

County: Palm Beach
 CTC: Palm Beach County
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Demographics	Number	Percentage
Total County Population / Percent of State Total	1,320,134	7.02%
Potential TD Population / Percent of CountyTotal	565,961	42.87%
UDPHC / Percent of TD Passengers Served	27,631	4.88%



Trips By Type of Service	2010	2011	% Change
Fixed Route (FR)	3,873,178	3,792,916	-2.07%
Deviated FR	6,142	-	-100.00%
Ambulatory	924,127	864,040	-6.50%
Non-Ambulatory	169,518	165,668	-2.27%
Stretcher	-	-	NA
School Board	-	-	NA
TOTAL TRIPS	4,972,965	4,822,624	-3.02%

Vehicle Data	2010	2011	% Change
Vehicle Miles	10,422,417	10,400,153	-0.21%
Revenue Miles	9,565,579	9,519,480	-0.48%
Roadcalls	368	370	0.54%
Accidents	238	230	-3.36%
Vehicles	311	246	-20.90%
Driver Hours	663,301	707,293	6.63%

Passenger Trips By Trip Purpose	2010	2011	% Change
Medical	1,839,997	1,784,371	-3.02%
Employment	497,297	434,036	-12.72%
Ed/Train/DayCare	895,134	868,072	-3.02%
Nutritional	497,297	530,489	6.67%
Life-Sustaining/Other	1,243,240	1,205,656	-3.02%
TOTAL TRIPS	4,972,965	4,822,624	-3.02%

Financial and General Data	2010	2011	% Change
Expenses	\$30,615,239	\$30,545,226	-0.23%
Revenues	\$27,653,859	\$23,253,460	-15.91%
Commendations	1,960	1,719	-12.30%
Complaints	1,455	1,129	-22.41%
Passenger No-Shows	30,575	27,537	-9.94%
Unmet Trip Requests	159	295	85.53%

Passenger Trips By Funding Source	2010	2011	% Change
CTD	1,971,439	1,670,132	-15.28%
AHCA	-	-	NA
APD	60,686	-	-100.00%
DOEA	53,144	184,751	247.64%
DOE	-	-	NA
Other	2,887,696	2,967,741	2.77%
TOTAL TRIPS	4,972,965	4,822,624	-3.02%

Performance Measures	2010	2011	% Change
Accidents per 100,000 Miles	2.28	2.21	-3.07%
Miles between Roadcalls	28,322	28,109	-0.75%
Avg. Trips per Driver Hour	1.66	1.46	-12.05%
Avg. Trips per Para Pass.	63.06	59.61	-5.47%
Cost per Trip	6.16	6.33	2.76%
Cost per Paratransit Trip	23.86	24.59	3.06%
Cost per Driver Hour	39.56	35.8	-9.50%
Cost per Total Mile	2.52	2.43	-3.57%