

County: Highlands  
 CTC: Veolia Transportation Services  
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Demographics	Number	Percentage
Total County Population / Percent of State Total	98,786	0.53%
Potential TD Population / Percent of CountyTotal	57,611	58.32%
UDPHC / Percent of TD Passengers Served	2,153	3.74%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	-	-	NA
Deviated FR	-	-	NA
Ambulatory	81,809	100,389	22.71%
Non-Ambulatory	19,024	18,580	-2.33%
Stretcher	1,180	756	-35.93%
School Board	-	-	NA
<b>TOTAL TRIPS</b>	102,013	119,725	17.36%

Vehicle Data	2010	2011	% Change
Vehicle Miles	1,172,401	1,087,130	-7.27%
Revenue Miles	983,538	754,100	-23.33%
Roadcalls	41	37	-9.76%
Accidents	7	4	-42.86%
Vehicles	52	50	-3.85%
Driver Hours	72,109	82,586	14.53%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	48,634	41,347	-14.98%
Employment	40,337	60,262	49.40%
Ed/Train/DayCare	209	1,942	829.19%
Nutritional	6,517	7,841	20.32%
Life-Sustaining/Other	6,316	8,333	31.93%
<b>TOTAL TRIPS</b>	102,013	119,725	17.36%

Financial and General Data	2010	2011	% Change
Expenses	\$1,877,091	\$1,895,384	0.97%
Revenues	\$1,644,748	\$1,711,055	4.03%
Commendations	17	15	-11.76%
Complaints	42	34	-19.05%
Passenger No-Shows	2,092	2,368	13.19%
Unmet Trip Requests	2,905	1,969	-32.22%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	15,801	14,236	-9.90%
AHCA	25,268	23,976	-5.11%
APD	40,040	58,109	45.13%
DOEA	6,997	7,682	9.79%
DOE	100	86	-14.00%
Other	13,807	15,636	13.25%
<b>TOTAL TRIPS</b>	102,013	119,725	17.36%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	0.6	0.37	-38.33%
Miles between Roadcalls	28,595	29,382	2.75%
Avg. Trips per Driver Hour	1.41	1.45	2.84%
Avg. Trips per Para Pass.	48.49	55.61	14.68%
Cost per Trip	18.4	15.83	-13.97%
Cost per Paratransit Trip	18.4	15.83	-13.97%
Cost per Driver Hour	26.03	22.95	-11.83%
Cost per Total Mile	1.6	1.74	8.75%