.12
Service Effectiveness		
Passenger Trips per Revenue Mile	0.72	0.77
Passenger Trips per Revenue Hour	12.00	13.07
Passenger Trips per Capita	1.65	1.82
Revenue Miles Between Safety Incidents	136,115	218,906
Revenue Miles Between Failures	3,457	5,021

Pinellas Suncoast Transit Authority (PSTA)

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



The Pinellas Suncoast Transit Authority (PSTA) is the public transit provider for Pinellas County. In addition, two express routes travel between Pinellas County and Tampa, located in neighboring Hillsborough County. PSTA is an independent agency governed by an eleven-member Board of Directors comprised of elected officials and private citizen appointees. PSTA provides fixed-route motorbus service and demand-response service. PSTA's fixed-route motorbus data for 2010 and 2011 are shown below.

General Information	2010	2011
Service Area Population	871,480	922,616
Service Area Population Density	3,661.7	3,796.8
Operating Expense	\$50,341,339	\$50,648,033
Operating Revenue	\$11,625,802	\$13,727,691
Service Supplied		
Total Annual Revenue Miles	9,000,501	8,796,952
Total Annual Revenue Hours	628,430	614,318
Total Revenue Vehicles	233	210
Peak Vehicles	167	170
Route Miles	914.1	956.9
Service Usage		
Annual Passenger Trips	12,811,835	12,798,221
Annual Passenger Miles	66,590,897	71,534,182
Average Trip Length	5.2	5.6
Quality of Service		
Average Headway (minutes)	22.93	23.58
Weekday Span of Service (hours)	21.0	21.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$5.59	\$5.76
Operating Expense per Revenue Hour	\$80.11	\$82.45
Operating Revenue per Operating Expense	23.09%	27.10%
Passenger Trips per Employee FTE	23,588	24,179
Cost Effectiveness		
Operating Expense per Passenger Trip	\$3.93	\$3.96
Operating Expense per Passenger Mile	\$0.76	\$0.71
Operating Expense per Capita	\$57.77	\$54.90
Farebox Recovery Ratio	21.86%	25.34%
Average Fare	\$0.86	\$1.00
Service Effectiveness		
Passenger Trips per Revenue Mile	1.42	1.45
Passenger Trips per Revenue Hour	20.39	20.83
Passenger Trips per Capita	14.70	13.87
Revenue Miles Between Safety Incidents	409,114	141,886
Revenue Miles Between Failures	5,921	6,182

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

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



Winter Haven Area Transit (WHAT) began operating in 1999 with Polk County Transit Services as the Administrative Agent and Project Manager. Polk County Transit Services operates two-fixed routes and also contracts with Citrus Connection (Lakeland) to jointly provide fixed-route motorbus services in the City of Winter Haven. The WHAT system is governed by a Policy Board. Demand-response services are also provided. 2010 and 2011 motorbus data for Polk County and WHAT are presented below.

General Information	2010	2011
Service Area Population	153,924	153,924
Service Area Population Density	3,206.8	3,206.8
Operating Expense	\$2,399,478	\$2,914,488
Operating Revenue	\$252,057	\$282,399
Service Supplied		
Total Annual Revenue Miles	725,738	731,064
Total Annual Revenue Hours	34,829	34,103
Total Revenue Vehicles	14	13
Peak Vehicles	10	11
Route Miles	216.3	233.2
Service Usage		
Annual Passenger Trips	473,353	536,571
Annual Passenger Miles	2,370,543	5,059,865
Average Trip Length	5.0	9.4
Quality of Service		
Average Headway (minutes)	62.28	59.34
Weekday Span of Service (hours)	13.3	12.8
Cost Efficiency		
Operating Expense per Revenue Mile	\$3.31	\$3.99
Operating Expense per Revenue Hour	\$68.89	\$85.46
Operating Revenue per Operating Expense	10.50%	9.69%
Passenger Trips per Employee FTE	11,282	16,525
Cost Effectiveness		
Operating Expense per Passenger Trip	\$5.07	\$5.43
Operating Expense per Passenger Mile	\$1.01	\$0.58
Operating Expense per Capita	\$15.59	\$18.93
Farebox Recovery Ratio	10.50%	8.41%
Average Fare	\$0.53	\$0.46
Service Effectiveness		
Passenger Trips per Revenue Mile	0.65	0.73
Passenger Trips per Revenue Hour	13.59	15.73
Passenger Trips per Capita	3.08	3.49
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	22,679	19,239

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

Ms. Cathy Brown, Director
180 Marine Street, St. Augustine, FL 32084
(904) 209-3700
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; 2010 and 2011 data for the motorbus mode are shown below.

	2010	2011
General Information		
Service Area Population	149,300	190,039
Service Area Population Density	248.8	316.7
Operating Expense	\$870,494	\$982,489
Operating Revenue	\$90,620	\$92,956
Service Supplied		
Total Annual Revenue Miles	457,381	478,467
Total Annual Revenue Hours	21,846	23,141
Total Revenue Vehicles	11	11
Peak Vehicles	7	7
Route Miles	106.0	106.0
Service Usage		
Annual Passenger Trips	185,863	202,899
Annual Passenger Miles	1,362,376	1,675,407
Average Trip Length	7.3	8.3
Quality of Service		
Average Headway (minutes)	43.40	43.94
Weekday Span of Service (hours)	12.0	12.8
Cost Efficiency		
Operating Expense per Revenue Mile	\$1.90	\$2.05
Operating Expense per Revenue Hour	\$39.85	\$42.46
Operating Revenue per Operating Expense	10.41%	9.46%
Passenger Trips per Employee FTE	n/a	n/a
Cost Effectiveness		
Operating Expense per Passenger Trip	\$4.68	\$4.84
Operating Expense per Passenger Mile	\$0.64	\$0.59
Operating Expense per Capita	\$5.83	\$5.17
Farebox Recovery Ratio	10.41%	9.46%
Average Fare	\$0.49	\$0.46
Service Effectiveness		
Passenger Trips per Revenue Mile	0.41	0.42
Passenger Trips per Revenue Hour	8.51	8.77
Passenger Trips per Capita	1.24	1.07
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	114,345	53,163

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 2010 and 2011.

	2010	2011
General Information		
Service Area Population	266,502	280,379
Service Area Population Density	465.9	490.2
Operating Expense	\$1,551,171	\$1,393,528
Operating Revenue	\$92,984	\$145,706
Service Supplied		
Total Annual Revenue Miles	336,477	294,923
Total Annual Revenue Hours	24,869	20,600
Total Revenue Vehicles	14	14
Peak Vehicles	9	8
Route Miles	88.0	85.2
Service Usage		
Annual Passenger Trips	173,250	145,769
Annual Passenger Miles	1,378,944	1,163,521
Average Trip Length	8.0	8.0
Quality of Service		
Average Headway (minutes)	43.36	44.63
Weekday Span of Service (hours)	11.0	11.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$4.61	\$4.73
Operating Expense per Revenue Hour	\$62.37	\$67.65
Operating Revenue per Operating Expense	5.99%	10.46%
Passenger Trips per Employee FTE	7,793	7,349
Cost Effectiveness		
Operating Expense per Passenger Trip	\$8.95	\$9.56
Operating Expense per Passenger Mile	\$1.12	\$1.20
Operating Expense per Capita	\$5.82	\$4.97
Farebox Recovery Ratio	5.99%	10.46%
Average Fare	\$0.54	\$1.00
Service Effectiveness		
Passenger Trips per Revenue Mile	0.51	0.49
Passenger Trips per Revenue Hour	6.97	7.08
Passenger Trips per Capita	0.65	0.52
Revenue Miles Between Safety Incidents	n/a	73,731
Revenue Miles Between Failures	9,614	16,385

Sarasota County Area Transit (SCAT)

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



Sarasota County Area Transit is a member of the Sarasota County Government. The five-member Board of County Commissioners governs the agency. SCAT serves the urbanized portion of Sarasota County (including the cities of Longboat Key, Sarasota, Venice, Englewood, and North Port) via fixed-route motorbus service, commuter bus, and demand-response service. SCAT's 2010 and 2011 motorbus and commuter bus data are provided below.

General Information	2010	2011
Service Area Population	393,826	393,826
Service Area Population Density	1,848.9	1,848.9
Operating Expense	\$13,001,413	\$12,958,806
Operating Revenue	\$1,149,931	\$1,377,627
Service Supplied		
Total Annual Revenue Miles	2,794,925	2,806,942
Total Annual Revenue Hours	190,489	184,256
Total Revenue Vehicles	58	57
Peak Vehicles	44	46
Route Miles	458.0	545.0
Service Usage		
Annual Passenger Trips	2,733,015	2,882,027
Annual Passenger Miles	15,195,563	15,003,323
Average Trip Length	5.6	5.2
Quality of Service		
Average Headway (minutes)	42.57	39.21
Weekday Span of Service (hours)	19.0	17.8
Cost Efficiency		
Operating Expense per Revenue Mile	\$4.65	\$4.62
Operating Expense per Revenue Hour	\$68.25	\$70.33
Operating Revenue per Operating Expense	8.84%	10.63%
Passenger Trips per Employee FTE	18,219	18,404
Cost Effectiveness		
Operating Expense per Passenger Trip	\$4.76	\$4.50
Operating Expense per Passenger Mile	\$0.86	\$0.86
Operating Expense per Capita	\$33.01	\$32.90
Farebox Recovery Ratio	8.23%	9.97%
Average Fare	\$0.39	\$0.45
Service Effectiveness		
Passenger Trips per Revenue Mile	0.98	1.03
Passenger Trips per Revenue Hour	14.35	15.64
Passenger Trips per Capita	6.94	7.32
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	4,574	5,811

Senior Resource Association (Indian River County)

(Indian River Transit/GoLine)

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



Senior Resource Association operates as the Transit Element of Indian River County, in a quasi-governmental status under the five-member elected Board of County Commissioners. It is governed by a volunteer Board of Directors. Community Coach serves the rural and urbanized portions of Indian River County. The system provides point deviation motorbus services, and demand-response van, wheelchair, and stretcher services. The data shown below represent 2010 and 2011 motorbus services.

	2010	2011
General Information		
Service Area Population	117,237	114,380
Service Area Population Density	669.9	653.6
Operating Expense	\$1,282,979	\$1,830,420
Operating Revenue	\$82,637	\$121,171
Service Supplied		
Total Annual Revenue Miles	564,322	732,894
Total Annual Revenue Hours	38,672	45,190
Total Revenue Vehicles	21	21
Peak Vehicles	14	14
Route Miles	251.0	269.0
Service Usage		
Annual Passenger Trips	707,402	895,462
Annual Passenger Miles	2,899,504	3,945,402
Average Trip Length	4.1	4.4
Quality of Service		
Average Headway (minutes)	73.72	71.08
Weekday Span of Service (hours)	11.0	10.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$2.27	\$2.50
Operating Expense per Revenue Hour	\$33.18	\$40.50
Operating Revenue per Operating Expense	6.44%	6.62%
Passenger Trips per Employee FTE	27,063	27,147
Cost Effectiveness		
Operating Expense per Passenger Trip	\$1.81	\$2.04
Operating Expense per Passenger Mile	\$0.44	\$0.46
Operating Expense per Capita	\$10.94	\$16.00
Farebox Recovery Ratio	n/a	n/a
Average Fare	\$0.00	\$0.00
Service Effectiveness		
Passenger Trips per Revenue Mile	1.25	1.22
Passenger Trips per Revenue Hour	18.29	19.82
Passenger Trips per Capita	6.03	7.83
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	29,701	17,450

South Florida Regional Transportation Authority (Tri-Rail)

Mr. Joseph Giuliatti, 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 2010 and 2011 data for these services. In 2010, 89 percent of the annual passenger trips shown below were for the commuter rail mode (3,606,055) with the remainder for the motorbus services (444,298). Similarly, in 2011, 86 percent of the annual passenger trips shown were for commuter rail (3,810,823) with the remainder for motorbus (605,904).

	2010	2011
General Information		
Service Area Population	5,448,962	5,448,962
Service Area Population Density	1,062.6	1,062.6
Operating Expense	\$54,513,796	\$54,746,746
Operating Revenue	\$10,674,542	\$11,422,592
Service Supplied		
Total Annual Revenue Miles	3,368,257	3,508,836
Total Annual Revenue Hours	140,992	157,602
Total Revenue Vehicles	67	72
Peak Vehicles	52	63
Route Miles	247.4	309.4
Service Usage		
Annual Passenger Trips	4,050,353	4,416,727
Annual Passenger Miles	106,099,537	114,773,030
Average Trip Length	26.2	26.0
Quality of Service		
Average Headway (minutes)	11.95	13.24
Weekday Span of Service (hours)	19.6	18.4
Cost Efficiency		
Operating Expense per Revenue Mile	\$16.18	\$15.60
Operating Expense per Revenue Hour	\$386.64	\$347.37
Operating Revenue per Operating Expense	19.58%	20.86%
Passenger Trips per Employee FTE	n/a	n/a
Cost Effectiveness		
Operating Expense per Passenger Trip	\$13.46	\$12.40
Operating Expense per Passenger Mile	\$0.51	\$0.48
Operating Expense per Capita	\$10.00	\$10.05
Farebox Recovery Ratio	18.88%	19.91%
Average Fare	\$2.54	\$2.47
Service Effectiveness		
Passenger Trips per Revenue Mile	1.20	1.26
Passenger Trips per Revenue Hour	28.73	28.02
Passenger Trips per Capita	0.74	0.81
Revenue Miles Between Safety Incidents	1,122,752	113,188
Revenue Miles Between Failures	177,277	77,974

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. 2010 and 2011 data representing Space Coast's motorbus and vanpool services are shown on this page.

	2010	2011
General Information		
Service Area Population	554,354	554,354
Service Area Population Density	1,283.2	1,283.2
Operating Expense	\$6,327,913	\$6,362,131
Operating Revenue	\$1,077,972	\$1,295,914
Service Supplied		
Total Annual Revenue Miles	2,553,709	2,468,758
Total Annual Revenue Hours	103,154	100,861
Total Revenue Vehicles	104	114
Peak Vehicles	62	65
Route Miles	371.0	366.0
Service Usage		
Annual Passenger Trips	1,733,519	1,969,301
Annual Passenger Miles	14,346,366	16,820,672
Average Trip Length	8.3	8.5
Quality of Service		
Average Headway (minutes)	18.96	18.02
Weekday Span of Service (hours)	17.8	17.8
Cost Efficiency		
Operating Expense per Revenue Mile	\$2.48	\$2.58
Operating Expense per Revenue Hour	\$61.34	\$63.08
Operating Revenue per Operating Expense	17.04%	20.37%
Passenger Trips per Employee FTE	26,327	33,625
Cost Effectiveness		
Operating Expense per Passenger Trip	\$3.65	\$3.23
Operating Expense per Passenger Mile	\$0.44	\$0.38
Operating Expense per Capita	\$11.41	\$11.48
Farebox Recovery Ratio	16.06%	18.37%
Average Fare	\$0.59	\$0.59
Service Effectiveness		
Passenger Trips per Revenue Mile	0.68	0.80
Passenger Trips per Revenue Hour	16.81	19.52
Passenger Trips per Capita	3.13	3.55
Revenue Miles Between Safety Incidents	425,618	164,584
Revenue Miles Between Failures	17,255	21,847

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 2010 and 2011 motorbus data are provided below.

	2010	2011
General Information		
Service Area Population	162,310	162,310
Service Area Population Density	1,591.3	1,591.3
Operating Expense	\$11,110,040	\$12,860,151
Operating Revenue	\$4,126,209	\$4,345,635
Service Supplied		
Total Annual Revenue Miles	1,979,694	2,120,270
Total Annual Revenue Hours	185,982	218,972
Total Revenue Vehicles	73	73
Peak Vehicles	56	56
Route Miles	232.0	234.0
Service Usage		
Annual Passenger Trips	4,762,233	4,910,881
Annual Passenger Miles	13,568,341	13,797,356
Average Trip Length	2.9	2.8
Quality of Service		
Average Headway (minutes)	23.35	25.89
Weekday Span of Service (hours)	17.3	17.3
Cost Efficiency		
Operating Expense per Revenue Mile	\$5.61	\$6.07
Operating Expense per Revenue Hour	\$59.74	\$58.73
Operating Revenue per Operating Expense	37.14%	33.79%
Passenger Trips per Employee FTE	31,117	28,245
Cost Effectiveness		
Operating Expense per Passenger Trip	\$2.33	\$2.62
Operating Expense per Passenger Mile	\$0.82	\$0.93
Operating Expense per Capita	\$68.45	\$79.23
Farebox Recovery Ratio	36.48%	32.68%
Average Fare	\$0.85	\$0.86
Service Effectiveness		
Passenger Trips per Revenue Mile	2.41	2.32
Passenger Trips per Revenue Hour	25.61	22.43
Passenger Trips per Capita	29.34	30.26
Revenue Miles Between Safety Incidents	n/a	176,689
Revenue Miles Between Failures	17,676	20,193

County of Volusia dba VOTRAN

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



VOTRAN is a part of Volusia County's General Fund. It is governed by a Board of Directors that is comprised of seven County Council members. VOTRAN provides public transportation services throughout Volusia County via fixed-route motorbus services, paratransit services, and vanpool services. 2010 and 2011 data for VOTRAN's motorbus and vanpool services are shown below.

	2010	2011
General Information		
Service Area Population	468,670	468,670
Service Area Population Density	388.3	388.3
Operating Expense	\$11,677,473	\$11,636,153
Operating Revenue	\$2,883,012	\$3,046,028
Service Supplied		
Total Annual Revenue Miles	3,014,826	2,791,731
Total Annual Revenue Hours	169,550	161,709
Total Revenue Vehicles	87	91
Peak Vehicles	70	71
Route Miles	561.0	555.0
Service Usage		
Annual Passenger Trips	3,329,232	3,589,032
Annual Passenger Miles	18,682,773	16,550,631
Average Trip Length	5.6	4.6
Quality of Service		
Average Headway (minutes)	27.04	27.17
Weekday Span of Service (hours)	18.0	18.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$3.87	\$4.17
Operating Expense per Revenue Hour	\$68.87	\$71.96
Operating Revenue per Operating Expense	24.69%	26.18%
Passenger Trips per Employee FTE	24,170	28,195
Cost Effectiveness		
Operating Expense per Passenger Trip	\$3.51	\$3.24
Operating Expense per Passenger Mile	\$0.63	\$0.70
Operating Expense per Capita	\$24.92	\$24.83
Farebox Recovery Ratio	21.49%	21.99%
Average Fare	\$0.75	\$0.71
Service Effectiveness		
Passenger Trips per Revenue Mile	1.10	1.29
Passenger Trips per Revenue Hour	19.64	22.19
Passenger Trips per Capita	7.10	7.66
Revenue Miles Between Safety Incidents	251,236	214,749
Revenue Miles Between Failures	4,187	5,057

Florida Transit System Summary – 2010 & 2011

System	Service Area Population		Service Area Population Density		Operating Expense		Operating Revenue	
	2010	2011	2010	2011	2010	2011	2010	2011
Bay Town Trolley	85,458	105,192	1,780.4	1,813.7	\$2,198,463	\$2,850,940	\$461,349	\$657,639
Broward County Transit	1,766,476	1,748,066	4,308.5	4,263.6	\$105,025,195	\$106,485,996	\$30,612,800	\$37,047,337
Collier Area Transit	333,032	333,032	220.1	220.1	\$5,490,980	\$5,300,989	\$1,020,300	\$1,119,201
Escambia County Area Transit	307,220	340,067	1,920.1	1,459.5	\$6,755,135	\$7,163,929	\$1,358,322	\$1,360,212
Gainesville Regional Transit System	151,294	187,781	1,990.7	2,470.8	\$16,673,905	\$18,796,130	\$10,722,646	\$11,718,973
Hernando County (TransHernando Express)	165,843	173,234	3,470	362.4	\$747,022	\$809,621	\$104,279	\$60,497
Hillsborough Area Regional Transit	821,306	822,404	3,379.9	3,384.4	\$61,473,492	\$59,762,580	\$13,790,252	\$14,254,048
Jacksonville Transportation Authority	853,300	874,673	3,080.5	3,157.7	\$60,925,241	\$64,121,993	\$9,801,838	\$10,681,139
Lake County Public Transp. (LakeXpress)	97,497	97,497	1,373	1,373.2	\$1,620,604	\$1,692,299	\$244,121	\$210,839
Lakeland Area Mass Transit District	110,000	110,000	1,428.6	1,428.6	\$7,709,659	\$7,395,165	\$1,226,367	\$1,295,410
Lee County Transit	443,696	443,696	3,666.9	3,666.9	\$14,745,092	\$15,306,795	\$3,050,856	\$3,239,703
LYNX Transit	1,805,921	1,837,359	711.6	723.9	\$83,275,858	\$84,987,697	\$25,817,266	\$28,936,346
Manatee County Area Transit	103,000	103,000	1,144.4	1,144.4	\$6,844,330	\$6,436,798	\$1,051,284	\$1,131,784
Council on Aging of Martin County, Inc.	137,956	137,956	248.6	248.6	\$235,525	\$289,243	\$3,213	\$96,885
Miami-Dade Transit	2,500,625	2,496,435	8,172.0	8,158.3	\$406,540,509	\$409,976,850	\$114,604,809	\$110,518,110
Okaloosa County Transit (The WAVE)	170,498	170,498	852.5	852.5	\$1,209,075	\$1,132,295	\$130,929	\$137,302
Palm Beach County Transportation Agency	982,900	1,268,782	2,692.9	3,476.1	\$47,225,045	\$48,853,682	\$7,445,623	\$8,727,796
Pasco County Public Transportation	471,709	464,697	633.2	623.8	\$3,876,444	\$4,097,123	\$814,021	\$947,437
Pinellas Suncoast Transit Authority	871,480	922,616	3,661.7	3,796.8	\$50,341,339	\$50,648,033	\$11,625,802	\$13,727,691
Polk County Transit Svcs. Div. & WHAT	153,924	153,924	3,206.8	3,206.8	\$2,399,478	\$2,914,488	\$252,057	\$282,399
Sarasota County Area Transit	393,826	393,826	1,848.9	1,848.9	\$13,001,413	\$12,958,806	\$1,149,931	\$1,377,627
Senior Resource Association (Indian River)	117,237	114,380	669.9	653.6	\$1,282,976	\$1,830,420	\$82,637	\$121,171
S. Florida Regional Transportation Authority	5,448,962	5,448,962	1,062.6	1,062.6	\$54,513,796	\$54,746,746	\$10,674,542	\$11,422,592
Space Coast Area Transit	554,354	554,354	1,283.2	1,283.2	\$6,327,913	\$6,362,131	\$1,077,972	\$1,295,914
St. Lucie County Council on Aging, Inc.	266,502	280,379	465.9	490.2	\$1,551,171	\$1,393,528	\$92,984	\$145,706
St. Johns County (Sunshine Bus)	149,300	190,039	248.8	316.7	\$870,494	\$982,489	\$90,620	\$92,956
StarMetro (Tallahassee)	162,310	162,310	1,591.3	1,591.3	\$11,110,040	\$12,860,151	\$4,126,209	\$4,345,635
Volusia County dba VOTRAN	468,670	468,670	388.3	388.3	\$11,677,473	\$11,636,153	\$2,883,012	\$3,046,028

The data shown in this table represent closed-out, validated numbers as of September 2012. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary – 2010 & 2011 (continued)

System	Total Annual Revenue Miles		Total Annual Revenue Hours		Total Revenue Vehicles		Peak Vehicles		Route Miles	
	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011
Bay Town Trolley	625,828	623,910	39,123	40,076	22	25	13	15	150.0	155.0
Broward County Transit	16,372,108	15,799,243	1,188,302	1,153,339	379	382	307	309	1,629.9	1,686.0
Collier Area Transit	1,230,055	1,225,975	66,475	66,850	23	23	16	16	376.0	378.5
Escambia County Area Transit	1,388,505	1,444,028	97,371	105,540	46	46	32	32	312.0	312.0
Gainesville Regional Transit System	2,808,703	3,138,234	255,786	272,364	105	106	88	93	208.3	212.8
Hernando County (TransHernando Express)	147,415	150,351	8,360	8,656	5	5	3	3	60.2	60.2
Hillsborough Area Regional Transit	8,280,099	7,737,547	631,880	615,337	245	218	195	161	1,021.3	988.0
Jacksonville Transportation Authority	9,384,591	9,162,689	626,177	622,301	193	190	162	157	1,037.0	948.2
Lake County Public Transp. (LakeXpress)	384,653	396,443	23,249	23,245	12	12	7	7	148.0	148.7
Lakeland Area Mass Transit District	1,274,537	1,190,542	79,625	75,529	41	38	23	23	255.1	245.7
Lee County Transit	3,241,809	3,217,595	185,442	183,827	67	63	53	51	412.1	412.1
LYNX Transit	15,776,292	15,985,926	1,057,718	1,060,529	346	345	290	295	1,492.5	1,382.0
Manatee County Area Transit	1,328,753	1,328,020	86,981	82,830	27	33	19	19	252.0	252.0
Council on Aging of Martin County, Inc.	67,278	81,812	3,656	5,358	7	7	4	4	181.4	175.5
Miami-Dade Transit	40,255,102	39,801,845	2,921,790	2,903,806	1,373	1,259	1,131	1,022	1,939.2	1,944.9
Okaloosa County Transit (The WAVE)	407,695	410,296	34,734	35,088	17	17	14	14	167.2	167.6
Palm Beach County Transportation Agency	6,954,202	6,974,987	404,478	404,415	157	160	123	123	1,182.1	1,185.6
Pasco County Public Transportation	1,088,923	1,094,528	64,956	64,657	29	34	16	16	236.0	259.0
Pinellas Suncoast Transit Authority	9,000,501	8,796,952	628,430	614,318	233	210	167	170	914.1	956.9
Polk County Transit Svcs. Div. & WHAT	725,738	731,064	34,829	34,103	14	13	10	11	216.3	233.2
Sarasota County Area Transit	2,794,925	2,806,942	190,489	184,256	58	57	44	46	458.0	545.0
Senior Resource Association (Indian River)	564,322	732,894	38,672	45,190	21	21	14	14	251.0	269.0
S. Florida Regional Transportation Authority	3,368,257	3,508,836	140,992	157,602	67	72	52	63	247.4	309.4
Space Coast Area Transit	2,553,709	2,468,758	103,154	100,861	104	114	62	65	371.0	366.0
St. Lucie County Council on Aging, Inc.	336,477	294,923	24,869	20,600	14	14	9	8	88.0	85.2
St. Johns County (Sunshine Bus)	457,381	478,467	21,846	23,141	11	11	7	7	106.0	106.0
StarMetro (Tallahassee)	1,979,694	2,120,270	185,982	218,972	73	73	56	56	232.0	234.0
Volusia County dba VOTRAN	3,014,826	2,791,731	169,550	161,709	87	91	70	71	561.0	555.0

The data shown in this table represent closed-out, validated numbers as of September 2012. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary – 2010 & 2011 (continued)

System	Annual Passenger Trips		Annual Passenger Miles		Avg. Trip (miles)		Avg. Headway (minutes)		Weekday Span of Service (hrs)	
	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011
Bay Town Trolley	724,613	776,038	3,579,588	3,870,145	4.9	5.0	43.28	39.82	14.5	14.5
Broward County Transit	38,670,324	38,279,640	179,624,107	178,424,470	4.6	4.7	23.12	23.90	20.0	19.9
Collier Area Transit	1,064,910	1,154,702	8,604,473	9,699,497	8.1	8.4	76.20	77.40	16.5	15.5
Escambia County Area Transit	1,152,375	1,318,201	5,588,563	7,012,829	4.8	5.3	41.02	42.76	13.5	13.5
Gainesville Regional Transit System	9,373,060	9,964,034	26,244,568	24,411,883	2.8	2.4	12.93	11.92	21.2	21.2
Hernando County (TransHernando Express)	69,945	70,644	440,070	444,468	6.3	6.3	68.28	69.32	12.5	12.5
Hillsborough Area Regional Transit	13,233,764	14,994,081	63,367,321	74,480,497	4.8	5.0	23.98	29.28	21.3	20.7
Jacksonville Transportation Authority	11,227,845	12,255,414	62,393,143	69,837,248	5.6	5.7	25.63	24.61	21.8	21.8
Lake County Public Transp. (LakeXpress)	232,794	257,721	1,198,889	1,784,837	5.1	6.9	76.67	74.73	13.8	12.3
Lakeland Area Mass Transit District	1,459,429	1,453,470	7,336,287	7,579,856	5.0	5.2	41.57	40.66	13.9	13.9
Lee County Transit	3,035,272	3,242,379	16,302,712	19,070,332	5.4	5.9	30.67	32.00	17.0	17.0
LYNX Transit	24,970,296	27,202,017	139,469,224	147,052,861	5.6	5.4	20.70	18.65	23.0	23.0
Manatee County Area Transit	1,441,558	1,523,361	6,705,272	7,266,456	4.7	4.8	52.09	49.63	16.5	16.9
Council on Aging of Martin County, Inc.	4,626	9,017	36,813	62,940	8.0	7.0	147.86	172.41	9.8	8.2
Miami-Dade Transit	96,285,797	103,615,711	531,009,637	569,310,730	5.5	5.5	7.47	8.33	24.0	24.0
Okaloosa County Transit (The WAVE)	162,820	175,595	796,190	742,767	4.9	4.2	61.05	61.43	13.0	13.0
Palm Beach County Transportation Agency	10,343,531	11,143,922	56,742,413	63,044,329	5.5	5.7	33.54	33.53	17.8	17.8
Pasco County Public Transportation	779,606	845,177	5,112,293	5,914,595	6.6	7.0	52.79	57.37	15.6	15.4
Pinellas Suncoast Transit Authority	12,811,835	12,798,221	66,590,897	71,534,182	5.2	5.6	22.93	23.58	21.0	21.0
Polk County Transit Svcs. Div. & WHAT	473,353	536,571	2,370,543	5,059,865	5.0	9.4	62.28	59.34	13.3	12.8
Sarasota County Area Transit	2,733,015	2,882,027	15,195,563	15,003,323	5.6	5.2	42.57	39.21	19.0	17.8
Senior Resource Association (Indian River)	707,402	895,462	2,899,504	3,945,402	4.1	4.4	73.72	71.08	11.0	10.0
S. Florida Regional Transportation Authority	4,050,353	4,416,727	106,099,537	114,773,030	26.2	26.0	11.95	13.24	19.6	18.4
Space Coast Area Transit	1,733,519	1,969,301	14,346,366	16,820,672	8.3	8.5	18.96	18.02	17.8	17.8
St. Lucie County Council on Aging, Inc.	173,250	145,769	1,378,944	1,163,521	8.0	8.0	43.36	44.63	11.0	11.0
St. Johns County (Sunshine Bus)	185,863	202,899	1,362,376	1,675,407	7.3	8.3	43.40	43.94	12.0	12.8
StarMetro (Tallahassee)	4,762,233	4,910,881	13,568,341	13,797,356	2.9	2.8	23.35	25.89	17.3	17.3
Volusia County dba VOTRAN	3,329,232	3,589,032	18,682,773	16,550,631	5.6	4.6	27.04	27.17	18.0	18.0

The data shown in this table represent closed-out, validated numbers as of September 2012. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary – 2010 & 2011 (continued)

System	Operating Expense per Revenue Mile		Operating Expense per Revenue Hour		Operating Revenue per Operating Expense		Passenger Trips per Employee FTE*	
	2010	2011	2010	2011	2010	2011	2010	2011
Bay Town Trolley	\$3.51	\$4.57	\$56.19	\$71.14	20.99%	23.07%	n/a	n/a
Broward County Transit	\$6.41	\$6.74	\$88.38	\$92.33	29.15%	34.79%	37,308	38,237
Collier Area Transit	\$4.46	\$4.32	\$82.60	\$79.30	18.58%	21.11%	n/a	n/a
Escambia County Area Transit	\$4.87	\$4.96	\$69.38	\$67.88	20.11%	18.99%	13,324	14,889
Gainesville Regional Transit System	\$5.94	\$5.99	\$65.19	\$69.01	64.31%	62.35%	40,574	41,486
Hernando County (TransHernando Express)	\$5.07	\$5.38	\$89.36	\$93.53	13.96%	7.47%	n/a	n/a
Hillsborough Area Regional Transit	\$7.42	\$7.72	\$97.29	\$97.12	22.43%	23.85%	21,671	25,597
Jacksonville Transportation Authority	\$6.49	\$7.00	\$97.30	\$103.04	16.09%	16.66%	17,388	19,709
Lake County Public Transit (LakeXpress)	\$4.21	\$4.27	\$69.71	\$72.80	15.06%	12.46%	n/a	n/a
Lakeland Area Mass Transit District	\$6.05	\$6.21	\$96.82	\$97.91	15.91%	17.52%	15,794	17,139
Lee County Transit	\$4.55	\$4.76	\$79.51	\$83.27	20.69%	21.17%	18,223	19,666
LYNX Transit	\$5.28	\$5.32	\$78.73	\$80.14	31.00%	34.05%	27,835	29,745
Manatee County Area Transit	\$5.15	\$4.85	\$78.69	\$77.71	15.36%	17.58%	21,172	26,089
Council on Aging of Martin County, Inc.	\$3.50	\$3.54	\$64.42	\$53.98	1.36%	33.50%	1,436	1,689
Miami-Dade Transit	\$10.10	\$10.30	\$139.14	\$141.19	28.19%	26.96%	29,162	29,316
Okaloosa County Transit (The WAVE)	\$2.97	\$2.76	\$34.81	\$32.27	10.83%	12.13%	n/a	n/a
Palm Beach County Transportation Agency	\$6.79	\$7.00	\$116.76	\$120.80	15.77%	17.87%	24,202	26,805
Pasco County Public Transportation	\$3.56	\$3.74	\$59.68	\$63.37	21.00%	23.12%	15,561	17,639
Pinellas Suncoast Transit Authority	\$5.59	\$5.76	\$80.11	\$82.45	23.09%	27.10%	23,588	24,179
Polk County Transit Svcs. Div. & VVHAT	\$3.31	\$3.99	\$68.89	\$85.46	10.50%	9.69%	11,282	16,525
Sarasota County Area Transit	\$4.65	\$4.62	\$68.25	\$70.33	8.84%	10.63%	18,219	18,404
Senior Resource Association (Indian River)	\$2.27	\$2.50	\$33.18	\$40.50	6.44%	6.62%	27,063	27,147
S. Florida Regional Transportation Authority	\$16.18	\$15.60	\$386.64	\$347.37	19.58%	20.86%	n/a	n/a
Space Coast Area Transit	\$2.48	\$2.58	\$61.34	\$63.08	17.04%	20.37%	26,327	33,625
St. Lucie County Council on Aging, Inc.	\$4.61	\$4.73	\$62.37	\$67.65	5.99%	10.46%	7,793	7,349
St. Johns County (Sunshine Bus)	\$1.90	\$2.05	\$39.85	\$42.46	10.41%	9.46%	n/a	n/a
StarMetro (Tallahassee)	\$5.61	\$6.07	\$59.74	\$58.73	37.14%	33.79%	31,117	28,245
Volusia County dba VOTRAN	\$3.87	\$4.17	\$68.87	\$71.96	24.69%	26.18%	24,170	28,195

*excludes purchased transportation information

The data shown in this table represent closed-out, validated numbers as of September 2012. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary – 2010 & 2011 (continued)

System	Operating Expense per Passenger Trip		Operating Expense per Passenger Mile		Operating Expense per Capita		Farebox Recovery Ratio		Average Fare	
	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011
Bay Town Trolley	\$3.03	\$3.67	\$0.61	\$0.74	\$25.73	\$27.10	20.53%	17.95%	\$0.62	\$0.66
Broward County Transit	\$2.72	\$2.78	\$0.58	\$0.60	\$59.45	\$60.92	25.38%	28.78%	\$0.69	\$0.80
Collier Area Transit	\$5.16	\$4.59	\$0.64	\$0.55	\$16.49	\$15.92	18.58%	21.11%	\$0.96	\$0.97
Escambia County Area Transit	\$5.86	\$5.43	\$1.21	\$1.02	\$21.99	\$21.07	18.01%	17.98%	\$1.06	\$0.98
Gainesville Regional Transit System	\$1.78	\$1.89	\$0.64	\$0.77	\$110.21	\$100.10	61.52%	59.41%	\$1.09	\$1.12
Hernando County (TransHernando Express)	\$10.68	\$11.46	\$1.70	\$1.82	\$4.50	\$4.67	6.95%	6.48%	\$0.74	\$0.74
Hillsborough Area Regional Transit	\$4.65	\$3.99	\$0.97	\$0.80	\$74.85	\$72.67	20.12%	21.85%	\$0.93	\$0.87
Jacksonville Transportation Authority	\$5.43	\$5.23	\$0.98	\$0.92	\$71.40	\$73.31	14.42%	14.83%	\$0.78	\$0.78
Lake County Public Transp. (LakeXpress)	\$6.96	\$6.57	\$1.35	\$0.95	\$16.62	\$17.36	6.43%	7.34%	\$0.45	\$0.48
Lakeland Area Mass Transit District	\$5.28	\$5.09	\$1.05	\$0.98	\$70.09	\$67.23	14.86%	16.35%	\$0.79	\$0.83
Lee County Transit	\$4.86	\$4.72	\$0.90	\$0.80	\$33.23	\$34.50	15.34%	15.68%	\$0.75	\$0.74
LYNX Transit	\$3.33	\$3.12	\$0.60	\$0.58	\$46.11	\$46.26	25.61%	29.31%	\$0.85	\$0.92
Manatee County Area Transit	\$4.75	\$4.23	\$1.02	\$0.89	\$66.45	\$62.49	10.83%	12.84%	\$0.51	\$0.54
Council on Aging of Martin County, Inc.	\$50.91	\$32.08	\$6.40	\$4.60	\$1.71	\$2.10	1.15%	2.38%	\$0.59	\$0.76
Miami-Dade Transit	\$4.22	\$3.96	\$0.77	\$0.72	\$162.58	\$164.22	23.91%	25.05%	\$1.01	\$0.99
Okaloosa County Transit (The WAVE)	\$7.43	\$6.45	\$1.52	\$1.52	\$7.09	\$6.64	8.73%	9.98%	\$0.65	\$0.64
Palm Beach County Transportation Agency	\$4.57	\$4.38	\$0.83	\$0.77	\$48.05	\$38.50	13.66%	15.96%	\$0.62	\$0.70
Pasco County Public Transportation	\$4.97	\$4.85	\$0.76	\$0.69	\$8.22	\$8.82	21.00%	23.12%	\$1.04	\$1.12
Pinellas Suncoast Transit Authority	\$3.93	\$3.96	\$0.76	\$0.71	\$57.77	\$54.90	21.86%	25.34%	\$0.86	\$1.00
Polk County Transit Svcs. Div. & WHAT	\$5.07	\$5.43	\$1.01	\$0.58	\$15.59	\$18.93	10.50%	8.41%	\$0.53	\$0.46
Sarasota County Area Transit	\$4.76	\$4.50	\$0.86	\$0.86	\$33.01	\$32.90	8.23%	9.97%	\$0.39	\$0.45
Senior Resource Association (Indian River)	\$1.81	\$2.04	\$0.44	\$0.46	\$10.94	\$16.00	n/a	n/a	\$0.00	\$0.00
S. Florida Regional Transportation Authority	\$13.46	\$12.40	\$0.51	\$0.48	\$10.00	\$10.05	18.88%	19.91%	\$2.54	\$2.47
Space Coast Area Transit	\$3.65	\$3.23	\$0.44	\$0.38	\$11.41	\$11.48	16.06%	18.37%	\$0.59	\$0.59
St. Lucie County Council on Aging, Inc.	\$8.95	\$9.56	\$1.12	\$1.20	\$5.82	\$4.97	5.99%	10.46%	\$0.54	\$1.00
St. Johns County (Sunshine Bus)	\$4.68	\$4.84	\$0.64	\$0.59	\$5.83	\$5.17	10.41%	9.46%	\$0.49	\$0.46
StarMetro (Tallahassee)	\$2.33	\$2.62	\$0.82	\$0.93	\$68.45	\$79.23	36.48%	32.68%	\$0.85	\$0.86
Volusia County dba VOTRAN	\$3.51	\$3.24	\$0.63	\$0.70	\$24.92	\$24.83	21.49%	21.99%	\$0.75	\$0.71

The data shown in this table represent closed-out, validated numbers as of September 2012. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary – 2010 & 2011 (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	
	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011
Bay Town Trolley	1.16	1.24	18.52	19.36	8.48	7.38	n/a	n/a	6,954	7,517
Broward County Transit	2.36	2.42	32.54	33.19	21.89	21.90	130,977	136,200	25,621	22,379
Collier Area Transit	0.87	0.94	16.02	17.27	3.20	3.47	55,912	111,452	9,762	13,932
Escambia County Area Transit	0.83	0.91	11.83	12.49	3.75	3.88	462,835	n/a	9,382	8,595
Gainesville Regional Transit System	3.34	3.18	36.64	36.58	61.95	53.06	936,234	784,559	5,475	6,353
Hernando County (TransHernando Express)	0.47	0.47	8.37	8.16	0.42	0.41	n/a	n/a	2,680	n/a
Hillsborough Area Regional Transit	1.60	1.94	20.94	24.37	16.11	18.23	107,534	104,561	4,356	3,853
Jacksonville Transportation Authority	1.20	1.34	17.93	19.69	13.16	14.01	260,683	218,159	8,730	8,922
Lake County Public Transp. (LakeXpress)	0.61	0.65	10.01	11.09	2.39	2.64	n/a	n/a	4,869	5,357
Lakeland Area Mass Transit District	1.15	1.22	18.33	19.24	13.27	13.21	127,454	396,847	5,956	3,481
Lee County Transit	0.94	1.01	16.37	17.64	6.84	7.31	239,046	341,169	12,421	15,249
LYNX Transit	1.58	1.70	23.61	25.65	13.83	14.80	138,389	146,660	10,366	15,167
Manatee County Area Transit	1.08	1.15	16.57	18.39	14.00	14.79	664,377	664,010	1,649	2,075
Council on Aging of Martin County, Inc.	0.07	0.11	1.27	1.68	0.03	0.07	n/a	n/a	13,456	6,818
Miami-Dade Transit	2.39	2.60	32.95	35.68	38.50	41.51	131,553	109,647	2,983	2,216
Okaloosa County Transit (The WAVE)	0.40	0.43	4.69	5.00	0.95	1.03	n/a	n/a	33,975	41,030
Palm Beach County Transportation Agency	1.49	1.60	25.65	27.56	10.52	8.78	204,535	211,363	6,095	7,565
Pasco County Public Transportation	0.72	0.77	12.00	13.07	1.65	1.82	136,115	218,906	3,457	5,021
Pinellas Suncoast Transit Authority	1.42	1.45	20.39	20.83	14.70	13.87	409,114	141,886	5,921	6,182
Polk County Transit Svcs. Div. & WHAT	0.65	0.73	13.59	15.73	3.08	3.49	n/a	n/a	22,679	19,239
Sarasota County Area Transit	0.98	1.03	14.35	15.64	6.94	7.32	n/a	n/a	4,574	5,811
Senior Resource Association (Indian River)	1.25	1.22	18.29	19.82	6.03	7.83	n/a	n/a	29,701	17,450
S. Florida Regional Transportation Authority	1.20	1.26	28.73	28.02	0.74	0.81	1,122,752	113,188	177,277	77,974
Space Coast Area Transit	0.68	0.80	16.81	19.52	3.13	3.55	425,618	164,584	17,255	21,847
St. Lucie County Council on Aging, Inc.	0.51	0.49	6.97	7.08	0.65	0.52	n/a	n/a	9,614	16,385
St. Johns County (Sunshine Bus)	0.41	0.42	8.51	8.77	1.24	1.07	n/a	n/a	114,345	53,163
StarMetro (Tallahassee)	2.41	2.32	25.61	22.43	29.34	30.26	n/a	176,689	17,676	20,193
Volusia County dba VOTRAN	1.10	1.29	19.64	22.19	7.10	7.66	251,236	214,749	4,187	5,057

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Florida Transit Systems' Motorbus Fares (as of August 2012)

System	Cash Fare		Express Fare		Transfer Fare		Daily Fare		Weekly Pass		Monthly Pass						
	Regular	Discount	Regular	Discount	Regular	Discount	Regular	Discount	Regular	Discount	Regular	Discount					
Bay Town Trolley	\$1.50	\$0.75	n/a	n/a	FREE	n/a	\$3.00	n/a	n/a	n/a	\$30.00	n/a					
Broward County Transit	\$1.75	\$0.85	\$2.35	\$1.15	varies	n/a	\$4.00	\$3.00	\$16.00	n/a	\$58.00	\$29.00					
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					
Senior Resource Association	FREE	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a					
Jacksonville Transportation Authority	\$1.50	\$0.50*	\$2.00	\$1.50	n/a	n/a	\$4.00	\$1.50	\$16.00	n/a	\$50.00	\$30.00					
Lake County Transit	\$1.00	\$0.50	n/a	n/a	FREE	n/a	\$3.00	n/a	n/a	n/a	\$30.00	n/a					
Lakeland Area Mass Transit District	\$1.50	\$0.80	n/a	n/a	FREE	n/a	\$3.00	\$1.60**	\$12.00	n/a	\$47.00	n/a					
Lee County Transit	\$1.25	\$0.60	n/a	n/a	n/a	n/a	\$3.50	n/a	\$12.50	\$10.00	\$35.00	\$20.00					
LYNX Transit	\$2.00	\$1.00	\$3.50	\$1.75	FREE	n/a	\$4.50	\$2.25	\$16.00	\$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.	n/a	n/a	n/a	n/a	varies	varies	n/a	n/a	n/a	n/a	n/a	n/a					
Miami-Dade Transit	\$2.00	\$1.00*	\$2.35	\$1.15	varies	varies	\$5.00	\$2.50	\$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	varies	n/a	\$4.00	\$2.75	n/a	n/a	\$60.00	\$45.00					
Pasco County Public Transportation	\$1.50	\$0.75	n/a	n/a	n/a	n/a	\$3.75	\$1.85	n/a	n/a	\$37.50	\$18.75					
Pinellas Suncoast Transit Authority	\$2.00	\$1.00***	\$3.00	\$1.50	n/a	n/a	\$4.50	\$2.25	\$20.00	n/a	\$65.00	\$35.00					
Polk County Transit Servs. Div. & WHAT	\$1.50	\$0.80***	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.	\$2.00	\$1.00	n/a	n/a	n/a	n/a	\$5.00	\$2.50	n/a	n/a	\$50.00	\$25.00					
Sarasota County Area Transit	\$1.25	\$0.60	\$2.50	\$1.25	varies	n/a	\$4.00	n/a	\$20.00	\$10.00	\$50.00	\$25.00					
Space Coast Area Transit	\$1.25	\$0.60	n/a	n/a	FREE	n/a	n/a	n/a	n/a	n/a	\$35.00	\$17.00					
StarMetro (Tallahassee)	\$1.25	\$0.60	n/a	n/a	FREE	n/a	\$3.00	n/a	\$10.00	\$7.50	\$38.00	n/a					
Sun Tran (Ocala/Marion MPO)	\$1.50	\$0.75	n/a	n/a	FREE	n/a	n/a	n/a	n/a	n/a	\$45.00	\$23.00					
Volusia County dba VOTRAN	\$1.25	\$0.60	\$3.50	\$1.75	n/a	n/a	\$3.00	\$1.50	\$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.											\$5.00	\$2.50	n/a	n/a	\$100.00	\$50.00

* In Miami, those age 65 and over ride free with a Golden Passport. In Jacksonville, seniors age 60 and over ride free. In Manatee, seniors age 80 and over ride free.

** Lakeland has a separate daily discounted fare for students (\$2.50).

*** In both Pinellas and Polk, the discounted fare for students is \$1.25.

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.

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