

County: Highlands
 CTC: Veolia Transportation Services
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Demographics	Number	Percentage
Total County Population / Percent of State Total	100,200	0.53%
Potential TD Population / Percent of CountyTotal	55,342	55.23%
UDPHC / Percent of TD Passengers Served	2,491	4.50%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	86,734	79,949	-7.82%
Non-Ambulatory	19,333	16,928	-12.44%
Stretcher	1,940	1,288	-33.61%
School Board	-	-	NA
TOTAL TRIPS	108,007	98,165	-9.11%

Passenger Trips By Trip Purpose

Medical	40,582	46,794	15.31%
Employment	51,429	40,591	-21.07%
Ed/Train/DayCare	467	220	-52.89%
Nutritional	6,829	6,532	-4.35%
Life-Sustaining/Other	8,700	4,028	-53.70%
TOTAL TRIPS	108,007	98,165	-9.11%

Passenger Trips By Funding Source

CTD	15,255	14,709	-3.58%
AHCA	22,822	23,119	1.30%
APD	50,954	39,335	-22.80%
DOEA	7,952	5,625	-29.26%
DOE	404	257	-36.39%
Other	10,620	15,120	42.37%
TOTAL TRIPS	108,007	98,165	-9.11%

Vehicle Data	2008	2009	% Change
Vehicle Miles	1,360,208	1,220,817	-10.25%
Revenue Miles	1,141,858	1,060,566	-7.12%
Roadcalls	35	44	25.71%
Accidents	6	9	50.00%
Vehicles	56	54	-3.57%
Driver Hours	70,820	75,484	6.59%

Financial and General Data

Expenses	\$2,225,646	\$1,871,428	-15.92%
Revenues	\$1,923,378	\$1,762,246	-8.38%
Commendations	13	13	0.00%
Complaints	34	36	5.88%
Passenger No-Shows	2,937	2,483	-15.46%
Unmet Trip Requests	2,165	3,359	55.15%

Performance Measures

Accidents per 100,000 Miles	0.44	0.74	68.18%
Miles between Roadcalls	38,863	27,746	-28.61%
Avg. Trips per Driver Hour	1.53	1.3	-15.03%
Avg. Trips per Para Pass.	50.35	39.41	-21.73%
Cost per Trip	20.61	19.06	-7.52%
Cost per Paratransit Trip	20.61	19.06	-7.52%
Cost per Driver Hour	31.43	24.79	-21.13%
Cost per Total Mile	1.64	1.53	-6.71%