

Collier County Operating Data

Service Statistics

| Vehicle Data | 2002 | 2003 | % Change |
|---------------|-----------|-----------|----------|
| Vehicle Miles | 1,251,412 | 1,327,845 | 6% |
| Revenue Miles | 1,132,666 | 1,172,986 | 4% |
| Roadcalls | 56 | 36 | -36% |
| Accidents | 9 | 7 | -22% |
| Vehicles | 25 | 25 | 0% |
| Driver Hours | 52,435 | 71,984 | 37% |

| General Data | 2002 | 2003 | % Change |
|--------------------------------|-------|-------|----------|
| Total Passengers Served (UPHC) | 1,826 | 1,896 | 4% |
| Complaints | 103 | 166 | 61% |
| Commendations | 83 | 4 | -95% |
| Passenger No-Shows | 2,687 | 2,371 | -12% |
| Unmet Trip Request | 58 | 19 | -67% |

Passenger Trip Information

| By Type of Service | 2002 | 2003 | % Change |
|-----------------------|----------------|----------------|-----------|
| Fixed Route | 282 | 713 | 153% |
| Deviated Fixed Route | 0 | 0 | |
| Ambulatory | 106,099 | 105,868 | 0% |
| Non-Ambulatory | 11,273 | 15,284 | 36% |
| Stretcher | 70 | 163 | 133% |
| School Board Services | 0 | 0 | NA |
| Total Trips | 117,724 | 122,028 | 4% |

| By Passenger Type | | | |
|------------------------|----------------|------------------------|--------|
| <i>Elderly</i> | 14,609 | <i>Low Income</i> | 9,673 |
| <i>Disabled</i> | 10,887 | <i>Disab. & LI</i> | 2,420 |
| <i>Low Income</i> | 19,468 | Other | 6,652 |
| <i>Disab. & LI</i> | 12,070 | <i>Disabled</i> | 3,640 |
| Children | 0 | <i>Low Income</i> | 35,318 |
| <i>Disabled</i> | 0 | <i>Disab. & LI</i> | 7,291 |
| Total Trips | 122,028 | | |

| By Trip Purpose | No. of Trips | % of Total |
|----------------------------|----------------|-------------|
| Medical | 56,022 | 46% |
| Employment | 32,855 | 27% |
| Education/Training/Daycare | 3,586 | 3% |
| Nutritional | 18,262 | 15% |
| Life-Sustaining/Other | 11,303 | 9% |
| Total Trips | 122,028 | 100% |

| By Funding Source | No. of Trips | % of Total |
|--------------------|----------------|-------------|
| CTD | 67,855 | 56% |
| AHCA | 26,685 | 22% |
| DCF | 8,712 | 7% |
| DOEA | 11,497 | 9% |
| WAGES | 0 | 0% |
| Other | 7,279 | 6% |
| Total Trips | 122,028 | 100% |

Financial Summary

| Revenues | 2002 | 2003 | % Change |
|----------------------|--------------------|--------------------|------------|
| CTD | 358,284 | 591,406 | 65% |
| USDOT & FDOT | 403,748 | 192,753 | -52% |
| DCF | 89,227 | 107,764 | 21% |
| AHCA (Medicaid) | 454,156 | 517,180 | 14% |
| DOH | 4,600 | 2,101 | -54% |
| DOE (state) | 3,878 | 503 | -87% |
| DOEA | 118,032 | 123,239 | 4% |
| DCA | 0 | 0 | NA |
| DLES | 0 | 0 | NA |
| DJJ | 0 | 0 | NA |
| Other Federal Prog. | 0 | 0 | NA |
| Local Government | 408,124 | 529,183 | 30% |
| Local Non-Gov't | 144,908 | 146,146 | 1% |
| Total Revenue | \$1,984,957 | \$2,210,275 | 11% |

| Expenses | 2002 | 2003 | % Change |
|------------------------|--------------------|--------------------|------------|
| Labor | 1,321,168 | 1,493,670 | 13% |
| Fringe Benefits | 30,809 | 62,364 | 102% |
| Services | 67,982 | 117,582 | 73% |
| Materials and Supplies | 20,403 | 142,772 | 600% |
| Utilities | 22,796 | 20,933 | -8% |
| Casualty and Liability | 83,619 | 141,556 | 69% |
| Taxes | 894 | 31,465 | 3420% |
| Purchased Transp. | 0 | 5,885 | NA |
| Leases and Rentals | 97,237 | 41,925 | -57% |
| Annual Depreciation | 14,421 | 48,929 | 239% |
| Contributed Services | 0 | 0 | NA |
| Other Expenses | 17,892 | 10,003 | -44% |
| Total Expenses | \$1,677,221 | \$2,117,084 | 26% |

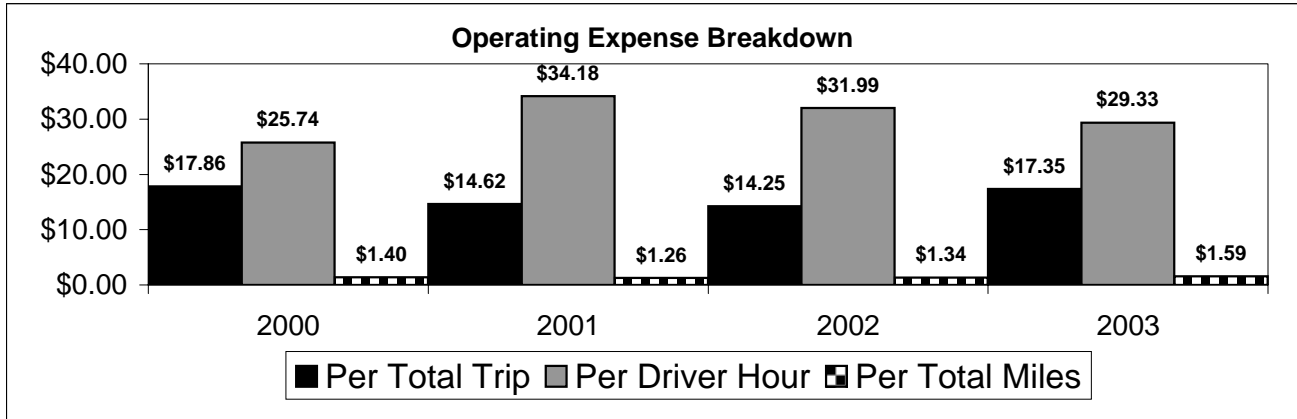
NA = Not Applicable

UPHC = Unduplicated Passenger Head Count

* = Trips the CTC was unable to provide when the passenger called for service.

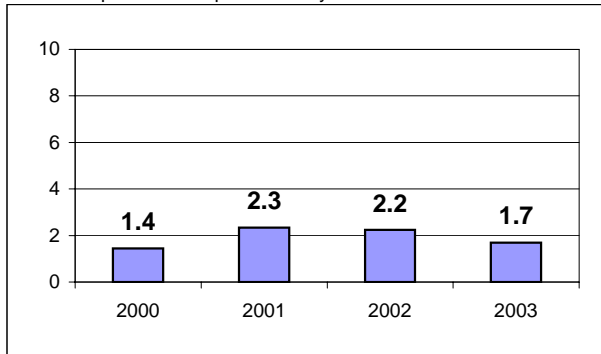
** = Refer to County Summary for explanation

Collier County 2000-2003 Performance History



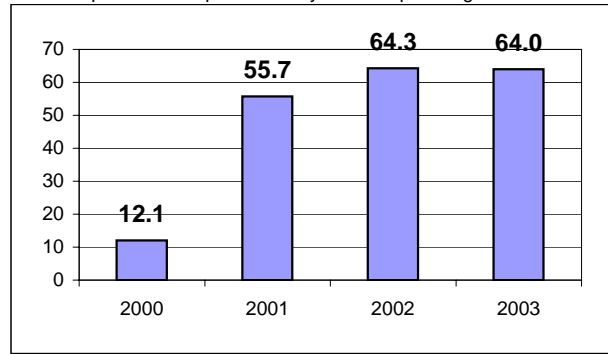
Average Trips Per Driver Hour

The paratransit trips divided by the total total driver hours.



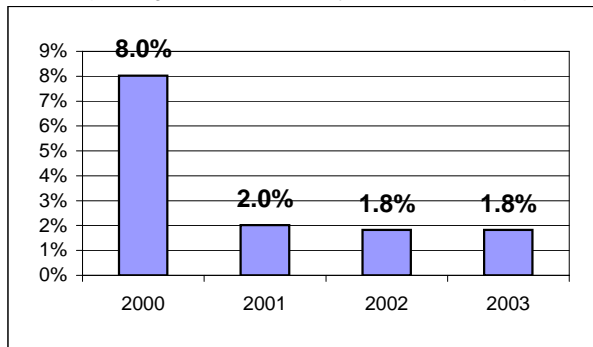
Average Trips Taken Per Paratransit Passenger

The paratransit trips divided by the total passengers served.



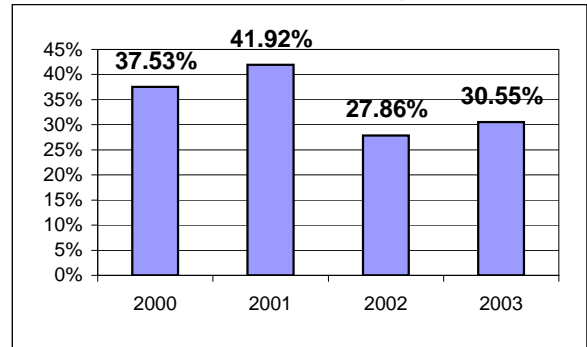
Potential TD Population Transported (%)

The total passengers served divided by the Potential TD Population.



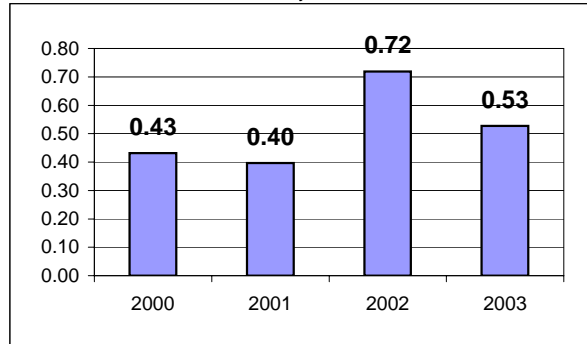
Local Funding Of System (%)

The total local revenue received divided by the total revenue.



Number Of Accidents Every 100,000 Miles

The number of accidents divided by each 100K vehicle miles traveled.



Number Of Miles Traveled Between Roadcalls

The vehicle miles traveled divided by the number of system roadcalls.

