

# TRANSPORTATION AUTHORITY MONITORING AND OVERSIGHT

FY 2023



**Transit Authority Report**

**A Report by the Florida Transportation**



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# About the Commission

## **Preface**

The Florida Transportation Commission was established in 1987 by the Florida Legislature and is responsible for reviewing, evaluating, and monitoring the Florida Department of Transportation's policies, transportation systems, and budgets. The members of the Commission are appointed by the Governor to serve four-year terms. Commissioners must have private sector business managerial experience and must represent transportation needs of the state as a whole and may not place state needs subservient to those of any area. The Transportation Commission could be compared to a private corporation's board of directors.



**Ronald Howse**  
**Chairman**



**David Genson**  
**Vice-Chairman**



**John Browning**



**Richard Burke**



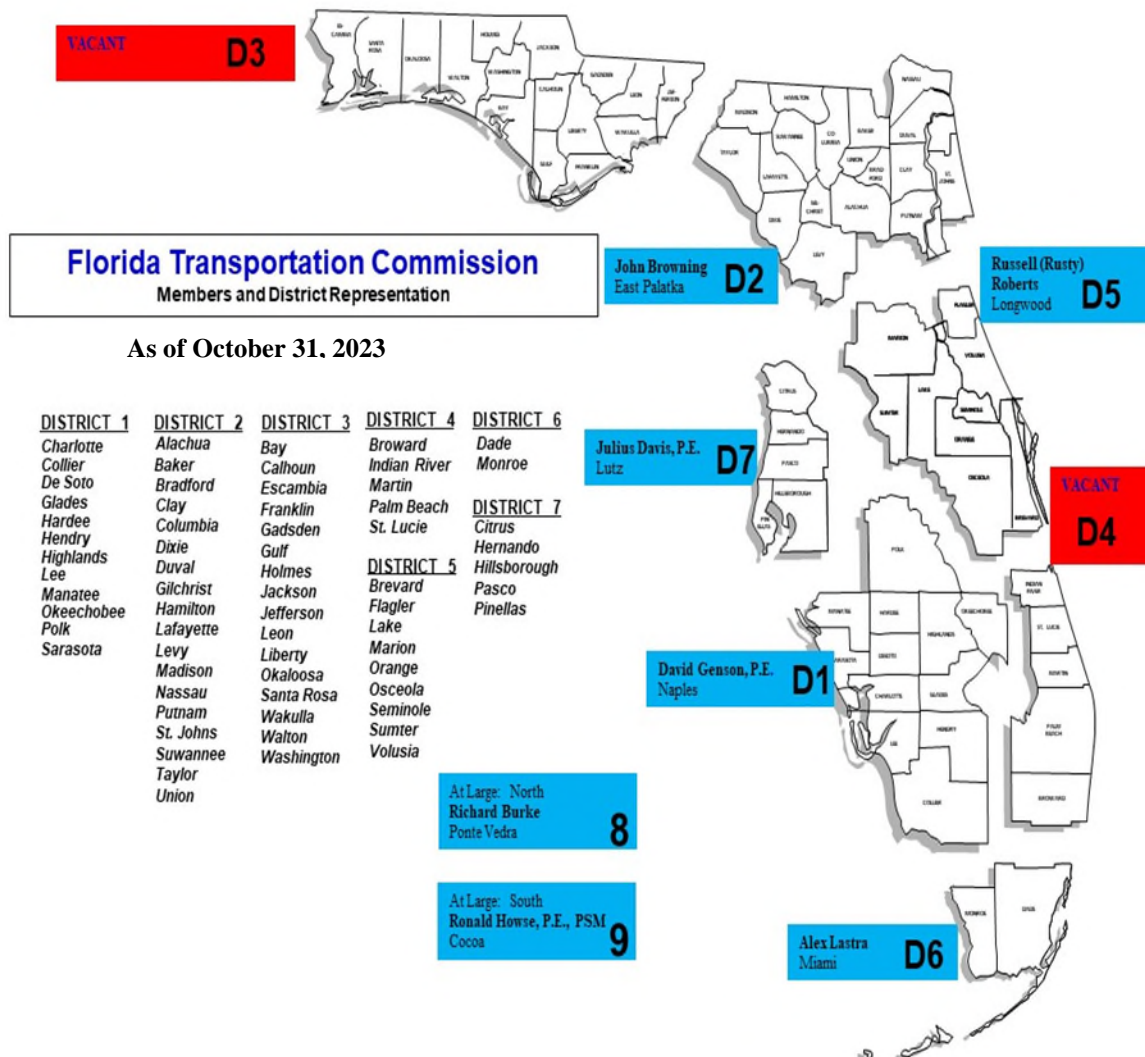
**Julius Davis**



**Russell "Rusty" Roberts**



**Alex Lastra**



# EXECUTIVE SUMMARY

## Executive Summary

### Background

The Florida Transportation Commission (Commission) was charged with an expanded oversight role as a result of provisions contained in House Bill (HB) 985 that was passed by the 2007 legislature. This legislation amended Section 20.23, Florida Statutes, requiring the Commission to monitor the transportation authorities established in Chapters 343 and 349, Florida Statutes.

The Commission was also required to conduct periodic reviews of each authority's operations and budget, acquisition of property, management of revenue and bond proceeds, and compliance with applicable laws and Generally Accepted Accounting Principles (GAAP). Nonetheless, the Commission was specifically prohibited from entering the day-to-day operations of a monitored authority, and from taking part in the:

- Awarding of contracts
- Selection of a consultant or contractor or the prequalification of any individual consultant or contractor
- Selection of a route for a specific project
- Specific location of a transportation facility
- Acquisition of rights-of-way
- Employment, promotion, demotion, suspension, transfer, or discharge of any department personnel
- Granting, denial, suspension, or revocation of any license or permit issued by FDOT.

The Commission may recommend standards and policies governing the procedure for selection and prequalification of consultants and contractors.

The Commission, in concert with the designated authorities, adopted performance measures and objectives, operating indicators, and governance criteria to assess the overall responsiveness of each authority in meeting their responsibilities to their customers.

In addition to gathering, analyzing, and reporting performance and operating data, Commission staff periodically review agendas, public meeting notices, conflict of interest disclosures, bond documents, and audits.



## FY 2023 Report Changes

**Tampa Bay Area Regional Transit Authority (TBARTA)** was created in 2007 pursuant to Chapter 343, Part V, Florida Statutes. TBARTA was created to plan, develop, fund, implement, and operate mobility improvements and expansions of multimodal transportation options for passengers and freight throughout the designated region covering Hernando, Hillsborough, Manatee, Pasco, and Pinellas counties as well as any other contiguous county that is party to an agreement of participation.

Chapter 2023-143 Laws of Florida, Section 2 directed TBARTA to discharge its liabilities; settle and close its affairs and provide written notice of final dissolution to the Department of Economic Opportunity and each entity represented on the TBARTA board. TBARTA records are to be forwarded to the Department of State upon final dissolution. TBARTA agreed to and provided a copy of the dissolution document to the Commission. A copy of the Notice of Dissolution was provided to the Commission in March 2024 (see Appendix B).

## Transit Authorities under Commission Oversight

Table 1 shows the transit authorities created under Chapters 343 and 349 of the Florida Statutes.

**Table 1**

<b><u>Transit Authorities under Commission Oversight</u></b>
Central Florida Regional Transportation Authority (CFRTA/LYNX)
Jacksonville Transportation Authority (JTA)
South Florida Regional Transportation Authority (SFRTA/Tri-Rail)

## Transit Authorities



**Central Florida Regional Transportation Authority (dba as LYNX)** provides public transportation services to the public in the Orlando metropolitan area and throughout Orange, Seminole, and Osceola Counties in the form of fixed route bus service, bus rapid transit, paratransit service, flex service and carpools/vanpools.



**Jacksonville Transportation Authority (JTA)** provides public transportation services to the public in the Jacksonville metropolitan area and throughout Duval County in the form of fixed route bus service, community shuttle, paratransit service, an automated people mover, trolleys, stadium shuttle service and St. Johns River Ferry operations. JTA also implements roadway projects under its own authority and work plans.



**South Florida Regional Transportation Authority (Tri-Rail)** coordinates, develops, and implements a regional transportation system in South Florida that provides commuter rail service and offers a shuttle bus system in Broward County. Bus connections to Tri-Rail stations in Palm Beach, Miami-Dade and Broward counties are provided by Palm Tran, Miami-Dade Transit and Broward County Transit through fixed route service.



### History and Purpose of Performance Measures

In 2016, the Commission formed an Authority Oversight Committee to gain input from the authorities and to consider any enhancements or changes to the existing performance measures, management objectives, and operating indicators. The Commission solicited proposed changes from each authority and synthesized the proposed changes into a master document that also contained actual performance results for each of the authorities. The master document was then shared with all authorities for further comments.

The Commission retained senior staff from the Center for Urban Transportation Research (CUTR) at the University of South Florida to review the master document and to provide their recommendations for changes. CUTR played an integral role in establishing the original measures that were adopted for the inaugural oversight report. The Commission convened a Charrette on Transportation Authority Performance Measures in October 2016 to discuss CUTR's recommendations and any concerns expressed by the authorities.

Following the charrette, the Commission adopted revisions to the performance measures and operating indicators for both toll and transit authorities.

Currently, there are 13 performance measure objectives, and 27 operating indicators

established by the Commission for Lynx, JTA, and Tri-Rail. An overview of the performance measures and objectives and operating indicators are presented in Tables 2 and 3.

It is important to note that, while some performance measures and objectives are applicable to all transit authorities, others apply only to specific transit authorities. A five-year accounting of the operating indicators for each authority is included in Appendix A. As with the performance measures, a summary is included in each transit authority's section of the report.

While annual reporting remains the focus of the Commission's monitoring effort, authorities are expected to notify the Commission, in a timely fashion, of any externally prompted audits or investigations.

The Commission is committed to carrying out its statutory responsibilities in a deliberative manner that encourages input to help improve the report and monitoring process. Performance monitoring is a dynamic process, and the Commission continually considers enhancements or changes to performance measures, management objectives, reportable indicators, and governance areas.

**Table 2**  
**Fiscal 2023 Transit Authority Performance Measures**

Performance Measure	Derivation
<b>Unlinked Passenger Trips per Revenue Hour</b>	The relationship between passenger trips and revenue hours ("load factor"), which reflects the service effectiveness of the system.
<b>Operating Expense per Revenue Mile</b>	An evaluation of the relationship between operating expenses and revenue miles, providing a measure of the general cost efficiency of the service provided over distance.
<b>Operating Expense per Revenue Hour<sup>1</sup></b>	The relationship between operating expenses and revenue hours, providing a measure of the cost efficiency of the service provided relative to the time expended in the provision of the service.
<b>Operating Expense per Passenger Trip</b>	The relationship between operating expenses and passenger trips, providing a measure of the cost efficiency to transport passengers.
<b>Operating Expense per Passenger Mile</b>	The relationship between expenses and passenger miles, providing a measure of the general cost efficiency of the service provided.
<b>Farebox Recovery Ratio</b>	This measure reflects the proportion of operating expenses covered by passenger fares. This is a National Transit Database efficiency measure.
<b>Revenue Miles between Safety Incidents</b>	Revenue miles between incidents is a measure of safe customer service.
<b>Major Incidents<sup>2</sup></b>	The span of revenue miles between major incidents is a measure of state service operations. Significant revenue miles between major incidents results in frequent exposure of customers to safety hazards.
<b>Revenue Miles between Failures<sup>3</sup></b>	Revenue miles between revenue vehicle system failures is a measure of maintenance effectiveness in keeping the fleet in good operating condition.
<b>Revenue Miles vs. Vehicle Miles<sup>4</sup></b>	The relationship between revenue miles and vehicle miles provides a measure of the effectiveness of fleet assignment, given vehicle miles include non-revenue miles.
<b>Customer Service - Complaints</b>	Average time to respond to a complaint (minutes).
<b>Customer Service - Boardings</b>	The number of complaints per 5,000 customer boardings.
<b>On-Time Performance<sup>5</sup></b>	Less than five minutes late and one minute early arriving at a fixed route schedule time point.

<sup>1</sup>Specific to CFRTA and JTA (Bus and Skyway).

<sup>2</sup>Specific to SFRTA (Rail).

<sup>3</sup>Breakdown of a major or minor element of a revenue vehicle's mechanical system.

<sup>4</sup>Vehicle miles include deadhead miles, miles from end of service to yard or garage, driver training, and miscellaneous miles not considered to be in direct revenue service.

<sup>5</sup>Departures <5 minutes late and 1 minute early for CFRTA; departures <6 minutes late and 1 minute early for JTA's bus; successful cycles divided by scheduled cycles for JTA's Skyway; and <6 minutes late for SFRTA.

**Table 3**  
**Fiscal 2023 Transit Authority Operating Indicators**

Operating Indicator	Derivation
Operating Expense per Capita (Potential Customer)	Annual operating budget divided by service area population
Average Headway	Average minutes for vehicle to complete its portion of total route miles one time
Service Area Population	Approximation of overall market size
Service Area Population Density	Persons per square mile based on service area population and size
Operating Expense	Spending on operations, including administration, maintenance, and operation of service vehicles
Operating Expense per Revenue Hour (Specific to SFRTA/Tri-Rail)	Cost of operating an hour of revenue service
Operating Revenue	Revenue generated through operations of transit authority
Total Revenue Miles	Miles vehicles operated in active service
Total Revenue Hours	Hours vehicles operated in active service
Vehicle Miles Between Failures	Vehicle miles divided by revenue vehicle system failures
Total Revenue Vehicles	Vehicles available to meet annual maximum service requirement
Peak Vehicles	Vehicles operated to meet annual maximum (peak) service requirements
Ratio of Revenue Vehicles to Peak Vehicles (Spare Ratio)	Revenue vehicles, including spares, out-of-service vehicles, and vehicles in/awaiting maintenance divided by the number of vehicles operated in maximum service
Annual Passenger Trips	Passenger boardings on transit vehicles
Average Trip Length	Average length of passenger trip (generally derived through sampling)
Annual Passenger Miles	Passenger trips multiplied by average trip length in miles
Weekday Span of Service (Hours)	Hours of transit service on a representative weekday from first to last service for all modes
Average Fare	Passenger fare revenues divided by passenger trips
Passenger Trips per Revenue Mile	Passenger trips divided by revenue miles
Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours
Passenger Trips per Capita	Passenger trips divided by service area population
Average Age of Fleet	Average age of fleet in years
Unrestricted Cash Balance	End of year cash balance from financial statement
Weekday Ridership	Average ridership on weekdays
Capital Commitment to System Preservation	Percentage of capital spent on system preservation
Capital Commitment to System Expansion	Percentage of capital spent on system expansion
Intermodal Connectivity	Intermodal transfer points available

## 2024 Legislative Overview\*

**House Bill HB 275 - Offenses Involving Critical Infrastructure** was signed into law by Governor DeSantis, effective July 1, 2024. It contains the following transportation-related provisions:

- It defines and penalizes improper tampering, trespassing, and unauthorized computer access involving critical infrastructure.
- Specifies "critical infrastructure" to include facilities like electrical, chemical, communications, water treatment, transportation, military, and other significant sites.
- Establishes felony charges for knowingly tampering with critical infrastructure resulting in damage costing \$200 or more or causing functional impairment with similar restoration costs.
- Mandates civil liability for those convicted of tampering, with damages payable to the infrastructure's owner or operator equating to three times the actual damage sustained.
- Criminalizes trespassing on critical infrastructure properties, designating it as a third-degree felony.
- Penalizes unauthorized computer or electronic device access within critical infrastructure, setting various degrees of felonies based on the severity of the act—ranging from gaining access to causing service disruption.

**House Bill 287: Transportation (Industry Bill)** was signed into law by Governor DeSantis, effective July 1, 2024. It contains the following transportation-related provisions:

- Limits revenues from state fuel taxes and motor vehicle fees committed to public transit projects to 20%, with exceptions for federal matching, approved rapid transit, and enhancing state highway service levels.
- Increases the number of times a driver can elect to take a driving improvement course instead of court appearance.
- Requires the Department of Transportation (DOT) and the Department of Highway Safety to review and update specified driving course contents annually.
- Authorizes the DOT to enter into comprehensive agreements with private entities for transportation projects, including interim agreements before comprehensive agreements.
- Prohibits local governments from considering reclaimed asphalt as solid waste.
- Requires at least three letters of interest before proceeding with design-build contract proposals and specifies that vehicles used on DOT projects must comply with registration provisions.
- Allows for multiple contract performance and payment bonds for phased design-build contracts.
- Establishes a cause-and-effect presumption related to marijuana in vehicle crashes within construction zones and revises conditions for contractor liability exemptions.
- Requires the DOT to offer first refusal to previous property owners for certain disposals and specifies procedures and terms for such rights.
- Establishes a Local Agency Program within the DOT for federally funded, locally executed transportation projects, setting criteria and contract requirements for local agencies.
- Specifies that certain sections don't apply to comprehensive agreements under this bill.

**House Bill 619: Sovereign Immunity for Professional Firms** was signed into law by Governor DeSantis, effective July 1, 2024. It contained the following transportation-related provisions:

- Amends Florida Statutes to clarify sovereign immunity provisions for professional firms working on state transportation projects.
- Designates professional firms and their employees providing monitoring and inspection services for transportation projects as agents of the Department of Transportation.
- Applies to firms in direct contract with the Department as well as those serving as consultants to these firms.
- Requires contracts with such professional firms to indemnify the Department of Transportation for liabilities, including reasonable attorney fees, arising from the firm's negligence.
- Specifies indemnification does not designate these service providers as state employees or agents beyond the scope of chapter 440 and does not apply to accidents involving motor vehicle operation by firm employees.
- Excludes firms engaged in the design or construction of the project, along with their employees, agents, or subcontractors, from this provision.

**Senate Bill 968: Spaceport Territory** was signed into law by Governor DeSantis, effective July 1, 2024. It contained the following transportation-related provisions:

- Updates the definition and funding capabilities for spaceport projects and revises the designated spaceport territory in Florida.
- Revises the definition of "spaceport discretionary capacity improvement projects" to include capacity improvements at spaceports or on spaceport territory without the previous requirement for orbital or suborbital flights.
- Expands spaceport territory to include certain real property in Miami-Dade County, previously part of Homestead Air Force Base, and property in Bay County within the boundaries of Tyndall Air Force Base.
- Authorizes the Department of Transportation to fund spaceport discretionary capacity improvement projects at up to 100% of the project cost if they provide important access and on-spaceport-territory space transportation capacity improvements, among other strategic benefits.

**House Bill 1301: Department of Transportation** (FDOT's legislative package) was signed into law by Governor DeSantis, effective July 1, 2024, except as otherwise provided. The bill amends various Florida statutes to revise regulations and requirements relating to transportation, including the Department of Transportation's structure, funding allocations, and specific transportation regulations.

- Removes the requirement for the Florida Transportation Commission to nominate the Secretary of Transportation.
- Revises areas of responsibility within the Department of Transportation and no longer requires the secretary to appoint the inspector general.
- Mandates a specific portion of the State Transportation Trust Fund for the Intermodal Logistics Center Infrastructure Support Program, including project inclusion in the tentative work program.
- Updates requirements for airport land use compatibility zoning regulations.

- Revises the Department of Transportation's mission, goals, and objectives to emphasize efficient movement of people and goods, economic competitiveness, and preservation of Florida's quality of life.
- Introduces requirements for traffic studies and public involvement for certain projects proposed by governmental entities.
- Adjusts the timeframe before an inactive prepaid toll account is considered unclaimed property.
- Specifies control and reimbursement details related to Alligator Alley toll road agreements.
- Prohibits the Department of Transportation from funding projects or programs of entities violating specific health regulations.
- Prioritizes certain revenue allocations for arterial highway projects and sets parameters for financing these projects.
- Authorizes local governments within specified areas to compete for additional funding for projects on state or county roads.
- Implements voting and meeting notice requirements for public transit projects and specifies restrictions on marketing and advertising expenditures by public transit providers.
- Establishes terms and annual actions for public transit providers concerning fiscal management and performance measures.
- Amends the powers of the Florida Rail Enterprise.
- Revises definitions and regulations related to streetlights and traffic rules at railroad-highway grade crossings, including penalties for violations.

**Senate Bill 1380: Regional Transportation Planning** was signed into law by Governor DeSantis, effective May 10, 2024. It contained the following transportation-related provisions:

- Enhances transportation services for individuals with disabilities and the transportation disadvantaged by revising the duties of the Department of Transportation and the membership and operational guidelines of the Commission for the Transportation Disadvantaged and establishing new policies for paratransit service contracts and investigations of adverse incidents.
- Mandates performance requirements, liability insurance, and complaint processes in grants and agreements for paratransit services.
- Revises Commission for the Transportation Disadvantaged membership to include 11 members with specified designations and qualifications, with new term lengths and voting requirements.
- Defines "transportation service provider" and sets forth contract requirements for paratransit services, including competitive procurement and standards for service timeliness and transparency.
- Requires the establishment of model procedures for receiving and investigating reports of adverse incidents in transportation services.
- Mandates reporting by the Center for Urban Transportation Research and the Implementing Solutions from Transportation Research and Evaluating Emerging Technologies Living Lab on improving paratransit services.
- Requires the Department of Transportation to deliver a comprehensive report on transportation disadvantaged services, including reviews of service timeliness, quality, and funding, as well as recommendations for improvements and technology opportunities.



**Senate Bill 1420: Department of Commerce** was signed into law by Governor DeSantis. Except as otherwise expressly provided in the act, this act shall take effect July 1, 2024.

- Revises Florida Department of Commerce processes and responsibilities, impacting local government, military installations, and grants programs.
- Prohibits citizen-led county charter amendments preempting development regulations unless authorized by charter in effect before January 1, 2024.
- Revises the adoption process for comprehensive plan amendments, mandating withdrawal if not transmitted within specified timeframes.
- Revises loan terms under the Local Government Emergency Revolving Bridge Loan Program to a maximum of 10 years.
- Replaces the Florida Defense Support Task Force with a direct-support organization under the Department of Commerce, specifying its formation, powers, duties, and fiscal guidelines.
- Establishes the Supply Chain Innovation Grant Program within the Department of Commerce to support supply chain innovation, with grant selection and administration details.
- Requires Office of Economic and Demographic Research and OPPAGA to review the Supply Chain Innovation Grant Program by January 1, 2027, and every 3 years thereafter.
- Adjusts funding priorities for the Incumbent Worker Training Program, focusing on healthcare facilities and various industries.
- Specifies that certain state workforce development board members are voting members.
- Specifies required actions by a committee for a proposed revived declaration and other governing documents to be submitted to the Department of Commerce.
- Authorizes the Department of Commerce to amend loan agreements executed before February 1, 2024.

\*This listing is not intended to be all-inclusive. Rather, it is reflective of relevant legislation and bill summaries

## 2023 Legislative Overview\*

**SB 914** was signed into law by Governor DeSantis, effective July 1, 2022. It contained various transportation–related provisions including:

- Prohibits individuals who have registration stops associated with toll violations from either renewing their registrations or replacing their license plates until satisfying the toll violation.

**HB 5003** was signed into law by Governor DeSantis, effective July 1, 2022. It contained various transportation–related provisions including:

- Delays a provision in current law that would have required Florida’s Turnpike Enterprise to adjust its tolls rates to account for inflation and changes in the Consumer Price Index (CPI). Under current law, the Turnpike is required to adjust its toll rates every five years. The last time toll rates were adjusted was 2017, meaning that the toll rates would have been adjusted in 2022.

**HB 7053** was signed into law by Governor DeSantis, effective July 1, 2022. It contained various transportation–related provisions including:

- The bill establishes the Statewide Office of Resilience within the Executive Office of the Governor, providing the appointment of a Chief Resilience Officer.
- The bill requires FDOT to develop a resilience action plan for the State Highway System based on current conditions and forecasted future events.
- Additionally, the bill identifies goals of the action plan and requires it to include certain components.
- It also requires FDOT to submit the action plan to the Governor and the Legislature by June 20, 2023, and a status report every third year on June 30 thereafter.

\*This listing is not intended to be all-inclusive. Rather, it is reflective of relevant legislation and bill summaries

# Transit Authorities

## Transit Authorities

### Introduction

Legislation passed in 2007, amended Section 20.23, Florida Statutes, expanding the role of the Florida Transportation Commission (Commission) to monitor the efficiency, productivity and management of the authorities created under Chapters 343 and 349, Florida Statutes. The Commission is required to conduct periodic reviews of each authority's operations and budget, acquisition of property, management of revenue and bond proceeds, and compliance with applicable laws and generally accepted accounting principles. HB 1213, passed by the 2009 legislature, expanded Commission oversight responsibilities to include the Jacksonville Transportation Authority (JTA), established in Chapter 349, Florida Statutes.

This section of the report pertains to Transit Authorities that include:

- Central Florida Regional Transportation Authority (CFRTA, dba LYNX)
- Jacksonville Transportation Authority (JTA)
- South Florida Regional Transportation Authority (SFRTA/Tri-Rail)

Performance measures have been developed specifically with and for the transit authorities. Reporting for transit authorities is presented in the following format:

- Background of the authority
- Performance measures results for fiscal year 2023
- Operating Indicator trends for fiscal year 2023

As discussed in the Executive Summary, performance measures for transit authorities attempt to set standards for efficient and effective operation, maintenance, and management of the transit systems and the respective organizations. For detailed explanations of performance measures related to CFRTA, JTA, and SFRTA, please see Table 2 on page 11.

While CFRTA, JTA, and SFRTA share identical performance measures, several of the measures are specific to one of the authorities due to the nature of the transit service the authority provides. One example of performance measures unique to a transit authority relates to safety. CFRTA and JTA provide a fixed-route bus service and are required to track safety incidents, while SFRTA provides a commuter rail service and is mandated to track reportable incidents as defined by the Federal Railroad Administration (FRA). Based on those differences, the performance measure established for CFRTA and JTA is "revenue miles between safety incidents," and for SFRTA the performance measure is "major incidents." Both measures address safety performance; however, the measures themselves differ.



JTA directly operates an automated guideway (Skyway) in addition to a fixed-route bus service. Although JTA does not operate toll roads, pursuant to the Better Jacksonville Plan and JTA Mobility Works Program, the Authority constructs roads, bridges, and interchanges that are then turned over to FDOT or to the City of Jacksonville for maintenance and operation. Therefore, a subset of toll authorities' performance measures and operating indicators was adopted for JTA.

In addition to performance measures, the Commission established a set of operating indicators reported by each authority for the last five fiscal years. As with the performance measures, a summary is included in each authority's section of the report, with a full five-year accounting included in Appendix A.

The Commission also established seven broad areas of governance that are periodically monitored to provide an assessment of the on-going management of all authorities covered by the current law.

**Table 4**  
**Transit Authority Performance Measure Results Summary**  
**FY2023**

**Central Florida Regional Transportation Authority (CFRTA/LYNX)** met 5 of the 12 performance measure objectives. The seven measures not met were:

1. Unlinked Passenger Trips per Revenue Hour
2. Operating Expense per Revenue Mile
3. Operating Expense per Revenue Hour
4. Operating Expense per Passenger Trip
5. Operating Expense per Passenger Mile
6. Farebox Recovery Ratio
7. On-Time Performance

**Jacksonville Transit Authority (JTA)** met 3 of the 12 performance measure objectives established for Bus and 3 of the 11 for Skyway (1 was not applicable). JTA also met all 4 of the performance measure objectives for Highway. The measures not met for Bus and Skyway were:

**Bus**

1. Unlinked Passenger Trips per Revenue Hour
2. Operating Expense per Revenue Mile
3. Operating Expense per Revenue Hour
4. Operating Expense per Passenger Trip
5. Operating Expense per Passenger Mile
6. Farebox Recovery Ratio
7. Revenue Miles between Safety Incidents
8. Customer Service - Boardings
9. On-Time Performance

**Skyway**

1. Unlinked Passenger Trips per Revenue Hour
2. Operating Expense per Revenue Mile
3. Operating Expense per Revenue Hour
4. Operating Expense per Passenger Trip
5. Operating Expense per Passenger Mile
6. Revenue Miles between Safety Incidents
7. Revenue Miles between Failures
8. On-Time Performance

**South Florida Regional Transit Authority (SFRTA/Tri-Rail)** met 4 of the 11 performance measure objectives. The seven measures not met were:

1. Unlinked Passenger Trips per Revenue Hour
2. Operating Expense per Revenue Mile
3. Operating Expense per Passenger Trip
4. Operating Expense per Passenger Mile
5. Farebox Recovery Ratio
6. Revenue Miles between Failures
7. Customer Service (Complaint response time)

## Central Florida Regional Transportation Authority



### Background

The Central Florida Regional Transportation Authority (CFRTA) (doing business as (dba) LYNX) is an agency of the State of Florida, created in 1989 by Chapter 343.61, Florida Statutes. Amended legislation in 1993 enabled CFRTA to assume the former Central Florida Commuter Rail Authority's operations and provided an opportunity for a merger with the Orange-Seminole-Osceola Transportation Authority (OSOTA), commonly known as LYNX. The CFRTA/OSOTA merger became effective in October 1994 after the two agencies ratified the merger through formal action in March 1994. CFRTA chose to continue the use of the LYNX name in its business operations.

CFRTA is authorized to "own, operate, maintain, and manage a public transportation system in the area of Seminole, Orange, and Osceola Counties." CFRTA is empowered to formulate the way the public transportation system and facilities are developed through construction, purchase, lease or another type of acquisition in addition to development of policies necessary for the operation and promotion of the public transportation system and adoption of rules necessary to govern operation of the public transportation system and facilities.

CFRTA is authorized to issue revenue bonds through the Division of Bond Finance of the State Board of Administration. In addition, the 2010 Legislature amended Section 343.64(2)(q), Florida Statutes, that allows CFRTA to borrow up to \$10 million in any calendar year to refinance all or part of the costs or obligations of the authority, including, but not limited to, obligations of the authority as a lessee under a lease.

CFRTA is an Independent Special District of the State of Florida and subject to the provisions of Chapter 189, Florida Statutes (Uniform Special District Accountability Act) and other applicable Florida Statutes.

As provided in Table 5, the governing body of LYNX, consists of five voting members. The chairs of the county commissions of Orange, Osceola and Seminole Counties, or another member of the commission designated by the county chair, each serve on the board for the full extent of his or her term.

**Table 5**  
**CFRTA/LYNX Board Members as of September 30, 2023**

Name	Appointment	Position
Jerry Demings	Orange County Mayor	Chair
Viviana Janer	Osceola County Commissioner	Vice Chair
John Tyler	District Five Secretary	Secretary
Buddy Dyer	Mayor City of Orlando	Board Member
Andria Herr	Seminole County Commissioner	Board Member

The mayor of the City of Orlando, or a member of the Orlando City Council designated by the mayor, serves on the board for the full extent of his or her term. The FDOT District Five Secretary, or his or her designee, also serves on the Board as a voting member. A vacancy during a term must be filled in the same manner as the original appointment and only for the balance of the unexpired term. The board of directors (Board) generally meets monthly to conduct Authority business. Responsibility for managing day-to-day operations rests with the Chief Executive Officer (CEO).

LYNX provides transportation services to the public in the Orlando metropolitan area and throughout Orange, Osceola, and Seminole Counties in the form of fixed route bus service, bus rapid transit, paratransit service, NeighborLink (Flex) service and vanpools. In FY 2022, LYNX also provided fixed route service on one route in Lake County and fixed route service on two routes in Polk County. LYNX operates within a service area of 2,500 square miles that is home to approximately 2.3 million residents. The FY 2023 annual operating budget totaled \$177,315,821, an increase of one percent (1%) from the previous year. Approximately 17,398,082 passenger trips (10% increase from FY 2022) were provided for LYNX fixed route services in FY 2023.

During the past few fiscal years, LYNX, through the leadership of its Governing Board, has continued to enhance public transportation in Central Florida. In FY 2023, LYNX implemented two major initiatives: 1) Transitioned the NeighborLink rides on demand service to a 100 percent in-house operation by utilizing LYNX employees. 2) Awarded a new paratransit service provider contract to Transdev Services, Inc. The transition to the new paratransit service

provider was completed within an accelerated one-month period from start to finish, without any interruption of service to ACCESS LYNX customers. In conjunction with the implementation of the new paratransit service provider, LYNX relocated its ACCESS LYNX operations and maintenance to a completely refurbished site in Orlando.

LYNX receives significant financial support from its funding partners. LYNX receives significant financial support from its funding partners. For FY 2023 operating funding, the Orange County Commission approved \$60,208,973; the Seminole County Commission approved \$9,484,171 and the Osceola County Commission approved \$10,299,629.

## SunRail



By law, CFRTA must develop and adopt a plan for the development of the Central Florida Commuter Rail that includes CFRTA's plan for the development of public and private revenue sources, funding of capital and operating costs, the service to be provided, and the extent to which counties within the area of operation of the Authority are to be served. An Interlocal Governance Agreement establishing the creation of the Central Florida Commuter Rail Commission (CFCRC) was approved and recorded in July 2007.





The CFCRC consists of a five-member governing board with officers for FY23 being: Chair Viviana Janer, Osceola County Commissioner; Vice-Chair Jeff Brower, Volusia County Council Chairman; Secretary Bob Dallari, Seminole County Commissioner; Buddy Dyer, Mayor of the City of Orlando and Jerry Demings, Mayor of Orange County.

Pursuant to an Interlocal Operating Agreement, the duties of the governing board are in an advisory capacity to the Department for the first seven years of system operation and will include assisting the Department with policy direction as the Department moves forward with planning, design, construction, and implementation of the system. After the first seven years of operation, the Department will turn the system over to the governing board. Detailed information about the CFCRC and CFCRC's commuter rail transit project SunRail, including meeting minutes, current status, and contractual documents can be found at [www.corporate.sunrail.com](http://www.corporate.sunrail.com). SunRail is a 61.5-mile commuter rail system that will extend from the DeLand station in Volusia County to the Poinciana station in Osceola County.

Phase 1, a 32.5-mile segment from the DeBary station in Volusia County to the Sand Lake station in Orange County, opened for service on May 1, 2014, and features 12 stations. Phase 2 South, a 17-mile segment from Sand Lake Road to Poinciana, features four additional stations and began operations on July 30, 2018. The Phase 2 North expansion is a 12-mile segment that extended service from

the City of DeBary to the City of Deland and added one station to the existing rail system. Phase 2 North construction started in summer 2023 and was completed in August 2024.

SunRail currently runs 36 train trips per day, Monday through Friday excluding holidays, on 30-minute intervals during the morning and evening peak hours, and less frequently during the midday.

LYNX will be responsible for the provision of fixed route feeder bus service and complementary paratransit service to SunRail stations, while the Department will assist in funding additional fleet buses as well as providing an incremental operating subsidy for the first seven years of service. LYNX has worked closely with the Department and Votran to develop a SunRail Fare Policy, Equipment, and Implementation Plan to assist with the seamless operation and implementation of the SunRail project. LYNX has collaborated with the Department on the SunRail Feeder Plan, which generally outlines how certain existing routes will change to serve SunRail stations within the LYNX service area, how schedules will likely change, how operating costs will be affected, and how many additional buses will be necessary to meet the needs as outlined in the Plan.

Unless otherwise indicated, all statistics and performance measures in the following section of this document refer only to LYNX fixed route service and do not include LYNX paratransit services, NeighborLink (Flex) services or commuter services.

**Table 6**  
**CFRTA / LYNX Scorecard**

Performance Measure	Derivation	Results
<b>Unlinked Passenger Trips per Revenue Hour</b>	Passenger trips divided by revenue hours of at least 27.0	15.5
<b>Operating Expense per Revenue Mile</b>	Operating expenses divided by revenue miles no more than \$6.44	\$9.38
<b>Operating Expense per Revenue Hour</b>	Operating expenses divided by revenue hours less than \$91.19	\$127.02
<b>Operating Expense per Passenger Trip</b>	Operating expenses divided by annual ridership less than \$3.65	\$8.19
<b>Operating Expense per Passenger Mile</b>	Operating expenses divided by passenger miles no more than \$0.57	\$1.46
<b>Farebox Recovery Ratio</b>	Passenger fares divided by operating expenses greater than 27.6%	12.4%
<b>Revenue Miles between Safety Incidents</b>	Annual revenue miles divided by safety events greater than 124,513	172,793
<b>Revenue Miles between Failures</b>	Revenue miles divided by revenue vehicle system failures less than 10,500	8,309
<b>Revenue Miles vs. Vehicle Miles</b>	Revenue miles divided by vehicle miles greater than .9	0.901
<b>Customer Service</b>	Average time from complaint to response less than 14 days	11
<b>Customer Service</b>	Customer complaints divided by boardings less than 2 per 5,000	0.6
<b>On-Time Performance</b>	Percentage of trips end-to-end on time (departures <5 minutes late and 1 minute early) greater than 80%	62.7%

**Table 7**  
**CFRTA/LYNX Operating Indicators Fiscal 2021 through 2023**

Operating Indicator	Derivation	2020-21	2021-22	2022-23
Operating Expense per Capita (Potential Customer)	Annual operating budget divided by service area population	\$46.19	\$48.13	\$58.97
Average Headway	Average minutes for vehicle to complete its portion of total route miles one time	24.4	25.6	34.8
Service Area Population	Approximation of overall market size	2,328,166	2,374,729	2,419,015
Service Area Population Density	Persons per square mile based on service area population and size	917.4	935.7	953.2
Operating Expense	Spending on operations, including administration, maintenance, and operation of service vehicles	\$107,543,494	\$114,306,241	\$142,661,049
Operating Revenue <sup>1</sup>	Revenue generated through operations of transit authority	\$30,728,576	\$35,254,389	\$40,682,181
Total Annual Revenue Miles	Miles vehicles operated in active service <sup>2</sup>	14,805,152	14,872,236	15,205,750
Total Annual Revenue Hours	Hours vehicles operated in active service	1,110,437	1,100,786	1,123,155
Vehicle Miles Between Failures	Vehicle miles divided by revenue vehicle system failures <sup>3</sup>	9,713	8,853	9,219
Total Revenue Vehicles <sup>4</sup>	Vehicles available to meet annual maximum service requirement	309	295	308
Peak Vehicles	Vehicles operated to meet annual maximum (peak) service requirements	258	248	256
Ratio of Revenue Vehicles to Peak Vehicles <sup>5</sup> (Spare Ratio)	Revenue vehicles, including spares, out-of-service vehicles, and vehicles in/awaiting maintenance divided by the number of vehicles operated in maximum service	16.5%	15.9%	16.9%
Annual Passenger Trips <sup>6</sup>	Passenger boardings on transit vehicles	13,380,485	15,821,169	17,426,273
Average Trip Length	Average length of passenger trip (generally derived through sampling)	4.9	5.1	5.6
Annual Passenger Miles	Passenger trips multiplied by average trip length in miles	65,564,377	80,687,962	97,587,129
Weekday Span of Service (Hours)	Hours of transit service on a representative weekday from first service to last service for all modes	23.0	23.0	23.0
Average Fare	Passenger fare revenues divided by passenger trips	\$0.98	\$1.01	\$1.02
Passenger Trips per Revenue Mile	Passenger trips divided by revenue miles	0.90	1.06	1.15
Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours	12.0	14.4	15.5
Passenger Trips per Capita	Passenger trips divided by service area population	5.7	6.7	7.2
Average Age of Fleet	Average age of fleet in years	6.9	6.5	5.3
Unrestricted Cash Balance	End of year cash balance from financial statement	\$101,621,639	\$134,876,758	\$110,287,702
Weekday Ridership	Average ridership on weekdays	41,052	49,026	52,846
Capital Commitment to System Preservation	Percentage of capital spent on system preservation	99.0%	95.0%	100.0%
Capital Commitment to System Expansion	Percentage of capital spent on system expansion	1.0%	2.2%	0.0%
Intermodal Connectivity	Intermodal transfer points available	24	24	24

**Table Notes:**

<sup>1</sup>Operating revenue includes passenger fares, special transit fares, school bus service revenues, freight tariffs, charter service revenues, auxiliary transportation revenues, subsidies from other sectors of operations, and non-transportation revenues.

<sup>2</sup>Active service refers to vehicle availability to pick up revenue passengers.

<sup>3</sup>A failure is classified as the breakdown of either a major or minor element of the revenue vehicle's mechanical system.

<sup>4</sup>Total revenue vehicles include spares, out-of-service vehicles, and vehicles in or awaiting maintenance, but excludes vehicles awaiting sale and emergency contingency vehicles.

<sup>5</sup>Vehicles awaiting sale and emergency contingency vehicles are not included as revenue vehicles in this calculation.

<sup>6</sup>A passenger trip is counted each time a passenger boards a transit vehicle.

## Jacksonville Transportation Authority



### Background

The Jacksonville Transportation Authority (JTA) is an agency of the State of Florida, created under Chapter 349, Florida Statutes. Originally established as an expressway authority, in 1971 the City of Jacksonville (COJ) transferred all transit assets acquired from private bus companies, and the Legislature to create what is known today as the JTA. JTA is a multimodal transportation agency, with the powers and responsibilities to operate a mass transit network and to plan, design, and construct infrastructure for Duval County. Furthermore, the JTA has the authority to provide services in neighboring counties through the approval of interlocal agreements, authority that has been put into good use, with JTA operating service in Clay, St. Johns and Nassau counties.

The governing body of JTA (Board) consists of seven voting members, three members appointed by the Governor and confirmed by the Senate, three members appointed by the Mayor of the City of Jacksonville and subject to confirmation by the City Council, and the District Secretary of Florida Department of Transportation (FDOT) serving in the district that contains the City of Jacksonville (see Table 8).

**Table 8**  
**Jacksonville Transportation Authority Board Members**  
**September 30, 2023**

Name	Appointment	Position
Debbie Buckland	Governor's Appointee	Chair
Ray Driver	Governor's Appointee	Vice-Chair
Abel Harding	Mayor's Appointee	Secretary
Aundra Wallace	Mayor's Appointee	Treasurer
Greg Evans, P.E.	District Two Secretary	Ex-Officio
Ari Jolly	Governor's Appointee	Board Member
Stephanie Burch	Mayor's Appointee	Board Member

JTA is committed to improving the economy, environment, and quality of life in Duval County and Northeast Florida through safe and sustainable transportation services. JTA possesses a strong technical capacity, developed through decades of experience in transportation planning, design and operations, enabling JTA to create a comprehensive transportation system that meets the community's needs. JTA's operations portfolio includes:





- Fixed-route bus service, with a diversified fleet of diesel, hybrid, compressed natural gas buses, and electric-powered buses.
- JTA's Connexion paratransit service, providing transportation for people with disabilities and transportation disadvantage.
- The First Coast Flyer, the largest bus rapid transit network in the southeast, with over 57-miles of premium service.
- The St. Johns River Ferry, which the JTA assumed operational control in 2016 and has invested since then over \$25 million in capital improvements.
- Alternative mobility options, that include ReadIRide, an on-demand transportation service operating in 14 zones of Duval County, Game Day Xpress, Go Tuk'n, the Beachside and San Marco Buggies.
- Regional Express services to St. Johns and Nassau County; and operates the Clay Community Transportation, with fixed route and transportation disadvantage services.
- JTA's operation of the Skyway, a 2.5-mile automated people mover in Downtown Jacksonville.

In 2016, JTA's Board of Directors adopted a resolution to keep, expand and modernize the Skyway. With that authority, from the board, the JTA developed the Ultimate Urban Circulator (U<sup>2</sup>C) program. The U<sup>2</sup>C will use autonomous vehicles (AV) and autonomous technology, to create a 10-mile network in Downtown Jacksonville, by leveraging the elevated structure of the Skyway and at-grade extension to neighboring neighborhoods. This project has obtained funding from the U.S. Department of Transportation (USDOT) and FDOT for Phase I, known as the Bay Street Innovation Corridor. Phase 2, which will be the conversion of the elevated structure, has received funding from COJ through the local option gas tax, and Phase 3, the neighborhood extension has received a discretionary grant award for planning through USDOT's Rebuilding American Infrastructure with Sustainability and Equity (RAISE) program. In 2023, JTA advanced the design of the Bay Street Innovation Corridor and the Autonomous Innovation Center (AIC).

The JTA also delivers on its vision and mission by delivering project development and construction of infrastructure projects. Some notable examples are portions of the State Highway System, the Dames Point Bridge, and J. Turner Butler Boulevard. In 2015, as part of the first local



option gas tax, the JTA established JTAMobilityWorks, issuing over \$100 million in revenue bonds to complete 13 roadway projects, leftover promises from the Better Jacksonville Plan, and to construct roadway, pedestrian, and transit improvements in 14 corridors. The JTA has delivered 12 of the 13 roadway projects, with the remaining projects scheduled to be completed in Fall 2024. Due to this success, COJ extended and expanded the local option gas tax, to fund nearly \$1 billion in roadway and transportation projects over the next 30 years, with JTA having responsibility for \$500 million in infrastructure projects. The extension of the local option gas tax will fund 17 projects under the program of Mobility Works 2.0. This program will deliver major projects, such as the Emerald Trail and a new Ferry boat, as well as create an estimated 1,600 local jobs.

In 2022, the JTA Board of Directors approved a new 5-year strategic plan known as Mobility Optimization Through Vision and Excellence 2023-2027 (MOVE2027). MOVE2027 builds upon the accomplishments of the past ten years, which included the construction of the Jacksonville Regional Transportation Authority (JRTC) at LaVilla, a multi-modal regional transportation facility, built with the latest in technology, and for the future, with the capacity to receive over 40,000 customers daily. The JRTC is also the home of JTA's new administrative headquarters and the Intercity Bus Passenger Terminal, from which Greyhound and Megabus operate. MOVE2027 positions JTA to respond to current and future mobility needs created by the rapid growth of Northeast Florida. This plan has launched seven major initiatives internally and regionally focused to bring holistic transportation solutions and improvements to roads, traffic, transit, safety, and workforce development.

The plan is designed to:

- Create a more convenient, nimble, and responsive transit network. Integrated mobility services provide the JTA's customers with affordable, efficient, and equitable travel options to make complete trips.
- Build out multi-modal services and infrastructure for a safer and more resilient region.
- Improve the customer experience and make the JTA the regional integrator of mobility services, by establishing a seamless transportation network across Northeast Florida.
- Develop a stronger and more resilient organization prepared to meet any challenges ahead, furthering leadership in innovative and clean mobility solutions.

**Table 9**  
**JTA Bus Scorecard**

Performance Measure	Derivation	Results
<b>Unlinked Passenger Trips per Revenue Hour</b>	Passenger trips divided by revenue hours of at least 19.1	<b>10.3</b>
<b>Operating Expense per Revenue Mile</b>	Operating expenses divided by revenue miles no more than \$7.90	<b>\$14.05</b>
<b>Operating Expense per Revenue Hour</b>	Operating expenses divided by revenue hours less than \$110.64	<b>\$191.78</b>
<b>Operating Expense per Passenger Trip</b>	Operating expenses divided by annual ridership less than \$6.44	<b>\$18.55</b>
<b>Operating Expense per Passenger Mile</b>	Operating expenses divided by passenger miles no more than \$1.22	<b>\$3.15</b>
<b>Farebox Recovery Ratio</b>	Passenger fares divided by operating expenses greater than 17.6%	<b>5.5%</b>
<b>Revenue Miles between Safety Incidents</b>	Annual revenue miles divided by safety events greater than 227,975	<b>127,147</b>
<b>Revenue Miles between Failures</b>	Revenue miles divided by revenue vehicle system failures greater than 10,500	20,453
<b>Revenue Miles vs. Vehicle Miles</b>	Revenue miles divided by vehicle miles greater than .90	0.94
<b>Customer Service</b>	Average time from complaint to response less than 14 days	2
<b>Customer Service</b>	Customer complaints divided by boardings less than 2 per 5,000	<b>4.6</b>
<b>On-Time Performance</b>	Percentage of trips end-to-end on time (departures <5 minutes late and 1 minute early) greater than 80%	<b>76.4%</b>

**Table 10**  
**JTA Skyway Scorecard**

Performance Measure	Derivation	Results
Unlinked Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours of at least 70.7	37.5
Operating Expense per Revenue Mile	Operating expenses divided by revenue miles no more than \$27.97	\$98.82
Operating Expense per Revenue Hour	Operating expenses divided by revenue hours less than \$376.92	\$1,037.59
Operating Expense per Passenger Trip	Operating expenses divided by annual ridership less than \$4.39	\$27.70
Operating Expense per Passenger Mile	Operating expenses divided by passenger miles no more than \$6.13	\$27.70
Farebox Recovery Ratio	Passenger fares divided by operating expenses	
Revenue Miles between Safety Incidents	Annual revenue miles divided by safety events greater than 41,348	20,994
Revenue Miles between Failures	Revenue miles divided by revenue vehicle system failures greater than 10,500	866
Revenue Miles vs. Vehicle Miles	Revenue miles divided by vehicle miles greater than .90	0.97
Customer Service	Average time from complaint to response less than 14 days	14
Customer Service	Customer complaints divided by boardings less than 2 per 5,000	0.40
On-Time Performance	Percentage of trips end-to-end on time (departures <5 minutes late and 1 minute early) greater than 98%	95.0%

**Note:** Performance Measure is not applicable when there is no data.



**Table 11**  
**JTA Highway Scorecard**

Performance Measure	Derivation	Results
<b>Operations and Budget</b>		
Consultant Contract Management	Final cost less than 105% of original contract amount	0.0%
Construction Contracts - Time	Percentage completed within 120% of original contract time	100.0%
Construction Contracts - Cost	Percentage completed within 110% of original contract cost	0.0%
<b>Applicable Laws</b>		
Minority Participation	MBE, WBE and SBE utilization as a percentage of total expenditures not less than 19.27%	29.0%

**Table 12**  
**JTA-Summary of Operating Indicators-Bus Fiscal 2021 through 2023**

Operating Indicator	Derivation	2021	2022	2023
Operating Expense per Capita (Potential Customer)	Annual operating budget divided by service area population	\$70.51	\$77.32	\$83.34
Average Headway	Average minutes for vehicle to complete its portion of total route miles one time	27.9	39.5	51.2
Service Area Population	Approximation of overall market size	1,237,843	1,264,452	1,285,641
Service Area Population Density	Persons per square mile based on service area population and size	906.0	699.6	711.3
Operating Expense	Spending on operations, including administration, maintenance, and operation of service vehicles	\$87,274,867	\$97,771,190	\$107,147,488
Operating Revenue	Revenue generated through operations of transit authority	\$113,238,211	\$134,747,907	\$136,898,917
Total Revenue Miles	Miles vehicles operated in active service	8,181,569	7,652,864	7,628,846
Total Revenue Hours	Hours vehicles operated in active service	569,928	549,374	558,704
Vehicle Miles Between Failures	Vehicle miles divided by revenue vehicle system failures	15,068	22,441	21,781
Total Revenue Vehicles	Vehicles available to meet annual maximum service requirement	209	206	197
Peak Vehicles	Vehicles operated to meet annual maximum (peak) service requirements	125	108	115
Ratio of Revenue Vehicles to Peak Vehicles (Spare Ratio)	Revenue vehicles, including spares, out-of-service vehicles, and vehicles in/awaiting maintenance divided by the number of vehicles operated in maximum service	40.2%	47.6%	41.6%
Annual Passenger Trips	Passenger boardings on transit vehicles	5,036,970	5,131,106	5,776,263
Average Trip Length	Average length of passenger trip (generally derived through sampling)	5.9	5.8	5.9
Annual Passenger Miles	Passenger trips multiplied by average trip length in miles	29,718,123	29,760,415	33,981,036
Weekday Span of Service (Hours)	Hours of transit service on a representative weekday from first to last service for all modes	21.0	22.0	22.0
Average Fare	Passenger fare revenues divided by passenger trips	\$1.12	\$1.15	\$1.02
Passenger Trips per Revenue Mile	Passenger trips divided by revenue miles	0.62	0.67	0.76
Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours	8.8	9.3	10.3
Passenger Trips per Capita	Passenger trips divided by service area population	4.1	4.1	4.5
Average Age of Fleet	Average age of fleet in years	6.1	8.1	7.4
Unrestricted Cash Balance	End of year cash balance from financial statement	-\$1,434,436	-\$1,113,139	-\$674,596
Weekday Ridership	Average ridership on weekdays	16,265	16,550	18,549
Capital Commitment to System Preservation	Percentage of capital spent on system preservation	100.0%	100.0%	100.0%
Capital Commitment to System Expansion	Percentage of capital spent on system expansion	0.0%	0.0%	0.0%
Intermodal Connectivity	Intermodal transfer points available	3	3	3

**Table 13**  
**JTA-Summary of Operating Indicators-Skyway Fiscal 2021 through 2023**

Operating Indicator	Derivation	2020-21	2021-22	2022-23
Operating Expense per Capita (Potential Customer)	Annual operating budget divided by service area population	\$6.66	\$6.05	\$6.45
Average Headway	Average minutes for vehicle to complete its portion of total route miles one time	11.3	10.0	10.3
Service Area Population	Approximation of overall market size	1,237,843	1,264,452	1,285,641
Service Area Population Density	Persons per square mile based on service area population and size	906.0	699.6	711.3
Operating Expense	Spending on operations, including administration, maintenance, and operation of service vehicles	\$8,244,743	\$7,645,009	\$8,298,640
Operating Revenue	Revenue generated through operations of transit authority	\$25,339	\$918	\$1,088
Total Revenue Miles	Miles vehicles operated in active service	98,746	98,777	83,976
Total Revenue Hours	Hours vehicles operated in active service	10,322	9,146	7,998
Vehicle Miles Between Failures	Vehicle miles divided by revenue vehicle system failures	1,283	1,706	893
Total Revenue Vehicles	Vehicles available to meet annual maximum service requirement	6	6	6
Peak Vehicles	Vehicles operated to meet annual maximum (peak) service requirements	3	3	3
Ratio of Revenue Vehicles to Peak Vehicles (Spare Ratio)	Revenue vehicles, including spares, out-of-service vehicles, and vehicles in/awaiting maintenance divided by the number of vehicles operated in maximum service	0.0%	0.0%	0.0%
Annual Passenger Trips	Passenger boardings on transit vehicles	287,809	292,559	299,547
Average Trip Length	Average length of passenger trip (generally derived through sampling)	0.7	1.0	1.0
Annual Passenger Miles	Passenger trips multiplied by average trip length in miles	201,466	280,857	299,547
Weekday Span of Service (Hours)	Hours of transit service on a representative weekday from first to last service for all modes	15	15	15
Average Fare	Passenger fare revenues divided by passenger trips	\$0.00	\$0.00	\$0.00
Passenger Trips per Revenue Mile	Passenger trips divided by revenue miles	2.91	2.96	3.57
Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours	27.9	32.0	37.5
Passenger Trips per Capita	Passenger trips divided by service area population	0.2	0.2	0.2
Average Age of Fleet	Average age of fleet in years	22.6	23.6	24.6
Unrestricted Cash Balance	End of year cash balance from financial statement	\$22,284	\$0	\$0
Weekday Ridership	Average ridership on weekdays	1,125	1,134	1,161
Capital Commitment to System Preservation	Percentage of capital spent on system preservation	100.0%	100.0%	100.0%
Capital Commitment to System Expansion	Percentage of capital spent on system expansion	0.0%	0.0%	0.0%
Intermodal Connectivity	Intermodal transfer points available	3	3	3

## South Florida Regional Transit Authority



### Background

The South Florida Regional Transportation Authority (SFRTA) is an agency of the state of Florida, created in 2003 by Chapter 343, Florida Statutes, as the successor to the Tri-County Commuter Rail Authority (TCRA). SFRTA and its predecessors have operated the Tri-Rail commuter rail passenger service with funding provided by state, county, and federal sources. Florida Department of Transportation (FDOT) owns the South Florida Rail Corridor (SFRC), on which SFRTA operates the Tri-Rail commuter rail passenger service, oversees dispatching of daily rail activity that includes Amtrak passenger service and CXST freight rail, and is responsible for providing right-of-way maintenance on a total of 81.7 miles of railroad track.

Pursuant to Chapter 343, Florida Statutes, SFRTA is authorized to own, operate, maintain, and manage a transit system in the tri-county area of Broward, Miami-Dade, and Palm Beach counties. SFRTA is also empowered to “plan, develop, own, purchase, lease or otherwise acquire, demolish, construct, improve, relocate, equip, repair, maintain, operate, and manage a transit system and transit facilities.” SFRTA is authorized to adopt rules necessary to govern operation of a transit system and facilities and to “coordinate, develop, and operate a regional transportation system within the area served.” Each county served by SFRTA must dedicate and transfer to SFRTA not less than \$2.6 million before October 31st of each fiscal year (FY). These funds may be used for capital, operations, and maintenance. In addition, each county must provide an amount not less than \$1.5 million for SFRTA’s operations annually before October 31st of each fiscal year. SFRTA must develop and adopt a plan for the operation, maintenance, and expansion of the transit system that is reviewed and updated annually. The FY 2019-2028 Transit Development Plan (TDP), adopted in October 2018, is a major update that serves as the strategic guide for public transportation for SFRTA over the next 10 years.

This TDP (referred to as “SFRTA Building Stronger Connections”), documents the investments that SFRTA is committed to making over the next five years, as well as its vision for additional priorities and improvements through FY 2028. TDP’s are available by making a Public Records Request online at [Tri-Rail public records requests](https://tinyurl.com/yc6tw2sv) (<https://tinyurl.com/yc6tw2sv>).



SFRTA is authorized to borrow money as provided by the State Bond Act, and bonds must be authorized by SFRTA resolution after approval of the issuance of bonds at a public hearing. However, SFRTA has never issued any bonds. The governing body of SFRTA consists of ten voting members, including one County Commissioner elected by the County Commission from each of the following counties: Broward, Miami-Dade and Palm Beach (three members), one citizen appointed by each County Commission who is not a member of the County Commission (three members), a FDOT District Secretary or his or her designee appointed by the Secretary of Transportation, and three citizens appointed by the Governor. The three citizen appointees must all reside in different counties within the SFRTA service area. Members are appointed to four-year terms, except that the terms of the appointees of the Governor must be concurrent. A vacancy during a term is filled by the respective appointing authority in the same manner as the original appointment and only for the balance of the unexpired term. In Spring of 2021, the SFRTA Board re-elected the Chair to serve through the remainder of FY 2022. FY 2022 SFRTA Board members are presented in Table 14.

**Table 14**  
**SFRTA/Tri-Rail Board Members as of June 30, 2023**

Name	Appointment	Position
Raquel A. Regalado, Esq.	Commissioner, Miami-Dade County	Chair
Tim Ryan	Commissioner, Broward County	Vice-Chair
J. C. de Ona	Representative, Miami-Dade County	Board Member
Hal R. Valeche	Representative, Palm Beach County	Board Member
Stacy Miller, P.E.	District Four Secretary	Board Member
Carlos A. Penin, P.E.	Governor's Appointee	Board Member
Robert B. Sandler	Governor's Appointee	Board Member
James A. Scott	Governor's Appointee	Board Member
Robert C. L. Vaughn, Esq.	Representative, Broward County	Board Member
Marci Woodward	Commissioner, Palm Beach County	Board Member

SFRTA is authorized by Chapter 343, Florida Statutes, to coordinate, develop, and implement a regional transportation system in South Florida. Pursuant to its statutory authority, SFRTA provides commuter rail service (Tri-Rail), complimentary shuttle bus service between Tri-Rail and the Fort Lauderdale/Hollywood International Airport, complimentary microtransit service at the Cypress Creek Station, as well as subsidized Uber and taxi service in Broward and Palm Beach counties. SFRTA has been venturing in new territories to offer Tri-Rail passengers with more options to connect with the train service, establishing a new Ride Partner service in partnership with FDOT, Uber, Freebee, and local taxi companies, that has been a great cost savings venture for the agency.

Bus connections to Tri-Rail stations in Palm Beach, Miami-Dade and Broward counties are provided by Palm Tran, Miami-Dade Transit, and Broward County Transit respectively, through

fixed routes. SFRTA operates services in Broward, Miami-Dade, and Palm Beach counties within a service area of 5,128 square miles that is home to 5.8 million residents. North-south daily service along a 73.5-mile commuter rail corridor with 19 stations connects the region's three major downtown areas and three international airports. Weekday service that begins at 3:50 a.m. provides 30-minute headways during morning and afternoon peak periods and is available until 11:40 p.m. Eleven train sets operate service that includes 50 one-way trips each weekday, and 30 one-way trips on weekends and holidays. SFRTA provides hourly service on weekends. SFRTA typically operates three-car trains but does operate some four-car sets during various times of the service day.

**Tri-Rail Downtown Miami Link Service** Tri-Rail began the fiscal year with the announcement of a new executive director, Mr. David Dech, chosen to oversee the SFRTA at a pivotal time, as it



prepared to expand Tri-Rail service into Downtown Miami. As of January 13, 2024, Tri-Rail services were extended to include a stop at the Brightline MiamiCentral Station in downtown Miami. The service was introduced with train-to-shuttle train transfers, with two two-car sets added to the daily service schedule. Shuttle trains operate twenty-six weekday and twenty-three weekend trains in and out of MiamiCentral Station. The SFRTA operates the additional service as tenants on the Florida East Coast Railway Corridor, where trains are dispatched by the Florida Dispatch Company.

**Ridership and Further Improvements** Tri-Rail service continued to experience high ridership recovery in fiscal year 2023 compared to the previous year, reporting a 30% increase in January 2023 and a 25% increase in the first quarter of 2023. The agency also experienced the highest weekend ridership day in its history on Saturday, March 5, 2023, largely attributed to its annual “Rail Fun Day” special event, that attracts hundreds of families to ride the train every year.

The SFRTA Governing Board approved a new look for Tri-Rail trains, to refresh the system's look as it embarks upon a new era with expanded service into downtown Miami. The re-wrapping of vehicles is to take place alongside the improvement of equipment, including a locomotive overhaul program for twelve Tri-Rail engines, and restroom rehabilitations, seat repairs and floor replacements for seven passenger cars. The fiscal year closed on a high note when the agency received a notice from the Federal Transit Administration, awarding SFRTA as one of six recipients to receive a federal grant to replace aging passenger railcars. SFRTA will receive \$71.7 million which will help accumulate over \$200 million in rolling stock investments.



**Table 15**  
**SFRTA / Tri-Rail Scorecard**

Performance Measure	Detail	Results
Unlinked Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours of at least 39.3	31.2
Operating Expense per Revenue Mile	Operating expenses divided by revenue miles no more than \$21.89	\$32.84
Operating Expense per Passenger Trip	Operating expenses divided by annual ridership less than \$18.24	\$31.02
Operating Expense per Passenger Mile	Operating expenses divided by passenger miles no more than \$0.55	\$1.10
Farebox Recovery Ratio	Passenger fares divided by operating expenses greater than 22.5%	10.7%
Major Incidents	FRA reportable incidents for rail no greater than 0	0
Revenue Miles between Failures	Revenue miles divided by revenue vehicle system failures greater than 41,863	32,671
Revenue Miles vs. Vehicle Miles	Revenue miles divided by vehicle miles greater than .93	0.95
Customer Service	Average time from complaint to response less than 14 days	16
Customer Service	Customer complaints divided by boardings less than 2 per 5,000	1.0
On-Time Performance	Percentage of trips end-to-end on time (departures <5 minutes late and 1 minute early) greater than 80%	93.2%

**Table 16**  
**SFRTA/Tri-Rail Operating Indicators Fiscal 2021 through 2023**

Operating Indicator	Derivation	2020-21	2021-22	2022-23
Operating Expense per Capita (Potential Customer)	Annual operating budget divided by service area population	\$17.16	\$20.71	\$22.94
Average Headway	Average minutes for vehicle to complete its portion of total route miles one time	32.5	28.9	28.9
Service Area Population	Approximation of overall market size	5,502,379	5,052,379	5,052,379
Service Area Population Density	Persons per square mile based on service area population and size	1,238	1,238	1,238
Operating Expense	Spending on operations, including administration, maintenance, and operation of service vehicles	\$94,426,335	\$104,619,296	\$115,887,973
Operating Revenue	Revenue generated through operations of transit authority	\$5,816,475	\$9,535,627	\$13,074,618
Total Revenue Miles	Miles vehicles operated in active service	3,243,049	3,600,940	3,528,459
Total Revenue Hours	Hours vehicles operated in active service	110,573	121,789	119,708
Vehicle Miles Between Failures	Vehicle miles divided by revenue vehicle system failures	25,794	28,762	34,455
Total Revenue Vehicles	Vehicles available to meet annual maximum service requirement	50	50	50
Peak Vehicles	Vehicles operated to meet annual maximum (peak) service requirements	40	43	43
Operating Expense per Revenue Hour	Cost of operating an hour of revenue service	\$853.97	\$859.02	\$968.09
Ratio of Revenue Vehicles to Peak Vehicles (Spare Ratio)	Revenue vehicles, including spares, out-of-service vehicles, and vehicles in/awaiting maintenance divided by the number of vehicles operated in maximum service	20.0%	14.0%	14.0%
Annual Passenger Trips	Passenger boardings on transit vehicles	2,029,609	3,041,459	3,735,897
Average Trip Length	Average length of passenger trip (generally derived through sampling)	27.4	27.3	28.2
Annual Passenger Miles	Passenger trips multiplied by average trip length in miles	55,520,824	83,031,831	105,352,295
Weekday Span of Service (Hours)	Hours of transit service on a representative weekday from first to last service for all modes	19.5	19.5	19.5
Average Fare	Passenger fare revenues divided by passenger trips	\$2.22	\$2.91	\$3.31
Passenger Trips per Revenue Mile	Passenger trips divided by revenue miles	0.63	0.84	1.06
Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours	18.4	25.0	31.2
Passenger Trips per Capita	Passenger trips divided by service area population	0.37	0.60	0.74
Average Age Since Last Rebuild - Locomotives	Average years since last rebuild	0.5	1.5	2.5
Average Age Since Last Rebuild - Coaches	Average years since last rebuild	19.2	21.2	22.2
Unrestricted Cash Balance	End of year cash balance from financial statement	\$24,546,746	\$25,016,950	\$25,804,995
Weekday Ridership	Average ridership on weekdays	6,529	9,709	12,008
Capital Commitment to System Preservation	Percentage of capital spent on system preservation	100%	99%	91%
Capital Commitment to System Expansion	Percentage of capital spent on system expansion	0%	1%	9%
Intermodal Connectivity	Intermodal transfer points available	18	18	18



## **Appendix A**

### **Performance Measures and Operating Indicators**

#### **Data Tools**

# Transit Authority Report

## Five Year Trend for Transit Authority Performance Measures and Reportable Indicators

Transit Authority Name:

CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY (LYNX)

Official Reporting Period: October 1 through September 30

### Performance Measures

	Objective	2019	2020	2021	2022	2023
<b>Unlinked Passenger Trips Per Revenue Hour</b> (Passenger trips divided by revenue hours)	>26.9	20.4	15.8	12.0	14.4	15.5
<b>Operating Expense Per Revenue Mile</b> Operating expense divided by revenue miles	<\$6.44	\$ 7.08	\$ 7.83	\$ 7.26	\$ 7.69	\$ 9.38
<b>Operating Expense Per Revenue Hour</b> Operating expense divided by revenue hours	<\$91.19	\$ 95.04	\$ 105.98	\$ 96.85	\$ 103.84	\$ 127.02
<b>Operating Expense Per Passenger Trip</b> Operating expenses divided by annual ridership	<\$3.65	\$ 4.66	\$ 6.69	\$ 8.04	\$ 7.22	\$ 8.19
<b>Operating Expense Per Passenger Mile</b> Operating expenses divided by passenger miles	<\$0.57	\$ 0.90	\$ 1.30	\$ 1.64	\$ 1.42	\$ 1.46
<b>Farebox Recovery Ratio</b> Passenger fares divided by operating expenses	>27.6%	19.9%	9.6%	12.2%	13.9%	12.4%
<b>Revenue Miles Between Safety Incidents</b> Revenue miles divided by safety incidents	>5% above 2009 (124,513)	253,024	181,348	182,780	174,967	172,793
<b>Revenue Miles Between Failures</b> Revenue miles divided by revenue vehicle system failures. A failure is classified as the breakdown of either a major or minor element of the revenue vehicle's mechanical system	>10,500	9,113	8,915	8,807	7,983	8,309
<b>Revenue Miles versus Vehicle Miles</b> Revenue miles divided by vehicle miles	>.90	0.893	0.892	0.907	0.902	0.901
<b>Customer Service</b> Average time from complaint to response	14 days	10	6	4	11	11
Customer complaints divided by boardings	<2 per 5,000 boardings	0.4	0.6	0.4	0.5	0.6
<b>On-time Performance</b> % trips end to end on time based on departures < 5 minutes late and < 1 minute early	>80%	81.8%	85.3%	78.0%	69.1%	62.7%

### Reportable Indicators

	2019	2020	2021	2022	2023
<b>Operating Expense Per Capita (Potential Customer)</b> Annual operating budget divided by the service area population	\$ 48.65	\$ 49.15	\$ 46.19	\$ 48.13	\$ 58.97
<b>Average Headway (minutes)</b> Average time for vehicle to complete its portion of total route miles one time	25.1	23.2	24.4	25.6	34.8
<b>Service Area Population</b> Approximation of overall market size	2,210,910	2,282,516	2,328,166	2,374,729	2,419,015
<b>Service Area Population Density</b> Persons per square mile based on the service area population and size	871.2	899.4	917.4	935.7	953.2
<b>Operating Expense</b> Spending on operations, including administration, maintenance, and operation of service vehicles	\$ 107,558,165	\$ 112,189,385	\$ 107,543,494	\$ 114,306,241	\$ 142,661,049
<b>Operating Revenue</b> Revenue generated through the operation of the transit authority	\$ 39,149,551	\$ 28,909,667	\$ 30,728,576	\$ 35,254,389	\$ 40,682,181
<b>Total Annual Revenue Miles</b> Vehicle miles operated in active service (available to pick up revenue passengers)	15,181,428	14,326,496	14,805,152	14,872,236	15,205,750
<b>Total Annual Revenue Hours</b> Vehicle hours operated in active service	1,131,724	1,058,545	1,110,437	1,100,786	1,123,155
<b>Vehicle Miles Between Failures</b> Vehicle miles divided by revenue vehicle system failures. A failure is classified as the breakdown of either a major or minor element of the revenue vehicle's mechanical system	10,208	9,996	9,713	8,853	9,219
<b>Total Revenue Vehicles</b> Vehicles available to meet annual maximum service requirements	308	306	309	295	308
<b>Peak Vehicles</b> Vehicles operated to meet annual maximum (peak) service requirements	255	255	258	248	256

## Five Year Trend for Transit Authority Performance Measures and Reportable Indicators

Transit Authority Name:

CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY (LYNX)

Official Reporting Period: October 1 through September 30

### Reportable Indicators

	2019	2020	2021	2022	2023
<b>Ratio of Revenue Vehicles to Peak Vehicles (spare ratio)</b>					
Revenue vehicles, including spares, out-of-service vehicles, and vehicles in/awaiting maintenance, divided by the number of vehicles operated in maximum service	17.2%	16.7%	16.5%	15.9%	16.9%
<b>Annual Passenger Trips</b>					
Passenger boardings on transit vehicles	23,089,017	16,775,803	13,380,485	15,821,169	17,426,273
<b>Average Trip Length</b>					
Average length of passenger trip, generally derived through sampling	5.2	5.2	4.9	5.1	5.6
<b>Annual Passenger Miles</b>					
Passenger trips multiplied by average trip length	118,908,438	86,395,385	65,564,377	80,687,962	97,587,129
<b>Weekday Span of Service (hours)</b>					
Hours of transit service on a representative weekday from first service to last service for all modes	23.0	23.0	23.0	23.0	23.0
<b>Average Fare</b>					
Passenger fare revenues divided by passenger trips	\$ 0.93	\$ 0.64	\$ 0.98	\$ 1.01	\$ 1.02
<b>Passenger Trips Per Revenue Mile</b>					
Passenger trips divided by revenue miles	1.52	1.17	0.90	1.06	1.15
<b>Passenger Trips Per Revenue Hour</b>					
Passenger trips divided by revenue hours	20.4	15.8	12.0	14.4	15.5
<b>Passenger Trips Per Capita</b>					
Passenger trips divided by service area population	10.4	7.3	5.7	6.7	7.2
<b>Average Age of Fleet in Years</b>					
Average age of fleet in years	7.1	6.8	6.9	6.5	5.3
<b>Unrestricted Cash Balance - Financial Indicator</b>					
End of year cash balance from financial statement	\$ 19,531,850	\$ 61,809,371	\$ 101,621,639	\$ 134,876,758	\$ 110,287,702
<b>Weekday Ridership</b>					
Average ridership on weekdays	69,222	52,184	41,052	49,026	52,846
<b>Capital Commitment to System Preservation and System Expansion</b>					
% of capital spent on system preservation	92%	95%	99%	95%	100%
% of capital spent on system expansion	8%	5%	1%	2%	0%
<b>Intermodal Connectivity</b>					
Number of intermodal transfer points available	24	24	24	24	24

# Transit Authority Report

## Five Year Trend for Transit Authority Performance Measures and Reportable Indicators FY 2023

Transit Authority Name:

JACKSONVILLE TRANSPORTATION AUTHORITY (JTA) Bus

Official Reporting Period: October 1 through September 30

Performance Measures						
	Objective	2019	2020	2021	2022	2023
<b>Unlinked Passenger Trips Per Revenue Hour</b> (Passenger trips divided by revenue hours)	>19.1	15.0	12.4	8.8	9.3	10.3
<b>Operating Expense Per Revenue Mile</b> Operating expenses divided by revenue miles	<\$7.90	\$ 9.07	\$ 11.52	\$ 10.67	\$ 12.78	\$ 14.05
<b>Operating Expense Per Revenue Hour</b> Operating expenses divided by revenue hours	<\$110.64	\$ 127.67	\$ 163.17	\$ 153.13	\$ 177.97	\$ 191.78
<b>Operating Expense Per Passenger Trip</b> Operating expenses divided by annual ridership	<\$6.44	\$ 8.54	\$ 13.12	\$ 17.33	\$ 19.05	\$ 18.55
<b>Operating Expense Per Passenger Mile</b> Operating expenses divided by passenger miles	<\$1.22	\$ 1.40	\$ 2.09	\$ 2.94	\$ 3.29	\$ 3.15
<b>Farebox Recovery Ratio</b> Passenger fares divided by operating expenses	>17.6%	11.5%	8.7%	6.5%	6.0%	5.5%
<b>Revenue Miles Between Safety Incidents</b> Revenue miles divided by safety incidents for bus	>5% above 2009 (227,975)	86,185	87,569	233,759	212,580	127,147
<b>Revenue Miles Between Failures</b> Revenue miles divided by revenue vehicle system failures. A failure is classified as the breakdown of either a major or minor element of the revenue vehicle's mechanical system	>10,500	14,212	16,804	14,204	21,082	20,453
<b>Revenue Miles versus Vehicle Miles</b> Revenue miles divided by vehicle miles	>.90	0.91	0.90	0.94	0.94	0.94
<b>Customer Service</b> Average time from complaint to response	14 Days	2	3	3	3	2
Customer complaints divided by boardings	<2 per 5,000 boardings	2.3	4.1	4.9	5.2	4.6
<b>On-time Performance</b> % trips end to end on time based on departures < 5 minutes late and < 1 minute early	>80%	80.0%	78.0%	79.0%	77.5%	76.4%
Reportable Indicators						
	2019	2020	2021	2022	2023	
<b>Operating Expense Per Capita (Potential Customer)</b> Annual operating budget divided by the service area population	\$ 75.98	\$ 83.48	\$ 70.51	\$ 77.32	\$ 83.34	
<b>Average Headway (minutes)</b> Average time for vehicle to complete its portion of total route miles one time	21.9	22.2	27.9	39.5	51.2	
<b>Service Area Population</b> Approximation of overall market size	1,121,744	1,087,416	1,237,843	1,264,452	1,285,641	
<b>Service Area Population Density</b> Persons per square mile based on the service area population and size	1,407.4	1,364.0	906.0	699.6	711.3	
<b>Operating Expense</b> Spending on operations, including administration, maintenance, and operation of service vehicles	\$ 85,235,079	\$ 90,778,770	\$ 87,274,867	\$ 97,771,190	\$ 107,147,488	
<b>Operating Revenue</b> Revenues generated through the operation of the transit authority	\$ 13,343,381	\$ 9,069,109	\$ 113,238,211	\$ 134,747,907	\$ 136,898,917	
<b>Total Annual Revenue Miles</b> Vehicle miles operated in active service (available to pick up revenue passengers)	9,394,158	7,881,226	8,181,569	7,652,864	7,628,846	
<b>Total Annual Revenue Hours</b> Vehicle hours operated in active service	667,646	556,331	569,928	549,374	558,704	
<b>Vehicle Miles Between Failures</b> Vehicle miles divided by revenue vehicle system failures. A failure is classified as the breakdown of either a major or minor element of the revenue vehicle's mechanical system	15,680	18,630	15,068	22,441	21,781	
<b>Total Revenue Vehicles</b> Vehicles available to meet annual maximum service requirements	215	209	209	206	197	
<b>Peak Vehicles</b> Vehicles operated to meet annual maximum (peak) service requirements	165	160	125	108	115	

## Five Year Trend for Transit Authority Performance Measures and Reportable Indicators

Transit Authority Name:

JACKSONVILLE TRANSPORTATION AUTHORITY (JTA) Bus

Official Reporting Period: October 1 through September 30

Reportable Indicators					
	2019	2020	2021	2022	2023
<b>Ratio of Revenue Vehicles to Peak Vehicles (spare ratio)</b>					
Revenue vehicles, including spares, out-of-service vehicles, and vehicles in/awaiting maintenance, divided by the number of vehicles operated in maximum service	23.3%	23.4%	40.2%	47.6%	41.6%
<b>Annual Passenger Trips</b>					
Passenger boardings on transit vehicles	9,982,230	6,916,697	5,036,970	5,131,106	5,776,263
<b>Average Trip Length</b>					
Average length of passenger trip, generally derived through sampling	6.1	6.3	5.9	5.8	5.9
<b>Annual Passenger Miles</b>					
Passenger trips multiplied by average trip length	60,891,603	43,367,690	29,718,123	29,760,415	33,981,036
<b>Weekday Span of Service (hours)</b>					
Hours of transit service on a representative weekday from first service to last service for all modes	21.0	21.0	21.0	22.0	22.0
<b>Average Fare</b>					
Passenger fare revenues divided by passenger trips	\$ 0.98	\$ 1.15	\$ 1.12	\$ 1.15	\$ 1.02
<b>Passenger Trips Per Revenue Mile</b>					
Passenger trips divided by revenue miles	1.06	0.88	0.62	0.67	0.76
<b>Passenger Trips Per Revenue Hour</b>					
Passenger trips divided by revenue hours	15.0	12.4	8.8	9.3	10.3
<b>Passenger Trips Per Capita</b>					
Passenger trips divided by service area population	8.9	6.4	4.1	4.1	4.5
<b>Average Age of Fleet in Years</b>					
Average age of fleet in years	6.5	6.4	6.1	8.1	7.4
<b>Unrestricted Cash Balance - Financial Indicator</b>					
End of year cash balance from financial statement	\$ 779,145	\$ 3,494,703	\$ (1,434,436)	\$ (1,113,139)	\$ (674,596)
<b>Weekday Ridership</b>					
Average ridership on weekdays	38,519	22,252	16,265	16,550	18,549
<b>Capital Commitment to System Preservation and System Expansion</b>					
% of capital spent on system preservation	100%	100%	100%	100%	100%
% of capital spent on system expansion	0%	0%	0%	0%	0%
<b>Intermodal Connectivity</b>					
Number of intermodal transfer points available	3	3	3	3	3

# Transit Authority Report

## Five Year Trend for Transit Authority Performance Measures and Reportable Indicators FY 2023

Transit Authority Name:

JACKSONVILLE TRANSPORTATION AUTHORITY (JTA) Skyway

Official Reporting Period: October 1 through September 30

### Performance Measures

	Objective	2019	2020	2021	2022	2023
<b>Unlinked Passenger Trips Per Revenue Hour</b> (Passenger trips divided by revenue hours)	>70.7	55.2	44.3	27.9	32.0	37.5
<b>Operating Expense Per Revenue Mile</b> Operating expenses divided by revenue miles	<\$27.97	\$ 53.40	\$ 89.32	\$ 83.49	\$ 77.40	\$ 98.82
<b>Operating Expense per Revenue Hour</b> Operating expenses divided by revenue hours	<\$376.92	\$ 514.66	\$ 864.27	\$ 798.75	\$ 835.89	\$ 1,037.59
<b>Operating Expense Per Passenger Trip</b> Operating expenses divided by annual ridership	<\$4.39	\$ 9.32	\$ 19.52	\$ 28.65	\$ 26.13	\$ 27.70
<b>Operating Expense Per Passenger Mile</b> Operating expenses divided by passenger miles	<\$6.13	\$ 11.23	\$ 23.52	\$ 40.92	\$ 27.22	\$ 27.70
<b>Farebox Recovery Ratio</b> Passenger fares divided by operating expenses	N/A	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Revenue Miles Between Safety Incidents</b>  Revenue miles divided by safety incidents for bus	>5% above 2009 (41,348)	69,454	0	0	16,463	20,994
<b>Revenue Miles Between Failures</b> Revenue miles divided by revenue vehicle system failures. A failure is classified as the breakdown of either a major or minor element of the revenue vehicle's mechanical system	>10,500	8,171	3,109	1,266	1,646	866
<b>Revenue Miles versus Vehicle Miles</b> Revenue miles divided by vehicle miles	>.90	0.99	0.98	0.99	0.96	0.97
<b>Customer Service</b> Average time from complaint to response	14 Days	2	2.85	7.7	3.85	14.04
Customer complaints divided by boardings	<2 per 5,000 boardings	0.03	0.20	0.12	0.27	0.40
<b>On-time Performance</b> Successful cycles divided by scheduled cycles	>98%	98.0%	97.6%	97.0%	96.4%	95.0%

### Reportable Indicators

	2019	2020	2021	2022	2023
<b>Operating Expense Per Capita (Potential Customer)</b> Annual operating budget divided by the service area population	\$ 6.61	\$ 6.90	\$ 6.66	\$ 6.05	\$ 6.45
<b>Average Headway (minutes)</b> Average time for train to complete its portion of total route miles one time	6.7	6.7	11.3	10.0	10.3
<b>Service Area Population</b> Approximation of overall market size	1,121,744	1,087,416	1,237,843	1,264,452	1,285,641
<b>Service Area Population Density</b> Persons per square mile based on the service area population and size	1,407.4	1,364.0	906.0	699.6	711.3
<b>Operating Expense</b> Spending on operations, including administration, maintenance, and operation of service vehicles	\$ 7,417,828	\$ 7,498,434	\$ 8,244,743	\$ 7,645,009	\$ 8,298,640
<b>Operating Revenue</b> Revenues generated through the operation of the transit authority	\$ -	\$ 7,779	\$ 25,339	\$ 918	\$ 1,088
<b>Total Annual Revenue Miles</b> Vehicle miles operated in active service (available to pick up revenue passengers)	138,908	83,953	98,746	98,777	83,976
<b>Total Annual Revenue Hours</b> Vehicle hours operated in active service	14,413	8,676	10,322	9,146	7,998
<b>Vehicle Miles Between Failures</b> Vehicle miles divided by revenue vehicle system failures. A failure is classified as the breakdown of either a major or minor element of the revenue vehicle's mechanical system	8,250	3,179	1,283	1,706	893
<b>Total Revenue Vehicles</b> Vehicles available to meet annual maximum service requirements	6	6	6	6	6
<b>Peak Vehicles</b> Vehicles operated to meet annual maximum (peak) service requirements	5	5	3	3	3

# Transit Authority Report

## Five Year Trend for Transit Authority Performance Measures and Reportable Indicators

FY 2023

Transit Authority Name:

JACKSONVILLE TRANSPORTATION AUTHORITY (JTA) Skyway

Official Reporting Period: October 1 through September 30

### Reportable Indicators

	2019	2020	2021	2022	2023
<b>Ratio of Revenue Vehicles to Peak Vehicles (spare ratio)</b>					
Revenue vehicles, including spares, out-of-service vehicles, and vehicles in/awaiting maintenance, divided by the number of vehicles operated in maximum service	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Annual Passenger Trips</b>					
Passenger boardings on transit vehicles	796,056	384,149	287,809	292,559	299,547
<b>Average Trip Length</b>					
Average length of passenger trip, generally derived through sampling	0.8	0.8	0.7	1.0	1.0
<b>Annual Passenger Miles</b>					
Passenger trips multiplied by average trip length	660,726	318,844	201,466	280,857	299,547
<b>Weekday Span of Service (hours)</b>					
Hours of transit service on a representative weekday from first service to last service for all modes	15.0	15.0	15.0	15.0	15.0
<b>Average Fare</b>					
Passenger fare revenues divided by passenger trips	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Passenger Trips Per Revenue Mile</b>					
Passenger trips divided by revenue miles	5.73	4.58	2.91	2.96	3.57
<b>Passenger Trips Per Revenue Hour</b>					
Passenger trips divided by revenue hours	55.2	44.3	27.9	32.0	37.5
<b>Passenger Trips Per Capita</b>					
Passenger trips divided by service area population	0.7	0.4	0.2	0.2	0.2
<b>Average Age of Fleet in Years</b>					
Average age of fleet in years	20.6	21.6	22.6	23.6	25.0
<b>Unrestricted Cash Balance - Financial Indicator</b>					
End of year cash balance from financial statement	\$ 622,924	\$ 3,788,626	\$ 22,284	\$ -	\$ -
<b>Weekday Ridership</b>					
Average ridership on weekdays	2,985	2,107	1,125	1,134	1,161
<b>Capital Commitment to System Preservation and System Expansion</b>					
% of capital spent on system preservation	100%	100%	100%	100%	100%
% of capital spent on system expansion	0%	0%	0%	0%	0%
<b>Intermodal Connectivity</b>					
Number of intermodal transfer points available	3	3	3	3	3



# Transit Authority Report

## Five Year Trend for Transit Authority Performance Measures and Reportable Indicators

Transit Authority Name: SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY (SFRTA/Tri-Rail)

Official Reporting Period: July 1 through June 30

### Performance Measures

	Objective	2019	2020	2021	2022	2023
<b>Unlinked Passenger Trips Per Revenue Hour</b> (Passenger trips divided by revenue hours)	>39.3	35.1	31.2	18.4	25.0	31.2
<b>Operating Expense Per Revenue Mile</b> Operating expense divided by revenue miles	<\$21.89	\$ 26.65	\$ 29.29	\$ 29.12	\$ 29.05	\$ 32.84
<b>Operating Expense Per Passenger Trip</b> Operating expenses divided by annual ridership	<\$18.24	\$ 21.77	\$ 26.27	\$ 46.52	\$ 34.40	\$ 31.02
<b>Operating Expense Per Passenger Mile</b> Operating expenses divided by passenger miles	<\$0.55	\$ 0.82	\$ 0.97	\$ 1.70	\$ 1.26	\$ 1.10
<b>Farebox Recovery Ratio</b> Passenger fares divided by operating expenses	>22.5%	13.6%	10.3%	4.8%	8.5%	10.7%
<b>Revenue Miles Between Major Incidents</b> Revenue miles divided by FRA reportable incidents for rail	Zero	0	0	0	0	0
<b>Revenue Miles Between Failures</b> Revenue miles divided by revenue vehicle system failures. A failure is classified as the breakdown of either a major or minor element of the revenue vehicle's mechanical system	>41,863	43,943	39,488	23,846	27,488	32,671
<b>Revenue Miles versus Vehicle Miles</b> Revenue miles divided by vehicle miles	>.93	0.96	0.93	0.92	0.96	0.95
<b>Customer Service</b> Average time from complaint to response	14 days	13	32	21	21	16
Customer complaints divided by boardings	<2 per 5,000 boardings	0.9	1.3	1.4	0.8	1.0
<b>On-time Performance</b> % trips end to end on time < 6 minutes late	>80%	91.5%	94.3%	92.2%	92.6%	93.2%

### Reportable Indicators

	2019	2020	2021	2022	2023
<b>Operating Expense Per Capita (Potential Customer)</b> Annual operating budget divided by the service area population	\$ 17.67	\$ 16.82	\$ 17.16	\$ 20.71	\$ 22.94
<b>Average Headway (minutes)</b> Average time for train to complete its portion of total route miles one time	29.7	30.0	32.5	28.9	28.9
<b>Service Area Population</b> Approximation of overall market size	5,502,379	5,502,379	5,502,379	5,052,379	5,052,379
<b>Service Area Population Density</b> Persons per square mile based on the service area population and size	1,238	1,238	1,238	1,238	1,238
<b>Operating Expense</b> Spending on operations, including administration, maintenance, and operation of service vehicles	\$ 97,210,759	\$ 92,527,027	\$ 94,426,335	\$ 104,619,296	\$ 115,887,973
<b>Operating Revenue</b> Revenue generated through the operation of the transit authority	\$ 14,855,253	\$ 9,796,733	\$ 5,816,475	\$ 9,535,627	\$ 13,074,618
<b>Total Annual Revenue Miles</b> Vehicle miles operated in active service (available to pick up revenue passengers)	3,647,288	3,159,070	3,243,049	3,600,940	3,528,459
<b>Total Annual Revenue Hours</b> Vehicle hours operated in active service	127,230	112,990	110,573	121,789	119,708
<b>Vehicle Miles Between Failures</b> Vehicle miles divided by revenue vehicle system failures. A failure is classified as the breakdown of either a major or minor element of the revenue vehicle's mechanical system	45,727	42,239	25,794	28,762	34,455
<b>Total Revenue Vehicles</b> Vehicles available to meet annual maximum service requirements	50	50	50	50	50
<b>Operating Expense Per Revenue Hour</b> Cost of operating an hour of revenue service	\$ 764.06	\$ 818.90	\$ 853.97	\$ 859.02	\$ 968.09
<b>Peak Vehicles</b> Vehicles operated to meet annual maximum (peak) service requirements	42	43	40	43	43

## Five Year Trend for Transit Authority Performance Measures and Reportable Indicators

Transit Authority Name: SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY (SFRTA/Tri-Rail)

Official Reporting Period: July 1 through June 30

### Reportable Indicators

	2019	2020	2021	2022	2023
<b>Ratio of Revenue Vehicles to Peak Vehicles (spare ratio)</b>					
Revenue vehicles, including spares, out-of-service vehicles, and vehicles in/awaiting maintenance, divided by the number of vehicles operated in maximum service	16.0%	14.0%	20.0%	14.0%	14.0%
<b>Annual Passenger Trips</b>					
Passenger boardings on transit vehicles	4,465,750	3,522,017	2,029,609	3,041,459	3,735,897
<b>Average Trip Length</b>					
Average length of passenger trip, generally derived through sampling	26.5	27.2	27.4	27.3	28.2
<b>Annual Passenger Miles</b>					
Passenger trips multiplied by average trip length	118,342,375	95,798,862	55,520,824	83,031,831	105,352,295
<b>Weekday Span of Service (hours)</b>					
Hours of transit service on a representative weekday from first service to last service for all modes	19.5	19.5	19.5	19.5	19.5
<b>Average Fare</b>					
Passenger fare revenues divided by passenger trips	\$ 2.96	\$ 2.71	\$ 2.22	\$ 2.91	\$ 3.31
<b>Passenger Trips Per Revenue Mile</b>					
Passenger trips divided by revenue miles	1.22	1.11	0.63	0.84	1.06
<b>Passenger Trips Per Revenue Hour</b>					
Passenger trips divided by revenue hours	35.1	31.2	18.4	25.0	31.2
<b>Passenger Trips Per Capita</b>					
Passenger trips divided by service area population	0.81	0.64	0.37	0.60	0.74
<b>Average Years Since Last Rebuild</b>					
Locomotives (9)	17.2	18.2	0.5	1.5	2.5
Coaches (12)	18.2	19.2	19.2	21.2	22.2
<b>Unrestricted Cash Balance - Financial Indicator</b>					
End of year cash balance from financial statement	\$ 26,702,579	\$ 24,352,824	\$ 24,546,746	\$ 25,016,950	\$ 25,804,995
<b>Weekday Ridership</b>					
Average ridership on weekdays	14,765	11,531	6,529	9,709	12,008
<b>Capital Commitment to System Preservation and System Expansion</b>					
% of capital spent on system preservation	76%	99%	100%	99%	91%
% of capital spent on system expansion	24%	1%	0%	1%	9%
<b>Intermodal Connectivity</b>					
Intermodal transfer points available through Tri-Rail	18	18	18	18	18

## Appendix B

# Correspondence

**FLORIDA TRANSPORTATION COMMISSION**

Ron Howse, Chairman  
David Genson, Vice-Chairman  
John Browning  
Richard Burke  
Julius Davis  
Alex Lastra  
Russell (Rusty) Roberts



**Ron DeSantis**  
Governor

January 6, 2025

The Honorable Ron DeSantis, Governor  
State of Florida  
The Capitol, 400 South Monroe Street  
Tallahassee, Florida 32399-0001

The Honorable Ben Albritton, President  
Florida Senate  
409 The Capitol  
404 S. Monroe Street  
Tallahassee, Florida 32399-0001

The Honorable Daniel Perez, Speaker  
Florida House of Representatives  
420 The Capitol  
402 S. Monroe Street  
Tallahassee, Florida 32399-0001

Dear Governor DeSantis, President Albritton and Speaker Perez:

The Florida Transportation Commission's (Commission) annual *Transportation Authority Monitoring and Oversight, Fiscal Year 2023 Report for Transit Authorities*, was adopted at our recent public meeting. This annual report is produced to fulfill the Commission's oversight role that includes the monitoring and evaluation of transit authorities created under Chapters 343 and 349, Florida Statutes.

The Commission, in concert with the statutorily designated authorities, adopted performance measures and objectives to assess the overall responsiveness of each authority in meeting their responsibilities to their customers. Performance measure results presented herein are based on FY 2023 financial and operational data. The Commission is confident that the performance evaluation process yields results that are based on each agency's current business model and customer needs.

FLORIDA TRANSPORTATION COMMISSION  
605 Sawnee Street, MS-9, Tallahassee, FL 32399-0450  
Office (850) 414-4105 | Fax (850) 414-4234  
[www.ftc.state.fl.us](http://www.ftc.state.fl.us)

FTC Transportation Authority, Fiscal Year 2023 Transit Report  
January 6, 2025  
Page Two

The Commission acknowledges that several financial metrics were not met but emphasizes that inflation has significantly increased operating expenses, particularly for fuel and vehicle maintenance. Data from the Bureau of Labor Statistics shows that materials costing \$100 in 2020 would cost \$122.22 in 2024, reflecting a cumulative inflation rate of 22.2%. This financial strain has made it increasingly challenging for transit agencies to achieve many of the established performance targets.

The Commission further notes that Fiscal Year 2023, introduced a unique phenomenon that indicates that while ridership has not yet returned to pre-pandemic levels, transit authorities are observing a marginal increase in ridership across agencies.

Over the past year, the Commission, in coordination with the transit authorities and the Florida Public Transportation Association, began the process of reviewing the existing performance measures and operating indicators. This process allowed transit authorities to share proposed revisions to the existing performance measures for the Commission's review and discussion.

If you have any questions regarding this report, please do not hesitate to contact me or the FTC staff at (850) 414-4105.

With regards,



Ronald S. Howse, Chairman  
Florida Transportation Commission

Enclosure

cc: Honorable Jay Collins, Chair, Senate Transportation Committee  
Honorable Nick DiCeglie, Chair, Senate Appropriations Committee on Transportation, Tourism, and Economic Development  
Honorable Ed Hooper, Chair, Senate Appropriations Committee  
Honorable James Buchanan, Chair, House Commerce Committee  
Honorable Mike Caruso, Chair, House Economic Infrastructure Subcommittee  
Honorable Jason Shoaf, Chair, House Transportation & Economic Development Budget Subcommittee  
Honorable Lawrence McClure, Chair, House Budget Committee  
Mr. Jared W. Perdue, P.E., Secretary, Florida Department of Transportation  
Ms. Leda Kelly, Chief of Staff, Florida Department of Transportation  
Mr. James Uthmeier, Chief of Staff, Executive Office of the Governor  
Mr. Cody Farrill, Deputy Chief of Staff, Executive Office of the Governor  
Mr. Peter Cuderman, Director of Legislative and Intergovernmental Affairs, Executive Office of the Governor  
Ms. Brandi Gunder, Deputy Director of Policy and Budget, Executive Office of the Governor  
Mr. James Christian, Florida Division Administrator, Federal Highway Administration

March 28, 2024

Florida Department of Commerce  
107 E. Madison Street  
Caldwell Building, MSC 400  
Tallahassee, FL 32399  
Attn: Jack Gaskins, Jr.

RE: NOTICE OF FINAL DISSOLUTION

Dear Mr. Gaskins,

Notice is hereby given that the Tampa Bay Area Regional Transit Authority has fulfilled its obligations as prescribed by Chapter 2023-143 Laws of Florida, Section 2:

*The authority shall provide for the discharge of its liabilities; settle and close its affairs and transfer any pending activities, including, but not limited to, the administration of its vanpool program; close and appropriately dispense of applicable federal or state grants or funds; provide for distribution of any remaining assets such that each county represented on the authority's board receives an amount in proportion to what each county contributed to the authority in the 2021-2022 fiscal year; provide written notice of final dissolution to the Department of Economic Opportunity and each entity represented on the authority's board; and forward its records to the Department of State upon final dissolution.*

The Authority is dissolved as of June 30, 2024.

Regards,



David Green  
Executive Director

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**Florida Transportation Commission**

**605 Suwannee Street, MS 9**

**Tallahassee, Florida 32399-0450**

Telephone: (850) 414-4105 | Fax: (850) 414-4234