

County: Hillsborough
 CTC: Hillsborough County
 Contact: Karen Smith
 3402 N 22nd Street 1st Floor
 Tampa, FL 33605
 813-276-8126
 Email: smithk@hillsboroughcounty.org

Demographics	Number	Percentage
Total County Population / Percent of State Total	1,229,226	6.54%
Potential TD Population / Percent of CountyTotal	391,564	31.85%
UDPHC / Percent of TD Passengers Served	26,124	6.67%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	358,468	448,644	25.16%
Deviated FR	-	-	NA
Ambulatory	758,827	678,863	-10.54%
Non-Ambulatory	78,584	92,293	17.45%
Stretcher	46	-	-100.00%
School Board	-	-	NA
TOTAL TRIPS	1,195,925	1,219,800	2.00%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	407,210	456,643	12.14%
Employment	142,429	143,000	0.40%
Ed/Train/DayCare	240,397	227,785	-5.25%
Nutritional	50,673	67,449	33.11%
Life-Sustaining/Other	355,216	324,923	-8.53%
TOTAL TRIPS	1,195,925	1,219,800	2.00%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	203,443	225,474	10.83%
AHCA	137,100	154,258	12.51%
APD	208,689	217,129	4.04%
DOEA	34,715	42,167	21.47%
DOE	187	112	-40.11%
Other	611,791	580,660	-5.09%
TOTAL TRIPS	1,195,925	1,219,800	2.00%

Vehicle Data	2010	2011	% Change
Vehicle Miles	6,162,567	6,954,649	12.85%
Revenue Miles	4,753,570	5,198,932	9.37%
Roadcalls	158	175	10.76%
Accidents	69	56	-18.84%
Vehicles	267	314	17.60%
Driver Hours	446,570	526,094	17.81%

Financial and General Data	2010	2011	% Change
Expenses	\$15,578,131	\$16,364,004	5.04%
Revenues	\$14,507,812	\$16,248,804	12.00%
Commendations	118	97	-17.80%
Complaints	91	130	42.86%
Passenger No-Shows	12,514	17,734	41.71%
Unmet Trip Requests	2,784	1,216	-56.32%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	1.12	0.81	-27.68%
Miles between Roadcalls	39,004	39,741	1.89%
Avg. Trips per Driver Hour	1.88	1.47	-21.81%
Avg. Trips per Para Pass.	61.46	37.14	-39.57%
Cost per Trip	13.03	13.42	2.99%
Cost per Paratransit Trip	17.96	20.47	13.98%
Cost per Driver Hour	33.68	30	-10.93%
Cost per Total Mile	2.44	2.27	-6.97%