

2014 Florida Transit Handbook



Prepared for

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



OFFICE OF FREIGHT, LOGISTICS & PASSENGER OPERATIONS

PUBLIC TRANSIT IN FLORIDA

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

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

This Handbook provides a synopsis of FDOT's transit resources, a profile of Florida's transit systems, and a snapshot of their performance in 2013. Although there are rural and urban transit systems in Florida, the focus of this handbook is on Florida's urban fixed-route transit systems. Information about Florida's demand-response transit systems can be obtained from the Annual Operations Report published by Florida's Commission for the Transportation Disadvantaged. In 2013, 29 of Florida's 30 fixed-route transit systems (including bus, rail, and vanpool modes) and 2 other separate vanpool services provided transportation for more than 278 million trips.*

FDOT Mission

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

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

**Key West Transit also operates fixed routes, but is classified as a rural system and does not report to NTD.*

FLORIDA TRANSIT HANDBOOK

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

FDOT Public Transit Office

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

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

Transit Planning

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

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

Grants Administration and Commuter Assistance

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

Transit Operations and Safety

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

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

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

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

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

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

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

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

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

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

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

Commuter Assistance Program
www.commuterservices.com

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

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

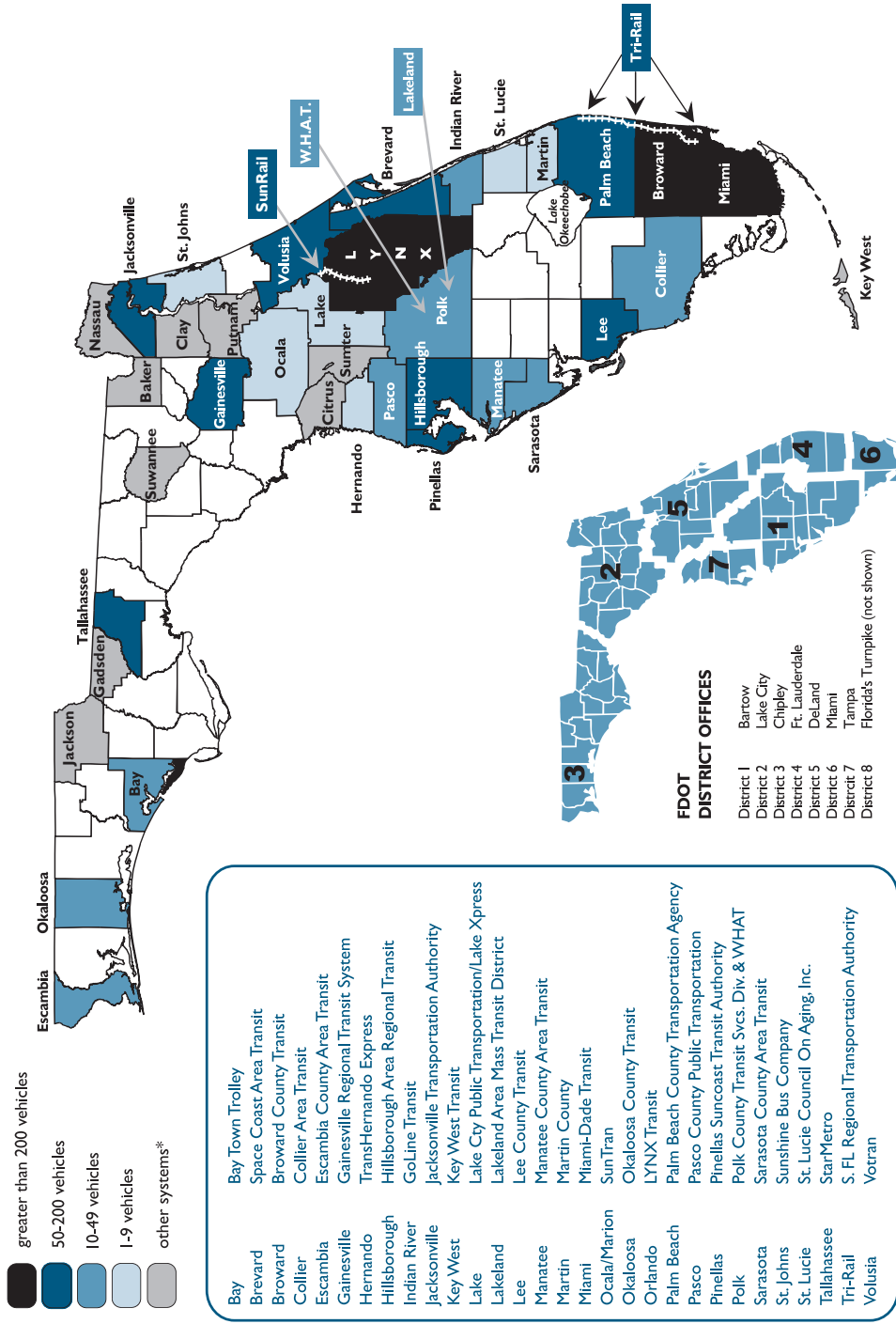
FDOT District Offices of Modal Development (OMD)

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

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

District	District Address and Phone Number	Transit Agencies
1	801 N. Broadway Ave., Bartow, FL 33830 Phone: (863) 519-2300 1-800-292-3368	Collier Area Transit; Lakeland Area Mass Transit District (Citrus Connection); Lee County Transit (LeeTran); Manatee County Area Transit (MCAT); Sarasota County Area Transit (SCAT); Polk County Transit Services; Winter Haven Area Transit (WHAT)
2	2198 Edison Ave., Jacksonville, FL 32204-2730 Phone: (904) 360-5457, 1-800-207-8236	Jacksonville Transportation Authority (JTA); Regional Transit System (RTS, Gainesville); St. Johns County (Sunshine Bus)
3	Highway 90 East, Chipley, FL 32428-0607 Phone: (850) 330-1205, 1-888-638-0250	Escambia County Area Transit (ECAT); Okaloosa County (The Wave), Bay County TPO (Bay Town Trolley); City of Tallahassee (StarMetro)
4	3400 W. Commercial Blvd. Ft. Lauderdale, FL 33309 Phone: (954) 777-4110, 1-866-336-8435	Broward County Transit (BCT); Palm Beach County (Palm Tran); St. Lucie Council on Aging; Indian River County; Martin County; South Florida Regional Transportation Authority (Tri-Rail)
5	719 South Woodland Blvd., Deland, FL 32720 Phone: (386) 943-5479, 1-800-780-7102	Central Florida RTA (Lynx); Space Coast Area Transit; Volusia County (Votran); Ocala (Sun Tran); Lake County (LakeXpress)
6	1000 NW 111th Ave., Miami, FL 33172 Phone: (305) 470-5349, 1-800-435-2368	Miami-Dade Transit (MDT); South Florida Regional Transportation Authority (Tri-Rail); Key West Transit.
7	11201 N. McKinley Drive, Tampa, FL 33612-6403 Phone: (813) 975-6060, 1-800-226-7220	Hillsborough Area Regional Transit Authority (HART); Pinellas Suncoast Transit Authority (PSTA); Pasco County Public Transportation; TransHernando (THE Bus)

Florida Fixed-Route Systems



* Key West Transit is classified as a rural system and does not report to NTD. Baker Council on Aging, Clay Transit, Big Bend Transit (Gadsden County), Citrus County Transit, JTrans (Jackson County), Nassau County Council on Aging, Putnam County Transit, Suwannee Valley Transit Authority, and Sumter County Transit are deviated-route systems and do not report in the urban NTD.

Florida's Transit Systems

In 2013, there were 29 urban fixed-route systems operating in Florida that reported to the National Transit Database (NTD). Four of these systems operated some form of fixed guideway mode. The South Florida Regional Transportation Authority provides regional rail service (Tri-Rail) between Palm Beach, Broward, and Miami-Dade Counties. Miami-Dade Transit operates a heavy rail system (Metrorail) and an automated guideway system (Metromover). Jacksonville Transportation Authority operates an automated guideway system (Skyway Express). Hillsborough Area Regional Transit Authority operates a light rail (TECO Line Streetcar) system.

There is one additional fixed-route transit system in Florida that did not report NTD data in 2013, Key West Transit. Baker Council on Aging, Clay Transit, Big Bend Transit (Gadsden County), Citrus County Transit, JTrans (Jackson County), Nassau County Council on Aging, Putnam County Transit, Suwannee Valley Transit Authority, and Sumter County Transit operate deviated routes, but are not classified by the Federal Transit Administration as urban systems and therefore are not required to report to the NTD.

To meet their service objectives, transit agencies across the United States and Florida sometimes find it necessary to contract the operation of portions of their services to private operators. In 2013, 14 of Florida's transit systems, Bay Town Trolley, Broward County Transit, Collier Area Transit, Escambia County, Hernando (TransHernando Express), Lake County, LYNX (Central Florida Regional Transit Authority), Martin County, Miami-Dade Transit, Okaloosa County, Pinellas Suncoast Transit Authority, St. Johns County (Sunshine Bus), the South Florida Regional Transportation Authority, and SunTran in the City of Ocala contracted for all or part of their regular fixed-route motorbus service.

During 2013, Florida's transit agencies ranged in size from the four-vehicle systems in Hernando and Martin Counties to the 1,029-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 2013. The map on the previous page shows the location and size of the transit agencies included in this edition of the Handbook, and the following pages contain brief profiles of each of the agencies. Each profile provides contact information and summarizes NTD information. System total data (for bus, rail, and vanpool modes) are shown except where noted. The first profile represents Florida's fixed-route total information. Following the profiles are data summarizing trends from 2012 to 2013 for each system. After the summary tables is a page summarizing all of the system's fare structures as of August 2014. More information on public transit in Florida can be found at the following website: www.dot.state.fl.us/transit.

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

Florida's Transit Systems—2012 and 2013 Statewide Totals



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

In 2013, 29 fixed-route transit systems in Florida reported ridership and other data. In addition, four systems operate at least one rail mode. The data shown below and on the following pages represent fixed-route bus, rail services, and vanpool services only (excludes demand-response service) for 2012 and 2013 from the National Transit Database. The data shown below represent closed-out, validated numbers as of September 2014. However, it is possible that some figures may be updated in the subsequent reporting year. Please see pages 8 and 9 of this Handbook for more information on Florida's transit systems.

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

General Information	2012	2013
Service Area Population	15,397,574	15,502,013
Service Area Population Density	1,168.5	1,177.4
Operating Expense	\$1,013,474,799	\$1,041,240,791
Operating Revenue	\$288,421,544	\$294,720,226
Service Supplied		
Total Annual Revenue Miles	137,682,541	140,536,774
Total Annual Revenue Hours	9,356,804	9,611,487
Total Revenue Vehicles	3,768	3,886
Peak Vehicles	2,967	3,047
Route Miles	15,051.7	15,490.0
Service Usage		
Annual Passenger Trips	270,249,227	278,224,986
Annual Passenger Miles	1,534,763,154	1,581,601,483
Average Trip Length	5.7	5.7
Quality of Service		
Average Headway (minutes)	25.34	25.83
Weekday Span of Service (hours)	16.6	16.6
Cost Efficiency		
Operating Expense per Revenue Mile	\$7.36	\$7.41
Operating Expense per Revenue Hour	\$108.31	\$108.33
Operating Revenue per Operating Expense	28.46%	28.30%
Passenger Trips per Employee FTE	30,833	30,991
Cost Effectiveness		
Operating Expense per Passenger Trip	\$3.75	\$3.74
Operating Expense per Passenger Mile	\$0.66	\$0.66
Operating Expense per Capita	\$65.82	\$67.17
Farebox Recovery Ratio	25.86%	26.06%
Average Fare	\$0.97	\$0.98
Service Effectiveness		
Passenger Trips per Revenue Mile	1.96	1.98
Passenger Trips per Revenue Hour	28.88	28.95
Passenger Trips per Capita	17.55	17.95
Revenue Miles Between Safety Incidents	156,457	155,633
Revenue Miles Between Failures	4,950	4,438

Bay Town Trolley

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



Bay Town Trolley provides deviated fixed-route service in the Panama City Urbanized area and Bay Area Transportation provides demand-response service throughout Bay County. The Bay County Transportation Planning Organization (TPO) governs both services, contracting with Santa Ynez Valley Transportation Services, LLC for the operation of the Bay Town Trolley and Tri County Community Council for the operation of Bay Area Transportation. Data representing the Bay Town Trolley's motorbus service for 2012 and 2013 are shown below.

General Information	2012	2013
Service Area Population	105,192	105,192
Service Area Population Density	1,813.7	1,813.7
Operating Expense	\$3,063,969	\$2,862,428
Operating Revenue	\$686,514	\$562,733
Service Supplied		
Total Annual Revenue Miles	573,714	573,636
Total Annual Revenue Hours	35,105	40,460
Total Revenue Vehicles	27	27
Peak Vehicles	14	11
Route Miles	158.0	142.0
Service Usage		
Annual Passenger Trips	774,384	721,789
Annual Passenger Miles	3,861,896	3,862,467
Average Trip Length	5.0	5.4
Quality of Service		
Average Headway (minutes)	41.43	54.63
Weekday Span of Service (hours)	14.5	14.5
Cost Efficiency		
Operating Expense per Revenue Mile	\$5.34	\$4.99
Operating Expense per Revenue Hour	\$87.28	\$70.75
Operating Revenue per Operating Expense	22.41%	19.66%
Passenger Trips per Employee FTE	n/a	n/a
Cost Effectiveness		
Operating Expense per Passenger Trip	\$3.96	\$3.97
Operating Expense per Passenger Mile	\$0.79	\$0.74
Operating Expense per Capita	\$29.13	\$27.21
Farebox Recovery Ratio	17.57%	19.66%
Average Fare	\$0.70	\$0.78
Service Effectiveness		
Passenger Trips per Revenue Mile	1.35	1.26
Passenger Trips per Revenue Hour	22.06	17.84
Passenger Trips per Capita	7.36	6.86
Revenue Miles Between Safety Incidents	57,371	81,948
Revenue Miles Between Failures	7,083	7,967

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



Broward County Transit is an agency of Broward County government responsible for operating a fixed-route motorbus service with several routes connecting with Palm Tran (in Palm Beach County), Miami-Dade Transit, and Tri-Rail (commuter rail service). In addition to fixed-route bus service, BCT also partners with many municipalities within the county to provide Community Bus service and offers contracted paratransit service. BCT and Broward Community Bus data for the years 2012 and 2013 are provided below.

	2012	2013
General Information		
Service Area Population	1,780,172	1,815,137
Service Area Population Density	4,341.9	4,427.2
Operating Expense	\$103,720,083	\$110,171,010
Operating Revenue	\$37,232,692	\$35,236,699
Service Supplied		
Total Annual Revenue Miles	15,873,107	16,570,917
Total Annual Revenue Hours	1,153,265	1,189,576
Total Revenue Vehicles	399	398
Peak Vehicles	320	328
Route Miles	1,751.9	1,799.6
Service Usage		
Annual Passenger Trips	40,288,678	40,850,926
Annual Passenger Miles	189,265,491	196,484,727
Average Trip Length	4.7	4.8
Quality of Service		
Average Headway (minutes)	23.87	23.63
Weekday Span of Service (hours)	19.9	20.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$6.53	\$6.65
Operating Expense per Revenue Hour	\$89.94	\$92.61
Operating Revenue per Operating Expense	35.90%	31.98%
Passenger Trips per Employee FTE	38,837	38,547
Cost Effectiveness		
Operating Expense per Passenger Trip	\$2.57	\$2.70
Operating Expense per Passenger Mile	\$0.55	\$0.56
Operating Expense per Capita	\$58.26	\$60.70
Farebox Recovery Ratio	32.03%	30.82%
Average Fare	\$0.82	\$0.83
Service Effectiveness		
Passenger Trips per Revenue Mile	2.54	2.47
Passenger Trips per Revenue Hour	34.93	34.34
Passenger Trips per Capita	22.63	22.51
Revenue Miles Between Safety Incidents	119,347	164,068
Revenue Miles Between Failures	21,596	19,657

Collier Area Transit (CAT)

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



Collier Area Transit began operating service in February 2001. The General Manager of CAT reports to the Director of the Alternative Transportation Modes Department of Collier County Transportation, which is governed by the Collier County Board of County Commissioners. CAT provides fixed-route service in Collier County. Demand-response services are provided by Collier Area Paratransit. The data below represent CAT's 2012 and 2013 fixed-route purchased motorbus services.

	2012	2013
General Information		
Service Area Population	323,785	323,785
Service Area Population Density	162.1	162.1
Operating Expense	\$5,779,387	\$5,670,517
Operating Revenue	\$1,195,029	\$1,247,262
Service Supplied		
Total Annual Revenue Miles	1,231,778	1,226,155
Total Annual Revenue Hours	67,318	67,011
Total Revenue Vehicles	23	23
Peak Vehicles	16	16
Route Miles	378.5	378.5
Service Usage		
Annual Passenger Trips	1,207,866	1,361,294
Annual Passenger Miles	10,146,075	11,434,870
Average Trip Length	8.4	8.4
Quality of Service		
Average Headway (minutes)	77.57	77.57
Weekday Span of Service (hours)	16.5	16.5
Cost Efficiency		
Operating Expense per Revenue Mile	\$4.69	\$4.62
Operating Expense per Revenue Hour	\$85.85	\$84.62
Operating Revenue per Operating Expense	20.68%	22.00%
Passenger Trips per Employee FTE	n/a	n/a
Cost Effectiveness		
Operating Expense per Passenger Trip	\$4.78	\$4.17
Operating Expense per Passenger Mile	\$0.57	\$0.50
Operating Expense per Capita	\$17.85	\$17.51
Farebox Recovery Ratio	20.68%	21.04%
Average Fare	\$0.99	\$0.88
Service Effectiveness		
Passenger Trips per Revenue Mile	0.98	1.11
Passenger Trips per Revenue Hour	17.94	20.31
Passenger Trips per Capita	3.73	4.20
Revenue Miles Between Safety Incidents	102,648	613,078
Revenue Miles Between Failures	15,997	22,707

Escambia County Area Transit (ECAT)

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



Escambia County Area Transit is a department of the county government. A five-member elected Board of County Commissioners governs the department. In addition to providing purchased fixed-route motorbus service, ECAT contracts to provide demand-response transportation services. 2012 and 2013 motorbus data for ECAT are shown below. *If an agency has zero safety incidents, their revenue miles between safety incidents is n/a. If an agency has one safety incident, their revenue miles between safety incidents is equal to their reported revenue miles.*

	2012	2013
General Information		
Service Area Population	341,765	341,765
Service Area Population Density	1,448.2	1,448.2
Operating Expense	\$8,126,624	\$8,276,841
Operating Revenue	\$1,775,037	\$1,875,371
Service Supplied		
Total Annual Revenue Miles	1,451,900	1,508,510
Total Annual Revenue Hours	104,760	109,400
Total Revenue Vehicles	45	45
Peak Vehicles	31	31
Route Miles	312.0	315.0
Service Usage		
Annual Passenger Trips	1,473,412	1,558,734
Annual Passenger Miles	7,844,630	8,299,619
Average Trip Length	5.3	5.3
Quality of Service		
Average Headway (minutes)	43.57	44.21
Weekday Span of Service (hours)	14.2	14.2
Cost Efficiency		
Operating Expense per Revenue Mile	\$5.60	\$5.49
Operating Expense per Revenue Hour	\$77.57	\$75.66
Operating Revenue per Operating Expense	21.84%	22.66%
Passenger Trips per Employee FTE	n/a	n/a
Cost Effectiveness		
Operating Expense per Passenger Trip	\$5.52	\$5.31
Operating Expense per Passenger Mile	\$1.04	\$1.00
Operating Expense per Capita	\$23.78	\$24.22
Farebox Recovery Ratio	21.34%	22.25%
Average Fare	\$1.18	\$1.18
Service Effectiveness		
Passenger Trips per Revenue Mile	1.01	1.03
Passenger Trips per Revenue Hour	14.06	14.25
Passenger Trips per Capita	4.31	4.56
Revenue Miles Between Safety Incidents	1,451,900	754,255
Revenue Miles Between Failures	10,755	14,789

Gainesville Regional Transit System

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



The Regional Transit System (RTS) is a department of the City of Gainesville. An elected seven-member Commission governs the RTS. The Commission receives input from an advisory board comprised of citizens from the community. The RTS serves the City of Gainesville and parts of Alachua County with fixed-route motorbus service and contracts to provide demand-response transportation services throughout the City of Gainesville and up to three-quarters of a mile beyond its fixed-route network. The data shown below represent fixed-route motorbus data for RTS in 2012 and 2013.

General Information	2012	2013
Service Area Population	160,000	160,000
Service Area Population Density	2,105.3	2,105.3
Operating Expense	\$20,684,101	\$21,416,671
Operating Revenue	\$17,686,401	\$14,181,638
Service Supplied		
Total Annual Revenue Miles	3,297,766	3,317,239
Total Annual Revenue Hours	288,112	290,802
Total Revenue Vehicles	116	123
Peak Vehicles	97	103
Route Miles	231.7	234.3
Service Usage		
Annual Passenger Trips	10,652,169	10,832,674
Annual Passenger Miles	26,097,814	26,540,051
Average Trip Length	2.4	2.4
Quality of Service		
Average Headway (minutes)	12.52	11.96
Weekday Span of Service (hours)	21.1	22.5
Cost Efficiency		
Operating Expense per Revenue Mile	\$6.27	\$6.46
Operating Expense per Revenue Hour	\$71.79	\$73.65
Operating Revenue per Operating Expense	85.51%	66.22%
Passenger Trips per Employee FTE	43,246	41,721
Cost Effectiveness		
Operating Expense per Passenger Trip	\$1.94	\$1.98
Operating Expense per Passenger Mile	\$0.79	\$0.81
Operating Expense per Capita	\$129.28	\$133.85
Farebox Recovery Ratio	60.27%	63.08%
Average Fare	\$1.17	\$1.25
Service Effectiveness		
Passenger Trips per Revenue Mile	3.23	3.27
Passenger Trips per Revenue Hour	36.97	37.25
Passenger Trips per Capita	66.58	67.70
Revenue Miles Between Safety Incidents	471,109	473,891
Revenue Miles Between Failures	7,280	8,484

Hernando (TransHernando Express)

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

www.hernanobus.com



The County contracts with Trans-Hernando, a division of Mid Florida Community Services, Inc., to operate THE Bus, Hernando County's fixed-route transportation service. Trans-Hernando reports to the Metropolitan Planning Organization and a five-member Board of County Commissioners. The transit system provides fixed-route transit service to the city of Brooksville and Spring Hill, with a shuttle connecting the two areas. Trans-Hernando Para-Transit also provides demand-response service throughout Hernando County. 2012 and 2013 data representing THE Bus's fixed-route motorbus service are shown below. The County received a reporting waiver from FTA in 2013 and did not report passenger miles. Passenger miles for 2013 were estimated using average trip length from 2012 and passenger trips from 2013.

General Information	2012	2013
Service Area Population	86,848	86,848
Service Area Population Density	1,378.5	1,378.5
Operating Expense	\$761,406	\$810,769
Operating Revenue	\$63,332	\$119,002
Service Supplied		
Total Annual Revenue Miles	168,248	206,983
Total Annual Revenue Hours	9,604	11,613
Total Revenue Vehicles	5	8
Peak Vehicles	4	4
Route Miles	60.2	60.2
Service Usage		
Annual Passenger Trips	72,406	82,770
Annual Passenger Miles	456,158	521,451
Average Trip Length	6.3	6.3
Quality of Service		
Average Headway (minutes)	51.55	50.66
Weekday Span of Service (hours)	12.5	12.5
Cost Efficiency		
Operating Expense per Revenue Mile	\$4.53	\$3.92
Operating Expense per Revenue Hour	\$79.28	\$69.82
Operating Revenue per Operating Expense	8.32%	14.68%
Passenger Trips per Employee FTE	n/a	n/a
Cost Effectiveness		
Operating Expense per Passenger Trip	\$10.52	\$9.80
Operating Expense per Passenger Mile	\$1.67	\$1.55
Operating Expense per Capita	\$8.77	\$9.34
Farebox Recovery Ratio	6.78%	7.32%
Average Fare	\$0.71	\$0.72
Service Effectiveness		
Passenger Trips per Revenue Mile	0.43	0.40
Passenger Trips per Revenue Hour	7.54	7.13
Passenger Trips per Capita	0.83	0.95
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	n/a	n/a

Hillsborough Area Regional Transit Authority (HART)

Ms. Katharine Eagan, Chief Executive Officer
 1201 E. 7th Avenue, Tampa, FL 33605
 (813) 623-5835
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. 2012 and 2013 data for HART's fixed-route services are shown below.

	2012	2013
General Information		
Service Area Population	822,404	822,404
Service Area Population Density	3,384.4	3,384.4
Operating Expense	\$56,703,234	\$60,097,076
Operating Revenue	\$14,955,896	\$15,897,203
Service Supplied		
Total Annual Revenue Miles	7,545,237	7,665,538
Total Annual Revenue Hours	598,785	615,280
Total Revenue Vehicles	218	224
Peak Vehicles	156	161
Route Miles	984.9	1,024.3
Service Usage		
Annual Passenger Trips	14,620,857	15,028,441
Annual Passenger Miles	73,540,467	74,236,765
Average Trip Length	5.0	4.9
Quality of Service		
Average Headway (minutes)	30.06	30.64
Weekday Span of Service (hours)	21.3	21.3
Cost Efficiency		
Operating Expense per Revenue Mile	\$7.52	\$7.84
Operating Expense per Revenue Hour	\$94.70	\$97.67
Operating Revenue per Operating Expense	26.38%	26.45%
Passenger Trips per Employee FTE	24,859	24,250
Cost Effectiveness		
Operating Expense per Passenger Trip	\$3.88	\$4.00
Operating Expense per Passenger Mile	\$0.77	\$0.81
Operating Expense per Capita	\$68.95	\$73.07
Farebox Recovery Ratio	24.34%	24.97%
Average Fare	\$0.94	\$1.00
Service Effectiveness		
Passenger Trips per Revenue Mile	1.94	1.96
Passenger Trips per Revenue Hour	24.42	24.43
Passenger Trips per Capita	17.78	18.27
Revenue Miles Between Safety Incidents	95,509	105,007
Revenue Miles Between Failures	4,745	3,293

Indian River (GoLine)

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



Senior Resource Association operates as the Transit Element of Indian River County, in a quasi-governmental status under the five-member elected Board of County Commissioners. It is governed by a volunteer Board of Directors. 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 2012 and 2013 motorbus services.

	2012	2013
General Information		
Service Area Population	143,696	143,696
Service Area Population Density	665.3	665.3
Operating Expense	\$2,074,312	\$1,930,451
Operating Revenue	\$71,353	\$22,356
Service Supplied		
Total Annual Revenue Miles	784,926	812,940
Total Annual Revenue Hours	40,885	48,232
Total Revenue Vehicles	19	23
Peak Vehicles	15	15
Route Miles	277.0	314.0
Service Usage		
Annual Passenger Trips	1,063,465	1,065,108
Annual Passenger Miles	5,051,459	5,261,634
Average Trip Length	4.8	4.9
Quality of Service		
Average Headway (minutes)	57.71	74.52
Weekday Span of Service (hours)	10.0	10.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$2.64	\$2.37
Operating Expense per Revenue Hour	\$50.74	\$40.02
Operating Revenue per Operating Expense	3.44%	1.16%
Passenger Trips per Employee FTE	31,137	39,261
Cost Effectiveness		
Operating Expense per Passenger Trip	\$1.95	\$1.81
Operating Expense per Passenger Mile	\$0.41	\$0.37
Operating Expense per Capita	\$14.44	\$13.43
Farebox Recovery Ratio	n/a	n/a
Average Fare	n/a	n/a
Service Effectiveness		
Passenger Trips per Revenue Mile	1.35	1.31
Passenger Trips per Revenue Hour	26.01	22.08
Passenger Trips per Capita	7.40	7.41
Revenue Miles Between Safety Incidents	261,642	162,588
Revenue Miles Between Failures	112,132	16,936

Jacksonville Transportation Authority (JTA)

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



Jacksonville Transportation Authority is an independent authority that is governed by a seven-member, appointed Board of Directors. The Jacksonville system provides its services within Duval County and northern Clay County (Orange Park). JTA transportation services include fixed-route motorbus, automated guideway (Skyway Express), and demand-response. The data below represent JTA's 2012 and 2013 fixed-route services (motorbus and automated guideway).

General Information	2012	2013
Service Area Population	838,815	827,481
Service Area Population Density	1,893.5	1,915.5
Operating Expense	\$68,952,345	\$69,271,094
Operating Revenue	\$12,858,024	\$12,725,182
Service Supplied		
Total Annual Revenue Miles	9,018,194	8,945,282
Total Annual Revenue Hours	618,874	612,287
Total Revenue Vehicles	184	182
Peak Vehicles	145	143
Route Miles	977.7	1,110.4
Service Usage		
Annual Passenger Trips	12,318,052	12,299,409
Annual Passenger Miles	70,826,923	74,615,327
Average Trip Length	5.7	6.1
Quality of Service		
Average Headway (minutes)	27.76	31.89
Weekday Span of Service (hours)	21.6	21.5
Cost Efficiency		
Operating Expense per Revenue Mile	\$7.65	\$7.74
Operating Expense per Revenue Hour	\$111.42	\$113.14
Operating Revenue per Operating Expense	18.65%	18.37%
Passenger Trips per Employee FTE	19,114	19,736
Cost Effectiveness		
Operating Expense per Passenger Trip	\$5.60	\$5.63
Operating Expense per Passenger Mile	\$0.97	\$0.93
Operating Expense per Capita	\$82.20	\$83.71
Farebox Recovery Ratio	16.93%	16.46%
Average Fare	\$0.95	\$0.93
Service Effectiveness		
Passenger Trips per Revenue Mile	1.37	1.37
Passenger Trips per Revenue Hour	19.90	20.09
Passenger Trips per Capita	14.69	14.86
Revenue Miles Between Safety Incidents	155,486	104,015
Revenue Miles Between Failures	12,056	21,712

Lake County Public Transportation (LakeXpress)

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



LakeXpress is a newer Florida transit agency under the Lake County Board of County Commissioners. The County contracts with MV Transportation to operate the service. Services provided include fixed-route LakeXpress and the Lake County Connection for demand-response service. LakeXpress was started in May 2007 and the County has served as the Community Transportation Coordinator since 2001. Data for 2012 and 2013 are shown below.

General Information	2012	2013
Service Area Population	97,497	97,497
Service Area Population Density	1,373.2	1,373.2
Operating Expense	\$1,790,832	\$2,188,413
Operating Revenue	\$183,229	\$208,414
Service Supplied		
Total Annual Revenue Miles	408,064	406,322
Total Annual Revenue Hours	23,147	23,210
Total Revenue Vehicles	13	14
Peak Vehicles	7	7
Route Miles	143.1	146.1
Service Usage		
Annual Passenger Trips	296,969	312,591
Annual Passenger Miles	2,117,389	2,095,697
Average Trip Length	7.1	6.7
Quality of Service		
Average Headway (minutes)	69.58	71.53
Weekday Span of Service (hours)	13.8	13.8
Cost Efficiency		
Operating Expense per Revenue Mile	\$4.39	\$5.39
Operating Expense per Revenue Hour	\$77.37	\$94.29
Operating Revenue per Operating Expense	10.23%	9.52%
Passenger Trips per Employee FTE	n/a	n/a
Cost Effectiveness		
Operating Expense per Passenger Trip	\$6.03	\$7.00
Operating Expense per Passenger Mile	\$0.85	\$1.04
Operating Expense per Capita	\$18.37	\$22.45
Farebox Recovery Ratio	9.16%	6.97%
Average Fare	\$0.55	\$0.49
Service Effectiveness		
Passenger Trips per Revenue Mile	0.73	0.77
Passenger Trips per Revenue Hour	12.83	13.47
Passenger Trips per Capita	3.05	3.21
Revenue Miles Between Safety Incidents	136,021	203,161
Revenue Miles Between Failures	4,916	893

Lakeland Area Mass Transit District (Citrus Connection)

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



Lakeland Area Mass Transit District is an independent district governed by a five-member Board of Directors. The District serves the greater Lakeland area via fixed-route motorbus services (Citrus Connection) and demand-response services. The data below represent 2012 and 2013 motorbus data. *If an agency has zero safety incidents, their revenue miles between safety incidents is n/a. If an agency has one safety incident, their revenue miles between safety incidents is equal to their reported revenue miles.*

General Information	2012	2013
Service Area Population	110,000	145,000
Service Area Population Density	1,428.6	1,883.1
Operating Expense	\$6,849,656	\$6,050,994
Operating Revenue	\$1,303,456	\$1,882,611
Service Supplied		
Total Annual Revenue Miles	987,379	968,850
Total Annual Revenue Hours	69,553	70,946
Total Revenue Vehicles	31	38
Peak Vehicles	22	22
Route Miles	245.9	239.9
Service Usage		
Annual Passenger Trips	1,104,769	1,224,636
Annual Passenger Miles	5,760,849	6,385,735
Average Trip Length	5.2	5.2
Quality of Service		
Average Headway (minutes)	47.24	47.91
Weekday Span of Service (hours)	13.9	13.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$6.94	\$6.25
Operating Expense per Revenue Hour	\$98.48	\$85.29
Operating Revenue per Operating Expense	19.03%	31.11%
Passenger Trips per Employee FTE	14,176	15,954
Cost Effectiveness		
Operating Expense per Passenger Trip	\$6.20	\$4.94
Operating Expense per Passenger Mile	\$1.19	\$0.95
Operating Expense per Capita	\$62.27	\$41.73
Farebox Recovery Ratio	17.72%	28.70%
Average Fare	\$1.10	\$1.42
Service Effectiveness		
Passenger Trips per Revenue Mile	1.12	1.26
Passenger Trips per Revenue Hour	15.88	17.26
Passenger Trips per Capita	10.04	8.45
Revenue Miles Between Safety Incidents	987,379	322,950
Revenue Miles Between Failures	785	1,288

Lee County Transit (LeeTran)

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



Lee County Transit is an independent division of the Lee County Government. The Lee County Board of County Commissioners, a five-member public policy body, governs the division. LeeTran provides public transportation services to Lee County via fixed-route motorbus services and contracted demand-response services. In addition, LeeTran contractually provides vanpool service. LeeTran's fixed-route motorbus and vanpool data for 2012 and 2013 are shown below.

General Information	2012	2013
Service Area Population	459,381	463,224
Service Area Population Density	3,533.7	3,563.3
Operating Expense	\$15,472,193	\$15,703,160
Operating Revenue	\$3,470,019	\$3,889,080
Service Supplied		
Total Annual Revenue Miles	3,208,371	3,269,603
Total Annual Revenue Hours	187,975	191,437
Total Revenue Vehicles	71	71
Peak Vehicles	57	59
Route Miles	545.0	551.0
Service Usage		
Annual Passenger Trips	3,793,542	4,119,891
Annual Passenger Miles	22,434,416	25,384,349
Average Trip Length	5.9	6.2
Quality of Service		
Average Headway (minutes)	41.65	40.33
Weekday Span of Service (hours)	17.0	17.5
Cost Efficiency		
Operating Expense per Revenue Mile	\$4.82	\$4.80
Operating Expense per Revenue Hour	\$82.31	\$82.03
Operating Revenue per Operating Expense	22.43%	24.77%
Passenger Trips per Employee FTE	22,505	24,279
Cost Effectiveness		
Operating Expense per Passenger Trip	\$4.08	\$3.81
Operating Expense per Passenger Mile	\$0.69	\$0.62
Operating Expense per Capita	\$33.68	\$33.90
Farebox Recovery Ratio	18.36%	19.69%
Average Fare	\$0.75	\$0.75
Service Effectiveness		
Passenger Trips per Revenue Mile	1.18	1.26
Passenger Trips per Revenue Hour	20.18	21.52
Passenger Trips per Capita	8.26	8.89
Revenue Miles Between Safety Incidents	160,419	204,350
Revenue Miles Between Failures	14,072	22,864



Mr. John Lewis, Jr., Chief Executive Officer
 455 North Garland Avenue, Orlando, FL 32801
 (407) 841-2279
www.golynx.com

LYNX is an independent authority that is governed by a Board of Directors. The authority provides service to Orange County (including Orlando, Winter Park, Maitland, and others), Seminole County (including Altamonte Springs, Casselberry, and Sanford), and Osceola County (including Kissimmee and St. Cloud). LYNX provides fixed-route motorbus service, paratransit service, transportation-disadvantaged coordination, a five-county regional ride-sharing assistance program, and vanpool service. 2012 is the first year that the LYNX Lymmo service was reported as bus rapid transit (RB) instead of motorbus (MB) in the NTD. 2012 and 2013 fixed-route motorbus and vanpool data for LYNX are provided below.

General Information	2012	2013
Service Area Population	1,837,359	1,920,488
Service Area Population Density	723.9	756.7
Operating Expense	\$86,274,125	\$95,016,662
Operating Revenue	\$29,932,149	\$31,087,896
Service Supplied		
Total Annual Revenue Miles	16,740,807	16,579,075
Total Annual Revenue Hours	1,076,729	1,133,527
Total Revenue Vehicles	344	418
Peak Vehicles	302	335
Route Miles	1,296.1	1,553.7
Service Usage		
Annual Passenger Trips	28,384,884	29,082,988
Annual Passenger Miles	154,519,688	157,483,173
Average Trip Length	5.4	5.4
Quality of Service		
Average Headway (minutes)	21.56	25.80
Weekday Span of Service (hours)	23.0	23.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$5.15	\$5.73
Operating Expense per Revenue Hour	\$80.13	\$83.82
Operating Revenue per Operating Expense	34.69%	32.72%
Passenger Trips per Employee FTE	30,477	30,541
Cost Effectiveness		
Operating Expense per Passenger Trip	\$3.04	\$3.27
Operating Expense per Passenger Mile	\$0.56	\$0.60
Operating Expense per Capita	\$46.96	\$49.48
Farebox Recovery Ratio	31.62%	29.71%
Average Fare	\$0.96	\$0.97
Service Effectiveness		
Passenger Trips per Revenue Mile	1.70	1.75
Passenger Trips per Revenue Hour	26.36	25.66
Passenger Trips per Capita	15.45	15.14
Revenue Miles Between Safety Incidents	170,825	176,373
Revenue Miles Between Failures	17,135	10,171

Manatee County Area Transit (MCAT)

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



Manatee County Area Transit is a division within the Community Services Department of Manatee County. The Board of County Commissioners governs the division. MCAT provides service to the urbanized parts of Manatee County via fixed-route motorbus services and demand-response services. 2012 and 2013 data for MCAT's fixed-route motorbus services are provided on this page.

	2012	2013
General Information		
Service Area Population	322,833	322,833
Service Area Population Density	434.5	434.5
Operating Expense	\$6,403,900	\$7,780,717
Operating Revenue	\$994,911	\$1,344,801
Service Supplied		
Total Annual Revenue Miles	1,263,676	1,234,882
Total Annual Revenue Hours	86,926	86,132
Total Revenue Vehicles	30	30
Peak Vehicles	19	19
Route Miles	235.0	235.0
Service Usage		
Annual Passenger Trips	1,767,086	1,780,471
Annual Passenger Miles	7,863,533	8,689,670
Average Trip Length	4.5	4.9
Quality of Service		
Average Headway (minutes)	51.05	51.76
Weekday Span of Service (hours)	16.8	16.8
Cost Efficiency		
Operating Expense per Revenue Mile	\$5.07	\$6.30
Operating Expense per Revenue Hour	\$73.67	\$90.33
Operating Revenue per Operating Expense	15.54%	17.28%
Passenger Trips per Employee FTE	28,469	25,545
Cost Effectiveness		
Operating Expense per Passenger Trip	\$3.62	\$4.37
Operating Expense per Passenger Mile	\$0.81	\$0.90
Operating Expense per Capita	\$19.84	\$24.10
Farebox Recovery Ratio	13.93%	11.75%
Average Fare	\$0.50	\$0.51
Service Effectiveness		
Passenger Trips per Revenue Mile	1.40	1.44
Passenger Trips per Revenue Hour	20.33	20.67
Passenger Trips per Capita	5.47	5.52
Revenue Miles Between Safety Incidents	180,525	246,976
Revenue Miles Between Failures	2,898	2,170

Martin County

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



Martin County purchases operator services and has hired MV Contract Transportation to provide fixed-route, deviated fixed-route, shared ride ADA and general paratransit services. 2012 and 2013 motorbus data are displayed below. *If an agency has zero safety incidents, their revenue miles between safety incidents is n/a. If an agency has one safety incident, their revenue miles between safety incidents is equal to their reported revenue miles.*

	2012	2013
General Information		
Service Area Population	146,000	146,000
Service Area Population Density	262.6	262.6
Operating Expense	\$523,011	\$528,699
Operating Revenue	\$0	\$14,377
Service Supplied		
Total Annual Revenue Miles	130,122	137,870
Total Annual Revenue Hours	11,123	10,293
Total Revenue Vehicles	5	5
Peak Vehicles	4	4
Route Miles	48.0	65.0
Service Usage		
Annual Passenger Trips	67,173	58,025
Annual Passenger Miles	244,856	270,300
Average Trip Length	3.6	4.7
Quality of Service		
Average Headway (minutes)	61.55	72.79
Weekday Span of Service (hours)	11.0	11.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$4.02	\$3.83
Operating Expense per Revenue Hour	\$47.02	\$51.36
Operating Revenue per Operating Expense	0.00%	2.72%
Passenger Trips per Employee FTE	n/a	n/a
Cost Effectiveness		
Operating Expense per Passenger Trip	\$7.79	\$9.11
Operating Expense per Passenger Mile	\$2.14	\$1.96
Operating Expense per Capita	\$3.58	\$3.62
Farebox Recovery Ratio	0.00%	2.72%
Average Fare	\$0.00	\$0.25
Service Effectiveness		
Passenger Trips per Revenue Mile	0.52	0.42
Passenger Trips per Revenue Hour	6.04	5.64
Passenger Trips per Capita	0.46	0.40
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	32,531	68,935

Miami-Dade Transit (MDT)

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



Miami-Dade Transit is the largest transit agency in Florida, operating throughout Miami-Dade County, southern Broward County, and northern Monroe County. MDT is governed by Miami-Dade County, and is responsible for the management, construction, and operation of its services and facilities. Passengers have access to Metrobus, Metrorail (a 22-station heavy rail system), and Metromover (an automated people-mover system that serves the downtown Miami, Brickell and Omni areas). Paratransit is available through MDT's Special Transportation Service. Vanpool service is provided by Miami Lakes-vRide, Inc. The data shown below represent all of MDT's fixed-route services and area vanpool services (excludes paratransit operations) for 2012 and 2013.

General Information	2012	2013
Service Area Population	2,496,435	2,496,435
Service Area Population Density	8,158.3	8,158.3
Operating Expense	\$406,731,116	\$406,683,473
Operating Revenue	\$115,374,600	\$123,101,909
Service Supplied		
Total Annual Revenue Miles	39,872,961	41,412,941
Total Annual Revenue Hours	2,879,411	2,976,385
Total Revenue Vehicles	1,239	1,250
Peak Vehicles	1,002	1,029
Route Miles	1,981.5	2,041.5
Service Usage		
Annual Passenger Trips	106,215,326	110,289,327
Annual Passenger Miles	607,683,451	622,903,154
Average Trip Length	5.7	5.6
Quality of Service		
Average Headway (minutes)	10.87	11.03
Weekday Span of Service (hours)	24.0	24.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$10.20	\$9.82
Operating Expense per Revenue Hour	\$141.25	\$136.64
Operating Revenue per Operating Expense	28.37%	30.27%
Passenger Trips per Employee FTE	34,903	35,188
Cost Effectiveness		
Operating Expense per Passenger Trip	\$3.83	\$3.69
Operating Expense per Passenger Mile	\$0.67	\$0.65
Operating Expense per Capita	\$162.92	\$162.91
Farebox Recovery Ratio	26.42%	27.40%
Average Fare	\$1.01	\$1.01
Service Effectiveness		
Passenger Trips per Revenue Mile	2.66	2.66
Passenger Trips per Revenue Hour	36.89	37.05
Passenger Trips per Capita	42.55	44.18
Revenue Miles Between Safety Incidents	167,533	131,054
Revenue Miles Between Failures	2,350	2,114

Okaloosa County (The Wave)

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



The Okaloosa County Board of County Commissioners contracts to operate The Wave, a fixed-route bus system providing service in Fort Walton Beach and Crestview that began operating in 2001. In addition, demand-response services are provided (Okaloosa County Transit). 2012 and 2013 data representing The Wave's fixed-route motorbus service are presented below. *If an agency has zero safety incidents, their revenue miles between safety incidents is n/a. If an agency has one safety incident, their revenue miles between safety incidents is equal to their reported revenue miles.*

	2012	2013
General Information		
Service Area Population	180,822	180,822
Service Area Population Density	904.1	904.1
Operating Expense	\$1,180,905	\$1,147,002
Operating Revenue	\$137,206	\$130,985
Service Supplied		
Total Annual Revenue Miles	432,692	441,358
Total Annual Revenue Hours	35,361	35,764
Total Revenue Vehicles	18	18
Peak Vehicles	14	14
Route Miles	203.0	214.0
Service Usage		
Annual Passenger Trips	179,921	182,584
Annual Passenger Miles	761,066	772,330
Average Trip Length	4.2	4.2
Quality of Service		
Average Headway (minutes)	71.10	74.32
Weekday Span of Service (hours)	13.0	13.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$2.73	\$2.60
Operating Expense per Revenue Hour	\$33.40	\$32.07
Operating Revenue per Operating Expense	11.62%	11.42%
Passenger Trips per Employee FTE	n/a	n/a
Cost Effectiveness		
Operating Expense per Passenger Trip	\$6.56	\$6.28
Operating Expense per Passenger Mile	\$1.55	\$1.49
Operating Expense per Capita	\$6.53	\$6.34
Farebox Recovery Ratio	10.20%	10.81%
Average Fare	\$0.67	\$0.68
Service Effectiveness		
Passenger Trips per Revenue Mile	0.42	0.41
Passenger Trips per Revenue Hour	5.09	5.11
Passenger Trips per Capita	1.00	1.01
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	28,846	23,229

Palm Beach County Transportation Agency (Palm Tran)

Ms. Shannon LaRocque, Interim Executive Director
 3201 Electronics Way, West Palm Beach, FL 33407
 (561) 841-4200
www.pbcgov.com/palmtran



Palm Tran is a not-for-profit corporation owned by Palm Beach County that is governed by the seven-member Board of County Commissioners. The corporation provides transit services throughout Palm Beach County. Palm Tran operates fixed-route motorbus services and feeder bus services to the Tri-Rail system. In addition, Palm Tran offers route deviation through the LINK and demand-response services through its paratransit operation, Palm Tran CONNECTION. 2012 and 2013 motorbus data for Palm Tran are provided below.

	2012	2013
General Information		
Service Area Population	1,268,782	1,268,782
Service Area Population Density	3,476.1	3,476.1
Operating Expense	\$49,397,584	\$49,208,481
Operating Revenue	\$9,703,243	\$10,056,639
Service Supplied		
Total Annual Revenue Miles	7,181,914	7,124,231
Total Annual Revenue Hours	414,116	411,631
Total Revenue Vehicles	160	157
Peak Vehicles	126	123
Route Miles	1,251.6	1,096.0
Service Usage		
Annual Passenger Trips	11,579,046	12,018,198
Annual Passenger Miles	66,544,780	74,588,137
Average Trip Length	5.7	6.2
Quality of Service		
Average Headway (minutes)	34.37	30.89
Weekday Span of Service (hours)	17.8	17.8
Cost Efficiency		
Operating Expense per Revenue Mile	\$6.88	\$6.91
Operating Expense per Revenue Hour	\$119.28	\$119.55
Operating Revenue per Operating Expense	19.64%	20.44%
Passenger Trips per Employee FTE	27,166	28,656
Cost Effectiveness		
Operating Expense per Passenger Trip	\$4.27	\$4.09
Operating Expense per Passenger Mile	\$0.74	\$0.66
Operating Expense per Capita	\$38.93	\$38.78
Farebox Recovery Ratio	18.19%	18.86%
Average Fare	\$0.78	\$0.77
Service Effectiveness		
Passenger Trips per Revenue Mile	1.61	1.69
Passenger Trips per Revenue Hour	27.96	29.20
Passenger Trips per Capita	9.13	9.47
Revenue Miles Between Safety Incidents	146,570	104,768
Revenue Miles Between Failures	7,497	4,500

Pasco County Public Transportation (PCPT)

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



Pasco County Public Transportation is a division of Pasco County Government, governed by the five-member Pasco County Commission. Fixed-route bus service is provided in urbanized West Pasco County and the municipalities of East Pasco County. Demand-response (advance reservation) service is available throughout Pasco County. The data provided below represent PCPT's fixed-route motorbus data for 2012 and 2013.

	2012	2013
General Information		
Service Area Population	464,697	470,391
Service Area Population Density	623.8	631.4
Operating Expense	\$4,284,245	\$4,329,729
Operating Revenue	\$1,099,739	\$1,079,224
Service Supplied		
Total Annual Revenue Miles	1,210,382	1,302,079
Total Annual Revenue Hours	68,728	71,244
Total Revenue Vehicles	35	33
Peak Vehicles	18	18
Route Miles	362.0	363.0
Service Usage		
Annual Passenger Trips	956,591	1,003,572
Annual Passenger Miles	6,926,827	7,726,198
Average Trip Length	7.2	7.7
Quality of Service		
Average Headway (minutes)	68.52	66.21
Weekday Span of Service (hours)	15.6	15.6
Cost Efficiency		
Operating Expense per Revenue Mile	\$3.54	\$3.33
Operating Expense per Revenue Hour	\$62.34	\$60.77
Operating Revenue per Operating Expense	25.67%	24.93%
Passenger Trips per Employee FTE	19,415	20,312
Cost Effectiveness		
Operating Expense per Passenger Trip	\$4.48	\$4.31
Operating Expense per Passenger Mile	\$0.62	\$0.56
Operating Expense per Capita	\$9.22	\$9.20
Farebox Recovery Ratio	25.67%	24.93%
Average Fare	\$1.15	\$1.08
Service Effectiveness		
Passenger Trips per Revenue Mile	0.79	0.77
Passenger Trips per Revenue Hour	13.92	14.09
Passenger Trips per Capita	2.06	2.13
Revenue Miles Between Safety Incidents	121,038	217,013
Revenue Miles Between Failures	10,345	12,169

Pinellas Suncoast Transit Authority (PSTA)

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



The Pinellas Suncoast Transit Authority (PSTA) is the public transit provider for Pinellas County. In addition, two express routes travel between Pinellas County and Tampa, located in neighboring Hillsborough County. PSTA is an independent agency governed by an eleven-member Board of Directors comprised of elected officials and private citizen appointees. PSTA provides fixed-route motorbus services, commuter bus services, and demand-response services. PSTA's fixed-route motorbus and commuter bus data for 2012 and 2013 are shown below.

	2012	2013
General Information		
Service Area Population	922,616	922,616
Service Area Population Density	3,796.8	3,796.8
Operating Expense	\$51,306,670	\$54,593,048
Operating Revenue	\$15,391,915	\$15,006,464
Service Supplied		
Total Annual Revenue Miles	8,877,809	9,073,836
Total Annual Revenue Hours	620,760	636,039
Total Revenue Vehicles	205	233
Peak Vehicles	170	179
Route Miles	969.9	971.0
Service Usage		
Annual Passenger Trips	13,713,027	14,150,506
Annual Passenger Miles	71,071,522	69,538,115
Average Trip Length	5.2	4.9
Quality of Service		
Average Headway (minutes)	23.94	22.81
Weekday Span of Service (hours)	21.0	21.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$5.78	\$6.02
Operating Expense per Revenue Hour	\$82.65	\$85.83
Operating Revenue per Operating Expense	30.00%	27.49%
Passenger Trips per Employee FTE	24,955	24,756
Cost Effectiveness		
Operating Expense per Passenger Trip	\$3.74	\$3.86
Operating Expense per Passenger Mile	\$0.72	\$0.79
Operating Expense per Capita	\$55.61	\$59.17
Farebox Recovery Ratio	28.08%	25.95%
Average Fare	\$1.05	\$1.00
Service Effectiveness		
Passenger Trips per Revenue Mile	1.54	1.56
Passenger Trips per Revenue Hour	22.09	22.25
Passenger Trips per Capita	14.86	15.34
Revenue Miles Between Safety Incidents	126,826	135,430
Revenue Miles Between Failures	5,470	7,587

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

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



Winter Haven Area Transit (WHAT) began operating in 1999 with Polk County Transit Services as the Administrative Agent and Project Manager. Polk County Transit Services operates two fixed-routes and also contracts with Citrus Connection (Lakeland) to jointly provide fixed-route motorbus services in the City of Winter Haven. The WHAT system is governed by a Policy Board. Demand-response services are also provided. 2012 and 2013 motorbus data for Polk County and WHAT are presented below. *If an agency has zero safety incidents, their revenue miles between safety incidents is n/a. If an agency has one safety incident, their revenue miles between safety incidents is equal to their reported revenue miles.*

General Information	2012	2013
Service Area Population	153,924	153,924
Service Area Population Density	3,206.8	3,206.8
Operating Expense	\$2,665,590	\$2,850,578
Operating Revenue	\$344,502	\$275,327
Service Supplied		
Total Annual Revenue Miles	674,440	685,906
Total Annual Revenue Hours	32,614	34,297
Total Revenue Vehicles	16	15
Peak Vehicles	11	10
Route Miles	317.7	318.0
Service Usage		
Annual Passenger Trips	525,711	524,822
Annual Passenger Miles	4,957,455	4,949,071
Average Trip Length	9.4	9.4
Quality of Service		
Average Headway (minutes)	83.80	95.40
Weekday Span of Service (hours)	13.3	13.3
Cost Efficiency		
Operating Expense per Revenue Mile	\$3.95	\$4.16
Operating Expense per Revenue Hour	\$81.73	\$83.11
Operating Revenue per Operating Expense	12.92%	9.66%
Passenger Trips per Employee FTE	20,436	21,226
Cost Effectiveness		
Operating Expense per Passenger Trip	\$5.07	\$5.43
Operating Expense per Passenger Mile	\$0.54	\$0.58
Operating Expense per Capita	\$17.32	\$18.52
Farebox Recovery Ratio	10.53%	8.63%
Average Fare	\$0.53	\$0.47
Service Effectiveness		
Passenger Trips per Revenue Mile	0.78	0.77
Passenger Trips per Revenue Hour	16.12	15.30
Passenger Trips per Capita	3.42	3.41
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	13,764	7,884

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

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



The Sunshine Bus Company is a newer Florida transit agency operated under contract by St. Johns County Council on Aging, Inc. Services provided include fixed-route motorbus and demand-response operations. 2007 was the first year that St. Johns County reported information to the National Transit Database. 2012 and 2013 data for the motorbus mode are shown below. St. Johns County received a reporting waiver from FTA in 2013 and did not report passenger miles. Passenger miles for 2013 were estimating using average trip length from 2012 and passenger trips from 2013.

	2012	2013
General Information		
Service Area Population	195,823	195,823
Service Area Population Density	326.4	326.4
Operating Expense	\$1,132,809	\$1,026,566
Operating Revenue	\$98,017	\$100,327
Service Supplied		
Total Annual Revenue Miles	466,125	465,165
Total Annual Revenue Hours	23,219	23,282
Total Revenue Vehicles	11	11
Peak Vehicles	7	7
Route Miles	105.0	105.0
Service Usage		
Annual Passenger Trips	237,132	254,163
Annual Passenger Miles	1,958,710	2,099,386
Average Trip Length	8.3	8.3
Quality of Service		
Average Headway (minutes)	44.83	45.05
Weekday Span of Service (hours)	12.8	12.8
Cost Efficiency		
Operating Expense per Revenue Mile	\$2.43	\$2.21
Operating Expense per Revenue Hour	\$48.79	\$44.09
Operating Revenue per Operating Expense	8.65%	9.77%
Passenger Trips per Employee FTE	n/a	n/a
Cost Effectiveness		
Operating Expense per Passenger Trip	\$4.78	\$4.04
Operating Expense per Passenger Mile	\$0.58	\$0.49
Operating Expense per Capita	\$5.78	\$5.24
Farebox Recovery Ratio	8.65%	9.77%
Average Fare	\$0.41	\$0.39
Service Effectiveness		
Passenger Trips per Revenue Mile	0.51	0.55
Passenger Trips per Revenue Hour	10.21	10.92
Passenger Trips per Capita	1.21	1.30
Revenue Miles Between Safety Incidents	n/a	465,165
Revenue Miles Between Failures	233,063	232,583

St. Lucie Council on Aging, Inc.

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



Council on Aging of St. Lucie, Inc. operates Community Transit, a demand-response system, and the Treasure Coast Connector, a regional fixed-route system connecting St. Lucie and Martin Counties. The data shown below represent the fixed-route services for 2012 and 2013. *If an agency has zero safety incidents, their revenue miles between safety incidents is n/a. If an agency has one safety incident, their revenue miles between safety incidents is equal to their reported revenue miles.*

	2012	2013
General Information		
Service Area Population	280,379	283,866
Service Area Population Density	490.2	496.3
Operating Expense	\$1,508,793	\$1,527,426
Operating Revenue	\$211,696	\$224,043
Service Supplied		
Total Annual Revenue Miles	307,313	313,486
Total Annual Revenue Hours	21,576	22,087
Total Revenue Vehicles	14	12
Peak Vehicles	8	8
Route Miles	85.2	83.8
Service Usage		
Annual Passenger Trips	152,561	170,131
Annual Passenger Miles	1,491,060	2,040,520
Average Trip Length	9.8	12.0
Quality of Service		
Average Headway (minutes)	44.86	44.28
Weekday Span of Service (hours)	11.0	11.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$4.91	\$4.87
Operating Expense per Revenue Hour	\$69.93	\$69.15
Operating Revenue per Operating Expense	14.03%	14.67%
Passenger Trips per Employee FTE	7,149	7,341
Cost Effectiveness		
Operating Expense per Passenger Trip	\$9.89	\$8.98
Operating Expense per Passenger Mile	\$1.01	\$0.75
Operating Expense per Capita	\$5.38	\$5.38
Farebox Recovery Ratio	12.65%	13.64%
Average Fare	\$1.25	\$1.22
Service Effectiveness		
Passenger Trips per Revenue Mile	0.50	0.54
Passenger Trips per Revenue Hour	7.07	7.70
Passenger Trips per Capita	0.54	0.60
Revenue Miles Between Safety Incidents	n/a	313,486
Revenue Miles Between Failures	9,039	39,186

Sarasota County Area Transit (SCAT)

Ms. Glamari Carter, Transit Director
5303 Pinkney Avenue, Sarasota, FL 34233
(941) 861-5000
www.scgov.net/SCAT



Sarasota County Area Transit is a member of the Sarasota County Government. The five-member Board of County Commissioners governs the agency. SCAT serves the urbanized portion of Sarasota County (including the municipalities of Longboat Key, Sarasota, Venice, Englewood, and North Port) via fixed-route motorbus services, commuter bus services, and demand-response services. SCAT's 2012 and 2013 motorbus and commuter bus data are provided below.

	2012	2013
General Information		
Service Area Population	388,474	388,474
Service Area Population Density	1,823.8	1,823.8
Operating Expense	\$13,613,376	\$14,951,777
Operating Revenue	\$1,972,408	\$1,956,351
Service Supplied		
Total Annual Revenue Miles	2,798,552	2,912,080
Total Annual Revenue Hours	183,887	187,410
Total Revenue Vehicles	63	64
Peak Vehicles	45	46
Route Miles	545.0	546.0
Service Usage		
Annual Passenger Trips	2,795,526	2,832,459
Annual Passenger Miles	14,907,062	15,166,635
Average Trip Length	5.3	5.4
Quality of Service		
Average Headway (minutes)	47.75	45.83
Weekday Span of Service (hours)	18.2	18.2
Cost Efficiency		
Operating Expense per Revenue Mile	\$4.86	\$5.13
Operating Expense per Revenue Hour	\$74.03	\$79.78
Operating Revenue per Operating Expense	14.49%	13.08%
Passenger Trips per Employee FTE	18,071	17,563
Cost Effectiveness		
Operating Expense per Passenger Trip	\$4.87	\$5.28
Operating Expense per Passenger Mile	\$0.91	\$0.99
Operating Expense per Capita	\$35.04	\$38.49
Farebox Recovery Ratio	14.04%	12.62%
Average Fare	\$0.68	\$0.67
Service Effectiveness		
Passenger Trips per Revenue Mile	1.00	0.97
Passenger Trips per Revenue Hour	15.20	15.11
Passenger Trips per Capita	7.20	7.29
Revenue Miles Between Safety Incidents	49,097	364,010
Revenue Miles Between Failures	8,042	8,851

South Florida Regional Transportation Authority (Tri-Rail)

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



The South Florida Regional Transportation Authority is an independent authority established by the Florida Legislature. A nine-member appointed Board of Directors governs the SFRTA. The SFRTA operates and manages the commuter rail system, Tri-Rail, as well as select motorbus services throughout Broward, Miami-Dade and Palm Beach counties. This page shows 2012 and 2013 data for these services. In 2012, 81 percent of the annual passenger trips shown were for commuter rail mode (4,005,967) with the remainder for motorbus services (935,919). Similarly, in 2013, 82 percent of the annual passenger trips shown were for commuter rail (4,201,040) with the remainder for the motorbus (921,631). *If an agency has zero safety incidents, their revenue miles between safety incidents is n/a. If an agency has one safety incident, their revenue miles between safety incidents is equal to their reported revenue miles.*

General Information	2012	2013
Service Area Population	5,502,379	5,502,379
Service Area Population Density	4,444.6	4,444.6
Operating Expense	\$58,876,941	\$61,063,954
Operating Revenue	\$12,376,868	\$12,715,042
Service Supplied		
Total Annual Revenue Miles	3,689,247	3,896,413
Total Annual Revenue Hours	166,355	159,988
Total Revenue Vehicles	79	76
Peak Vehicles	65	61
Route Miles	306.3	306.2
Service Usage		
Annual Passenger Trips	4,941,886	5,122,671
Annual Passenger Miles	119,088,065	119,740,211
Average Trip Length	24.1	23.4
Quality of Service		
Average Headway (minutes)	12.75	12.37
Weekday Span of Service (hours)	19.6	19.6
Cost Efficiency		
Operating Expense per Revenue Mile	\$15.96	\$15.67
Operating Expense per Revenue Hour	\$353.92	\$381.68
Operating Revenue per Operating Expense	21.02%	20.82%
Passenger Trips per Employee FTE	n/a	n/a
Cost Effectiveness		
Operating Expense per Passenger Trip	\$11.91	\$11.92
Operating Expense per Passenger Mile	\$0.49	\$0.51
Operating Expense per Capita	\$10.70	\$11.10
Farebox Recovery Ratio	20.28%	19.72%
Average Fare	\$2.42	\$2.35
Service Effectiveness		
Passenger Trips per Revenue Mile	1.34	1.31
Passenger Trips per Revenue Hour	29.71	32.02
Passenger Trips per Capita	0.90	0.93
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	105,407	64,940

Space Coast Area Transit (SCAT)

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



Space Coast Area Transit is a department of Brevard County. The department is governed by the five-member Brevard County Commission. Space Coast provides transit service throughout Brevard County via fixed-route motorbus services, demand-response services, and vanpool services. 2012 and 2013 data representing Space Coast's motorbus and vanpool services are shown on this page.

General Information	2012	2013
Service Area Population	554,354	554,354
Service Area Population Density	1,283.2	1,283.2
Operating Expense	\$6,365,083	\$6,180,973
Operating Revenue	\$1,291,587	\$1,377,174
Service Supplied		
Total Annual Revenue Miles	2,525,636	2,638,305
Total Annual Revenue Hours	102,348	104,680
Total Revenue Vehicles	124	124
Peak Vehicles	72	74
Route Miles	369.0	374.0
Service Usage		
Annual Passenger Trips	2,202,373	2,442,227
Annual Passenger Miles	18,186,369	20,453,771
Average Trip Length	8.3	8.4
Quality of Service		
Average Headway (minutes)	37.38	37.10
Weekday Span of Service (hours)	17.8	17.8
Cost Efficiency		
Operating Expense per Revenue Mile	\$2.52	\$2.34
Operating Expense per Revenue Hour	\$62.19	\$59.05
Operating Revenue per Operating Expense	20.29%	22.28%
Passenger Trips per Employee FTE	36,415	39,932
Cost Effectiveness		
Operating Expense per Passenger Trip	\$2.89	\$2.53
Operating Expense per Passenger Mile	\$0.35	\$0.30
Operating Expense per Capita	\$11.48	\$11.15
Farebox Recovery Ratio	18.42%	20.25%
Average Fare	\$0.53	\$0.51
Service Effectiveness		
Passenger Trips per Revenue Mile	0.87	0.93
Passenger Trips per Revenue Hour	21.52	23.33
Passenger Trips per Capita	3.97	4.41
Revenue Miles Between Safety Incidents	360,805	329,788
Revenue Miles Between Failures	25,511	50,737

StarMetro (Tallahassee)

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



StarMetro is a department of the City of Tallahassee government. It is governed by a Board of Directors that is comprised of four elected commissioners and one elected mayor. StarMetro serves the City of Tallahassee by providing fixed-route motorbus service and demand-response service to its community. Evening, weekend, and holiday demand-response services are provided via contract. StarMetro's 2012 and 2013 motorbus data are provided below.

	2012	2013
General Information		
Service Area Population	162,310	162,310
Service Area Population Density	1,591.3	1,591.3
Operating Expense	\$13,719,098	\$14,688,727
Operating Revenue	\$4,270,414	\$4,510,707
Service Supplied		
Total Annual Revenue Miles	2,140,799	2,190,520
Total Annual Revenue Hours	206,543	219,965
Total Revenue Vehicles	73	73
Peak Vehicles	58	58
Route Miles	235.0	234.0
Service Usage		
Annual Passenger Trips	4,585,634	4,432,121
Annual Passenger Miles	14,076,405	13,724,495
Average Trip Length	3.1	3.1
Quality of Service		
Average Headway (minutes)	23.45	24.31
Weekday Span of Service (hours)	17.3	17.3
Cost Efficiency		
Operating Expense per Revenue Mile	\$6.41	\$6.71
Operating Expense per Revenue Hour	\$66.42	\$66.78
Operating Revenue per Operating Expense	31.13%	30.71%
Passenger Trips per Employee FTE	24,448	23,089
Cost Effectiveness		
Operating Expense per Passenger Trip	\$2.99	\$3.31
Operating Expense per Passenger Mile	\$0.97	\$1.07
Operating Expense per Capita	\$84.52	\$90.50
Farebox Recovery Ratio	30.04%	29.87%
Average Fare	\$0.90	\$0.99
Service Effectiveness		
Passenger Trips per Revenue Mile	2.14	2.02
Passenger Trips per Revenue Hour	22.20	20.15
Passenger Trips per Capita	28.25	27.31
Revenue Miles Between Safety Incidents	178,400	219,052
Revenue Miles Between Failures	14,465	15,004

SunTran (Ocala/Marion)

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



SunTran is governed by the Ocala/Marion MPO and provides purchased fixed-route motorbus services on six routes in Ocala and Silver Springs Shores. Contracted demand-response services are also provided. From 2008 through 2011, SunTran received a NTD reporting waiver from the Federal Transit Administration. 2012 and 2013 data for SunTran's motorbus services are shown below. *If an agency has zero safety incidents, their revenue miles between safety incidents is n/a. If an agency has one safety incident, their revenue miles between safety incidents is equal to their reported revenue miles.*

General Information	2012	2013
Service Area Population	115,000	64,655
Service Area Population Density	2,090.9	1,175.5
Operating Expense	\$2,198,584	\$2,259,112
Operating Revenue	\$330,795	\$331,242
Service Supplied		
Total Annual Revenue Miles	437,407	433,749
Total Annual Revenue Hours	27,666	27,804
Total Revenue Vehicles	9	9
Peak Vehicles	6	6
Route Miles	143.5	143.5
Service Usage		
Annual Passenger Trips	422,547	422,528
Annual Passenger Miles	2,151,670	2,156,095
Average Trip Length	5.1	5.1
Quality of Service		
Average Headway (minutes)	5.09	5.10
Weekday Span of Service (hours)	15.3	15.3
Cost Efficiency		
Operating Expense per Revenue Mile	\$5.03	\$5.21
Operating Expense per Revenue Hour	\$79.47	\$81.25
Operating Revenue per Operating Expense	15.05%	14.66%
Passenger Trips per Employee FTE	n/a	n/a
Cost Effectiveness		
Operating Expense per Passenger Trip	\$5.20	\$5.35
Operating Expense per Passenger Mile	\$1.02	\$1.05
Operating Expense per Capita	\$19.12	\$34.94
Farebox Recovery Ratio	15.05%	14.66%
Average Fare	\$0.78	\$0.78
Service Effectiveness		
Passenger Trips per Revenue Mile	0.97	0.97
Passenger Trips per Revenue Hour	15.27	15.20
Passenger Trips per Capita	3.67	6.54
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	5,911	5,861

County of Volusia (VOTRAN)

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



VOTRAN is a part of Volusia County's General Fund. It is governed by a Board of Directors that is comprised of seven County Council members. VOTRAN provides public transportation services throughout Volusia County via fixed-route motorbus services, paratransit services, and vanpool services. 2012 and 2013 data for VOTRAN's motorbus and vanpool services are shown below.

	2012	2013
General Information		
Service Area Population	468,670	468,670
Service Area Population Density	388.3	388.3
Operating Expense	\$12,026,332	\$11,983,651
Operating Revenue	\$2,882,875	\$3,054,271
Service Supplied		
Total Annual Revenue Miles	2,618,368	2,579,883
Total Annual Revenue Hours	157,388	158,981
Total Revenue Vehicles	79	74
Peak Vehicles	57	57
Route Miles	532.0	525.0
Service Usage		
Annual Passenger Trips	3,598,443	3,754,713
Annual Passenger Miles	15,782,967	15,680,646
Average Trip Length	4.4	4.2
Quality of Service		
Average Headway (minutes)	42.64	40.44
Weekday Span of Service (hours)	18.0	18.0
Cost Efficiency		
Operating Expense per Revenue Mile	\$4.59	\$4.65
Operating Expense per Revenue Hour	\$76.41	\$75.38
Operating Revenue per Operating Expense	23.97%	25.49%
Passenger Trips per Employee FTE	26,021	27,433
Cost Effectiveness		
Operating Expense per Passenger Trip	\$3.34	\$3.19
Operating Expense per Passenger Mile	\$0.76	\$0.76
Operating Expense per Capita	\$25.66	\$25.57
Farebox Recovery Ratio	19.66%	21.88%
Average Fare	\$0.66	\$0.70
Service Effectiveness		
Passenger Trips per Revenue Mile	1.37	1.46
Passenger Trips per Revenue Hour	22.86	23.62
Passenger Trips per Capita	7.68	8.01
Revenue Miles Between Safety Incidents	523,674	171,992
Revenue Miles Between Failures	5,144	4,591

Charlotte County Transit Division

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

Tampa Bay Area Regional Transportation Authority (TBARTA)

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

In addition to Florida's 29 urban fixed-route transit systems, the 2013 statewide totals presented on page 10 also contain data for two separate vanpool operators, Charlotte County and the Tampa Bay Area Regional Transportation Authority (TBARTA). 2013 data for these two vanpool services are shown below. *If an agency has zero safety incidents, their revenue miles between safety incidents is n/a. If an agency has one safety incident, their revenue miles between safety incidents is equal to their reported revenue miles.*

General Information	Charlotte County	TBARTA
Service Area Population	169,541	2,395,997
Service Area Population Density	733.9	938.1
Operating Expense	\$136,300	\$834,492
Operating Revenue	\$31,693	\$474,203
Service Supplied		
Total Annual Revenue Miles	94,434	1,548,586
Total Annual Revenue Hours	2,652	39,072
Total Revenue Vehicles	8	100
Peak Vehicles	8	91
Route Miles	n/a	n/a
Service Usage		
Annual Passenger Trips	19,807	225,410
Annual Passenger Miles	330,307	8,166,577
Average Trip Length	16.7	36.2
Quality of Service		
Average Headway (minutes)	n/a	n/a
Weekday Span of Service (hours)	n/a	n/a
Cost Efficiency		
Operating Expense Per Revenue Mile	\$1.44	\$0.54
Operating Expense Per Revenue Hour	\$51.40	\$21.36
Operating Revenue Per Operating Expense	23.25%	56.83%
Passenger Trips Per Employee FTE	13,096	n/a
Cost Effectiveness		
Operating Expense Per Passenger Trip	\$6.88	\$3.70
Operating Expense Per Passenger Mile	\$0.41	\$0.10
Operating Expense Per Capita	\$0.80	\$0.35
Farebox Recovery Ratio	n/a	56.83%
Average Fare	n/a	\$2.10
Service Effectiveness		
Passenger Trips Per Revenue Mile	0.21	0.15
Passenger Trips Per Revenue Hour	7.47	5.77
Passenger Trips Per Capita	0.12	0.09
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	3,148	91,093

Florida Transit System Summary – 2012 & 2013

System	Service Area Population		Service Area Population Density		Operating Expense		Operating Revenue	
	2012	2013	2012	2013	2012	2013	2012	2013
Bay Town Trolley	105,192	105,192	1,813.7	1,813.7	\$3,063,969	\$2,862,428	\$686,514	\$562,733
Broward County Transit	1,780,172	1,815,137	4,341.9	4,427.2	\$103,720,083	\$110,171,010	\$37,232,692	\$35,236,699
Collier Area Transit	323,785	323,785	162.1	162.1	\$5,779,387	\$5,670,517	\$1,195,029	\$1,247,262
Escambia County Area Transit	341,765	341,765	1,448.2	1,448.2	\$8,126,624	\$8,276,841	\$1,775,037	\$1,875,371
Gainesville Regional Transit System	160,000	160,000	2,105.3	2,105.3	\$20,684,101	\$21,416,671	\$17,686,401	\$14,181,638
Hernando (TransHernando Express)	86,848	86,848	1,378.5	1,378.5	\$761,406	\$810,769	\$63,332	\$119,002
Hillsborough Area Regional Transit	822,404	822,404	3,384.4	3,384.4	\$56,703,234	\$60,097,076	\$14,955,896	\$15,897,203
Indian River (Goline)	143,696	143,696	665.3	665.3	\$2,074,312	\$1,930,451	\$71,353	\$22,356
Jacksonville Transportation Authority	838,815	827,481	1,893.5	1,915.5	\$68,952,345	\$69,271,094	\$12,858,024	\$12,725,182
Lake County Public Transp. (LakeXpress)	97,497	97,497	1,373.2	1,373.2	\$1,790,832	\$2,188,413	\$183,229	\$208,414
Lakeland Area Mass Transit District	110,000	145,000	1,428.6	1,883.1	\$6,849,656	\$6,050,994	\$1,303,456	\$1,882,611
Lee County Transit	459,381	463,224	3,533.7	3,563.3	\$15,472,193	\$15,703,160	\$3,470,019	\$3,889,080
LYNX Transit	1,837,359	1,920,488	723.9	756.7	\$86,274,125	\$95,016,662	\$29,932,149	\$31,087,896
Manatee County Area Transit	322,833	322,833	434.5	434.5	\$6,403,900	\$7,780,717	\$994,911	\$1,344,801
Martin County	146,000	146,000	262.6	262.6	\$523,011	\$528,699	\$0	\$14,377
Miami-Dade Transit	2,496,435	2,496,435	8,158.3	8,158.3	\$406,731,116	\$406,683,473	\$115,374,600	\$123,101,909
Okaloosa County Transit (The WAVE)	180,822	180,822	904.1	904.1	\$1,180,905	\$1,147,002	\$137,206	\$130,985
Palm Beach County Transportation Agency	1,268,782	1,268,782	3,476.1	3,476.1	\$49,397,584	\$49,208,481	\$9,703,243	\$10,056,639
Pasco County Public Transportation	464,697	470,391	623.8	631.4	\$4,284,245	\$4,329,729	\$1,099,739	\$1,079,224
Pinellas Suncoast Transit Authority	922,616	922,616	3,796.8	3,796.8	\$51,306,670	\$54,593,048	\$15,391,915	\$15,006,464
Polk County Transit Svcs. Div. & WHAT	153,924	153,924	3,206.8	3,206.8	\$2,665,590	\$2,850,578	\$344,502	\$275,327
St. Johns County (Sunshine Bus)	195,823	195,823	326.4	326.4	\$1,132,809	\$1,026,566	\$98,017	\$100,327
St. Lucie County Council on Aging, Inc.	280,379	283,866	490.2	496.3	\$1,508,793	\$1,527,426	\$211,696	\$224,043
Sarasota County Area Transit	388,474	388,474	1,823.8	1,823.8	\$13,613,376	\$14,951,777	\$1,972,408	\$1,956,351
S. Florida Regional Transportation Authority	5,502,379	5,502,379	4,444.6	4,444.6	\$58,876,941	\$61,063,954	\$12,376,868	\$12,715,042
Space Coast Area Transit	554,354	554,354	1,283.2	1,283.2	\$6,365,083	\$6,180,973	\$1,291,587	\$1,377,174
StarMetro (Tallahassee)	162,310	162,310	1,591.3	1,591.3	\$13,719,098	\$14,688,727	\$4,270,414	\$4,510,707
Sun Tran (Ocala)	115,000	64,655	2,090.9	1,175.5	\$2,198,584	\$2,259,112	\$330,795	\$331,242
Volusia County dba VOTRAN	468,670	468,670	388.3	388.3	\$12,026,332	\$11,983,651	\$2,882,875	\$3,054,271

The data shown in this table represent closed-out, validated numbers as of September 2014. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary – 2012 & 2013 (continued)

System	Total Annual Revenue Miles		Total Annual Revenue Hours		Total Revenue Vehicles		Peak Vehicles		Route Miles	
	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Bay Town Trolley	573,714	573,636	35,105	40,460	27	27	14	11	158.0	142.0
Broward County Transit	15,873,107	16,570,917	1,153,265	1,189,576	399	398	320	328	1,751.9	1,799.6
Collier Area Transit	1,231,778	1,226,155	67,318	67,011	23	23	16	16	378.5	378.5
Escambia County Area Transit	1,451,900	1,508,510	104,760	109,400	45	45	31	31	312.0	315.0
Gainesville Regional Transit System	3,297,766	3,317,239	288,112	290,802	116	123	97	103	231.7	234.3
Hernando (TransHernando Express)	168,248	206,983	9,604	11,613	5	8	4	4	60.2	60.2
Hillsborough Area Regional Transit	7,545,237	7,665,538	598,785	615,280	218	224	156	161	984.9	1,024.3
Indian River (GoLine)	784,926	812,940	40,885	48,232	19	23	15	15	277.0	314.0
Jacksonville Transportation Authority	9,018,194	8,945,282	618,874	612,287	184	182	145	143	977.7	1,110.4
Lake County Public Transp. (LakeXpress)	408,064	406,322	23,147	23,210	13	14	7	7	143.1	146.1
Lakeland Area Mass Transit District	987,379	968,850	69,553	70,946	31	38	22	22	245.9	239.9
Lee County Transit	3,208,371	3,269,603	187,975	191,437	71	71	57	59	545.0	551.0
LYNX Transit	16,740,807	16,579,075	1,076,729	1,133,527	344	418	302	335	1,296.1	1,553.7
Manatee County Area Transit	1,263,676	1,234,882	86,926	86,132	30	30	19	19	235.0	235.0
Martin County	130,122	137,870	11,123	10,293	5	5	4	4	48.0	65.0
Miami-Dade Transit	39,872,961	41,412,941	2,879,411	2,976,385	1,239	1,250	1,002	1,029	1,981.5	2,041.5
Okaloosa County Transit (The WAVE)	432,692	441,358	35,361	35,764	18	18	14	14	203.0	214.0
Palm Beach County Transportation Agency	7,181,914	7,124,231	414,116	411,631	160	157	126	123	1,251.6	1,096.0
Pasco County Public Transportation	1,210,382	1,302,079	68,728	71,244	35	33	18	18	362.0	363.0
Pinellas Suncoast Transit Authority	8,877,809	9,073,836	620,760	636,039	205	233	170	179	969.9	971.0
Polk County Transit Svcs. Div. & WHAT	674,440	685,906	32,614	34,297	16	15	11	10	317.7	318.0
St. Johns County (Sunshine Bus)	466,125	465,165	23,219	23,282	11	11	7	7	105.0	105.0
St. Lucie County Council on Aging, Inc.	307,313	313,486	21,576	22,087	14	12	8	8	85.2	83.8
Sarasota County Area Transit	2,798,552	2,912,080	183,887	187,410	63	64	45	46	545.0	546.0
S. Florida Regional Transportation Authority	3,689,247	3,896,413	166,355	159,988	79	76	65	61	306.3	306.2
Space Coast Area Transit	2,525,636	2,638,305	102,348	104,680	124	124	72	74	369.0	374.0
StarMetro (Tallahassee)	2,140,799	2,190,520	206,543	219,965	73	73	58	58	235.0	234.0
SunTran (Ocala)	437,407	433,749	27,666	27,804	9	9	6	6	143.5	143.5
Volusia County dba VOTRAN	2,618,368	2,579,883	157,388	158,981	79	74	57	57	532.0	525.0

The data shown in this table represent closed-out, validated numbers as of September 2014. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary – 2012 & 2013 (continued)

System	Annual Passenger Trips		Annual Passenger Miles		Avg. Trip (miles)		Avg. Headway (minutes)		Weekday Span of Service (hrs)	
	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
		774,384	721,789	3,861,896	3,862,467	5.0	5.4	41.43	54.63	14.5
Bay Town Trolley	40,288,678	40,850,926	189,265,491	196,484,727	4.7	4.8	23.87	23.63	19.9	20.0
Broward County Transit	1,207,866	1,361,294	10,146,070	11,434,870	8.4	8.4	77.57	77.57	16.5	16.5
Collier Area Transit	1,473,412	1,558,734	7,844,630	8,299,619	5.3	5.3	43.57	44.21	14.2	14.2
Escambia County Area Transit	10,652,169	10,832,674	26,097,814	26,540,051	2.4	2.4	12.52	11.96	21.1	22.5
Gainesville Regional Transit System	72,406	82,770	456,158	521,451	6.3	6.3	51.55	50.66	12.5	12.5
Hernando (TransHernando Express)	14,620,857	15,028,441	73,540,467	74,236,765	5.0	4.9	30.06	30.64	21.3	21.3
Hillsborough Area Regional Transit	1,063,465	1,065,108	5,051,459	5,261,634	4.8	4.9	57.71	74.52	10.0	10.0
Indian River (Goline)	12,318,052	12,299,409	70,826,923	74,615,327	5.7	6.1	27.76	31.89	21.6	21.5
Jacksonville Transportation Authority	296,969	312,591	2,117,389	2,095,697	7.1	6.7	69.58	71.53	13.8	13.8
Lake County Public Transp. (LakeXpress)	1,104,769	1,224,636	5,760,849	6,385,735	5.2	5.2	47.24	47.91	13.9	13.0
Lakeland Area Mass Transit District	3,793,542	4,119,891	22,434,416	25,384,349	5.9	6.2	41.65	40.33	17.0	17.5
Lee County Transit	28,384,884	29,082,988	154,519,688	157,483,173	5.4	5.4	21.56	25.80	23.0	23.0
LYNX Transit	1,767,086	1,780,471	7,863,533	8,689,670	4.5	4.9	51.05	51.76	16.8	16.8
Manatee County Area Transit	67,173	58,025	244,856	270,300	3.6	4.7	61.55	72.79	11.0	11.0
Martin County	106,215,326	110,289,327	607,683,451	622,903,154	5.7	5.6	10.87	11.03	24.0	24.0
Miami-Dade Transit	179,921	182,584	761,066	772,330	4.2	4.2	71.10	74.32	13.0	13.0
Okaloosa County Transit (The WAVE)	11,579,046	12,018,198	66,544,780	74,588,137	5.7	6.2	34.37	30.89	17.8	17.8
Palm Beach County Transportation Agency	956,591	1,003,572	6,926,827	7,726,198	7.2	7.7	68.52	66.21	15.6	15.6
Pasco County Public Transportation	13,713,027	14,150,506	71,071,522	69,538,115	5.2	4.9	23.94	22.81	21.0	21.0
Pinellas Suncoast Transit Authority	525,711	524,822	4,957,455	4,949,071	9.4	9.4	83.80	95.40	13.3	13.3
Polk County Transit Svcs. Div. & WHAT	237,132	254,163	1,958,710	2,099,386	8.3	8.3	44.83	45.05	12.8	12.8
St. Johns County (Sunshine Bus)	152,561	170,131	1,491,060	2,040,520	9.8	12.0	44.86	44.28	11.0	11.0
St. Lucie County Council on Aging, Inc.	2,795,526	2,832,459	14,907,062	15,166,635	5.3	5.4	47.75	45.83	18.2	18.2
Sarasota County Area Transit	4,941,886	5,122,671	11,908,065	11,974,021	24.1	23.4	12.75	12.37	19.6	19.6
S. Florida Regional Transportation Authority	2,202,373	2,442,227	18,186,369	20,453,771	8.3	8.4	37.38	37.10	17.8	17.8
Space Coast Area Transit	4,585,634	4,432,121	14,076,405	13,724,495	3.1	3.1	23.45	24.31	17.3	17.3
StarMetro (Tallahassee)	422,547	422,528	2,151,670	2,156,095	5.1	5.1	5.09	5.10	15.3	15.3
SunTran (Ocala)	3,598,443	3,754,713	15,782,967	15,680,646	4.4	4.2	42.64	40.44	18.0	18.0
Volusia County dba VOTRAN										

The data shown in this table represent closed-out, validated numbers as of September 2014. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary – 2012 & 2013 (continued)

System	Operating Expense per Revenue Mile		Operating Expense per Revenue Hour		Operating Revenue per Operating Expense		Passenger Trips per Employee FTE*	
	2012	2013	2012	2013	2012	2013	2012	2013
		\$5.34	\$4.99	\$87.28	\$70.75	22.41%	19.66%	n/a
Bay Town Trolley	\$6.53	\$6.65	\$89.94	\$92.61	35.90%	31.98%	38,837	38,547
Broward County Transit	\$4.69	\$4.62	\$85.85	\$84.62	20.68%	22.00%	n/a	n/a
Collier Area Transit	\$5.60	\$5.49	\$77.57	\$75.66	21.84%	22.66%	n/a	n/a
Escambia County Area Transit	\$6.27	\$6.46	\$71.79	\$73.65	85.51%	66.22%	43,246	41,721
Gainesville Regional Transit System	\$4.53	\$3.92	\$79.28	\$69.82	8.32%	14.68%	n/a	n/a
Hernando (TransHernando Express)	\$7.52	\$7.84	\$94.70	\$97.67	26.38%	26.45%	24,859	24,250
Hillsborough Area Regional Transit	\$2.64	\$2.37	\$50.74	\$40.02	3.44%	1.16%	31,137	39,261
Indian River (Goline)	\$7.65	\$7.74	\$111.42	\$113.14	18.65%	18.37%	19,114	19,736
Jacksonville Transportation Authority	\$4.39	\$5.39	\$77.37	\$94.29	10.23%	9.52%	n/a	n/a
Lake County Public Transp. (LakeXpress)	\$6.94	\$6.25	\$98.48	\$85.29	19.03%	31.11%	14,176	15,954
Lakeland Area Mass Transit District	\$4.82	\$4.80	\$82.31	\$82.03	22.43%	24.77%	22,505	24,279
Lee County Transit	\$5.15	\$5.73	\$80.13	\$83.82	34.69%	32.72%	30,477	30,541
LYNX Transit	\$5.07	\$6.30	\$73.67	\$90.33	15.54%	17.28%	28,469	25,545
Manatee County Area Transit	\$4.02	\$3.83	\$47.02	\$51.36	0.00%	2.72%	n/a	n/a
Martin County	\$10.20	\$9.82	\$141.25	\$136.64	28.37%	30.27%	34,903	35,188
Miami-Dade Transit	\$2.73	\$2.60	\$33.40	\$32.07	11.62%	11.42%	n/a	n/a
Okaloosa County Transit (The WAVE)	\$6.88	\$6.91	\$119.28	\$119.55	19.64%	20.44%	27,166	28,656
Palm Beach County Transportation Agency	\$3.54	\$3.33	\$62.34	\$60.77	25.67%	24.93%	19,415	20,312
Pasco County Public Transportation	\$5.78	\$6.02	\$82.65	\$85.83	30.00%	27.49%	24,955	24,756
Pinellas Suncoast Transit Authority	\$3.95	\$4.16	\$81.73	\$83.11	12.92%	9.66%	20,436	21,226
Polk County Transit Svcs. Div. & WHAT	\$2.43	\$2.21	\$48.79	\$44.09	8.65%	9.77%	n/a	n/a
St. Johns County (Sunshine Bus)	\$4.91	\$4.87	\$69.93	\$69.15	14.03%	14.67%	7,149	7,341
St. Lucie County Council on Aging, Inc.	\$4.86	\$5.13	\$74.03	\$79.78	14.49%	13.08%	18,071	17,563
Sarasota County Area Transit	\$15.96	\$15.67	\$353.92	\$381.68	21.02%	20.82%	n/a	n/a
S. Florida Regional Transportation Authority	\$2.52	\$2.34	\$62.19	\$59.05	20.29%	22.28%	36,415	39,932
Space Coast Area Transit	\$6.41	\$6.71	\$66.42	\$66.78	31.13%	30.71%	24,448	23,089
StarMetro (Tallahassee)	\$5.03	\$5.21	\$79.47	\$81.25	15.05%	14.66%	n/a	n/a
SunTran (Ocala)	\$4.59	\$4.65	\$76.41	\$75.38	23.97%	25.49%	26,021	27,433
Volusia County dba VOTRAN								

*excludes purchased transportation information

The data shown in this table represent closed-out, validated numbers as of September 2014. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary – 2012 & 2013 (continued)

System	Operating Expense per Passenger Trip		Operating Expense per Passenger Mile		Operating Expense per Capita		Farebox Recovery Ratio		Average Fare	
	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Bay Town Trolley	\$3.96	\$3.97	\$0.79	\$0.74	\$29.13	\$27.21	17.57%	19.66%	\$0.70	\$0.78
Broward County Transit	\$2.57	\$2.70	\$0.55	\$0.56	\$58.26	\$60.70	32.03%	30.82%	\$0.82	\$0.83
Collier Area Transit	\$4.78	\$4.17	\$0.57	\$0.50	\$17.85	\$17.51	20.68%	21.04%	\$0.99	\$0.88
Escambia County Area Transit	\$5.52	\$5.31	\$1.04	\$1.00	\$23.78	\$24.22	21.34%	22.25%	\$1.18	\$1.18
Gainesville Regional Transit System	\$1.94	\$1.98	\$0.79	\$0.81	\$129.28	\$133.85	60.27%	63.08%	\$1.17	\$1.25
Hernando (TransHernando Express)	\$10.52	\$9.80	\$1.67	\$1.55	\$8.77	\$9.34	6.78%	7.37%	\$0.71	\$0.72
Hillsborough Area Regional Transit	\$3.88	\$4.00	\$0.77	\$0.81	\$68.95	\$73.07	24.34%	24.97%	\$0.94	\$1.00
Indian River (GoLine)	\$1.95	\$1.81	\$0.41	\$0.37	\$14.44	\$13.43	n/a	n/a	n/a	n/a
Jacksonville Transportation Authority	\$5.60	\$5.63	\$0.97	\$0.93	\$82.20	\$83.71	16.93%	16.46%	\$0.95	\$0.93
Lake County Public Transp. (LakeXpress)	\$6.03	\$7.00	\$0.85	\$1.04	\$18.37	\$22.45	9.16%	6.97%	\$0.55	\$0.49
Lakeland Area Mass Transit District	\$6.20	\$4.94	\$1.19	\$0.95	\$62.27	\$41.73	17.72%	28.70%	\$1.10	\$1.42
Lee County Transit	\$4.08	\$3.81	\$0.69	\$0.62	\$33.68	\$33.90	18.36%	19.69%	\$0.75	\$0.75
LYNX Transit	\$3.04	\$3.27	\$0.56	\$0.60	\$46.96	\$49.48	31.62%	29.71%	\$0.96	\$0.97
Manatee County Area Transit	\$3.62	\$4.37	\$0.81	\$0.90	\$19.84	\$24.10	13.93%	11.75%	\$0.50	\$0.51
Martin County	\$7.79	\$9.11	\$2.14	\$1.96	\$3.58	\$3.62	0.00%	2.72%	\$0.00	\$0.25
Miami-Dade Transit	\$3.83	\$3.69	\$0.67	\$0.65	\$162.92	\$162.91	26.42%	27.40%	\$1.01	\$1.01
Okaloosa County Transit (The WAVE)	\$6.56	\$6.28	\$1.55	\$1.49	\$6.53	\$6.34	10.20%	10.81%	\$0.67	\$0.68
Palm Beach County Transportation Agency	\$4.27	\$4.09	\$0.74	\$0.66	\$38.93	\$38.78	18.19%	18.86%	\$0.78	\$0.77
Pasco County Public Transportation	\$4.48	\$4.31	\$0.62	\$0.56	\$9.22	\$9.20	25.67%	24.93%	\$1.15	\$1.08
Pinellas Suncoast Transit Authority	\$3.74	\$3.86	\$0.72	\$0.79	\$55.61	\$59.17	28.08%	25.95%	\$1.05	\$1.00
Polk County Transit Svcs. Div. & WHAT	\$5.07	\$5.43	\$0.54	\$0.58	\$17.32	\$18.52	10.53%	8.63%	\$0.53	\$0.47
St. Johns County (Sunshine Bus)	\$4.78	\$4.04	\$0.58	\$0.49	\$5.78	\$5.24	8.65%	9.77%	\$0.41	\$0.39
St. Lucie County Council on Aging, Inc.	\$9.89	\$8.98	\$1.01	\$0.75	\$5.38	\$5.38	12.65%	13.64%	\$1.25	\$1.22
Sarasota County Area Transit	\$4.87	\$5.28	\$0.91	\$0.99	\$35.04	\$38.49	14.04%	12.62%	\$0.68	\$0.67
S. Florida Regional Transportation Authority	\$11.91	\$11.92	\$0.49	\$0.51	\$10.70	\$11.10	20.28%	19.72%	\$2.42	\$2.35
Space Coast Area Transit	\$2.89	\$2.53	\$0.35	\$0.30	\$11.48	\$11.15	18.42%	20.25%	\$0.53	\$0.51
StarMetro (Tallahassee)	\$2.99	\$3.31	\$0.97	\$1.07	\$84.52	\$90.50	30.04%	29.87%	\$0.90	\$0.99
SunTran (Ocala)	\$5.20	\$5.35	\$1.02	\$1.05	\$19.12	\$34.94	15.05%	14.66%	\$0.78	\$0.78
Volusia County dba VOTRAN	\$3.34	\$3.19	\$0.76	\$0.76	\$25.66	\$25.57	19.66%	21.88%	\$0.66	\$0.70

The data shown in this table represent closed-out, validated numbers as of September 2014. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit System Summary – 2012 & 2013 (continued)

System	Passenger Trips per Revenue Mile		Passenger Trips per Revenue Hour		Passenger Trips per Capita		Revenue Miles between Safety Incidents		Revenue Miles between Failures	
	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Bay Town Trolley	1.35	1.26	22.06	17.84	7.36	6.86	57,371	81,948	7,083	7,967
Broward County Transit	2.54	2.47	34.93	34.34	22.63	22.51	119,347	164,068	21,596	19,657
Collier Area Transit	0.98	1.11	17.94	20.31	3.73	4.20	102,648	613,078	15,997	22,707
Escambia County Area Transit	1.01	1.03	14.06	14.25	4.31	4.56	1,451,900	754,255	10,755	14,789
Gainesville Regional Transit System	3.23	3.27	36.97	37.25	66.58	67.70	471,109	473,891	7,280	8,484
Hernando (TransHernando Express)	0.43	0.40	7.54	7.13	0.83	0.95	n/a	n/a	n/a	n/a
Hillsborough Area Regional Transit	1.94	1.96	24.42	24.43	17.78	18.27	95,509	105,007	4,745	3,293
Indian River (GoLine)	1.35	1.31	26.01	22.08	7.40	7.41	261,642	162,588	112,132	16,936
Jacksonville Transportation Authority	1.37	1.37	19.90	20.09	14.69	14.86	155,486	104,015	12,056	21,712
Lake County Public Transp. (LakeXpress)	0.73	0.77	12.83	13.47	3.05	3.21	136,021	203,161	4,916	893
Lakeland Area Mass Transit District	1.12	1.26	15.88	17.26	10.04	8.45	987,379	322,950	785	1,288
Lee County Transit	1.18	1.26	20.18	21.52	8.26	8.89	160,419	204,350	14,072	22,864
LYNX Transit	1.70	1.75	26.36	25.66	15.45	15.14	170,825	176,373	17,135	10,171
Manatee County Area Transit	1.40	1.44	20.33	20.67	5.47	5.52	180,525	246,976	2,898	2,170
Martin County	0.52	0.42	6.04	5.64	0.46	0.40	n/a	n/a	32,531	68,935
Miami-Dade Transit	2.66	2.66	36.89	37.05	42.55	44.18	167,533	131,054	2,350	2,114
Okaloosa County Transit (The WAVE)	0.42	0.41	5.09	5.11	1.00	1.01	n/a	n/a	28,846	23,229
Palm Beach County Transportation Agency	1.61	1.69	27.96	29.20	9.13	9.47	146,570	104,768	7,497	4,500
Pasco County Public Transportation	0.79	0.77	13.92	14.09	2.06	2.13	121,038	217,013	10,345	12,169
Pinellas Suncoast Transit Authority	1.54	1.56	22.09	22.25	14.86	15.34	126,826	135,430	5,470	7,587
Polk County Transit Svcs. Div. & WHAT	0.78	0.77	16.12	15.30	3.42	3.41	n/a	n/a	13,764	7,884
St. Johns County (Sunshine Bus)	0.51	0.55	10.21	10.92	1.21	1.30	n/a	n/a	465,165	232,583
St. Lucie County Council on Aging, Inc.	0.50	0.54	7.07	7.70	0.54	0.60	n/a	n/a	9,039	39,186
Sarasota County Area Transit	1.00	0.97	15.20	15.11	7.20	7.29	49,097	364,010	8,042	8,851
S. Florida Regional Transportation Authority	1.34	1.31	29.71	32.02	0.90	0.93	n/a	n/a	105,407	64,940
Space Coast Area Transit	0.87	0.93	21.52	23.33	3.97	4.41	360,805	329,788	25,511	50,737
StarMetro (Tallahassee)	2.14	2.02	22.20	20.15	28.25	27.31	178,400	219,052	14,465	15,004
SunTran (Ocala)	0.97	0.97	15.27	15.20	3.67	6.54	n/a	n/a	5,911	5,861
Volusia County dba VOTRAN	1.37	1.46	22.86	23.62	7.68	8.01	523,674	171,992	5,144	4,591

The data shown in this table represent closed-out, validated numbers as of September 2014. However, it is possible that some figures may be updated in the subsequent reporting year.

Florida Transit Systems' Motorbus Fares (as of August 2014)

System	Cash Fare		Express Fare		Transfer Fare		Daily Fare		Weekly Pass		Monthly Pass	
	Regular	Discount	Regular	Discount	Regular	Discount	Regular	Discount	Regular	Discount	Regular	Discount
Bay Town Trolley	\$1.50	\$0.75	n/a	n/a	FREE	n/a	\$4.00	n/a	n/a	n/a	\$35.00	n/a
Broward County Transit	\$1.75	\$0.85	\$2.35	\$1.15	varies	n/a	\$4.00	\$3.00	n/a	\$16.00	\$58.00	\$29.00
Collier Area Transit	\$1.50	\$0.75	\$2.50	\$1.25	\$0.75	\$0.35	\$4.00	\$2.00	\$7.50	\$15.00	\$35.00	\$17.50
Escambia County Area Transit	\$1.75	\$0.85	n/a	n/a	FREE	n/a	\$5.25	n/a	n/a	\$14.50	\$47.00	\$35.00
Gainesville Regional Transit System	\$1.50	\$0.75	n/a	n/a	n/a	n/a	\$3.00	n/a	n/a	n/a	\$35.00	\$17.50
Hernando (TransHernando Express)	\$1.25	\$0.60	n/a	n/a	\$0.50	n/a	n/a	n/a	n/a	n/a	\$25.00	\$12.50
Hillsborough Area Regional Transit	\$2.00	\$1.00	\$3.00	\$1.50	n/a	n/a	\$4.00	\$2.00	n/a	n/a	\$65.00	\$32.50
Indian River (GoLine)	FREE	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Jacksonville Transportation Authority	\$1.50	\$0.75*	\$2.00	\$1.50	n/a	n/a	\$4.00	\$1.50	n/a	\$16.00	\$50.00	\$30.00
Lake County Public Transp. (LakeXpress)	\$1.00	\$0.50	n/a	n/a	FREE	n/a	\$3.00	\$1.50	n/a	n/a	\$30.00	\$15.00
Lakeland Area Mass Transit District	\$1.50	\$0.75**	n/a	n/a	FREE	n/a	\$3.00	\$1.50***	n/a	\$12.00	\$47.00	n/a
Lee County Transit	\$1.25	\$0.60	n/a	n/a	n/a	n/a	\$3.50	n/a	n/a	\$12.50	\$35.00	\$20.00
LYNX Transit	\$2.00	\$1.00	\$3.50	\$1.75	FREE	n/a	\$4.50	\$2.25	\$8.00	\$16.00	\$50.00	\$25.00
Manatee County Area Transit	\$1.25	\$0.60*	n/a	n/a	\$0.25	n/a	\$3.00	\$1.50	\$7.50	\$15.00	\$30.00	\$15.00
Martin County	\$1.50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Miami-Dade Transit	\$2.25	\$1.10*	\$2.65	\$1.30	varies	varies	\$5.65	\$2.80	\$14.60	\$29.25	\$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	\$2.00	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	\$2.00	\$1.00***	\$3.00	\$1.50	n/a	n/a	\$4.50	\$2.25	n/a	\$20.00	\$65.00	\$35.00
Polk County Transit Servs. Div. & WHAT	\$1.50	\$0.75***	n/a	n/a	n/a	n/a	\$3.00	\$1.50**	n/a	\$12.00	\$47.00	n/a
St. Johns County (Sunshine Bus)	\$1.00	\$0.50	n/a	n/a	n/a	n/a	\$3.00	\$1.50	n/a	n/a	\$25.00	\$12.50
St. Lucie Council on Aging, Inc.	\$2.00	\$1.00	n/a	n/a	n/a	n/a	\$5.00	\$2.50	n/a	n/a	\$50.00	\$25.00
Sarasota County Area Transit	\$1.25	\$0.60	\$2.50	\$1.25	varies	n/a	\$4.00	n/a	\$10.00	\$20.00	\$50.00	\$25.00
Space Coast Area Transit	\$1.50	\$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	n/a	\$10.00	\$38.00	n/a
SunTran (Ocala)	\$1.50	\$0.75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	\$45.00	\$23.00
Volusia County dba VOTRAN	\$1.50	\$0.75	n/a	n/a	n/a	n/a	\$3.50	\$1.50	\$6.35	\$12.75	\$45.00	\$22.50
S. Florida Regional Transportation Authority	<i>Tiered fare system ranging from \$2.50-\$6.90 for one-way trips, depending on number of zones traveled.</i>											
							\$5.00	\$2.50	n/a	n/a	\$100.00	\$50.00

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

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

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

Glossary of Terms

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

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

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

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

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

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

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

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

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

SERVICE SUPPLIED

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

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

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

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

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

SERVICE USAGE

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

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

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

QUALITY OF SERVICE

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

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

COST EFFICIENCY

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

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

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

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

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

COST EFFECTIVENESS

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

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

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

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

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

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

SERVICE EFFECTIVENESS

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

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

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

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

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

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

