

County: Highlands  
 CTC: Veolia Transportation Services  
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Demographics	Number	Percentage
Total County Population / Percent of State Total	98,700	0.53%
Potential TD Population / Percent of CountyTotal	54,240	54.95%
UDPHC / Percent of TD Passengers Served	2,145	3.95%

Trips By Type of Service	2007	2008	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	87,785	86,734	-1.20%
Non-Ambulatory	19,268	19,333	0.34%
Stretcher	1,598	1,940	21.40%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>108,651</b>	<b>108,007</b>	<b>-0.59%</b>

Vehicle Data	2007	2008	% Change
Vehicle Miles	1,142,248	1,360,208	19.08%
Revenue Miles	1,072,351	1,141,858	6.48%
Roadcalls	36	35	-2.78%
Accidents	6	6	0.00%
Vehicles	57	56	-1.75%
Driver Hours	66,512	70,820	6.48%

Passenger Trips By Trip Purpose	2007	2008	% Change
Medical	45,701	40,582	-11.20%
Employment	46,232	51,429	11.24%
Ed/Train/DayCare	2,277	467	-79.49%
Nutritional	7,017	6,829	-2.68%
Life-Sustaining/Other	7,424	8,700	17.19%
<b>TOTAL TRIPS</b>	<b>108,651</b>	<b>108,007</b>	<b>-0.59%</b>

Financial and General Data	2007	2008	% Change
Expenses	\$2,045,437	\$2,225,646	8.81%
Revenues	\$1,926,861	\$1,923,378	-0.18%
Commendations	16	13	-18.75%
Complaints	41	34	-17.07%
Passenger No-Shows	3,184	2,937	-7.76%
Unmet Trip Requests	1,846	2,165	17.28%

Passenger Trips By Funding Source	2007	2008	% Change
CTD	21,488	15,255	-29.01%
AHCA	20,495	22,822	11.35%
APD/DCF	47,254	50,954	7.83%
DOEA	8,437	7,952	-5.75%
DOE	170	404	137.65%
Other	2,235	10,620	375.17%
<b>TOTAL TRIPS</b>	<b>100,079</b>	<b>108,007</b>	<b>7.92%</b>

Performance Measures	2007	2008	% Change
Accidents per 100,000 Mi	0.53	0.44	-16.98%
Miles between Roadcalls	31,729	38,863	22.48%
Avg. Trips per Driver Hou	1.63	1.53	-6.13%
Avg. Trips per Para Pass.	41.33	50.35	21.82%
Cost per Trip	18.83	20.61	9.45%
Cost per Paratransit Trip	18.83	20.61	9.45%
Cost per Driver Hour	30.75	31.43	2.21%
Cost per Total Mile	1.79	1.64	-8.38%