

County: Osceola  
 CTC: Central Florida RTA  
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Demographics	Number	Percentage
Total County Population / Percent of State Total	272,800	1.45%
Potential TD Population / Percent of CountyTotal	82,353	30.19%
UDPHC / Percent of TD Passengers Served	5,697	6.92%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	377,718	214,036	-43.33%
Deviated FR	-	20,330	NA
Ambulatory	152,778	151,842	-0.61%
Non-Ambulatory	44,228	44,277	0.11%
Stretcher	1,642	2,654	61.63%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	<b>576,366</b>	<b>433,139</b>	<b>-24.85%</b>

Vehicle Data	2009	2010	% Change
Vehicle Miles	2,029,405	1,987,598	-2.06%
Revenue Miles	1,481,731	1,668,543	12.61%
Roadcalls	48	91	89.58%
Accidents	37	45	21.62%
Vehicles	62	60	-3.23%
Driver Hours	147,779	126,153	-14.63%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	308,392	239,889	-22.21%
Employment	87,420	51,323	-41.29%
Ed/Train/DayCare	68,775	80,432	16.95%
Nutritional	23,700	18,272	-22.90%
Life-Sustaining/Other	88,079	43,223	-50.93%
<b>TOTAL TRIPS</b>	<b>576,366</b>	<b>433,139</b>	<b>-24.85%</b>

Financial and General Data	2009	2010	% Change
Expenses	\$3,858,009	\$3,830,517	-0.71%
Revenues	\$4,329,481	\$3,773,092	-12.85%
Commendations	16	15	-6.25%
Complaints	146	132	-9.59%
Passenger No-Shows	6,863	9,252	34.81%
Unmet Trip Requests	33,953	776	-97.71%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	22,339	15,874	-28.94%
AHCA	55,406	61,511	11.02%
APD	41,351	42,051	1.69%
DOEA	17,443	-	-100.00%
DOE	-	-	NA
Other	439,827	313,703	-28.68%
<b>TOTAL TRIPS</b>	<b>576,366</b>	<b>433,139</b>	<b>-24.85%</b>

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	1.82	2.26	24.18%
Miles between Roadcalls	42,279	21,842	-48.34%
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	6.69	8.84	32.14%
Cost per Paratransit Trip	19.42	17.48	-9.99%
Cost per Driver Hour	26.11	30.36	16.28%
Cost per Total Mile	1.9	1.93	1.58%