

County: Hillsborough
 CTC: Hillsborough County
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Demographics	Number	Percentage
Total County Population / Percent of State Total	1,200,500	6.38%
Potential TD Population / Percent of CountyTotal	379,634	31.62%
UDPHC / Percent of TD Passengers Served	15,355	4.04%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	511,623	297,018	-41.95%
Deviated FR	-	-	NA
Ambulatory	743,339	682,823	-8.14%
Non-Ambulatory	78,719	81,665	3.74%
Stretcher	465	76	-83.66%
School Board	-	-	NA
TOTAL TRIPS	1,334,146	1,061,582	-20.43%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	607,801	378,583	-37.71%
Employment	130,621	159,832	22.36%
Ed/Train/DayCare	272,475	236,927	-13.05%
Nutritional	43,058	42,191	-2.01%
Life-Sustaining/Other	280,191	244,049	-12.90%
TOTAL TRIPS	1,334,146	1,061,582	-20.43%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	369,854	169,590	-54.15%
AHCA	130,474	114,364	-12.35%
APD	298,374	166,860	-44.08%
DOEA	31,293	35,527	13.53%
DOE	-	1	NA
Other	504,151	575,240	14.10%
TOTAL TRIPS	1,334,146	1,061,582	-20.43%

Vehicle Data	2008	2009	% Change
Vehicle Miles	5,672,654	5,731,381	1.04%
Revenue Miles	4,230,806	4,207,108	-0.56%
Roadcalls	89	111	24.72%
Accidents	84	85	1.19%
Vehicles	243	260	7.00%
Driver Hours	385,699	433,274	12.33%

Financial and General Data	2008	2009	% Change
Expenses	\$14,483,574	\$15,423,220	6.49%
Revenues	\$13,879,719	\$14,909,844	7.42%
Commendations	142	105	-26.06%
Complaints	109	83	-23.85%
Passenger No-Shows	13,788	13,186	-4.37%
Unmet Trip Requests	695	964	38.71%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	1.48	1.48	0.00%
Miles between Roadcalls	63,738	51,634	-18.99%
Avg. Trips per Driver Hour	2.13	1.76	-17.37%
Avg. Trips per Para Pass.	89.7	103.38	15.25%
Cost per Trip	10.86	14.53	33.79%
Cost per Paratransit Trip	16.87	19.52	15.71%
Cost per Driver Hour	35.98	34.44	-4.28%
Cost per Total Mile	2.45	2.6	6.12%