

County: Highlands
 CTC: Veolia Transportation Services
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Demographics	Number	Percentage
Total County Population / Percent of State Total	99,700	0.53%
Potential TD Population / Percent of County Total	56,463	56.63%
UDPHC / Percent of TD Passengers Served	2,104	3.73%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	79,949	81,809	2.33%
Non-Ambulatory	16,928	19,024	12.38%
Stretcher	1,288	1,180	-8.39%
School Board	-	-	NA
TOTAL TRIPS	98,165	102,013	3.92%

Passenger Trips By Trip Purpose

Medical	46,794	48,634	3.93%
Employment	40,591	40,337	-0.63%
Ed/Train/DayCare	220	209	-5.00%
Nutritional	6,532	6,517	-0.23%
Life-Sustaining/Other	4,028	6,316	56.80%
TOTAL TRIPS	98,165	102,013	3.92%

Passenger Trips By Funding Source

CTD	14,709	15,801	7.42%
AHCA	23,119	25,268	9.30%
APD	39,335	40,040	1.79%
DOEA	5,625	6,997	24.39%
DOE	257	100	-61.09%
Other	15,120	13,807	-8.68%
TOTAL TRIPS	98,165	102,013	3.92%

Vehicle Data	2009	2010	% Change
Vehicle Miles	1,220,817	1,172,401	-3.97%
Revenue Miles	1,060,566	983,538	-7.26%
Roadcalls	44	41	-6.82%
Accidents	9	7	-22.22%
Vehicles	54	52	-3.70%
Driver Hours	75,484	72,109	-4.47%

Financial and General Data

Expenses	\$1,871,428	\$1,877,091	0.30%
Revenues	\$1,762,246	\$1,644,748	-6.67%
Commendations	13	17	30.77%
Complaints	36	42	16.67%
Passenger No-Shows	2,483	2,092	-15.75%
Unmet Trip Requests	3,359	2,905	-13.52%

Performance Measures

Accidents per 100,000 Miles	0.74	0.6	-18.92%
Miles between Roadcalls	27,746	28,595	3.06%
Avg. Trips per Driver Hour	1.3	1.41	8.46%
Avg. Trips per Para Pass.	39.41	48.49	23.04%
Cost per Trip	19.06	18.4	-3.46%
Cost per Paratransit Trip	19.06	18.4	-3.46%
Cost per Driver Hour	24.79	26.03	5.00%
Cost per Total Mile	1.53	1.6	4.58%