Transportation Authority Monitoring and Oversight Report

Transit Authorities

Fiscal Year 2021

A Report by the Florida Transportation Commission

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Florida Transportation Commission

Transportation Authority Monitoring and Oversight-Transit Authorities

Fiscal Year 2021

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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 (FY 2017). 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.

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.

History and Purpose of 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.

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 2021

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 2021

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 2021

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

2022 Legislative Overview

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

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

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

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

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

- The bill establishes the Statewide Office of Resilience within the Executive Office of the Governor, providing the appointment of a Chief Resilience Officer.

- The bill requires FDOT to develop a resilience action plan for the State Highway System based on current conditions and forecasted future events.

- Additionally, the bill identifies goals of the action plan and requires it to include certain components.

- It also requires FDOT to submit the action plan to the Governor and the Legislature by June 20, 2023, and a status report every third year on June 30 thereafter.

2021 Legislative Overview

SB 100 was signed into law by Governor DeSantis, effective July 1, 2021. The bill repealed the Multi-use Corridors of Regional Economic Significance (M-CORES) program and related provisions and instead created programs related to arterial highway projects. Specifically, the bill:

- Authorizes the Florida Department of Transportation (FDOT) to upgrade existing arterial roadways with targeted improvements, such as adding new tolled or non-tolled limited access alignments to manage congestion points and retrofitting roadways with tolled or non-tolled grade separations that provide alternatives to a signalized intersection for through traffic.

- Prohibits a reduction of any non-tolled general use lanes of an existing facility, requires maintenance of existing access points, and limits the location of any tolling points such that a non-tolled alternative exists for local traffic.

- Provides that all existing applicable requirements relating to FDOT or turnpike projects apply to any projects undertaken. Further, the FDOT and the Florida Turnpike Enterprise (FTE) must take into consideration the guidance and recommendations of any previous studies or reports relevant to the projects.

- Directs the FDOT to develop, by December 31, 2035, and include in the work program or her place with full voting rights on all issues, revising quorum requirements for the TBARTA board, revises the organization of the Chair's Coordinating Committee (CCC), removes the requirement for TBARTA to provide administrative support and direction to the CCC, and removes obsolete language.

- Prohibits 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.

- Increases from 40 years to 99 years an existing limitation on the term of a lease into which the Jacksonville Transportation Authority may enter.

- Revises provisions relating to an annual cap on the Florida Department of Transportation's (FDOT) authorization to enter into contracts for innovative transportation projects.

- Authorizes the FDOT to use surplus toll revenue to support public transportation projects that benefit the operation of high-occupancy toll lanes or express lanes on the State Highway System.

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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 2021

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).

Table 5
Florida Transportation Commission
Transit Authority Performance Measures Explanations
FY2021

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.

Authority Performance Measures Results - FY 2021

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
* On-time Performance

Jacksonville Transit Authority (JTA) met 4 of the 12 performance measure objectives established for Bus, 3 of the performance measure objectives for Skyway; 2 were not applicable. JTA also met 2 of the performance measure objectives for Highway. The measures not met 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
* Customer Service (Boardings)
* On-time Performance

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
* On-time Performance

Highway

* Construction Contract Adjustments - Time
* Construction Contract Adjustments - Cost

South Florida Regional Transit Authority (SFRTA, Tri-Rail) met 3 of the 11 performance measure objectives. The 8 measures not met were:

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

Figure 1: Transit Authority Performance Measures Results - FY 2021

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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 2021 annual operating budget totaled approximately $179,431,779.
- Approximately 13,279,243 million passenger trips were provided for LYNX fixed route services in FY 2021.
- FY 2021 operating funding, the Orange County Commission approved $55,564,736, the Seminole County Commission approved $8,686,362 and the Osceola County Commission approved $9,449,269.

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.

Table 6
Central Florida Regional Transportation Authority/LYNX
Board Members as of September 30, 2021

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

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, 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 2021, 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 2021 annual operating budget totaled approximately $179,431,779, an increase of 21 percent from the previous year. Approximately 13,279,243 million passenger trips (21 decrease from FY2020) were provided for LYNX fixed route services in FY 2021.

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.

LYNX receives significant financial support from its funding partners. For FY 2021 operating funding, the Orange County Commission approved $55,564,736, the Seminole County Commission approved $8,686,362 and the Osceola County Commission approved $9,449,269.

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 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 2021[1]

Performance Measure	*Detail*	*Objective*	*Actual Results*	*Meets Objective[4]*
Unlinked Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours	>26.9	12	X
Operating Expense per Revenue Mile	Operating expenses divided by revenue miles	<$6.44	$7.26	X
Operating Expense per Revenue Hour	Operating expenses divided by revenue hours	<$91.19	$96.85	X
Operating Expense per Passenger Trip	Operating expenses divided by annual ridership	<$3.65	$8.04	X
Operating Expense per Passenger Mile	Operating expenses divided by passenger miles	<$0.57	$1.64	X
Farebox Recovery Ratio	Passenger fares divided by operating expenses	>27.6%	12.2%	X
Revenue Miles between Safety Incidents	Annual revenue miles divided by safety incidents	>124,513	182,780	✓
Revenue Miles between Failures	Revenue miles divided by revenue vehicle system failures[2]	>10,500	8,807	X
Revenue Miles versus Vehicle Miles	Revenue miles divided by vehicle miles[3]	>.90	0.907	✓
Customer Service	Average time from complaint to response	14 days	4 days	✓
Customer Service	Customer complaints divided by boardings	<2 per 5,000 boardings	0.4	✓
On-time Performance	% trips end to end on time "departures < 5 minutes late and 1 minute early"	>80%	78.0%	X

[1] Fiscal Year 21 represents 12 months of data from October 1, 2020, through September 30, 2021.

[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 2019 through FY 2021

Operating Indicator	*Detail*	*Actual 19 Results*	*Actual 20 Results*	*Actual 21 Results*
Operating Expense per Capita (Potential Customer)	Annual operating budget divided by service area population	$48.65	$49.15	$46.19
Average Headway	Average time (minutes) for vehicle to complete its portion of total route miles one time	25.1	23.2	24.4
Service Area Population	Approximation of overall market size	2,210,910	2,282,516	2,328,166
Service Area Population Density	Persons per square mile based on service area population and size	871.2	899.4	917.4
Operating Expense	Spending on operations, including administration, maintenance, and operation of service vehicles	$107,558,165	$112,189,385	$107,543,494
Operating Revenue[1]	Revenue generated through operations of transit authority	$39,149,551	$28,909,667	$30,728,576
Total Annual Revenue Miles	Miles vehicles operated in active service[2]	15,181,428	14,326,496	14,805,152
Total Annual Revenue Hours	Hours vehicles operated in active service	1,131,724	1,058,546	1,110,437
Vehicle Miles Between Failures	Vehicles miles divided by revenue vehicle system failures[3]	10,208	9,996	9,713
Total Revenue Vehicles[4]	Vehicles available to meet annual maximum service requirement	308	306	309
Peak Vehicles	Vehicles operated to meet annual maximum (peak) service requirements	255	255	258
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	17.2%	16.7%	16.5%
Annual Passenger Trips[6]	Passenger boardings on transit vehicles	23,089,017	16,775,803	13,380,485
Average Trip Length	Average length of passenger trip, generally derived through sampling	5.2	5.2	4.9
Annual Passenger Miles	Passenger trips multiplied by average trip length (in miles)	118,908,438	86,395,385	65,564,377
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	$0.93	$0.64	$0.98
Passenger Trips per Revenue Mile	Passenger trips divided by revenue miles	1.52	1.17	0.90
Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours	20.4	15.8	12.0
Passenger Trips per Capita	Passenger trips divided by service area population	10.4	7.3	5.7
Average Age of Fleet	Age of fleet (in years) average	7.1	6.8	6.9
Unrestricted Cash Balance	End of year cash balance from financial statement	$19,531,850	$61,809,371	$101,621,639
Weekday Ridership	Average ridership on weekdays	69,222	52,184	41,052
Capital Commitment to System Preservation	% of capital spent on system preservation	92.0%	95.0%	99.0%
Capital Commitment to System Expansion	% of capital spent on system expansion	8.0%	5.0%	1.0%
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

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 3 of the applicable performance measure objectives. (See Table 11)

JTA-Highway Performance Measure Objectives

- JTA met 2 performance measure objectives. (See Table 12)

- JTA's current road program, JTAMobilityWorks, is a $175.8 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 completed construction and opened the Jacksonville Regional Transportation Center in May, 2020. This campus houses the bus transfer facility, JTA administrative offices, and the intercity bus terminal.

- In 2021, the City of Jacksonville expanded the Local Option Gas Tax (LOGT) to the full twelve cents available under State law for a period of 30 years. The City Council also extended the existing six cent tax for an additional ten years, through 2047.

- In conjunction with the tax expansion and extension, a new program of projects was assigned to the JTA including ten Complete Streets projects, the Ultimate Urban Circulator (U2C), rail terminal development, Northwest Jacksonville corridor improvements, countywide transit enhancements, a new ferry boat and the Emerald Trail – a multi-use path throughout the downtown corridor.

-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 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.

Table 9
Jacksonville Transportation Authority
Board Members as of September 30, 2021

Name	*Appointment*	*Position*
Ari Jolly	Governor's Appointee	Chairman
Debbie Buckland	Governor's Appointee	Vice Chairman
G. Ray Driver	Governor's Appointee	Secretary
Abel Harding	Mayor's Appointee	Treasurer
Aundra Wallace	Mayor's Appointee	Board Member
Kevin Holzendorf	Mayor's Appointee	Board Member
Greg Evans, P.E.	District Two Secretary	Board Member

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 10
Jacksonville Transportation Authority
Summary of Performance Measures - Bus
FY 2021[1]

Performance Measure	*Detail*	*Objective*	*Actual Results*	*Meets Objective[4]*
Unlinked Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours	>19.1	8.8	X
Operating Expense per Revenue Mile	Operating expenses divided by revenue miles	<$7.90	$10.67	X
Operating Expense per Revenue Hour	Operating expenses divided by revenue hours	<$110.64	$153.13	X
Operating Expense per Passenger Trip	Operating expenses divided by annual ridership	<$6.44	$17.33	X
Operating Expense per Passenger Mile	Operating expenses divided by passenger miles	<$1.22	$2.94	X
Farebox Recovery Ratio	Passenger fares divided by operating expenses	>17.6%	6.5%	X
Revenue Miles between Safety Incidents	Annual revenue miles divided by safety incidents	>227,975	233,759	✓
Revenue Miles between Failures	Revenue miles divided by revenue vehicle system failures[2]	>10,500	14,204	✓
Revenue Miles versus Vehicle Miles	Revenue miles divided by vehicle miles[3]	>.90	0.94	✓
Customer Service	Average time from complaint to response	14 days	3 days	✓
Customer Service	Customer complaints divided by boardings	<2 per 5,000 boardings	4.9	X
On-time Performance	% trips end to end on time "departures < 6 minutes late and 1 minute early"	>80%	79.0%	X

[1] Fiscal Year 2021 represents 12 months of data from October 1, 2020, through September 30, 2021.

[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 2021[1]

Performance Measure	*Detail*	*Objective*	*Actual Results*	*Meets Objective[4]*
Unlinked Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours	>70.7	27.9	X
Operating Expense per Revenue Mile	Operating expenses divided by revenue miles	< $27.97	$83.49	X
Operating Expense per Revenue Hour	Operating expenses divided by revenue hours	< $376.92	$798.75	X
Operating Expense per Passenger Trip	Operating expenses divided by annual ridership	<$4.39	$28.65	X
Operating Expense per Passenger Mile	Operating expenses divided by passenger miles	<$6.13	$40.92	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[5]	>41,348	N/A	N/A
Revenue Miles between Failures	Revenue miles divided by revenue vehicle system failures[2]	>10,500	1,266	X
Revenue Miles versus Vehicle Miles	Revenue miles divided by vehicle miles[3]	>.90	0.99	✓
Customer Service	Average time from complaint to response	14 days	7.7 days	✓
Customer Service	Customer complaints divided by boardings	<2 per 5,000 boardings	0.12	✓
On-time Performance	Successful cycles divided by scheduled cycles	>98%	97.0%	X

[1] Fiscal Year 2021 represents 12 months of data from October 1, 2020, through September 30, 2021.

[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

[5] JTA reported zero safety incidents

Table 12
Jacksonville Transportation Authority
Summary of Performance Measures - Highways
FY 2021[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%	0.0%	X
Construction Contract Adjustments - Cost	% projects completed within 10% above original contract amount	≥ 90%	0.0%	X
Applicable Laws				
Minority Participation[3]	M/WBE and SBE utilization as % of total expenditures (each agency establishes goal/target)	> 90%	107.9%	✓

[1] Fiscal Year 2021 represents 12 months of data from October 1, 2020, through September 30, 2021.

[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 20.8 percent of the agency-wide goal.

Table 13
Jacksonville Transportation Authority
Summary of Operating Indicators - Bus
FY 2019 through FY 2021

Operating Indicator	*Detail*	*Actual 19 Results*	*Actual 20 Results*	*Actual 21 Results*
Operating Expense per Capita (Potential Customer)	Annual operating budget divided by service area population	$75.98	$83.48	$70.51
Average Headway	Average time (minutes) for vehicle to complete its portion of total route miles one time	21.9	22.2	27.9
Service Area Population	Approximation of overall market size	1,121,744	1,087,416	1,237,843
Service Area Population Density	Persons per square mile based on service area population and size	1,407	1,364	906
Operating Expense	Spending on operations, including administration, maintenance, and operation of service vehicles	$85,235,079	$90,778,770	$87,274,867
Operating Revenue[1]	Revenue generated through operations of transit authority	$13,343,381	$9,069,109	$113,238,211
Total Annual Revenue Miles	Miles vehicles operated in active service[2]	9,394,158	7,881,226	8,181,569
Total Annual Revenue Hours	Hours vehicles operated in active service	667,646	556,331	569,928
Vehicle Miles Between Failures	Vehicles miles divided by revenue vehicle system failures[3]	15,680	18,630	15,068
Total Revenue Vehicles[4]	Vehicles available to meet annual maximum service requirement	215	209	209
Peak Vehicles	Vehicles operated to meet annual maximum (peak) service requirements	165	160	125
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	23.3%	23.4%	40.2%
Annual Passenger Trips[6]	Passenger boardings on transit vehicles	9,982,230	6,916,697	5,036,970
Average Trip Length	Average length of passenger trip, generally derived through sampling	6.1	6.3	5.9
Annual Passenger Miles	Passenger trips multiplied by average trip length (in miles)	60,891,603	43,367,690	29,718,123
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	$0.98	$1.15	$1.12
Passenger Trips per Revenue Mile	Passenger trips divided by revenue miles	1.06	0.88	0.62
Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours	15.0	12.4	8.8
Passenger Trips per Capita	Passenger trips divided by service area population	8.9	6.4	4.1
Average Age of Fleet	Age of fleet (in years) average	6.5	6.4	6.1
Unrestricted Cash Balance	End of year cash balance from financial statement	$779,145	$3,494,703	($1,434,436)
Weekday Ridership	Average ridership on weekdays	38,519	22,252	16,265
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 2019 through FY 2021

Operating Indicator	*Detail*	*Actual 19 Results*	*Actual 20 Results*	*Actual 21 Results*
Operating Expense per Capita (Potential Customer)	Annual operating budget divided by service area population	$6.61	$6.90	$6.66
Average Headway	Average time (minutes) for vehicle to complete its portion of total route miles one time	6.7	6.7	11.3
Service Area Population	Approximation of overall market size	1,121,744	1,087,416	1,237,843
Service Area Population Density	Persons per square mile based on service area population and size	1,407	1,364	906
Operating Expense	Spending on operations, including administration, maintenance, and operation of service vehicles	$7,417,828	$7,498,434	$8,244,743
Operating Revenue[1]	Revenue generated through operations of transit authority	-	$7,779	$25,339
Total Annual Revenue Miles	Miles vehicles operated in active service[2]	138,908	83,953	98,746
Total Annual Revenue Hours	Hours vehicles operated in active service	14,413	8,676	10,322
Vehicle Miles Between Failures	Vehicles miles divided by revenue vehicle system failures[3]	8,250	3,179	1,283
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	3
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	0.0%	0.0%	0.0%
Annual Passenger Trips[6]	Passenger boardings on transit vehicles	796,056	384,149	287,809
Average Trip Length	Average length of passenger trip, generally derived through sampling	0.8	0.8	0.7
Annual Passenger Miles	Passenger trips multiplied by average trip length (in miles)	660,726	318,844	201,466
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	5.73	4.58	2.91
Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours	55.2	44.3	27.9
Passenger Trips per Capita	Passenger trips divided by service area population	0.7	0.4	0.2
Average Age of Fleet	Age of fleet (in years) average	20.6	21.6	22.6
Unrestricted Cash Balance	End of year cash balance from financial statement	$622,924	$3,788,626	$22,284
Weekday Ridership	Average ridership on weekdays	2,985	2,107	1,125
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.

Highlights

- Tri-Rail met 3 of the performance measure objectives. (See Table 16)
- SFRTA suspended Tri-Rail fares and reduced the train schedule starting March 28, 2020, 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 35 weekday trains in September 2021, then just short of the regular schedule in October 2021, as more local businesses began to reopen.
- The South Florida Regional Transportation Authority (SFRTA) received approval from the Federal Railroad Administration (FRA) on Monday, December 14, 2020, certifying the SFRTA's Interoperable Electronic Train Management System complies with the technical requirements for Positive Train Control (PTC).
- Tri-Rail service was reported to have the second highest ridership recovery among commuter railroads in the U.S., per the American Public Transportation Association's Public Transportation Ridership Report for First Quarter 2021. By the end of FY 2021, Tri-Rail ridership recovered to 50% of pre-pandemic levels, and on target to reach its 100 millionth rider by Summer 2021.
- Upon approval from the SFRTA Governing Board to release Keolis from its contract to provide feeder bus operations by February 2021, the agency successfully implemented a Ride Partner service with the partnership of South Florida Commuter Services, Uber, Yellow Cab Broward and Metro Taxi of Palm Beach, to supplement the missing services.

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. 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 Spring of 2021, five new members were elected to serve in the SFRTA Board, re-electing the current Chair to serve through the remainder of FY 2021. Current SFRTA Board members are presented in Table 15.

Table 15
South Florida Regional Transportation Authority
Board Members as of June 30, 2021

Name	Appointment	Position
Hal R. Valeche	Representative, Palm Beach County	Chair
Raquel A. Regalado	Commissioner, Miami-Dade County	Vice Chair
J.C. De Ona	Representative, Miami-Dade County	Board Member
Maria G. Marino	Commissioner, Palm Beach County	Board Member
Gerry O'Reilly, P.E.	District Four Secretary	Board Member
Carlos A. Penin	Governor's Appointee	Board Member
Tim Ryan	Commissioner, Broward County	Board Member
Robert B. Sendler	Governor's Appointee	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, Uber and taxi system in Broward and Palm Beach counties 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 73.5-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, and issues presented when SFRTA inspected the MiamiCentral Station in April 2021.

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 continued to rise, Tri-Rail service was adjusted to meet the demands of passengers. Service was increased 48% in July 2020, from having been previously as low as 38%, and increased to 93% by October 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 and the completion of the MiamiCentral Station. Tri-Rail trains have been equipped with PTC technology and construction of the Tri-Rail portion of the station at MiamiCentral is substantially completed.

Ridership and Further Improvements Tri-Rail began the fiscal year with 30% of its pre-pandemic average ridership with a reduced schedule and suspended fares. Service was brought back to 92% in October 2020 as ridership continued to increase and the agency was reported to have the second highest ridership recovery among commuter railroads in the U.S. during the first quarter of 2021, per the American Public Transportation Association. The agency also started the calendar year 2021 announcing the installation of hand sanitizers onboard all Tri-Rail trains and at all train stations, and ended the fiscal year prepared to celebrate the system's 100 millionth rider in July 2021.

SFRTA's has secured funding to continue regular track improvements, as well as to be prepared for potential emergency work as needed. The SFRTA Governing Board also recently selected a developer for a transit-oriented project at the Boca Raton Station, the first of its kind in Tri-Rail history, promising an added source of revenue for the agency.

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 5,000 daily passengers in July 2020 and 8,000 daily passengers by June 2021.

Table 16
South Florida Regional Transportation Authority
Summary of Performance Measures
FY 2021

Performance Measure	*Detail*	*Objective*	*Actual Results*	*Meets Objective*[4]
Unlinked Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours	>39.3	18.4	X
Operating Expense[1] per Revenue Mile	Operating expenses divided by revenue miles	<$21.89	$29.12	X
Operating Expense per Passenger Trip	Operating expenses divided by annual ridership	<$18.24	$46.52	X
Operating Expense per Passenger Mile	Operating expenses divided by passenger miles	<$0.55	$1.70	X
Farebox Recovery Ratio	Passenger fares divided by operating expenses	>22.5%	4.8%	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	23,846	X
Revenue Miles versus Vehicle Miles	Revenue miles divided by vehicle miles[3]	>.93	0.92	X
Customer Service	Average time from complaint to response	14 days	21 Days	X
Customer Service	Customer complaints divided by boardings	<2 per 5,000 boardings	1.4	✓
On-time Performance	% trips end to end on time < 6 minutes late	>80%	92.2%	✓

[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
Summary of Operating Indicators
FY 2019 through FY 2021

Operating Indicator	*Detail*	*Actual 19 Results*	*Actual 20 Results*	*Actual 21 Results*
Operating Expense per Capita (Potential Customer)	Annual operating budget divided by service area population	$17.67	$16.82	$17.16
Average Headway	Average time (minutes) for train to complete its portion of total route miles one time	29.7	30.0	32.5
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	$97,210,759	$92,527,027	$94,426,335
Operating Revenue[1]	Revenue generated through operations of transit authority	$14,855,253	$9,796,733	$5,816,475
Total Annual Revenue Miles	Miles vehicles operated in active service[2]	3,647,288	3,159,070	3,243,049
Total Annual Revenue Hours	Hours vehicles operated in active service	127,230	112,990	110,573
Vehicle Miles Between Failures	Vehicles miles divided by revenue vehicle system failures[3]	45,727	42,239	25,794
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	$764.06	$818.90	$853.97
Peak Vehicles	Vehicles operated to meet annual maximum (peak) service requirements	42	43	40
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%	14.0%	20.0%
Annual Passenger Trips[6]	Passenger boardings on transit vehicles	4,465,750	3,522,017	2,029,609
Average Trip Length	Average length of passenger trip, generally derived through sampling	26.5	27.2	27.4
Annual Passenger Miles	Passenger trips multiplied by average trip length (in miles)	118,342,375	95,798,862	55,520,824
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	$2.96	$2.71	$2.22
Passenger Trips per Revenue Mile	Passenger trips divided by revenue miles	1.22	1.11	0.63
Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours	35.1	31.2	18.4
Passenger Trips per Capita	Passenger trips divided by service area population	0.81	0.64	0.37
Average Age Since Last Rebuild	Average years since last rebuild for locomotives (9 years)	17.2	18.2	0.5
Average Age Since Last Rebuild	Average years since last rebuild for coaches (12 years)	18.2	19.2	19.2
Unrestricted Cash Balance	End of year cash balance from financial statement	$26,702,579	$24,352,824	$24,546,746
Weekday Ridership	Average ridership on weekdays	14,765	11,531	6,529
Capital Commitment to System Preservation	% of capital spent on system preservation	76%	99%	100%
Capital Commitment to System Expansion	% of capital spent on system expansion	24%	1%	0%
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 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

Highlights

- TBARTA's Regional Transit Development Plan, Envision 2030, was adopted in June 2020. In October 2020, Envision 2030 was honored with three awards: the Award of Excellence in Public Participation and Award of Merit in Planning from the Hillsborough City-County Planning Commission, and First Place Marketing Award from the Florida Public Transportation Association (FPTA).
- In April 2021, TBARTA launched a billboard and social media campaign to promote the vanpool program. By the end of September 2021, there were 155 vanpools in operation
- In August, TBARTA commenced work on the Regional Mobility on Demand (MOD) Study. This study will evaluate whether there are any suitable corridors in the 5-county region where an on-demand, shared-ride mobility service could be implemented.

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, 2021

Name	Representing	Position
Jim Holton	Governor Appointee	Chairman
Cliff Manuel, Jr.	Governor Appointee	Vice Chair
Rich McClain	Hillsborough Area Regional Transit	Board Member
Commissioner Janet C. Long	Pinellas Suncoast Transit Authority	Secretary-Treasurer
Vacant	Governor Appointee	Board Member
Vacant	Governor Appointee	Board Member
Commissioner John Mitten	Hernando County	Board Member
Commissioner Patricia Kemp	Hillsborough County	Board Member
Commissioner Reggie Bellamy	Manatee County	Board Member
Commissioner Kathryn	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
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 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: TBARTA's Regional Transit Development Plan, Envision 2030, was adopted last fiscal year, in June 2020. In October 2020, Envision 2030 was honored with three awards: the Award of Excellence in Public Participation and Award of Merit in Planning from the Hillsborough City-County Planning Commission, and First Place Marketing Award from the Florida Public Transportation Association (FPTA).

Regional Rapid Transit TBARTA continues work on the Project Development and Environmental study 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 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. At its August 2020 meeting, the TBARTA Board selected a Locally Preferred Alternative, which includes 9 stations (4 in Pinellas, 3 in Hillsborough, and 2 in Pasco). The RRT will operate in dedicated transit lanes on the north end from Pasco to downtown Tampa and on the south end from downtown St. Petersburg to the Pinellas Gateway area. From Gateway it will operate in tolled express lanes across the Howard Frankland Bridge. Between Westshore and downtown Tampa, the RRT will operate in mixed traffic. The anticipated study completion date is the end of Calendar Year 2022. In August 2021, TBARTA commenced work on a second RRT study. The U.S. 19 RRT Study is exploring the feasibility of bus rapid transit service on U.S. 19 from State Road 52 in Pasco County to the Gateway area of Pinellas County.

TD Tampa Bay In December 2020, TBARTA launched TD Tampa Bay in partnership with UZURV, an experienced Adaptive Transportation

Network Company. UZURV won a $817,000 service development grant from the Florida Commission for the Transportation Disadvantaged (CTD) to provide cross-county, after-hour, and weekend TD trips within TBARTA's 5-county region. TD Tampa Bay addressed a long-identified lack of county-to-county options for the TD population. Year 1 of service went from December 1, 2020, to June 30, 2021, and ridership grew steadily each month as more people became aware of the program. 4,051 rides total were provided. 27% of the trips were to travel to employment. 23% were medical-related. The CTD approved a second year of service for TD Tampa Bay, however, the program was discontinued when the funding source for the CTD grant, the Multi-Use Corridors of Regional Economic Significance (M-CORES) Program, was eliminated. M-CORES was repealed in June 2021 when the Governor signed Senate Bill 100 into law.

Innovative Transit Technology Envision 2030 includes a policy recommendation to advance new and emerging transit technologies. In 2019, the Legislature appropriated $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 looked at the current state of technology for Aerial Gondolas, Air Taxis, and Hyperloop. This study was completed last fiscal year in July 2020. One of the study's recommendations was to see if there was municipal interest in pursuing an aerial gondola project in one or more specific corridors. In May 2021, work began on the Pinellas Aerial Gondola Feasibility Study. This study is evaluating the potential of an urban aerial gondola system in two corridors, one in Downtown St. Petersburg and another in Downtown Clearwater. In February 2020, TBARTA and PSTA signed a Memorandum of Understanding (MOU) to partner on the I-275 Bus on Shoulder Pilot Project. The project began in June 2021. TBARTA contributed $30,000 for the purchase of on-board communications equipment. The buses use this equipment to direct ramp meters at the entrance ramps to stop traffic as the bus passes by. In February 2021, TBARTA signed another MOU with PSTA. This provided $400,000 for two, 3-month demonstrations of PSTA's AVA automated shuttle. The first demonstration began in May in Dunedin. The second demonstration will occur next fiscal year in a location to be determined. In August, TBARTA commenced work on the Regional Mobility on Demand (MOD) Study. This study will evaluate whether there are any suitable corridors in the 5-county region where an on-demand, shared-ride mobility service could be implemented.

Commute Tampa Bay TBARTA is FDOT District Seven's regional commuter assistance program agency. It provides a number of commuter services to the public, including rideshare matching, an Emergency Ride Home Program, and the Regional Vanpool Program. TBARTA launched a billboard and social media campaign, in April 2021, to promote the vanpool program. By the end of September 2021, there were 155 vanpools in operation.

Source: PSTA

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. RTDP was completed in 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)	RTDP was developed and completed in June 2020.
	After adoption, the RTDP shall be updated every five years before July 1. (Section 343.922 (3)(d), Florida Statutes)	RTDP was developed and completed in 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.

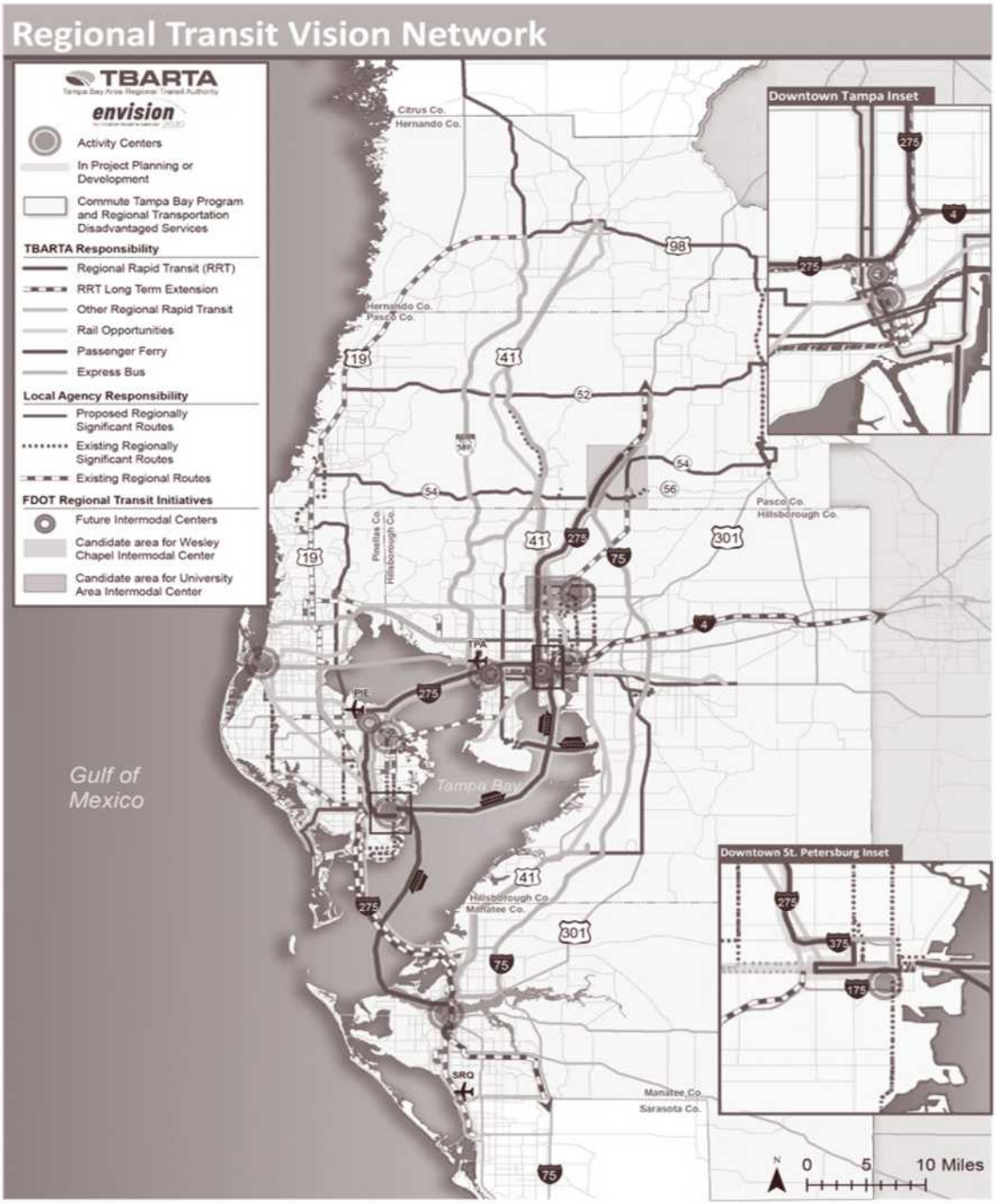

Figure 2 TBARTA's Regional Transit Vision Network

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APPENDIX A—TRANSIT AUTHORITY DATA

Performance Measures Florida Transportation Commission 2021

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	2017	2018	2019	2020	2021
Unlinked Passenger Trips Per Revenue Hour (Passenger trips divided by revenue hours)	>26.9	22.1	21.3	20.4	15.8	12.0
Operating Expense Per Revenue Mile Operating expense divided by revenue miles	<$6.44	$ 6.96	$ 6.80	$ 7.08	$ 7.83	$ 7.26
Operating Expense Per Revenue Hour Operating expense divided by revenue hours	<$91.19	$ 93.40	$ 91.33	$ 95.04	$ 105.98	$ 96.85
Operating Expense Per Passenger Trip Operating expenses divided by annual ridership	<$3.65	$ 4.23	$ 4.28	$ 4.66	$ 6.69	$ 8.04
Operating Expense Per Passenger Mile Operating expenses divided by passenger miles	<$0.57	$ 0.74	$ 0.75	$ 0.90	$ 1.30	$ 1.64
Farebox Recovery Ratio Passenger fares divided by operating expenses	>27.6%	21.9%	21.2%	19.9%	9.6%	12.2%
Revenue Miles Between Safety Incidents Revenue miles divided by safety incidents	>5% above 2009 (124,513)	188,889	125,504	253,024	181,348	182,780
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	14,123	13,644	9,113	8,915	8,807
Revenue Miles versus Vehicle Miles Revenue miles divided by vehicle miles	>.90	0.885	0.897	0.893	0.892	0.907
Customer Service Average time from complaint to response	14 days	6	7	10	6	4
Customer complaints divided by boardings	<2 per 5,000 boardings	0.9	0.5	0.4	0.6	0.4
On-time Performance % trips end to end on time based on departures < 5 minutes late and < 1 minute early	>80%	79.0%	81.2%	81.8%	85.3%	78.0%

Reportable Indicators

	2017	2018	2019	2020	2021
Operating Expense Per Capita (Potential Customer) Annual operating budget divided by the service area population	$ 49.29	$ 47.69	$ 48.65	$ 49.15	$ 46.19
Average Headway (minutes) Average time for vehicle to complete its portion of total route miles one time	25.3	24.3	25.1	23.2	24.4
Service Area Population Approximation of overall market size	2,134,411	2,165,653	2,210,910	2,282,516	2,328,166
Service Area Population Density Persons per square mile based on the service area population and size	841.0	853.3	871.2	899.4	917.4
Operating Expense Spending on operations, including administration, maintenance, and operation of service vehicles	$ 105,206,408	$ 103,283,186	$ 107,558,165	$ 112,189,385	$ 107,543,494
Operating Revenue Revenue generated through the operation of the transit authority	$ 39,307,646	$ 39,792,190	$ 39,149,551	$ 28,909,667	$ 30,728,576
Total Annual Revenue Miles Vehicle miles operated in active service (available to pick up revenue passengers)	15,111,138	15,185,974	15,181,428	14,326,496	14,805,152
Total Annual Revenue Hours Vehicle hours operated in active service	1,126,406	1,130,905	1,131,724	1,058,545	1,110,437
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	15,949	15,203	10,208	9,996	9,713
Total Revenue Vehicles Vehicles available to meet annual maximum service requirements	322	306	308	306	309
Peak Vehicles Vehicles operated to meet annual maximum (peak) service requirements	259	260	255	255	258

Performance Measures Florida Transportation Commission 2021

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

	2017	2018	2019	2020	2021
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	19.6%	15.0%	17.2%	16.7%	16.5%
Annual Passenger Trips					
Passenger boardings on transit vehicles	24,845,029	24,126,901	23,089,017	16,775,803	13,380,485
Average Trip Length					
Average length of passenger trip, generally derived through sampling	5.7	5.7	5.2	5.2	4.9
Annual Passenger Miles					
Passenger trips multiplied by average trip length	141,865,116	137,523,336	118,908,438	86,395,385	65,564,377
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	$ 0.93	$ 0.91	$ 0.93	$ 0.64	$ 0.98
Passenger Trips Per Revenue Mile					
Passenger trips divided by revenue miles	1.64	1.59	1.52	1.17	0.90
Passenger Trips Per Revenue Hour					
Passenger trips divided by revenue hours	22.1	21.3	20.4	15.8	12.0
Passenger Trips Per Capita					
Passenger trips divided by service area population	11.6	11.1	10.4	7.3	5.7
Average Age of Fleet in Years					
Average age of fleet in years	5.9	6.8	7.1	6.8	6.9
Unrestricted Cash Balance - Financial Indicator					
End of year cash balance from financial statement	$ 41,248,462	$ 27,025,094	$ 19,531,850	$ 61,809,371	$ 101,621,639
Weekday Ridership					
Average ridership on weekdays	79,723	76,298	69,222	52,184	41,052
Capital Commitment to System Preservation and System Expansion					
% of capital spent on system preservation	86%	81%	92%	95%	99%
% of capital spent on system expansion	14%	19%	8%	5%	1%
Intermodal Connectivity					
Number of intermodal transfer points available	21	24	24	24	24

Performance Measures Florida Transportation Commission 2021

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	2017	2018	2019	2020	2021
Unlinked Passenger Trips Per Revenue Hour						
(Passenger trips divided by revenue hours)	>70.7	74.0	57.3	55.2	44.3	27.9
Operating Expense Per Revenue Mile						
Operating expense divided by revenue miles	<$27.97	$ 39.06	$ 42.52	$ 53.40	$ 89.32	$ 83.49
Operating Expense per Revenue Hour						
Operating expense divided by revenue hours	<$376.92	$ 423.93	$ 427.96	$ 514.66	$ 864.27	$ 798.75
Operating Expense Per Passenger Trip						
Operating expenses divided by annual ridership	<$4.39	$ 5.73	$ 7.46	$ 9.32	$ 19.52	$ 28.65
Operating Expense Per Passenger Mile						
Operating expense divided by passenger miles	<$6.13	$ 8.19	$ 7.86	$ 11.23	$ 23.52	$ 40.92
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)	51,539	74,099	69,454	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	>10,500	25,770	9,880	8,171	3,109	1,266
Revenue Miles versus Vehicle Miles						
Revenue miles divided by vehicle miles	>.90	0.99	0.99	0.99	0.98	0.99
Customer Service						
Average time from complaint to response	14 Days	16	2	2	2.85	7.7
Customer complaints divided by boardings	<2 per 5,000 boardings	0.06	0.02	0.03	0.20	0.12
On-time Performance						
Successful cycles divided by scheduled cycles	>98%	98.4%	98.3%	98.0%	97.6%	97.0%

Reportable Indicators

	2017	2018	2019	2020	2021
Operating Expense Per Capita (Potential Customer)					
Annual operating budget divided by the service area population	$ 5.82	$ 5.97	$ 6.61	$ 6.90	$ 6.66
Average Headway (minutes)					
Average time for train to complete its portion of total route miles one time	6.0	6.4	6.7	6.7	11.3
Service Area Population					
Approximation of overall market size	1,036,907	1,054,770	1,121,744	1,087,416	1,237,843
Service Area Population Density					
Persons per square mile based on the service area population and size	1,299.4	1,323.4	1,407.4	1,364.0	906.0
Operating Expense					
Spending on operations, including administration, maintenance, and operation of service vehicles	$ 6,039,723	$ 6,301,300	$ 7,417,828	$ 7,498,434	$ 8,244,743
Operating Revenue					
Revenues generated through the operation of the transit authority	$ 47,185	$ 34,236	$ -	$ 7,779	$ 25,339
Total Annual Revenue Miles					
Vehicle miles operated in active service (available to pick up revenue passengers)	154,618	148,197	138,908	83,953	98,746
Total Annual Revenue Hours					
Vehicle hours operated in active service	14,247	14,724	14,413	8,676	10,322
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	25,991	9,970	8,250	3,179	1,283
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	3

Performance Measures Florida Transportation Commission 2021

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	2017	2018	2019	2020	2021
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%	0.0%	0.0%	0.0%
Annual Passenger Trips					
Passenger boardings on transit vehicles	1,053,621	844,267	796,056	384,149	287,809
Average Trip Length					
Average length of passenger trip, generally derived through sampling	0.7	1.0	0.8	0.8	0.7
Annual Passenger Miles					
Passenger trips multiplied by average trip length	737,535	802,054	660,726	318,844	201,466
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	6.81	5.70	5.73	4.58	2.91
Passenger Trips Per Revenue Hour					
Passenger trips divided by revenue hours	74.0	57.3	55.2	44.3	27.9
Passenger Trips Per Capita					
Passenger trips divided by service area population	1.0	0.8	0.7	0.4	0.2
Average Age of Fleet in Years					
Average age of fleet in years	18.6	19.6	20.6	21.6	22.6
Unrestricted Cash Balance - Financial Indicator					
End of year cash balance from financial statement	$ 196,131	$ 224,383	$ 622,924	$ 3,788,626	$ 22,284
Weekday Ridership					
Average ridership on weekdays	4,007	3,255	2,985	2,107	1,125
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 2021

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	2017	2018	2019	2020	2021
Consultant Contracts						
Final Cost % increase above Original Award	< 5%	0.0%	0.0%	-6.6%	0.0%	0.0%
Construction Contracts						
Completed within 20% above original contract time	≥ 80%	100.0%	0.0%	100.0%	100.0%	0.0%
Completed within 10% above original contract amount	≥ 90%	100.0%	0.0%	100.0%	100.0%	0.0%

Applicable Laws:

	Objective	2017	2018	2019	2020	2021
Minority Participation						
M/WBE & SBE Utilization as a % of Total Expenditures	> 90% of agency target:	20.3%	19.3%	17.6%	23.2%	20.8%

Property Acquisition:

	Objective	2017	2018	2019	2020	2021
Right-of-Way						
# Projects Requiring ROW Acquisition		1	4	-	-	2
# Parcels Needed to be Acquired for Projects		47	247	3	-	114
# Parcels Acquired via Negotiations		39	9	3	-	106
# Parcels Acquired via Condemnation		-	-	-	-	77
# Parcels Acquired with Final Judgements at or Less than one half the range of contention		-	-	-	-	86

Performance Measures Florida Transportation Commission 2021

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	2017	2018	2019	2020	2021
Unlinked Passenger Trips Per Revenue Hour						
(Passenger trips divided by revenue hours)	>19.1	17.1	16.2	15.0	12.4	8.8
Operating Expense Per Revenue Mile						
Operating expense divided by revenue miles	<$7.90	$ 8.24	$ 8.64	$ 9.07	$ 11.52	$ 10.67
Operating Expense Per Revenue Hour						
Operating expense divided by revenue hours	<$110.64	$ 116.31	$ 121.03	$ 127.67	$ 163.17	$ 153.13
Operating Expense Per Passenger Trip						
Operating expenses divided by annual ridership	<$6.44	$ 6.79	$ 7.47	$ 8.54	$ 13.12	$ 17.33
Operating Expense Per Passenger Mile						
Operating expense divided by passenger miles	<$1.22	$ 1.13	$ 1.21	$ 1.40	$ 2.09	$ 2.94
Farebox Recovery Ratio						
Passenger fares divided by operating expenses	>17.6%	14.2%	13.7%	11.5%	8.7%	6.5%
Revenue Miles Between Safety Incidents						
Revenue miles divided by safety incidents for bus	>5% above 2009 (227,975)	136,960	205,133	86,185	87,569	233,759
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	12,047	12,659	14,212	16,804	14,204
Revenue Miles versus Vehicle Miles						
Revenue miles divided by vehicle miles	>.90	0.91	0.90	0.91	0.90	0.94
Customer Service						
Average time from complaint to response	14 Days	7	7	2	3	3
Customer complaints divided by boardings	<2 per 5,000 boardings	1.8	2.2	2.3	4.1	4.9
On-time Performance						
% trips end to end on time based on departures < 6 minutes late and < 1 minute early	>80%	80.0%	81.0%	80.0%	78.0%	79.0%

Reportable Indicators

	2017	2018	2019	2020	2021
Operating Expense Per Capita (Potential Customer)					
Annual operating budget divided by the service area population	$ 70.72	$ 73.93	$ 75.98	$ 83.48	$ 70.51
Average Headway (minutes)					
Average time for vehicle to complete its portion of total route miles one time	23.2	24.2	21.9	22.2	27.9
Service Area Population					
Approximation of overall market size	1,036,907	1,054,770	1,121,744	1,087,416	1,237,843
Service Area Population Density					
Persons per square mile based on the service area population and size	1,299.4	1,323.4	1,407.4	1,364.0	906.0
Operating Expense					
Spending on operations, including administration, maintenance, and operation of service vehicles	$ 73,333,011	$ 77,977,067	$ 85,235,079	$ 90,778,770	$ 87,274,867
Operating Revenue					
Revenues generated through the operation of the transit authority	$ 11,448,776	$ 11,547,800	$ 13,343,381	$ 9,069,109	$ 113,238,211
Total Annual Revenue Miles					
Vehicle miles operated in active service (available to pick up revenue passengers)	8,902,390	9,025,832	9,394,158	7,881,226	8,181,569
Total Annual Revenue Hours					
Vehicle hours operated in active service	630,492	644,293	667,646	556,331	569,928
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	13,267	14,048	15,680	18,630	15,068
Total Revenue Vehicles					
Vehicles available to meet annual maximum service requirements	192	201	215	209	209
Peak Vehicles					
Vehicles operated to meet annual maximum (peak) service requirements	153	152	165	160	125

Performance Measures Florida Transportation Commission 2021

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

	2017	2018	2019	2020	2021
Ratio of Revenue Vehicles to Peak Vehicles (spare ratio)					
Revenue vehicles, including spares, out-of-service vehicles, and vehicles in/awaiting maintenance, divided by the number of vehicles operated in maximum service	20.3%	24.4%	23.3%	23.4%	40.2%
Annual Passenger Trips					
Passenger boardings on transit vehicles	10,794,798	10,436,309	9,982,230	6,916,697	5,036,970
Average Trip Length					
Average length of passenger trip, generally derived through sampling	6.0	6.2	6.1	6.3	5.9
Annual Passenger Miles					
Passenger trips multiplied by average trip length	64,694,247	64,705,116	60,891,603	43,367,690	29,718,123
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	21.0	21.0
Average Fare					
Passenger fare revenues divided by passenger trips	$ 0.96	$ 1.02	$ 0.98	$ 1.15	$ 1.12
Passenger Trips Per Revenue Mile					
Passenger trips divided by revenue miles	1.21	1.16	1.06	0.88	0.62
Passenger Trips Per Revenue Hour					
Passenger trips divided by revenue hours	17.1	16.2	15.0	12.4	8.8
Passenger Trips Per Capita					
Passenger trips divided by service area population	10.4	9.9	8.9	6.4	4.1
Average Age of Fleet in Years					
Average age of fleet in years	6.4	6.6	6.5	6.4	6.1
Unrestricted Cash Balance - Financial Indicator					
End of year cash balance from financial statement	$ 4,199,814	$ 2,881,653	$ 779,145	$ 3,494,703	$ (1,434,436)
Weekday Ridership					
Average ridership on weekdays	36,036	34,425	38,519	22,252	16,265
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 2021

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	2017	2018	2019	2020	2021
Unlinked Passenger Trips Per Revenue Hour						
(Passenger trips divided by revenue hours)	>39.3	35.0	34.8	35.1	31.2	18.4
Operating Expense Per Revenue Mile						
Operating expense divided by revenue miles	<$21.89	$ 25.79	$ 26.49	$ 26.65	$ 29.29	$ 29.12
Operating Expense Per Passenger Trip						
Operating expenses divided by annual ridership	<$18.24	$ 21.34	$ 22.09	$ 21.77	$ 26.27	$ 46.52
Operating Expense Per Passenger Mile						
Operating expenses divided by passenger miles	<$0.55	$ 0.72	$ 0.79	$ 0.82	$ 0.97	$ 1.70
Farebox Recovery Ratio						
Passenger fares divided by operating expenses	>22.5%	14.1%	13.8%	13.6%	10.3%	4.8%
Revenue Miles Between Major Incidents						
Revenue miles divided by FRA reportable incidents for rail	Zero	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	83,931	50,808	43,943	39,488	23,846
Revenue Miles versus Vehicle Miles						
Revenue miles divided by vehicle miles	>.93	0.97	0.96	0.96	0.93	0.92
Customer Service						
Average time from complaint to response	14 days	9	14	13	32	21
Customer complaints divided by boardings	<2 per 5,000 boardings	1.9	2.4	0.9	1.3	1.4
On-time Performance						
% trips end to end on time < 6 minutes late	>80%	84.7%	91.0%	91.5%	94.3%	92.2%

Reportable Indicators

	2017	2018	2019	2020	2021
Operating Expense Per Capita (Potential Customer)					
Annual operating budget divided by the service area population	$ 16.52	$ 17.37	$ 17.67	$ 16.82	$ 17.16
Average Headway (minutes)					
Average time for train to complete its portion of total route miles one time	28.2	29.5	29.7	30.0	32.5
Service Area Population					
Approximation of overall market size	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
Operating Expense					
Spending on operations, including administration, maintenance, and operation of service vehicles	$ 90,925,787	$ 95,569,801	$ 97,210,759	$ 92,527,027	$ 94,426,335
Operating Revenue					
Revenue generated through the operation of the transit authority	$ 14,091,406	$ 13,790,701	$ 14,855,253	$ 9,796,733	$ 5,816,475
Total Annual Revenue Miles					
Vehicle miles operated in active service (available to pick up revenue passengers)	3,525,108	3,607,386	3,647,288	3,159,070	3,243,049
Total Annual Revenue Hours					
Vehicle hours operated in active service	121,880	124,457	127,230	112,990	110,573
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	86,408	52,840	45,727	42,239	25,794
Total Revenue Vehicles					
Vehicles available to meet annual maximum service requirements	50	50	50	50	50
Operating Expense Per Revenue Hour					
Cost of operating an hour of revenue service	$ 746.03	$ 767.89	$ 764.06	$ 818.90	$ 853.97
Peak Vehicles					
Vehicles operated to meet annual maximum (peak) service requirements	42	42	42	43	40

Performance Measures Florida Transportation Commission 2021

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

	2017	2018	2019	2020	2021
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%	14.0%	20.0%
Annual Passenger Trips					
Passenger boardings on transit vehicles	4,261,113	4,325,856	4,465,750	3,522,017	2,029,609
Average Trip Length					
Average length of passenger trip, generally derived through sampling	29.7	28.0	26.5	27.2	27.4
Annual Passenger Miles					
Passenger trips multiplied by average trip length	126,555,056	121,123,968	118,342,375	95,798,862	55,520,824
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
Average Fare					
Passenger fare revenues divided by passenger trips	$ 3.00	$ 3.04	$ 2.96	$ 2.71	$ 2.22
Passenger Trips Per Revenue Mile					
Passenger trips divided by revenue miles	1.21	1.20	1.22	1.11	0.63
Passenger Trips Per Revenue Hour					
Passenger trips divided by revenue hours	35.0	34.8	35.1	31.2	18.4
Passenger Trips Per Capita					
Passenger trips divided by service area population	0.77	0.79	0.81	0.64	0.37
Average Years Since Last Rebuild					
Locomotives (9)	15.2	16.2	17.2	18.2	0.5
Coaches (12)	16.2	17.2	18.2	19.2	19.2
Unrestricted Cash Balance - Financial Indicator					
End of year cash balance from financial statement	$ 10,570,264	$ 28,605,873	$ 26,702,579	$ 24,352,824	$ 24,546,746
Weekday Ridership					
Average ridership on weekdays	13,999	14,615	14,765	11,531	6,529
Capital Commitment to System Preservation and System Expansion					
% of capital spent on system preservation	56%	35%	76%	99%	100%
% of capital spent on system expansion	44%	65%	24%	1%	0%
Intermodal Connectivity					
Intermodal transfer points available through Tri-Rail	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 2021 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 2021 financial and operational data. We believe the authorities will continue to utilize the findings within this report to operate their respective expressway and toll 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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