

County: Orange
 CTC: Central Florida RTA
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Demographics	Number	Percentage
Total County Population / Percent of State Total	1,145,956	6.10%
Potential TD Population / Percent of CountyTotal	362,559	31.64%
UDPHC / Percent of TD Passengers Served	26,136	7.21%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	805,603	479,078	-40.53%
Deviated FR	76,520	77,376	1.12%
Ambulatory	571,512	594,348	4.00%
Non-Ambulatory	166,654	164,512	-1.29%
Stretcher	9,988	10,286	2.98%
School Board	-	-	NA
TOTAL TRIPS	1,630,277	1,325,600	-18.69%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	902,911	691,402	-23.43%
Employment	193,173	147,415	-23.69%
Ed/Train/DayCare	302,736	286,977	-5.21%
Nutritional	68,772	61,624	-10.39%
Life-Sustaining/Other	162,685	138,182	-15.06%
TOTAL TRIPS	1,630,277	1,325,600	-18.69%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	59,749	55,907	-6.43%
AHCA	231,518	242,489	4.74%
APD	158,276	188,439	19.06%
DOEA	-	75,783	NA
DOE	-	-	NA
Other	1,180,734	762,982	-35.38%
TOTAL TRIPS	1,630,277	1,325,600	-18.69%

Vehicle Data	2010	2011	% Change
Vehicle Miles	7,481,054	7,067,527	-5.53%
Revenue Miles	6,280,172	5,788,804	-7.82%
Roadcalls	344	250	-27.33%
Accidents	165	169	2.42%
Vehicles	226	293	29.65%
Driver Hours	474,823	537,824	13.27%

Financial and General Data	2010	2011	% Change
Expenses	\$14,417,549	\$16,871,102	17.02%
Revenues	\$14,201,407	\$15,634,093	10.09%
Commendations	54	74	37.04%
Complaints	498	461	-7.43%
Passenger No-Shows	34,825	36,979	6.19%
Unmet Trip Requests	2,921	18,619	537.42%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	2.21	2.39	8.14%
Miles between Roadcalls	21,747	28,270	29.99%
Avg. Trips per Driver Hour	1.74	1.57	-9.77%
Avg. Trips per Para Pass.	42.24	33.85	-19.86%
Cost per Trip	8.84	12.73	44.00%
Cost per Paratransit Trip	17.48	19.93	14.02%
Cost per Driver Hour	30.36	31.37	3.33%
Cost per Total Mile	1.93	2.39	23.83%