



CTD Annual Operating Report (AOR)



Understanding the AOR

- The Annual Operating Report (AOR) provides a financial and operational overview of the Transportation Disadvantaged program.
- AOR is a requirement of the Community Transportation Coordinator pursuant to Chapter 427, Florida Statutes and is due by September 15 each year.
- Information reported is collected and compiled from each county based on the State fiscal year July through June.
- Information is collected to:
 - generate statewide operation profile of the Florida Coordinated Transportation System
 - evaluate certain performance aspects individually and as a whole
 - create a summary of performance trends statewide.
- The AOR is completed by the Commission to Transportation Disadvantaged (CTD) on January 1st each year and delivered to the Governor, Legislature and Commission to substantiate the need for additional funds.

CTC Trips

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
Fixed Route/Fixed Schedule						
Daily Pass Trips	1,605	N/A	1,605	193	0	193
Weekly Pass Trips	0	N/A	0	0	0	0
Monthly Pass Trips	530,556	N/A	530,556	310,812	0	310,812
Deviated Fixed Route Service	0	N/A	0	0	0	0
Complementary ADA Service	727,072	N/A	727,072	0	0	0
Paratransit						
Ambulatory	124,555	0	124,555	704,285	0	704,285
Non-Ambulatory	15,477	0	15,477	109,898	0	109,898
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	0	0
Taxi	0	N/A	0	0	0	0
School Board (School Bus)	0	N/A	0	0	0	0
Volunteers	0	N/A	0	0	0	0
Total - Service Type	1,399,265	0	1,399,265	1,125,188	0	1,125,188
Contracted Transportation Operator						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	867,104	N/A	867,104	0	0	0
Total - Contracted Transportation Operator Trips	867,104	0	867,104	0	0	0
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	0	0	0	0	0	0
Agency for Persons with Disabilities (APD)	0	0	0	0	0	0
Comm for the Transportation Disadvantaged (CTD)	245,879	N/A	245,879	412,240	0	412,240
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	0	0	0	50,874	0	50,874
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	0	0	0	0	0	0
Local Government	1,153,385	0	1,153,385	662,074	0	662,074
Local Non-Government	1	0	1	0	0	0
Other Federal & State Programs	0	0	0	0	0	0
Total - Revenue Source	1,399,265	0	1,399,265	1,125,188	0	1,125,188

CTC Trips

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	440,567	0	440,567	385,483	0	385,483
Children At Risk	0	0	0	43,628	0	43,628
Persons With Disabilities	412,689	0	412,689	452,520	0	452,520
Low Income	24,120	0	24,120	221,233	0	221,233
Other	521,889	0	521,889	22,324	0	22,324
Total - Passenger Type	1,399,265	0	1,399,265	1,125,188	0	1,125,188
Trip Purpose - One Way						
Medical	132,092	0	132,092	162,837	0	162,837
Employment	172,608	0	172,608	293,914	0	293,914
Education/Training/Daycare	315,724	0	315,724	220,637	0	220,637
Nutritional	82,514	0	82,514	48,851	0	48,851
Life-Sustaining/Other	696,327	0	696,327	398,949	0	398,949
Total - Trip Purpose	1,399,265	0	1,399,265	1,125,188	0	1,125,188
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	11,101	0	11,101	11,759	0	11,759
Total - UDPHC	11,101	0	11,101	11,759	0	11,759
Unmet & No Shows						
Unmet Trip Requests	0	N/A	0	0	0	0
No Shows	3,473	N/A	3,473	33,405	0	33,405
Customer Feedback						
Complaints	3,227	N/A	3,227	3,046	0	3,046
Commendations	1,384	N/A	1,384	1,136	0	1,136

CTC Vehicles & Drivers

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	0	N/A	0	0	0	0
Complementary ADA Service Miles	11,547,712	N/A	11,547,712	0	0	0
Paratransit Miles	0	0	0	11,007,774	0	11,007,774
Transportation Network Companies (TNC) Miles	0	N/A	0	0	0	0
Taxi Miles	0	N/A	0	0	0	0
School Board (School Bus) Miles	0	N/A	0	0	0	0
Volunteers Miles	0	N/A	0	0	0	0
Total - Vehicle Miles	11,547,712	0	11,547,712	11,007,774	0	11,007,774
Roadcalls & Accidents						
Roadcalls	1,439	0	1,439	471	0	471
Chargeable Accidents	114	0	114	105	0	105
Vehicle Inventory						
Total Number of Vehicles	247	0	247	238	0	238
Number of Wheelchair Accessible Vehicles	247	0	247	238	0	238
Drivers						
Number of Full Time & Part Time Drivers	316	0	316	387	0	387
Number of Volunteer Drivers	0	0	0	0	0	0

Revenue Sources

Revenue Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Revenue Sources						
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0	\$ 0	\$ 322,000	\$ 0	\$ 322,000
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 3,844,470	N/A	\$ 3,844,470	\$ 3,492,821	\$ 0	\$ 3,492,821
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
TD Other	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
Department of Transportation (DOT)						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Government						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
County Cash	\$ 30,238,059	\$ 0	\$ 30,238,059	\$ 4,663,319	\$ 0	\$ 4,663,319
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 0	\$ 0	\$ 56,440	\$ 0	\$ 56,440
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0	\$ 0	\$ 20,657,668	\$ 0	\$ 20,657,668
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 3,027,937	\$ 0	\$ 3,027,937	\$ 2,712,117	\$ 0	\$ 2,712,117
Donations/Contributions	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Federal & State Programs						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Total - Revenue Sources	\$ 37,110,466	\$ 0	\$ 37,110,466	\$ 31,904,365	\$ 0	\$ 31,904,365

CTC Expense Sources

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Expense Sources						
Labor	\$ 3,130,190	\$ 0	\$ 3,130,190	\$ 2,725,379	\$ 0	\$ 2,725,379
Fringe Benefits	\$ 1,625,275	\$ 0	\$ 1,625,275	\$ 1,893,092	\$ 0	\$ 1,893,092
Services	\$ 47,336	\$ 0	\$ 47,336	\$ 53,150	\$ 0	\$ 53,150
Materials & Supplies Consumed	\$ 15,886	\$ 0	\$ 15,886	\$ 22,376	\$ 0	\$ 22,376
Utilities	\$ 133,860	\$ 0	\$ 133,860	\$ 127,527	\$ 0	\$ 127,527
Casualty & Liability	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Taxes	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Miscellaneous	\$ 151,139	\$ 0	\$ 151,139	\$ 33,471	\$ 0	\$ 33,471
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 22,162	\$ 0	\$ 22,162	\$ 15,795	\$ 0	\$ 15,795
Capital Purchases	\$ 186,374	\$ 0	\$ 186,374	\$ 0	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 22,000	\$ 0	\$ 22,000
Allocated Indirect Expenses	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Purchased Transportation Services						
Bus Pass	\$ 2,610,905	N/A	\$ 2,610,905	\$ 1,105,606	\$ 0	\$ 1,105,606
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
Contracted Operator	\$ 29,075,827	N/A	\$ 29,075,827	\$ 25,905,969	\$ 0	\$ 25,905,969
Total - Expense Sources	\$ 36,998,954	\$ 0	\$ 36,998,954	\$ 31,904,365	\$ 0	\$ 31,904,365

CTC Breakdown

Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	454,466	311,005	532,161
Deviated FR	0	0	0
Complementary ADA	0	0	727,072
Paratransit	871,640	814,183	140,032
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	1,326,106	1,125,188	1,399,265

Passenger Trips By Trip Purpose			
Medical	174,328	162,837	132,092
Employment	375,412	293,914	172,608
Ed/Train/DayCare	296,964	220,637	315,724
Nutritional	52,298	48,851	82,514
Life-Sustaining/Other	427,104	398,949	696,327
TOTAL TRIPS	1,326,106	1,125,188	1,399,265

Passenger Trips By Revenue Source			
CTD	558,323	412,240	245,879
AHCA	0	0	0
APD	0	0	0
DOEA	51,231	50,874	0
DOE	0	0	0
Other	716,552	662,074	1,153,386
TOTAL TRIPS	1,326,106	1,125,188	1,399,265

Trips by Provider Type			
CTC	1,326,106	1,125,188	532,161
Transportation Operator	0	0	867,104
Coordination Contractor	0	0	0
TOTAL TRIPS	1,326,106	1,125,188	1,399,265

Vehicle Data	2017	2018	2019
Vehicle Miles	10,666,848	11,007,774	11,547,712
Roadcalls	275	471	1,439
Accidents	79	105	114
Vehicles	241	238	247
Drivers	347	387	316

Financial and General Data			
Expenses	\$32,891,835	\$31,904,365	\$36,998,954
Revenues	\$32,891,836	\$31,904,365	\$37,110,466
Commendations	846	1,136	1,384
Complaints	1,034	3,046	3,227
Passenger No-Shows	15,085	33,405	3,473
Unmet Trip Requests	0	0	0

Performance Measures			
Accidents per 100,000 Miles	0.74	0.95	0.99
Miles between Roadcalls	38,789	23,371	8,025
Avg. Trips per Passenger	111.88	95.69	126.05
Cost per Trip	\$24.80	\$28.35	\$26.44
Cost per Paratransit Trip	\$35.89	\$37.83	\$39.66
Cost per Total Mile	\$3.08	\$2.90	\$3.20
Cost per Paratransit Mile	\$2.93	\$2.80	\$2.98