



**2017**  
**FLORIDA TRANSIT**  
**INFORMATION**  
**AND**  
**PERFORMANCE**  
**HANDBOOK**

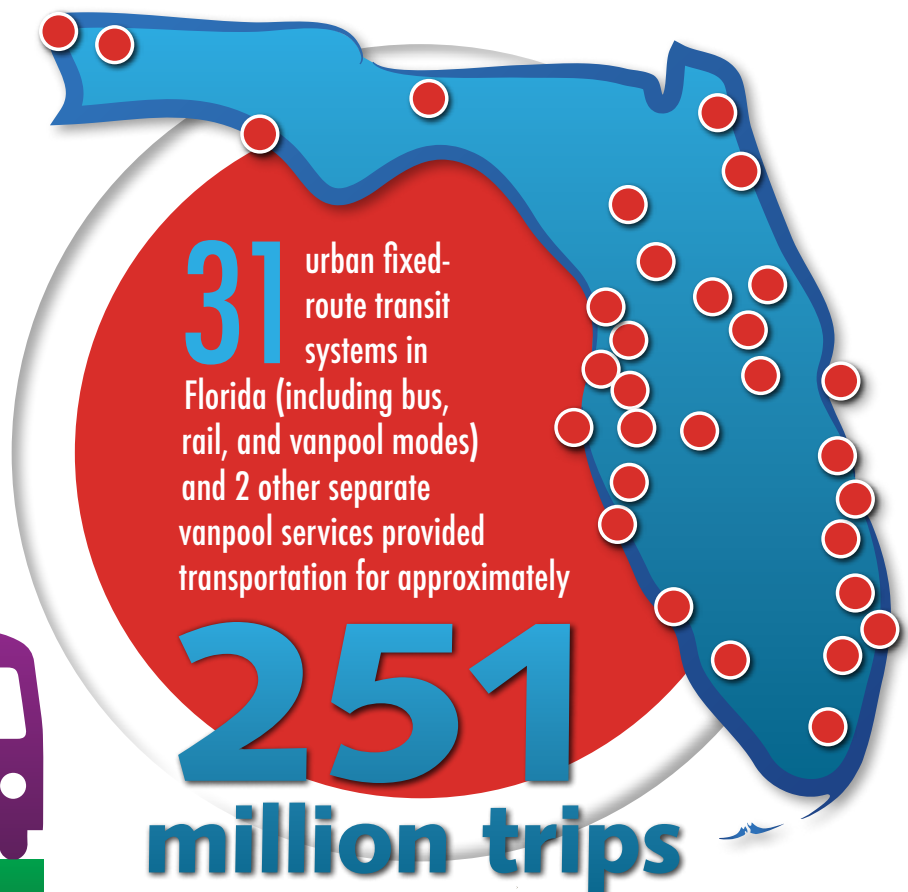
This Handbook offers a general overview of public transit in the State of Florida. The information in the following pages provides insight into transit's contribution to meeting the statewide transportation objectives and mission of the Florida Department of Transportation (FDOT). Additionally, the information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

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

This Handbook provides a synopsis of FDOT's transit resources, a profile of Florida's transit systems, and a snapshot of their performance in 2016. Although there are rural and urban transit systems in Florida, the focus of this handbook is on Florida's urban fixed-route transit systems. Information about Florida's demand-response transit systems can be obtained from the Annual Operations Report published by Florida's Commission for the Transportation Disadvantaged.

## FDOT Mission

To provide a safe transportation system that ensures the mobility of people and goods, enhances economic prosperity and preserves the quality of our environment and communities.



# FDOT Public Transit Office

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

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

## Transit Planning

The Transit Planning unit is responsible for statewide transit planning, legislative, and policy analysis, developing and monitoring the implementation of state transit development planning (TDP) rules and guidelines, performance monitoring, transit information systems, transit facilities planning, transit oriented development, technical assistance, research 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); integration of transit in traffic system management and operations systems (TSM&O), and travel demand modeling; bus operations on shoulders, premium transit project development processes, and development of transit performance measures and transit capacity and quality of service measures.



## Grants Administration 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.



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Additional information about FDOT transit resources can be found on these websites:

FDOT Transit Office

Florida Transit Planning Network

Transit-Research-Inspection-Procurement Services (TRIPS)

Transit Maintenance Analysis and Resource Center (TMAARC)

Substance Abuse Management

Transit Bus Safety Resource Guide

Transit Safety Network

Transit Safety Programs

Commuter Assistance Program

Transit Boardings Estimation and Simulation Tool (TBEST)

Florida Transit Information System (FTIS)



# Florida's Transit Systems

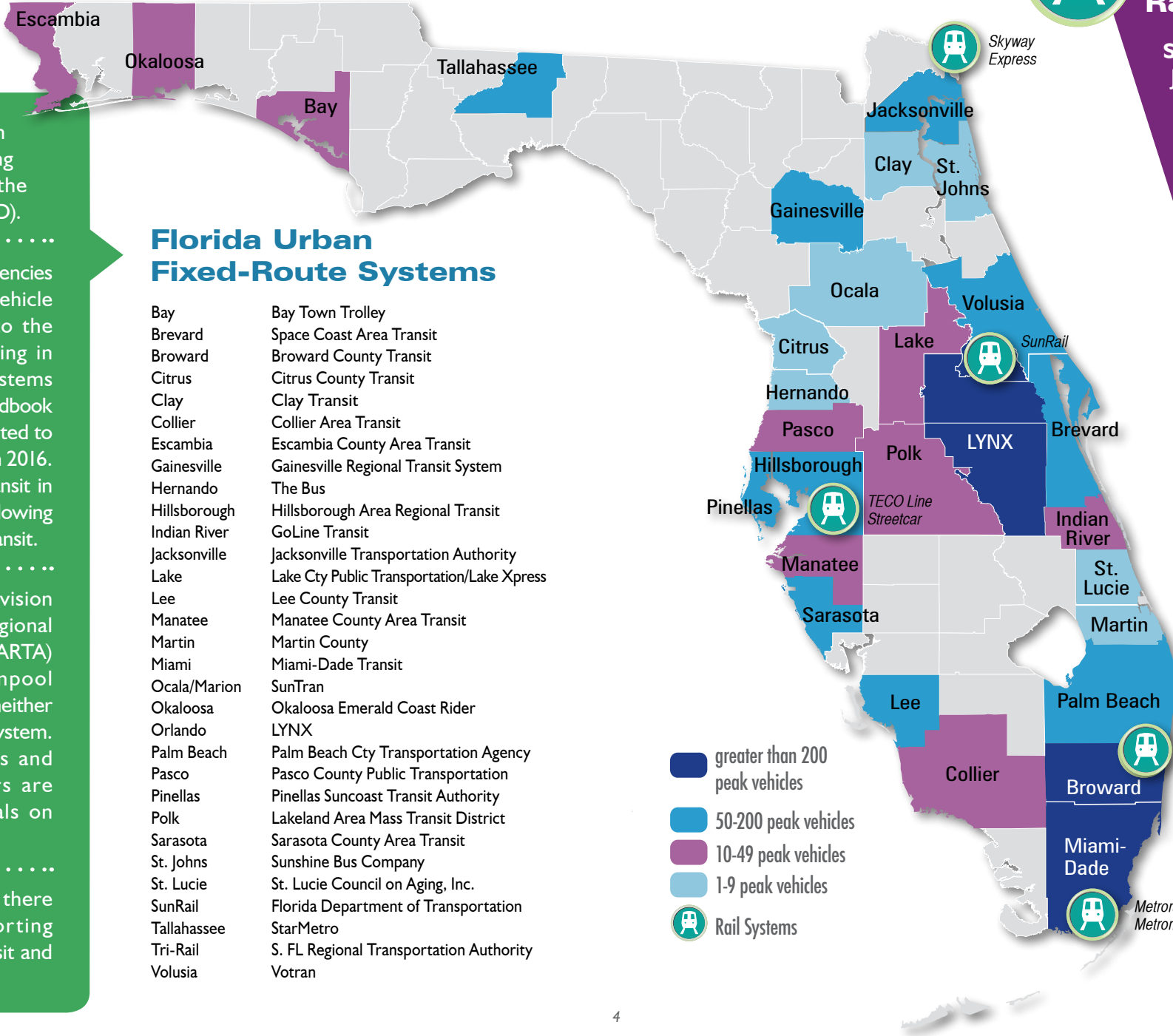


In 2016, there were 31 urban fixed-route systems operating in Florida that reported to the National Transit Database (NTD).

During 2016, Florida's transit agencies ranged in size from the six-vehicle system in Ocala (SunTran) to the 1,077-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 2016. More information on public transit in Florida can be found at the following website: [www.dot.state.fl.us/transit](http://www.dot.state.fl.us/transit).

Charlotte County Transit Division and the Tampa Bay Area Regional Transportation Authority (TBARTA) are required to report vanpool information to NTD; however, neither agency operates a fixed-route system. Please note that Charlotte's and TBARTA's vanpool numbers are included in the Florida totals on page 5, where applicable.

For NTD report year 2016, there were two new urban reporting agencies: Citrus County Transit and Clay Transit.



## Florida Urban Fixed-Route Systems

Bay	Bay Town Trolley
Brevard	Space Coast Area Transit
Broward	Broward County Transit
Citrus	Citrus County Transit
Clay	Clay Transit
Collier	Collier Area Transit
Escambia	Escambia County Area Transit
Gainesville	Gainesville Regional Transit System
Hernando	The Bus
Hillsborough	Hillsborough Area Regional Transit
Indian River	GoLine Transit
Jacksonville	Jacksonville Transportation Authority
Lake	Lake Cty Public Transportation/Lake Xpress
Lee	Lee County Transit
Manatee	Manatee County Area Transit
Martin	Martin County
Miami	Miami-Dade Transit
Ocala/Marion	SunTran
Okaloosa	Okaloosa Emerald Coast Rider
Orlando	LYNX
Palm Beach	Palm Beach Cty Transportation Agency
Pasco	Pasco County Public Transportation
Pinellas	Pinellas Suncoast Transit Authority
Polk	Lakeland Area Mass Transit District
Sarasota	Sarasota County Area Transit
St. Johns	Sunshine Bus Company
St. Lucie	St. Lucie Council on Aging, Inc.
SunRail	Florida Department of Transportation
Tallahassee	StarMetro
Tri-Rail	S. FL Regional Transportation Authority
Volusia	Votran

- greater than 200 peak vehicles
- 50-200 peak vehicles
- 10-49 peak vehicles
- 1-9 peak vehicles
- Rail Systems



## Rail Systems in Florida

- Skyway Express**  
Jacksonville Transportation Authority
- SunRail**  
Florida Commuter Rail Authority  
Florida Dept. of Transportation
- TECO Line Streetcar**  
Hillsborough Area Regional Transit Authority
- Tri-Rail**  
The South Florida Regional Transportation Authority
- Metrarail & Metromover**  
Miami-Dade Transit operates a heavy rail system



## What's New This Year?

"The Wave Streetcar is coming to the City of Fort Lauderdale! The Wave will be powered by overhead electric lines along its 2.8-mile route and will serve downtown Fort Lauderdale. For more information see [wavestreetcar.com](http://wavestreetcar.com)"

# Florida's Urban Fixed-Route Transit System Summaries

## 2015 and 2016 Statewide Totals

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



In 2016, 31 fixed-route transit systems in Florida reported ridership and other data. In addition, five systems operate at least one rail mode. The data shown below and on the following pages represent fixed-route bus, rail services, and vanpool services only (excludes demand-response service) for 2015 and 2016 from the National Transit Database. The data shown below represent closed-out, validated numbers as of October 2017. However, it is possible that some figures may be updated in the subsequent reporting year. Please see page 4 of this Handbook for more information on Florida's transit systems.

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

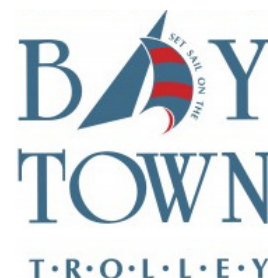
		2015	2016
<b>GENERAL INFORMATION</b>	Service Area Population	16,641,353	16,392,750
	Service Area Population Density	1,285.2	1,188.1
	Operating Expense	\$1,191,866,309	\$1,232,858,715
	Operating Revenue	\$315,765,393	\$311,538,926
<b>SERVICE SUPPLIED</b>	Total Annual Revenue Miles	145,701,039	148,297,591
	Total Annual Revenue Hours	10,054,298	10,281,321
	Total Revenue Vehicles	4,122	4,143
	Peak Vehicles	3,238	3,317
	Route Miles	15,612.6	15,521.2
<b>SERVICE USAGE</b>	Annual Passenger Trips	270,776,337	250,683,439
	Annual Passenger Miles	1,569,808,344	1,416,969,286
	Average Trip Length	5.8	5.7
<b>QUALITY OF SERVICE</b>	Resident Access to Transit	58.28%	56.61%
	Weekday Span of Service (hours)	17.5	16.8
<b>COST EFFICIENCY</b>	Operating Expense per Revenue Mile	\$8.18	\$8.31
	Operating Expense per Revenue Hour	\$118.54	\$119.91
	Operating Revenue per Operating Expense	26.49%	25.27%
	Passenger Trips per Employee FTE	27,684	26,007
<b>COST EFFECTIVENESS</b>	Operating Expense per Passenger Trip	\$4.40	\$4.92
	Operating Expense per Passenger Mile	\$0.76	\$0.87
	Operating Expense per Capita	\$71.62	\$75.21
	Farebox Recovery Ratio	23.29%	21.65%
	Average Fare	\$1.03	\$1.06
<b>SERVICE EFFECTIVENESS</b>	Passenger Trips per Revenue Mile	1.86	1.69
	Passenger Trips per Revenue Hour	26.93	24.38
	Passenger Trips per Capita	16.27	15.29
	Revenue Miles Between Safety Incidents	149,437	146,684
	Revenue Miles Between Failures	3,965	4,267

\* Resident Access to Transit is defined as the percent of the state's population that resides within one half-mile of an urban fixed transit route (motorbus or rail service). Because Florida's transit systems typically provide demand-response (e.g., Dial-a-Ride) or other services beyond a half-mile boundary around their fixed routes, a transit system's total service area population as reported in NTD is usually larger than its fixed-route service area. Approximately 84 percent of Florida's population resides within these total service area populations. Please see the definition for Resident Access to Transit in the Glossary of this document.

# Florida's Urban Fixed-Route Transit System Summaries

## Bay Town Trolley

Ms. Nancy Lohr, General Manager  
 919 Massalina Drive  
 Panama City, FL 32401  
 (850) 769-0557  
[www.baytowntrolley.org](http://www.baytowntrolley.org)



Bay Town Trolley provides contracted 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. Data representing the Bay Town Trolley's motorbus service for 2015 and 2016 are shown below.

		2015	2016
<b>GENERAL INFORMATION</b>	Service Area Population	105,192	105,192
	Service Area Population Density	1,813.7	1,813.7
	Operating Expense	\$2,816,586	\$3,058,480
	Operating Revenue	\$737,497	\$695,543
<b>SERVICE SUPPLIED</b>	Total Annual Revenue Miles	523,006	521,765
	Total Annual Revenue Hours	40,448	40,188
	Total Revenue Vehicles	17	14
	Peak Vehicles	11	11
	Route Miles	142.0	142.0
<b>SERVICE USAGE</b>	Annual Passenger Trips	656,505	626,592
	Annual Passenger Miles	2,560,373	2,443,709
	Average Trip Length	3.9	3.9
<b>QUALITY OF SERVICE</b>	Resident Access to Transit	43.26%	36.63%
	Weekday Span of Service (hours)	14.5	14.5
<b>COST EFFICIENCY</b>	Operating Expense per Revenue Mile	\$5.39	\$5.86
	Operating Expense per Revenue Hour	\$69.63	\$76.10
	Operating Revenue per Operating Expense	26.18%	22.74%
	Passenger Trips per Employee FTE	n/a	n/a
<b>COST EFFECTIVENESS</b>	Operating Expense per Passenger Trip	\$4.29	\$4.88
	Operating Expense per Passenger Mile	\$1.10	\$1.25
	Operating Expense per Capita	\$26.78	\$29.08
	Farebox Recovery Ratio	21.81%	19.39%
	Average Fare	\$0.94	\$0.95
<b>SERVICE EFFECTIVENESS</b>	Passenger Trips per Revenue Mile	1.26	1.20
	Passenger Trips per Revenue Hour	16.23	15.59
	Passenger Trips per Capita	6.24	5.96
	Revenue Miles Between Safety Incidents	130,752	86,961
	Revenue Miles Between Failures	17,434	47,433

# Florida's Urban Fixed-Route Transit System Summaries

## Broward County Transit (BCT)

Mr. Timothy Garling, Director  
 One N. University Drive, Suite 3100-A  
 Plantation, FL 33324  
 (954) 357-8300  
[www.broward.org/BCT](http://www.broward.org/BCT)



Broward County Transit is an agency of Broward County government responsible for operating a fixed-route motorbus service with several routes connecting with Palm Tran (in Palm Beach County), Miami-Dade Transit, and Tri-Rail (commuter rail service). In addition to fixed-route bus service, BCT also partners with many municipalities within the county to provide Community Bus services, including Fort Lauderdale's Sun Trolley, and offers contracted paratransit service. BCT and Broward Community Bus data for the years 2015 and 2016 are provided below.

		2015	2016
<b>GENERAL INFORMATION</b>	Service Area Population	1,869,235	1,869,235
	Service Area Population Density	4,559.1	4,559.1
	Operating Expense	\$116,873,329	\$114,948,282
	Operating Revenue	\$40,441,447	\$41,247,858
<b>SERVICE SUPPLIED</b>	Total Annual Revenue Miles	17,128,355	17,570,900
	Total Annual Revenue Hours	1,295,982	1,339,349
	Total Revenue Vehicles	440	431
	Peak Vehicles	350	347
	Route Miles	1,710.5	1,255.3
<b>SERVICE USAGE</b>	Annual Passenger Trips	39,759,952	35,294,456
	Annual Passenger Miles	174,239,587	156,698,806
	Average Trip Length	4.4	4.4
<b>QUALITY OF SERVICE</b>	Resident Access to Transit	96.70%	95.07%
	Weekday Span of Service (hours)	20.2	20.2
<b>COST EFFICIENCY</b>	Operating Expense per Revenue Mile	\$6.82	\$6.54
	Operating Expense per Revenue Hour	\$90.18	\$85.82
	Operating Revenue per Operating Expense	34.60%	35.88%
	Passenger Trips per Employee FTE	35,913	30,646
<b>COST EFFECTIVENESS</b>	Operating Expense per Passenger Trip	\$2.94	\$3.26
	Operating Expense per Passenger Mile	\$0.67	\$0.73
	Operating Expense per Capita	\$62.52	\$61.49
	Farebox Recovery Ratio	29.37%	30.22%
	Average Fare	\$0.86	\$0.98
<b>SERVICE EFFECTIVENESS</b>	Passenger Trips per Revenue Mile	2.32	2.01
	Passenger Trips per Revenue Hour	30.68	26.35
	Passenger Trips per Capita	21.27	18.88
	Revenue Miles Between Safety Incidents	87,838	126,409
	Revenue Miles Between Failures	8,156	7,758

# Florida's Urban Fixed-Route Transit System Summaries

## Citrus County Transit

Mr. Lon Frye, Transit Director  
 1300 S. Lecanto Highway  
 Lecanto, FL 34461  
 (352) 527-7630  
[citruscountytransit.com](http://citruscountytransit.com)

Citrus County Transit Service is a Division under the Department of Community Services of the Board of County Commissioners. Transit Services provides an on-demand service and also operates a deviated fixed-route service which connects Beverly Hills, Homosassa, Lecanto, and Inverness. 2016 is the first year for which urban NTD are available for Citrus County Transit. These data are shown below. *If an agency has zero safety incidents, revenue miles between safety incidents is n/a.*

		2015	2016
<b>GENERAL INFORMATION</b>	Service Area Population	n/a	30,858
	Service Area Population Density	n/a	629.8
	Operating Expense	n/a	\$555,472
	Operating Revenue	n/a	\$40,820
<b>SERVICE SUPPLIED</b>	Total Annual Revenue Miles	n/a	172,270
	Total Annual Revenue Hours	n/a	13,455
	Total Revenue Vehicles	n/a	9
	Peak Vehicles	n/a	9
	Route Miles	n/a	n/a
<b>SERVICE USAGE</b>	Annual Passenger Trips	n/a	63,061
	Annual Passenger Miles	n/a	n/a
	Average Trip Length	n/a	n/a
<b>QUALITY OF SERVICE</b>	Resident Access to Transit	n/a	28.56%
	Weekday Span of Service (hours)	n/a	n/a
<b>COST EFFICIENCY</b>	Operating Expense per Revenue Mile	n/a	\$3.22
	Operating Expense per Revenue Hour	n/a	\$41.28
	Operating Revenue per Operating Expense	n/a	7.35%
	Passenger Trips per Employee FTE	n/a	n/a
<b>COST EFFECTIVENESS</b>	Operating Expense per Passenger Trip	n/a	\$8.81
	Operating Expense per Passenger Mile	n/a	n/a
	Operating Expense per Capita	n/a	\$18.00
	Farebox Recovery Ratio	n/a	5.36%
	Average Fare	n/a	\$0.47
<b>SERVICE EFFECTIVENESS</b>	Passenger Trips per Revenue Mile	n/a	0.37
	Passenger Trips per Revenue Hour	n/a	4.69
	Passenger Trips per Capita	n/a	2.04
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	n/a	n/a

# Florida's Urban Fixed-Route Transit System Summaries

## Clay Transit

Mr. Shannon Clark, Director of Transportation  
 604 Walnut Street  
 Green Cove Springs, FL 32043  
 (904) 531-5029  
[claytransit.com](http://claytransit.com)



The Clay Council on Aging, Inc., operating as Clay Transit, serves all of Clay County's transportation needs via a system of deviated fixed routes or flex routes and coordinated paratransit services. The flex route operation currently consists of six routes serving seniors, the disabled and other transportation disadvantaged, commuters and the general public in Middleburg, Keystone Heights, Green Cove Springs and Orange Park providing connections to the Jacksonville Transit Authority, Putnam County Transit and the Regional Transit System in Gainesville/Alachua County. 2016 represents the first year of urban data available for Clay Transit, shown below. *If an agency has zero safety incidents, revenue miles between safety incidents is n/a.*

		2015	2016
<b>GENERAL INFORMATION</b>	Service Area Population	n/a	210,000
	Service Area Population Density	n/a	238.4
	Operating Expense	n/a	\$495,522
	Operating Revenue	n/a	\$366,020
<b>SERVICE SUPPLIED</b>	Total Annual Revenue Miles	n/a	279,934
	Total Annual Revenue Hours	n/a	15,700
	Total Revenue Vehicles	n/a	7
	Peak Vehicles	n/a	7
	Route Miles	n/a	140.0
<b>SERVICE USAGE</b>	Annual Passenger Trips	n/a	51,887
	Annual Passenger Miles	n/a	839,802
	Average Trip Length	n/a	16.2
<b>QUALITY OF SERVICE</b>	Resident Access to Transit	n/a	41.07%
	Weekday Span of Service (hours)	n/a	13.8
<b>COST EFFICIENCY</b>	Operating Expense per Revenue Mile	n/a	\$1.77
	Operating Expense per Revenue Hour	n/a	\$31.56
	Operating Revenue per Operating Expense	n/a	73.87%
	Passenger Trips per Employee FTE	n/a	2,892
<b>COST EFFECTIVENESS</b>	Operating Expense per Passenger Trip	n/a	\$9.55
	Operating Expense per Passenger Mile	n/a	\$0.59
	Operating Expense per Capita	n/a	\$2.36
	Farebox Recovery Ratio	n/a	8.74%
	Average Fare	n/a	\$0.83
<b>SERVICE EFFECTIVENESS</b>	Passenger Trips per Revenue Mile	n/a	0.19
	Passenger Trips per Revenue Hour	n/a	3.30
	Passenger Trips per Capita	n/a	0.25
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	n/a	n/a

# Florida's Urban Fixed-Route Transit System Summaries

## Collier Area Transit (CAT)

Ms. Michelle Edwards-Arnold, Director  
 8300 Radio Road  
 Naples, FL 34104  
 (239) 252-7777  
[www.colliergov.net/CAT](http://www.colliergov.net/CAT)



Collier Area Transit is part of the Alternative Transportation Modes Department of Collier County Transportation, which is governed by the Collier County Board of County Commissioners. CAT provides fixed-route service in Collier County. Demand-response services are provided by Collier Area Paratransit. The data below represent CAT's 2015 and 2016 fixed-route purchased motorbus services.

		2015	2016
<b>GENERAL INFORMATION</b>	Service Area Population	323,785	323,785
	Service Area Population Density	159.9	159.9
	Operating Expense	\$6,058,489	\$5,743,985
	Operating Revenue	\$1,471,388	\$1,020,040
<b>SERVICE SUPPLIED</b>	Total Annual Revenue Miles	1,320,547	1,318,931
	Total Annual Revenue Hours	70,310	72,119
	Total Revenue Vehicles	24	25
	Peak Vehicles	17	17
	Route Miles	410.4	426.0
<b>SERVICE USAGE</b>	Annual Passenger Trips	1,094,103	973,981
	Annual Passenger Miles	8,096,362	7,211,130
	Average Trip Length	7.4	7.4
<b>QUALITY OF SERVICE</b>	Resident Access to Transit	58.04%	58.04%
	Weekday Span of Service (hours)	17.1	17.1
<b>COST EFFICIENCY</b>	Operating Expense per Revenue Mile	\$4.59	\$4.36
	Operating Expense per Revenue Hour	\$86.17	\$79.65
	Operating Revenue per Operating Expense	24.29%	17.76%
	Passenger Trips per Employee FTE	n/a	n/a
<b>COST EFFECTIVENESS</b>	Operating Expense per Passenger Trip	\$5.54	\$5.90
	Operating Expense per Passenger Mile	\$0.75	\$0.80
	Operating Expense per Capita	\$18.71	\$17.74
	Farebox Recovery Ratio	18.86%	16.47%
	Average Fare	\$1.04	\$0.97
<b>SERVICE EFFECTIVENESS</b>	Passenger Trips per Revenue Mile	0.83	0.74
	Passenger Trips per Revenue Hour	15.56	13.51
	Passenger Trips per Capita	3.38	3.01
	Revenue Miles Between Safety Incidents	440,182	263,786
	Revenue Miles Between Failures	42,598	57,345

# Florida's Urban Fixed-Route Transit System Summaries

## Escambia County Area Transit (ECAT)

Mr. Mike Crittenden, Mass Transit Director  
 1515 West Fairfield Drive  
 Pensacola, FL 32501  
 (850) 595-3228  
[www.goecat.com](http://www.goecat.com)



Escambia County Area Transit is a department of the county government. A five-member elected Board of County Commissioners governs the department. In addition to providing purchased fixed-route motorbus service, ECAT contracts to provide demand-response transportation services. 2015 and 2016 motorbus data for ECAT are shown below.

		2015	2016
GENERAL INFORMATION	Service Area Population	341,765	241,661
	Service Area Population Density	1,466.8	1,278.6
	Operating Expense	\$6,762,013	\$10,267,587
	Operating Revenue	\$1,976,327	\$2,190,388
SERVICE SUPPLIED	Total Annual Revenue Miles	1,482,981	1,502,021
	Total Annual Revenue Hours	86,387	104,095
	Total Revenue Vehicles	43	48
	Peak Vehicles	33	39
	Route Miles	315.0	396.9
SERVICE USAGE	Annual Passenger Trips	1,494,210	1,443,463
	Annual Passenger Miles	9,199,850	8,891,732
	Average Trip Length	6.2	6.2
QUALITY OF SERVICE	Resident Access to Transit	63.06%	59.71%
	Weekday Span of Service (hours)	20.3	17.3
COST EFFICIENCY	Operating Expense per Revenue Mile	\$4.56	\$6.84
	Operating Expense per Revenue Hour	\$78.28	\$98.64
	Operating Revenue per Operating Expense	29.23%	21.33%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$4.53	\$7.11
	Operating Expense per Passenger Mile	\$0.74	\$1.15
	Operating Expense per Capita	\$19.79	\$42.49
	Farebox Recovery Ratio	15.59%	9.64%
	Average Fare	\$0.71	\$0.69
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.01	0.96
	Passenger Trips per Revenue Hour	17.30	13.87
	Passenger Trips per Capita	4.37	5.97
	Revenue Miles Between Safety Incidents	741,491	300,404
	Revenue Miles Between Failures	15,448	16,877

# Florida's Urban Fixed-Route Transit System Summaries

## Gainesville Regional Transit System

Mr. Jesus Gomez, Director  
 34 SE 13 Road  
 Gainesville, FL 32601  
 (352) 334-2600  
[www.go-rts.com](http://www.go-rts.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 2015 and 2016.

		2015	2016
<b>GENERAL INFORMATION</b>	Service Area Population	163,990	163,990
	Service Area Population Density	2,157.8	2,157.8
	Operating Expense	\$21,516,231	\$22,507,344
	Operating Revenue	\$14,331,889	\$15,382,321
<b>SERVICE SUPPLIED</b>	Total Annual Revenue Miles	3,552,939	3,613,837
	Total Annual Revenue Hours	302,943	306,537
	Total Revenue Vehicles	128	128
	Peak Vehicles	107	108
	Route Miles	286.6	236.8
<b>SERVICE USAGE</b>	Annual Passenger Trips	10,251,248	9,698,179
	Annual Passenger Miles	26,919,777	25,506,212
	Average Trip Length	2.6	2.6
<b>QUALITY OF SERVICE</b>	Resident Access to Transit	61.39%	58.68%
	Weekday Span of Service (hours)	22.5	22.9
<b>COST EFFICIENCY</b>	Operating Expense per Revenue Mile	\$6.06	\$6.23
	Operating Expense per Revenue Hour	\$71.02	\$73.42
	Operating Revenue per Operating Expense	66.61%	68.34%
	Passenger Trips per Employee FTE	35,516	32,515
<b>COST EFFECTIVENESS</b>	Operating Expense per Passenger Trip	\$2.10	\$2.32
	Operating Expense per Passenger Mile	\$0.80	\$0.88
	Operating Expense per Capita	\$131.20	\$137.25
	Farebox Recovery Ratio	63.85%	65.32%
	Average Fare	\$1.34	\$1.52
<b>SERVICE EFFECTIVENESS</b>	Passenger Trips per Revenue Mile	2.89	2.68
	Passenger Trips per Revenue Hour	33.84	31.64
	Passenger Trips per Capita	62.51	59.14
	Revenue Miles Between Safety Incidents	236,863	401,537
	Revenue Miles Between Failures	9,577	10,066

# Florida's Urban Fixed-Route Transit System Summaries

## Hernando (TransHernando Express)

Ms. Vera Matthews, General Manager  
 1525 East Jefferson Avenue  
 Brooksville, FL 34601  
 (352) 754-4444  
[www.hernandobus.com](http://www.hernandobus.com)



The County contracts with Trans-Hernando to operate THE Bus, Hernando County's fixed-route transportation service. Trans-Hernando reports to the Metropolitan Planning Organization and a five-member Board of County Commissioners. The transit system provides fixed-route transit service to the city of Brooksville and Spring Hill, with a shuttle connecting the two areas. Trans-Hernando Para-Transit also provides demand-response service throughout Hernando County. 2015 and 2016 data representing THE Bus's fixed-route motorbus service are shown below. The County received a reporting waiver from FTA in 2016 and did not report passenger miles. Passenger miles for 2016 were estimated using average trip length from 2015 and passenger trips from 2016. *If an agency has zero safety incidents, revenue miles between safety incidents is n/a.*

		2015	2016
GENERAL INFORMATION	Service Area Population	87,479	115,427
	Service Area Population Density	1,388.6	1,296.9
	Operating Expense	\$747,355	\$1,180,758
	Operating Revenue	\$128,298	\$139,287
SERVICE SUPPLIED	Total Annual Revenue Miles	229,513	369,627
	Total Annual Revenue Hours	12,438	19,526
	Total Revenue Vehicles	4	7
	Peak Vehicles	4	7
	Route Miles	83.7	83.7
SERVICE USAGE	Annual Passenger Trips	92,986	109,242
	Annual Passenger Miles	230,605	270,920
	Average Trip Length	2.5	2.5
QUALITY OF SERVICE	Resident Access to Transit	43.14%	35.38%
	Weekday Span of Service (hours)	12.5	12.5
COST EFFICIENCY	Operating Expense per Revenue Mile	\$3.26	\$3.19
	Operating Expense per Revenue Hour	\$60.09	\$60.47
	Operating Revenue per Operating Expense	17.17%	11.80%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$8.04	\$10.81
	Operating Expense per Passenger Mile	\$3.24	\$4.36
	Operating Expense per Capita	\$8.54	\$10.23
	Farebox Recovery Ratio	8.62%	6.74%
	Average Fare	\$0.69	\$0.73
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.41	0.30
	Passenger Trips per Revenue Hour	7.48	5.59
	Passenger Trips per Capita	1.06	0.95
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	n/a	n/a

# Florida's Urban Fixed-Route Transit System Summaries

## Hillsborough Area Regional Transit Authority (HART)

Mr. Jeffrey Seward, Interim Chief Executive Officer  
 1201 E. 7th Avenue  
 Tampa, FL 33605  
 (813) 254-4278  
[www.gohart.org](http://www.gohart.org)



The Hillsborough Area Regional Transit Authority (HART) operates motorbus service as well as the TECO Line Streetcar connecting downtown with the Ybor City Historic District. Paratransit service is provided for the City of Tampa, the City of Temple Terrace, and unincorporated Hillsborough County. The authority is governed by a Board of Directors comprised of twelve representatives appointed by the governing bodies of its members and the Governor of the State of Florida. 2015 and 2016 data for HART's fixed-route bus and rail services are shown below.

		2015	2016
<b>GENERAL INFORMATION</b>	Service Area Population	875,598	875,598
	Service Area Population Density	3,433.7	3,433.7
	Operating Expense	\$67,336,865	\$69,580,537
	Operating Revenue	\$17,282,934	\$15,990,359
<b>SERVICE SUPPLIED</b>	Total Annual Revenue Miles	8,145,562	8,451,172
	Total Annual Revenue Hours	658,540	673,432
	Total Revenue Vehicles	198	197
	Peak Vehicles	165	165
	Route Miles	1,035.2	1,043.4
<b>SERVICE USAGE</b>	Annual Passenger Trips	15,291,574	14,367,945
	Annual Passenger Miles	81,192,805	76,657,867
	Average Trip Length	5.3	5.3
<b>QUALITY OF SERVICE</b>	Resident Access to Transit	62.12%	61.27%
	Weekday Span of Service (hours)	21.2	21.3
<b>COST EFFICIENCY</b>	Operating Expense per Revenue Mile	\$8.27	\$8.23
	Operating Expense per Revenue Hour	\$102.25	\$103.32
	Operating Revenue per Operating Expense	25.67%	22.98%
	Passenger Trips per Employee FTE	23,191	21,620
<b>COST EFFECTIVENESS</b>	Operating Expense per Passenger Trip	\$4.40	\$4.84
	Operating Expense per Passenger Mile	\$0.83	\$0.91
	Operating Expense per Capita	\$76.90	\$79.47
	Farebox Recovery Ratio	23.83%	20.91%
	Average Fare	\$1.05	\$1.01
<b>SERVICE EFFECTIVENESS</b>	Passenger Trips per Revenue Mile	1.88	1.70
	Passenger Trips per Revenue Hour	23.22	21.34
	Passenger Trips per Capita	17.46	16.41
	Revenue Miles Between Safety Incidents	95,830	87,125
	Revenue Miles Between Failures	2,776	3,548

# Florida's Urban Fixed-Route Transit System Summaries

## Indian River (GoLine)

Ms. Karen Deigl, Chief Executive Officer  
 694 14th Street  
 Vero Beach, FL 32960  
 (772) 569-0903  
[www.GoLineIRT.com](http://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 2015 and 2016 motorbus services.

		2015	2016
<b>GENERAL INFORMATION</b>	Service Area Population	143,696	143,696
	Service Area Population Density	665.3	665.3
	Operating Expense	\$3,502,348	\$2,872,463
	Operating Revenue	\$15,814	\$51,260
<b>SERVICE SUPPLIED</b>	Total Annual Revenue Miles	1,333,817	1,038,784
	Total Annual Revenue Hours	67,982	58,538
	Total Revenue Vehicles	26	26
	Peak Vehicles	16	16
	Route Miles	358.0	365.0
<b>SERVICE USAGE</b>	Annual Passenger Trips	1,425,065	1,157,881
	Annual Passenger Miles	7,524,343	5,905,193
	Average Trip Length	5.3	5.1
<b>QUALITY OF SERVICE</b>	Resident Access to Transit	69.48%	66.84%
	Weekday Span of Service (hours)	13.0	13.0
<b>COST EFFICIENCY</b>	Operating Expense per Revenue Mile	\$2.63	\$2.77
	Operating Expense per Revenue Hour	\$51.52	\$49.07
	Operating Revenue per Operating Expense	0.45%	1.78%
	Passenger Trips per Employee FTE	n/a	n/a
<b>COST EFFECTIVENESS</b>	Operating Expense per Passenger Trip	\$2.46	\$2.48
	Operating Expense per Passenger Mile	\$0.47	\$0.49
	Operating Expense per Capita	\$24.37	\$19.99
	Farebox Recovery Ratio	n/a	n/a
	Average Fare	n/a	n/a
<b>SERVICE EFFECTIVENESS</b>	Passenger Trips per Revenue Mile	1.07	1.11
	Passenger Trips per Revenue Hour	20.96	19.78
	Passenger Trips per Capita	9.92	8.06
	Revenue Miles Between Safety Incidents	666,909	519,392
	Revenue Miles Between Failures	266,763	148,398

# Florida's Urban Fixed-Route Transit System Summaries

## Jacksonville Transportation Authority (JTA)

Mr. Nathaniel Ford, Chief Executive Officer  
 121 West Forsyth Street, Suite 200  
 Jacksonville, FL 32202  
 (904) 630-3181  
[www.jtafla.com](http://www.jtafla.com)



Jacksonville Transportation Authority is an independent authority that is governed by a seven-member, appointed Board of Directors. The Jacksonville system provides its services within Duval County and northern Clay County (Orange Park). JTA transportation services include fixed-route motorbus, automated guideway (Skyway Express), ferry boat, and demand-response. The data below represent JTA's 2015 and 2016 fixed-route services (motorbus and automated guideway).

		2015	2016
<b>GENERAL INFORMATION</b>	Service Area Population	1,001,311	1,021,375
	Service Area Population Density	1,254.8	1,279.9
	Operating Expense	\$76,612,129	\$79,292,817
	Operating Revenue	\$12,326,724	\$13,052,579
<b>SERVICE SUPPLIED</b>	Total Annual Revenue Miles	8,726,040	8,882,501
	Total Annual Revenue Hours	633,352	641,214
	Total Revenue Vehicles	181	197
	Peak Vehicles	155	156
	Route Miles	814.4	846.4
<b>SERVICE USAGE</b>	Annual Passenger Trips	12,950,091	12,946,999
	Annual Passenger Miles	71,527,663	69,230,747
	Average Trip Length	5.5	5.3
<b>QUALITY OF SERVICE</b>	Resident Access to Transit	69.24%	66.31%
	Weekday Span of Service (hours)	22.5	22.8
<b>COST EFFICIENCY</b>	Operating Expense per Revenue Mile	\$8.78	\$8.93
	Operating Expense per Revenue Hour	\$120.96	\$123.66
	Operating Revenue per Operating Expense	16.09%	16.46%
	Passenger Trips per Employee FTE	18,706	18,551
<b>COST EFFECTIVENESS</b>	Operating Expense per Passenger Trip	\$5.92	\$6.12
	Operating Expense per Passenger Mile	\$1.07	\$1.15
	Operating Expense per Capita	\$76.51	\$77.63
	Farebox Recovery Ratio	14.16%	14.80%
	Average Fare	\$0.84	\$0.91
<b>SERVICE EFFECTIVENESS</b>	Passenger Trips per Revenue Mile	1.48	1.46
	Passenger Trips per Revenue Hour	20.45	20.19
	Passenger Trips per Capita	12.93	12.68
	Revenue Miles Between Safety Incidents	107,729	105,744
	Revenue Miles Between Failures	12,739	11,117

# Florida's Urban Fixed-Route Transit System Summaries

## Lake County Public Transportation (LakeXpress)

Ms. Tomika Monterville, Transit Manager  
 315 W. Main Street, Suite 335  
 Tavares, FL 32778  
 (352) 323-5733  
[www.ridelakexpress.com](http://www.ridelakexpress.com)



LakeXpress operates by contract under the Lake County Board of County Commissioners. Services provided include fixed-route LakeXpress and the Lake County Connection for demand-response service. LakeXpress was started in May 2007 and the County has served as the Community Transportation Coordinator since 2001. Data for 2015 and 2016 are shown below. *If an agency has only one safety incident, the revenue miles between safety incidents is equal to the number of revenue miles.*

		2015	2016
<b>GENERAL INFORMATION</b>	Service Area Population	97,497	97,497
	Service Area Population Density	1,373.2	1,373.2
	Operating Expense	\$2,390,543	\$2,658,170
	Operating Revenue	\$324,488	\$163,075
<b>SERVICE SUPPLIED</b>	Total Annual Revenue Miles	408,433	538,386
	Total Annual Revenue Hours	23,272	30,345
	Total Revenue Vehicles	15	15
	Peak Vehicles	7	10
	Route Miles	145.7	174.1
<b>SERVICE USAGE</b>	Annual Passenger Trips	307,566	315,541
	Annual Passenger Miles	2,078,485	2,094,737
	Average Trip Length	6.8	6.6
<b>QUALITY OF SERVICE</b>	Resident Access to Transit	28.03%	26.41%
	Weekday Span of Service (hours)	13.8	15.0
<b>COST EFFICIENCY</b>	Operating Expense per Revenue Mile	\$5.85	\$4.94
	Operating Expense per Revenue Hour	\$102.72	\$87.60
	Operating Revenue per Operating Expense	13.57%	6.13%
	Passenger Trips per Employee FTE	n/a	n/a
<b>COST EFFECTIVENESS</b>	Operating Expense per Passenger Trip	\$7.77	\$8.42
	Operating Expense per Passenger Mile	\$1.15	\$1.27
	Operating Expense per Capita	\$24.52	\$27.26
	Farebox Recovery Ratio	6.20%	5.79%
	Average Fare	\$0.48	\$0.49
<b>SERVICE EFFECTIVENESS</b>	Passenger Trips per Revenue Mile	0.75	0.59
	Passenger Trips per Revenue Hour	13.22	10.40
	Passenger Trips per Capita	3.15	3.24
	Revenue Miles Between Safety Incidents	408,433	179,462
	Revenue Miles Between Failures	3,461	3,873

# Florida's Urban Fixed-Route Transit System Summaries

## Lakeland Area Mass Transit District (Citrus Connection)

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



Lakeland Area Mass Transit District is an independent district governed by a five-member Board of Directors. The District serves the greater Lakeland area via fixed-route motorbus services (Citrus Connection), including Winter Haven Area Transit and demand-response services. The data below represent 2015 and 2016 motorbus data.

		2015	2016
<b>GENERAL INFORMATION</b>	Service Area Population	312,388	312,388
	Service Area Population Density	4,057.0	4,057.0
	Operating Expense	\$6,424,382	\$9,805,544
	Operating Revenue	\$1,129,322	\$2,010,747
<b>SERVICE SUPPLIED</b>	Total Annual Revenue Miles	1,163,580	1,372,618
	Total Annual Revenue Hours	79,660	89,104
	Total Revenue Vehicles	31	39
	Peak Vehicles	27	30
	Route Miles	353.4	471.3
<b>SERVICE USAGE</b>	Annual Passenger Trips	1,355,697	1,304,808
	Annual Passenger Miles	8,045,245	8,076,814
	Average Trip Length	5.9	6.2
<b>QUALITY OF SERVICE</b>	Resident Access to Transit	41.34%	41.34%
	Weekday Span of Service (hours)	19.1	18.2
<b>COST EFFICIENCY</b>	Operating Expense per Revenue Mile	\$5.52	\$7.14
	Operating Expense per Revenue Hour	\$80.65	\$110.05
	Operating Revenue per Operating Expense	17.58%	20.51%
	Passenger Trips per Employee FTE	17,192	13,365
<b>COST EFFECTIVENESS</b>	Operating Expense per Passenger Trip	\$4.74	\$7.51
	Operating Expense per Passenger Mile	\$0.80	\$1.21
	Operating Expense per Capita	\$20.57	\$31.39
	Farebox Recovery Ratio	4.42%	18.82%
	Average Fare	\$0.21	\$1.41
<b>SERVICE EFFECTIVENESS</b>	Passenger Trips per Revenue Mile	1.17	0.95
	Passenger Trips per Revenue Hour	17.02	14.64
	Passenger Trips per Capita	4.34	4.18
	Revenue Miles Between Safety Incidents	387,860	343,155
	Revenue Miles Between Failures	2,968	3,670

# Florida's Urban Fixed-Route Transit System Summaries

## Lee County Transit (LeeTran)

Mr. Steve Myers, Transit Director  
 3401 Metro Parkway  
 Fort Myers, FL 33901  
 (239) 533-8726  
[www.rideleetrans.com](http://www.rideleetrans.com)



Lee County Transit is an independent division of the Lee County Government. The Lee County Board of County Commissioners, a five-member public policy body, governs the division. LeeTran provides public transportation services to Lee County via fixed-route motorbus services and contracted demand-response services. In addition, LeeTran contractually provides vanpool service. LeeTran's fixed-route motorbus and vanpool data for 2015 and 2016 are shown below.

		2015	2016
<b>GENERAL INFORMATION</b>	Service Area Population	479,489	490,070
	Service Area Population Density	3,688.4	3,769.8
	Operating Expense	\$16,560,962	\$16,699,272
	Operating Revenue	\$3,735,265	\$3,592,115
<b>SERVICE SUPPLIED</b>	Total Annual Revenue Miles	3,169,181	3,158,595
	Total Annual Revenue Hours	196,082	199,355
	Total Revenue Vehicles	78	70
	Peak Vehicles	67	60
	Route Miles	538.0	540.0
<b>SERVICE USAGE</b>	Annual Passenger Trips	3,759,763	3,362,673
	Annual Passenger Miles	20,191,281	18,524,758
	Average Trip Length	5.4	5.5
<b>QUALITY OF SERVICE</b>	Resident Access to Transit	51.73%	50.77%
	Weekday Span of Service (hours)	17.5	17.5
<b>COST EFFICIENCY</b>	Operating Expense per Revenue Mile	\$5.23	\$5.29
	Operating Expense per Revenue Hour	\$84.46	\$83.77
	Operating Revenue per Operating Expense	22.55%	21.51%
	Passenger Trips per Employee FTE	20,742	18,504
<b>COST EFFECTIVENESS</b>	Operating Expense per Passenger Trip	\$4.40	\$4.97
	Operating Expense per Passenger Mile	\$0.82	\$0.90
	Operating Expense per Capita	\$34.54	\$34.08
	Farebox Recovery Ratio	19.51%	17.77%
	Average Fare	\$0.86	\$0.88
<b>SERVICE EFFECTIVENESS</b>	Passenger Trips per Revenue Mile	1.19	1.06
	Passenger Trips per Revenue Hour	19.17	16.87
	Passenger Trips per Capita	7.84	6.86
	Revenue Miles Between Safety Incidents	137,790	112,807
	Revenue Miles Between Failures	27,321	24,677

# Florida's Urban Fixed-Route Transit System Summaries

## LYNX Transit (Central Florida Regional Transit Authority)

Mr. Edward L. Johnson, Chief Executive Officer  
 455 North Garland Avenue  
 Orlando, FL 32801  
 (407) 841-2279  
[www.golynx.com](http://www.golynx.com)



LYNX is an independent authority that is governed by a Board of Directors. The authority provides service to Orange County (including Orlando, Winter Park, Maitland, and others), Seminole County (including Altamonte Springs, Casselberry, and Sanford), and Osceola County (including Kissimmee and St. Cloud). LYNX provides fixed-route motorbus service (including commuter bus and the Lymmo rapid bus), paratransit service, transportation-disadvantaged coordination, a five-county regional ridesharing assistance program, and vanpool service. 2015 and 2016 fixed-route motorbus and vanpool data for LYNX are provided below.

		2015	2016
GENERAL INFORMATION	Service Area Population	2,005,728	2,134,411
	Service Area Population Density	789.7	840.3
	Operating Expense	\$94,853,774	\$97,139,881
	Operating Revenue	\$31,147,854	\$29,217,408
SERVICE SUPPLIED	Total Annual Revenue Miles	18,016,845	18,553,326
	Total Annual Revenue Hours	1,202,978	1,223,991
	Total Revenue Vehicles	490	514
	Peak Vehicles	399	435
	Route Miles	1,725.8	1,770.4
SERVICE USAGE	Annual Passenger Trips	28,858,525	26,828,603
	Annual Passenger Miles	164,303,474	143,072,210
	Average Trip Length	5.7	5.3
QUALITY OF SERVICE	Resident Access to Transit	55.50%	55.56%
	Weekday Span of Service (hours)	23.4	23.0
COST EFFICIENCY	Operating Expense per Revenue Mile	\$5.26	\$5.24
	Operating Expense per Revenue Hour	\$78.85	\$79.36
	Operating Revenue per Operating Expense	32.84%	30.08%
	Passenger Trips per Employee FTE	29,180	25,878
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$3.29	\$3.62
	Operating Expense per Passenger Mile	\$0.58	\$0.68
	Operating Expense per Capita	\$47.29	\$45.51
	Farebox Recovery Ratio	28.29%	26.97%
	Average Fare	\$0.93	\$0.98
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.60	1.45
	Passenger Trips per Revenue Hour	23.99	21.92
	Passenger Trips per Capita	14.39	12.57
	Revenue Miles Between Safety Incidents	166,823	173,396
	Revenue Miles Between Failures	14,589	13,281

# Florida's Urban Fixed-Route Transit System Summaries

## Manatee County Area Transit (MCAT)

Mr. William Steele, Transit Division Manager  
 1108 26th Avenue East  
 Bradenton, FL 34208  
 (941) 747-8621  
[www.ridemcat.org](http://www.ridemcat.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. 2015 and 2016 data for MCAT's fixed-route motorbus services are provided on this page. *If an agency has zero safety incidents, revenue miles between safety incidents is n/a.*

		2015	2016
GENERAL INFORMATION	Service Area Population	322,833	322,833
	Service Area Population Density	434.5	434.5
	Operating Expense	\$8,480,255	\$8,772,652
	Operating Revenue	\$1,059,256	\$1,048,730
SERVICE SUPPLIED	Total Annual Revenue Miles	1,345,968	1,388,068
	Total Annual Revenue Hours	95,373	95,949
	Total Revenue Vehicles	36	36
	Peak Vehicles	23	23
	Route Miles	267.0	303.0
SERVICE USAGE	Annual Passenger Trips	1,760,490	1,648,120
	Annual Passenger Miles	7,357,672	7,235,247
	Average Trip Length	4.2	4.4
QUALITY OF SERVICE	Resident Access to Transit	73.70%	65.92%
	Weekday Span of Service (hours)	17.3	17.3
COST EFFICIENCY	Operating Expense per Revenue Mile	\$6.30	\$6.32
	Operating Expense per Revenue Hour	\$88.92	\$91.43
	Operating Revenue per Operating Expense	12.49%	11.95%
	Passenger Trips per Employee FTE	23,426	20,751
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$4.82	\$5.32
	Operating Expense per Passenger Mile	\$1.15	\$1.21
	Operating Expense per Capita	\$26.27	\$27.17
	Farebox Recovery Ratio	11.81%	10.72%
	Average Fare	\$0.57	\$0.57
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.31	1.19
	Passenger Trips per Revenue Hour	18.46	17.18
	Passenger Trips per Capita	5.45	5.11
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	2,133	2,261

# Florida's Urban Fixed-Route Transit System Summaries

## Martin County

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



Martin County contracts to provide fixed-route motorbus, deviated fixed-route motorbus, shared ride Americans with Disabilities Act (ADA) services, and general paratransit services. 2015 and 2016 motorbus data are displayed below. *If an agency has zero safety incidents, revenue miles between safety incidents is n/a.*

		2015	2016
GENERAL INFORMATION	Service Area Population	149,806	149,806
	Service Area Population Density	2,304.7	2,304.7
	Operating Expense	\$849,468	\$1,004,421
	Operating Revenue	\$33,483	\$45,181
SERVICE SUPPLIED	Total Annual Revenue Miles	225,884	351,844
	Total Annual Revenue Hours	15,186	18,777
	Total Revenue Vehicles	8	11
	Peak Vehicles	5	7
	Route Miles	79.5	138.5
SERVICE USAGE	Annual Passenger Trips	38,320	47,946
	Annual Passenger Miles	401,312	383,072
	Average Trip Length	10.5	8.0
QUALITY OF SERVICE	Resident Access to Transit	48.71%	48.71%
	Weekday Span of Service (hours)	12.4	12.4
COST EFFICIENCY	Operating Expense per Revenue Mile	\$3.76	\$2.85
	Operating Expense per Revenue Hour	\$55.94	\$53.49
	Operating Revenue per Operating Expense	3.94%	4.50%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$22.17	\$20.95
	Operating Expense per Passenger Mile	\$2.12	\$2.62
	Operating Expense per Capita	\$5.67	\$6.70
	Farebox Recovery Ratio	3.94%	4.50%
	Average Fare	\$0.87	\$0.94
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.17	0.14
	Passenger Trips per Revenue Hour	2.52	2.55
	Passenger Trips per Capita	0.26	0.32
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	16,135	31,986

# Florida's Urban Fixed-Route Transit System Summaries

## Miami-Dade Transit (MDT)

Ms. Alice N. Bravo, P.E., Director  
 Overtown Transit Village  
 701 NW 1st Court, Suite 1700  
 Miami, FL 33136  
 (786) 469-5406  
[www.miamidade.gov/transit](http://www.miamidade.gov/transit)



Miami-Dade Transit is the largest transit agency in Florida, operating throughout Miami-Dade County, southern Broward County, and northern Monroe County. MDT is governed by Miami-Dade County, and is responsible for the management, construction, and operation of its services and facilities. Passengers have access to Metrobus, Metrorail (a 22-station heavy rail system), and Metromover (an automated people-mover system that serves the downtown Miami, Brickell and Omni areas). Paratransit is available through MDT's Special Transportation Service. Vanpool service is provided by Miami Lakes-vRide, Inc. The data shown below represent all of MDT's fixed-route services and area vanpool services (excluding paratransit operations) for 2015 and 2016.

		2015	2016
<b>GENERAL INFORMATION</b>	Service Area Population	2,496,435	2,496,435
	Service Area Population Density	8,158.3	8,158.3
	Operating Expense	\$469,257,904	\$480,485,890
	Operating Revenue	\$129,092,286	\$127,530,461
<b>SERVICE SUPPLIED</b>	Total Annual Revenue Miles	41,927,274	42,347,947
	Total Annual Revenue Hours	2,991,108	3,044,999
	Total Revenue Vehicles	1,298	1,273
	Peak Vehicles	1,028	1,077
	Route Miles	2,016.3	2,001.3
<b>SERVICE USAGE</b>	Annual Passenger Trips	105,198,299	97,917,651
	Annual Passenger Miles	628,602,637	555,232,166
	Average Trip Length	6.0	5.7
<b>QUALITY OF SERVICE</b>	Resident Access to Transit	94.39%	92.60%
	Weekday Span of Service (hours)	24.0	24.0
<b>COST EFFICIENCY</b>	Operating Expense per Revenue Mile	\$11.19	\$11.35
	Operating Expense per Revenue Hour	\$156.88	\$157.80
	Operating Revenue per Operating Expense	27.51%	26.54%
	Passenger Trips per Employee FTE	29,858	29,795
<b>COST EFFECTIVENESS</b>	Operating Expense per Passenger Trip	\$4.46	\$4.91
	Operating Expense per Passenger Mile	\$0.75	\$0.87
	Operating Expense per Capita	\$187.97	\$192.47
	Farebox Recovery Ratio	24.71%	22.39%
	Average Fare	\$1.10	\$1.10
<b>SERVICE EFFECTIVENESS</b>	Passenger Trips per Revenue Mile	2.51	2.31
	Passenger Trips per Revenue Hour	35.17	32.16
	Passenger Trips per Capita	42.14	39.22
	Revenue Miles Between Safety Incidents	180,721	153,993
	Revenue Miles Between Failures	1,859	1,966

# Florida's Urban Fixed-Route Transit System Summaries

## Okaloosa County (The Wave)

Mr. Bob Berkstresser, General Manager  
 600 Transit Way  
 Fort Walton Beach, FL 32547  
 (850) 833-9168  
[www.ecrider.org](http://www.ecrider.org)



The Okaloosa County Board of County Commissioners contracts to operate The Emerald Coast Rider (EC Rider), a fixed-route bus system providing service in Fort Walton Beach and Crestview. In addition, demand-response services are provided by the county. 2015 and 2016 data representing EC Rider's fixed-route motorbus service are presented below. *If an agency has zero safety incidents, revenue miles between safety incidents is n/a. If an agency has only one safety incident, the revenue miles between safety incidents is equal to the number of revenue miles.*

		2015	2016
<b>GENERAL INFORMATION</b>	Service Area Population	196,512	196,512
	Service Area Population Density	1,637.6	1,637.6
	Operating Expense	\$1,049,383	\$1,320,887
	Operating Revenue	\$131,173	\$114,733
<b>SERVICE SUPPLIED</b>	Total Annual Revenue Miles	377,468	396,416
	Total Annual Revenue Hours	27,809	29,160
	Total Revenue Vehicles	20	17
	Peak Vehicles	12	13
	Route Miles	217.0	221.0
<b>SERVICE USAGE</b>	Annual Passenger Trips	139,389	135,719
	Annual Passenger Miles	627,251	611,223
	Average Trip Length	4.5	4.5
<b>QUALITY OF SERVICE</b>	Resident Access to Transit	41.46%	36.91%
	Weekday Span of Service (hours)	13.0	13.0
<b>COST EFFICIENCY</b>	Operating Expense per Revenue Mile	\$2.78	\$3.33
	Operating Expense per Revenue Hour	\$37.74	\$45.30
	Operating Revenue per Operating Expense	12.50%	8.69%
	Passenger Trips per Employee FTE	n/a	n/a
<b>COST EFFECTIVENESS</b>	Operating Expense per Passenger Trip	\$7.53	\$9.73
	Operating Expense per Passenger Mile	\$1.67	\$2.16
	Operating Expense per Capita	\$5.34	\$6.72
	Farebox Recovery Ratio	12.50%	8.69%
	Average Fare	\$0.94	\$0.85
<b>SERVICE EFFECTIVENESS</b>	Passenger Trips per Revenue Mile	0.37	0.34
	Passenger Trips per Revenue Hour	5.01	4.65
	Passenger Trips per Capita	0.71	0.69
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	16,412	16,517

# Florida's Urban Fixed-Route Transit System Summaries

## Palm Beach County Transportation Agency (Palm Tran)

Mr. Clinton B. Forbes, Executive Director  
 3201 Electronics Way  
 West Palm Beach, FL 33407  
 (561) 841-4200  
[www.palmtran.org](http://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 through the LINK and demand-response services through its paratransit operation, Palm Tran CONNECTION. 2015 and 2016 motorbus data for Palm Tran are provided below.

		2015	2016
<b>GENERAL INFORMATION</b>	Service Area Population	1,268,782	1,268,782
	Service Area Population Density	3,476.1	3,476.1
	Operating Expense	\$55,617,355	\$58,843,785
	Operating Revenue	\$12,397,613	\$10,798,216
<b>SERVICE SUPPLIED</b>	Total Annual Revenue Miles	7,269,862	7,230,007
	Total Annual Revenue Hours	481,081	486,055
	Total Revenue Vehicles	162	163
	Peak Vehicles	131	130
	Route Miles	1,020.0	1,017.0
<b>SERVICE USAGE</b>	Annual Passenger Trips	10,773,438	9,707,356
	Annual Passenger Miles	69,725,661	58,149,680
	Average Trip Length	6.5	6.0
<b>QUALITY OF SERVICE</b>	Resident Access to Transit	64.44%	63.14%
	Weekday Span of Service (hours)	17.8	17.8
<b>COST EFFICIENCY</b>	Operating Expense per Revenue Mile	\$7.65	\$8.14
	Operating Expense per Revenue Hour	\$115.61	\$121.06
	Operating Revenue per Operating Expense	22.29%	18.35%
	Passenger Trips per Employee FTE	22,391	19,844
<b>COST EFFECTIVENESS</b>	Operating Expense per Passenger Trip	\$5.16	\$6.06
	Operating Expense per Passenger Mile	\$0.80	\$1.01
	Operating Expense per Capita	\$43.84	\$46.38
	Farebox Recovery Ratio	19.05%	16.26%
	Average Fare	\$0.98	\$0.99
<b>SERVICE EFFECTIVENESS</b>	Passenger Trips per Revenue Mile	1.48	1.34
	Passenger Trips per Revenue Hour	22.39	19.97
	Passenger Trips per Capita	8.49	7.65
	Revenue Miles Between Safety Incidents	105,360	85,059
	Revenue Miles Between Failures	3,098	3,306

# Florida's Urban Fixed-Route Transit System Summaries

## Pasco County Public Transportation (PCPT)

Mr. Kurt M. Scheible, Public Transportation Director  
 8620 Galen Wilson Boulevard  
 Port Richey, FL 34668  
 (727) 834-3322  
[www.ridepcpt.com](http://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 2015 and 2016.

		2015	2016
<b>GENERAL INFORMATION</b>	Service Area Population	475,502	475,502
	Service Area Population Density	638.3	638.3
	Operating Expense	\$4,344,846	\$4,476,616
	Operating Revenue	\$865,640	\$737,417
<b>SERVICE SUPPLIED</b>	Total Annual Revenue Miles	1,313,825	1,448,911
	Total Annual Revenue Hours	71,205	91,553
	Total Revenue Vehicles	43	34
	Peak Vehicles	18	21
	Route Miles	363.0	369.7
<b>SERVICE USAGE</b>	Annual Passenger Trips	868,242	799,103
	Annual Passenger Miles	6,090,099	5,137,432
	Average Trip Length	7.0	6.4
<b>QUALITY OF SERVICE</b>	Resident Access to Transit	44.83%	44.33%
	Weekday Span of Service (hours)	15.6	13.3
<b>COST EFFICIENCY</b>	Operating Expense per Revenue Mile	\$3.31	\$3.09
	Operating Expense per Revenue Hour	\$61.02	\$48.90
	Operating Revenue per Operating Expense	19.92%	16.47%
	Passenger Trips per Employee FTE	16,344	14,004
<b>COST EFFECTIVENESS</b>	Operating Expense per Passenger Trip	\$5.00	\$5.60
	Operating Expense per Passenger Mile	\$0.71	\$0.87
	Operating Expense per Capita	\$9.14	\$9.41
	Farebox Recovery Ratio	19.92%	16.47%
	Average Fare	\$1.00	\$0.92
<b>SERVICE EFFECTIVENESS</b>	Passenger Trips per Revenue Mile	0.66	0.55
	Passenger Trips per Revenue Hour	12.19	8.73
	Passenger Trips per Capita	1.83	1.68
	Revenue Miles Between Safety Incidents	262,765	482,970
	Revenue Miles Between Failures	7,026	10,813

# Florida's Urban Fixed-Route Transit System Summaries

## Pinellas Suncoast Transit Authority (PSTA)

Mr. Brad Miller, Chief Executive Officer  
 3201 Scherer Drive  
 St. Petersburg, FL 33716  
 (727) 540-1800  
[www.psta.net](http://www.psta.net)



The Pinellas Suncoast Transit Authority (PSTA) is the public transit provider for Pinellas County. In addition, two express routes travel between Pinellas County and Tampa, located in neighboring Hillsborough County. PSTA is an independent agency governed by an eleven-member Board of Directors comprised of elected officials and private citizen appointees. PSTA provides fixed-route motorbus services, including contracting for the Jolley Trolley in Clearwater, and also provides commuter bus and demand-response services. PSTA's fixed-route motorbus and commuter bus data for 2015 and 2016 are shown below.

		2015	2016
GENERAL INFORMATION	Service Area Population	944,553	985,625
	Service Area Population Density	2,714.2	2,959.8
	Operating Expense	\$56,749,299	\$56,397,390
	Operating Revenue	\$13,289,573	\$12,289,473
SERVICE SUPPLIED	Total Annual Revenue Miles	9,339,357	9,064,013
	Total Annual Revenue Hours	651,199	627,578
	Total Revenue Vehicles	243	228
	Peak Vehicles	185	174
	Route Miles	928.0	912.9
SERVICE USAGE	Annual Passenger Trips	14,578,488	12,635,319
	Annual Passenger Miles	67,812,743	59,302,776
	Average Trip Length	4.7	4.7
QUALITY OF SERVICE	Resident Access to Transit	94.34%	86.39%
	Weekday Span of Service (hours)	19.3	19.3
COST EFFICIENCY	Operating Expense per Revenue Mile	\$6.08	\$6.22
	Operating Expense per Revenue Hour	\$87.15	\$89.87
	Operating Revenue per Operating Expense	23.42%	21.79%
	Passenger Trips per Employee FTE	26,127	21,755
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$3.89	\$4.46
	Operating Expense per Passenger Mile	\$0.84	\$0.95
	Operating Expense per Capita	\$60.08	\$57.22
	Farebox Recovery Ratio	22.25%	19.77%
	Average Fare	\$0.87	\$0.88
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.56	1.39
	Passenger Trips per Revenue Hour	22.39	20.13
	Passenger Trips per Capita	15.43	12.82
	Revenue Miles Between Safety Incidents	119,735	103,000
	Revenue Miles Between Failures	7,319	9,993

# Florida's Urban Fixed-Route Transit System Summaries

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

Ms. Rebecca Yanni, Executive Director  
 180 Marine Street  
 St. Augustine, FL 32084  
 (904) 209-3716  
[www.sunshinebus.net](http://www.sunshinebus.net)



The Sunshine Bus Company operates under contract by St. Johns County Council on Aging, Inc. Services provided include fixed-route motorbus and demand-response operations. 2015 and 2016 data for the motorbus mode are shown below. St. Johns County received a reporting waiver from FTA in 2016 and did not report passenger miles. Passenger miles for 2016 were estimated using average trip length from 2015 and passenger trips from 2016. *If an agency has zero safety incidents, revenue miles between safety incidents is n/a.*

		2015	2016
<b>GENERAL INFORMATION</b>	Service Area Population	195,823	195,823
	Service Area Population Density	326.4	326.4
	Operating Expense	\$1,016,473	\$962,376
	Operating Revenue	\$114,454	\$107,132
<b>SERVICE SUPPLIED</b>	Total Annual Revenue Miles	525,411	532,937
	Total Annual Revenue Hours	24,559	26,912
	Total Revenue Vehicles	8	8
	Peak Vehicles	8	8
	Route Miles	185.0	185.0
<b>SERVICE USAGE</b>	Annual Passenger Trips	293,239	294,283
	Annual Passenger Miles	2,422,154	2,430,777
	Average Trip Length	8.3	8.3
<b>QUALITY OF SERVICE</b>	Resident Access to Transit	31.22%	27.37%
	Weekday Span of Service (hours)	14.6	14.6
<b>COST EFFICIENCY</b>	Operating Expense per Revenue Mile	\$1.93	\$1.81
	Operating Expense per Revenue Hour	\$41.39	\$35.76
	Operating Revenue per Operating Expense	11.26%	11.13%
	Passenger Trips per Employee FTE	n/a	n/a
<b>COST EFFECTIVENESS</b>	Operating Expense per Passenger Trip	\$3.47	\$3.27
	Operating Expense per Passenger Mile	\$0.42	\$0.40
	Operating Expense per Capita	\$5.19	\$4.91
	Farebox Recovery Ratio	11.26%	11.13%
	Average Fare	\$0.39	\$0.36
<b>SERVICE EFFECTIVENESS</b>	Passenger Trips per Revenue Mile	0.56	0.55
	Passenger Trips per Revenue Hour	11.94	10.94
	Passenger Trips per Capita	1.50	1.50
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	n/a	n/a

# Florida's Urban Fixed-Route Transit System Summaries

## St. Lucie Council on Aging, Inc.

Mr. Darrell J. Drummond, CEO  
 Ms. Marianne Arbore, Transit Director  
 1505 Orange Avenue  
 Fort Pierce, FL 34950  
 (772) 464-7433  
[www.treasurecoastconnector.com](http://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 2015 and 2016.

		2015	2016
<b>GENERAL INFORMATION</b>	Service Area Population	291,028	298,563
	Service Area Population Density	508.8	522.0
	Operating Expense	\$1,527,427	\$1,862,649
	Operating Revenue	\$256,313	\$253,986
<b>SERVICE SUPPLIED</b>	Total Annual Revenue Miles	312,968	364,597
	Total Annual Revenue Hours	22,176	25,392
	Total Revenue Vehicles	12	14
	Peak Vehicles	8	9
	Route Miles	83.8	102.2
<b>SERVICE USAGE</b>	Annual Passenger Trips	187,142	180,149
	Annual Passenger Miles	2,434,980	2,612,161
	Average Trip Length	13.0	14.5
<b>QUALITY OF SERVICE</b>	Resident Access to Transit	38.03%	37.16%
	Weekday Span of Service (hours)	11.0	14.0
<b>COST EFFICIENCY</b>	Operating Expense per Revenue Mile	\$4.88	\$5.11
	Operating Expense per Revenue Hour	\$68.88	\$73.36
	Operating Revenue per Operating Expense	16.78%	13.64%
	Passenger Trips per Employee FTE	9,872	6,969
<b>COST EFFECTIVENESS</b>	Operating Expense per Passenger Trip	\$8.16	\$10.34
	Operating Expense per Passenger Mile	\$0.63	\$0.71
	Operating Expense per Capita	\$5.25	\$6.24
	Farebox Recovery Ratio	14.68%	11.06%
	Average Fare	\$1.20	\$1.14
<b>SERVICE EFFECTIVENESS</b>	Passenger Trips per Revenue Mile	0.60	0.49
	Passenger Trips per Revenue Hour	8.44	7.09
	Passenger Trips per Capita	0.64	0.60
	Revenue Miles Between Safety Incidents	62,594	91,149
	Revenue Miles Between Failures	62,594	72,919

# Florida's Urban Fixed-Route Transit System Summaries

## Sarasota County Area Transit (SCAT)

Mr. Rocky A. Burke, Transit Director  
 5303 Pinkney Avenue  
 Sarasota, FL 34233  
 (941) 861-5000  
[www.scgov.net/SCAT](http://www.scgov.net/SCAT)



Sarasota County Area Transit is a member of the Sarasota County Government. The five-member Board of County Commissioners governs the agency. SCAT serves the urbanized portion of Sarasota County (including the municipalities of Longboat Key, Sarasota, Venice, Englewood, and North Port) via fixed-route motorbus services, commuter bus services, and demand-response services. SCAT's 2015 and 2016 motorbus and commuter bus data are provided below.

		2015	2016
<b>GENERAL INFORMATION</b>	Service Area Population	393,807	404,312
	Service Area Population Density	1,734.8	1,781.1
	Operating Expense	\$17,215,390	\$18,328,396
	Operating Revenue	\$1,848,532	\$1,742,590
<b>SERVICE SUPPLIED</b>	Total Annual Revenue Miles	3,257,479	3,217,912
	Total Annual Revenue Hours	214,970	219,892
	Total Revenue Vehicles	73	82
	Peak Vehicles	53	54
	Route Miles	641.0	654.0
<b>SERVICE USAGE</b>	Annual Passenger Trips	2,742,108	2,571,881
	Annual Passenger Miles	14,539,644	13,384,204
	Average Trip Length	5.3	5.2
<b>QUALITY OF SERVICE</b>	Resident Access to Transit	85.24%	77.80%
	Weekday Span of Service (hours)	17.9	17.9
<b>COST EFFICIENCY</b>	Operating Expense per Revenue Mile	\$5.28	\$5.70
	Operating Expense per Revenue Hour	\$80.08	\$83.35
	Operating Revenue per Operating Expense	10.74%	9.51%
	Passenger Trips per Employee FTE	14,794	13,232
<b>COST EFFECTIVENESS</b>	Operating Expense per Passenger Trip	\$6.28	\$7.13
	Operating Expense per Passenger Mile	\$1.18	\$1.37
	Operating Expense per Capita	\$43.72	\$45.33
	Farebox Recovery Ratio	10.43%	8.74%
	Average Fare	\$0.65	\$0.62
<b>SERVICE EFFECTIVENESS</b>	Passenger Trips per Revenue Mile	0.84	0.80
	Passenger Trips per Revenue Hour	12.76	11.70
	Passenger Trips per Capita	6.96	6.36
	Revenue Miles Between Safety Incidents	325,748	268,159
	Revenue Miles Between Failures	6,228	7,280

# Florida's Urban Fixed-Route Transit System Summaries

## South Florida Regional Transportation Authority (Tri-Rail)

Mr. Jack Stephens, Executive Director  
 801 NW 33rd Street  
 Pompano Beach, FL 33064  
 (954) 942-7245  
[www.tri-rail.com](http://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 2015 and 2016 data for these services. In 2015, 81 percent of the annual passenger trips shown were for commuter rail mode (4,400,977) with the remainder for motorbus services (1,001,058). Similarly, in 2016, 79 percent of the annual passenger trips shown were for commuter rail (4,241,486) with the remainder for the motorbus (1,100,336). *Safety incidents for commuter rail services are not reported in the NTD.*

		2015	2016
GENERAL INFORMATION	Service Area Population	5,502,379	5,502,379
	Service Area Population Density	4,444.6	4,444.6
	Operating Expense	\$79,695,037	\$92,767,796
	Operating Revenue	\$13,479,425	\$14,027,520
SERVICE SUPPLIED	Total Annual Revenue Miles	4,280,349	4,437,498
	Total Annual Revenue Hours	180,337	192,549
	Total Revenue Vehicles	110	112
	Peak Vehicles	65	66
	Route Miles	306.2	314.2
SERVICE USAGE	Annual Passenger Trips	5,363,719	5,341,822
	Annual Passenger Miles	122,222,512	121,587,350
	Average Trip Length	22.8	22.8
QUALITY OF SERVICE	Resident Access to Transit	10.73%	10.40%
	Weekday Span of Service (hours)	19.6	19.6
COST EFFICIENCY	Operating Expense per Revenue Mile	\$18.62	\$20.91
	Operating Expense per Revenue Hour	\$441.92	\$481.79
	Operating Revenue per Operating Expense	16.91%	15.12%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$14.86	\$17.37
	Operating Expense per Passenger Mile	\$0.65	\$0.76
	Operating Expense per Capita	\$14.48	\$16.86
	Farebox Recovery Ratio	16.04%	14.14%
	Average Fare	\$2.38	\$2.46
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.25	1.20
	Passenger Trips per Revenue Hour	29.74	27.74
	Passenger Trips per Capita	0.97	0.97
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	37,547	41,088

# Florida's Urban Fixed-Route Transit System Summaries

## Space Coast Area Transit (SCAT)

Mr. James P. Liesenfelt, Transit Director  
 401 South Varr Avenue  
 Cocoa, FL 32922  
 (321) 635-7815  
[www.321transit.com](http://www.321transit.com)



Space Coast Area Transit is a department of Brevard County. The department is governed by the five-member Brevard County Commission. Space Coast provides transit service throughout Brevard County via fixed-route motorbus services, demand-response services, and vanpool services. 2015 and 2016 data representing Space Coast's motorbus and vanpool services are shown on this page.

		2015	2016
<b>GENERAL INFORMATION</b>	Service Area Population	554,354	568,701
	Service Area Population Density	2,115.9	2,170.6
	Operating Expense	\$7,232,076	\$7,081,130
	Operating Revenue	\$1,726,064	\$1,388,632
<b>SERVICE SUPPLIED</b>	Total Annual Revenue Miles	2,759,924	2,748,404
	Total Annual Revenue Hours	114,938	115,490
	Total Revenue Vehicles	125	125
	Peak Vehicles	76	74
	Route Miles	381.0	377.0
<b>SERVICE USAGE</b>	Annual Passenger Trips	2,517,701	2,377,440
	Annual Passenger Miles	20,658,257	18,850,305
	Average Trip Length	8.2	7.9
<b>QUALITY OF SERVICE</b>	Resident Access to Transit	58.23%	51.75%
	Weekday Span of Service (hours)	18.4	18.4
<b>COST EFFICIENCY</b>	Operating Expense per Revenue Mile	\$2.62	\$2.58
	Operating Expense per Revenue Hour	\$62.92	\$61.31
	Operating Revenue per Operating Expense	23.87%	19.61%
	Passenger Trips per Employee FTE	31,153	35,156
<b>COST EFFECTIVENESS</b>	Operating Expense per Passenger Trip	\$2.87	\$2.98
	Operating Expense per Passenger Mile	\$0.35	\$0.38
	Operating Expense per Capita	\$13.05	\$12.45
	Farebox Recovery Ratio	20.98%	15.70%
	Average Fare	\$0.60	\$0.47
<b>SERVICE EFFECTIVENESS</b>	Passenger Trips per Revenue Mile	0.91	0.87
	Passenger Trips per Revenue Hour	21.90	20.59
	Passenger Trips per Capita	4.54	4.18
	Revenue Miles Between Safety Incidents	275,992	161,671
	Revenue Miles Between Failures	49,284	53,890

# Florida's Urban Fixed-Route Transit System Summaries

## StarMetro (Tallahassee)

Ms. Angela Baldwin, Director  
 555 Appleyard Drive  
 Tallahassee, FL 32304  
 (850) 891-5200  
[www.talgov.com/starmetro](http://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 2015 and 2016 motorbus data are provided below.

		2015	2016
<b>GENERAL INFORMATION</b>	Service Area Population	162,310	162,310
	Service Area Population Density	1,591.3	1,591.3
	Operating Expense	\$13,806,484	\$14,706,880
	Operating Revenue	\$5,577,158	\$5,424,306
<b>SERVICE SUPPLIED</b>	Total Annual Revenue Miles	2,015,458	2,169,975
	Total Annual Revenue Hours	207,990	212,252
	Total Revenue Vehicles	80	80
	Peak Vehicles	65	68
	Route Miles	236.0	235.0
<b>SERVICE USAGE</b>	Annual Passenger Trips	3,732,277	3,701,381
	Annual Passenger Miles	11,651,149	11,418,127
	Average Trip Length	3.1	3.1
<b>QUALITY OF SERVICE</b>	Resident Access to Transit	56.74%	56.77%
	Weekday Span of Service (hours)	17.3	18.0
<b>COST EFFICIENCY</b>	Operating Expense per Revenue Mile	\$6.85	\$6.78
	Operating Expense per Revenue Hour	\$66.38	\$69.29
	Operating Revenue per Operating Expense	40.40%	36.88%
	Passenger Trips per Employee FTE	21,526	21,695
<b>COST EFFECTIVENESS</b>	Operating Expense per Passenger Trip	\$3.70	\$3.97
	Operating Expense per Passenger Mile	\$1.18	\$1.29
	Operating Expense per Capita	\$85.06	\$90.61
	Farebox Recovery Ratio	38.24%	35.62%
	Average Fare	\$1.41	\$1.42
<b>SERVICE EFFECTIVENESS</b>	Passenger Trips per Revenue Mile	1.85	1.71
	Passenger Trips per Revenue Hour	17.94	17.44
	Passenger Trips per Capita	22.99	22.80
	Revenue Miles Between Safety Incidents	83,977	166,921
	Revenue Miles Between Failures	12,441	12,765

# Florida's Urban Fixed-Route Transit System Summaries

## SunRail (Central Florida Commuter Rail)

Ms. Nicola Liquori, Executive Director  
 801 SunRail Drive  
 Sanford, FL 32771  
 (855) 724-5411  
[www.SunRail.com](http://www.SunRail.com)



SunRail is a commuter rail service that began operating in May 2014. The service connects Orange and Volusia Counties through Downtown Orlando. The five-member Central Florida Commuter Rail Commission Governing Board will act in an advisory capacity to FDOT for the first seven years of SunRail operations, and will assume operation and maintenance of the system in the eighth year of operation. The data available for 2015 and 2016 are shown below. *Safety incidents for commuter rail services are not reported in the NTD.*

		2015	2016
<b>GENERAL INFORMATION</b>	Service Area Population	255,483	255,483
	Service Area Population Density	2,322.6	2,322.6
	Operating Expense	\$33,667,907	\$31,209,309
	Operating Revenue	\$5,665,684	\$6,516,138
<b>SERVICE SUPPLIED</b>	Total Annual Revenue Miles	636,033	649,088
	Total Annual Revenue Hours	20,648	20,460
	Total Revenue Vehicles	30	30
	Peak Vehicles	30	18
	Route Miles	63.5	63.5
<b>SERVICE USAGE</b>	Annual Passenger Trips	959,037	910,380
	Annual Passenger Miles	14,058,081	13,104,921
	Average Trip Length	14.7	14.4
<b>QUALITY OF SERVICE</b>	Resident Access to Transit	6.54%	6.07%
	Weekday Span of Service (hours)	20.6	17.2
<b>COST EFFICIENCY</b>	Operating Expense per Revenue Mile	\$52.93	\$48.08
	Operating Expense per Revenue Hour	\$1,630.57	\$1,525.38
	Operating Revenue per Operating Expense	16.83%	20.88%
	Passenger Trips per Employee FTE	n/a	n/a
<b>COST EFFECTIVENESS</b>	Operating Expense per Passenger Trip	\$35.11	\$34.28
	Operating Expense per Passenger Mile	\$2.39	\$2.38
	Operating Expense per Capita	\$131.78	\$122.16
	Farebox Recovery Ratio	6.29%	6.32%
	Average Fare	\$2.21	\$2.17
<b>SERVICE EFFECTIVENESS</b>	Passenger Trips per Revenue Mile	1.51	1.40
	Passenger Trips per Revenue Hour	46.45	44.50
	Passenger Trips per Capita	3.75	3.56
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	318,017	216,363

# Florida's Urban Fixed-Route Transit System Summaries

## SunTran (Ocala/Marion)

Ms. Gennie Garcia, General Manager  
 1805 NE 30th Avenue, Building 900  
 Ocala, FL 34470  
 (352) 401-6999  
[www.suntran.org](http://www.suntran.org)



SunTran is governed by the Ocala/Marion MPO and provides purchased fixed-route motorbus services on six routes in Ocala and Silver Springs Shores. Contracted demand-response services are also provided. 2015 and 2016 data for SunTran's motorbus services are shown below. *If an agency has zero safety incidents, revenue miles between safety incidents is n/a.*

		2015	2016
GENERAL INFORMATION	Service Area Population	64,655	64,655
	Service Area Population Density	1,175.5	1,175.5
	Operating Expense	\$2,466,168	\$2,331,695
	Operating Revenue	\$431,711	\$365,515
SERVICE SUPPLIED	Total Annual Revenue Miles	492,050	494,223
	Total Annual Revenue Hours	31,505	31,548
	Total Revenue Vehicles	10	10
	Peak Vehicles	6	6
	Route Miles	143.5	143.5
SERVICE USAGE	Annual Passenger Trips	417,920	415,762
	Annual Passenger Miles	2,336,238	2,242,744
	Average Trip Length	5.6	5.4
QUALITY OF SERVICE	Resident Access to Transit	18.90%	19.14%
	Weekday Span of Service (hours)	17.0	17.0
COST EFFICIENCY	Operating Expense per Revenue Mile	\$5.01	\$4.72
	Operating Expense per Revenue Hour	\$78.28	\$73.91
	Operating Revenue per Operating Expense	17.51%	15.68%
	Passenger Trips per Employee FTE	n/a	n/a
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$5.90	\$5.61
	Operating Expense per Passenger Mile	\$1.06	\$1.04
	Operating Expense per Capita	\$38.14	\$36.06
	Farebox Recovery Ratio	13.65%	14.17%
	Average Fare	\$0.81	\$0.79
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	0.85	0.84
	Passenger Trips per Revenue Hour	13.27	13.18
	Passenger Trips per Capita	6.46	6.43
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	5,291	5,372

# Florida's Urban Fixed-Route Transit System Summaries

## County of Volusia (VOTRAN)

Mr. Steve Sherrer, General Manager  
 950 Big Tree Road  
 South Daytona, FL 32119  
 (386) 756-7496  
[www.votran.org](http://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. 2015 and 2016 data for VOTRAN's motorbus and vanpool services are shown below.

		2015	2016
<b>GENERAL INFORMATION</b>	Service Area Population	494,593	494,593
	Service Area Population Density	409.8	409.8
	Operating Expense	\$13,956,367	\$13,774,197
	Operating Revenue	\$3,554,014	\$3,102,276
<b>SERVICE SUPPLIED</b>	Total Annual Revenue Miles	2,701,340	2,686,975
	Total Annual Revenue Hours	171,980	172,630
	Total Revenue Vehicles	70	77
	Peak Vehicles	56	56
	Route Miles	577.0	592.0
<b>SERVICE USAGE</b>	Annual Passenger Trips	3,487,760	3,251,840
	Annual Passenger Miles	14,333,385	13,180,744
	Average Trip Length	4.1	4.1
<b>QUALITY OF SERVICE</b>	Resident Access to Transit	57.38%	52.08%
	Weekday Span of Service (hours)	18.0	18.0
<b>COST EFFICIENCY</b>	Operating Expense per Revenue Mile	\$5.17	\$5.13
	Operating Expense per Revenue Hour	\$81.15	\$79.79
	Operating Revenue per Operating Expense	25.47%	22.52%
	Passenger Trips per Employee FTE	24,287	20,529
<b>COST EFFECTIVENESS</b>	Operating Expense per Passenger Trip	\$4.00	\$4.24
	Operating Expense per Passenger Mile	\$0.97	\$1.05
	Operating Expense per Capita	\$28.22	\$27.85
	Farebox Recovery Ratio	20.74%	19.78%
	Average Fare	\$0.83	\$0.84
<b>SERVICE EFFECTIVENESS</b>	Passenger Trips per Revenue Mile	1.29	1.21
	Passenger Trips per Revenue Hour	20.28	18.84
	Passenger Trips per Capita	7.05	6.57
	Revenue Miles Between Safety Incidents	135,067	244,270
	Revenue Miles Between Failures	4,480	5,563

# Florida's Urban Fixed-Route Transit System Summaries

## Charlotte County Transit Division

Mr. Gordon Burger  
Director  
25490 Airport Rd  
Punta Gorda, FL 33950  
(941) 575-4000  
[www.charlottecountyfl.gov](http://www.charlottecountyfl.gov)

## Tampa Bay Area Regional Transportation Authority (TBARTA)

Mr. Ramond Chiamonte  
Executive Director  
4350 W. Cypress Street, Suite 700  
Tampa, FL 33607  
(813) 282-8200  
[www.tbarta.com](http://www.tbarta.com)

In addition to Florida's 31 urban fixed-route transit systems, the 2016 statewide totals presented on page 5 also contain data for two separate vanpool operators, Charlotte County and the Tampa Bay Area Regional Transportation Authority (TBARTA). 2016 data for these two vanpool services are shown below. *If an agency has zero safety incidents, revenue miles between safety incidents is n/a.*

		Charlotte County	TBARTA
GENERAL INFORMATION	Service Area Population	173,115	2,975,230
	Service Area Population Density	749.4	1,164.9
	Operating Expense	\$142,989	\$1,583,543
	Operating Revenue	\$15,000	\$871,800
SERVICE SUPPLIED	Total Annual Revenue Miles	68,685	1,355,424
	Total Annual Revenue Hours	4,315	38,862
	Total Revenue Vehicles	7	109
	Peak Vehicles	6	90
	Route Miles	n/a	n/a
SERVICE USAGE	Annual Passenger Trips	7,883	194,093
	Annual Passenger Miles	159,248	6,522,472
	Average Trip Length	20.2	33.6
QUALITY OF SERVICE	Resident Access to Transit	n/a	n/a
	Weekday Span of Service (hours)	n/a	n/a
COST EFFICIENCY	Operating Expense Per Revenue Mile	\$2.08	\$1.17
	Operating Expense Per Revenue Hour	\$33.14	\$40.75
	Operating Revenue Per Operating Expense	\$0.10	\$0.55
	Passenger Trips Per Employee FTE	5,137	n/a
COST EFFECTIVENESS	Operating Expense Per Passenger Trip	\$18.14	\$8.16
	Operating Expense Per Passenger Mile	\$0.90	\$0.24
	Operating Expense Per Capita	\$0.83	\$0.53
	Farebox Recovery Ratio	n/a	55.05%
	Average Fare	n/a	\$4.49
SERVICE EFFECTIVENESS	Passenger Trips Per Revenue Mile	0.11	0.14
	Passenger Trips Per Revenue Hour	1.83	4.99
	Passenger Trips Per Capita	0.05	0.07
	Revenue Miles Between Safety Incidents	n/a	n/a
	Revenue Miles Between Failures	n/a	225,904

# Florida Transit System Summary 2015 & 2016

## General Information

System	Service Area Population		Service Area Population Density		Operating Expense		Operating Revenue	
	2015	2016	2015	2016	2015	2016	2015	2016
Bay Town Trolley	105,192	105,192	1,813.7	1,813.7	\$2,816,586	\$3,058,480	\$737,497	\$695,543
Broward County Transit	1,869,235	1,869,235	4,559.1	4,559.1	\$116,873,329	\$114,948,282	\$40,441,447	\$41,247,858
Citrus County Transit	n/a	30,858	n/a	629.8	n/a	\$555,472	n/a	\$40,820
Clay Transit	n/a	210,000	n/a	238.4	n/a	\$495,522	n/a	\$366,020
Collier Area Transit	323,785	323,785	159.9	159.9	\$6,058,489	\$5,743,985	\$1,471,388	\$1,020,040
Escambia County Area Transit	341,765	241,661	1,466.8	1,278.6	\$6,762,013	\$10,267,587	\$1,976,327	\$2,190,388
Gainesville Regional Transit System	163,990	163,990	2,157.8	2,157.8	\$21,516,231	\$22,507,344	\$14,331,889	\$15,382,321
Hernando (TransHernando Express)	87,479	115,427	1,388.6	1,296.9	\$747,355	\$1,180,758	\$128,298	\$139,287
Hillsborough Area Regional Transit	875,598	875,598	3,433.7	3,433.7	\$67,336,865	\$69,580,537	\$17,282,934	\$15,990,359
Indian River (GoLine)	143,696	143,696	665.3	665.3	\$3,502,348	\$2,872,463	\$15,814	\$51,260
Jacksonville Transportation Authority	1,001,311	1,021,375	1,254.8	1,279.9	\$76,612,129	\$79,292,817	\$12,326,724	\$13,052,579
Lake County Public Transp. (LakeXpress)	97,497	97,497	1,373.2	1,373.2	\$2,390,543	\$2,658,170	\$324,488	\$163,075
Lakeland Area Mass Transit District	312,388	312,388	4,057.0	4,057.0	\$6,424,382	\$9,805,544	\$1,129,322	\$2,010,747
Lee County Transit	479,489	490,070	3,688.4	3,769.8	\$16,560,962	\$16,699,272	\$3,735,265	\$3,592,115
LYNX Transit	2,005,728	2,134,411	789.7	840.3	\$94,853,774	\$97,139,881	\$31,147,854	\$29,217,408
Manatee County Area Transit	322,833	322,833	434.5	434.5	\$8,480,255	\$8,772,652	\$1,059,256	\$1,048,730
Martin County	149,806	149,806	2,304.7	2,304.7	\$849,468	\$1,004,421	\$33,483	\$45,181
Miami-Dade Transit	2,496,435	2,496,435	8,158.3	8,158.3	\$469,257,904	\$480,485,890	\$129,092,286	\$127,530,461
Okaloosa County Transit (The WAVE)	196,512	196,512	1,637.6	1,637.6	\$1,049,383	\$1,320,887	\$131,173	\$114,733
Palm Beach County Transportation Agency	1,268,782	1,268,782	3,476.1	3,476.1	\$55,617,355	\$58,843,785	\$12,397,613	\$10,798,216
Pasco County Public Transportation	475,502	475,502	638.3	638.3	\$4,344,846	\$4,476,616	\$865,640	\$737,417
Pinellas Suncoast Transit Authority	944,553	985,625	2,714.2	2,959.8	\$56,749,299	\$56,397,390	\$13,289,573	\$12,289,473
St. Johns County (Sunshine Bus)	195,823	195,823	326.4	326.4	\$1,016,473	\$962,376	\$114,454	\$107,132
St. Lucie County Council on Aging, Inc.	291,028	298,563	508.8	522.0	\$1,527,427	\$1,862,649	\$256,313	\$253,986
Sarasota County Area Transit	393,807	404,312	1,734.8	1,781.1	\$17,215,390	\$18,328,396	\$1,848,532	\$1,742,590
S. Florida Regional Transportation Authority	5,502,379	5,502,379	4,444.6	4,444.6	\$79,695,037	\$92,767,796	\$13,479,425	\$14,027,520
Space Coast Area Transit	554,354	568,701	2,115.9	2,170.6	\$7,232,076	\$7,081,130	\$1,726,064	\$1,388,632
StarMetro (Tallahassee)	162,310	162,310	1,591.3	1,591.3	\$13,806,484	\$14,706,880	\$5,577,158	\$5,424,306
SunRail (Central Florida Commuter Rail)	255,483	255,483	2,322.6	2,322.6	\$33,667,907	\$31,209,309	\$5,665,684	\$6,516,138
SunTran (Ocala)	64,655	64,655	1,175.5	1,175.5	\$2,466,168	\$2,331,695	\$431,711	\$365,515
Volusia County dba VOTRAN	494,593	494,593	409.8	409.8	\$13,956,367	\$13,774,197	\$3,554,014	\$3,102,276

The data shown in this table represent closed-out, validated numbers as of October 2017. However, it is possible that some figures may be updated in the subsequent reporting year.

# Florida Transit System Summary 2015 & 2016

## Service Supplied

System	Total Annual Revenue Miles		Total Annual Revenue Hours		Total Revenue Vehicles		Peak Vehicles		Route Miles	
	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Bay Town Trolley	523,006	521,765	40,448	40,188	17	14	11	11	142.0	142.0
Broward County Transit	17,128,355	17,570,900	1,295,982	1,339,349	440	431	350	347	1,710.5	1,255.3
Citrus County Transit	n/a	172,270	n/a	13,455	n/a	9	n/a	9	n/a	0.0
Clay Transit	n/a	279,934	n/a	15,700	n/a	7	n/a	7	n/a	140.0
Collier Area Transit	1,320,547	1,318,931	70,310	72,119	24	25	17	17	410.4	426.0
Escambia County Area Transit	1,482,981	1,502,021	86,387	104,095	43	48	33	39	315.0	396.9
Gainesville Regional Transit System	3,552,939	3,613,837	302,943	306,537	128	128	107	108	286.6	236.8
Hernando (TransHernando Express)	229,513	369,627	12,438	19,526	4	7	4	7	83.7	83.7
Hillsborough Area Regional Transit	8,145,562	8,451,172	658,540	673,432	198	197	165	165	1,035.2	1,043.4
Indian River (GoLine)	1,333,817	1,038,784	67,982	58,538	26	26	16	16	358.0	365.0
Jacksonville Transportation Authority	8,726,040	8,882,501	633,352	641,214	181	197	155	156	814.4	846.4
Lake County Public Transp. (LakeXpress)	408,433	538,386	23,272	30,345	15	15	7	10	145.7	174.1
Lakeland Area Mass Transit District	1,163,580	1,372,618	79,660	89,104	31	39	27	30	353.4	471.3
Lee County Transit	3,169,181	3,158,595	196,082	199,355	78	70	67	60	538.0	540.0
LYNX Transit	18,016,845	18,553,326	1,202,978	1,223,991	490	514	399	435	1,725.8	1,770.4
Manatee County Area Transit	1,345,968	1,388,068	95,373	95,949	36	36	23	23	267.0	303.0
Martin County	225,884	351,844	15,186	18,777	8	11	5	7	79.5	138.5
Miami-Dade Transit	41,927,274	42,347,947	2,991,108	3,044,999	1,298	1,273	1,028	1,077	2,016.3	2,001.3
Okaloosa County Transit (The WAVE)	377,468	396,416	27,809	29,160	20	17	12	13	217.0	221.0
Palm Beach County Transportation Agency	7,269,862	7,230,007	481,081	486,055	162	163	131	130	1,020.0	1,017.0
Pasco County Public Transportation	1,313,825	1,448,911	71,205	91,553	43	34	18	21	363.0	369.7
Pinellas Suncoast Transit Authority	9,339,357	9,064,013	651,199	627,578	243	228	185	174	928.0	912.9
St. Johns County (Sunshine Bus)	525,411	532,937	24,559	26,912	8	8	8	8	185.0	185.0
St. Lucie County Council on Aging, Inc.	312,968	364,597	22,176	25,392	12	14	8	9	83.8	102.2
Sarasota County Area Transit	3,257,479	3,217,912	214,970	219,892	73	82	53	54	641.0	654.0
S. Florida Regional Transportation Authority	4,280,349	4,437,498	180,337	192,549	110	112	65	66	306.2	314.2
Space Coast Area Transit	2,759,924	2,748,404	114,938	115,490	125	125	76	74	381.0	377.0
StarMetro (Tallahassee)	2,015,458	2,169,975	207,990	212,252	80	80	65	68	236.0	235.0
SunRail (Central Florida Commuter Rail)	636,033	649,088	20,648	20,460	30	30	30	18	63.5	63.5
SunTran (Ocala)	492,050	494,223	31,505	31,548	10	10	6	6	143.5	143.5
Volusia County dba VOTRAN	2,701,340	2,686,975	171,980	172,630	70	77	56	56	577.0	592.0

The data shown in this table represent closed-out, validated numbers as of October 2017. However, it is possible that some figures may be updated in the subsequent reporting year.

# Florida Transit System Summary 2015 & 2016

## Service Usage and Quality of Service

System	Annual Passenger Trips		Annual Passenger Miles		Avg. Trip (miles)		Resident Access to Transit		Weekday Span of Service (hrs)	
	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Bay Town Trolley	656,505	626,592	2,560,373	2,443,709	3.9	3.9	43.26%	36.63%	14.5	14.5
Broward County Transit	39,759,952	35,294,456	174,239,587	156,698,806	4.4	4.4	96.70%	95.07%	20.2	20.2
Citrus County Transit	n/a	63,061	n/a	n/a	n/a	n/a	n/a	28.56%	n/a	n/a
Clay Transit	n/a	51,887	n/a	839,802	n/a	16.2	n/a	41.07%	n/a	13.8
Collier Area Transit	1,094,103	973,981	8,096,362	7,211,130	7.4	7.4	58.04%	58.04%	17.1	17.1
Escambia County Area Transit	1,494,210	1,443,463	9,199,850	8,891,732	6.2	6.2	63.06%	59.71%	20.3	17.3
Gainesville Regional Transit System	10,251,248	9,698,179	26,919,777	25,506,212	2.6	2.6	61.39%	58.68%	22.5	22.9
Hernando (TransHernando Express)	92,986	109,242	230,605	270,920	2.5	2.5	43.14%	35.38%	12.5	12.5
Hillsborough Area Regional Transit	15,291,574	14,367,945	81,192,805	76,657,867	5.3	5.3	62.12%	61.27%	21.2	21.3
Indian River (GoLine)	1,425,065	1,157,881	7,524,343	5,905,193	5.3	5.1	69.48%	66.84%	13.0	13.0
Jacksonville Transportation Authority	12,950,091	12,946,999	71,527,663	69,230,747	5.5	5.3	69.24%	66.31%	22.5	22.8
Lake County Public Transp. (LakeXpress)	307,566	315,541	2,078,485	2,094,737	6.8	6.6	28.03%	26.41%	13.8	15.0
Lakeland Area Mass Transit District	1,355,697	1,304,808	8,045,245	8,076,814	5.9	6.2	41.34%	41.34%	19.1	18.2
Lee County Transit	3,759,763	3,362,673	20,191,281	18,524,758	5.4	5.5	51.73%	50.77%	17.5	17.5
LYNX Transit	28,858,525	26,828,603	164,303,474	143,072,210	5.7	5.3	55.50%	55.56%	23.4	23.0
Manatee County Area Transit	1,760,490	1,648,120	7,357,672	7,235,247	4.2	4.4	73.70%	65.92%	17.3	17.3
Martin County	38,320	47,946	401,312	383,072	10.5	8.0	48.71%	48.71%	12.4	12.4
Miami-Dade Transit	105,198,299	97,917,651	628,602,637	555,232,166	6.0	5.7	94.39%	92.60%	24.0	24.0
Okaloosa County Transit (The WAVE)	139,389	135,719	627,251	611,223	4.5	4.5	41.46%	36.91%	13.0	13.0
Palm Beach County Transportation Agency	10,773,438	9,707,356	69,725,661	58,149,680	6.5	6.0	64.44%	63.14%	17.8	17.8
Pasco County Public Transportation	868,242	799,103	6,090,099	5,137,432	7.0	6.4	44.83%	44.33%	15.6	13.3
Pinellas Suncoast Transit Authority	14,578,488	12,635,319	67,812,743	59,302,776	4.7	4.7	94.34%	86.39%	19.3	19.3
St. Johns County (Sunshine Bus)	293,239	294,283	2,422,154	2,430,777	8.3	8.3	31.22%	27.37%	14.6	14.6
St. Lucie County Council on Aging, Inc.	187,142	180,149	2,434,980	2,612,161	13.0	14.5	38.03%	37.16%	11.0	14.0
Sarasota County Area Transit	2,742,108	2,571,881	14,539,644	13,384,204	5.3	5.2	85.24%	77.80%	17.9	17.9
S. Florida Regional Transportation Authority	5,363,719	5,341,822	122,222,512	121,587,350	22.8	22.8	10.73%	10.40%	19.6	19.6
Space Coast Area Transit	2,517,701	2,377,440	20,658,257	18,850,305	8.2	7.9	58.23%	51.75%	18.4	18.4
StarMetro (Tallahassee)	3,732,277	3,701,381	11,651,149	11,418,127	3.1	3.1	56.74%	56.77%	17.3	18.0
SunRail (Central Florida Commuter Rail)	959,037	910,380	14,058,081	13,104,921	14.7	14.4	6.54%	6.07%	20.6	17.2
SunTran (Ocala)	417,920	415,762	2,336,238	2,242,744	5.6	5.4	18.90%	19.14%	17.0	17.0
Volusia County dba VOTRAN	3,487,760	3,251,840	14,333,385	13,180,744	4.1	4.1	57.38%	52.08%	18.0	18.0

The data shown in this table represent closed-out, validated numbers as of October 2017. However, it is possible that some figures may be updated in the subsequent reporting year.

# Florida Transit System Summary 2015 & 2016

## Cost Efficiency

System	Operating Expense per Revenue Mile		Operating Expense per Revenue Hour		Operating Revenue per Operating Expense		Passenger Trips per Employee FTE*	
	2015	2016	2015	2016	2015	2016	2015	2016
Bay Town Trolley	\$5.39	\$5.86	\$69.63	\$76.10	26.18%	22.74%	n/a	n/a
Broward County Transit	\$6.82	\$6.54	\$90.18	\$85.82	34.60%	35.88%	35,913	30,646
Citrus County Transit	n/a	\$3.22	n/a	\$41.28	n/a	7.35%	n/a	n/a
Clay Transit	n/a	\$1.77	n/a	\$31.56	n/a	73.87%	n/a	2,892
Collier Area Transit	\$4.59	\$4.36	\$86.17	\$79.65	24.29%	17.76%	n/a	n/a
Escambia County Area Transit	\$4.56	\$6.84	\$78.28	\$98.64	29.23%	21.33%	n/a	n/a
Gainesville Regional Transit System	\$6.06	\$6.23	\$71.02	\$73.42	66.61%	68.34%	35,516	32,515
Hernando (TransHernando Express)	\$3.26	\$3.19	\$60.09	\$60.47	17.17%	11.80%	n/a	n/a
Hillsborough Area Regional Transit	\$8.27	\$8.23	\$102.25	\$103.32	25.67%	22.98%	23,191	21,620
Indian River (GoLine)	\$2.63	\$2.77	\$51.52	\$49.07	0.45%	1.78%	n/a	n/a
Jacksonville Transportation Authority	\$8.78	\$8.93	\$120.96	\$123.66	16.09%	16.46%	18,706	18,551
Lake County Public Transp. (LakeXpress)	\$5.85	\$4.94	\$102.72	\$87.60	13.57%	6.13%	n/a	n/a
Lakeland Area Mass Transit District	\$5.52	\$7.14	\$80.65	\$110.05	17.58%	20.51%	17,192	13,365
Lee County Transit	\$5.23	\$5.29	\$84.46	\$83.77	22.55%	21.51%	20,742	18,504
LYNX Transit	\$5.26	\$5.24	\$78.85	\$79.36	32.84%	30.08%	29,180	25,878
Manatee County Area Transit	\$6.30	\$6.32	\$88.92	\$91.43	12.49%	11.95%	23,426	20,751
Martin County	\$3.76	\$2.85	\$55.94	\$53.49	3.94%	4.50%	n/a	n/a
Miami-Dade Transit	\$11.19	\$11.35	\$156.88	\$157.80	27.51%	26.54%	29,858	29,795
Okaloosa County Transit (The WAVE)	\$2.78	\$3.33	\$37.74	\$45.30	12.50%	8.69%	n/a	n/a
Palm Beach County Transportation Agency	\$7.65	\$8.14	\$115.61	\$121.06	22.29%	18.35%	22,391	19,844
Pasco County Public Transportation	\$3.31	\$3.09	\$61.02	\$48.90	19.92%	16.47%	16,344	14,004
Pinellas Suncoast Transit Authority	\$6.08	\$6.22	\$87.15	\$89.87	23.42%	21.79%	26,127	21,755
St. Johns County (Sunshine Bus)	\$1.93	\$1.81	\$41.39	\$35.76	11.26%	11.13%	n/a	n/a
St. Lucie County Council on Aging, Inc.	\$4.88	\$5.11	\$68.88	\$73.36	16.78%	13.64%	9,872	6,969
Sarasota County Area Transit	\$5.28	\$5.70	\$80.08	\$83.35	10.74%	9.51%	14,794	13,232
S. Florida Regional Transportation Authority	\$18.62	\$20.91	\$441.92	\$481.79	16.91%	15.12%	n/a	n/a
Space Coast Area Transit	\$2.62	\$2.58	\$62.92	\$61.31	23.87%	19.61%	31,153	35,156
StarMetro (Tallahassee)	\$6.85	\$6.78	\$66.38	\$69.29	40.40%	36.88%	21,526	21,695
SunRail (Central Florida Commuter Rail)	\$52.93	\$48.08	\$1,630.57	\$1,525.38	16.83%	20.88%	n/a	n/a
SunTran (Ocala)	\$5.01	\$4.72	\$78.28	\$73.91	17.51%	15.68%	n/a	n/a
Volusia County dba VOTRAN	\$5.17	\$5.13	\$81.15	\$79.79	25.47%	22.52%	24,287	20,529

\* excludes purchased transportation information

The data shown in this table represent closed-out, validated numbers as of October 2017. However, it is possible that some figures may be updated in the subsequent reporting year.

# Florida Transit System Summary 2015 & 2016

## Cost Effectiveness

System	Operating Expense per Passenger Trip		Operating Expense per Passenger Mile		Operating Expense per Capita		Farebox Recovery Ratio		Average Fare	
	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Bay Town Trolley	\$4.29	\$4.88	\$1.10	\$1.25	\$26.78	\$29.08	21.81%	19.39%	\$0.94	\$0.95
Broward County Transit	\$2.94	\$3.26	\$0.67	\$0.73	\$62.52	\$61.49	29.37%	30.22%	\$0.86	\$0.98
Citrus County Transit	n/a	\$8.81	n/a	n/a	n/a	\$18.00	n/a	5.36%	n/a	\$0.47
Clay Transit	n/a	\$9.55	n/a	\$0.59	n/a	\$2.36	n/a	8.74%	n/a	\$0.83
Collier Area Transit	\$5.54	\$5.90	\$0.75	\$0.80	\$18.71	\$17.74	18.86%	16.47%	\$1.04	\$0.97
Escambia County Area Transit	\$4.53	\$7.11	\$0.74	\$1.15	\$19.79	\$42.49	15.59%	9.64%	\$0.71	\$0.69
Gainesville Regional Transit System	\$2.10	\$2.32	\$0.80	\$0.88	\$131.20	\$137.25	63.85%	65.32%	\$1.34	\$1.52
Hernando (TransHernando Express)	\$8.04	\$10.81	\$3.24	\$4.36	\$8.54	\$10.23	8.62%	6.74%	\$0.69	\$0.73
Hillsborough Area Regional Transit	\$4.40	\$4.84	\$0.83	\$0.91	\$76.90	\$79.47	23.83%	20.91%	\$1.05	\$1.01
Indian River (GoLine)	\$2.46	\$2.48	\$0.47	\$0.49	\$24.37	\$19.99	n/a	n/a	n/a	n/a
Jacksonville Transportation Authority	\$5.92	\$6.12	\$1.07	\$1.15	\$76.51	\$77.63	14.16%	14.80%	\$0.84	\$0.91
Lake County Public Transp. (LakeXpress)	\$7.77	\$8.42	\$1.15	\$1.27	\$24.52	\$27.26	6.20%	5.79%	\$0.48	\$0.49
Lakeland Area Mass Transit District	\$4.74	\$7.51	\$0.80	\$1.21	\$20.57	\$31.39	4.42%	18.82%	\$0.21	\$1.41
Lee County Transit	\$4.40	\$4.97	\$0.82	\$0.90	\$34.54	\$34.08	19.51%	17.77%	\$0.86	\$0.88
LYNX Transit	\$3.29	\$3.62	\$0.58	\$0.68	\$47.29	\$45.51	28.29%	26.97%	\$0.93	\$0.98
Manatee County Area Transit	\$4.82	\$5.32	\$1.15	\$1.21	\$26.27	\$27.17	11.81%	10.72%	\$0.57	\$0.57
Martin County	\$22.17	\$20.95	\$2.12	\$2.62	\$5.67	\$6.70	3.94%	4.50%	\$0.87	\$0.94
Miami-Dade Transit	\$4.46	\$4.91	\$0.75	\$0.87	\$187.97	\$192.47	24.71%	22.39%	\$1.10	\$1.10
Okaloosa County Transit (The WAVE)	\$7.53	\$9.73	\$1.67	\$2.16	\$5.34	\$6.72	12.50%	8.69%	\$0.94	\$0.85
Palm Beach County Transportation Agency	\$5.16	\$6.06	\$0.80	\$1.01	\$43.84	\$46.38	19.05%	16.26%	\$0.98	\$0.99
Pasco County Public Transportation	\$5.00	\$5.60	\$0.71	\$0.87	\$9.14	\$9.41	19.92%	16.47%	\$1.00	\$0.92
Pinellas Suncoast Transit Authority	\$3.89	\$4.46	\$0.84	\$0.95	\$60.08	\$57.22	22.25%	19.77%	\$0.87	\$0.88
St. Johns County (Sunshine Bus)	\$3.47	\$3.27	\$0.42	\$0.40	\$5.19	\$4.91	11.26%	11.13%	\$0.39	\$0.36
St. Lucie County Council on Aging, Inc.	\$8.16	\$10.34	\$0.63	\$0.71	\$5.25	\$6.24	14.68%	11.06%	\$1.20	\$1.14
Sarasota County Area Transit	\$6.28	\$7.13	\$1.18	\$1.37	\$43.72	\$45.33	10.43%	8.74%	\$0.65	\$0.62
S. Florida Regional Transportation Authority	\$14.86	\$17.37	\$0.65	\$0.76	\$14.48	\$16.86	16.04%	14.14%	\$2.38	\$2.46
Space Coast Area Transit	\$2.87	\$2.98	\$0.35	\$0.38	\$13.05	\$12.45	20.98%	15.70%	\$0.60	\$0.47
StarMetro (Tallahassee)	\$3.70	\$3.97	\$1.18	\$1.29	\$85.06	\$90.61	38.24%	35.62%	\$1.41	\$1.42
SunRail (Central Florida Commuter Rail)	\$35.11	\$34.28	\$2.39	\$2.38	\$131.78	\$122.16	6.29%	6.32%	\$2.21	\$2.17
SunTran (Ocala)	\$5.90	\$5.61	\$1.06	\$1.04	\$38.14	\$36.06	13.65%	14.17%	\$0.81	\$0.79
Volusia County dba VOTRAN	\$4.00	\$4.24	\$0.97	\$1.05	\$28.22	\$27.85	20.74%	19.78%	\$0.83	\$0.84

The data shown in this table represent closed-out, validated numbers as of October 2017. However, it is possible that some figures may be updated in the subsequent reporting year.

# Florida Transit System Summary 2015 & 2016

## Service Effectiveness

System	Passenger Trips per Revenue Mile		Passenger Trips per Revenue Hour		Passenger Trips per Capita		Revenue Miles between Safety Incidents		Revenue Miles between Failures	
	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Bay Town Trolley	1.26	1.20	16.23	15.59	6.24	5.96	130,752	86,961	17,434	47,433
Broward County Transit	2.32	2.01	30.68	26.35	21.27	18.88	87,838	126,409	8,156	7,758
Citrus County Transit	n/a	0.37	n/a	4.69	n/a	2.04	n/a	n/a	n/a	n/a
Clay Transit	n/a	0.19	n/a	3.30	n/a	0.25	n/a	n/a	n/a	n/a
Collier Area Transit	0.83	0.74	15.56	13.51	3.38	3.01	440,182	263,786	42,598	57,345
Escambia County Area Transit	1.01	0.96	17.30	13.87	4.37	5.97	741,491	300,404	15,448	16,877
Gainesville Regional Transit System	2.89	2.68	33.84	31.64	62.51	59.14	236,863	401,537	9,577	10,066
Hernando (TransHernando Express)	0.41	0.30	7.48	5.59	1.06	0.95	n/a	n/a	n/a	n/a
Hillsborough Area Regional Transit	1.88	1.70	23.22	21.34	17.46	16.41	95,830	87,125	2,776	3,548
Indian River (GoLine)	1.07	1.11	20.96	19.78	9.92	8.06	666,909	519,392	266,763	148,398
Jacksonville Transportation Authority	1.48	1.46	20.45	20.19	12.93	12.68	107,729	105,744	12,739	11,117
Lake County Public Transp. (LakeXpress)	0.75	0.59	13.22	10.40	3.15	3.24	408,433	179,462	3,461	3,873
Lakeland Area Mass Transit District	1.17	0.95	17.02	14.64	4.34	4.18	387,860	343,155	2,968	3,670
Lee County Transit	1.19	1.06	19.17	16.87	7.84	6.86	137,790	112,807	27,321	24,677
LYNX Transit	1.60	1.45	23.99	21.92	14.39	12.57	166,823	173,396	14,589	13,281
Manatee County Area Transit	1.31	1.19	18.46	17.18	5.45	5.11	n/a	n/a	2,133	2,261
Martin County	0.17	0.14	2.52	2.55	0.26	0.32	n/a	n/a	16,135	31,986
Miami-Dade Transit	2.51	2.31	35.17	32.16	42.14	39.22	180,721	153,993	1,859	1,966
Okaloosa County Transit (The WAVE)	0.37	0.34	5.01	4.65	0.71	0.69	n/a	n/a	16,412	16,517
Palm Beach County Transportation Agency	1.48	1.34	22.39	19.97	8.49	7.65	105,360	85,059	3,098	3,306
Pasco County Public Transportation	0.66	0.55	12.19	8.73	1.83	1.68	262,765	482,970	7,026	10,813
Pinellas Suncoast Transit Authority	1.56	1.39	22.39	20.13	15.43	12.82	119,735	103,000	7,319	9,993
St. Johns County (Sunshine Bus)	0.56	0.55	11.94	10.94	1.50	1.50	n/a	n/a	n/a	n/a
St. Lucie County Council on Aging, Inc.	0.60	0.49	8.44	7.09	0.64	0.60	62,594	91,149	62,594	72,919
Sarasota County Area Transit	0.84	0.80	12.76	11.70	6.96	6.36	325,748	268,159	6,228	7,280
S. Florida Regional Transportation Authority	1.25	1.20	29.74	27.74	0.97	0.97	n/a	n/a	37,547	41,088
Space Coast Area Transit	0.91	0.87	21.90	20.59	4.54	4.18	275,992	161,671	49,284	53,890
StarMetro (Tallahassee)	1.85	1.71	17.94	17.44	22.99	22.80	83,977	166,921	12,441	12,765
SunRail (Central Florida Commuter Rail)	1.51	1.40	46.45	44.50	3.75	3.56	n/a	n/a	318,017	216,363
SunTran (Ocala)	0.85	0.84	13.27	13.18	6.46	6.43	n/a	n/a	5,291	5,372
Volusia County dba VOTRAN	1.29	1.21	20.28	18.84	7.05	6.57	135,067	244,270	4,480	5,563

The data shown in this table represent closed-out, validated numbers as of October 2017. However, it is possible that some figures may be updated in the subsequent reporting year.

# Florida Transit Systems' Fixed-Route Fares (as of October 2017)

System	Cash Fare		Express Fare		Transfer Fare		Daily Fare		Weekly Pass		Monthly Pass	
	Regular	Discount	Regular	Discount	Regular	Discount	Regular	Discount	Regular	Discount	Regular	Discount
Bay Town Trolley	\$1.50	\$0.75	n/a	n/a	FREE	n/a	\$4.00	n/a	n/a	n/a	\$35.00	n/a
Broward County Transit	\$2.00	\$1.00	\$2.65	\$1.30	varies	n/a	\$5.00	\$4.00	\$20.00	n/a	\$70.00	\$40-\$50
Citrus County Transit	\$1.00	FREE	n/a	n/a	n/a	n/a	\$2.00	n/a	n/a	n/a	\$35.00	n/a
Clay Transit	\$1.00	\$0.50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	\$25.00	n/a
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
City of Ft. Lauderdale (SunTrolley)	FREE	FREE	FREE	FREE	FREE	FREE	FREE	FREE	FREE	FREE	FREE	FREE
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 (TransHernando Express)	\$1.25	\$0.60	n/a	n/a	\$0.50	n/a	n/a	n/a	n/a	n/a	\$25.00	\$12.50
Hillsborough Area Regional Transit	\$2.00	\$1.00	\$3.00	\$1.50	n/a	n/a	\$4.00	\$2.00	n/a	n/a	\$65.00	\$32.50
Indian River (GoLine)	FREE	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Jacksonville Transportation Authority	\$1.50	\$0.75*	\$2.00	\$1.50	n/a	n/a	\$4.00	\$1.50	\$16.00	n/a	\$50.00	\$30.00
Lake County Public Transp. (LakeXpress)	\$1.00	\$0.50	n/a	n/a	FREE	n/a	\$3.00	\$1.50	n/a	n/a	\$30.00	\$15.00
Lakeland Area Mass Transit District	\$1.50	\$0.75**	n/a	n/a	n/a	n/a	\$3.00	\$1.50**	\$12.00	n/a	\$47.00	n/a
Lee County Transit	\$1.50	\$0.75	n/a	n/a	n/a	n/a	\$4.00	n/a	\$15.00	\$11.00	\$40.00	\$23.00
LYNX Transit	\$2.00	\$1.00	\$6.50	\$3.25	FREE	n/a	\$4.50	\$2.25	\$16.00	\$8.00	\$50.00	\$25.00
Manatee County Area Transit	\$1.50	\$0.75*	n/a	n/a	n/a	n/a	\$4.00	\$2.00	\$12.00	\$6.00	\$40.00	\$20.00
Martin County	\$1.50	n/a	\$2.00	n/a	n/a	n/a	\$3.00	n/a	n/a	n/a	n/a	n/a
Miami-Dade Transit	\$2.25	\$1.10*	\$2.65	\$1.30	varies	varies	\$5.65	\$2.80	\$29.25	\$14.60	\$112.50	\$56.25
Okaloosa County Transit (The WAVE)	\$1.50	\$0.75	\$2.00	\$1.00	FREE	n/a	n/a	n/a	n/a	n/a	\$30.00	\$15.00
Palm Beach County Transportation Agency	\$2.00	\$1.00	n/a	n/a	varies	n/a	\$5.00	\$3.50	n/a	n/a	\$70.00	\$55.00
Pasco County Public Transportation	\$1.50	\$0.75	n/a	n/a	n/a	n/a	\$3.75	\$1.85	n/a	n/a	\$37.50	\$18.75
Pinellas Suncoast Transit Authority	\$2.25	\$1.10**	\$3.00	\$1.50	n/a	n/a	\$5.00	\$2.50	\$25.00	12.5	\$70.00	\$35.00
St. Johns County (Sunshine Bus)	\$1.00	\$0.50	n/a	n/a	n/a	n/a	\$2.00	\$1.00	n/a	n/a	\$30.00	\$15.00
St. Lucie 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	\$1.50	\$0.75	n/a	n/a	FREE	n/a	n/a	n/a	n/a	n/a	\$42.00	\$21.00
StarMetro (Tallahassee)	\$1.25	\$0.60	n/a	n/a	FREE	n/a	\$3.00	n/a	\$10.00	\$7.50	\$38.00	\$19.00
SunTran (Ocala)	\$1.50	\$0.75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	\$45.00	\$23.00
Volusia County dba VOTRAN	\$1.75	\$0.85	n/a	n/a	n/a	n/a	\$3.75	\$1.85	\$13.00	\$6.50	\$46.00	\$23.00
S. Florida Regional Transportation Authority	Tiered fare system ranging from \$2.50 to \$6.90 for one-way trips, depending on number of zones traveled.						\$5.00	\$2.50	n/a	n/a	\$145.00	\$72.50
SunRail (Central Florida Commuter Rail)	Tiered fare system ranging from \$2.00 to \$5.00 for one-way trips, depending on number of zones traveled.						n/a	n/a	\$17.00 - \$34.00	\$8.50 - \$17.00	\$56.00 - \$112.00	\$28.00 - \$56.00

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

\*\* For students, Lakeland, Polk, and Pinellas have a separate discounted cash fare (\$1.25). Lakeland and Polk have a separate daily discounted fare for students (\$2.50).

# Glossary of Terms

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

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

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

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

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

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

**Deviated Fixed Route Service:** Transit service that operates along a fixed alignment or path at generally fixed times, but may deviate from the route alignment to collect or drop off passengers who have requested the deviation.

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

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

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

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

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

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

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

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

#### GENERAL INFORMATION

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

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

**Service Area Population:** A measure of access to transit service in terms of population served. The reporting transit agency determines the service area boundaries and population for most transit services using the definitions contained in the Americans with Disabilities Act of 1990 (ADA). This measure is reported at the system level, not by mode operated.

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

#### SERVICE SUPPLIED

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

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

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

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

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

#### SERVICE USAGE

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

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

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

#### QUALITY OF SERVICE

**Resident Access to Transit:** Provides the percentage of the population within a half-mile of fixed-route transit. This measure provides refined information compared to what is currently available in the NTD. For example, this measure provides a slightly narrower definition of access than the NTD service area definition which is a three-quarter-mile buffer around fixed routes. In addition, many of the Florida transit agencies that report in the urban NTD report their county populations as their service areas because they also offer county-wide demand-response service in addition to fixed-route services, and service area population is reported by system, not mode, in the NTD. Geographic Information Systems (GIS) were used along with General Transit Feed Specification (GTFS) data and data available from the American Community Survey (ACS) to compute this measure.

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

#### COST EFFICIENCY

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

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

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

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

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

#### *COST EFFECTIVENESS*

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

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

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

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

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

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

#### *SERVICE EFFECTIVENESS*

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

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

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

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

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

**Revenue Vehicle System Failures:** Total number of failures that occur during revenue service, deadheading, and layovers. A failure is classified as the breakdown of either a major or minor element of the revenue vehicle's mechanical system.

**Safety Incident:** A collision, derailment, fire, hazardous material spill, act of nature, evacuation, or an event not otherwise classified occurring on transit right-of-way, in a transit revenue facility, in a transit maintenance facility, or involving a transit revenue vehicle and meeting established NTD thresholds.

# FDOT District Offices Modal Development (OMD)

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

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

District	District Phone	Transit Agencies
1	(863) 519-2300 1-800-292-3368	Collier Area Transit; Lakeland Area Mass Transit District (CitrusConnection); Lee County Transit (LeeTran); Manatee County Area Transit (MCAT); Sarasota County Area Transit (SCAT); Polk County Transit Services
2	(904) 360-5457 1-800-207-8236	Clay Transit; Jacksonville Transportation Authority (JTA); Regional Transit System (RTS, Gainesville); St. Johns County (The Sunshine Bus Co.)
3	(850) 330-1205 1-888-638-0250	Escambia County Area Transit (ECAT); Okaloosa County (EC Rider), Bay County TPO (Bay Town Trolley); City of Tallahassee (StarMetro)
4	(954) 777-4110 1-866-336-8435	Broward County Transit (BCT); Palm Beach County (Palm Tran); Council on Aging of St. Lucie, Inc.; Indian River County; Martin County; South Florida Regional Transportation Authority (Tri-Rail)
5	(386) 943-5479 1-800-780-7102	Central Florida RTA(Lynx); Space Coast Area Transit; Volusia County (Votran); Ocala (SunTran); Lake County (LakeXpress); SunRail (FL Department of Transportation)
6	(305) 470-5349 1-800-435-2368	Miami-Dade Transit (MDT); South Florida Regional Transportation Authority (Tri-Rail)
7	(813) 975-6060 1-800-226-7220	Citrus County Transit; Hillsborough Area Regional Transit Authority (HART); Pinellas Suncoast Transit Authority (PSTA); Pasco County Public Transportation; THE Bus (Hernando County Transit)

