

County: Osceola
 CTC: Central Florida RTA
 Contact: William E. Hearndon
 455 North Garland Avenue
 Orlando, FL 32801
 407-254-6092
 Email: BHearndon@golynx.com

Demographics	Number	Percentage
Total County Population / Percent of State Total	273,700	1.46%
Potential TD Population / Percent of County Total	78,883	28.82%
UDPHC / Percent of TD Passengers Served	6,120	7.76%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	139,979	377,718	169.84%
Deviated FR	-	-	NA
Ambulatory	141,591	152,778	7.90%
Non-Ambulatory	34,526	44,228	28.10%
Stretcher	1,787	1,642	-8.11%
School Board	-	-	NA
TOTAL TRIPS	317,883	576,366	81.31%

Vehicle Data	2008	2009	% Change
Vehicle Miles	1,648,353	2,029,405	23.12%
Revenue Miles	1,372,444	1,481,731	7.96%
Roadcalls	31	48	54.84%
Accidents	34	37	8.82%
Vehicles	50	62	24.00%
Driver Hours	97,839	147,779	51.04%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	166,832	308,392	84.85%
Employment	48,603	87,420	79.87%
Ed/Train/DayCare	47,706	68,775	44.16%
Nutritional	16,862	23,700	40.55%
Life-Sustaining/Other	37,880	88,079	132.52%
TOTAL TRIPS	317,883	576,366	81.31%

Financial and General Data	2008	2009	% Change
Expenses	\$3,091,673	\$3,858,009	24.79%
Revenues	\$3,513,017	\$4,329,481	23.24%
Commendations	10	16	60.00%
Complaints	320	146	-54.38%
Passenger No-Shows	5,861	6,863	17.10%
Unmet Trip Requests	25,148	33,953	35.01%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	16,974	22,339	31.61%
AHCA	47,757	55,406	16.02%
APD	33,598	41,351	23.08%
DOEA	14,616	17,443	19.34%
DOE	-	-	NA
Other	204,938	439,827	114.61%
TOTAL TRIPS	317,883	576,366	81.31%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	2.06	1.82	-11.65%
Miles between Roadcalls	53,173	42,279	-20.49%
Avg. Trips per Driver Hour	1.82	1.34	-26.37%
Avg. Trips per Para Pass.	38.79	37.7	-2.81%
Cost per Trip	9.73	6.69	-31.24%
Cost per Paratransit Trip	17.38	19.42	11.74%
Cost per Driver Hour	31.6	26.11	-17.37%
Cost per Total Mile	1.88	1.9	1.06%