

County: Duval
 CTC: Jacksonville Transportation Authority
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Demographics	Number	Percentage
Total County Population / Percent of State Total	864,263	4.60%
Potential TD Population / Percent of CountyTotal	294,562	34.08%
UDPHC / Percent of TD Passengers Served	13,397	4.55%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	112,334	143,175	27.45%
Deviated FR	-	-	NA
Ambulatory	243,204	250,790	3.12%
Non-Ambulatory	123,519	128,797	4.27%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	479,057	522,762	9.12%

Vehicle Data	2010	2011	% Change
Vehicle Miles	4,525,709	4,694,307	3.73%
Revenue Miles	3,924,045	4,003,070	2.01%
Roadcalls	217	294	35.48%
Accidents	13	16	23.08%
Vehicles	80	83	3.75%
Driver Hours	240,112	280,384	16.77%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	105,317	111,398	5.77%
Employment	67,467	74,954	11.10%
Ed/Train/DayCare	27,691	30,249	9.24%
Nutritional	35,803	30,411	-15.06%
Life-Sustaining/Other	242,779	275,750	13.58%
TOTAL TRIPS	479,057	522,762	9.12%

Financial and General Data	2010	2011	% Change
Expenses	\$12,320,665	\$13,662,548	10.89%
Revenues	\$12,320,665	\$13,662,548	10.89%
Commendations	388	406	4.64%
Complaints	973	1,626	67.11%
Passenger No-Shows	11,807	15,781	33.66%
Unmet Trip Requests	-	-	NA

Passenger Trips By Funding Source	2010	2011	% Change
CTD	58,831	62,537	6.30%
AHCA	-	-	NA
APD	-	-	NA
DOEA	165	77	-53.33%
DOE	-	-	NA
Other	420,061	460,148	9.54%
TOTAL TRIPS	479,057	522,762	9.12%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.29	0.34	17.24%
Miles between Roadcalls	20,856	15,967	-23.44%
Avg. Trips per Driver Hour	1.53	1.35	-11.76%
Avg. Trips per Para Pass.	87.69	164.18	87.23%
Cost per Trip	25.72	26.14	1.63%
Cost per Paratransit Trip	33.32	35.73	7.23%
Cost per Driver Hour	50.9	48.37	-4.97%
Cost per Total Mile	2.7	2.89	7.04%