

County: Orange  
 CTC: Central Florida RTA  
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Demographics	Number	Percentage
Total County Population / Percent of State Total	1,108,900	5.91%
Potential TD Population / Percent of CountyTotal	351,248	31.68%
UDPHC / Percent of TD Passengers Served	21,443	6.10%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	1,421,681	805,603	-43.33%
Deviated FR	-	76,520	NA
Ambulatory	575,037	571,512	-0.61%
Non-Ambulatory	166,469	166,654	0.11%
Stretcher	6,178	9,988	61.67%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>2,169,365</b>	<b>1,630,277</b>	<b>-24.85%</b>

Vehicle Data	2009	2010	% Change
Vehicle Miles	7,638,406	7,481,054	-2.06%
Revenue Miles	5,577,034	6,280,172	12.61%
Roadcalls	180	344	91.11%
Accidents	132	165	25.00%
Vehicles	234	226	-3.42%
Driver Hours	556,222	474,823	-14.63%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	1,160,748	902,911	-22.21%
Employment	329,038	193,173	-41.29%
Ed/Train/DayCare	258,860	302,736	16.95%
Nutritional	89,205	68,772	-22.91%
Life-Sustaining/Other	331,514	162,685	-50.93%
<b>TOTAL TRIPS</b>	<b>2,169,365</b>	<b>1,630,277</b>	<b>-24.85%</b>

Financial and General Data	2009	2010	% Change
Expenses	\$14,746,841	\$14,417,549	-2.23%
Revenues	\$16,323,563	\$14,201,407	-13.00%
Commendations	61	54	-11.48%
Complaints	556	498	-10.43%
Passenger No-Shows	25,830	34,825	34.82%
Unmet Trip Requests	127,793	2,921	-97.71%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	84,100	59,749	-28.95%
AHCA	208,542	231,518	11.02%
APD	155,620	158,276	1.71%
DOEA	65,652	-	-100.00%
DOE	-	-	NA
Other	1,655,451	1,180,734	-28.68%
<b>TOTAL TRIPS</b>	<b>2,169,365</b>	<b>1,630,277</b>	<b>-24.85%</b>

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	1.73	2.21	27.75%
Miles between Roadcalls	42,436	21,747	-48.75%
Avg. Trips per Driver Hour	1.34	1.74	29.85%
Avg. Trips per Para Pass.	37.7	42.24	12.04%
Cost per Trip	6.8	8.84	30.00%
Cost per Paratransit Trip	19.72	17.48	-11.36%
Cost per Driver Hour	26.51	30.36	14.52%
Cost per Total Mile	1.93	1.93	0.00%