

County: Santa Rosa
 CTC: Pensacola Bay Transportation
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| Demographics | Number | Percentage |
|--|---------|------------|
| Total County Population / Percent of State Total | 151,372 | 0.81% |
| Potential TD Population / Percent of County Total | 49,240 | 32.53% |
| UDPHC / Percent of TD Passengers Served | 529 | 1.07% |



| Trips By Type of Service | 2010 | 2011 | % Change |
|--------------------------|---------------|---------------|----------------|
| Fixed Route (FR) | 46,474 | 28,174 | -39.38% |
| Deviated FR | - | - | NA |
| Ambulatory | 26,153 | 17,163 | -34.37% |
| Non-Ambulatory | 3,492 | 5,021 | 43.79% |
| Stretcher | 25 | 4 | -84.00% |
| School Board | - | - | NA |
| TOTAL TRIPS | 76,144 | 50,362 | -33.86% |

| Vehicle Data | 2010 | 2011 | % Change |
|---------------|---------|---------|----------|
| Vehicle Miles | 477,274 | 363,922 | -23.75% |
| Revenue Miles | 405,764 | 296,076 | -27.03% |
| Roadcalls | 10 | 6 | -40.00% |
| Accidents | - | - | NA |
| Vehicles | 10 | 9 | -10.00% |
| Driver Hours | 17,699 | 14,706 | -16.91% |

| Passenger Trips By Trip Purpose | 2010 | 2011 | % Change |
|---------------------------------|---------------|---------------|----------------|
| Medical | 5,777 | 5,786 | 0.16% |
| Employment | 54,906 | 33,790 | -38.46% |
| Ed/Train/DayCare | 7,368 | 869 | -88.21% |
| Nutritional | 298 | 30 | -89.93% |
| Life-Sustaining/Other | 7,795 | 9,887 | 26.84% |
| TOTAL TRIPS | 76,144 | 50,362 | -33.86% |

| Financial and General Data | 2010 | 2011 | % Change |
|----------------------------|-----------|-----------|----------|
| Expenses | \$691,806 | \$578,907 | -16.32% |
| Revenues | \$928,450 | \$745,839 | -19.67% |
| Commendations | 5 | 1 | -80.00% |
| Complaints | 8 | 6 | -25.00% |
| Passenger No-Shows | 988 | 877 | -11.23% |
| Unmet Trip Requests | 603 | 677 | 12.27% |

| Passenger Trips By Funding Source | 2010 | 2011 | % Change |
|-----------------------------------|---------------|---------------|----------------|
| CTD | 10,218 | 9,519 | -6.84% |
| AHCA | 8,223 | 9,098 | 10.64% |
| APD | 6,870 | 924 | -86.55% |
| DOEA | 428 | - | -100.00% |
| DOE | 12 | 239 | 1891.67% |
| Other | 50,393 | 30,582 | -39.31% |
| TOTAL TRIPS | 76,144 | 50,362 | -33.86% |

| Performance Measures | 2010 | 2011 | % Change |
|-----------------------------|--------|--------|----------|
| Accidents per 100,000 Miles | 0 | 0 | NA |
| Miles between Roadcalls | 47,727 | 60,654 | 27.09% |
| Avg. Trips per Driver Hour | 1.68 | 1.51 | -10.12% |
| Avg. Trips per Para Pass. | 56.3 | 53.21 | -5.49% |
| Cost per Trip | 9.09 | 11.49 | 26.40% |
| Cost per Paratransit Trip | 20.76 | 24.19 | 16.52% |
| Cost per Driver Hour | 34.8 | 36.49 | 4.86% |
| Cost per Total Mile | 1.29 | 1.47 | 13.95% |