

# 2015 Florida Transit Handbook



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



OFFICE OF FREIGHT, LOGISTICS & PASSENGER OPERATIONS

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# PUBLIC TRANSIT IN FLORIDA

**T**his 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 2014. 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 2014, 30 of Florida's 31 fixed-route transit systems (including bus, rail, and vanpool modes) and 2 other separate vanpool services provided transportation for approximately 277 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](http://www.dot.state.fl.us), or call (850) 414-4500.



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# 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.

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## 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](http://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](http://www.tripsflorida.org)

*Transit Maintenance Analysis and Resource Center (TMAARC)*  
[www.tmaarc.org](http://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](http://www3.cutr.usf.edu/bussafety)

*Transit Safety Network*  
[www.floridatsn.org](http://www.floridatsn.org)

*Transit Safety Programs*  
[www.dot.state.fl.us/transit/pages/transitsafetyprograms.shtm](http://www.dot.state.fl.us/transit/pages/transitsafetyprograms.shtm)

*Commuter Assistance Program*  
[www.commuterservices.com](http://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)

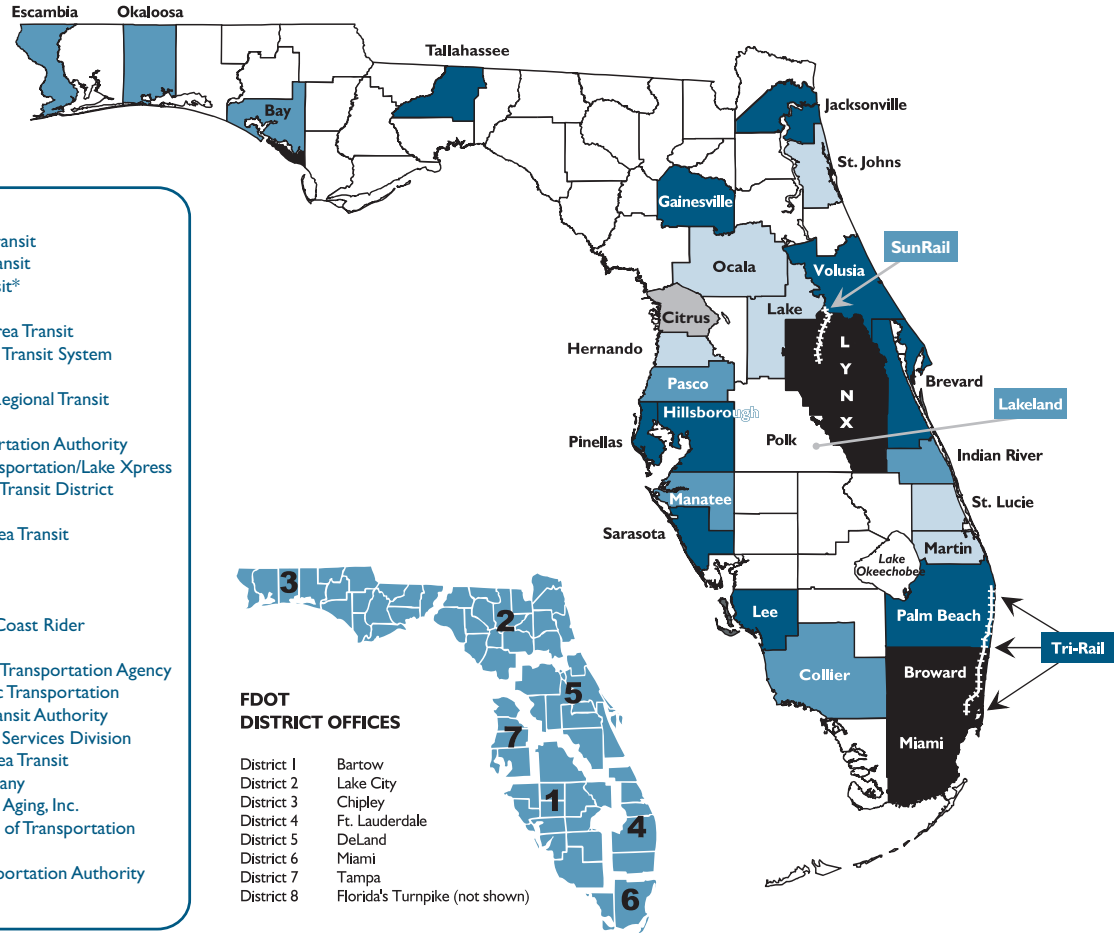
The Florida Department of Transportation is decentralized in accordance with legislative mandates. Each of the seven districts is managed by a District Secretary. The districts vary in organizational structure; however, each district, except for the Turnpike, District 8, has an Office of Modal Development (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 (Lee Tran); Manatee County Area Transit (MCAT); Sarasota County Area Transit (SCAT); Polk County Transit Services
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 (The Sunshine Bus Co.)
3	Highway 90 East, Chipley, FL 32428-0607 Phone: (850) 330-1205, 1-888-638-0250	Escambia County Area Transit (ECAT); Okaloosa County (EC Rider), Bay County TPO (Bay Town Trolley); City of Tallahassee (StarMetro)
4	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); Council on Aging of St. Lucie, Inc.; 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 (SunTran); Lake County (LakeXpress); SunRail (FL Department of Transportation)
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)
7	11201 N. McKinley Drive, Tampa, FL 33612-6403 Phone: (813) 975-6060, 1-800-226-7220	Citrus County Transit; Hillsborough Area Regional Transit Authority (HART); Pinellas Suncoast Transit Authority (PSTA); Pasco County Public Transportation; THE Bus (Hernando County Transit)

## Florida Urban Fixed-Route Systems

- greater than 200 peak vehicles
- 50-200 peak vehicles
- 10-49 peak vehicles
- 1-9 peak vehicles
- other systems\*



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

\* Citrus County Transit is an urban fixed-route system that will begin reporting NTD data in 2015/2016.

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## Florida's Transit Systems

In 2014, there were 30 urban fixed-route systems operating in Florida that reported to the National Transit Database (NTD). Five of these systems operate some form of fixed-guideway mode. SunRail began operating commuter rail service in 2014 and connects Orange and Volusia Counties through Downtown Orlando. The South Florida Regional Transportation Authority provides regional rail service (Tri-Rail) between Palm Beach, Broward, and Miami-Dade Counties. Miami-Dade Transit operates a heavy rail system (Metrorail) and an automated guideway system (Metromover). Jacksonville Transportation Authority operates an automated guideway system (Skyway Express). Hillsborough Area Regional Transit Authority operates a light rail (TECO Line Streetcar) system.

There are two additional fixed-route transit systems in Florida that did not report NTD data in 2014. The first is Key West Transit, which is not classified as an urban system and therefore does not report to NTD. The second is Citrus County Transit, which will begin reporting NTD data in 2015/2016.

During 2014, Florida's transit agencies ranged in size from the four-vehicle system in Hernando County to the 1,032-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 2014. 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 urban fixed-route total information. Following the profiles are data summarizing trends from 2013 to 2014 for each system. After the summary tables is a page summarizing all of the system's fare structures as of August 2015. More information on public transit in Florida can be found at the following website: [www.dot.state.fl.us/transit](http://www.dot.state.fl.us/transit).

Charlotte County Transit Division and the Tampa Bay Area Regional Transportation Authority (TBARTA) are required to report vanpool information to NTD; however, neither agency operates a fixed-route system. Please note that Charlotte's and TBARTA's vanpool numbers are included in the Florida totals on page 9, where applicable.

## Florida's Urban Fixed-Route Transit Systems—2013 and 2014 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](http://www.dot.state.fl.us/Transit)



In 2014, 30 fixed-route transit systems in Florida reported ridership and other data. In addition, five systems operate at least one rail mode. The data shown below and on the following pages represent fixed-route bus, rail services, and vanpool services only (excludes demand-response service) for 2013 and 2014 from the National Transit Database. The data shown below represent closed-out, validated numbers as of September 2015. However, it is possible that some figures may be updated in the subsequent reporting year. Please see pages 7 and 8 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

	2013	2014
Service Area Population	15,502,013	15,801,180
Service Area Population Density	1,177.4	1,163.0
Operating Expense	\$1,041,240,791	\$1,108,863,708
Operating Revenue	\$294,720,226	\$313,981,819

### Service Supplied

Total Annual Revenue Miles	140,536,774	143,421,564
Total Annual Revenue Hours	9,611,487	9,861,182
Total Revenue Vehicles	3,886	4,005
Peak Vehicles	3,047	3,174
Route Miles	15,490.0	15,945.0

### Service Usage

Annual Passenger Trips	278,224,986	277,464,779
Annual Passenger Miles	1,581,601,483	1,589,902,688
Average Trip Length	5.7	5.7

### Quality of Service

Average Headway (minutes)	25.83	26.05
Weekday Span of Service (hours)	16.6	17.5

### Cost Efficiency

Operating Expense per Revenue Mile	\$7.41	\$7.73
Operating Expense per Revenue Hour	\$108.33	\$112.45
Operating Revenue per Operating Expense	28.30%	28.32%
Passenger Trips per Employee FTE	30,991	29,832

### Cost Effectiveness

Operating Expense per Passenger Trip	\$3.74	\$4.00
Operating Expense per Passenger Mile	\$0.66	\$0.70
Operating Expense per Capita	\$67.17	\$70.18
Farebox Recovery Ratio	26.06%	25.40%
Average Fare	\$0.98	\$1.02

### Service Effectiveness

Passenger Trips per Revenue Mile	1.98	1.93
Passenger Trips per Revenue Hour	28.95	28.14
Passenger Trips per Capita	17.95	17.56
Revenue Miles Between Safety Incidents	155,633	142,425
Revenue Miles Between Failures	4,438	3,974

## Bay Town Trolley

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



Bay Town Trolley provides contracted deviated fixed-route service in the Panama City Urbanized area and Bay Area Transportation provides demand-response service throughout Bay County. The Bay County Transportation Planning Organization (TPO) governs both services. Data representing the Bay Town Trolley's motorbus service for 2013 and 2014 are shown below.

<b>General Information</b>	<b>2013</b>	<b>2014</b>
Service Area Population	105,192	105,192
Service Area Population Density	1,813.7	1,813.7
Operating Expense	\$2,862,428	\$2,176,644
Operating Revenue	\$562,733	\$618,074
<b>Service Supplied</b>		
Total Annual Revenue Miles	573,636	513,576
Total Annual Revenue Hours	40,460	40,334
Total Revenue Vehicles	27	16
Peak Vehicles	11	11
Route Miles	142.0	142.0
<b>Service Usage</b>		
Annual Passenger Trips	721,789	680,635
Annual Passenger Miles	3,862,467	2,655,924
Average Trip Length	5.4	3.9
<b>Quality of Service</b>		
Average Headway (minutes)	54.63	60.83
Weekday Span of Service (hours)	14.5	14.5
<b>Cost Efficiency</b>		
Operating Expense per Revenue Mile	\$4.99	\$4.24
Operating Expense per Revenue Hour	\$70.75	\$53.97
Operating Revenue per Operating Expense	19.66%	28.40%
Passenger Trips per Employee FTE	n/a	n/a
<b>Cost Effectiveness</b>		
Operating Expense per Passenger Trip	\$3.97	\$3.20
Operating Expense per Passenger Mile	\$0.74	\$0.82
Operating Expense per Capita	\$27.21	\$20.69
Farebox Recovery Ratio	19.66%	26.10%
Average Fare	\$0.78	\$0.83
<b>Service Effectiveness</b>		
Passenger Trips per Revenue Mile	1.26	1.33
Passenger Trips per Revenue Hour	17.84	16.87
Passenger Trips per Capita	6.86	6.47
Revenue Miles Between Safety Incidents	81,948	51,358
Revenue Miles Between Failures	7,967	7,665

## Broward County Transit (BCT)

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



Broward County Transit is an agency of Broward County government responsible for operating a fixed-route motorbus service with several routes connecting with Palm Tran (in Palm Beach County), Miami-Dade Transit, and Tri-Rail (commuter rail service). In addition to fixed-route bus service, BCT also partners with many municipalities within the county to provide Community Bus services, including Fort Lauderdale's Sun Trolley, and offers contracted paratransit service. BCT and Broward Community Bus data for the years 2013 and 2014 are provided below.

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	<b>2013</b>	<b>2014</b>
<b>General Information</b>		
Service Area Population	1,815,137	1,838,844
Service Area Population Density	4,427.2	4,485.0
Operating Expense	\$110,171,010	\$115,898,030
Operating Revenue	\$35,236,699	\$38,227,326
<b>Service Supplied</b>		
Total Annual Revenue Miles	16,570,917	16,882,576
Total Annual Revenue Hours	1,189,576	1,246,868
Total Revenue Vehicles	398	411
Peak Vehicles	328	333
Route Miles	1,799.6	1,889.4
<b>Service Usage</b>		
Annual Passenger Trips	40,850,926	40,825,445
Annual Passenger Miles	196,484,727	178,481,601
Average Trip Length	4.8	4.4
<b>Quality of Service</b>		
Average Headway (minutes)	23.63	25.14
Weekday Span of Service (hours)	20.0	20.2
<b>Cost Efficiency</b>		
Operating Expense per Revenue Mile	\$6.65	\$6.86
Operating Expense per Revenue Hour	\$92.61	\$92.95
Operating Revenue per Operating Expense	31.98%	32.98%
Passenger Trips per Employee FTE	38,547	35,881
<b>Cost Effectiveness</b>		
Operating Expense per Passenger Trip	\$2.70	\$2.84
Operating Expense per Passenger Mile	\$0.56	\$0.65
Operating Expense per Capita	\$60.70	\$63.03
Farebox Recovery Ratio	30.82%	29.90%
Average Fare	\$0.83	\$0.85
<b>Service Effectiveness</b>		
Passenger Trips per Revenue Mile	2.47	2.42
Passenger Trips per Revenue Hour	34.34	32.74
Passenger Trips per Capita	22.51	22.20
Revenue Miles Between Safety Incidents	164,068	106,180
Revenue Miles Between Failures	19,657	7,867

## Collier Area Transit (CAT)

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



Collier Area Transit is part of the Alternative Transportation Modes Department of Collier County Transportation, which is governed by the Collier County Board of County Commissioners. CAT provides fixed-route service in Collier County. Demand-response services are provided by Collier Area Paratransit. The data below represent CAT's 2013 and 2014 fixed-route purchased motorbus services.

	2013	2014
<b>General Information</b>		
Service Area Population	323,785	323,785
Service Area Population Density	162.1	159.9
Operating Expense	\$5,670,517	\$6,524,735
Operating Revenue	\$1,247,262	\$1,215,109
<b>Service Supplied</b>		
Total Annual Revenue Miles	1,226,155	1,235,516
Total Annual Revenue Hours	67,011	66,889
Total Revenue Vehicles	23	23
Peak Vehicles	16	16
Route Miles	378.5	385.7
<b>Service Usage</b>		
Annual Passenger Trips	1,361,294	1,181,530
Annual Passenger Miles	11,434,870	8,743,322
Average Trip Length	8.4	7.4
<b>Quality of Service</b>		
Average Headway (minutes)	77.57	78.30
Weekday Span of Service (hours)	16.5	16.7
<b>Cost Efficiency</b>		
Operating Expense per Revenue Mile	\$4.62	\$5.28
Operating Expense per Revenue Hour	\$84.62	\$97.55
Operating Revenue per Operating Expense	22.00%	18.62%
Passenger Trips per Employee FTE	n/a	n/a
<b>Cost Effectiveness</b>		
Operating Expense per Passenger Trip	\$4.17	\$5.52
Operating Expense per Passenger Mile	\$0.50	\$0.75
Operating Expense per Capita	\$17.51	\$20.15
Farebox Recovery Ratio	21.04%	18.62%
Average Fare	\$0.88	\$1.03
<b>Service Effectiveness</b>		
Passenger Trips per Revenue Mile	1.11	0.96
Passenger Trips per Revenue Hour	20.31	17.66
Passenger Trips per Capita	4.20	3.65
Revenue Miles Between Safety Incidents	613,078	247,103
Revenue Miles Between Failures	22,707	42,604

## Council on Aging of St. Lucie, Inc.

Mr. Darrell J. Drummond, CEO  
Ms. Marianne Arbore, Transit Director  
1505 Orange Avenue, Fort Pierce, FL 34950  
(772) 464-7433

[www.treasurecoastconnector.com](http://www.treasurecoastconnector.com)



Council on Aging of St. Lucie, Inc. operates Community Transit, a demand-response system, and the Treasure Coast Connector, a regional fixed-route system connecting St. Lucie and Martin Counties. The data shown below represent the fixed-route services for 2013 and 2014. *If an agency has one safety incident, revenue miles between safety incidents is equal to revenue miles.*

	2013	2014
<b>General Information</b>		
Service Area Population	283,866	283,866
Service Area Population Density	496.3	496.3
Operating Expense	\$1,527,426	\$1,544,934
Operating Revenue	\$224,043	\$241,271
<b>Service Supplied</b>		
Total Annual Revenue Miles	313,486	311,977
Total Annual Revenue Hours	22,087	22,072
Total Revenue Vehicles	12	12
Peak Vehicles	8	8
Route Miles	83.8	83.8
<b>Service Usage</b>		
Annual Passenger Trips	170,131	186,093
Annual Passenger Miles	2,040,520	2,572,027
Average Trip Length	12.0	13.8
<b>Quality of Service</b>		
Average Headway (minutes)	44.28	44.47
Weekday Span of Service (hours)	11.0	11.0
<b>Cost Efficiency</b>		
Operating Expense per Revenue Mile	\$4.87	\$4.95
Operating Expense per Revenue Hour	\$69.15	\$70.00
Operating Revenue per Operating Expense	14.67%	15.62%
Passenger Trips per Employee FTE	7,341	8,277
<b>Cost Effectiveness</b>		
Operating Expense per Passenger Trip	\$8.98	\$8.30
Operating Expense per Passenger Mile	\$0.75	\$0.60
Operating Expense per Capita	\$5.38	\$5.44
Farebox Recovery Ratio	13.64%	14.31%
Average Fare	\$1.22	\$1.19
<b>Service Effectiveness</b>		
Passenger Trips per Revenue Mile	0.54	0.60
Passenger Trips per Revenue Hour	7.70	8.43
Passenger Trips per Capita	0.60	0.66
Revenue Miles Between Safety Incidents	313,486	51,996
Revenue Miles Between Failures	39,186	44,568

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

Escambia County Area Transit is a department of the county government. A five-member elected Board of County Commissioners governs the department. In addition to providing purchased fixed-route motorbus service, ECAT contracts to provide demand-response transportation services. 2013 and 2014 motorbus data for ECAT are shown below.

	<b>2013</b>	<b>2014</b>
<b>General Information</b>		
Service Area Population	341,765	341,765
Service Area Population Density	1,448.2	1,466.8
Operating Expense	\$8,276,841	\$8,984,762
Operating Revenue	\$1,875,371	\$1,980,889
<b>Service Supplied</b>		
Total Annual Revenue Miles	1,508,510	1,493,426
Total Annual Revenue Hours	109,400	101,304
Total Revenue Vehicles	45	47
Peak Vehicles	31	31
Route Miles	315.0	315.0
<b>Service Usage</b>		
Annual Passenger Trips	1,558,734	1,516,649
Annual Passenger Miles	8,299,619	9,338,387
Average Trip Length	5.3	6.2
<b>Quality of Service</b>		
Average Headway (minutes)	44.21	41.36
Weekday Span of Service (hours)	14.2	14.2
<b>Cost Efficiency</b>		
Operating Expense per Revenue Mile	\$5.49	\$6.02
Operating Expense per Revenue Hour	\$75.66	\$88.69
Operating Revenue per Operating Expense	22.66%	22.05%
Passenger Trips per Employee FTE	n/a	n/a
<b>Cost Effectiveness</b>		
Operating Expense per Passenger Trip	\$5.31	\$5.92
Operating Expense per Passenger Mile	\$1.00	\$0.96
Operating Expense per Capita	\$24.22	\$26.29
Farebox Recovery Ratio	22.25%	20.40%
Average Fare	\$1.18	\$1.21
<b>Service Effectiveness</b>		
Passenger Trips per Revenue Mile	1.03	1.02
Passenger Trips per Revenue Hour	14.25	14.97
Passenger Trips per Capita	4.56	4.44
Revenue Miles Between Safety Incidents	754,255	186,678
Revenue Miles Between Failures	14,789	10,023

## Gainesville Regional Transit System

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



The Regional Transit System (RTS) is a department of the City of Gainesville. An elected seven-member Commission governs the RTS. The Commission receives input from an advisory board comprised of citizens from the community. The RTS serves the City of Gainesville and parts of Alachua County with fixed-route motorbus service and contracts to provide demand-response transportation services throughout the City of Gainesville and up to three-quarters of a mile beyond its fixed-route network. The data shown below represent fixed-route motorbus data for RTS in 2013 and 2014.

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	<b>2013</b>	<b>2014</b>
<b>General Information</b>		
Service Area Population	160,000	160,000
Service Area Population Density	2,105.3	2,105.3
Operating Expense	\$21,416,671	\$22,633,015
Operating Revenue	\$14,181,638	\$15,215,898
<b>Service Supplied</b>		
Total Annual Revenue Miles	3,317,239	3,428,040
Total Annual Revenue Hours	290,802	298,200
Total Revenue Vehicles	123	123
Peak Vehicles	103	104
Route Miles	234.3	286.6
<b>Service Usage</b>		
Annual Passenger Trips	10,832,674	10,814,433
Annual Passenger Miles	26,540,051	28,398,701
Average Trip Length	2.4	2.6
<b>Quality of Service</b>		
Average Headway (minutes)	11.96	14.38
Weekday Span of Service (hours)	22.5	22.7
<b>Cost Efficiency</b>		
Operating Expense per Revenue Mile	\$6.46	\$6.60
Operating Expense per Revenue Hour	\$73.65	\$75.90
Operating Revenue per Operating Expense	66.22%	67.23%
Passenger Trips per Employee FTE	41,721	38,608
<b>Cost Effectiveness</b>		
Operating Expense per Passenger Trip	\$1.98	\$2.09
Operating Expense per Passenger Mile	\$0.81	\$0.80
Operating Expense per Capita	\$133.85	\$141.46
Farebox Recovery Ratio	63.08%	64.43%
Average Fare	\$1.25	\$1.35
<b>Service Effectiveness</b>		
Passenger Trips per Revenue Mile	3.27	3.15
Passenger Trips per Revenue Hour	37.25	36.27
Passenger Trips per Capita	67.70	67.59
Revenue Miles Between Safety Incidents	473,891	685,608
Revenue Miles Between Failures	8,484	8,812

## Hillsborough Area Regional Transit Authority (HART)

Ms. Katharine Eagan, Chief Executive Officer  
1201 E. 7th Avenue, Tampa, FL 33605  
(813) 254-4278  
[www.gohart.org](http://www.gohart.org)



The Hillsborough Area Regional Transit Authority (HART) operates motorbus service as well as the TECO Line Streetcar connecting downtown with the Ybor City Historic District. Paratransit service is provided for the City of Tampa, the City of Temple Terrace, and unincorporated Hillsborough County. The authority is governed by a Board of Directors comprised of twelve representatives appointed by the governing bodies of its members and the Governor of the State of Florida. 2013 and 2014 data for HART's fixed-route bus and rail services are shown below.

<b>General Information</b>	<b>2013</b>	<b>2014</b>
Service Area Population	822,404	875,598
Service Area Population Density	3,384.4	3,433.7
Operating Expense	\$60,097,076	\$63,270,537
Operating Revenue	\$15,897,203	\$17,426,797
<b>Service Supplied</b>		
Total Annual Revenue Miles	7,665,538	8,027,637
Total Annual Revenue Hours	615,280	648,318
Total Revenue Vehicles	224	210
Peak Vehicles	161	165
Route Miles	1,024.3	1,140.2
<b>Service Usage</b>		
Annual Passenger Trips	15,028,441	15,334,839
Annual Passenger Miles	74,236,765	74,527,155
Average Trip Length	4.9	4.9
<b>Quality of Service</b>		
Average Headway (minutes)	30.64	33.33
Weekday Span of Service (hours)	21.3	21.3
<b>Cost Efficiency</b>		
Operating Expense per Revenue Mile	\$7.84	\$7.88
Operating Expense per Revenue Hour	\$97.67	\$97.59
Operating Revenue per Operating Expense	26.45%	27.54%
Passenger Trips per Employee FTE	24,250	23,906
<b>Cost Effectiveness</b>		
Operating Expense per Passenger Trip	\$4.00	\$4.13
Operating Expense per Passenger Mile	\$0.81	\$0.85
Operating Expense per Capita	\$73.07	\$72.26
Farebox Recovery Ratio	24.97%	25.07%
Average Fare	\$1.00	\$1.03
<b>Service Effectiveness</b>		
Passenger Trips per Revenue Mile	1.96	1.91
Passenger Trips per Revenue Hour	24.43	23.65
Passenger Trips per Capita	18.27	17.51
Revenue Miles Between Safety Incidents	105,007	109,968
Revenue Miles Between Failures	3,293	2,753

## Indian River (GoLine)

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



Senior Resource Association operates as the Transit Element of Indian River County, in a quasi-governmental status under the five-member elected Board of County Commissioners. It is governed by a volunteer Board of Directors. Community Coach serves the rural and urbanized portions of Indian River County. The system provides point deviation motorbus services, and demand-response van, wheelchair, and stretcher services. The data shown below represent 2013 and 2014 motorbus services.

<b>General Information</b>	<b>2013</b>	<b>2014</b>
Service Area Population	143,696	143,696
Service Area Population Density	665.3	665.3
Operating Expense	\$1,930,451	\$2,474,869
Operating Revenue	\$22,356	\$11,617
<b>Service Supplied</b>		
Total Annual Revenue Miles	812,940	919,016
Total Annual Revenue Hours	48,232	46,763
Total Revenue Vehicles	23	24
Peak Vehicles	15	14
Route Miles	314.0	314.0
<b>Service Usage</b>		
Annual Passenger Trips	1,065,108	1,079,838
Annual Passenger Miles	5,261,634	5,645,546
Average Trip Length	4.9	5.2
<b>Quality of Service</b>		
Average Headway (minutes)	74.52	68.48
Weekday Span of Service (hours)	10.0	13.0
<b>Cost Efficiency</b>		
Operating Expense per Revenue Mile	\$2.37	\$2.69
Operating Expense per Revenue Hour	\$40.02	\$52.92
Operating Revenue per Operating Expense	1.16%	0.47%
Passenger Trips per Employee FTE	39,261	26,888
<b>Cost Effectiveness</b>		
Operating Expense per Passenger Trip	\$1.81	\$2.29
Operating Expense per Passenger Mile	\$0.37	\$0.44
Operating Expense per Capita	\$13.43	\$17.22
Farebox Recovery Ratio	n/a	n/a
Average Fare	n/a	n/a
<b>Service Effectiveness</b>		
Passenger Trips per Revenue Mile	1.31	1.17
Passenger Trips per Revenue Hour	22.08	23.09
Passenger Trips per Capita	7.41	7.51
Revenue Miles Between Safety Incidents	162,588	459,508
Revenue Miles Between Failures	16,936	65,644

## Jacksonville Transportation Authority (JTA)

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



Jacksonville Transportation Authority is an independent authority that is governed by a seven-member, appointed Board of Directors. The Jacksonville system provides its services within Duval County and northern Clay County (Orange Park). JTA transportation services include fixed-route motorbus, automated guideway (Skyway Express), and demand-response. The data below represent JTA's 2013 and 2014 fixed-route services (motorbus and automated guideway).

	<b>2013</b>	<b>2014</b>
<b>General Information</b>		
Service Area Population	827,481	985,050
Service Area Population Density	1,915.5	1,231.3
Operating Expense	\$69,271,094	\$72,528,324
Operating Revenue	\$12,725,182	\$12,389,863
<b>Service Supplied</b>		
Total Annual Revenue Miles	8,945,282	8,908,996
Total Annual Revenue Hours	612,287	625,343
Total Revenue Vehicles	182	181
Peak Vehicles	143	163
Route Miles	1,110.4	1,107.4
<b>Service Usage</b>		
Annual Passenger Trips	12,299,409	12,225,824
Annual Passenger Miles	74,615,327	75,896,683
Average Trip Length	6.1	6.2
<b>Quality of Service</b>		
Average Headway (minutes)	31.89	28.47
Weekday Span of Service (hours)	21.5	22.4
<b>Cost Efficiency</b>		
Operating Expense per Revenue Mile	\$7.74	\$8.14
Operating Expense per Revenue Hour	\$113.14	\$115.98
Operating Revenue per Operating Expense	18.37%	17.08%
Passenger Trips per Employee FTE	19,736	18,257
<b>Cost Effectiveness</b>		
Operating Expense per Passenger Trip	\$5.63	\$5.93
Operating Expense per Passenger Mile	\$0.93	\$0.96
Operating Expense per Capita	\$83.71	\$73.63
Farebox Recovery Ratio	16.46%	15.28%
Average Fare	\$0.93	\$0.91
<b>Service Effectiveness</b>		
Passenger Trips per Revenue Mile	1.37	1.37
Passenger Trips per Revenue Hour	20.09	19.55
Passenger Trips per Capita	14.86	12.41
Revenue Miles Between Safety Incidents	104,015	112,772
Revenue Miles Between Failures	21,712	14,369

## Lake County Public Transportation (LakeXpress)

Ms. Amye King, Interim Director  
 2440 U.S. Highway 441/27, Fruitland Park, FL 34731  
 (352) 323-5733  
[www.ridelakexpress.com](http://www.ridelakexpress.com)



LakeXpress operates by contract under the Lake County Board of County Commissioners. Services provided include fixed-route LakeXpress and the Lake County Connection for demand-response service. LakeXpress was started in May 2007 and the County has served as the Community Transportation Coordinator since 2001. Data for 2013 and 2014 are shown below. *If an agency has only one safety incident, the revenue miles between safety incidents is equal to the number of revenue miles.*

<b>General Information</b>	<b>2013</b>	<b>2014</b>
Service Area Population	97,497	97,497
Service Area Population Density	1,373.2	1,373.2
Operating Expense	\$2,188,413	\$2,114,801
Operating Revenue	\$208,414	\$223,370
<b>Service Supplied</b>		
Total Annual Revenue Miles	406,322	408,106
Total Annual Revenue Hours	23,210	23,195
Total Revenue Vehicles	14	12
Peak Vehicles	7	7
Route Miles	146.1	146.1
<b>Service Usage</b>		
Annual Passenger Trips	312,591	318,371
Annual Passenger Miles	2,095,697	2,139,453
Average Trip Length	6.7	6.7
<b>Quality of Service</b>		
Average Headway (minutes)	71.53	71.17
Weekday Span of Service (hours)	13.8	13.8
<b>Cost Efficiency</b>		
Operating Expense per Revenue Mile	\$5.39	\$5.18
Operating Expense per Revenue Hour	\$94.29	\$91.17
Operating Revenue per Operating Expense	9.52%	10.56%
Passenger Trips per Employee FTE	n/a	n/a
<b>Cost Effectiveness</b>		
Operating Expense per Passenger Trip	\$7.00	\$6.64
Operating Expense per Passenger Mile	\$1.04	\$0.99
Operating Expense per Capita	\$22.45	\$21.69
Farebox Recovery Ratio	6.97%	6.75%
Average Fare	\$0.49	\$0.45
<b>Service Effectiveness</b>		
Passenger Trips per Revenue Mile	0.77	0.78
Passenger Trips per Revenue Hour	13.47	13.73
Passenger Trips per Capita	3.21	3.27
Revenue Miles Between Safety Incidents	203,161	408,106
Revenue Miles Between Failures	893	1,000

## Lakeland Area Mass Transit District (Citrus Connection)

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



Lakeland Area Mass Transit District is an independent district governed by a five-member Board of Directors. The District serves the greater Lakeland area via fixed-route motorbus services (Citrus Connection) and demand-response services. The data below represent 2013 and 2014 motorbus data.

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<b>General Information</b>	<b>2013</b>	<b>2014</b>
Service Area Population	145,000	145,000
Service Area Population Density	1,883.1	1,883.1
Operating Expense	\$6,050,994	\$7,498,552
Operating Revenue	\$1,882,611	\$1,633,457
<b>Service Supplied</b>		
Total Annual Revenue Miles	968,850	1,306,728
Total Annual Revenue Hours	70,946	84,110
Total Revenue Vehicles	38	37
Peak Vehicles	22	32
Route Miles	239.9	373.4
<b>Service Usage</b>		
Annual Passenger Trips	1,224,636	1,511,349
Annual Passenger Miles	6,385,735	8,905,713
Average Trip Length	5.2	5.9
<b>Quality of Service</b>		
Average Headway (minutes)	47.91	45.06
Weekday Span of Service (hours)	13.0	21.1
<b>Cost Efficiency</b>		
Operating Expense per Revenue Mile	\$6.25	\$5.74
Operating Expense per Revenue Hour	\$85.29	\$89.15
Operating Revenue per Operating Expense	31.11%	21.78%
Passenger Trips per Employee FTE	15,954	14,774
<b>Cost Effectiveness</b>		
Operating Expense per Passenger Trip	\$4.94	\$4.96
Operating Expense per Passenger Mile	\$0.95	\$0.84
Operating Expense per Capita	\$41.73	\$51.71
Farebox Recovery Ratio	28.70%	19.87%
Average Fare	\$1.42	\$0.99
<b>Service Effectiveness</b>		
Passenger Trips per Revenue Mile	1.26	1.16
Passenger Trips per Revenue Hour	17.26	17.97
Passenger Trips per Capita	8.45	10.42
Revenue Miles Between Safety Incidents	322,950	435,576
Revenue Miles Between Failures	1,288	2,537

## Lee County Transit (LeeTran)

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



Lee County Transit is an independent division of the Lee County Government. The Lee County Board of County Commissioners, a five-member public policy body, governs the division. LeeTran provides public transportation services to Lee County via fixed-route motorbus services and contracted demand-response services. In addition, LeeTran contractually provides vanpool service. LeeTran's fixed-route motorbus and vanpool data for 2013 and 2014 are shown below.

	2013	2014
<b>General Information</b>		
Service Area Population	463,224	470,588
Service Area Population Density	3,563.3	3,619.9
Operating Expense	\$15,703,160	\$15,764,030
Operating Revenue	\$3,889,080	\$4,697,956
<b>Service Supplied</b>		
Total Annual Revenue Miles	3,269,603	3,065,800
Total Annual Revenue Hours	191,437	187,143
Total Revenue Vehicles	71	80
Peak Vehicles	59	66
Route Miles	551.0	551.0
<b>Service Usage</b>		
Annual Passenger Trips	4,119,891	3,985,691
Annual Passenger Miles	25,384,349	21,832,933
Average Trip Length	6.2	5.5
<b>Quality of Service</b>		
Average Headway (minutes)	40.33	41.18
Weekday Span of Service (hours)	17.5	17.5
<b>Cost Efficiency</b>		
Operating Expense per Revenue Mile	\$4.80	\$5.14
Operating Expense per Revenue Hour	\$82.03	\$84.24
Operating Revenue per Operating Expense	24.77%	29.80%
Passenger Trips per Employee FTE	24,279	23,222
<b>Cost Effectiveness</b>		
Operating Expense per Passenger Trip	\$3.81	\$3.96
Operating Expense per Passenger Mile	\$0.62	\$0.72
Operating Expense per Capita	\$33.90	\$33.50
Farebox Recovery Ratio	19.69%	18.97%
Average Fare	\$0.75	\$0.75
<b>Service Effectiveness</b>		
Passenger Trips per Revenue Mile	1.26	1.30
Passenger Trips per Revenue Hour	21.52	21.30
Passenger Trips per Capita	8.89	8.47
Revenue Miles Between Safety Incidents	204,350	235,831
Revenue Miles Between Failures	22,864	27,871

## LYNX (Central Florida Regional Transportation Authority)

Ms. Susan N. Black, Interim Chief Executive Officer  
455 North Garland Avenue, Orlando, FL 32801  
(407) 841-2279  
[www.golynx.com](http://www.golynx.com)



LYNX is an independent authority that is governed by a Board of Directors. The authority provides service to Orange County (including Orlando, Winter Park, Maitland, and others), Seminole County (including Altamonte Springs, Casselberry, and Sanford), and Osceola County (including Kissimmee and St. Cloud). LYNX provides fixed-route motorbus service (including commuter bus and the Lymmo rapid bus), paratransit service, transportation-disadvantaged coordination, a five-county regional ridesharing assistance program, and vanpool service. 2013 and 2014 fixed-route motorbus and vanpool data for LYNX are provided below.

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### General Information

	2013	2014
Service Area Population	1,920,488	1,959,812
Service Area Population Density	756.7	772.2
Operating Expense	\$95,016,662	\$95,330,587
Operating Revenue	\$31,087,896	\$31,040,036

### Service Supplied

Total Annual Revenue Miles	16,579,075	17,247,024
Total Annual Revenue Hours	1,133,527	1,166,185
Total Revenue Vehicles	418	458
Peak Vehicles	335	389
Route Miles	1,553.7	1,742.6

### Service Usage

Annual Passenger Trips	29,082,988	29,367,232
Annual Passenger Miles	157,483,173	168,163,405
Average Trip Length	5.4	5.7

### Quality of Service

Average Headway (minutes)	25.80	26.99
Weekday Span of Service (hours)	23.0	24.3

### Cost Efficiency

Operating Expense per Revenue Mile	\$5.73	\$5.53
Operating Expense per Revenue Hour	\$83.82	\$81.75
Operating Revenue per Operating Expense	32.72%	32.56%
Passenger Trips per Employee FTE	30,541	29,607

### Cost Effectiveness

Operating Expense per Passenger Trip	\$3.27	\$3.25
Operating Expense per Passenger Mile	\$0.60	\$0.57
Operating Expense per Capita	\$49.48	\$48.64
Farebox Recovery Ratio	29.71%	29.12%
Average Fare	\$0.97	\$0.95

### Service Effectiveness

Passenger Trips per Revenue Mile	1.75	1.70
Passenger Trips per Revenue Hour	25.66	25.18
Passenger Trips per Capita	15.14	14.98
Revenue Miles Between Safety Incidents	176,373	141,369
Revenue Miles Between Failures	10,171	10,033

## Manatee County Area Transit (MCAT)

Mr. William Steele, Transit Division Manager  
1108 26th Avenue East, Bradenton, FL 34208  
(941) 747-8621  
[www.mymanatee.org](http://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. 2013 and 2014 data for MCAT's fixed-route motorbus services are provided on this page.

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<b>General Information</b>	<b>2013</b>	<b>2014</b>
Service Area Population	322,833	322,833
Service Area Population Density	434.5	434.5
Operating Expense	\$7,780,717	\$8,056,800
Operating Revenue	\$1,344,801	\$1,051,574
<b>Service Supplied</b>		
Total Annual Revenue Miles	1,234,882	1,256,941
Total Annual Revenue Hours	86,132	86,845
Total Revenue Vehicles	30	30
Peak Vehicles	19	20
Route Miles	235.0	235.0
<b>Service Usage</b>		
Annual Passenger Trips	1,780,471	1,824,120
Annual Passenger Miles	8,689,670	8,646,329
Average Trip Length	4.9	4.7
<b>Quality of Service</b>		
Average Headway (minutes)	51.76	48.71
Weekday Span of Service (hours)	16.8	17.3
<b>Cost Efficiency</b>		
Operating Expense per Revenue Mile	\$6.30	\$6.41
Operating Expense per Revenue Hour	\$90.33	\$92.77
Operating Revenue per Operating Expense	17.28%	13.05%
Passenger Trips per Employee FTE	25,545	25,726
<b>Cost Effectiveness</b>		
Operating Expense per Passenger Trip	\$4.37	\$4.42
Operating Expense per Passenger Mile	\$0.90	\$0.93
Operating Expense per Capita	\$24.10	\$24.96
Farebox Recovery Ratio	11.75%	11.50%
Average Fare	\$0.51	\$0.51
<b>Service Effectiveness</b>		
Passenger Trips per Revenue Mile	1.44	1.45
Passenger Trips per Revenue Hour	20.67	21.00
Passenger Trips per Capita	5.52	5.65
Revenue Miles Between Safety Incidents	246,976	628,471
Revenue Miles Between Failures	2,170	1,768

## Martin County

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



Martin County contracts to provide fixed-route motorbus, deviated fixed-route motorbus, shared ride Americans with Disabilities Act (ADA) services, and general paratransit services. 2013 and 2014 motorbus data are displayed below. *If an agency has zero safety incidents, revenue miles between safety incidents is n/a. If an agency has one safety incident, revenue miles between safety incidents is equal to revenue miles.*

<b>General Information</b>	<b>2013</b>	<b>2014</b>
Service Area Population	146,000	146,000
Service Area Population Density	262.6	206.8
Operating Expense	\$528,699	\$797,155
Operating Revenue	\$14,377	\$38,606
<b>Service Supplied</b>		
Total Annual Revenue Miles	137,870	172,785
Total Annual Revenue Hours	10,293	12,486
Total Revenue Vehicles	5	7
Peak Vehicles	4	5
Route Miles	65.0	76.0
<b>Service Usage</b>		
Annual Passenger Trips	58,025	36,146
Annual Passenger Miles	270,300	334,591
Average Trip Length	4.7	9.3
<b>Quality of Service</b>		
Average Headway (minutes)	72.79	65.90
Weekday Span of Service (hours)	11.0	12.0
<b>Cost Efficiency</b>		
Operating Expense per Revenue Mile	\$3.83	\$4.61
Operating Expense per Revenue Hour	\$51.36	\$63.84
Operating Revenue per Operating Expense	2.72%	4.84%
Passenger Trips per Employee FTE	n/a	n/a
<b>Cost Effectiveness</b>		
Operating Expense per Passenger Trip	\$9.11	\$22.05
Operating Expense per Passenger Mile	\$1.96	\$2.38
Operating Expense per Capita	\$3.62	\$5.46
Farebox Recovery Ratio	2.72%	4.84%
Average Fare	\$0.25	\$1.07
<b>Service Effectiveness</b>		
Passenger Trips per Revenue Mile	0.42	0.21
Passenger Trips per Revenue Hour	5.64	2.89
Passenger Trips per Capita	0.40	0.25
Revenue Miles Between Safety Incidents	n/a	172,785
Revenue Miles Between Failures	68,935	86,393

## Miami-Dade Transit (MDT)

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



Miami-Dade Transit is the largest transit agency in Florida, operating throughout Miami-Dade County, southern Broward County, and northern Monroe County. MDT is governed by Miami-Dade County, and is responsible for the management, construction, and operation of its services and facilities. Passengers have access to Metrobus, Metrorail (a 22-station heavy rail system), and Metromover (an automated people-mover system that serves the downtown Miami, Brickell and Omni areas). Paratransit is available through MDT's Special Transportation Service. Vanpool service is provided by Miami Lakes-vRide, Inc. The data shown below represent all of MDT's fixed-route services and area vanpool services (excluding paratransit operations) for 2013 and 2014.

### General Information

	2013	2014
Service Area Population	2,496,435	2,496,435
Service Area Population Density	8,158.3	8,158.3
Operating Expense	\$406,683,473	\$442,428,104
Operating Revenue	\$123,101,909	\$133,841,886

### Service Supplied

Total Annual Revenue Miles	41,412,941	42,030,762
Total Annual Revenue Hours	2,976,385	3,008,768
Total Revenue Vehicles	1,250	1,291
Peak Vehicles	1,029	1,032
Route Miles	2,041.5	1,969.3

### Service Usage

Annual Passenger Trips	110,289,327	109,674,441
Annual Passenger Miles	622,903,154	636,551,487
Average Trip Length	5.6	5.8

### Quality of Service

Average Headway (minutes)	11.03	10.84
Weekday Span of Service (hours)	24.0	24.0

### Cost Efficiency

Operating Expense per Revenue Mile	\$9.82	\$10.53
Operating Expense per Revenue Hour	\$136.64	\$147.05
Operating Revenue per Operating Expense	30.27%	30.25%
Passenger Trips per Employee FTE	35,188	34,573

### Cost Effectiveness

Operating Expense per Passenger Trip	\$3.69	\$4.03
Operating Expense per Passenger Mile	\$0.65	\$0.70
Operating Expense per Capita	\$162.91	\$177.22
Farebox Recovery Ratio	27.40%	26.52%
Average Fare	\$1.01	\$1.07

### Service Effectiveness

Passenger Trips per Revenue Mile	2.66	2.61
Passenger Trips per Revenue Hour	37.05	36.45
Passenger Trips per Capita	44.18	43.93
Revenue Miles Between Safety Incidents	131,054	150,648
Revenue Miles Between Failures	2,114	1,965

## Okaloosa County – Emerald Coast Rider (EC Rider)

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



The Okaloosa County Board of County Commissioners contracts to operate The Emerald Coast Rider (EC Rider), a fixed-route bus system providing service in Fort Walton Beach and Crestview. In addition, demand-response services are provided by the county. 2013 and 2014 data representing EC Rider's fixed-route motorbus service are presented below. *If an agency has zero safety incidents, revenue miles between safety incidents is n/a.*

	<b>2013</b>	<b>2014</b>
<b>General Information</b>		
Service Area Population	180,822	191,917
Service Area Population Density	904.1	1,599.3
Operating Expense	\$1,147,002	\$1,304,876
Operating Revenue	\$130,985	\$223,708
<b>Service Supplied</b>		
Total Annual Revenue Miles	441,358	400,359
Total Annual Revenue Hours	35,764	31,362
Total Revenue Vehicles	18	18
Peak Vehicles	14	12
Route Miles	214.0	214.5
<b>Service Usage</b>		
Annual Passenger Trips	182,584	162,298
Annual Passenger Miles	772,330	746,571
Average Trip Length	4.2	4.6
<b>Quality of Service</b>		
Average Headway (minutes)	74.32	84.01
Weekday Span of Service (hours)	13.0	13.0
<b>Cost Efficiency</b>		
Operating Expense per Revenue Mile	\$2.60	\$3.26
Operating Expense per Revenue Hour	\$32.07	\$41.61
Operating Revenue per Operating Expense	11.42%	17.14%
Passenger Trips per Employee FTE	n/a	n/a
<b>Cost Effectiveness</b>		
Operating Expense per Passenger Trip	\$6.28	\$8.04
Operating Expense per Passenger Mile	\$1.49	\$1.75
Operating Expense per Capita	\$6.34	\$6.80
Farebox Recovery Ratio	10.81%	16.62%
Average Fare	\$0.68	\$1.34
<b>Service Effectiveness</b>		
Passenger Trips per Revenue Mile	0.41	0.41
Passenger Trips per Revenue Hour	5.11	5.17
Passenger Trips per Capita	1.01	0.85
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	23,229	44,484

## 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.palmtran.org](http://www.palmtran.org)



Palm Tran is a not-for-profit corporation owned by Palm Beach County that is governed by the seven-member Board of County Commissioners. The corporation provides transit services throughout Palm Beach County. Palm Tran operates fixed-route motorbus services and feeder bus services to the Tri-Rail system. In addition, Palm Tran offers route deviation through the LINK and demand-response services through its paratransit operation, Palm Tran CONNECTION. 2013 and 2014 motorbus data for Palm Tran are provided below.

	2013	2014
<b>General Information</b>		
Service Area Population	1,268,782	1,268,782
Service Area Population Density	3,476.1	3,476.1
Operating Expense	\$49,208,481	\$52,551,544
Operating Revenue	\$10,056,639	\$12,097,212
<b>Service Supplied</b>		
Total Annual Revenue Miles	7,124,231	7,312,791
Total Annual Revenue Hours	411,631	431,696
Total Revenue Vehicles	157	156
Peak Vehicles	123	130
Route Miles	1,096.0	1,018.0
<b>Service Usage</b>		
Annual Passenger Trips	12,018,198	11,426,791
Annual Passenger Miles	74,588,137	74,718,004
Average Trip Length	6.2	6.5
<b>Quality of Service</b>		
Average Headway (minutes)	30.89	27.74
Weekday Span of Service (hours)	17.8	17.8
<b>Cost Efficiency</b>		
Operating Expense per Revenue Mile	\$6.91	\$7.19
Operating Expense per Revenue Hour	\$119.55	\$121.73
Operating Revenue per Operating Expense	20.44%	23.02%
Passenger Trips per Employee FTE	28,656	25,944
<b>Cost Effectiveness</b>		
Operating Expense per Passenger Trip	\$4.09	\$4.60
Operating Expense per Passenger Mile	\$0.66	\$0.70
Operating Expense per Capita	\$38.78	\$41.42
Farebox Recovery Ratio	18.86%	21.50%
Average Fare	\$0.77	\$0.99
<b>Service Effectiveness</b>		
Passenger Trips per Revenue Mile	1.69	1.56
Passenger Trips per Revenue Hour	29.20	26.47
Passenger Trips per Capita	9.47	9.01
Revenue Miles Between Safety Incidents	104,768	88,106
Revenue Miles Between Failures	4,500	3,260

## Pasco County Public Transportation (PCPT)

Mr. Philip Pumphrey, Public Transportation Director  
8620 Galen Wilson Boulevard, Port Richey, FL 34668  
(727) 834-3322  
[www.ridepcpt.com](http://www.ridepcpt.com)



Pasco County Public Transportation is a division of Pasco County Government, governed by the five-member Pasco County Commission. Fixed-route bus service is provided in urbanized West Pasco County and the municipalities of East Pasco County. Demand-response (advance reservation) service is available throughout Pasco County. The data provided below represent PCPT's fixed-route motorbus data for 2013 and 2014.

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	<b>2013</b>	<b>2014</b>
<b>General Information</b>		
Service Area Population	470,391	475,502
Service Area Population Density	631.4	638.3
Operating Expense	\$4,329,729	\$4,685,978
Operating Revenue	\$1,079,224	\$1,038,121
<b>Service Supplied</b>		
Total Annual Revenue Miles	1,302,079	1,303,381
Total Annual Revenue Hours	71,244	71,200
Total Revenue Vehicles	33	43
Peak Vehicles	18	18
Route Miles	363.0	363.0
<b>Service Usage</b>		
Annual Passenger Trips	1,003,572	959,855
Annual Passenger Miles	7,726,198	6,964,682
Average Trip Length	7.7	7.3
<b>Quality of Service</b>		
Average Headway (minutes)	66.21	66.10
Weekday Span of Service (hours)	15.6	15.6
<b>Cost Efficiency</b>		
Operating Expense per Revenue Mile	\$3.33	\$3.60
Operating Expense per Revenue Hour	\$60.77	\$65.81
Operating Revenue per Operating Expense	24.93%	22.15%
Passenger Trips per Employee FTE	20,312	19,686
<b>Cost Effectiveness</b>		
Operating Expense per Passenger Trip	\$4.31	\$4.88
Operating Expense per Passenger Mile	\$0.56	\$0.67
Operating Expense per Capita	\$9.20	\$9.85
Farebox Recovery Ratio	24.93%	22.15%
Average Fare	\$1.08	\$1.08
<b>Service Effectiveness</b>		
Passenger Trips per Revenue Mile	0.77	0.74
Passenger Trips per Revenue Hour	14.09	13.48
Passenger Trips per Capita	2.13	2.02
Revenue Miles Between Safety Incidents	217,013	260,676
Revenue Miles Between Failures	12,169	7,622

## Pinellas Suncoast Transit Authority (PSTA)

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



The Pinellas Suncoast Transit Authority (PSTA) is the public transit provider for Pinellas County. In addition, two express routes travel between Pinellas County and Tampa, located in neighboring Hillsborough County. PSTA is an independent agency governed by an eleven-member Board of Directors comprised of elected officials and private citizen appointees. PSTA provides fixed-route motorbus services, commuter bus services, and demand-response services. PSTA's fixed-route motorbus and commuter bus data for 2013 and 2014 are shown below.

<b>General Information</b>	<b>2013</b>	<b>2014</b>
Service Area Population	922,616	850,758
Service Area Population Density	3,796.8	2,444.7
Operating Expense	\$54,593,048	\$57,180,605
Operating Revenue	\$15,006,464	\$14,371,863
<b>Service Supplied</b>		
Total Annual Revenue Miles	9,073,836	9,176,346
Total Annual Revenue Hours	636,039	641,039
Total Revenue Vehicles	233	223
Peak Vehicles	179	182
Route Miles	971.0	967.9
<b>Service Usage</b>		
Annual Passenger Trips	14,150,506	14,184,320
Annual Passenger Miles	69,538,115	68,926,684
Average Trip Length	4.9	4.9
<b>Quality of Service</b>		
Average Headway (minutes)	22.81	22.29
Weekday Span of Service (hours)	21.0	21.0
<b>Cost Efficiency</b>		
Operating Expense per Revenue Mile	\$6.02	\$6.23
Operating Expense per Revenue Hour	\$85.83	\$89.20
Operating Revenue per Operating Expense	27.49%	25.13%
Passenger Trips per Employee FTE	24,756	24,792
<b>Cost Effectiveness</b>		
Operating Expense per Passenger Trip	\$3.86	\$4.03
Operating Expense per Passenger Mile	\$0.79	\$0.83
Operating Expense per Capita	\$59.17	\$67.21
Farebox Recovery Ratio	25.95%	24.48%
Average Fare	\$1.00	\$0.99
<b>Service Effectiveness</b>		
Passenger Trips per Revenue Mile	1.56	1.55
Passenger Trips per Revenue Hour	22.25	22.13
Passenger Trips per Capita	15.34	16.67
Revenue Miles Between Safety Incidents	135,430	99,743
Revenue Miles Between Failures	7,587	7,485

## Polk County Transit Services Division

Mr. Paul Simmons, Director  
 1290 Golfview Avenue, Building F, Bartow, FL 33830  
 (863) 534-5500  
[www.polk-county.net](http://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 provides 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. 2013 and 2014 motorbus data for Polk County/WHAT are presented below. *If an agency has zero safety incidents, revenue miles between safety incidents is n/a.*

<b>General Information</b>	<b>2013</b>	<b>2014</b>
Service Area Population	153,924	201,289
Service Area Population Density	3,206.8	4,193.5
Operating Expense	\$2,850,578	\$1,007,810
Operating Revenue	\$275,327	\$111,984
<b>Service Supplied</b>		
Total Annual Revenue Miles	685,906	371,696
Total Annual Revenue Hours	34,297	20,744
Total Revenue Vehicles	15	15
Peak Vehicles	10	8
Route Miles	318.0	186.3
<b>Service Usage</b>		
Annual Passenger Trips	524,822	230,123
Annual Passenger Miles	4,949,071	1,760,441
Average Trip Length	9.4	7.7
<b>Quality of Service</b>		
Average Headway (minutes)	95.40	77.98
Weekday Span of Service (hours)	13.3	13.0
<b>Cost Efficiency</b>		
Operating Expense per Revenue Mile	\$4.16	\$2.71
Operating Expense per Revenue Hour	\$83.11	\$48.58
Operating Revenue per Operating Expense	9.66%	11.11%
Passenger Trips per Employee FTE	21,226	8,625
<b>Cost Effectiveness</b>		
Operating Expense per Passenger Trip	\$5.43	\$4.38
Operating Expense per Passenger Mile	\$0.58	\$0.57
Operating Expense per Capita	\$18.52	\$5.01
Farebox Recovery Ratio	8.63%	n/a
Average Fare	\$0.47	n/a
<b>Service Effectiveness</b>		
Passenger Trips per Revenue Mile	0.77	0.62
Passenger Trips per Revenue Hour	15.30	11.09
Passenger Trips per Capita	3.41	1.14
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	7,884	5,995

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

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



The Sunshine Bus Company operates under contract by St. Johns County Council on Aging, Inc. Services provided include fixed-route motorbus and demand-response operations. 2013 and 2014 data for the motorbus mode are shown below. St. Johns County received a reporting waiver from FTA in 2014 and did not report passenger miles. Passenger miles for 2014 were estimating using average trip length from 2013 and passenger trips from 2014. *If an agency has zero safety incidents, revenue miles between safety incidents in n/a. If an agency has one safety incident, revenue miles between safety incidents is equal to revenue miles.*

<b>General Information</b>	<b>2013</b>	<b>2014</b>
Service Area Population	195,823	195,823
Service Area Population Density	326.4	326.4
Operating Expense	\$1,026,566	\$932,598
Operating Revenue	\$100,327	\$165,181
<b>Service Supplied</b>		
Total Annual Revenue Miles	465,165	480,511
Total Annual Revenue Hours	23,282	23,210
Total Revenue Vehicles	11	11
Peak Vehicles	7	7
Route Miles	105.0	105.0
<b>Service Usage</b>		
Annual Passenger Trips	254,163	259,402
Annual Passenger Miles	2,099,386	2,142,660
Average Trip Length	8.3	8.3
<b>Quality of Service</b>		
Average Headway (minutes)	45.05	43.47
Weekday Span of Service (hours)	12.8	12.8
<b>Cost Efficiency</b>		
Operating Expense per Revenue Mile	\$2.21	\$1.94
Operating Expense per Revenue Hour	\$44.09	\$40.18
Operating Revenue per Operating Expense	9.77%	17.71%
Passenger Trips per Employee FTE	n/a	n/a
<b>Cost Effectiveness</b>		
Operating Expense per Passenger Trip	\$4.04	\$3.60
Operating Expense per Passenger Mile	\$0.49	\$0.44
Operating Expense per Capita	\$5.24	\$4.76
Farebox Recovery Ratio	9.77%	10.48%
Average Fare	\$0.39	\$0.38
<b>Service Effectiveness</b>		
Passenger Trips per Revenue Mile	0.55	0.54
Passenger Trips per Revenue Hour	10.92	11.18
Passenger Trips per Capita	1.30	1.32
Revenue Miles Between Safety Incidents	465,165	n/a
Revenue Miles Between Failures	232,583	240,256

## Sarasota County Area Transit (SCAT)

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



Sarasota County Area Transit is a member of the Sarasota County Government. The five-member Board of County Commissioners governs the agency. SCAT serves the urbanized portion of Sarasota County (including the municipalities of Longboat Key, Sarasota, Venice, Englewood, and North Port) via fixed-route motorbus services, commuter bus services, and demand-response services. SCAT's 2013 and 2014 motorbus and commuter bus data are provided below.

	2013	2014
<b>General Information</b>		
Service Area Population	388,474	388,559
Service Area Population Density	1,823.8	1,726.9
Operating Expense	\$14,951,777	\$17,099,475
Operating Revenue	\$1,956,351	\$1,953,748
<b>Service Supplied</b>		
Total Annual Revenue Miles	2,912,080	3,185,765
Total Annual Revenue Hours	187,410	203,369
Total Revenue Vehicles	64	77
Peak Vehicles	46	53
Route Miles	546.0	578.0
<b>Service Usage</b>		
Annual Passenger Trips	2,832,459	2,874,408
Annual Passenger Miles	15,166,635	15,375,433
Average Trip Length	5.4	5.3
<b>Quality of Service</b>		
Average Headway (minutes)	45.83	41.77
Weekday Span of Service (hours)	18.2	17.9
<b>Cost Efficiency</b>		
Operating Expense per Revenue Mile	\$5.13	\$5.37
Operating Expense per Revenue Hour	\$79.78	\$84.08
Operating Revenue per Operating Expense	13.08%	11.43%
Passenger Trips per Employee FTE	17,563	16,043
<b>Cost Effectiveness</b>		
Operating Expense per Passenger Trip	\$5.28	\$5.95
Operating Expense per Passenger Mile	\$0.99	\$1.11
Operating Expense per Capita	\$38.49	\$44.01
Farebox Recovery Ratio	12.62%	10.79%
Average Fare	\$0.67	\$0.64
<b>Service Effectiveness</b>		
Passenger Trips per Revenue Mile	0.97	0.90
Passenger Trips per Revenue Hour	15.11	14.13
Passenger Trips per Capita	7.29	7.40
Revenue Miles Between Safety Incidents	364,010	455,109
Revenue Miles Between Failures	8,851	15,170

## 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](http://www.tri-rail.com)



The South Florida Regional Transportation Authority is an independent authority established by the Florida Legislature. A nine-member appointed Board of Directors governs the SFRTA. The SFRTA operates and manages the commuter rail system, Tri-Rail, as well as select motorbus services throughout Broward, Miami-Dade and Palm Beach counties. This page shows 2013 and 2014 data for these services. In 2013, 82 percent of the annual passenger trips shown were for commuter rail mode (4,201,040) with the remainder for motorbus services (921,631). Similarly, in 2014, 81 percent of the annual passenger trips shown were for commuter rail (4,400,977) with the remainder for the motorbus (1,001,058). *If an agency has zero safety incidents, revenue miles between safety incidents in n/a.*

### General Information

	2013	2014
Service Area Population	5,502,379	5,502,379
Service Area Population Density	4,444.6	4,444.6
Operating Expense	\$61,063,954	\$68,267,317
Operating Revenue	\$12,715,042	\$13,366,453

### Service Supplied

Total Annual Revenue Miles	3,896,413	4,188,469
Total Annual Revenue Hours	159,988	174,894
Total Revenue Vehicles	76	108
Peak Vehicles	61	62
Route Miles	306.2	306.2

### Service Usage

Annual Passenger Trips	5,122,671	5,402,035
Annual Passenger Miles	119,740,211	123,570,529
Average Trip Length	23.4	22.9

### Quality of Service

Average Headway (minutes)	12.37	12.37
Weekday Span of Service (hours)	19.6	19.6

### Cost Efficiency

Operating Expense per Revenue Mile	\$15.67	\$16.30
Operating Expense per Revenue Hour	\$381.68	\$390.34
Operating Revenue per Operating Expense	20.82%	19.58%
Passenger Trips per Employee FTE	n/a	n/a

### Cost Effectiveness

Operating Expense per Passenger Trip	\$11.92	\$12.64
Operating Expense per Passenger Mile	\$0.51	\$0.55
Operating Expense per Capita	\$11.10	\$12.41
Farebox Recovery Ratio	19.72%	18.75%
Average Fare	\$2.35	\$2.37

### Service Effectiveness

Passenger Trips per Revenue Mile	1.31	1.29
Passenger Trips per Revenue Hour	32.02	30.89
Passenger Trips per Capita	0.93	0.98
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	64,940	72,215

## Space Coast Area Transit (SCAT)

Mr. James P. Liesenfelt, Transit Director  
401 South Varr Avenue, Cocoa, FL 32922  
(321) 635-7815  
[www.ridescat.com](http://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. 2013 and 2014 data representing Space Coast's motorbus and vanpool services are shown on this page.

<b>General Information</b>	<b>2013</b>	<b>2014</b>
Service Area Population	554,354	554,354
Service Area Population Density	1,283.2	2,115.9
Operating Expense	\$6,180,973	\$7,388,743
Operating Revenue	\$1,377,174	\$1,669,237
<b>Service Supplied</b>		
Total Annual Revenue Miles	2,638,305	2,765,038
Total Annual Revenue Hours	104,680	112,220
Total Revenue Vehicles	124	125
Peak Vehicles	74	79
Route Miles	374.0	379.0
<b>Service Usage</b>		
Annual Passenger Trips	2,442,227	2,483,257
Annual Passenger Miles	20,453,771	21,052,936
Average Trip Length	8.4	8.5
<b>Quality of Service</b>		
Average Headway (minutes)	37.10	31.82
Weekday Span of Service (hours)	17.8	18.4
<b>Cost Efficiency</b>		
Operating Expense per Revenue Mile	\$2.34	\$2.67
Operating Expense per Revenue Hour	\$59.05	\$65.84
Operating Revenue per Operating Expense	22.28%	22.59%
Passenger Trips per Employee FTE	39,932	52,095
<b>Cost Effectiveness</b>		
Operating Expense per Passenger Trip	\$2.53	\$2.98
Operating Expense per Passenger Mile	\$0.30	\$0.35
Operating Expense per Capita	\$11.15	\$13.33
Farebox Recovery Ratio	20.25%	21.58%
Average Fare	\$0.51	\$0.64
<b>Service Effectiveness</b>		
Passenger Trips per Revenue Mile	0.93	0.90
Passenger Trips per Revenue Hour	23.33	22.13
Passenger Trips per Capita	4.41	4.48
Revenue Miles Between Safety Incidents	329,788	197,503
Revenue Miles Between Failures	50,737	46,865

## StarMetro (Tallahassee)

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



StarMetro is a department of the City of Tallahassee government. It is governed by a Board of Directors that is comprised of four elected commissioners and one elected mayor. StarMetro serves the City of Tallahassee by providing fixed-route motorbus service and demand-response service to its community. Evening, weekend, and holiday demand-response services are provided via contract. StarMetro's 2013 and 2014 motorbus data are provided below.

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	<b>2013</b>	<b>2014</b>
<b>General Information</b>		
Service Area Population	162,310	162,310
Service Area Population Density	1,591.3	1,591.3
Operating Expense	\$14,688,727	\$12,832,773
Operating Revenue	\$4,510,707	\$4,736,729
<b>Service Supplied</b>		
Total Annual Revenue Miles	2,190,520	2,246,364
Total Annual Revenue Hours	219,965	222,973
Total Revenue Vehicles	73	74
Peak Vehicles	58	58
Route Miles	234.0	235.0
<b>Service Usage</b>		
Annual Passenger Trips	4,432,121	4,260,333
Annual Passenger Miles	13,724,495	13,527,920
Average Trip Length	3.1	3.2
<b>Quality of Service</b>		
Average Headway (minutes)	24.31	24.13
Weekday Span of Service (hours)	17.3	17.3
<b>Cost Efficiency</b>		
Operating Expense per Revenue Mile	\$6.71	\$5.71
Operating Expense per Revenue Hour	\$66.78	\$57.55
Operating Revenue per Operating Expense	30.71%	36.91%
Passenger Trips per Employee FTE	23,089	23,393
<b>Cost Effectiveness</b>		
Operating Expense per Passenger Trip	\$3.31	\$3.01
Operating Expense per Passenger Mile	\$1.07	\$0.95
Operating Expense per Capita	\$90.50	\$79.06
Farebox Recovery Ratio	29.87%	34.39%
Average Fare	\$0.99	\$1.04
<b>Service Effectiveness</b>		
Passenger Trips per Revenue Mile	2.02	1.90
Passenger Trips per Revenue Hour	20.15	19.11
Passenger Trips per Capita	27.31	26.25
Revenue Miles Between Safety Incidents	219,052	83,199
Revenue Miles Between Failures	15,004	14,682

## SunRail (Florida Department of Transportation)

Mr. Miguel Torres, Chief Operating Officer  
 801 SunRail Drive, Sanford, FL 32771  
 (855) 724-5411  
[www.SunRail.com](http://www.SunRail.com)



SunRail is a commuter rail service that began operating in May 2014. The service connects Orange and Volusia Counties through Downtown Orlando. The five-member Central Florida Commuter Rail Commission Governing Board will act in an advisory capacity to FDOT for the first seven years of SunRail operations, and will assume operation and maintenance of the system in the eighth year of operation. SunRail only operated during the last six weeks of NTD report year 2014, and not all data were available to be published. The data available for 2014 are shown below.

	<b>2013</b>	<b>2014</b>
<b>General Information</b>		
Service Area Population	n/a	255,483
Service Area Population Density	n/a	2,322.6
Operating Expense	n/a	n/a
Operating Revenue	n/a	n/a
<b>Service Supplied</b>		
Total Annual Revenue Miles	n/a	n/a
Total Annual Revenue Hours	n/a	n/a
Total Revenue Vehicles	n/a	n/a
Peak Vehicles	n/a	n/a
Route Miles	n/a	31.8
<b>Service Usage</b>		
Annual Passenger Trips	n/a	169,939
Annual Passenger Miles	n/a	2,611,853
Average Trip Length	n/a	15.4
<b>Quality of Service</b>		
Average Headway (minutes)	n/a	n/a
Weekday Span of Service (hours)	n/a	18.3
<b>Cost Efficiency</b>		
Operating Expense per Revenue Mile	n/a	n/a
Operating Expense per Revenue Hour	n/a	n/a
Operating Revenue per Operating Expense	n/a	n/a
Passenger Trips per Employee FTE	n/a	n/a
<b>Cost Effectiveness</b>		
Operating Expense per Passenger Trip	n/a	n/a
Operating Expense per Passenger Mile	n/a	n/a
Operating Expense per Capita	n/a	n/a
Farebox Recovery Ratio	n/a	n/a
Average Fare	n/a	n/a
<b>Service Effectiveness</b>		
Passenger Trips per Revenue Mile	n/a	n/a
Passenger Trips per Revenue Hour	n/a	n/a
Passenger Trips per Capita	n/a	0.67
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	n/a	n/a

## SunTran (Ocala/Marion)

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



SunTran is governed by the Ocala/Marion MPO and provides purchased fixed-route motorbus services on six routes in Ocala and Silver Springs Shores. Contracted demand-response services are also provided. 2013 and 2014 data for SunTran's motorbus services are shown below. *If an agency has zero safety incidents, revenue miles between safety incidents in n/a.*

	2013	2014
<b>General Information</b>		
Service Area Population	64,655	64,655
Service Area Population Density	1,175.5	1,175.5
Operating Expense	\$2,259,112	\$2,419,203
Operating Revenue	\$331,242	\$388,684
<b>Service Supplied</b>		
Total Annual Revenue Miles	433,749	487,296
Total Annual Revenue Hours	27,804	31,065
Total Revenue Vehicles	9	9
Peak Vehicles	6	6
Route Miles	143.5	143.5
<b>Service Usage</b>		
Annual Passenger Trips	422,528	436,063
Annual Passenger Miles	2,156,095	2,352,254
Average Trip Length	5.1	5.4
<b>Quality of Service</b>		
Average Headway (minutes)	91.99	91.48
Weekday Span of Service (hours)	15.3	24.0
<b>Cost Efficiency</b>		
Operating Expense per Revenue Mile	\$5.21	\$4.96
Operating Expense per Revenue Hour	\$81.25	\$77.88
Operating Revenue per Operating Expense	14.66%	16.07%
Passenger Trips per Employee FTE	n/a	n/a
<b>Cost Effectiveness</b>		
Operating Expense per Passenger Trip	\$5.35	\$5.55
Operating Expense per Passenger Mile	\$1.05	\$1.03
Operating Expense per Capita	\$34.94	\$37.42
Farebox Recovery Ratio	14.66%	14.69%
Average Fare	\$0.78	\$0.81
<b>Service Effectiveness</b>		
Passenger Trips per Revenue Mile	0.97	0.89
Passenger Trips per Revenue Hour	15.20	14.04
Passenger Trips per Capita	6.54	6.74
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	5,861	4,641

## The Bus (Hernando County Transit)

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



The County contracts with Trans-Hernando to operate THE Bus, Hernando County's fixed-route transportation service. Trans-Hernando reports to the Metropolitan Planning Organization and a five-member Board of County Commissioners. The transit system provides fixed-route transit service to the city of Brooksville and Spring Hill, with a shuttle connecting the two areas. Trans-Hernando Para-Transit also provides demand-response service throughout Hernando County. 2013 and 2014 data representing THE Bus's fixed-route motorbus service are shown below. The County received a reporting waiver from FTA in 2014 and did not report passenger miles. Passenger miles for 2014 were estimating using average trip length from 2013 and passenger trips from 2014.

<b>General Information</b>	<b>2013</b>	<b>2014</b>
Service Area Population	86,848	87,136
Service Area Population Density	1,378.5	1,383.1
Operating Expense	\$810,769	\$843,282
Operating Revenue	\$119,002	\$111,586
<b>Service Supplied</b>		
Total Annual Revenue Miles	206,983	225,165
Total Annual Revenue Hours	11,613	12,459
Total Revenue Vehicles	8	8
Peak Vehicles	4	4
Route Miles	60.2	60.2
<b>Service Usage</b>		
Annual Passenger Trips	82,770	89,640
Annual Passenger Miles	521,451	564,732
Average Trip Length	6.3	6.3
<b>Quality of Service</b>		
Average Headway (minutes)	50.66	49.97
Weekday Span of Service (hours)	12.5	12.5
<b>Cost Efficiency</b>		
Operating Expense per Revenue Mile	\$3.92	\$3.75
Operating Expense per Revenue Hour	\$69.82	\$67.68
Operating Revenue per Operating Expense	14.68%	13.23%
Passenger Trips per Employee FTE	n/a	n/a
<b>Cost Effectiveness</b>		
Operating Expense per Passenger Trip	\$9.80	\$9.41
Operating Expense per Passenger Mile	\$1.55	\$1.49
Operating Expense per Capita	\$9.34	\$9.68
Farebox Recovery Ratio	7.32%	8.08%
Average Fare	\$0.72	\$0.76
<b>Service Effectiveness</b>		
Passenger Trips per Revenue Mile	0.40	0.40
Passenger Trips per Revenue Hour	7.13	7.19
Passenger Trips per Capita	0.95	1.03
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	n/a	n/a

## Volusia County (VOTRAN)

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



VOTRAN is a part of Volusia County's General Fund. It is governed by a Board of Directors that is comprised of seven County Council members. VOTRAN provides public transportation services throughout Volusia County via fixed-route motorbus services, paratransit services, and vanpool services. 2013 and 2014 data for VOTRAN's motorbus and vanpool services are shown below.

	2013	2014
<b>General Information</b>		
Service Area Population	468,670	494,593
Service Area Population Density	388.3	409.8
Operating Expense	\$11,983,651	\$13,107,723
Operating Revenue	\$3,054,271	\$3,385,055
<b>Service Supplied</b>		
Total Annual Revenue Miles	2,579,883	2,661,492
Total Annual Revenue Hours	158,981	166,808
Total Revenue Vehicles	74	77
Peak Vehicles	57	60
Route Miles	525.0	599.0
<b>Service Usage</b>		
Annual Passenger Trips	3,754,713	3,746,922
Annual Passenger Miles	15,680,646	15,596,252
Average Trip Length	4.2	4.2
<b>Quality of Service</b>		
Average Headway (minutes)	40.44	41.71
Weekday Span of Service (hours)	18.0	18.0
<b>Cost Efficiency</b>		
Operating Expense per Revenue Mile	\$4.65	\$4.92
Operating Expense per Revenue Hour	\$75.38	\$78.58
Operating Revenue per Operating Expense	25.49%	25.82%
Passenger Trips per Employee FTE	27,433	27,088
<b>Cost Effectiveness</b>		
Operating Expense per Passenger Trip	\$3.19	\$3.50
Operating Expense per Passenger Mile	\$0.76	\$0.84
Operating Expense per Capita	\$25.57	\$26.50
Farebox Recovery Ratio	21.88%	21.02%
Average Fare	\$0.70	\$0.74
<b>Service Effectiveness</b>		
Passenger Trips per Revenue Mile	1.46	1.41
Passenger Trips per Revenue Hour	23.62	22.46
Passenger Trips per Capita	8.01	7.58
Revenue Miles Between Safety Incidents	171,992	241,954
Revenue Miles Between Failures	4,591	4,597

## Charlotte County Transit Division

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

## Tampa Bay Area Regional Transportation Authority (TBARTA)

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

In addition to Florida's 30 urban fixed-route transit systems, the 2014 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). 2014 data for these two vanpool services are shown below. *If an agency has zero safety incidents, revenue miles between safety incidents in n/a.*

<b>General Information</b>	<b>Charlotte County</b>	<b>TBARTA</b>
Service Area Population	169,541	2,395,997
Service Area Population Density	733.9	938.1
Operating Expense	\$174,882	\$1,041,020
Operating Revenue	\$26,915	\$481,614
<b>Service Supplied</b>		
Total Annual Revenue Miles	65,514	1,342,471
Total Annual Revenue Hours	2,252	51,068
Total Revenue Vehicles	6	93
Peak Vehicles	6	93
Route Miles	n/a	n/a
<b>Service Usage</b>		
Annual Passenger Trips	11,477	205,280
Annual Passenger Miles	197,328	6,961,152
Average Trip Length	17.2	33.9
<b>Quality of Service</b>		
Average Headway (minutes)	n/a	n/a
Weekday Span of Service (hours)	n/a	n/a
<b>Cost Efficiency</b>		
Operating Expense Per Revenue Mile	\$2.67	\$0.78
Operating Expense Per Revenue Hour	\$77.66	\$20.38
Operating Revenue Per Operating Expense	15.39%	46.26%
Passenger Trips Per Employee FTE	7,588	n/a
<b>Cost Effectiveness</b>		
Operating Expense Per Passenger Trip	\$15.24	\$5.07
Operating Expense Per Passenger Mile	\$0.89	\$0.15
Operating Expense Per Capita	\$1.03	\$0.43
Farebox Recovery Ratio	n/a	46.26%
Average Fare	n/a	\$2.35
<b>Service Effectiveness</b>		
Passenger Trips Per Revenue Mile	0.18	0.15
Passenger Trips Per Revenue Hour	5.10	4.02
Passenger Trips Per Capita	0.07	0.09
Revenue Miles Between Safety Incidents	n/a	n/a
Revenue Miles Between Failures	65,514	74,582

## Florida Transit System Summary – 2013 & 2014

System	Service Area Population		Service Area Population Density		Operating Expense		Operating Revenue	
	2013	2014	2013	2014	2013	2014	2013	2014
Bay Town Trolley	105,192	105,192	1,813.7	1,813.7	\$2,862,428	\$2,176,644	\$562,733	\$618,074
Broward County Transit	1,815,137	1,838,844	4,427.2	4,485.0	\$110,171,010	\$115,898,030	\$35,236,699	\$38,227,326
Collier Area Transit	323,785	323,785	162.1	159.9	\$5,670,517	\$6,524,735	\$1,247,262	\$1,215,109
Council on Aging of St. Lucie, Inc.	283,866	283,866	496.3	496.3	\$1,527,426	\$1,544,934	\$224,043	\$241,271
Escambia County Area Transit	341,765	341,765	1,448.2	1,466.8	\$8,276,841	\$8,984,762	\$1,875,371	\$1,980,889
Gainesville Regional Transit System	160,000	160,000	2,105.3	2,105.3	\$21,416,671	\$22,633,015	\$14,181,638	\$15,215,898
Hillsborough Area Regional Transit	822,404	875,598	3,384.4	3,433.7	\$60,097,076	\$63,270,537	\$15,897,203	\$17,426,797
Indian River (GoLine)	143,696	143,696	665.3	665.3	\$1,930,451	\$2,474,869	\$22,356	\$11,617
Jacksonville Transportation Authority	827,481	985,050	1,915.5	1,231.3	\$69,271,094	\$72,528,324	\$12,725,182	\$12,389,863
Lake County Public Transp. (LakeXpress)	97,497	97,497	1,373.2	1,373.2	\$2,188,413	\$2,114,801	\$208,414	\$223,370
Lakeland Area Mass Transit District	145,000	145,000	1,883.1	1,883.1	\$6,050,994	\$7,498,552	\$1,882,611	\$1,633,457
Lee County Transit	463,224	470,588	3,563.3	3,619.9	\$15,703,160	\$15,764,030	\$3,889,080	\$4,697,956
LYNX	1,920,488	1,959,812	756.7	772.2	\$95,016,662	\$95,330,587	\$31,087,896	\$31,040,036
Manatee County Area Transit	322,833	322,833	434.5	434.5	\$7,780,717	\$8,056,800	\$1,344,801	\$1,051,574
Martin County	146,000	146,000	262.6	206.8	\$528,699	\$797,155	\$14,377	\$38,606
Miami-Dade Transit	2,496,435	2,496,435	8,158.3	8,158.3	\$406,683,473	\$442,428,104	\$123,101,909	\$133,841,886
Okaloosa County (EC Rider)	180,822	191,917	904.1	1,599.3	\$1,147,002	\$1,304,876	\$130,985	\$223,708
Palm Beach County Transportation Agency	1,268,782	1,268,782	3,476.1	3,476.1	\$49,208,481	\$52,551,544	\$10,056,639	\$12,097,212
Pasco County Public Transportation	470,391	475,502	631.4	638.3	\$4,329,729	\$4,685,978	\$1,079,224	\$1,038,121
Pinellas Suncoast Transit Authority	922,616	850,758	3,796.8	2,444.7	\$54,593,048	\$57,180,605	\$15,006,464	\$14,371,863
Polk County Transit Services Division	153,924	201,289	3,206.8	4,193.5	\$2,850,578	\$1,007,810	\$275,327	\$111,984
St. Johns County (The Sunshine Bus Co.)	195,823	195,823	326.4	326.4	\$1,026,566	\$932,598	\$100,327	\$165,181
Sarasota County Area Transit	388,474	388,559	1,823.8	1,726.9	\$14,951,777	\$17,099,475	\$1,956,351	\$1,953,748
S. Florida Regional Transportation Authority	5,502,379	5,502,379	4,444.6	4,444.6	\$61,063,954	\$68,267,317	\$12,715,042	\$13,366,453
Space Coast Area Transit	554,354	554,354	1,283.2	2,115.9	\$6,180,973	\$7,388,743	\$1,377,174	\$1,669,237
StarMetro (Tallahassee)	162,310	162,310	1,591.3	1,591.3	\$14,688,727	\$12,832,773	\$4,510,707	\$4,736,729
SunRail (FL Department of Transportation)	n/a	255,483	n/a	2,322.6	n/a	n/a	n/a	n/a
SunTran (Ocala)	64,655	64,655	1,175.5	1,175.5	\$2,259,112	\$2,419,203	\$331,242	\$388,684
The Bus (Hernando County Transit)	86,848	87,136	1,378.5	1,383.1	\$810,769	\$843,282	\$119,002	\$111,586
Volusia County (VOTRAN)	468,670	494,593	388.3	409.8	\$11,983,651	\$13,107,723	\$3,054,271	\$3,385,055

The data shown in this table represent closed-out, validated numbers as of September 2015. However, it is possible that some figures may be updated in the subsequent reporting year.

## Florida Transit System Summary – 2013 & 2014 (continued)

System	Total Annual Revenue Miles		Total Annual Revenue Hours		Total Revenue Vehicles		Peak Vehicles		Route Miles	
	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014
Bay Town Trolley	573,636	513,576	40,460	40,334	27	16	11	11	142.0	142.0
Broward County Transit	16,570,917	16,882,576	1,189,576	1,246,868	398	411	328	333	1,799.6	1,889.4
Collier Area Transit	1,226,155	1,235,516	67,011	66,889	23	23	16	16	378.5	385.7
Council on Aging of St. Lucie, Inc.	313,486	311,977	22,087	22,072	12	12	8	8	83.8	83.8
Escambia County Area Transit	1,508,510	1,493,426	109,400	101,304	45	47	31	31	315.0	315.0
Gainesville Regional Transit System	3,317,239	3,428,040	290,802	298,200	123	123	103	104	234.3	286.6
Hillsborough Area Regional Transit	7,665,538	8,027,637	615,280	648,318	224	210	161	165	1,024.3	1,140.2
Indian River (GoLine)	812,940	919,016	48,232	46,763	23	24	15	14	314.0	314.0
Jacksonville Transportation Authority	8,945,282	8,908,996	612,287	625,343	182	181	143	163	1,110.4	1,107.4
Lake County Public Transp. (LakeXpress)	406,322	408,106	23,210	23,195	14	12	7	7	146.1	146.1
Lakeland Area Mass Transit District	968,850	1,306,728	70,946	84,110	38	37	22	32	239.9	373.4
Lee County Transit	3,269,603	3,065,800	191,437	187,143	71	80	59	66	551.0	551.0
LYNX	16,579,075	17,247,024	1,133,527	1,166,185	418	458	335	389	1,553.7	1,742.6
Manatee County Area Transit	1,234,882	1,256,941	86,132	86,845	30	30	19	20	235.0	235.0
Martin County	137,870	172,785	10,293	12,486	5	7	4	5	65.0	76.0
Miami-Dade Transit	41,412,941	42,030,762	2,976,385	3,008,768	1,250	1,291	1,029	1,032	2,041.5	1,969.3
Okaloosa County (EC Rider)	441,358	400,359	35,764	31,362	18	18	14	12	214.0	214.5
Palm Beach County Transportation Agency	7,124,231	7,312,791	411,631	431,696	157	156	123	130	1,096.0	1,018.0
Pasco County Public Transportation	1,302,079	1,303,381	71,244	71,200	33	43	18	18	363.0	363.0
Pinellas Suncoast Transit Authority	9,073,836	9,176,346	636,039	641,039	233	223	179	182	971.0	967.9
Polk County Transit Services Division	685,906	371,696	34,297	20,744	15	15	10	8	318.0	186.3
St. Johns County (The Sunshine Bus Co.)	465,165	480,511	23,282	23,210	11	11	7	7	105.0	105.0
Sarasota County Area Transit	2,912,080	3,185,765	187,410	203,369	64	77	46	53	546.0	578.0
S. Florida Regional Transportation Authority	3,896,413	4,188,469	159,988	174,894	76	108	61	62	306.2	306.2
Space Coast Area Transit	2,638,305	2,765,038	104,680	112,220	124	125	74	79	374.0	379.0
StarMetro (Tallahassee)	2,190,520	2,246,364	219,965	222,973	73	74	58	58	234.0	235.0
SunRail (FL Department of Transportation)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	31.8
SunTran (Ocala)	433,749	487,296	27,804	31,065	9	9	6	6	143.5	143.5
The Bus (Hernando County Transit)	206,983	225,165	11,613	12,459	8	8	4	4	60.2	60.2
Volusia County (VOTRAN)	2,579,883	2,661,492	158,981	166,808	74	77	57	60	525.0	599.0

The data shown in this table represent closed-out, validated numbers as of September 2015. However, it is possible that some figures may be updated in the subsequent reporting year.

## Florida Transit System Summary – 2013 & 2014 (continued)

System	Annual Passenger Trips		Annual Passenger Miles		Avg. Trip (miles)		Avg. Headway (minutes)		Weekday Span of Service (hrs)	
	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014
Bay Town Trolley	721,789	680,635	3,862,467	2,655,924	5.4	3.9	54.63	60.83	14.5	14.5
Broward County Transit	40,850,926	40,825,445	196,484,727	178,481,601	4.8	4.4	23.63	25.14	20.0	20.2
Collier Area Transit	1,361,294	1,181,530	11,434,870	8,743,322	8.4	7.4	77.57	78.30	16.5	16.7
Council on Aging of St. Lucie, Inc.	170,131	186,093	2,040,520	2,572,027	12.0	13.8	44.28	44.47	11.0	11.0
Escambia County Area Transit	1,558,734	1,516,649	8,299,619	9,338,387	5.3	6.2	44.21	41.36	14.2	14.2
Gainesville Regional Transit System	10,832,674	10,814,433	26,540,051	28,398,701	2.4	2.6	11.96	14.38	22.5	22.7
Hillsborough Area Regional Transit	15,028,441	15,334,839	74,236,765	74,527,155	4.9	4.9	30.64	33.33	21.3	21.3
Indian River (GoLine)	1,065,108	1,079,838	5,261,634	5,645,546	4.9	5.2	74.52	68.48	10.0	13.0
Jacksonville Transportation Authority	12,299,409	12,225,824	74,615,327	75,896,683	6.1	6.2	31.89	28.47	21.5	22.4
Lake County Public Transp. (LakeXpress)	312,591	318,371	2,095,697	2,139,453	6.7	6.7	71.53	71.17	13.8	13.8
Lakeland Area Mass Transit District	1,224,636	1,511,349	6,385,735	8,905,713	5.2	5.9	47.91	45.06	13.0	21.1
Lee County Transit	4,119,891	3,985,691	25,384,349	21,832,933	6.2	5.5	40.33	41.18	17.5	17.5
LYNX	29,082,988	29,367,232	157,483,173	168,163,405	5.4	5.7	25.80	26.99	23.0	24.3
Manatee County Area Transit	1,780,471	1,824,120	8,689,670	8,646,329	4.9	4.7	51.76	48.71	16.8	17.3
Martin County	58,025	36,146	270,300	334,591	4.7	9.3	72.79	65.90	11.0	12.0
Miami-Dade Transit	110,289,327	109,674,441	622,903,154	636,551,487	5.6	5.8	11.03	10.84	24.0	24.0
Okaloosa County (EC Rider)	182,584	162,298	772,330	746,571	4.2	4.6	74.32	84.01	13.0	13.0
Palm Beach County Transportation Agency	12,018,198	11,426,791	74,588,137	74,718,004	6.2	6.5	30.89	27.74	17.8	17.8
Pasco County Public Transportation	1,003,572	959,855	7,726,198	6,964,682	7.7	7.3	66.21	66.10	15.6	15.6
Pinellas Suncoast Transit Authority	14,150,506	14,184,320	69,538,115	68,926,684	4.9	4.9	22.81	22.29	21.0	21.0
Polk County Transit Services Division	524,822	230,123	4,949,071	1,760,441	9.4	7.7	95.40	77.98	13.3	13.0
St. Johns County (The Sunshine Bus Co.)	254,163	259,402	2,099,386	2,142,660	8.3	8.3	45.05	43.47	12.8	12.8
Sarasota County Area Transit	2,832,459	2,874,408	15,166,635	15,375,433	5.4	5.3	45.83	41.77	18.2	17.9
S. Florida Regional Transportation Authority	5,122,671	5,402,035	119,740,211	123,570,529	23.4	22.9	12.37	12.37	19.6	19.6
Space Coast Area Transit	2,442,227	2,483,257	20,453,771	21,052,936	8.4	8.5	37.10	31.82	17.8	18.4
StarMetro (Tallahassee)	4,432,121	4,260,333	13,724,495	13,527,920	3.1	3.2	24.31	24.13	17.3	17.3
SunRail (FL Department of Transportation)	n/a	169,939	n/a	2,611,853	n/a	15.4	n/a	n/a	n/a	18.3
SunTran (Ocala)	422,528	436,063	2,156,095	2,352,254	5.1	5.4	91.99	91.48	15.3	24.0
The Bus (Hernando County Transit)	82,770	89,640	521,451	564,732	6.3	6.3	50.66	49.97	12.5	12.5
Volusia County (VOTRAN)	3,754,713	3,746,922	15,680,646	15,596,252	4.2	4.2	40.44	41.71	18.0	18.0

The data shown in this table represent closed-out, validated numbers as of September 2015. However, it is possible that some figures may be updated in the subsequent reporting year.

## Florida Transit System Summary – 2013 & 2014 (continued)

System	Operating Expense per Revenue Mile		Operating Expense per Revenue Hour		Operating Revenue per Operating Expense		Passenger Trips per Employee FTE*	
	2013	2014	2013	2014	2013	2014	2013	2014
Bay Town Trolley	\$4.99	\$4.24	\$70.75	\$53.97	19.66%	28.40%	n/a	n/a
Broward County Transit	\$6.65	\$6.86	\$92.61	\$92.95	31.98%	32.98%	38,547	35,881
Collier Area Transit	\$4.62	\$5.28	\$84.62	\$97.55	22.00%	18.62%	n/a	n/a
Council on Aging of St. Lucie, Inc.	\$4.87	\$4.95	\$69.15	\$70.00	14.67%	15.62%	7,341	8,277
Escambia County Area Transit	\$5.49	\$6.02	\$75.66	\$88.69	22.66%	22.05%	n/a	n/a
Gainesville Regional Transit System	\$6.46	\$6.60	\$73.65	\$75.90	66.22%	67.23%	41,721	38,608
Hillsborough Area Regional Transit	\$7.84	\$7.88	\$97.67	\$97.59	26.45%	27.54%	24,250	23,906
Indian River (GoLine)	\$2.37	\$2.69	\$40.02	\$52.92	1.16%	0.47%	39,261	26,888
Jacksonville Transportation Authority	\$7.74	\$8.14	\$113.14	\$115.98	18.37%	17.08%	19,736	18,257
Lake County Public Transp. (LakeXpress)	\$5.39	\$5.18	\$94.29	\$91.17	9.52%	10.56%	n/a	n/a
Lakeland Area Mass Transit District	\$6.25	\$5.74	\$85.29	\$89.15	31.11%	21.78%	15,954	14,774
Lee County Transit	\$4.80	\$5.14	\$82.03	\$84.24	24.77%	29.80%	24,279	23,222
LYNX	\$5.73	\$5.53	\$83.82	\$81.75	32.72%	32.56%	30,541	29,607
Manatee County Area Transit	\$6.30	\$6.41	\$90.33	\$92.77	17.28%	13.05%	25,545	25,726
Martin County	\$3.83	\$4.61	\$51.36	\$63.84	2.72%	4.84%	n/a	n/a
Miami-Dade Transit	\$9.82	\$10.53	\$136.64	\$147.05	30.27%	30.25%	35,188	34,573
Okaloosa County (EC Rider)	\$2.60	\$3.26	\$32.07	\$41.61	11.42%	17.14%	n/a	n/a
Palm Beach County Transportation Agency	\$6.91	\$7.19	\$119.55	\$121.73	20.44%	23.02%	28,656	25,944
Pasco County Public Transportation	\$3.33	\$3.60	\$60.77	\$65.81	24.93%	22.15%	20,312	19,686
Pinellas Suncoast Transit Authority	\$6.02	\$6.23	\$85.83	\$89.20	27.49%	25.13%	24,756	24,792
Polk County Transit Services Division	\$4.16	\$2.71	\$83.11	\$48.58	9.66%	11.11%	21,226	8,625
St. Johns County (The Sunshine Bus Co.)	\$2.21	\$1.94	\$44.09	\$40.18	9.77%	17.71%	n/a	n/a
Sarasota County Area Transit	\$5.13	\$5.37	\$79.78	\$84.08	13.08%	11.43%	17,563	16,043
S. Florida Regional Transportation Authority	\$15.67	\$16.30	\$381.68	\$390.34	20.82%	19.58%	n/a	n/a
Space Coast Area Transit	\$2.34	\$2.67	\$59.05	\$65.84	22.28%	22.59%	39,932	52,095
StarMetro (Tallahassee)	\$6.71	\$5.71	\$66.78	\$57.55	30.71%	36.91%	23,089	23,393
SunRail (FL Department of Transportation)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
SunTran (Ocala)	\$5.21	\$4.96	\$81.25	\$77.88	14.66%	16.07%	n/a	n/a
The Bus (Hernando County Transit)	\$3.92	\$3.75	\$69.82	\$67.68	14.68%	13.23%	n/a	n/a
Volusia County (VOTRAN)	\$4.65	\$4.92	\$75.38	\$78.58	25.49%	25.82%	27,433	27,088

\* excludes purchased transportation information

The data shown in this table represent closed-out, validated numbers as of September 2015. However, it is possible that some figures may be updated in the subsequent reporting year.

## Florida Transit System Summary – 2013 & 2014 (continued)

System	Operating Expense per Passenger Trip		Operating Expense per Passenger Mile		Operating Expense per Capita		Farebox Recovery Ratio		Average Fare	
	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014
Bay Town Trolley	\$3.97	\$3.20	\$0.74	\$0.82	\$27.21	\$20.69	19.66%	26.10%	\$0.78	\$0.83
Broward County Transit	\$2.70	\$2.84	\$0.56	\$0.65	\$60.70	\$63.03	30.82%	29.90%	\$0.83	\$0.85
Collier Area Transit	\$4.17	\$5.52	\$0.50	\$0.75	\$17.51	\$20.15	21.04%	18.62%	\$0.88	\$1.03
Council on Aging of St. Lucie, Inc.	\$8.98	\$8.30	\$0.75	\$0.60	\$5.38	\$5.44	13.64%	14.31%	\$1.22	\$1.19
Escambia County Area Transit	\$5.31	\$5.92	\$1.00	\$0.96	\$24.22	\$26.29	22.25%	20.40%	\$1.18	\$1.21
Gainesville Regional Transit System	\$1.98	\$2.09	\$0.81	\$0.80	\$133.85	\$141.46	63.08%	64.43%	\$1.25	\$1.35
Hillsborough Area Regional Transit	\$4.00	\$4.13	\$0.81	\$0.85	\$73.07	\$72.26	24.97%	25.07%	\$1.00	\$1.03
Indian River (GoLine)	\$1.81	\$2.29	\$0.37	\$0.44	\$13.43	\$17.22	n/a	n/a	n/a	n/a
Jacksonville Transportation Authority	\$5.63	\$5.93	\$0.93	\$0.96	\$83.71	\$73.63	16.46%	15.28%	\$0.93	\$0.91
Lake County Public Transp. (LakeXpress)	\$7.00	\$6.64	\$1.04	\$0.99	\$22.45	\$21.69	6.97%	6.75%	\$0.49	\$0.45
Lakeland Area Mass Transit District	\$4.94	\$4.96	\$0.95	\$0.84	\$41.73	\$51.71	28.70%	19.87%	\$1.42	\$0.99
Lee County Transit	\$3.81	\$3.96	\$0.62	\$0.72	\$33.90	\$33.50	19.69%	18.97%	\$0.75	\$0.75
LYNX	\$3.27	\$3.25	\$0.60	\$0.57	\$49.48	\$48.64	29.71%	29.12%	\$0.97	\$0.95
Manatee County Area Transit	\$4.37	\$4.42	\$0.90	\$0.93	\$24.10	\$24.96	11.75%	11.50%	\$0.51	\$0.51
Martin County	\$9.11	\$22.05	\$1.96	\$2.38	\$3.62	\$5.46	2.72%	4.84%	\$0.25	\$1.07
Miami-Dade Transit	\$3.69	\$4.03	\$0.65	\$0.70	\$162.91	\$177.22	27.40%	26.52%	\$1.01	\$1.07
Okaloosa County (EC Rider)	\$6.28	\$8.04	\$1.49	\$1.75	\$6.34	\$6.80	10.81%	16.62%	\$0.68	\$1.34
Palm Beach County Transportation Agency	\$4.09	\$4.60	\$0.66	\$0.70	\$38.78	\$41.42	18.86%	21.50%	\$0.77	\$0.99
Pasco County Public Transportation	\$4.31	\$4.88	\$0.56	\$0.67	\$9.20	\$9.85	24.93%	22.15%	\$1.08	\$1.08
Pinellas Suncoast Transit Authority	\$3.86	\$4.03	\$0.79	\$0.83	\$59.17	\$67.21	25.95%	24.48%	\$1.00	\$0.99
Polk County Transit Services Division	\$5.43	\$4.38	\$0.58	\$0.57	\$18.52	\$5.01	8.63%	n/a	\$0.47	n/a
St. Johns County (The Sunshine Bus Co.)	\$4.04	\$3.60	\$0.49	\$0.44	\$5.24	\$4.76	9.77%	10.48%	\$0.39	\$0.38
Sarasota County Area Transit	\$5.28	\$5.95	\$0.99	\$1.11	\$38.49	\$44.01	12.62%	10.79%	\$0.67	\$0.64
S. Florida Regional Transportation Authority	\$11.92	\$12.64	\$0.51	\$0.55	\$11.10	\$12.41	19.72%	18.75%	\$2.35	\$2.37
Space Coast Area Transit	\$2.53	\$2.98	\$0.30	\$0.35	\$11.15	\$13.33	20.25%	21.58%	\$0.51	\$0.64
StarMetro (Tallahassee)	\$3.31	\$3.01	\$1.07	\$0.95	\$90.50	\$79.06	29.87%	34.39%	\$0.99	\$1.04
SunRail (FL Department of Transportation)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
SunTran (Ocala)	\$5.35	\$5.55	\$1.05	\$1.03	\$34.94	\$37.42	14.66%	14.69%	\$0.78	\$0.81
The Bus (Hernando County Transit)	\$9.80	\$9.41	\$1.55	\$1.49	\$9.34	\$9.68	7.32%	8.08%	\$0.72	\$0.76
Volusia County (VOTRAN)	\$3.19	\$3.50	\$0.76	\$0.84	\$25.57	\$26.50	21.88%	21.02%	\$0.70	\$0.74

The data shown in this table represent closed-out, validated numbers as of September 2015. However, it is possible that some figures may be updated in the subsequent reporting year.

## Florida Transit System Summary – 2013 & 2014 (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	
	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014
Bay Town Trolley	1.26	1.33	17.84	16.87	6.86	6.47	81,948	51,358	7,967	7,665
Broward County Transit	2.47	2.42	34.34	32.74	22.51	22.20	164,068	106,180	19,657	7,867
Collier Area Transit	1.11	0.96	20.31	17.66	4.20	3.65	613,078	247,103	22,707	42,604
Council on Aging of St. Lucie, Inc.	0.54	0.60	7.70	8.43	0.60	0.66	313,486	51,996	39,186	44,568
Escambia County Area Transit	1.03	1.02	14.25	14.97	4.56	4.44	754,255	186,678	14,789	10,023
Gainesville Regional Transit System	3.27	3.15	37.25	36.27	67.70	67.59	473,891	685,608	8,484	8,812
Hillsborough Area Regional Transit	1.96	1.91	24.43	23.65	18.27	17.51	105,007	109,968	3,293	2,753
Indian River (GoLine)	1.31	1.17	22.08	23.09	7.41	7.51	162,588	459,508	16,936	65,644
Jacksonville Transportation Authority	1.37	1.37	20.09	19.55	14.86	12.41	104,015	112,772	21,712	14,369
Lake County Public Transp. (LakeXpress)	0.77	0.78	13.47	13.73	3.21	3.27	203,161	408,106	893	1,000
Lakeland Area Mass Transit District	1.26	1.16	17.26	17.97	8.45	10.42	322,950	435,576	1,288	2,537
Lee County Transit	1.26	1.30	21.52	21.30	8.89	8.47	204,350	235,831	22,864	27,871
LYNX	1.75	1.70	25.66	25.18	15.14	14.98	176,373	141,369	10,171	10,033
Manatee County Area Transit	1.44	1.45	20.67	21.00	5.52	5.65	246,976	628,471	2,170	1,768
Martin County	0.42	0.21	5.64	2.89	0.40	0.25	n/a	172,785	68,935	86,393
Miami-Dade Transit	2.66	2.61	37.05	36.45	44.18	43.93	131,054	150,648	2,114	1,965
Okaloosa County (EC Rider)	0.41	0.41	5.11	5.17	1.01	0.85	n/a	n/a	23,229	44,484
Palm Beach County Transportation Agency	1.69	1.56	29.20	26.47	9.47	9.01	104,768	88,106	4,500	3,260
Pasco County Public Transportation	0.77	0.74	14.09	13.48	2.13	2.02	217,013	260,676	12,169	7,622
Pinellas Suncoast Transit Authority	1.56	1.55	22.25	22.13	15.34	16.67	135,430	99,743	7,587	7,485
Polk County Transit Services Division	0.77	0.62	15.30	11.09	3.41	1.14	n/a	n/a	7,884	5,995
St. Johns County (The Sunshine Bus Co.)	0.55	0.54	10.92	11.18	1.30	1.32	465,165	n/a	232,583	240,256
Sarasota County Area Transit	0.97	0.90	15.11	14.13	7.29	7.40	364,010	455,109	8,851	15,170
S. Florida Regional Transportation Authority	1.31	1.29	32.02	30.89	0.93	0.98	n/a	n/a	64,940	72,215
Space Coast Area Transit	0.93	0.90	23.33	22.13	4.41	4.48	329,788	197,503	50,737	46,865
StarMetro (Tallahassee)	2.02	1.90	20.15	19.11	27.31	26.25	219,052	83,199	15,004	14,682
SunRail (FL Department of Transportation)	n/a	n/a	n/a	n/a	n/a	0.67	n/a	n/a	n/a	n/a
SunTran (Ocala)	0.97	0.89	15.20	14.04	6.54	6.74	n/a	n/a	5,861	4,641
The Bus (Hernando County Transit)	0.40	0.40	7.13	7.19	0.95	1.03	n/a	n/a	n/a	n/a
Volusia County (VOTRAN)	1.46	1.41	23.62	22.46	8.01	7.58	171,992	241,954	4,591	4,597

The data shown in this table represent closed-out, validated numbers as of September 2015. However, it is possible that some figures may be updated in the subsequent reporting year.

## Florida Transit Systems' Motorbus Fares (as of August 2015)

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	\$2.65	\$1.30	varies	n/a	\$4.00	\$3.00	\$18.00	n/a	\$65.00	\$35.00
Collier Area Transit	\$1.50	\$0.75	\$2.50	\$1.25	\$0.75	\$0.35	\$4.00	\$2.00	\$15.00	\$7.50	\$35.00	\$17.50
Council on Aging of St. Lucie, 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
Escambia County Area Transit	\$1.75	\$0.85	n/a	n/a	FREE	n/a	\$5.25	n/a	\$14.50	n/a	\$47.00	\$35.00
Gainesville Regional Transit System	\$1.50	\$0.75	n/a	n/a	n/a	n/a	\$3.00	n/a	n/a	n/a	\$35.00	\$17.50
Hillsborough Area Regional Transit	\$2.00	\$1.00	\$3.00	\$1.50	n/a	n/a	\$4.00	\$2.00	n/a	n/a	\$65.00	\$32.50
Indian River (GoLine)	FREE	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Jacksonville Transportation Authority	\$1.50	\$0.75*	\$2.00	\$1.50	n/a	n/a	\$4.00	\$1.50	\$16.00	n/a	\$50.00	\$30.00
Lake County Public Transp. (LakeXpress)	\$1.00	\$0.50	n/a	n/a	FREE	n/a	\$3.00	\$1.50	n/a	n/a	\$30.00	\$15.00
Lakeland Area Mass Transit District	\$1.50	\$0.75**	n/a	n/a	n/a	n/a	\$3.00	\$1.50**	\$12.00	n/a	\$47.00	n/a
Lee County Transit	\$1.50	\$0.75	n/a	n/a	n/a	n/a	\$4.00	n/a	\$15.00	\$11.00	\$40.00	\$23.00
LYNX	\$2.00	\$1.00	\$6.50	\$3.25	FREE	n/a	\$4.50	\$2.25	\$16.00	\$8.00	\$50.00	\$25.00
Manatee County Area Transit	\$1.50	\$0.75*	n/a	n/a	n/a	n/a	\$4.00	\$2.00	\$12.00	\$6.00	\$40.00	\$20.00
Martin County	\$1.50	n/a	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	\$29.25	\$14.60	\$112.50	\$56.25
Okaloosa County (EC Rider)	\$1.50	\$0.75	\$2.00	\$1.00	FREE	n/a	n/a	n/a	n/a	n/a	\$30.00	\$15.00
Palm Beach County Transportation Agency	\$2.00	\$1.00	n/a	n/a	varies	n/a	\$5.00	\$3.50	n/a	n/a	\$70.00	\$55.00
Pasco County Public Transportation	\$1.50	\$0.75	n/a	n/a	n/a	n/a	\$3.75	\$1.85	n/a	n/a	\$37.50	\$18.75
Pinellas Suncoast Transit Authority	\$2.00	\$1.00**	\$3.00	\$1.50	n/a	n/a	\$4.50	\$2.25	\$20.00	n/a	\$65.00	\$35.00
Polk County Transit Services Division	\$1.50	\$0.75**	n/a	n/a	n/a	n/a	\$3.00	\$1.50**	\$12.00	n/a	\$47.00	n/a
St. Johns County (The Sunshine Bus Co.)	\$1.00	\$0.50	n/a	n/a	n/a	n/a	\$3.00	\$1.50	n/a	n/a	\$25.00	\$12.50
Sarasota County Area Transit	\$1.25	\$0.60	\$2.50	\$1.25	varies	n/a	\$4.00	n/a	\$20.00	\$10.00	\$50.00	\$25.00
Space Coast Area Transit	\$1.50	\$0.75	n/a	n/a	FREE	n/a	n/a	n/a	n/a	n/a	\$42.00	\$21.00
StarMetro (Tallahassee)	\$1.25	\$0.60	n/a	n/a	FREE	n/a	\$3.00	n/a	\$10.00	\$7.50	\$38.00	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
The Bus (Hernando County Transit)	\$1.25	\$0.60	n/a	n/a	\$0.50	n/a	n/a	n/a	n/a	n/a	\$25.00	\$12.50
Volusia County (VOTRAN)	\$1.75	\$0.85	n/a	n/a	n/a	n/a	\$3.75	\$1.85	\$13.00	\$6.50	\$46.00	\$23.00
S. Florida Regional Transportation Authority	Tiered fare system ranging from \$2.50 to \$6.90 for one-way trips, depending on number of zones traveled.						\$5.00	\$2.50	n/a	n/a	\$145.00	\$72.50
SunRail (FL Department of Transportation)	Tiered fare system ranging from \$2.00 to \$5.00 for one-way trips, depending on number of zones traveled.						n/a	n/a	\$17.00 - \$42.50	\$8.50 - \$21.25	\$56.00 - \$140.00	\$28.00 - \$70.00

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

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

# Glossary of Terms

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## GENERAL INFORMATION

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

**Operating Revenue:** All revenues 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.