Fiscal Year 2020

Transportation Authority Monitoring and Oversight Report

Transit Authorities

A Report by the Florida Transportation Commission

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Florida Transportation Commission

Transportation Authority Monitoring and Oversight-Transit Authorities

Fiscal Year 2019

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Table of Contents

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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 348, 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 into the day-to-day operations of a monitored authority, and also 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, however, 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.

Authorities under Commission Oversight

Table 1 shows the toll and transit authorities created under Chapters 343, 348, and 349, Florida Statutes. The Mid-Bay Bridge Authority as re-created pursuant to Chapter 2000-411, Laws of Florida and Florida's Turnpike System are subject to Commission monitoring and oversight.

Table 1
Authorities under Commission Oversight

Toll Authorities
Central Florida Expressway Authority (CFX)
Florida's Turnpike Enterprise[1] (Turnpike)
Mid-Bay Bridge Authority (MBBA)
Tampa-Hillsborough County Expressway Authority (THEA)
Transit Authorities
Central Florida Regional Transportation Authority (CFRTA)
Jacksonville Transportation Authority (JTA)
South Florida Regional Transportation Authority (SFRTA)
Tampa Bay Area Regional Transit Authority[2] (TBARTA)

[1] The Turnpike is part of the Florida Department of Transportation and is being reported in this authority report as a result of a recommendation contained in the Commission's legislatively mandated report, *FTC Study of Cost Savings for Expressway Authorities,* published December 2012.

[2] Senate Bill 1672, passed by the 2017 legislature, significantly amended the Tampa Bay Area Regional Transportation Authority enabling legislation, effective July 1, 2017 (FY2017). The legislation changed TBARTA into the Tampa Bay Area Regional *Transit* Authority, refocused its purpose and its designated service area, and changed the composition of the Board.

BEEP Autonomous Transport Vehicle

Transit Authorities

Central Florida Regional Transportation Authority (CFRTA, dba LYNX) provides public transportation services to the general 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 general 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.

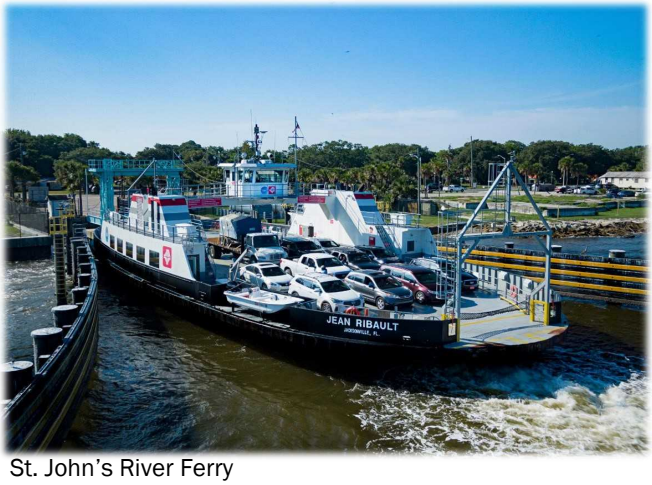
South Florida Regional Transportation Authority (SFRTA, Tri-Rail) coordinates, develops, and implements a regional transportation system in South Florida that provides commuter rail service (Tri-Rail) and offers a shuttle bus system in Broward County. Bus connections to Tri-Rail stations in Palm Beach,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

Tampa Bay Area Regional Transit Authority (TBARTA) produced Tampa Bay's first Regional Transportation Development Plan (RTDP) and is conducting a Project and Development and Environmental (PD&E) study for Bus Rapid Transit (BRT) service connecting Pasco, Hillsborough, and Pinellas counties. The authority administers FDOT District Seven's regional commuter assistance program and is developing a new regional transportation disadvantaged service.

Performance Measures

In 2016, the Commission formed an Authority Oversight Committee (Committee) to gain input from the authorities and to consider any enhancements or changes to FY 2016 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 any 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.



St. John's River Ferry

Following the Charrette, the Commission adopted revisions to the FY 2016 performance measures and operating indicators for both toll and transit authorities.

Currently, there are 13 performance measure objectives and 29 operating indicators established by the Commission for CFRTA, JTA, and SFRTA. A summary of the performance measures and objectives are presented in Tables 2 and 3. The operating indicators are found in Table 4.

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 have been alerted that they 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 designated responsibilities in a deliberative fashion and encourages input, feedback or suggestions 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
Florida Transportation Commission
Transit Authority Performance Measures
Bus, Automated Guideway and Rail
FY 2020

Performance Measure	*Detail*
Unlinked Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours
Operating Expense per Revenue Mile	Operating expenses divided by revenue miles
Operating Expense per Revenue Hour[1]	Operating expenses divided by revenue hours
Operating Expense per Passenger Trip	Operating expenses divided by annual ridership
Operating Expense per Passenger Mile	Operating expenses divided by passenger miles
Farebox Recovery Ratio	Passenger fares divided by operating expenses
Revenue Miles between Safety Incidents[1]	Annual revenue miles divided by safety incidents
Major Incidents[2]	FRA reportable incidents
Revenue Miles between Failures	Revenue miles divided by revenue vehicle system failures[3]
Revenue Miles versus Vehicle Miles	Revenue miles divided by vehicle miles[4]
Customer Service	Average time from complaint to response
Customer Service	Customer complaints divided by boardings
On-time Performance	% trips end to end on time[5]

1 Performance measures specific to CFRTA and JTA (bus and Skyway).
2 Performance measure specific to SFRTA (rail).
3 A failure is classified as breakdown of a major or minor element of a revenue vehicle's mechanical system.
4 Vehicle miles include: deadhead miles, miles from end of service to yard or garage, driver training, and other miscellaneous miles not considered to be in direct revenue service.
5 Defined as: "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
Florida Transportation Commission
Transit Authority Performance Measures and Operating Indicators
JTA Highway Operations
FY 2020

Performance Measure	*Detail*	*Objective*
Operations and Budget		
Consultant Contract Management	Final cost % increase above original award	< 5%
Construction Contract Adjustments - Time	% contracts completed within 20% above original contract time	> 80%
Construction Contract Adjustments - Cost	% projects completed within 10% above original contract amount	≥ 90%
Applicable Laws		
Minority Participation	M/WBE and SBE utilization as % of total expenditures (each agency establishes goal/target)	> 90%
Operating Indicator	***Detail***	
Property Acquisition		
Right-of-Way	# Projects requiring ROW acquisition # Parcels needed to be acquired for projects # Parcels acquired via negotiations # Parcels acquired via condemnation # Parcels acquired with final judgements ≤ one half the range of contention	

Table 4
Florida Transportation Commission
Transit Authority Operating Indicators
Bus, Automated Guideway and Rail
FY 2020

Operating Indicator	*Detail*
Operating Expense per Capita (Potential Customer)	Annual operating budget divided by service area population
Average Headway	Average time (minutes) for vehicle to complete its portion of total route miles one time
Service Area Population	Approximation of overall market size for comparison of relative spending and service levels among communities in the absence of actual service area population
Service Area Population Density	Persons per square mile based on service area population and service area size reported in the National Transit Database (NTD)
Operating Expense	Reported total spending on operations, including administration, maintenance, and operation of service vehicles
Operating Revenue	All revenue generated through the operation of the transit authority
Total Annual Revenue Miles	Number of annual miles of vehicle operation while in active service
Total Annual Revenue Hours	Total hours of operation by revenue service vehicles in active revenue service
Vehicle Miles Between Failures	Vehicles miles divided by revenue vehicle system failures
Total Revenue Vehicles	Number of vehicles available for use by the transit authority to meet the annual maximum service requirement
Operating Expense per Revenue Hour[1]	Cost of operating an hour of revenue service
Peak Vehicles	Number of vehicles operated in maximum (peak) service. Represents the number of revenue vehicles operated to meet the annual maximum service requirements.
Ratio of Revenue Vehicles to Peak Vehicles (spare ratio)	Total revenue vehicles, including spares, out-of-service vehicles, and vehicles in or awaiting maintenance, divided by the number of vehicles operated in maximum service
Annual Passenger Trips	Annual number of passenger boardings on the transit vehicles
Average Trip Length	A number typically derived based on sampling and represents the average length of a passenger trip
Annual Passenger Miles	Number of annual passenger trips multiplied by the system's average trip length (in miles)
Weekday Span of Service (hours)	Number of hours that transit service is provided on a representative weekday from first service to last service for all modes
Average Fare	Passenger fare revenues divided by the total number of passenger trips
Passenger Trips per Revenue Mile	The ratio of annual passenger trips to total annual revenue miles of service
Passenger Trips per Revenue Hour	Ratio of annual passenger trips to total annual revenue hours of operation
Passenger Trips per Capita	Passenger trips divided by service area population
Average Age of Fleet	Age of fleet (years) average for bus and years since rebuild for locomotives and coaches for rail
Unrestricted Cash Balance	End of year cash balance from financial statement
Weekday Ridership	Average weekday ridership
Capital Commitment to System Preservation	% of capital spent on system preservation
Capital Commitment to System Expansion	% of capital spent on system expansion
Intermodal Connectivity	Number of Intermodal transfer points available

[1]Operating indicator specific to SFRTA.

Legislative Overview

SB 1194 was signed into law by Governor DeSantis, effective July 1, 2021. It contained various transportation–related provisions including:

- Dissolving the inactive Northwest Florida Transportation Corridor Authority and repealed parts of III of Chapter 343, F.S. under which the authority was established.

- Authorizing the Jacksonville Transportation Authority (JTA) to increase the term of a lease from 40 years to 99 years.

- Prohibiting the Central Florida Expressway Authority from constructing any extensions, additions, or improvements to the Central Florida Expressway System in Lake County without prior consultation with, rather than consent of, the Secretary of Transportation.

- Providing that any remaining toll revenue from the high-occupancy toll lanes or express lanes shall be used by the department for the construction, maintenance, or improvement of any road or to support public transportation projects that benefit the operation of high-occupancy toll lanes or express lanes on the State Highway System within the county or counties in which the toll revenues were collected or to support express bus service on the facility where the toll revenues were collected.

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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 348, 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)
- Tampa Bay Area Regional Transit Authority (TBARTA)

Performance measures have been developed specifically with and for the transit authorities, with the exception of TBARTA. TBARTA continues to focus its efforts on prioritizing projects, developing financial strategies for implementation, and in June 2020, TBARTA adopted its final Regional Transit Development Plan.

Reporting for transit authorities is presented in the following format that includes:

- Background of the authority
- Performance measures results for fiscal year FY 2020

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 5.

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 provides 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 fixed-route bus service. Although JTA does not currently operate toll roads, pursuant to the Better Jacksonville Plan and JTAMobilityWorks 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. For those performance measures that were applicable, JTA performance measure objectives mirror those of the toll authorities.

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 in order to provide an assessment of the on-going management of all of the authorities covered by the current law.

The individual reports for four "Transit Authorities" begin with the Central Florida Regional Transportation Authority (CFRTA, dba, LYNX).

Authority Performance Measures Results - FY 2020

Transit Authorities

Central Florida Regional Transportation Authority (CFRTA/LYNX) met 4 of the 12 performance measure objectives. The 8 measures not met were:

* Unlinked Passenger Trips per Revenue Hour
* Operating Expense per Revenue Mile
* Operating Expense per Revenue Hour
* Operating Expense per Passenger Trip
* Operating Expense per Passenger Mile
* Farebox Recovery Ratio
* Revenue Miles between Failures
* Revenue Miles versus Vehicle Miles

Jacksonville Transit Authority (JTA) met 4 of the 12 performance measure objectives established for Bus, 4 of the performance measure objectives for Skyway; 2 were not applicable. JTA also met all 4 of the performance measure objectives for Highway. The measures not met for Bus and Skyway were:

Bus

* Unlinked Passenger Trips per Revenue Hour
* Operating Expense per Revenue Mile
* Operating Expense per Revenue Hour
* Operating Expense per Passenger Trip
* Operating Expense per Passenger Mile
* Farebox Recovery Ratio
* Revenue Miles between Safety Incidents
* Customer Service (Boardings)

Skyway

* Unlinked Passenger Trips per Revenue Hour
* Operating Expense per Revenue Mile
* Operating Expense per Revenue Hour
* Operating Expense per Passenger Trip
* Operating Expense per Passenger Mile
* Revenue Miles between Failures

South Florida Regional Transit Authority (SFRTA, Tri-Rail) met 4 of the 11 performance measure objectives. The 7 measures not met were:

* Unlinked Passenger Trips per Revenue Hour
* Operating Expense1 per Revenue Mile
* Operating Expense per Passenger Trip
* Operating Expense per Passenger Mile
* Farebox Recovery Ratio
* Revenue Miles between Failures
* Customer Service (Complaint response time)

Figure 1: Transit Authority Performance Measures Results - FY 2020

Table 5
Florida Transportation Commission
Transit Authority Performance Measures Explanations
FY2020

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

1 Performance measures specific to CFRTA and JTA (bus and Skyway).
2 Performance measure specific to SFRTA (rail).
3 A failure is classified as breakdown of a major or minor element of a revenue vehicle's mechanical system.
4 Vehicle miles include: deadhead miles, miles from end of service to yard or garage, driver training, and other miscellaneous miles not considered to be in direct revenue service.
5 Defined as: "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.

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Central Florida Regional Transportation Authority (CFRTA/LYNX)

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 manner in which 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.

Highlights

- CFRTA/LYNX met 4 of the performance measure objectives. (See Table 7)
- FY 2020 annual operating budget totaled approximately $148,911,424, an increase of 10 percent from the previous year.
- Approximately 16.2 million passenger trips were provided for LYNX fixed route services in FY 2020.
- FY 2020 operating funding, the Orange County Commission approved $53,758,012 for LYNX (21 percent increase from FY 2019), the Seminole County Commission approved $8,468,110 for LYNX (21 percent increase), and the Osceola County Commission approved $9,196,097 in funding for LYNX (25 percent increase from FY 2019).

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 6, 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 serves on the board for the full extent of his or her term.

The mayor of the City of Orlando, or a member of the Orlando City Council designated by the mayor,

Table 6
Central Florida Regional Transportation Authority/LYNX
Board Members as of September 30, 2020

Name	Appointment	Position
Buddy Dyer	Mayor, City of Orlando	Chairman
Jerry Demmings	Mayor, Orange County	Vice Chairman
Jared W. Perdue, P.E.	District Five Secretary	Secretary
Lee Constantine	Seminole County Commissioner	Board Member
Viviana Janer	Osceola County Commissioner	Board Member

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 general 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 carpools/vanpools. In FY 2020, 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 2.2 million residents. The FY 2020 annual operating budget totaled approximately $148,911,424, an increase of 10 percent from the previous year. Approximately 16.2 million passenger trips were provided for LYNX fixed route services in FY 2020.

LYNX receives significant financial support from its funding partners. For FY 2020 operating funding, the Orange County Commission approved $53,758,012 for LYNX (21 percent increase from FY 2019), the Seminole County Commission approved $8,468,110 for LYNX (21 percent increase), and the Osceola County Commission approved $9,196,097 in funding for LYNX (25 percent increase from FY 2019).

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 2017, LYNX purchased excess property that is contiguous to the LYNX Operations Center on John Young Parkway and is currently under contract and under construction to address capacity constraints at the agency's leased facility. In FY 2022 LYNX will relocate its ACCESS LYNX and NeighborLink operations and maintenance to this new site.

Response to Covid-19

In March 2020, how all transit agencies operate changed due to the Covid-19 pandemic. LYNX quickly changed the work rules by partnering with its unions while focusing on health and safety of all employees and passengers. The safety and security team lead the overall effort including staffing the Orange County Emergency Operations Center for five months. New cleaning and disinfecting protocols began immediately and additional staff was hired to help. The marketing team created a dedicated web page to share with the community on what LYNX was doing to keep everyone safe. More than 300 different informational items in English and Spanish were created to bring attention during these unprecedented times including social distancing and mask requirements.

Reduced service levels and fare elimination occurred on March 27th and 30th respectively. Rear door boarding, became the norm as travel was focused on essential trips for essential

SunRail Station Adjacent to LYNX Central Station.

workers. Front door entry was still allowed for those utilizing mobility devices. The IT department rapidly instituted new technology so employees could safely work from home and continue moving the business forward. In fact, the entire call center moved to remote operations.

As the pandemic continued to progress, LYNX became creative in working with local businesses to procure personal protective equipment (PPE) such as 250 gallons of hand sanitizer from a local distillery and install dispensers on buses and around facilities. LYNX operations and planning used a hurricane service plan as the base model for reduced service. Unlike a hurricane plan, LYNX's response had to be flexible and agile, as well as, sustainable for the long term.

Ridership on fixed routes during the reduced level of service dropped to roughly 20,000 daily. Paratransit ridership declined as well. Full service returned to the Central Florida roadways in May 2020, which allowed for more buses on the street while maintaining social distancing standards.

During the summer months, driver protection shields and automatic passenger counters were installed, as were new fareboxes. LYNX staff distributed masks at transfer centers. A wrapped articulated bus, in partnership with Orlando Economic Partnership, was unveiled with a regional message to "mask up Orlando".

Fares collection and front door boarding resumed on September 1.

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 FY20 being: Chair Bob Dallari, Seminole County Commissioner; Vice-Chair Jerry Demings, Mayor of Orange County; Secretary Viviana Janer, Osceola County Commissioner; Buddy Dyer, Mayor of the City of Orlando; Councilman Ed Kelley, Volusia County Council. 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 on the following website: 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 will extend service from the City of DeBary to the City of Deland and will add one station to the existing rail system. Because Federal funding has not yet been committed to Phase 2 North, construction has not yet started.

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 mid-day.

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. In order to avoid duplicative procurement efforts and to assure consistency and interoperability between LYNX and SunRail systems, a joint solicitation between LYNX and the

LYNX Articulated Bus.

Department was released for the purchase of Fare Collection System Equipment.

In November 2012, the CFRTA Board authorized an agreement with Rida Development Corporation for the joint use and/or development of a 60-foot strip of CFRTA land located adjacent to the LYNX Central Station (LCS) in Orlando and to the east side of the new SunRail station at the LCS. The LCS was incorporated into the design and construction of Rida's proposed multiuse Transit Oriented Development (TOD) project that will occupy an entire city block.

In addition to the connectivity to public transportation, the development will include a mix of residential, retail, office, hotel and meeting space, and will include green space and a pedestrian breezeway for easy access for SunRail and LYNX patrons.

In April 2014, the CFRTA Board approved to enter into an Interlocal Agreement with FDOT to use the Smart Card System as a method of cashless fare collection on the LYNX fixed route services and paratransit services; FDOT's SunRail commuter rail service; and for patron transfer among both transportation systems. FDOT is responsible for operation of the central system and the clearinghouse that will recognize revenue when a

fare is presented to a fare device and transmit the necessary data in order to properly deposit revenue to the appropriate FDOT or LYNX bank accounts. However, each party is responsible for the provision of fare card customer service, including managing card sales, customer inquiries, account management, refunds, and other services that may be provided to their customers. The Board also approved to enter into a Joint Participation Agreement with FDOT for feeder bus service that will provide access to SunRail stations.

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 7
Central Florida Regional Transportation Authority/LYNX
Summary of Performance Measures
FY 2020[1]

Performance Measure	*Detail*	*Objective*	*Actual Results*	*Meets Objective[4]*
Unlinked Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours	>26.9	15.8	X
Operating Expense per Revenue Mile	Operating expenses divided by revenue miles	<$6.44	$7.83	X
Operating Expense per Revenue Hour	Operating expenses divided by revenue hours	<$91.19	$105.98	X
Operating Expense per Passenger Trip	Operating expenses divided by annual ridership	<$3.65	$6.69	X
Operating Expense per Passenger Mile	Operating expenses divided by passenger miles	<$0.57	$1.30	X
Farebox Recovery Ratio	Passenger fares divided by operating expenses	>27.6%	9.6%	X
Revenue Miles between Safety Incidents	Annual revenue miles divided by safety incidents	>124,513	181,348	✓
Revenue Miles between Failures	Revenue miles divided by revenue vehicle system failures[2]	>10,500	8,915	X
Revenue Miles versus Vehicle Miles	Revenue miles divided by vehicle miles[3]	>.90	0.892	X
Customer Service	Average time from complaint to response	14 days	6 days	✓
Customer Service	Customer complaints divided by boardings	<2 per 5,000 boardings	0.6	✓
On-time Performance	% trips end to end on time "departures < 5 minutes late and 1 minute early"	>80%	85.3%	✓

[1] Fiscal Year 20 represents 12 months of data from October 1, 2019, through September 30, 2020.

[2] A failure is classified as the breakdown of either a major or minor element of the revenue vehicle's mechanical system.

[3] Total annual vehicle miles include: deadhead miles, vehicle miles from the end of service to the garage, driver training and other miscellaneous miles not considered to be in direct revenue service.

[4] Performance Measure Objective Key: ✓ - Meets X - Does Not Meet N/A - Not Applicable

Table 8
Central Florida Regional Transportation Authority/LYNX
Summary of Operating Indicators
FY 2018 through FY 2020

Operating Indicator	*Detail*	*Actual 18 Results*	*Actual 19 Results*	*Actual 20 Results*
Operating Expense per Capita (Potential Customer)	Annual operating budget divided by service area population	$47.69	$48.65	$49.15
Average Headway	Average time (minutes) for vehicle to complete its portion of total route miles one time	24.3	25.1	23.2
Service Area Population	Approximation of overall market size	2,165,653	2,210,910	2,282,516
Service Area Population Density	Persons per square mile based on service area population and size	853.3	871.2	899.4
Operating Expense	Spending on operations, including administration, maintenance, and operation of service vehicles	$103,283,186	$107,558,165	$112,189,385
Operating Revenue[1]	Revenue generated through operations of transit authority	$39,792,190	$39,149,551	$28,909,667
Total Annual Revenue Miles	Miles vehicles operated in active service[2]	15,185,974	15,181,428	14,326,496
Total Annual Revenue Hours	Hours vehicles operated in active service	1,130,905	1,131,724	1,058,546
Vehicle Miles Between Failures	Vehicles miles divided by revenue vehicle system failures[3]	15,203	10,208	9,996
Total Revenue Vehicles[4]	Vehicles available to meet annual maximum service requirement	306	308	306
Peak Vehicles	Vehicles operated to meet annual maximum (peak) service requirements	260	255	255
Ratio of Revenue Vehicles to Peak Vehicles[5] (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	15.0%	17.2%	16.7%
Annual Passenger Trips[6]	Passenger boardings on transit vehicles	24,126,901	23,089,017	16,775,803
Average Trip Length	Average length of passenger trip, generally derived through sampling	5.7	5.2	5.2
Annual Passenger Miles	Passenger trips multiplied by average trip length (in miles)	137,523,336	118,908,438	86,395,385
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	$0.91	$0.93	$0.64
Passenger Trips per Revenue Mile	Passenger trips divided by revenue miles	1.59	1.52	1.17
Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours	21.3	20.4	15.8
Passenger Trips per Capita	Passenger trips divided by service area population	11.1	10.4	7.3
Average Age of Fleet	Age of fleet (in years) average	6.8	7.1	6.8
Unrestricted Cash Balance	End of year cash balance from financial statement	$27,025,094	$19,531,850	$61,809,371
Weekday Ridership	Average ridership on weekdays	76,298	69,222	52,184
Capital Commitment to System Preservation	% of capital spent on system preservation	81.0%	92.0%	95.0%
Capital Commitment to System Expansion	% of capital spent on system expansion	19.0%	8.0%	5.0%
Intermodal Connectivity	Intermodal transfer points available	24	24	24

[1]Operating revenue includes passenger fares, special transit fares, school bus service revenues, freight tariffs, charter service revenues, auxillary transportation revenues, subsidy from other sectors of operations, and non-transportation revenues.
[2]Active service refers to vehicle availability to pick up revenue passengers.
[3]A failure is classified as the breakdown of either a major or minor element of the revenue vehicle's mechanical system.
[4]Total revenue vehicles include spares, out-of-service vehicles, and vehicles in or awaiting maintenance, but exclude vehicles awaiting sale and emergency contingency vehicles.
[5]Vehicles awaiting sale and emergency contingency vehicles are not included as revenue vehicles in this calculation.
[6]A passenger trip is counted each time a passenger boards a transit vehicle.

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Jacksonville Transportation Authority (JTA)

Background

The Jacksonville Transportation Authority (JTA or Authority) is an agency of the State of Florida, created under Chapter 349, Florida Statutes. Originally created to construct and operate tolled limited access and bridge facilities, in 1971, JTA became a multimodal transportation agency, with the authority to plan, design, construct, maintain and operate transportation facilities in Duval County, including highways and bridges on the State Highway System, mass transit facilities, and appurtenances to both highway and transit functions. The 2009 Florida Legislature further authorized the Authority to expand its service area outside of Duval County with the respective county's consent.

JTA provides public transportation services to the general 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, Game Day Xpress stadium shuttle service and St. Johns River Ferry operations. JTA also implements roadway projects under its own authority and work plans. Previously, pursuant to its role under the Better Jacksonville Plan, JTA was responsible for 32 roadway projects that totaled more than $800 million.

Chapter 349, Florida Statutes, provides that JTA has the "right to plan, develop, finance, construct, own, lease, purchase, operate, maintain, relocate, equip, repair, and manage those public transportation projects, such as express bus services; rapid transit services; light rail, commuter rail; heavy rail, or other transit services; ferry services; transit stations; park-and-ride lots; transit-oriented development nodes; or feeder roads, reliever roads, connector roads, bypasses, or appurtenant facilities, that are intended to address critical transportation needs or concerns in the

Highlights

JTA-Bus Performance Measure Objectives

- JTA met 4 of the applicable performance measure objectives. (See Table 10)

JTA-Skyway Performance Measure Objectives

- JTA met 4 of the applicable performance measure objectives. (See Table 11)

JTA-Highway Performance Measure Objectives

- JTA met 4 performance measure objectives. (See Table 12)

- In 2016, the City of Jacksonville extended the existing six cent Local Option Gas Tax (LOGT) for an additional 20 years. Through an Interlocal Agreement (ILA), the City of Jacksonville, dedicated five cents to JTA projects and services.
- JTA's current road program, JTAMobilityWorks, is a $175.7 million work program consisting of 13 roadway projects and 14 mobility corridors, as defined by the Local Option Gas Tax (LOGT) ordinance. The 14 mobility corridors include multiple projects categorized into Transit Enhancements and Complete Streets programs.
- JTA continued construction on the bus transfer facility, JTA administrative offices and recently completed the intercity bus terminal for the "new" Jacksonville Regional Transportation Center.

Jacksonville, Duval County, metropolitan area.

These projects may also include all necessary approaches, roads, bridges, and avenues of access that are desirable and proper with the concurrence of FDOT, as applicable, if the project is to be part of the State Highway System.

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 (the City) subject to confirmation by the Council of the City of Jacksonville, and the District Secretary of FDOT serving in the district that contains the City of Jacksonville (see Table 9). All members, with the exception of the District Secretary, shall be residents and qualified electors of Duval County. Appointed members serve four-year terms that commence on June 1 during the year in which they are appointed, and each member holds office until a successor is appointed and qualified. A vacancy during a term must be filled by the respective appointing authority for the balance of the unexpired term. Any member appointed to the board for two consecutive full terms is ineligible for appointment to the next succeeding term.

On an annual basis, Board members select one member as chair of the Authority, one member as vice chair of the Authority, one member as secretary of the Authority, and one member as treasurer of the Authority. The members of the Authority are not entitled to compensation, but may be reimbursed for travel expenses or other expenses actually incurred in their duties as provided by law. Four members of the Authority constitute a quorum, and no resolution adopted by the Authority becomes effective unless with the affirmative vote of at least four members.

The Authority employs a Chief Executive Officer (CEO) who may hire staff, permanent or temporary and may organize the staff of the Authority into departments and units. The CEO may appoint Vice Presidents, Directors, Managers, Supervisors and other staff as he finds to be in the best interests of the Authority for providing transportation facilities and services to Northeast Florida. The Board establishes the compensation of the CEO, who serves at the pleasure of the Board. The Authority may employ such financial advisers and consultants, legal counsel, technical experts, engineers, and agents and employees, permanent or temporary, as it may require and may fix the compensation and qualifications of such persons, firms or corporations.

Table 9
Jacksonville Transportation Authority
Board Members as of September 30, 2020

Name	*Appointment*	*Position*
Kevin Holzendorf	Mayor's Appointee	Chairman
Ari Jolly	Governor's Appointee	Vice Chair
Debbie Buckland	Governor's Appointee	Secretary
Ray Driver	Governor's Appointee	Treasurer
Greg Evans, P.E.	District Two Secretary	Ex-Officio
Nicole Padgett	Mayor's Appointee	Board Member
Isaiah Rumlin	Mayor's Appointee	Board Member

JTA Skyway Monorail

Table 10
Jacksonville Transportation Authority
Summary of Performance Measures - Bus
FY 2020[1]

Performance Measure	*Detail*	*Objective*	*Actual Results*	*Meets Objective[4]*
Unlinked Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours	>19.1	12.4	X
Operating Expense per Revenue Mile	Operating expenses divided by revenue miles	<$7.90	$11.52	X
Operating Expense per Revenue Hour	Operating expenses divided by revenue hours	<$110.64	$163.17	X
Operating Expense per Passenger Trip	Operating expenses divided by annual ridership	<$6.44	$13.12	X
Operating Expense per Passenger Mile	Operating expenses divided by passenger miles	<$1.22	$2.09	X
Farebox Recovery Ratio	Passenger fares divided by operating expenses	>17.6%	8.7%	X
Revenue Miles between Safety Incidents	Annual revenue miles divided by safety incidents	>227,975	87,569	X
Revenue Miles between Failures	Revenue miles divided by revenue vehicle system failures[2]	>10,500	16,804	✓
Revenue Miles versus Vehicle Miles	Revenue miles divided by vehicle miles[3]	>.90	0.90	✓
Customer Service	Average time from complaint to response	14 days	3 days	✓
Customer Service	Customer complaints divided by boardings	<2 per 5,000 boardings	2.3	X
On-time Performance	% trips end to end on time "departures < 6 minutes late and 1 minute early"	>80%	80.0%	✓

[1] Fiscal Year 2020 represents 12 months of data from October 1, 2019, through September 30, 2020.

[2] A failure is classified as the breakdown of either a major or minor element of the revenue vehicle's mechanical system.

[3] Total annual vehicle miles include: deadhead miles, vehicle miles from the end of service to the garage, driver training and other miscellaneous miles not considered to be in direct revenue service.

[4] Performance Measure Objective Key: ✓ - Meets X - Does Not Meet N/A - Not Applicable

Table 11
Jacksonville Transportation Authority
Summary of Performance Measures - Skyway
FY 2020[1]

Performance Measure	*Detail*	*Objective*	*Actual Results*	*Meets Objective[4]*
Unlinked Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours	>70.7	44.3	X
Operating Expense per Revenue Mile	Operating expenses divided by revenue miles	< $27.97	$89.32	X
Operating Expense per Revenue Hour	Operating expenses divided by revenue hours	< $376.92	$864.27	X
Operating Expense per Passenger Trip	Operating expenses divided by annual ridership	<$4.39	$19.52	X
Operating Expense per Passenger Mile	Operating expenses divided by passenger miles	<$6.13	$23.52	X
Farebox Recovery Ratio	Passenger fares divided by operating expenses	N/A	N/A	N/A
Revenue Miles between Safety Incidents	Annual revenue miles divided by safety incidents	>41,348	N/A	N/A
Revenue Miles between Failures	Revenue miles divided by revenue vehicle system failures[2]	>10,500	8,171	X
Revenue Miles versus Vehicle Miles	Revenue miles divided by vehicle miles[3]	>.90	0.98	✓
Customer Service	Average time from complaint to response	14 days	2.85	✓
Customer Service	Customer complaints divided by boardings	<2 per 5,000 boardings	0.2	✓
On-time Performance	Successful cycles divided by scheduled cycles	>98%	97.6%	✓

[1] Fiscal Year 2020 represents 12 months of data from October 1, 2019, through September 30, 2020.

[2] A failure is classified as the breakdown of either a major or minor element of the revenue vehicle's mechanical system.

[3] Total annual vehicle miles include: deadhead miles, vehicle miles from the end of service to the garage, driver training and other miscellaneous miles not considered to be in direct revenue service.

[4] Performance Measure Objective Key: ✓ - Meets X - Does Not Meet N/A - Not Applicable

Table 12
Jacksonville Transportation Authority
Summary of Performance Measures - Highways
FY 2020[1]

Performance Measure[2]	*Detail*	*Objective*	*Actual Results*	*Meets Objective*[1]
Operations and Budget				
Consultant Contract Management	Final cost % increase above original award	< 5%	0.0%	✓
Construction Contract Adjustments - Time	% contracts completed within 20% above original contract time	≥ 80%	100.0%	✓
Construction Contract Adjustments - Cost	% projects completed within 10% above original contract amount	≥ 90%	100.0%	✓
Applicable Laws				
Minority Participation[3]	M/WBE and SBE utilization as % of total expenditures (each agency establishes goal/target)	> 90%	120.0%	✓

[1] Fiscal Year 2020 represents 12 months of data from October 1, 2019, through September 30, 2020.

[2] Performance Measure Objective Key: ✓ - Meets X - Does Not Meet N/A - Not Applicable

[3] JTA has estabilised an agency-wide goal of 19.27 percent; and reported 23.2 percent of the agency-wide goal.

Table 13
Jacksonville Transportation Authority
Summary of Operating Indicators - Bus
FY 2018 through FY 2020

Operating Indicator	*Detail*	*Actual 18 Results*	*Actual 18 Results*	*Actual 20 Results*
Operating Expense per Capita (Potential Customer)	Annual operating budget divided by service area population	$73.93	$75.98	$83.48
Average Headway	Average time (minutes) for vehicle to complete its portion of total route miles one time	24.2	21.9	22.2
Service Area Population	Approximation of overall market size	1,054,770	1,121,744	1,087,416
Service Area Population Density	Persons per square mile based on service area population and size	1,323	1,407	1,364
Operating Expense	Spending on operations, including administration, maintenance, and operation of service vehicles	$77,977,067	$85,235,079	$90,778,770
Operating Revenue[1]	Revenue generated through operations of transit authority	$11,547,800	$13,343,381	$9,069,109
Total Annual Revenue Miles	Miles vehicles operated in active service[2]	9,025,832	9,394,158	7,881,226
Total Annual Revenue Hours	Hours vehicles operated in active service	644,293	667,646	556,331
Vehicle Miles Between Failures	Vehicles miles divided by revenue vehicle system failures[3]	14,048	15,680	18,630
Total Revenue Vehicles[4]	Vehicles available to meet annual maximum service requirement	201	215	209
Peak Vehicles	Vehicles operated to meet annual maximum (peak) service requirements	152	165	160
Ratio of Revenue Vehicles to Peak Vehicles[5] (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	24.4%	23.3%	23.4%
Annual Passenger Trips[6]	Passenger boardings on transit vehicles	10,436,309	9,982,230	6,916,697
Average Trip Length	Average length of passenger trip, generally derived through sampling	6.2	6.1	6.3
Annual Passenger Miles	Passenger trips multiplied by average trip length (in miles)	64,705,116	60,891,603	43,367,690
Weekday Span of Service (hours)	Hours of transit service on a representative weekday from first service to last service for all modes	21.0	21.0	21.0
Average Fare	Passenger fare revenues divided by passenger trips	$1.02	$0.98	$1.15
Passenger Trips per Revenue Mile	Passenger trips divided by revenue miles	1.16	1.06	0.88
Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours	16.2	15.0	12.4
Passenger Trips per Capita	Passenger trips divided by service area population	9.9	8.9	6.4
Average Age of Fleet	Age of fleet (in years) average	6.6	6.5	6.4
Unrestricted Cash Balance	End of year cash balance from financial statement	$2,881,653	$779,145	$3,494,703
Weekday Ridership	Average ridership on weekdays	34,425	38,519	22,252
Capital Commitment to System Preservation	% of capital spent on system preservation	100%	100%	100%
Capital Commitment to System Expansion	% of capital spent on system expansion	0%	0%	0%
Intermodal Connectivity	Intermodal transfer points available	3	3	3

[1]Operating revenue includes passenger fares, special transit fares, school bus service revenues, freight tariffs, charter service revenues, auxillary transportation revenues, subsidy from other sectors of operations, and non-transportation revenues.
[2]Active service refers to vehicle availability to pick up revenue passengers.
[3]A failure is classified as the breakdown of either a major or minor element of the revenue vehicle's mechanical system.
[4]Total revenue vehicles include spares, out-of-service vehicles, and vehicles in or awaiting maintenance, but exclude vehicles awaiting sale and emergency contingency vehicles.
[5]Vehicles awaiting sale and emergency contingency vehicles are not included as revenue vehicles in this calculation.
[6]A passenger trip is counted each time a passenger boards a transit vehicle.

Table 14
Jacksonville Transportation Authority
Summary of Operating Indicators - Skyway
FY 2018 through FY 2020

Operating Indicator	*Detail*	*Actual 18 Results*	*Actual 19 Results*	*Actual 20 Results*
Operating Expense per Capita (Potential Customer)	Annual operating budget divided by service area population	$5.97	$6.61	$6.90
Average Headway	Average time (minutes) for vehicle to complete its portion of total route miles one time	6.4	6.7	6.7
Service Area Population	Approximation of overall market size	1,054,770	1,121,744	1,087,416
Service Area Population Density	Persons per square mile based on service area population and size	1,323	1,407	1,364
Operating Expense	Spending on operations, including administration, maintenance, and operation of service vehicles	$6,301,300	$7,417,828	$7,498,434
Operating Revenue[1]	Revenue generated through operations of transit authority	$34,236	-	$7,779
Total Annual Revenue Miles	Miles vehicles operated in active service[2]	148,197	138,908	83,953
Total Annual Revenue Hours	Hours vehicles operated in active service	14,724	14,413	8,676
Vehicle Miles Between Failures	Vehicles miles divided by revenue vehicle system failures[3]	9,970	8,250	3,179
Total Revenue Vehicles[4]	Vehicles available to meet annual maximum service requirement	6	6	6
Peak Vehicles	Vehicles operated to meet annual maximum (peak) service requirements	5	5	5
Ratio of Revenue Vehicles to Peak Vehicles[5] (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	16.7%	0.0%	0.0%
Annual Passenger Trips[6]	Passenger boardings on transit vehicles	844,267	796,056	384,149
Average Trip Length	Average length of passenger trip, generally derived through sampling	1	0.8	0.8
Annual Passenger Miles	Passenger trips multiplied by average trip length (in miles)	802,054	660,726	318,844
Weekday Span of Service (hours)	Hours of transit service on a representative weekday from first service 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	5.70	5.73	4.58
Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours	57.3	55.2	44.3
Passenger Trips per Capita	Passenger trips divided by service area population	0.8	0.7	0.4
Average Age of Fleet	Age of fleet (in years) average	19.6	20.6	21.6
Unrestricted Cash Balance	End of year cash balance from financial statement	$224,383	$622,924	$3,788,626
Weekday Ridership	Average ridership on weekdays	3,255	2,985	2,107
Capital Commitment to System Preservation	% of capital spent on system preservation	100%	100%	100%
Capital Commitment to System Expansion	% of capital spent on system expansion	0%	0%	0%
Intermodal Connectivity	Intermodal transfer points available	3	3	3

[1]Operating revenue includes passenger fares, special transit fares, school bus service revenues, freight tariffs, charter service revenues, auxillary transportation revenues, subsidy from other sectors of operations, and non-transportation revenues.
[2]Active service refers to vehicle availability to pick up revenue passengers.
[3]A failure is classified as the breakdown of either a major or minor element of the revenue vehicle's mechanical system.
[4]Total revenue vehicles include spares, out-of-service vehicles, and vehicles in or awaiting maintenance, but exclude vehicles awaiting sale and emergency contingency vehicles.
[5]Vehicles awaiting sale and emergency contingency vehicles are not included as revenue vehicles in this calculation.
[6]A passenger trip is counted each time a passenger boards a transit vehicle.

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South Florida Regional Transportation Authority (SFRTA/Tri-Rail)

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. FDOT owns the South Florida Rail Corridor (SFRC), on which SFRTA operates the Tri-Rail commuter rail passenger service.

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 https://www.tri-rail.com/pages/view/public-records-requests.

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.

Highlights

- Tri-Rail met four of the performance measure objectives. (See Table 16)
- Tri-Rail reached its highest calendar year ridership record in 2019 with 4,495,039 passengers. This was a 1.8% increase from the previous year and a continued upward trend for the past three years.
- SFRTA successfully increased Tri-Rail fares for the first time in 10 ½ years, effective January 1, 2020. As operational costs continue to escalate, the increase is essential for the agency's financial future.
- SFRTA suspended Tri-Rail fares and reduced the train schedule starting March 28, until further notice, as a result of a decline in ridership caused by the Covid-19 pandemic. The amended schedule reduced Tri-Rail's 50 weekday trains to 18, and 30 weekend trains to 12. The agency amended the schedule to include 26 weekday trains by the end of FY 2020 (June 2020) as more local businesses began to reopen.

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 serve 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 July 2019, the SFRTA Board elected a new Chair and Vice-Chair for FY 2020. Current SFRTA Board members are presented in Table 15.

Table 15
South Florida Regional Transportation Authority
Board Members as of June 30, 2020

Name	Appointment	Position
Tim Ryan	Commissioner, Broward County	Chair
Hal R. Valeche	Commissioner, Palm Beach County	Vice Chair
Esteban Bovo, Jr.	Commissioner, Miami-Dade County	Board Member
Andrew Frey	Governor's Appointee	Board Member
Frank Frione	Governor's Appointee	Board Member
Nick A. Inamdar	Representative, Miami-Dade County	Board Member
Gerry O'Reilly, P.E.	District Four Secretary	Board Member
F. Martin Perry	Representative, Palm Beach County	Board Member
James A. Scott	Governor's Appointee	Board Member
Robert C. L. Vaughan	Representative, Broward 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) and offers a free shuttle bus system in Broward County for residents and visitors. 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 routes. SFRTA operates service in Broward, Miami-Dade, and Palm Beach counties within a service area of 5,128 square miles that is home to 5.5 million residents. North-south daily service along a 72-mile commuter rail corridor with 18 stations connects the region's three major downtown areas and three international airports. Weekday service that begins at 4:00 a.m. provides 20 and 30-minute headways during morning and afternoon peak periods and is available until 11:35 p.m. Ten 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 the 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 Downtown Miami Link (TRDML) is a new service planned to bring 26 Tri-Rail trains per weekday directly into downtown Miami at the new Brightline MiamiCentral Station on the Florida East Coast (FEC) rail corridor. This service will travel on approximately 8.5-miles of the FEC Corridor between the current Tri-Rail Metrorail Transfer Station on the South Florida Rail Corridor (SFRC), and the new Brightline MiamiCentral Station in Downtown Miami on the FEC corridor.

TRDML will link the two rail corridors and bring Tri-Rail onto the FEC corridor for the first time, allowing for a one-stop ride from Tri-Rail's northernmost station in Palm Beach County to the MiamiCentral Station in downtown Miami. By collocating with Brightline in the new station, SFRTA will leverage committed freight rail improvements, as well as the station infrastructure improvements.

The start of TRDML service has been delayed due to the installation of Positive Train Controls (PTC) by Brightline on the FEC Corridor. Tri-Rail trains are currently equipped with PTC technology, and construction of the Tri-Rail Station at MiamiCentral is substantially completed.

Covid-19 Pandemic Effects The onset of Covid-19 in late February 2020 brought unprecedented impacts and affected all aspects of Tri-Rail service and operations. As such, the following measures were instituted to ensure safety for all passengers, crew and staff:

- For seven months, SFRTA suspended Tri-Rail fares and operated a reduced schedule while adding additional train cars to provide adequate social distancing for passengers.

- Equipment sanitizing was increased, including for train cars, buses, benches, hand rails and ticket vending machines. A safety campaign was put in place to inform and assure passengers about agency and passenger safety practices.

- As ridership started to rise in May, Tri-Rail service was adjusted to meet the demands of passengers. Service was reduced to 60% in March 2020 and increased to 75% by June 2020.

Downtown Miami Developments Despite temporarily suspending Tri-Rail fares and reducing the schedule, SFRTA continued to progress on its mission to expand service into downtown Miami, pending installation of Positive Train Control (PTC) technology by Brightline on the Florida East Coast Corridor. Tri-Rail trains have been equipped with PTC technology and construction of the Tri-Rail portion of the station at MiamiCentral is substantially completed.

Tri-Rail Locomotive Train.

Ridership and Further Improvements Tri-Rail began the fiscal year having the highest on-time performance (OTP) month in the history of the system on July 2019 with 96.64%, breaking the record set just one year prior. The agency ended the calendar year 2019 announcing its highest calendar year ridership ever with 4,495,039 passengers, and on pace to receive the system's 100 millionth rider in fall 2020. The pandemic put a hold on the achievement, but did not deter the system to continue providing service and transporting essential workers to their jobs.

SFRTA replaced over three miles of track and 40,000 railed ties, including 172 ties on the 94-year old Miami Canal Bridge in December 2019, improving the safety for all services that operate in that corridor.

Prior to the pandemic, Tri-Rail ridership averaged 15,000 weekday passengers, which was reduced as low as 3,000 in April 2020. Ridership began to slowly climb, averaging 3,500 daily passengers in May 2020 and 4,500 daily passengers in June 2020.

Table 16
South Florida Regional Transportation Authority
Summary of Performance Measures
FY 2020

Performance Measure	*Detail*	*Objective*	*Actual Results*	*Meets Objective*[4]
Unlinked Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours	>39.3	31.2	X
Operating Expense[1] per Revenue Mile	Operating expenses divided by revenue miles	<$21.89	$29.29	X
Operating Expense per Passenger Trip	Operating expenses divided by annual ridership	<$18.24	$26.27	X
Operating Expense per Passenger Mile	Operating expenses divided by passenger miles	<$0.55	$0.97	X
Farebox Recovery Ratio	Passenger fares divided by operating expenses	>22.5%	10.3%	X
Major Incidents	FRA reportable incidents for rail	Zero	0	✓
Revenue Miles between Failures	Revenue miles divided by revenue vehicle system failures[2]	>41,863	39,488	X
Revenue Miles versus Vehicle Miles	Revenue miles divided by vehicle miles[3]	>.93	0.93	✓
Customer Service	Average time from complaint to response	14 days	32 days	X
Customer Service	Customer complaints divided by boardings	<2 per 5,000 boardings	1.3	✓
On-time Performance	% trips end to end on time < 6 minutes late	>80%	94.3%	✓

[1] Operating expenses do not include the cost of feeder bus service or capital planning.

[2] A failure is classified as the breakdown of either a major or minor element of the revenue vehicle's mechanical system.

[3] Total annual vehicle miles include: deadhead miles, vehicle miles from the end of service to the yard, driver training and other miscellaneous miles not considered to be in direct revenue service.

[4] Performance Measure Objective Key: ✓ - Meets X - Does Not Meet N/A - Not Applicable

Table 17
South Florida Regional Transportation Authority/Tri-Rail
Summary of Operating Indicators
FY 2018 through FY 2020

Operating Indicator	*Detail*	*Actual 18 Results*	*Actual 19 Results*	*Actual 20 Results*
Operating Expense per Capita (Potential Customer)	Annual operating budget divided by service area population	$17.37	$17.67	$16.82
Average Headway	Average time (minutes) for train to complete its portion of total route miles one time	29.5	29.7	30.0
Service Area Population	Approximation of overall market size	5,502,379	5,502,379	5,502,379
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	$95,569,801	$97,210,759	$92,527,027
Operating Revenue[1]	Revenue generated through operations of transit authority	$13,790,701	$14,855,253	$9,796,733
Total Annual Revenue Miles	Miles vehicles operated in active service[2]	3,607,386	3,647,288	3,159,070
Total Annual Revenue Hours	Hours vehicles operated in active service	124,457	127,230	112,990
Vehicle Miles Between Failures	Vehicles miles divided by revenue vehicle system failures[3]	52,840	45,727	42,239
Total Revenue Vehicles[4]	Vehicles available to meet annual maximum service requirement	50	50	50
Operating Expense per Revenue Hour	Cost of operating an hour of revenue service	$767.89	$764.06	$818.90
Peak Vehicles	Vehicles operated to meet annual maximum (peak) service requirements	42	42	43
Ratio of Revenue Vehicles to Peak Vehicles[5] (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	16.0%	16.0%	14.0%
Annual Passenger Trips[6]	Passenger boardings on transit vehicles	4,325,856	4,465,750	3,522,017
Average Trip Length	Average length of passenger trip, generally derived through sampling	28.0	26.5	27.2
Annual Passenger Miles	Passenger trips multiplied by average trip length (in miles)	121,123,968	118,342,375	95,798,862
Weekday Span of Service (hours)	Hours of transit service on a representative weekday from first service to last service for all modes	19.5	19.5	19.5
Average Fare	Passenger fare revenues divided by passenger trips	$3.04	$2.96	$2.71
Passenger Trips per Revenue Mile	Passenger trips divided by revenue miles	1.20	1.22	1.11
Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours	34.8	35.1	31.2
Passenger Trips per Capita	Passenger trips divided by service area population	0.79	0.81	0.64
Average Age Since Last Rebuild	Average years since last rebuild for locomotives (9 years)	16.2	17.2	18.2
Average Age Since Last Rebuild	Average years since last rebuild for coaches (12 years)	17.2	18.2	19.2
Unrestricted Cash Balance	End of year cash balance from financial statement	$28,605,873	$26,702,579	$24,352,824
Weekday Ridership	Average ridership on weekdays	14,615	14,765	11,531
Capital Commitment to System Preservation	% of capital spent on system preservation	35%	76%	99%
Capital Commitment to System Expansion	% of capital spent on system expansion	65%	24%	1%
Intermodal Connectivity	Intermodal transfer points available	18	18	18

[1]Operating revenue includes passenger fares, special transit fares, freight tariffs, auxillary transportation revenues, subsidy from other sectors of operations, and non-transportation revenues.
[2]Active service refers to vehicle availability to pick up revenue passengers.
[3]A failure is classified as the breakdown of either a major or minor element of the revenue vehicle's mechanical system.
[4]Total revenue vehicles include spares, out-of-service vehicles, and vehicles in or awaiting maintenance, but exclude vehicles awaiting sale and emergency contingency vehicles.
[5]Vehicles awaiting sale and emergency contingency vehicles are not included as revenue vehicles in this calculation.
[6]A passenger trip is counted each time a passenger boards the train.

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Tampa Bay Area Regional Transit Authority (TBARTA)

Background

The Tampa Bay Area Regional Transit Authority (TBARTA) was created in 2007 pursuant to Chapter 343, Part V, Florida Statutes. The purposes of TBARTA are 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 and any other contiguous county that is party to an agreement of participation. In June 2020, TBARTA completed Tampa Bay's first Regional Transit Development Plan and is conducting a Project Development and Environmental Study (PD&E) on an interstate bus rapid transit project to connect Pinellas, Hillsborough, and Pasco counties. The authority is FDOT District Seven's regional commuter assistance program agency and is developing a transportation disadvantaged service program that will provide new regional transportation to those who qualify because of age, income, or disability. In 2019, TBARTA received $1 million from the Legislature specifically for the study and development of transit innovations.

TBARTA has the ability to plan, develop, finance, construct, own, purchase, operate, maintain, relocate, equip, repair, and manage public transportation projects, such as: express bus services; bus rapid transit services; light rail, commuter rail, heavy rail, or other transit services; ferry services; transit stations; park-and-ride lots; transit-oriented development nodes; feeder roads, reliever roads, bypasses, or appurtenant facilities that are intended to address critical transportation needs or concerns in the five-county region. The

Highlights

- SB 1672, passed by the 2017 Legislature, significantly amended TBARTA's enabling legislation, effective July 1, 2017. The legislation changed TBARTA to the Tampa Bay Area Regional Transit Authority and changed the composition of the TBARTA Board. The reconstituted Board held their first meeting on August 25, 2017 (no later than 60 days after creation of the authority).
- TBARTA selected Tindale Oliver, through a competitive procurement process in late 2018, to develop the Envision 2030 RTDP with an estimated completion date of June 2020. The 2018 Legislature provided a $1 million appropriation to TBARTA to develop the RTDP. Funding became available in July 2018.
- TBARTA concluded its study of MPO regional coordination best practices from other MPOs around the nation under a contract with Stantec Consulting. A third and final public workshop on the short and long-term recommendations of the research was held in October 2018. Results were submitted to the Bay Area Legislative Delegation (BALD) in March of 2019.
- In the 2019 legislative session, TBARTA worked with the lobbyist firm RSA Consulting Group to secure nonrecurring funding in the amount of $1.5 million for agency operations and administration and an additional $1 million to conduct high-level research and feasibility studies. The funding became available in July 2019.
- As of September 30, 2019, the carrying amounts of TBARTA's deposits were $176,878 and the bank balance was $262,561.

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

Senate Bill (SB) 1672, passed by the 2017 Legislature, significantly amended TBARTA's enabling legislation. SB 1672 renamed the Tampa Bay Area Regional Transportation Authority to the Tampa Bay Area Regional Transit Authority; reduced member counties from seven to five, amended the composition of the TBARTA Board and membership; required the Board to evaluate and submit its recommendations to the Legislature, before the start of the 2018 Regular Session, regarding the abolishment, continuance, modification, or establishment of various committees; required TBARTA to develop and adopt a regional transit development plan that integrates the transit development plans of participant counties and prioritizes regionally significant transit projects and facilities; and required TBARTA to conduct a feasibility study before development of any rail project and submit the study to the Governor, Legislature and the various Boards of County Commissioners.

Table 18
Tampa Bay Area Regional Transit Authority
Board Members as of September 30, 2020

Name	*Representing*	*Position*
Jim Holton	Governor Appointee	Chairman
Cliff Manuel, Jr.	Governor Appointee	Vice Chair
Commissioner Janet C. Long	Pinellas Suncoast Transit Authority	Secretary-Treasurer
Vacant	Governor Appointee	Board Member
Vacant	Governor Appointee	Board Member
Commissioner John Mitten	City of Tampa	Board Member
Commissioner Patricia Kemp	Hillsborough County	Board Member
Commissioner Reggie Bellamy	Manatee County	Board Member
Kathryn Starkey	Pasco County	Board Member
Commissioner Karen Seel	Pinellas County	Board Member
Mayor Rick Kriseman	City of St. Petersburg	Board Member
Mayor Jane Castor	City of Tampa	Board Member
Rich McClain	Hillsborough Area Regional Transit	Board Member
Secretary David Gwynn, P.E.	District Seven Secretary	Non-Voting Advisor
Secretary L. K. Nandam, P.E.	District One Secretary	Non-Voting Advisor

The current governing Board of TBARTA is comprised of 15 members (13 voting members and 2 non-voting advisors) as depicted in Table 18. They are:

- Five voting members from the county commissions of Hernando, Hillsborough, Manatee, Pasco, and Pinellas.
- Two voting members who are the mayors of the largest municipalities within the area served by the Pinellas Suncoast Transit Authority (PSTA) and the Hillsborough Area Regional Transit Authority (HART). Currently, those are the mayors of St. Petersburg and Tampa.
- Two voting members who are board members from PSTA and HART.
- Four voting members from the regional business community appointed by the Governor.
- Two non-voting advisors: The District Secretaries of FDOT Districts One and Seven.

TBARTA received non-recurring funding from the Legislature, including $1.5 million in 2019 for agency operations and administration along with $1 million to study new transit technologies, including smart city innovations, autonomous vehicles, multimodal transportation, hyperloop technology and zero emissions transit, among others. In June 2020, the Governor vetoed $1.5 million intended for TBARTA as submitted in the Legislature's FY20-21 budget proposal. That cut was part of a larger $1 billion veto. In July 2020, TBARTA received approximately $2.2 million in COVID relief funding (CARES Act) from the federal government.

TBARTA is authorized by statute to receive federal funds to support an intercounty project or an intra-county capital project within its designated region. In June 2020, TBARTA was designated by the Federal Transit Administration (FTA) as a New Grantee of FTA 5307 funds allocated through reporting its vanpool miles to the FTA National Transit Database.

Envision 2030, The Future of Transit in Tampa Bay TBARTA, as reorganized by the 2017 Legislature, was required to develop a regional transit development plan (RTDP). Envision 2030, The Future of Transit in Tampa Bay, was completed and adopted by the Board in June 2020. The unfunded RTDP was an 18-month project and provides recommendations for regional transit planning, finance, operations, and branding, as well as a regional transit vision network of rail, bus rapid transit, express bus, and ferry service opportunities. The Envision 2030 RTDP outlines ways TBARTA can provide regional value through collaboration with county and city government, metropolitan planning organizations, local transit agencies and FDOT, prioritizing regional transit projects over 10-years.

Regional Rapid Transit TBARTA is conducting a Project Development and Environmental study (PD&E) of a proposed bus rapid transit project along I-275 in Pinellas, Hillsborough, and Pasco counties. The project is branded Regional Rapid Transit. The goal is to provide the Tampa Bay region with new, all-day modern mobility service that is quick, safe, reliable, and frequent. The project evolved from TBARTA's Regional Transit Feasibility Plan (RTFP) of 2018, which prioritized projects that would be most competitive for federal and state funding, best serve the region while supporting future growth, and make the best use of today's technology. Regional Rapid Transit will meet those needs, providing regional transit connections to major Tampa Bay destinations including downtown St. Petersburg, the Gateway area, Westshore, downtown Tampa, the University of South Tampa region, and Wesley Chapel.

As of September 2020, three of five PD&E milestones have been achieved. The project is undergoing environmental review with the goal of identifying a Locally Preferred Alternative that can be advanced to 30% design. The study anticipates completion in Summer 2021 with application to the Federal Transit Administration's Capital Investment Grant (CIG) program.

Innovative Transit Technology TBARTA is not only working to address the regional transit needs of today, but also for future generations. In 2019, the Legislature appropriated an additional $1 million to TBARTA for the study and development of future transit technologies. The initial use of the funding was to produce an Innovative Transit Technologies Feasibility Study, which was completed in July 2020. The study examined the technical, financial, and regulatory issues of three emerging transportation technologies: Aerial Gondolas, Air Taxis, and Hyperloop.

One of the study's recommendations was to see if there is municipal interest in pursuing an aerial gondola project in one or more specific corridors. In August 2020, the TBARTA Board directed staff to coordinate with the Pinellas Metropolitan Planning Organization (Forward Pinellas) on that effort. TBARTA and Forward Pinellas staff met with representatives from the cities of St. Petersburg and Clearwater, determined there was interest, and subsequently began developing a scope of work for an aerial gondola feasibility study. This study will look at two potential corridors, one

connecting the area around Tropicana Field with the St. Pete Pier and another connecting downtown Clearwater with Clearwater Beach. This study will be conducted in 2021 and funded from the Legislature's grant.

Table 19
Tampa Bay Area Regional Transit Authority
Statutory Requirements

Subject Area	*Requirement*	*Status*
Board Meeting	The first meeting of TBARTA shall be held no later than 60 days after the creation of the authority. (Section 343.92 (7), Florida Statutes)	Completed. The reconstituted Board met for the first time on August 25, 2017 (within 60 days).
Evaluate Committees	Beginning July 1, 2017, evaluate the abolishment, continuance, modification, or establishment of the following committees: Planning, Policy, Finance, Citizens Advisory, TBARTA MPOs Chairs Coordinating, Transit Management, and Technical Advisory. (Section 343.92 (9), Florida Statutes)	Completed
	Submit recommendations to the President of the Senate and the Speaker of the House of Representatives before the beginning of the 2018 Regular Session. (Section 343.92 (9), Florida Statutes)	Completed. In a letter dated January 8, 2018, the TBARTA Chairman advised the Senate President and House Speaker that all committees be established or continued as listed.
Regional Transit Development Plan (RTDP)	Provide to the President of the Senate and the Speaker of the House of Representatives, on or before the beginning of the 2018 Regular Session, a plan to produce the Regional Transit Development Plan (RTDP). (Section 343.922 (1)(b)1., Florida Statutes)	Completed. The plan to produce the RTDP, approved by the Board on December 8, 2017, was submitted to the Senate President and House Speaker on January 8, 2018.
	Before adoption of the RTDP, hold at least one public meeting in each of the counties within the designated region. At least one public hearing must be held before the TBARTA Board. (Section 343.922 (3)(c), Florida Statutes)	TBARTA held five public outreach during April and May of 2019. Anticipated completion is June 2020.
	Present original RTDP and updates to the governing bodies of the counties within the designated region, to the TBARTA MPO Chairs Coordinating Committee, and to the legislative delegation members representing those counties within 90 days after adoption. (Section 343.922 (3)(e), Florida Statutes)	TBARTA is in the process of developing the RTDP. Anticipated completion is June 2020.
	After adoption, the RTDP shall be updated every five years before July 1. (Section 343.922 (3)(d), Florida Statutes)	TBARTA is in the process of developing the RTDP. Anticipated completion is June 2020.
Federal Funds Support of Capital Project	An express purpose of TBARTA is to serve as the recipient of federal funds supporting an intercounty project or an intracounty capital project that represents a phase of an intercounty project that exists in a single county within the designated region. (Section 343.922 (1)(c), Florida Statutes)	TBARTA completed documentation December 2019 and received a letter from FTA in June 2020 informing that TBARTA is a New Grantee of Federal Transit Administration funding.
Commuter Rail, Heavy Rail Transit and Light Rail Transit	An action by TBARTA regarding state funding of commuter rail, heavy rail transit, or light rail transit, requires approval by a majority vote of each MPO serving the counties where such rail transit investment will be made and requires the approval by an act of the Legislature. (Section 343.922 (9)(a), Florida Statutes)	Currently, no action has been taken by TBARTA regarding funding or development of any rail project.
	Conduct feasibility study for any rail project before development of the project or any related contract is issued. The study must be submitted to the Governor, President of the Senate, Speaker of the House of Representatives, and the BOCC of Hernando, Hillsborough, Manatee, Pasco and Pinellas Counties. (Section 343.922 (10), Florida Statutes)	Currently, no action has been taken by TBARTA regarding funding or development of any rail project.
	TBARTA may not engage in any advocacy regarding a referendum, ordinance, legislation, or proposal under consideration by any governmental entity or the Legislature which seeks to approve funding of rail. (Section 343.922 (9)(b), Florida Statutes)	TBARTA indicated that it has not engaged in any prohibited advocacy regarding rail funding.

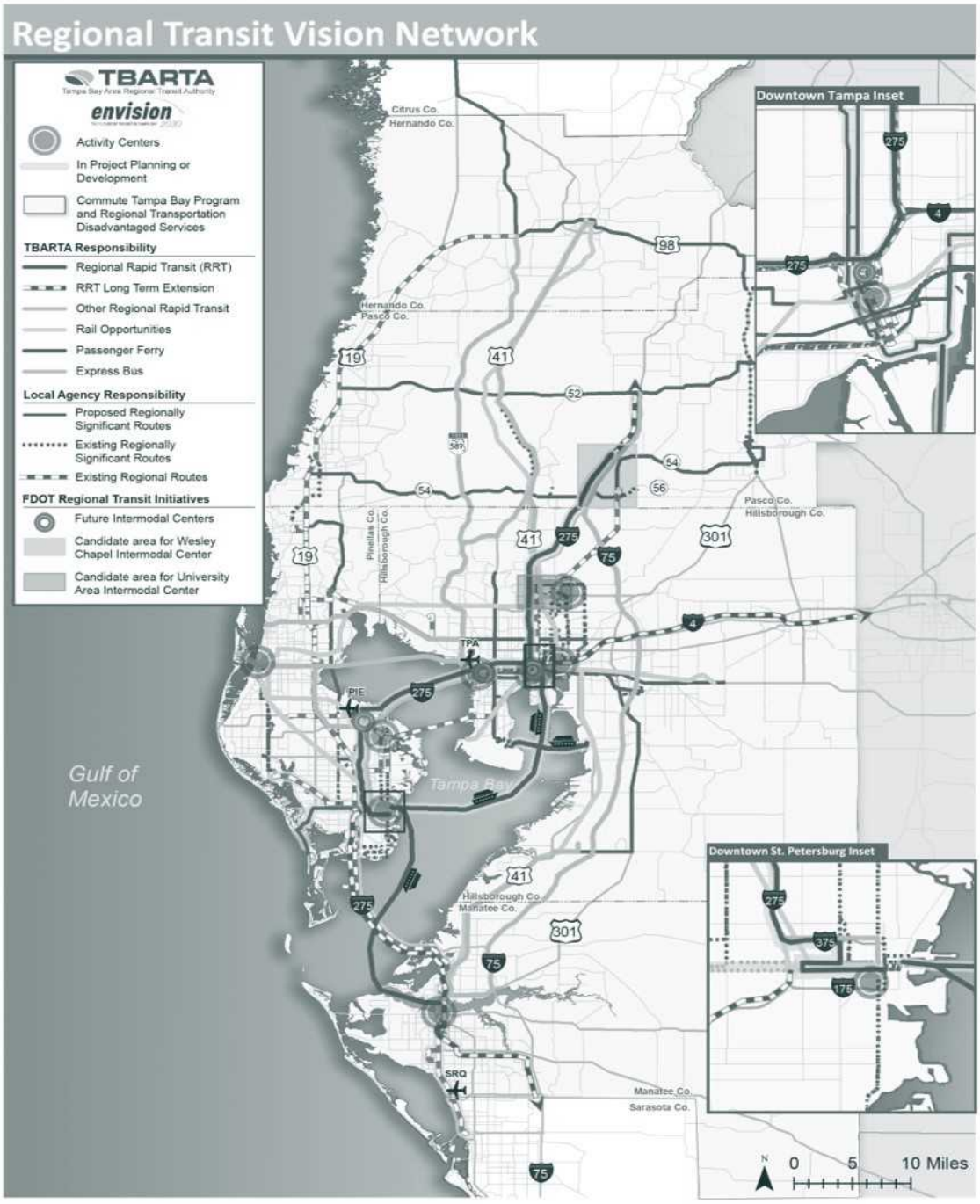

Figure 2 TBARTA's Regional Transit Vision Network

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APPENDIX A—TRANSIT AUTHORITY DATA

Performance Measures Florida Transportation Commission 2020

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	2016	2017	2018	2019	2020
Unlinked Passenger Trips Per Revenue Hour (Passenger trips divided by revenue hours)	>26.9	23.7	22.1	21.3	20.4	15.8
Operating Expense Per Revenue Mile Operating expense divided by revenue miles	<$6.44	$ 6.41	$ 6.96	$ 6.80	$ 7.08	$ 7.83
Operating Expense Per Revenue Hour Operating expense divided by revenue hours	<$91.19	$ 87.59	$ 93.40	$ 91.33	$ 95.04	$ 105.98
Operating Expense Per Passenger Trip Operating expenses divided by annual ridership	<$3.65	$ 3.69	$ 4.23	$ 4.28	$ 4.66	$ 6.69
Operating Expense Per Passenger Mile Operating expenses divided by passenger miles	<$0.57	$ 0.65	$ 0.74	$ 0.75	$ 0.90	$ 1.30
Farebox Recovery Ratio Passenger fares divided by operating expenses	>27.6%	25.5%	21.9%	21.2%	19.9%	9.6%
Revenue Miles Between Safety Incidents Revenue miles divided by safety incidents	>5% above 2009 (124,513)	134,915	188,889	125,504	253,024	181,348
Revenue Miles Between Failures 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	11,833	14,123	13,644	9,113	8,915
Revenue Miles versus Vehicle Miles Revenue miles divided by vehicle miles	>.90	0.896	0.885	0.897	0.893	0.892
Customer Service Average time from complaint to response	14 days	6	6	7	10	6
Customer complaints divided by boardings	<2 per 5,000 boardings	0.8	0.9	0.5	0.4	0.6
On-time Performance % trips end to end on time based on departures < 5 minutes late and < 1 minute early	>80%	78.8%	79.0%	81.2%	81.8%	85.3%

Reportable Indicators

	2016	2017	2018	2019	2020
Operating Expense Per Capita (Potential Customer) Annual operating budget divided by the service area population	$ 47.21	$ 49.29	$ 47.69	$ 48.65	$ 49.15
Average Headway (minutes) Average time for vehicle to complete its portion of total route miles one time	25.6	25.3	24.3	25.1	23.2
Service Area Population Approximation of overall market size	2,052,373	2,134,411	2,165,653	2,210,910	2,282,516
Service Area Population Density Persons per square mile based on the service area population and size	808.7	841.0	853.3	871.2	899.4
Operating Expense Spending on operations, including administration, maintenance, and operation of service vehicles	$ 96,893,730	$ 105,206,408	$ 103,283,186	$ 107,558,165	$ 112,189,385
Operating Revenue Revenue generated through the operation of the transit authority	$ 39,742,629	$ 39,307,646	$ 39,792,190	$ 39,149,551	$ 28,909,667
Total Annual Revenue Miles Vehicle miles operated in active service (available to pick up revenue passengers)	15,110,465	15,111,138	15,185,974	15,181,428	14,326,496
Total Annual Revenue Hours Vehicle hours operated in active service	1,106,199	1,126,406	1,130,905	1,131,724	1,058,545
Vehicle Miles Between Failures 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	13,210	15,949	15,203	10,208	9,996
Total Revenue Vehicles Vehicles available to meet annual maximum service requirements	319	322	306	308	306
Peak Vehicles Vehicles operated to meet annual maximum (peak) service requirements	265	259	260	255	255

Performance Measures Florida Transportation Commission 2020

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

	2016	2017	2018	2019	2020
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	16.9%	19.6%	15.0%	17.2%	16.7%
Annual Passenger Trips					
Passenger boardings on transit vehicles	26,259,736	24,845,029	24,126,901	23,089,017	16,775,803
Average Trip Length					
Average length of passenger trip, generally derived through sampling	5.7	5.7	5.7	5.2	5.2
Annual Passenger Miles					
Passenger trips multiplied by average trip length	149,680,495	141,865,116	137,523,336	118,908,438	86,395,385
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	23.0	23.0
Average Fare					
Passenger fare revenues divided by passenger trips	$ 0.94	$ 0.93	$ 0.91	$ 0.93	$ 0.64
Passenger Trips Per Revenue Mile					
Passenger trips divided by revenue miles	1.74	1.64	1.59	1.52	1.17
Passenger Trips Per Revenue Hour					
Passenger trips divided by revenue hours	23.7	22.1	21.3	20.4	15.8
Passenger Trips Per Capita					
Passenger trips divided by service area population	12.8	11.6	11.1	10.4	7.3
Average Age of Fleet in Years					
Average age of fleet in years	5.8	5.9	6.8	7.1	6.8
Unrestricted Cash Balance - Financial Indicator					
End of year cash balance from financial statement	$ 37,237,563	$ 41,248,462	$ 27,025,094	$ 19,531,850	$ 61,809,371
Weekday Ridership					
Average ridership on weekdays	82,353	79,723	76,298	69,222	52,184
Capital Commitment to System Preservation and System Expansion					
% of capital spent on system preservation	43%	86%	81%	92%	95%
% of capital spent on system expansion	57%	14%	19%	8%	5%
Intermodal Connectivity					
Number of intermodal transfer points available	6	21	24	24	24

Performance Measures Florida Transportation Commission 2020

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

Performance Measures

	Objective	2016	2017	2018	2019	2020
Unlinked Passenger Trips Per Revenue Hour (Passenger trips divided by revenue hours)	>19.1	18.5	17.1	16.2	15.0	12.4
Operating Expense Per Revenue Mile Operating expense divided by revenue miles	<$7.90	$ 7.99	$ 8.24	$ 8.64	$ 9.07	$ 11.52
Operating Expense Per Revenue Hour Operating expense divided by revenue hours	<$110.64	$ 112.35	$ 116.31	$ 121.03	$ 127.67	$ 163.17
Operating Expense Per Passenger Trip Operating expenses divided by annual ridership	<$6.44	$ 6.08	$ 6.79	$ 7.47	$ 8.54	$ 13.12
Operating Expense Per Passenger Mile Operating expense divided by passenger miles	<$1.22	$ 1.01	$ 1.13	$ 1.21	$ 1.40	$ 2.09
Farebox Recovery Ratio Passenger fares divided by operating expenses	>17.6%	15.5%	14.2%	13.7%	11.5%	8.7%
Revenue Miles Between Safety Incidents Revenue miles divided by safety incidents for bus	>5% above 2009 (227,975)	146,023	136,960	205,133	86,185	87,569
Revenue Miles Between Failures 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	11,104	12,047	12,659	14,212	16,804
Revenue Miles versus Vehicle Miles Revenue miles divided by vehicle miles	>.90	0.91	0.91	0.90	0.91	0.90
Customer Service Average time from complaint to response	14 Days	6	7	7	2	3
Customer complaints divided by boardings	<2 per 5,000 boardings	1.7	1.8	2.2	2.3	4.1
On-time Performance % trips end to end on time based on departures < 6 minutes late and < 1 minute early	>80%	78.5%	80.0%	81.0%	80.0%	78.0%

Reportable Indicators

	2016	2017	2018	2019	2020
Operating Expense Per Capita (Potential Customer) Annual operating budget divided by the service area population	$ 68.55	$ 70.72	$ 73.93	$ 75.98	$ 83.48
Average Headway (minutes) Average time for vehicle to complete its portion of total route miles one time	23.9	23.2	24.2	21.9	22.2
Service Area Population Approximation of overall market size	1,021,375	1,036,907	1,054,770	1,121,744	1,087,416
Service Area Population Density Persons per square mile based on the service area population and size	1,280.0	1,299.4	1,323.4	1,407.4	1,364.0
Operating Expense Spending on operations, including administration, maintenance, and operation of service vehicles	$ 70,011,559	$ 73,333,011	$ 77,977,067	$ 85,235,079	$ 90,778,770
Operating Revenue Revenues generated through the operation of the transit authority	$ 12,029,681	$ 11,448,776	$ 11,547,800	$ 13,343,381	$ 9,069,109
Total Annual Revenue Miles Vehicle miles operated in active service (available to pick up revenue passengers)	8,761,357	8,902,390	9,025,832	9,394,158	7,881,226
Total Annual Revenue Hours Vehicle hours operated in active service	623,183	630,492	644,293	667,646	556,331
Vehicle Miles Between Failures 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	12,209	13,267	14,048	15,680	18,630
Total Revenue Vehicles Vehicles available to meet annual maximum service requirements	190	192	201	215	209
Peak Vehicles Vehicles operated to meet annual maximum (peak) service requirements	150	153	152	165	160

Performance Measures Florida Transportation Commission 2020

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

	2016	2017	2018	2019	2020
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	21.1%	20.3%	24.4%	23.3%	23.4%
Annual Passenger Trips					
Passenger boardings on transit vehicles	11,508,138	10,794,798	10,436,309	9,982,230	6,916,697
Average Trip Length					
Average length of passenger trip, generally derived through sampling	6.0	6.0	6.2	6.1	6.3
Annual Passenger Miles					
Passenger trips multiplied by average trip length	69,048,828	64,694,247	64,705,116	60,891,603	43,367,690
Weekday Span of Service (hours)					
Hours of transit service on a representative weekday from first service to last service for all modes	22.5	21.0	21.0	21.0	21.0
Average Fare					
Passenger fare revenues divided by passenger trips	$ 0.94	$ 0.96	$ 1.02	$ 0.98	$ 1.15
Passenger Trips Per Revenue Mile					
Passenger trips divided by revenue miles	1.31	1.21	1.16	1.06	0.88
Passenger Trips Per Revenue Hour					
Passenger trips divided by revenue hours	18.5	17.1	16.2	15.0	12.4
Passenger Trips Per Capita					
Passenger trips divided by service area population	11.3	10.4	9.9	8.9	6.4
Average Age of Fleet in Years					
Average age of fleet in years	6.7	6.4	6.6	6.5	6.4
Unrestricted Cash Balance - Financial Indicator					
End of year cash balance from financial statement	$ 3,623,334	$ 4,199,814	$ 2,881,653	$ 779,145	$ 3,494,703
Weekday Ridership					
Average ridership on weekdays	37,522	36,036	34,425	38,519	22,252
Capital Commitment to System Preservation and System Expansion					
% of capital spent on system preservation	100%	100%	100%	100%	100%
% of capital spent on system expansion	0%	0%	0%	0%	0%
Intermodal Connectivity					
Number of intermodal transfer points available	3	3	3	3	3

Performance Measures Florida Transportation Commission 2020

Five Year Trend for Transit Authority Performance Measures and Reportable Indicators

Transit Authority Name: JACKSONVILLE TRANSPORTATION AUTHORITY (JTA) Skyway

Official Reporting Period: October 1 through September 30

Performance Measures

	Objective	2016	2017	2018	2019	2020
Unlinked Passenger Trips Per Revenue Hour (Passenger trips divided by revenue hours)	>70.7	75.9	74.0	57.3	55.2	44.3
Operating Expense Per Revenue Mile Operating expense divided by revenue miles	<$27.97	$ 39.56	$ 39.06	$ 42.52	$ 53.40	$ 89.32
Operating Expense per Revenue Hour Operating expense divided by revenue hours	<$376.92	$ 418.39	$ 423.93	$ 427.96	$ 514.66	$ 864.27
Operating Expense Per Passenger Trip Operating expenses divided by annual ridership	<$4.39	$ 5.51	$ 5.73	$ 7.46	$ 9.32	$ 19.52
Operating Expense Per Passenger Mile Operating expense divided by passenger miles	<$6.13	$ 6.72	$ 8.19	$ 7.86	$ 11.23	$ 23.52
Farebox Recovery Ratio Passenger fares divided by operating expenses	N/A	0.0%	0.0%	0.0%	0.0%	0.0%
Revenue Miles Between Safety Incidents Revenue miles divided by safety incidents for bus	>5% above 2009 (41,348)	15,020	51,539	74,099	69,454	0
Revenue Miles Between Failures 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	16,522	25,770	9,880	8,171	3,109
Revenue Miles versus Vehicle Miles Revenue miles divided by vehicle miles	>.90	0.99	0.99	0.99	0.99	0.98
Customer Service Average time from complaint to response	14 Days	19	16	2	2	2.85
Customer complaints divided by boardings	<2 per 5,000 boardings	0.04	0.06	0.02	0.03	0.20
On-time Performance Successful cycles divided by scheduled cycles	>98%	99.3%	98.4%	98.3%	98.0%	97.6%

Reportable Indicators

	2016	2017	2018	2019	2020
Operating Expense Per Capita (Potential Customer) Annual operating budget divided by the service area population	$ 6.40	$ 5.82	$ 5.97	$ 6.61	$ 6.90
Average Headway (minutes) Average time for train to complete its portion of total route miles one time	6.2	6.0	6.4	6.7	6.7
Service Area Population Approximation of overall market size	1,021,375	1,036,907	1,054,770	1,121,744	1,087,416
Service Area Population Density Persons per square mile based on the service area population and size	1,280.0	1,299.4	1,323.4	1,407.4	1,364.0
Operating Expense Spending on operations, including administration, maintenance, and operation of service vehicles	$ 6,535,724	$ 6,039,723	$ 6,301,300	$ 7,417,828	$ 7,498,434
Operating Revenue Revenues generated through the operation of the transit authority	$ 195,811	$ 47,185	$ 34,236	$ -	$ 7,779
Total Annual Revenue Miles Vehicle miles operated in active service (available to pick up revenue passengers)	165,218	154,618	148,197	138,908	83,953
Total Annual Revenue Hours Vehicle hours operated in active service	15,621	14,247	14,724	14,413	8,676
Vehicle Miles Between Failures 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	16,654	25,991	9,970	8,250	3,179
Total Revenue Vehicles Vehicles available to meet annual maximum service requirements	6	6	6	6	6
Peak Vehicles Vehicles operated to meet annual maximum (peak) service requirements	5	5	5	5	5

Performance Measures Florida Transportation Commission 2020

Five Year Trend for Transit Authority Performance Measures and Reportable Indicators

Transit Authority Name: JACKSONVILLE TRANSPORTATION AUTHORITY (JTA) Skyway

Official Reporting Period: October 1 through September 30

Reportable Indicators

	2016	2017	2018	2019	2020
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	16.7%	16.7%	16.7%	0.0%	0.0%
Annual Passenger Trips					
Passenger boardings on transit vehicles	1,186,358	1,053,621	844,267	796,056	384,149
Average Trip Length					
Average length of passenger trip, generally derived through sampling	0.8	0.7	1.0	0.8	0.8
Annual Passenger Miles					
Passenger trips multiplied by average trip length	972,814	737,535	802,054	660,726	318,844
Weekday Span of Service (hours)					
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
Average Fare					
Passenger fare revenues divided by passenger trips	$ -	$ -	$ -	$ -	$ -
Passenger Trips Per Revenue Mile					
Passenger trips divided by revenue miles	7.18	6.81	5.70	5.73	4.58
Passenger Trips Per Revenue Hour					
Passenger trips divided by revenue hours	75.9	74.0	57.3	55.2	44.3
Passenger Trips Per Capita					
Passenger trips divided by service area population	1.2	1.0	0.8	0.7	0.4
Average Age of Fleet in Years					
Average age of fleet in years	17.6	18.6	19.6	20.6	21.6
Unrestricted Cash Balance - Financial Indicator					
End of year cash balance from financial statement	$ 208,950	$ 196,131	$ 224,383	$ 622,924	$ 3,788,626
Weekday Ridership					
Average ridership on weekdays	4,484	4,007	3,255	2,985	2,107
Capital Commitment to System Preservation and System Expansion					
% of capital spent on system preservation	100%	100%	100%	100%	100%
% of capital spent on system expansion	0%	0%	0%	0%	0%
Intermodal Connectivity					
Number of intermodal transfer points available	3	3	3	3	3

Five Year Trend for Transit Authority Performance Measures and Reportable Indicators

Transit Authority Name: JACKSONVILLE TRANSPORTATION AUTHORITY (JTA) Highways

Official Reporting Period: October 1 through September 30

Operations & Budget:

	Objective	2016	2017	2018	2019	2020
Consultant Contracts						
Final Cost % increase above Original Award	< 5%	-14.9%	0.0%	0.0%	-6.6%	0.0%
Construction Contracts						
Completed within 20% above original contract time	≥ 80%	100.0%	100.0%	0.0%	100.0%	100.0%
Completed within 10% above original contract amount	≥ 90%	100.0%	100.0%	0.0%	100.0%	100.0%

Applicable Laws:

	Objective	2016	2017	2018	2019	2020
Minority Participation						
M/WBE & SBE Utilization as a % of Total Expenditures	> 90% of agency target:	23.6%	20.3%	19.3%	17.6%	23.2%

Property Acquisition:

	Objective	2016	2017	2018	2019	2020
Right-of-Way						
# Projects Requiring ROW Acquisition		1	1	4	-	-
# Parcels Needed to be Acquired for Projects		24	47	247	3	-
# Parcels Acquired via Negotiations		18	39	9	3	-
# Parcels Acquired via Condemnation		-	-	-	-	-
# Parcels Acquired with Final Judgements at or Less than one half the range of contention		-	-	-	-	-

Performance Measures Florida Transportation Commission 2020

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	2015	2016	2017	2018	2019	2020
Unlinked Passenger Trips Per Revenue Hour							
(Passenger trips divided by revenue hours)	>39.3	36.4	34.0	35.0	34.8	35.1	31.2
Operating Expense Per Revenue Mile							
Operating expense divided by revenue miles	<$21.89	$ 20.84	$ 25.07	$ 25.79	$ 26.49	$ 26.65	$ 29.29
Operating Expense Per Passenger Trip							
Operating expenses divided by annual ridership	<$18.24	$ 17.02	$ 21.25	$ 21.34	$ 22.09	$ 21.77	$ 26.27
Operating Expense Per Passenger Mile							
Operating expenses divided by passenger miles	<$0.55	$ 0.63	$ 0.77	$ 0.72	$ 0.79	$ 0.82	$ 0.97
Farebox Recovery Ratio							
Passenger fares divided by operating expenses	>22.5%	17.5%	14.6%	14.1%	13.8%	13.6%	10.3%
Revenue Miles Between Major Incidents							
Revenue miles divided by FRA reportable incidents for rail	Zero	0	0	0	0	0	0
Revenue Miles Between Failures							
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	53,113	69,145	83,931	50,808	43,943	39,488
Revenue Miles versus Vehicle Miles							
Revenue miles divided by vehicle miles	>.93	0.97	0.97	0.97	0.96	0.96	0.93
Customer Service							
Average time from complaint to response	14 days	12	10	9	14	13	32
Customer complaints divided by boardings	<2 per 5,000 boardings	1.1	1.2	1.9	2.4	0.9	1.3
On-time Performance							
% trips end to end on time < 6 minutes late	>80%	83.5%	83.5%	84.7%	91.0%	91.5%	94.3%

Reportable Indicators

	2015	2016	2017	2018	2019	2020
Operating Expense Per Capita (Potential Customer)						
Annual operating budget divided by the service area population	$ 13.27	$ 16.38	$ 16.52	$ 17.37	$ 17.67	$ 16.82
Average Headway (minutes)						
Average time for train to complete its portion of total route miles one time	28.6	29.5	28.2	29.5	29.7	30.0
Service Area Population						
Approximation of overall market size	5,502,379	5,502,379	5,502,379	5,502,379	5,502,379	5,502,379
Service Area Population Density						
Persons per square mile based on the service area population and size	1,238	1,238	1,238	1,238	1,238	1,238
Operating Expense						
Spending on operations, including administration, maintenance, and operation of service vehicles	$ 73,042,631	$ 90,135,130	$ 90,925,787	$ 95,569,801	$ 97,210,759	$ 92,527,027
Operating Revenue						
Revenue generated through the operation of the transit authority	$ 13,199,536	$ 13,562,478	$ 14,091,406	$ 13,790,701	$ 14,855,253	$ 9,796,733
Total Annual Revenue Miles						
Vehicle miles operated in active service (available to pick up revenue passengers)	3,505,483	3,595,531	3,525,108	3,607,386	3,647,288	3,159,070
Total Annual Revenue Hours						
Vehicle hours operated in active service	117,914	124,669	121,880	124,457	127,230	112,990
Vehicle Miles Between Failures						
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	54,670	71,323	86,408	52,840	45,727	42,239
Total Revenue Vehicles						
Vehicles available to meet annual maximum service requirements	50	50	50	50	50	50
Operating Expense Per Revenue Hour						
Cost of operating an hour of revenue service	$ 619.46	$ 723.00	$ 746.03	$ 767.89	$ 764.06	$ 818.90
Peak Vehicles						
Vehicles operated to meet annual maximum (peak) service requirements	42	42	42	42	42	43

Performance Measures Florida Transportation Commission 2020

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

	2015	2016	2017	2018	2019	2020
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	16.0%	16.0%	16.0%	16.0%	16.0%	14.0%
Annual Passenger Trips						
Passenger boardings on transit vehicles	4,292,705	4,241,486	4,261,113	4,325,856	4,465,750	3,522,017
Average Trip Length						
Average length of passenger trip, generally derived through sampling	27.2	27.7	29.7	28.0	26.5	27.2
Annual Passenger Miles						
Passenger trips multiplied by average trip length	116,761,576	117,277,088	126,555,056	121,123,968	118,342,375	95,798,862
Weekday Span of Service (hours)						
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	19.5
Average Fare						
Passenger fare revenues divided by passenger trips	$ 2.98	$ 3.09	$ 3.00	$ 3.04	$ 2.96	$ 2.71
Passenger Trips Per Revenue Mile						
Passenger trips divided by revenue miles	1.22	1.18	1.21	1.20	1.22	1.11
Passenger Trips Per Revenue Hour						
Passenger trips divided by revenue hours	36.4	34.0	35.0	34.8	35.1	31.2
Passenger Trips Per Capita						
Passenger trips divided by service area population	0.78	0.77	0.77	0.79	0.81	0.64
Average Years Since Last Rebuild						
Locomotives (9)	13.2	14.2	15.2	16.2	17.2	18.2
Coaches (12)	14.2	15.2	16.2	17.2	18.2	19.2
Unrestricted Cash Balance - Financial Indicator						
End of year cash balance from financial statement	$ 18,129,966	$ 18,344,503	$ 10,570,264	$ 28,605,873	$ 26,702,579	$ 24,352,824
Weekday Ridership						
Average ridership on weekdays	14,176	13,894	13,999	14,615	14,765	11,531
Capital Commitment to System Preservation and System Expansion						
% of capital spent on system preservation	100%	82%	56%	35%	76%	99%
% of capital spent on system expansion	0%	18%	44%	65%	24%	1%
Intermodal Connectivity						
Intermodal transfer points available through Tri-Rail	18	18	18	18	18	18

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APPENDIX B—COMMUNICATIONS

FLORIDA TRANSPORTATION COMMISSION

December 7, 2022

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

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

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

Dear Governor DeSantis, President Passidomo and Speaker Renner:

The Florida Transportation Commission's (FTC) annual *Transportation Authority Monitoring and Oversight, Fiscal Year 2020 Report for Transit Authorities*, was adopted at our recent public meeting. This annual report is produced in fulfillment of the Commission's oversight role that encompasses the monitoring and evaluation of transportation authorities created under Chapters 343, 348 and 349, Florida Statutes.

The FTC, 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. High standards were set for the authorities with the expectation that long-term improvements would be implemented. Performance results presented herein are based on FY 2020 financial and operational data. We believe the authorities will continue to utilize the findings within this report to operate their respective transit systems more efficiently and effectively.

FLORIDA TRANSPORTATION COMMISSION
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As reported to the FTC, transit authorities continue to experience ridership and fare collections that **have not** recovered to pre-pandemic levels. Therefore, additional financial support will be required.

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

With regards,

Ronald S. Howse, Chairman
Florida Transportation Commission

cc: Honorable Nick DiCeglie, Chair, Senate Transportation Committee
Honorable Ed Hooper, Chair, Senate Appropriations Committee on Transportation, Tourism, and Economic Development
Honorable Doug Broxson, Chair, Senate Appropriations Committee
Honorable Bobby Payne, Chair, House Infrastructure Strategies Committee
Honorable Fiona McFarland, Chair, House Transportation and Modals Subcommittee
Honorable Alex Andrade, Chair, House Infrastructure & Tourism Appropriations Subcommittee
Honorable Tom Leek, Chair, House Appropriations Committee
Mr. Jared W. Perdue, P.E., Secretary, Florida Department of Transportation
Mr. James Uthmeier, Chief of Staff, Executive Office of the Governor
Ms. Melissa Smith, Deputy Chief of Staff, Executive Office of the Governor
Ms. Stephanie Kopelousus, Director of Legislative and Intergovernmental Affairs, Executive Office of the Governor
Mr. Chris Spencer, Director of Policy and Budget, Executive Office of the Governor
Mr. James Christian, Florida Division Administrator, Federal Highway Administration

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