

County: Polk
 CTC: Polk County Transit Services
 Contact: Sunit Dowudom
 Drawer HS09, P. O. Box 9005
 Bartow, FL 33831-9005
 863-534-5367
 Email: sunitdowudom@polk-county.net

Demographics	Number	Percentage
Total County Population / Percent of State Total	584,300	3.12%
Potential TD Population / Percent of County Total	213,073	36.47%
UDPHC / Percent of TD Passengers Served	26,162	12.28%



Trips By Type of Service	2009	2010	% Change
Fixed Route (FR)	148,878	168,129	12.93%
Deviated FR	-	56	NA
Ambulatory	233,868	223,803	-4.30%
Non-Ambulatory	58,528	51,229	-12.47%
Stretcher	2,010	1,516	-24.58%
School Board	56,678	48,079	-15.17%
TOTAL TRIPS	499,962	492,812	-1.43%

Vehicle Data	2009	2010	% Change
Vehicle Miles	2,560,397	2,592,800	1.27%
Revenue Miles	2,029,061	2,051,019	1.08%
Roadcalls	119	94	-21.01%
Accidents	42	29	-30.95%
Vehicles	151	156	3.31%
Driver Hours	207,768	204,682	-1.49%

Passenger Trips By Trip Purpose	2009	2010	% Change
Medical	230,252	248,023	7.72%
Employment	100,046	70,707	-29.33%
Ed/Train/DayCare	64,604	67,927	5.14%
Nutritional	37,230	32,450	-12.84%
Life-Sustaining/Other	67,830	73,705	8.66%
TOTAL TRIPS	499,962	492,812	-1.43%

Financial and General Data	2009	2010	% Change
Expenses	\$7,027,300	\$6,484,994	-7.72%
Revenues	\$6,981,491	\$6,355,256	-8.97%
Commendations	3	7	133.33%
Complaints	44	40	-9.09%
Passenger No-Shows	12,112	17,820	47.13%
Unmet Trip Requests	199	1,529	668.34%

Passenger Trips By Funding Source	2009	2010	% Change
CTD	27,346	29,601	8.25%
AHCA	126,337	144,137	14.09%
APD	12,752	13,736	7.72%
DOEA	62,783	57,565	-8.31%
DOE	27,602	26,064	-5.57%
Other	243,142	221,709	-8.82%
TOTAL TRIPS	499,962	492,812	-1.43%

Performance Measures	2009	2010	% Change
Accidents per 100,000 Miles	1.64	1.12	-31.71%
Miles between Roadcalls	21,516	27,583	28.20%
Avg. Trips per Driver Hour	1.69	1.59	-5.92%
Avg. Trips per Para Pass.	28.28	24.11	-14.75%
Cost per Trip	14.06	13.16	-6.40%
Cost per Paratransit Trip	19.97	19.89	-0.40%
Cost per Driver Hour	33.75	31.55	-6.52%
Cost per Total Mile	2.74	2.49	-9.12%