

County: Hillsborough
 CTC: Hillsborough County
 Contact: Karen Smith
 4023 N Armenia Avenue, 3rd Floor
 Tampa, FL 33607
 813-276-8126
 Email: smithk@hillsboroughcounty.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	1,196,900	6.38%
Potential TD Population / Percent of County Total	385,529	32.21%
UDPHC / Percent of TD Passengers Served	17,083	4.43%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	297,018	358,468	20.69%
Deviated FR	-	-	NA
Ambulatory	682,823	758,827	11.13%
Non-Ambulatory	81,665	78,584	-3.77%
Stretcher	76	46	-39.47%
School Board	-	-	NA
TOTAL TRIPS	1,061,582	1,195,925	12.65%

Vehicle Data	2009	2010	% Change
Vehicle Miles	5,731,381	6,162,567	7.52%
Revenue Miles	4,207,108	4,753,570	12.99%
Roadcalls	111	158	42.34%
Accidents	85	69	-18.82%
Vehicles	260	267	2.69%
Driver Hours	433,274	446,570	3.07%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	378,583	407,210	7.56%
Employment	159,832	142,429	-10.89%
Ed/Train/DayCare	236,927	240,397	1.46%
Nutritional	42,191	50,673	20.10%
Life-Sustaining/Other	244,049	355,216	45.55%
TOTAL TRIPS	1,061,582	1,195,925	12.65%

Financial and General Data	2009	2010	% Change
Expenses	\$15,423,220	\$15,578,131	1.00%
Revenues	\$14,909,844	\$14,507,812	-2.70%
Commendations	105	118	12.38%
Complaints	83	91	9.64%
Passenger No-Shows	13,186	12,514	-5.10%
Unmet Trip Requests	964	2,784	188.80%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	169,590	203,443	19.96%
AHCA	114,364	137,100	19.88%
APD	166,860	208,689	25.07%
DOEA	35,527	34,715	-2.29%
DOE	1	187	18600.00%
Other	575,240	611,791	6.35%
TOTAL TRIPS	1,061,582	1,195,925	12.65%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	1.48	1.12	-24.32%
Miles between Roadcalls	51,634	39,004	-24.46%
Avg. Trips per Driver Hour	1.76	1.88	6.82%
Avg. Trips per Para Pass.	103.38	61.46	-40.55%
Cost per Trip	14.53	13.03	-10.32%
Cost per Paratransit Trip	19.52	17.96	-7.99%
Cost per Driver Hour	34.44	33.68	-2.21%
Cost per Total Mile	2.6	2.44	-6.15%