

County: Palm Beach
 CTC: Palm Beach County
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Demographics	Number	Percentage
Total County Population / Percent of State Total	1,294,700	6.88%
Potential TD Population / Percent of CountyTotal	536,872	41.47%
UDPHC / Percent of TD Passengers Served	22,331	4.16%



Trips By Type of Service	2008	2009	% Change
Fixed Route (FR)	1,635,194	2,947,272	80.24%
Deviated FR	1,612	8,945	454.90%
Ambulatory	1,052,038	904,776	-14.00%
Non-Ambulatory	187,146	173,465	-7.31%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	2,875,990	4,034,458	40.28%

Passenger Trips By Trip Purpose	2008	2009	% Change
Medical	1,064,117	968,270	-9.01%
Employment	517,678	766,547	48.07%
Ed/Train/DayCare	172,559	282,412	63.66%
Nutritional	546,438	484,135	-11.40%
Life-Sustaining/Other	575,198	1,533,094	166.53%
TOTAL TRIPS	2,875,990	4,034,458	40.28%

Passenger Trips By Funding Source	2008	2009	% Change
CTD	992,930	904,839	-8.87%
AHCA	-	-	NA
APD	69,652	56,936	-18.26%
DOEA	109,590	96,132	-12.28%
DOE	-	-	NA
Other	1,703,818	2,976,551	74.70%
TOTAL TRIPS	2,875,990	4,034,458	40.28%

Vehicle Data	2008	2009	% Change
Vehicle Miles	10,597,909	10,338,424	-2.45%
Revenue Miles	9,858,768	9,400,144	-4.65%
Roadcalls	1,041	733	-29.59%
Accidents	228	206	-9.65%
Vehicles	414	246	-40.58%
Driver Hours	537,892	435,524	-19.03%

Financial and General Data	2008	2009	% Change
Expenses	\$30,568,243	\$28,747,533	-5.96%
Revenues	\$30,131,831	\$27,786,527	-7.78%
Commendations	1,081	1,108	2.50%
Complaints	1,205	1,071	-11.12%
Passenger No-Shows	57,308	44,139	-22.98%
Unmet Trip Requests	228	238	4.39%

Performance Measures	2008	2009	% Change
Accidents per 100,000 Miles	2.15	1.99	-7.44%
Miles between Roadcalls	10,181	14,104	38.53%
Avg. Trips per Driver Hour	2.31	2.5	8.23%
Avg. Trips per Para Pass.	100.43	65.05	-35.23%
Cost per Trip	10.63	7.13	-32.93%
Cost per Paratransit Trip	23.86	24.83	4.07%
Cost per Driver Hour	55.04	61.98	12.61%
Cost per Total Mile	2.79	2.61	-6.45%