

# **TRANSPORTATION AUTHORITY MONITORING AND OVERSIGHT**

**FY 2022**

## **Transit Authority Monitoring and Oversight Report**



**A Report by the Florida  
Transportation Commission**



### About Cover Photo

Photo courtesy of <https://www.gulfbuilding.com/projects-gulf/aviation/sfirta-pompano-beach/>

SFRTA Operations Center & Parking Garage, and Pompano Beach Tri-Rail Station Improvements. A four-story parking garage and a three-story operation center that is certified LEED Gold. The reconstructed station features solar panels that provide all the power needed to operate the facility. Among the other additions to the station are native vegetation and energy efficient elevators to access the pedestrian bridge.

## Table of Contents

<b>About the Commission .....</b>	<b>4</b>
Preface.....	5
Executive Summary and Background.....	8
Transit Authority Performance Measures Table.....	12
Transit Authority Operating Indicators Table.....	13
Legislative Overview .....	14
 <b>Transit Authorities.....</b>	 <b>19</b>
Introduction.....	20
Transit Authorities Performance Measures Results Summary FY 2022 .....	22
 <b>Central Florida Regional Transportation Authority (CFRTA/LYNX).....</b>	 <b>23</b>
Background .....	23
CFRTA Scorecard of Performance Measures FY 2022 .....	26
CFRTA Summary of Operating Indicators FY 2020-2022 .....	27
 <b>Jacksonville Transit Authority (JTA) .....</b>	 <b>28</b>
Background .....	28
JTA Scorecard of Performance Measures FY 2022-Bus .....	31
JTA Scorecard of Performance Measures FY 2022-Skyway .....	32
JTA Scorecard of Performance Measures FY 2022-Highway Operations .....	33
JTA Summary of Operating Indicators FY 2020-2022-Bus.....	34
JTA Summary of Operating Indicators FY 2020-2022-Skyway .....	35
 <b>South Florida Regional Transit Authority (SFRTA/Tri-Rail) .....</b>	 <b>36</b>
Background .....	36
SFRTA Scorecard of Performance Measures FY 2022.....	39
SFRTA Summary of Operating Indicators FY 2020-2022.....	40
 <b>Appendix A –Performance Measures and Operating Indicators Data Tools .....</b>	 <b>42</b>
<b>Appendix B – Correspondence .....</b>	<b>50</b>

# About the Commission



## Preface

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



**Ronald Howse**  
Chairman



**David Genson**  
Vice-Chairman



**John Browning**



**Richard Burke**



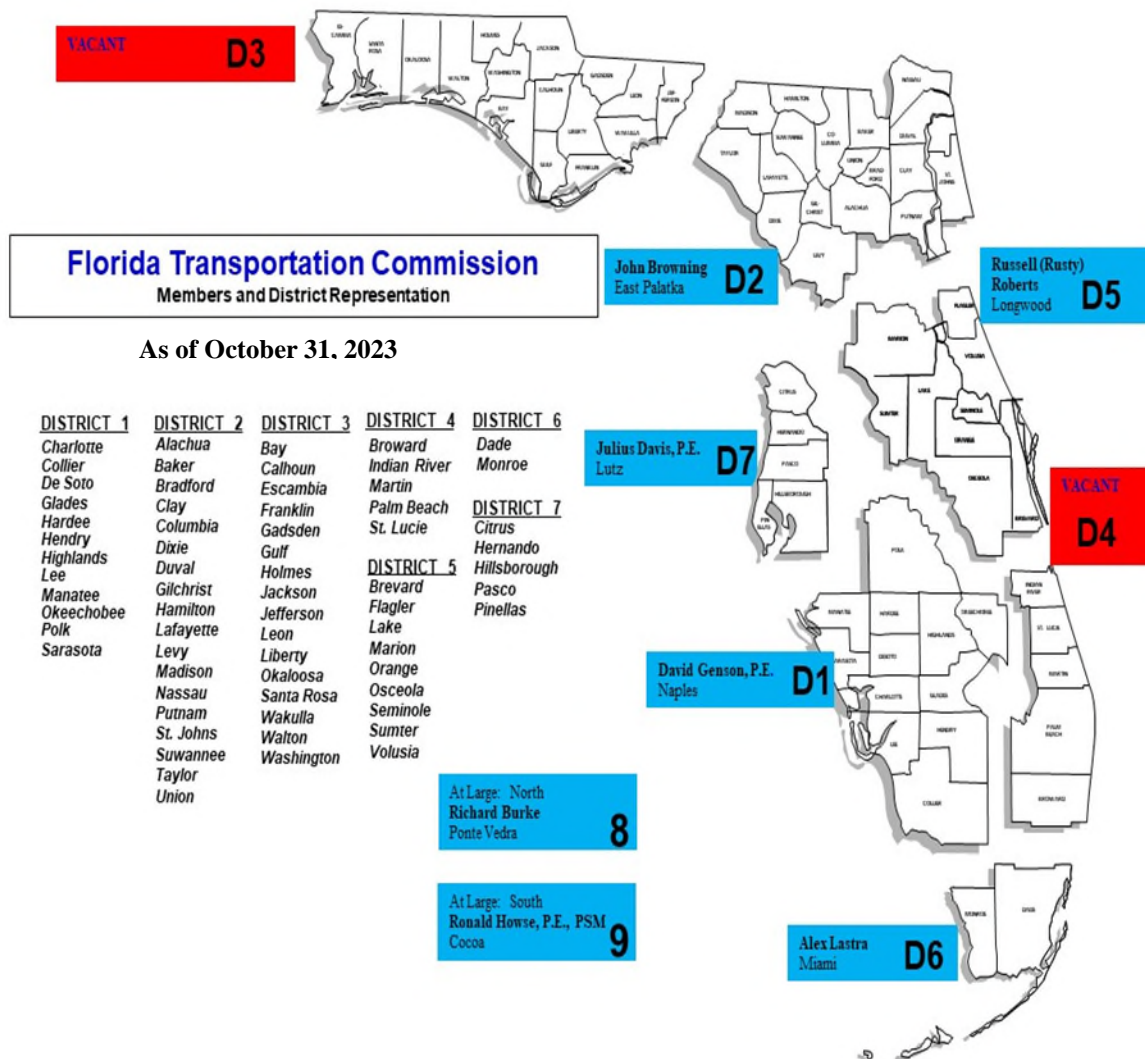
**Julius Davis**



**Russell "Rusty" Roberts**



**Alex Lastra**



## EXECUTIVE SUMMARY

## Executive Summary

### Background

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

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

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

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

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

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





## FY 2022 Report Changes

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

On January 20, 2023, TBARTA, by unanimous vote, agreed to discontinue its operations by December 31, 2023, with final closure by March 31, 2024.

In May of 2023, Governor DeSantis signed into law, HB155, which dissolves TBARTA and provides that any liabilities more than assets must be assumed by each county represented on the TBARTA board in proportion to each county's contribution to TBARTA in the 2021-2022 fiscal year. TBARTA serves as FDOT District Seven's regional commuter assistance program agency and administers FDOT's vanpool program. The vanpool program will transition to the Pinellas Suncoast Transit Authority by the final operations date.

HB 155 further directs TBARTA to provide written notice of final dissolution to the Department of Economic Opportunity and each entity represented on the TBARTA board. TBARTA records are to be forwarded to the Department of State upon final dissolution. TBARTA agreed to also provide a copy of the dissolution documents to the Commission. A copy will be kept on file.

## Transit Authorities under Commission Oversight

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

Table 1

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

## Transit Authorities



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



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



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

## History and Purpose of Performance Measures

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

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

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

Currently, there are 13 performance measure objectives and 29 operating indicators established by the Commission for Lynx, JTA, and Tri-Rail. An overview of the performance measures and objectives and operating indicators are presented in Tables 2 and 3.

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

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

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

**Table 2**  
**Fiscal 2022 Transit Authority Performance Measures**

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

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

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

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

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

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

**Table 3**  
**Fiscal 2022 Transit Authority Operating Indicators**

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



## 2023 Legislative Overview\*

**Senate Bill 106: Florida Share-Use Nonmotorized Trail (SUN TRAIL) Network** was signed into law by Governor DeSantis, effective July 1, 2023. It contained the following transportation-related provisions:

- Requires the Florida Greenways and Trails Council to designate “regionally significant trail” priorities.
- Increases recurring funding for the SUN Trail Network to \$50 million and provides a non-recurring appropriation of \$200 million to plan, design, and construct the SUN Trail Network.
- Requires FDOT to erect uniform signage identifying trails that are part of the SUN Trail Network and to submit a periodic report on the status of the SUN Trail Network.
- Authorizes FDOT and local governments to enter into sponsorship agreements for trails and to use associated revenues for maintenance, signage, and related amenities.
- Recognizes “trail town” communities and directs specified entities to promote the use of trails as economic assets, including the promotion of trail-based tourism.

**House Bill 155: Tampa Bay Area Regional Transit Authority (TBARTA)** was signed into law by Governor DeSantis, effective July 1, 2023. It contained the following transportation-related provisions:

- Dissolves TBARTA, effective June 30, 2024, in accordance with the plan adopted by the TBARTA board to wind down and close its operations.
- Requires TBARTA discharge all liabilities, settle, and close affairs, transfer any pending activities, such as vanpool service, close and appropriately dispense of any federal or state funds, distribute any remaining assets, and notify the Department of Commerce of its dissolution.

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

**House Bill 425: Transportation (Industry Bill)** was signed into law by Governor DeSantis, effective July 1, 2023. It contained the following transportation–related provisions:

- Expands Florida’s Move Over Law to include disabled vehicles (effective January 1, 2024).
- Requires FDOT and appropriate partners to establish road grading standards regarding the operation of autonomous vehicles.
- Allocates \$5 Million for Workforce Development.
- Codifies the existing Implementing Solutions from Transportation Research and Evaluation of Emerging Technologies (I-STREET) Living Lab within the University of Florida.
- Requires the FDOT to implement strategies to reduce the cost of all project phases while ensuring the design and construction of the project meet applicable federal and state standards, and to track such strategies and the projected savings to be realized.
- Revises language relating to MPOs and MPOAC.
- Allocates \$20 Million annually for movement and storage of aggregate materials.

**House Bill 657: Enforcement of School Zone Speed Limits** was signed into law by Governor DeSantis, effective July 1, 2023. It contained the following transportation–related provisions:

- Authorizes counties and municipalities to use speed detection systems to enforce school zone speed limits for violations in excess of 10 miles per hour over the applicable speed limit throughout the school day.
- Requires signage warning motorists that speed detection systems are in use.
- Requires a 30-day public awareness campaign prior to commencing enforcement of school zone speed limits with speed detection systems.
- Establishes a \$100 penalty for each violation and provides for the distribution of the proceeds to state and local government, including \$60 from each citation for the local government to administer the speed detection system and other public safety initiatives and \$12 from each citation for county school districts, to be shared proportionately with charter schools, for school security initiatives, student transportation, or improve student walking conditions.
- Creates a School Crossing Guard Recruitment and Retention Program, funded through retention of \$5 from each citation enforced through school zone speed detection systems.
- Requires FDOT to create guidelines for the installation of these speed detection systems.

**Senate Bill 766: Enforcement of School Bus Passing Infractions** was signed into law by Governor DeSantis, effective July 1, 2023. It contained the following transportation-related provisions:

- Authorizes a school district to install and maintain school bus infraction detection systems to record traffic violations when drivers fail to stop for a school bus displaying a stop signal.
- Each school district, in consultation with the law enforcement agency with which it has interlocal agreements using the system, must report quarterly information to the Department of Highway Safety and Motor Vehicles (DHSMV) beginning October 1, 2023.
- DHSMV must submit an annual summary report to the Governor, the President of the Senate, and the Speaker of the House of Representatives beginning December 31, 2024, providing specified information.

**House Bill 1191: Use of Phosphogypsum** was signed into law by Governor DeSantis, effective July 1, 2023. It contained the following transportation-related provisions:

- Directs the Department to conduct a study on the use of phosphogypsum and authorizes the Department to use phosphogypsum for demonstration projects.
- Additionally, the study and a determination of suitability must be completed by April 1, 2024.

**House Bill 1305: Transportation (FDOT's legislative package)** was signed into law by Governor DeSantis, effective July 1, 2023, except as otherwise provided. It contained the following transportation-related provisions:

- Allows FDOT to fund training, testing, and licensing for employees who are required to have a Commercial Driver License
- Increases Innovative Transportation Project contract award cap to \$200 Million
  - Design build projects are exempt from cap
- Authorizes Phased Design Build as a delivery option
- Directs the Department to develop guidelines for permitting and installation of license plate readers on state roadways
- Increases Maximum Debt Service to \$425 Million
- Increases maximum term of GARVEE bonds to 18 years
- Authorizes FDOT to fund up to 100 percent of project costs for eligible intermodal logistics center projects in rural areas of opportunity and, subject to the availability of appropriated funds, to fund up to 100 percent of eligible project costs for specified projects at certain publicly owned, publicly operated airports located in a rural community.

- Authorizes installation, as specified, of automated license plate recognition systems within the rights-of-way of the State Highway System for the purpose of collecting active criminal intelligence or investigative information.
- Authorizes FDOT to purchase promotional items for the promotion of electric vehicle use and charging stations, autonomous vehicles, and context design for electric and autonomous vehicles.
- Requires FDOT to adopt by rule minimum safety standards for certain fixed-guideway transportation systems operating in this state and to conduct structural safety inspections of such systems as specified.
- Reestablishes the Greater Miami Expressway Agency.
- Repeals the creation and operation of the Santa Rosa Bay Bridge Authority (SRBBA) and transfers governance and control of the SRBBA, the bridge system, and any remaining SRBBA assets and rights to FDOT; authorizes FDOT to assume legal liability for contractual obligations determined to be necessary; and authorizes transfer of the bridge system to the Florida Turnpike Enterprise.

**House Bill 1397: Regional Transportation Planning** was signed into law by Governor DeSantis, effective June 2, 2023. It contained the following transportation-related provisions:

- Requires FDOT to conduct a study, reviewing specified aspects of Hillsborough Area Regional Transit Authority's (HART) organizational structure and operation to streamline decision making, improve transparency, and enhance the effectiveness of local and regional public transit service delivery.
- Requires FDOT to submit a report to the Governor, the President of the Senate, and the Speaker of the House of Representatives by January 1, 2024.

**House Bill 1643: Mid-Bay Bridge Authority (MBBA), Okaloosa County** was signed into law by Governor DeSantis, effective July 1, 2023. It contained the following transportation-related provisions:

- Transitions MBBA from a dependent special district to an independent special district.
- Revises provisions relating to MBBA's annual budget preparation, evaluation, and approval.
- Deletes requirement that MBBA's fiscal year be the same as the county fiscal year.

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

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

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

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



# Transit Authorities



## Transit Authorities

### Introduction

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

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

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

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

- Background of the authority
- Performance measures results for fiscal year FY 2022

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 provide a fixed-route bus service and are required to track safety incidents, while SFRTA provides a commuter rail service and is mandated to track reportable incidents as defined by the Federal Railroad Administration (FRA). Based on those differences, the performance measure established for CFRTA and JTA is “revenue miles between safety incidents,” and for SFRTA the performance measure is “major incidents.” Both measures address safety performance; however, the measures themselves differ.

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



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

**Table 4**  
**Transit Authority Performance Measure Results Summary**  
**FY2022**

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

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

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

**Bus**

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

**Skyway**

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

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

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

## Central Florida Regional Transportation Authority



### Background

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

CFRTA is authorized to "own, operate, maintain, and manage a public transportation system in the area of Seminole, Orange, and Osceola Counties." CFRTA is empowered to formulate the 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.

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 5**  
**CFRTA/LYNX Board Members as of September 30, 2022**

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

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



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

LYNX provides transportation services to the public in the Orlando metropolitan area and throughout Orange, Osceola, and Seminole Counties in the form of fixed route bus service, bus rapid transit, paratransit service, NeighborLink (Flex) service and vanpools. In FY 2022, LYNX also provided fixed route service on one route in Lake County and fixed route service on two routes in Polk County. LYNX operates within a service area of 2,500 square miles that is home to approximately 2.3 million residents. The FY 2022 annual operating budget totaled approximately \$175,022,663, a decrease of three percent (3%) from the previous year. Approximately 15,821,169 passenger trips (19% increase from FY 2021) were provided for LYNX fixed route services in FY 2022.

During the past few fiscal years, LYNX, through the leadership of its Governing Board, has continued to enhance public transportation in Central Florida. In FY 2023, LYNX implemented two major initiatives: 1) Transitioned the NeighborLink rides on demand service to a 100 percent in-house operation by utilizing LYNX employees. 2) Awarded a new paratransit service provider contract to Transdev Services, Inc. The transition to the new paratransit service provider was completed within an accelerated one-month period of time from start to finish, without any interruption of service to ACCESS LYNX customers. In conjunction with the implementation of the new paratransit service provider, LYNX relocated its ACCESS LYNX operations and maintenance to a completely refurbished site in Orlando.

LYNX receives significant financial support from its funding partners. For FY 2022 operating funding, the Orange County Commission approved \$54,590,239, the Seminole County Commission approved \$9,361,335 and the Osceola County Commission approved \$9,734,190.

## **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 FY22 being: Chair Buddy Dyer, Mayor of the City of Orlando, Vice-Chair Viviana Janer, Osceola County Commissioner; Secretary Jeff Brower, Volusia County Council Chairman; Jerry Demings, Mayor of Orange County; Bob Dallari, Seminole County Commissioner. Pursuant to an

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

Phase 1, a 32.5-mile segment from the DeBary station in Volusia County to the Sand Lake station in Orange County, opened for service on May 1, 2014, and features 12 stations. Phase 2 South, a 17-mile segment from Sand Lake Road to Poinciana, features four additional stations and began operations on July 30, 2018. The Phase 2 North expansion is a 12-mile segment that will extend service from the City of DeBary to the City of Deland and will add one station to the existing rail system. Phase 2 North construction is scheduled to start summer 2023.

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

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

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

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

Performance Measure	Derivation	Results
<b>Unlinked Passenger Trips per Revenue Hour</b>	Passenger trips divided by revenue hours of at least 27.0	14.4
<b>Operating Expense per Revenue Mile</b>	Operating expenses divided by revenue miles no more than \$6.44	\$7.69
<b>Operating Expense per Revenue Hour</b>	Operating expenses divided by revenue hours less than \$91.19	\$103.84
<b>Operating Expense per Passenger Trip</b>	Operating expenses divided by annual ridership less than \$3.65	\$7.22
<b>Operating Expense per Passenger Mile</b>	Operating expenses divided by passenger miles no more than \$0.57	\$1.42
<b>Farebox Recovery Ratio</b>	Passenger fares divided by operating expenses greater than 27.6%	13.9%
<b>Revenue Miles between Safety Incidents</b>	Annual revenue miles divided by safety events greater than 124,513	174,967
<b>Revenue Miles between Failures</b>	Revenue miles divided by revenue vehicle system failures less than 10,500	7,983
<b>Revenue Miles vs. Vehicle Miles</b>	Revenue miles divided by vehicle miles greater than .9	0.902
<b>Customer Service</b>	Average time from complaint to response less than 14 days	11
<b>Customer Service</b>	Customer complaints divided by boardings less than 2 per 5,000	0.5
<b>On-Time Performance</b>	Percentage of trips end-to-end on time (departures <5 minutes late and 1 minute early) greater than 80%	69.1%



**Table 7**  
**CFRTA/LYNX Operating Indicators Fiscal 2020 through 2022**

Operating Indicator	Derivation	2019-20	2020-21	2021-22
Operating Expense per Capita (Potential Customer)	Annual operating budget divided by service area population	\$49.15	\$46.19	\$48.13
Average Headway	Average minutes for vehicle to complete its portion of total route miles one time	23.2	24.4	25.6
Service Area Population	Approximation of overall market size	2,282,516	2,328,166	2,374,729
Service Area Population Density	Persons per square mile based on service area population and size	899.4	917.4	935.7
Operating Expense	Spending on operations, including administration, maintenance, and operation of service vehicles	\$112,189,385	\$107,543,494	\$114,306,241
Operating Revenue	Revenue generated through operations of transit authority	\$28,909,667	\$30,728,576	\$35,254,389
Total Annual Revenue Miles	Miles vehicles operated in active service	14,326,496	14,805,152	14,872,236
Total Annual Revenue Hours	Hours vehicles operated in active service	1,058,546	1,110,437	1,100,786
Vehicle Miles Between Failures	Vehicle miles divided by revenue vehicle system failures	9,996	9,713	8,853
Total Revenue Vehicles	Vehicles available to meet annual maximum service requirement	306	309	295
Peak Vehicles	Vehicles operated to meet annual maximum (peak) service requirements	255	258	248
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%	16.5%	15.9%
Annual Passenger Trips	Passenger boardings on transit vehicles	16,775,803	13,380,485	15,821,169
Average Trip Length	Average length of passenger trip (generally derived through sampling)	5.2	4.9	5.1
Annual Passenger Miles	Passenger trips multiplied by average trip length in miles	86,395,385	65,564,377	80,687,962
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	\$0.64	\$0.98	\$1.01
Passenger Trips per Revenue Mile	Passenger trips divided by revenue miles	1.17	0.90	1.06
Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours	15.8	12.0	14.4
Passenger Trips per Capita	Passenger trips divided by service area population	7.3	5.7	6.7
Average Age of Fleet	Average age of fleet in years	6.8	6.9	6.5
Unrestricted Cash Balance	End of year cash balance from financial statement	\$61,809,371	\$101,621,639	\$134,876,758
Weekday Ridership	Average ridership on weekdays	52,184	41,052	49,026
Capital Commitment to System Preservation	Percentage of capital spent on system preservation	95.0%	99.0%	94.9%
Capital Commitment to System Expansion	Percentage of capital spent on system expansion	5.0%	1.0%	2.2%
Intermodal Connectivity	Intermodal transfer points available	24	24	24

## Jacksonville Transportation Authority



### Background

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

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

**Table 8**  
**Jacksonville Transportation Authority Board Members**  
**September 30, 2022**

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



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

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

The JTA also operates the Skyway, a 2.5-mile automated people mover in Downtown Jacksonville.

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

The JTA also delivers on its vision and mission by delivering project development and construction of infrastructure projects. Some notable examples are portions of the State Highway System, the Dames Point Bridge, and J. Turner Butler Boulevard. In 2015, as part of the first local option gas tax, the JTA established JTAMobilityWorks, issuing over \$100 million in revenue bonds to complete 13 roadway projects, leftover promises from the Better Jacksonville Plan, and to construct roadway, pedestrian, and transit improvements in 14 corridors. The JTA has delivered 11 of the 13 roadway projects, with one of the remaining projects scheduled to be completed in October 2023, and the last one in Fall 2024. Due to this success, COJ extended and expanded the local option gas tax, to fund nearly \$1 billion in roadway and transportation projects over the next 30-years, with JTA having responsibility for \$500 million in infrastructure projects.

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



The plan is designed to:

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



Table 9  
JTA Bus Scorecard

Performance Measure	Derivation	Results
Unlinked Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours of at least 19.1	9.3
Operating Expense per Revenue Mile	Operating expenses divided by revenue miles no more than \$7.90	\$12.78
Operating Expense per Revenue Hour	Operating expenses divided by revenue hours less than \$110.64	\$177.97
Operating Expense per Passenger Trip	Operating expenses divided by annual ridership less than \$6.44	\$19.05
Operating Expense per Passenger Mile	Operating expenses divided by passenger miles no more than \$1.22	\$3.29
Farebox Recovery Ratio	Passenger fares divided by operating expenses greater than 17.6%	6.0%
Revenue Miles between Safety Incidents	Annual revenue miles divided by safety events greater than 227,975	212,580
Revenue Miles between Failures	Revenue miles divided by revenue vehicle system failures greater than 10,500	21,082
Revenue Miles vs. Vehicle Miles	Revenue miles divided by vehicle miles greater than .9	0.94
Customer Service	Average time from complaint to response less than 14 days	3
Customer Service	Customer complaints divided by boardings less than 2 per 5,000	5.2
On-Time Performance	Percentage of trips end-to-end on time (departures <5 minutes late and 1 minute early) greater than 80%	77.5%





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

Performance Measure	Derivation	Results
Unlinked Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours of at least 73.7	32.0
Operating Expense per Revenue Mile	Operating expenses divided by revenue miles no more than \$27.97	\$77.40
Operating Expense per Revenue Hour	Operating expenses divided by revenue hours less than \$376.92	\$835.89
Operating Expense per Passenger Trip	Operating expenses divided by annual ridership less than \$4.39	\$26.13
Operating Expense per Passenger Mile	Operating expenses divided by passenger miles no more than \$6.13	\$27.22
Farebox Recovery Ratio	Passenger fares divided by operating expenses greater than 17.6%	
Revenue Miles between Safety Incidents	Annual revenue miles divided by safety events greater than 227,975	16,463
Revenue Miles between Failures	Revenue miles divided by revenue vehicle system failures greater than 10,500	1,646
Revenue Miles vs. Vehicle Miles	Revenue miles divided by vehicle miles greater than .9	0.96
Customer Service	Average time from complaint to response less than 14 days	3.85
Customer Service	Customer complaints divided by boardings less than 2 per 5,000	0.27
On-Time Performance	Percentage of trips end-to-end on time (departures <5 minutes late and 1 minute early) greater than 98%	96.4%



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

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



**Table 12**  
**JTA-Summary of Operating Indicators-Bus Fiscal 2020 through 2022**

Operating Indicator	Derivation	2019-20	2020-21	2021-22
Operating Expense per Capita (Potential Customer)	Annual operating budget divided by service area population	\$83.48	\$70.51	\$77.32
Average Headway	Average minutes for vehicle to complete its portion of total route miles one time	22.2	27.9	39.5
Service Area Population	Approximation of overall market size	1,087,416	1,237,843	1,264,452
Service Area Population Density	Persons per square mile based on service area population and size	1,364.0	906.0	699.6
Operating Expense	Spending on operations, including administration, maintenance, and operation of service vehicles	\$90,778,770	\$87,274,867	\$97,771,190
Operating Revenue	Revenue generated through operations of transit authority	\$9,069,109	\$113,238,211	\$134,747,907
Total Revenue Miles	Miles vehicles operated in active service	7,881,226	8,181,569	7,652,864
Total Revenue Hours	Hours vehicles operated in active service	556,331	569,928	549,374
Vehicle Miles Between Failures	Vehicle miles divided by revenue vehicle system failures	18,630	15,068	22,441
Total Revenue Vehicles	Vehicles available to meet annual maximum service requirement	209	209	206
Peak Vehicles	Vehicles operated to meet annual maximum (peak) service requirements	160	125	108
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	23.4%	40.2%	47.6%
Annual Passenger Trips	Passenger boardings on transit vehicles	6,916,697	5,036,970	5,131,106
Average Trip Length	Average length of passenger trip (generally derived through sampling)	6.3	5.9	5.8
Annual Passenger Miles	Passenger trips multiplied by average trip length in miles	43,367,690	29,718,123	29,760,415
Weekday Span of Service (Hours)	Hours of transit service on a representative weekday from first to last service for all modes	21.0	21.0	22.0
Average Fare	Passenger fare revenues divided by passenger trips	\$1.15	\$1.12	\$1.15
Passenger Trips per Revenue Mile	Passenger trips divided by revenue miles	0.88	0.62	0.67
Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours	12.4	8.8	9.3
Passenger Trips per Capita	Passenger trips divided by service area population	6.4	4.1	4.1
Average Age of Fleet	Average age of fleet in years	6.4	6.1	8.1
Unrestricted Cash Balance	End of year cash balance from financial statement	\$3,494,703	-\$1,434,436	-\$1,113,139
Weekday Ridership	Average ridership on weekdays	22,252	16,265	16,550
Capital Commitment to System Preservation	Percentage of capital spent on system preservation	100.0%	100.0%	100.0%
Capital Commitment to System Expansion	Percentage of capital spent on system expansion	0.0%	0.0%	0.0%
Intermodal Connectivity	Intermodal transfer points available	3	3	3



**Table 13**  
**JTA-Summary of Operating Indicators-Skyway Fiscal 2020 through 2022**

Operating Indicator	Derivation	2019-20	2020-21	2021-22
<b>Operating Expense per Capita (Potential Customer)</b>	Annual operating budget divided by service area population	\$6.90	\$6.66	\$6.05
<b>Average Headway</b>	Average minutes for vehicle to complete its portion of total route miles one time	6.7	11.3	10.0
<b>Service Area Population</b>	Approximation of overall market size	1,087,416	1,237,843	1,264,452
<b>Service Area Population Density</b>	Persons per square mile based on service area population and size	1,364.0	906.0	699.6
<b>Operating Expense</b>	Spending on operations, including administration, maintenance, and operation of service vehicles	\$7,498,434	\$8,244,743	\$7,645,009
<b>Operating Revenue</b>	Revenue generated through operations of transit authority	\$7,779	\$25,339	\$918
<b>Total Revenue Miles</b>	Miles vehicles operated in active service	85,953	98,746	98,777
<b>Total Revenue Hours</b>	Hours vehicles operated in active service	8,676	10,322	9,146
<b>Vehicle Miles Between Failures</b>	Vehicle miles divided by revenue vehicle system failures	3,179	1,283	1,706
<b>Total Revenue Vehicles</b>	Vehicles available to meet annual maximum service requirement	6	6	6
<b>Peak Vehicles</b>	Vehicles operated to meet annual maximum (peak) service requirements	5	3	3
<b>Ratio of Revenue Vehicles to Peak Vehicles (Spare Ratio)</b>	Revenue vehicles, including spares, out-of-service vehicles, and vehicles in/awaiting maintenance divided by the number	0.0%	0.0%	0.0%
<b>Annual Passenger Trips</b>	Passenger boardings on transit vehicles	384,149	287,809	292,559
<b>Average Trip Length</b>	Average length of passenger trip (generally derived through sampling)	0.8	0.7	1.0
<b>Annual Passenger Miles</b>	Passenger trips multiplied by average trip length in miles	318,844	201,466	280,857
<b>Weekday Span of Service (Hours)</b>	Hours of transit service on a representative weekday from first to last service for all modes	15	15	15
<b>Average Fare</b>	Passenger fare revenues divided by passenger trips	\$0.00	\$0.00	\$0.00
<b>Passenger Trips per Revenue Mile</b>	Passenger trips divided by revenue miles	4.58	2.91	2.96
<b>Passenger Trips per Revenue Hour</b>	Passenger trips divided by revenue hours	44.3	27.9	32.0
<b>Passenger Trips per Capita</b>	Passenger trips divided by service area population	0.4	0.2	0.2
<b>Average Age of Fleet</b>	Average age of fleet in years	21.6	22.6	23.6
<b>Unrestricted Cash Balance</b>	End of year cash balance from financial statement	\$3,788,626	\$22,284	\$0
<b>Weekday Ridership</b>	Average ridership on weekdays	2,107	1,125	1,134
<b>Capital Commitment to System Preservation</b>	Percentage of capital spent on system preservation	100.0%	100.0%	100.0%
<b>Capital Commitment to System Expansion</b>	Percentage of capital spent on system expansion	0.0%	0.0%	0.0%
<b>Intermodal Connectivity</b>	Intermodal transfer points available	3	3	3

## South Florida Regional Transit Authority



### Background

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

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

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

SFRTA is authorized to borrow money as provided by the State Bond Act, and bonds must be authorized by SFRTA resolution after approval of the issuance of bonds at a public hearing. However, SFRTA has never issued any bonds. The governing body of SFRTA consists of ten voting members, including one County Commissioner elected by the County Commission from each of the following counties: Broward, Miami-Dade and Palm Beach (three members), one citizen appointed by each County Commission who is not a member of the County Commission (three members), a FDOT District Secretary or his or her designee appointed by the Secretary of Transportation, and three citizens appointed by the Governor. The three citizen appointees must

all reside in different counties within the SFRTA service area. Members are appointed to four-year terms, except that the terms of the appointees of the Governor must be concurrent. A vacancy during a term is filled by the respective appointing authority in the same manner as the original appointment and only for the balance of the unexpired term. In Spring of 2021, the SFRTA Board re-elected the Chair to serve through the remainder of FY 2022. FY 2022 SFRTA Board members are presented in Table 14.

**Table 14**  
**SFRTA/Tri-Rail Board Members as of June 30, 2022**

<b>Name</b>	<b>Appointment</b>	<b>Position</b>
Maria G. Marino	Commissioner, Palm Beach County	Chair
Raquel A. Regalado	Commissioner, Miami-Dade County	Vice-Chair
J. C. de Ona	Representative, Miami-Dade County	Board Member
Hal R. Valeche	Representative, 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. Sandler	Governor's Appointee	Board Member
James A. Scott	Governor's Appointee	Board Member
Robert C. L. Vaughn	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), complimentary shuttle bus service between Tri-Rail and the Fort Lauderdale/Hollywood International Airport, complimentary microtransit service at the Cypress Creek Station, as well as subsidized Uber and taxi service in Broward and Palm Beach counties. SFRTA has been venturing in new territories to offer Tri-Rail passengers with more options to connect with the train service, establishing a new Ride Partner service in partnership with FDOT, Uber, Freebee, and local taxi companies, that has been a great cost savings venture for the agency.

Bus connections to Tri-Rail stations in Palm Beach, Miami-Dade and Broward counties are provided by Palm Tran, Miami-Dade Transit, and Broward County Transit respectively, through fixed routes. SFRTA operates service in Broward, Miami-Dade, and Palm Beach counties within a service area of 5,128 square miles that is home to 5.8 million residents. North-south daily service along a 73.5-mile commuter rail corridor with 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 weekends. SFRTA typically operates three-car trains but does operate some four-car sets during various times of the service day.

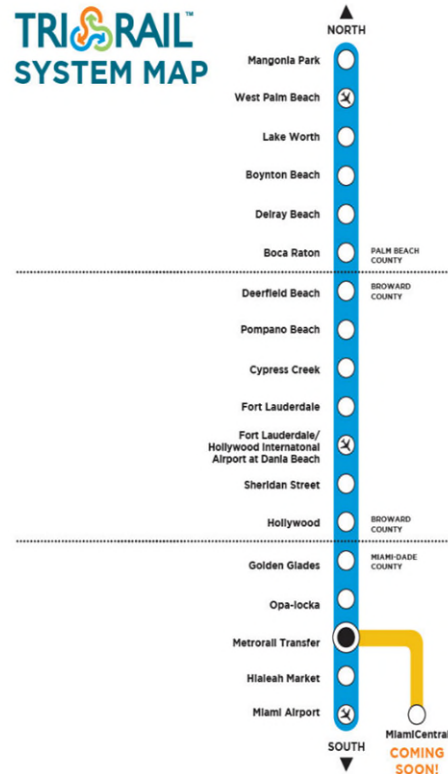
**Tri-Rail Downtown Miami Link Service** Tri-Rail Downtown Miami Link (TRDML) is a new service planned to bring 26 Tri-Rail trains per weekday directly into downtown Miami at the new Brightline MiamiCentral Station on the Florida East Coast (FEC) rail corridor. This service will travel approximately 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.

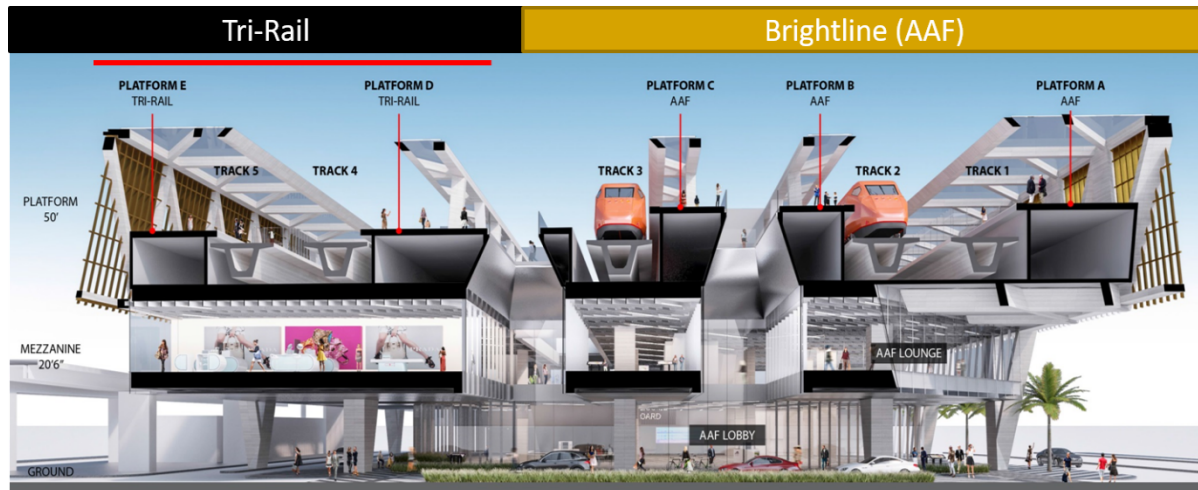
TRDML will link the two rail corridors and bring Tri-Rail onto the FEC corridor for the first time, allowing for a direct connection between the SFRC and MiamiCentral in downtown Miami. By sharing the station with Brightline, the two systems are due to complement each other providing passengers with additional options for their South Florida travels. SFRTA will also leverage committed freight rail improvements and station infrastructure improvements.

The start of TRDML service has been delayed due to several factors that have been addressed, including the integration of Positive Train Control (PTC) and Automatic Train Control (ATC) technologies, station platform reconstruction, among others. In December 2022, SFRTA received a Tri-Party Agreement with FEC and Brightline, granting permission for SFRTA to begin training and testing for the implementation of services at MiamiCentral. SFRTA continues to work with its partners in FEC and Brightline to prepare for the start of service.

**Ridership and Further Improvements** Tri-Rail began the fiscal year by announcing that the system reached 100 million riders in July 2021. The system returned to its full schedule on October 2021, as ridership had recovered to 60% while running an amended schedule due to the pandemic. Tri-Rail hosted its family “Rail Fun Day” event in February 2022, having had to cancel it the year prior, which resulted in obtaining pre-pandemic ridership numbers for Tri-Rail on the Saturday the event was held. The agency continued to experience growth in ridership for the first quarter of 2022, ending the fiscal year averaging 11,000 weekday and 5,500 weekend passengers.

Tri-Rail’s on-time performance reported at 96.76% in August 2021, the highest ever in the system’s history. The agency refurbished four locomotives to help improve the quality of service and added several vehicles to its fleet that had been out of service for repairs. Projects to improve safety on the railroad have begun thanks to a \$12.9 million grant from the Federal Highway Administration that will be matched with funds from FDOT, to modernize 25 rail crossings on the SFRC.





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

Performance Measure	Detail	Results
Unlinked Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours of at least 39.3	25.0
Operating Expense per Revenue Mile	Operating expenses divided by revenue miles no more than \$21.89	\$29.05
Operating Expense per Passenger Trip	Operating expenses divided by annual ridership less than \$18.24	\$34.40
Operating Expense per Passenger Mile	Operating expenses divided by passenger miles no more than \$0.55	\$1.26
Farebox Recovery Ratio	Passenger fares divided by operating expenses greater than 22.5%	8.5%
Major Incidents	FRA reportable incidents for rail no greater than 0	0
Revenue Miles between Failures	Revenue miles divided by revenue vehicle system failures greater than 41,863	27,488
Revenue Miles vs. Vehicle Miles	Revenue miles divided by vehicle miles greater than .93	0.96
Customer Service	Average time from complaint to response less than 14 days	21
Customer Service	Customer complaints divided by boardings less than 2 per 5,000	0.8
On-Time Performance	Percentage of trips end-to-end on time (departures <5 minutes late and 1 minute early) greater than 80%	92.6%

**Table 16**  
**SFRTA/Tri-Rail Operating Indicators Fiscal 2020 through 2022**

Operating Indicator	Derivation	2019-20	2020-21	2021-22
Operating Expense per Capita (Potential Customer)	Annual operating budget divided by service area population	\$16.82	\$17.16	\$20.71
Average Headway	Average minutes for vehicle to complete its portion of total route miles one time	30.0	32.5	28.9
Service Area Population	Approximation of overall market size	5,502,379	5,502,379	5,052,379
Service Area Population Density	Persons per square mile based on service area population and size	1,238	1,238	1,238
Operating Expense	Spending on operations, including administration, maintenance, and operation of service vehicles	\$92,527,027	\$94,426,335	\$104,619,296
Operating Revenue	Revenue generated through operations of transit authority	\$9,796,733	\$5,816,475	\$9,535,627
Total Revenue Miles	Miles vehicles operated in active service	3,159,070	3,243,049	3,600,940
Total Revenue Hours	Hours vehicles operated in active service	112,990	110,573	121,789
Vehicle Miles Between Failures	Vehicle miles divided by revenue vehicle system failures	42,239	25,794	28,762
Total Revenue Vehicles	Vehicles available to meet annual maximum service requirement	50	50	50
Peak Vehicles	Vehicles operated to meet annual maximum (peak) service requirements	43	40	43
Operating Expense per Revenue Hour	Cost of operating an hour of revenue service	\$818.90	\$853.97	\$859.02
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	14.0%	20.0%	14.0%
Annual Passenger Trips	Passenger boardings on transit vehicles	3,522,017	2,029,609	3,041,459
Average Trip Length	Average length of passenger trip (generally derived through sampling)	27.2	27.4	27.3
Annual Passenger Miles	Passenger trips multiplied by average trip length in miles	95,798,862	55,520,824	83,031,831
Weekday Span of Service (Hours)	Hours of transit service on a representative weekday from first to last service for all modes	19.5	19.5	19.5
Average Fare	Passenger fare revenues divided by passenger trips	\$2.71	\$2.22	\$2.91
Passenger Trips per Revenue Mile	Passenger trips divided by revenue miles	1.11	0.63	0.84
Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours	31.2	18.4	25.0
Passenger Trips per Capita	Passenger trips divided by service area population	0.64	0.37	0.60
Average Age Since Last Rebuild - Locomotives	Average years since last rebuild	18.2	0.5	1.5
Average Age Since Last Rebuild - Coaches	Average years since last rebuild	19.2	19.2	21.2
Unrestricted Cash Balance	End of year cash balance from financial statement	\$24,352,824	\$24,546,746	\$25,016,950
Weekday Ridership	Average ridership on weekdays	11,531	6,529	9,709
Capital Commitment to System Preservation	Percentage of capital spent on system preservation	99%	100%	99%
Capital Commitment to System Expansion	Percentage of capital spent on system expansion	1%	0%	1%
Intermodal Connectivity	Intermodal transfer points available	18	18	18



## **Appendix A**

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

#### **Data Tools**

# Transit Authority Monitoring and Oversight Report

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

Transit Authority Name: CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY (LYNX)

Official Reporting Period: October 1 through September 30

### Performance Measures

	Objective	2018	2019	2020	2021	2022
<b>Unlinked Passenger Trips Per Revenue Hour</b> (Passenger trips divided by revenue hours)	>26.9	21.3	20.4	15.8	12.0	14.4
<b>Operating Expense Per Revenue Mile</b> Operating expenses divided by revenue miles	<\$6.44	\$ 6.80	\$ 7.08	\$ 7.83	\$ 7.26	\$ 7.69
<b>Operating Expense Per Revenue Hour</b> Operating expenses divided by revenue hours	<\$91.19	\$ 91.33	\$ 95.04	\$ 105.98	\$ 96.85	\$ 103.84
<b>Operating Expense Per Passenger Trip</b> Operating expenses divided by annual ridership	<\$3.65	\$ 4.28	\$ 4.66	\$ 6.69	\$ 8.04	\$ 7.22
<b>Operating Expense Per Passenger Mile</b> Operating expenses divided by passenger miles	<\$0.57	\$ 0.75	\$ 0.90	\$ 1.30	\$ 1.64	\$ 1.42
<b>Farebox Recovery Ratio</b> Passenger fares divided by operating expenses	>27.6%	21.2%	19.9%	9.6%	12.2%	13.9%
<b>Revenue Miles Between Safety Incidents</b> Revenue miles divided by safety incidents	>5% above 2009 (124,513)	125,504	253,024	181,348	182,780	174,967
<b>Revenue Miles Between Failures</b> Revenue miles divided by revenue vehicle system failures. A failure is classified as the breakdown of either a major or minor element of the revenue vehicle's mechanical system	>10,500	13,644	9,113	8,915	8,807	7,983
<b>Revenue Miles versus Vehicle Miles</b> Revenue miles divided by vehicle miles	>.90	0.897	0.893	0.892	0.907	0.902
<b>Customer Service</b> Average time from complaint to response	14 days	7	10	6	4	11
Customer complaints divided by boardings	<2 per 5,000 boardings	0.5	0.4	0.6	0.4	0.5
<b>On-time Performance</b> % trips end to end on time based on departures < 5 minutes late and < 1 minute early	>80%	81.2%	81.8%	85.3%	78.0%	69.1%

### Reportable Indicators

	2018	2019	2020	2021	2022
<b>Operating Expense Per Capita (Potential Customer)</b> Annual operating budget divided by the service area population	\$ 47.69	\$ 48.65	\$ 49.15	\$ 46.19	\$ 48.13
<b>Average Headway (minutes)</b> Average time for vehicle to complete its portion of total route miles one time	24.3	25.1	23.2	24.4	25.6
<b>Service Area Population</b> Approximation of overall market size	2,165,653	2,210,910	2,282,516	2,328,166	2,374,729
<b>Service Area Population Density</b> Persons per square mile based on the service area population and size	853.3	871.2	899.4	917.4	935.7
<b>Operating Expense</b> Spending on operations, including administration, maintenance, and operation of service vehicles	\$ 103,283,186	\$ 107,558,165	\$ 112,189,385	\$ 107,543,494	\$ 114,306,241
<b>Operating Revenue</b> Revenue generated through the operation of the transit authority	\$ 39,792,190	\$ 39,149,551	\$ 28,909,667	\$ 30,728,576	\$ 35,254,389
<b>Total Annual Revenue Miles</b> Vehicle miles operated in active service (available to pick up revenue passengers)	15,185,974	15,181,428	14,326,496	14,805,152	14,872,236
<b>Total Annual Revenue Hours</b> Vehicle hours operated in active service	1,130,905	1,131,724	1,058,545	1,110,437	1,100,786
<b>Vehicle Miles Between Failures</b> Vehicle miles divided by revenue vehicle system failures. A failure is classified as the breakdown of either a major or minor element of the revenue vehicle's mechanical system	15,203	10,208	9,996	9,713	8,853
<b>Total Revenue Vehicles</b> Vehicles available to meet annual maximum service requirements	306	308	306	309	295
<b>Peak Vehicles</b> Vehicles operated to meet annual maximum (peak) service requirements	260	255	255	258	248

Financial Measures Public Transportation Committee 2022

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

**Transit Authority Name:** CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY (LYNX)

**Official Reporting Period:** October 1 through September 30

### Reportable Indicators

	2018	2019	2020	2021	2022
<b>Ratio of Revenue Vehicles to Peak Vehicles (spare ratio)</b>					
Revenue vehicles, including spares, out-of-service vehicles, and vehicles in/awaiting maintenance, divided by the number of vehicles operated in maximum service	15.0%	17.2%	16.7%	16.5%	15.9%
<b>Annual Passenger Trips</b>					
Passenger boardings on transit vehicles	24,126,901	23,089,017	16,775,803	13,380,485	15,821,169
<b>Average Trip Length</b>					
Average length of passenger trip, generally derived through sampling	5.7	5.2	5.2	4.9	5.1
<b>Annual Passenger Miles</b>					
Passenger trips multiplied by average trip length	137,523,336	118,908,438	86,395,385	65,564,377	80,687,962
<b>Weekday Span of Service (hours)</b>					
Hours of transit service on a representative weekday from first service to last service for all modes	23.0	23.0	23.0	23.0	23.0
<b>Average Fare</b>					
Passenger fare revenues divided by passenger trips	\$ 0.91	\$ 0.93	\$ 0.64	\$ 0.98	\$ 1.01
<b>Passenger Trips Per Revenue Mile</b>					
Passenger trips divided by revenue miles	1.59	1.52	1.17	0.90	1.06
<b>Passenger Trips Per Revenue Hour</b>					
Passenger trips divided by revenue hours	21.3	20.4	15.8	12.0	14.4
<b>Passenger Trips Per Capita</b>					
Passenger trips divided by service area population	11.1	10.4	7.3	5.7	6.7
<b>Average Age of Fleet in Years</b>					
Average age of fleet in years	6.8	7.1	6.8	6.9	6.5
<b>Unrestricted Cash Balance - Financial Indicator</b>					
End of year cash balance from financial statement	\$ 27,025,094	\$ 19,531,850	\$ 61,809,371	\$ 101,621,639	\$ 134,876,758
<b>Weekday Ridership</b>					
Average ridership on weekdays	76,298	69,222	52,184	41,052	49,026
<b>Capital Commitment to System Preservation and System Expansion</b>					
% of capital spent on system preservation	81%	92%	95%	99%	95%
% of capital spent on system expansion	19%	8%	5%	1%	2%
<b>Intermodal Connectivity</b>					
Number of intermodal transfer points available	24	24	24	24	24

# Transit Authority Monitoring and Oversight Report

## 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	2018	2019	2020	2021	2022
<b>Unlinked Passenger Trips Per Revenue Hour</b> (Passenger trips divided by revenue hours)	>19.1	16.2	15.0	12.4	8.8	9.3
<b>Operating Expense Per Revenue Mile</b> Operating expenses divided by revenue miles	<\$7.90	\$ 8.64	\$ 9.07	\$ 11.52	\$ 10.67	\$ 12.78
<b>Operating Expense Per Revenue Hour</b> Operating expenses divided by revenue hours	<\$110.64	\$ 121.03	\$ 127.67	\$ 163.17	\$ 153.13	\$ 177.97
<b>Operating Expense Per Passenger Trip</b> Operating expenses divided by annual ridership	<\$6.44	\$ 7.47	\$ 8.54	\$ 13.12	\$ 17.33	\$ 19.05
<b>Operating Expense Per Passenger Mile</b> Operating expenses divided by passenger miles	<\$1.22	\$ 1.21	\$ 1.40	\$ 2.09	\$ 2.94	\$ 3.29
<b>Farebox Recovery Ratio</b> Passenger fares divided by operating expenses	>17.6%	13.7%	11.5%	8.7%	6.5%	6.0%
<b>Revenue Miles Between Safety Incidents</b> Revenue miles divided by safety incidents for bus	>5% above 2009 (227,975)	205,133	86,185	87,569	233,759	212,580
<b>Revenue Miles Between Failures</b> Revenue miles divided by revenue vehicle system failures. A failure is classified as the breakdown of either a major or minor element of the revenue vehicle's mechanical system	>10,500	12,659	14,212	16,804	14,204	21,082
<b>Revenue Miles versus Vehicle Miles</b> Revenue miles divided by vehicle miles	>.90	0.90	0.91	0.90	0.94	0.94
<b>Customer Service</b> Average time from complaint to response	14 Days	7	2	3	3	3
Customer complaints divided by boardings	<2 per 5,000 boardings	2.2	2.3	4.1	4.9	5.2
<b>On-time Performance</b> % trips end to end on time based on departures < 6 minutes late and < 1 minute early	>80%	81.0%	80.0%	78.0%	79.0%	77.5%

### Reportable Indicators

	2018	2019	2020	2021	2022
<b>Operating Expense Per Capita (Potential Customer)</b> Annual operating budget divided by the service area population	\$ 73.93	\$ 75.98	\$ 83.48	\$ 70.51	\$ 77.32
<b>Average Headway (minutes)</b> Average time for vehicle to complete its portion of total route miles one time	24.2	21.9	22.2	27.9	39.5
<b>Service Area Population</b> Approximation of overall market size	1,054,770	1,121,744	1,087,416	1,237,843	1,264,452
<b>Service Area Population Density</b> Persons per square mile based on the service area population and size	1,323.4	1,407.4	1,364.0	906.0	699.6
<b>Operating Expense</b> Spending on operations, including administration, maintenance, and operation of service vehicles	\$ 77,977,067	\$ 85,235,079	\$ 90,778,770	\$ 87,274,867	\$ 97,771,190
<b>Operating Revenue</b> Revenues generated through the operation of the transit authority	\$ 11,547,800	\$ 13,343,381	\$ 9,069,109	\$ 113,238,211	\$ 134,747,907
<b>Total Annual Revenue Miles</b> Vehicle miles operated in active service (available to pick up revenue passengers)	9,025,832	9,394,158	7,881,226	8,181,569	7,652,864
<b>Total Annual Revenue Hours</b> Vehicle hours operated in active service	644,293	667,646	556,331	569,928	549,374
<b>Vehicle Miles Between Failures</b> Vehicle miles divided by revenue vehicle system failures. A failure is classified as the breakdown of either a major or minor element of the revenue vehicle's mechanical system	14,048	15,680	18,630	15,068	22,441
<b>Total Revenue Vehicles</b> Vehicles available to meet annual maximum service requirements	201	215	209	209	206
<b>Peak Vehicles</b> Vehicles operated to meet annual maximum (peak) service requirements	152	165	160	125	108

# Transit Authority Monitoring and Oversight Report

## 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

	2018	2019	2020	2021	2022
<b>Ratio of Revenue Vehicles to Peak Vehicles (spare ratio)</b>					
Revenue vehicles, including spares, out-of-service vehicles, and vehicles in/awaiting maintenance, divided by the number of vehicles operated in maximum service	24.4%	23.3%	23.4%	40.2%	47.6%
<b>Annual Passenger Trips</b>					
Passenger boardings on transit vehicles	10,436,309	9,982,230	6,916,697	5,036,970	5,131,106
<b>Average Trip Length</b>					
Average length of passenger trip, generally derived through sampling	6.2	6.1	6.3	5.9	5.8
<b>Annual Passenger Miles</b>					
Passenger trips multiplied by average trip length	64,705,116	60,891,603	43,367,690	29,718,123	29,760,415
<b>Weekday Span of Service (hours)</b>					
Hours of transit service on a representative weekday from first service to last service for all modes	21.0	21.0	21.0	21.0	22.0
<b>Average Fare</b>					
Passenger fare revenues divided by passenger trips	\$ 1.02	\$ 0.98	\$ 1.15	\$ 1.12	\$ 1.15
<b>Passenger Trips Per Revenue Mile</b>					
Passenger trips divided by revenue miles	1.16	1.06	0.88	0.62	0.67
<b>Passenger Trips Per Revenue Hour</b>					
Passenger trips divided by revenue hours	16.2	15.0	12.4	8.8	9.3
<b>Passenger Trips Per Capita</b>					
Passenger trips divided by service area population	9.9	8.9	6.4	4.1	4.1
<b>Average Age of Fleet in Years</b>					
Average age of fleet in years	6.6	6.5	6.4	6.1	8.1
<b>Unrestricted Cash Balance - Financial Indicator</b>					
End of year cash balance from financial statement	\$ 2,881,653	\$ 779,145	\$ 3,494,703	\$ (1,434,436)	\$ (1,113,139)
<b>Weekday Ridership</b>					
Average ridership on weekdays	34,425	38,519	22,252	16,265	16,550
<b>Capital Commitment to System Preservation and System Expansion</b>					
% of capital spent on system preservation	100%	100%	100%	100%	100%
% of capital spent on system expansion	0%	0%	0%	0%	0%
<b>Intermodal Connectivity</b>					
Number of intermodal transfer points available	3	3	3	3	3

## 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	2018	2019	2020	2021	2022
<b>Unlinked Passenger Trips Per Revenue Hour</b> (Passenger trips divided by revenue hours)	>70.7	57.3	55.2	44.3	27.9	32.0
<b>Operating Expense Per Revenue Mile</b> Operating expenses divided by revenue miles	<\$27.97	\$ 42.52	\$ 53.40	\$ 89.32	\$ 83.49	\$ 77.40
<b>Operating Expense per Revenue Hour</b> Operating expenses divided by revenue hours	<\$376.92	\$ 427.96	\$ 514.66	\$ 864.27	\$ 798.75	\$ 835.89
<b>Operating Expense Per Passenger Trip</b> Operating expenses divided by annual ridership	<\$4.39	\$ 7.46	\$ 9.32	\$ 19.52	\$ 28.65	\$ 26.13
<b>Operating Expense Per Passenger Mile</b> Operating expenses divided by passenger miles	<\$6.13	\$ 7.86	\$ 11.23	\$ 23.52	\$ 40.92	\$ 27.22
<b>Farebox Recovery Ratio</b> Passenger fares divided by operating expenses	N/A	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Revenue Miles Between Safety Incidents</b> Revenue miles divided by safety incidents	>5% above 2009 (41,348)	74,099	69,454	0	0	16,463
<b>Revenue Miles Between Failures</b> Revenue miles divided by revenue vehicle system failures. A failure is classified as the breakdown of either a major or minor element of the revenue vehicle's mechanical system	>10,500	9,880	8,171	3,109	1,266	1,646
<b>Revenue Miles versus Vehicle Miles</b> Revenue miles divided by vehicle miles	>.90	0.99	0.99	0.98	0.99	0.96
<b>Customer Service</b> Average time from complaint to response	14 Days	2	2	2.85	7.7	3.85
Customer complaints divided by boardings	<2 per 5,000 boardings	0.02	0.03	0.20	0.12	0.27
<b>On-time Performance</b> Successful cycles divided by scheduled cycles	>98%	98.3%	98.0%	97.6%	97.0%	96.4%
Reportable Indicators						
	2018	2019	2020	2021	2022	
<b>Operating Expense Per Capita (Potential Customer)</b> Annual operating budget divided by the service area population	\$ 5.97	\$ 6.61	\$ 6.90	\$ 6.66	\$ 6.05	
<b>Average Headway (minutes)</b> Average time for train to complete its portion of total route miles one time	6.4	6.7	6.7	11.3	10.0	
<b>Service Area Population</b> Approximation of overall market size	1,054,770	1,121,744	1,087,416	1,237,843	1,264,452	
<b>Service Area Population Density</b> Persons per square mile based on the service area population and size	1,323.4	1,407.4	1,364.0	906.0	699.6	
<b>Operating Expense</b> Spending on operations, including administration, maintenance, and operation of service vehicles	\$ 6,301,300	\$ 7,417,828	\$ 7,498,434	\$ 8,244,743	\$ 7,645,009	
<b>Operating Revenue</b> Revenues generated through the operation of the transit authority	\$ 34,236	\$ -	\$ 7,779	\$ 25,339	\$ 918	
<b>Total Annual Revenue Miles</b> Vehicle miles operated in active service (available to pick up revenue passengers)	148,197	138,908	83,953	98,746	98,777	
<b>Total Annual Revenue Hours</b> Vehicle hours operated in active service	14,724	14,413	8,676	10,322	9,146	
<b>Vehicle Miles Between Failures</b> Vehicle miles divided by revenue vehicle system failures. A failure is classified as the breakdown of either a major or minor element of the revenue vehicle's mechanical system	9,970	8,250	3,179	1,283	1,706	
<b>Total Revenue Vehicles</b> Vehicles available to meet annual maximum service requirements	6	6	6	6	6	
<b>Peak Vehicles</b> Vehicles operated to meet annual maximum (peak) service requirements	5	5	5	3	3	

## 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						
	2018	2019	2020	2021	2022	
<b>Ratio of Revenue Vehicles to Peak Vehicles (spare ratio)</b>						
Revenue vehicles, including spares, out-of-service vehicles, and vehicles in/awaiting maintenance, divided by the number of vehicles operated in maximum service	16.7%	0.0%	0.0%	0.0%	0.0%	
<b>Annual Passenger Trips</b>						
Passenger boardings on transit vehicles	844,267	796,056	384,149	287,809	292,559	
<b>Average Trip Length</b>						
Average length of passenger trip, generally derived through sampling	1.0	0.8	0.8	0.7	1.0	
<b>Annual Passenger Miles</b>						
Passenger trips multiplied by average trip length	802,054	660,726	318,844	201,466	280,857	
<b>Weekday Span of Service (hours)</b>						
Hours of transit service on a representative weekday from first service to last service for all modes	15.0	15.0	15.0	15.0	15.0	
<b>Average Fare</b>						
Passenger fare revenues divided by passenger trips	\$ -	\$ -	\$ -	\$ -	\$ -	
<b>Passenger Trips Per Revenue Mile</b>						
Passenger trips divided by revenue miles	5.70	5.73	4.58	2.91	2.96	
<b>Passenger Trips Per Revenue Hour</b>						
Passenger trips divided by revenue hours	57.3	55.2	44.3	27.9	32.0	
<b>Passenger Trips Per Capita</b>						
Passenger trips divided by service area population	0.8	0.7	0.4	0.2	0.2	
<b>Average Age of Fleet in Years</b>						
Average age of fleet in years	19.6	20.6	21.6	22.6	23.6	
<b>Unrestricted Cash Balance - Financial Indicator</b>						
End of year cash balance from financial statement	\$ 224,383	\$ 622,924	\$ 3,788,626	\$ 22,284	\$ -	
<b>Weekday Ridership</b>						
Average ridership on weekdays	3,255	2,985	2,107	1,125	1,134	
<b>Capital Commitment to System Preservation and System Expansion</b>						
% of capital spent on system preservation	100%	100%	100%	100%	100%	
% of capital spent on system expansion	0%	0%	0%	0%	0%	
<b>Intermodal Connectivity</b>						
Number of intermodal transfer points available	3	3	3	3	3	



## 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	2018	2019	2020	2021	2022
<b>Consultant Contracts</b>						
Final Cost % increase above Original Award	< 5%	0.0%	-6.6%	0.0%	0.0%	0.0%
<b>Construction Contracts</b>						
Completed within 20% above original contract time	≥ 80%	0.0%	100.0%	100.0%	0.0%	100.0%
Completed within 10% above original contract amount	≥ 90%	0.0%	100.0%	100.0%	0.0%	100.0%

### Applicable Laws:

	Objective	2018	2019	2020	2021	2022
<b>Minority Participation</b>						
M/WBE & SBE Utilization as a % of Total	> 90% of agency target:	19.3%	17.6%	23.2%	20.8%	29.0%

### Property Acquisition:

	Objective	2018	2019	2020	2021	2022
<b>Right-of-Way</b>						
# Projects Requiring ROW Acquisition		4	-	-	2	2
# Parcels Needed to be Acquired for Projects		247	3	-	114	13
# Parcels Acquired via Negotiations		9	3	-	106	-
# Parcels Acquired via Condemnation		-	-	-	77	-
# Parcels Acquired with Final Judgements at or Less than one half the range of		-	-	-	86	13

## 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	2018	2019	2020	2021	2022
<b>Unlinked Passenger Trips Per Revenue Hour</b> (Passenger trips divided by revenue hours)	>39.3	34.8	35.1	31.2	18.4	25.0
<b>Operating Expense Per Revenue Mile</b> Operating expense divided by revenue miles	<\$21.89	\$ 26.49	\$ 26.65	\$ 29.29	\$ 29.12	\$ 29.05
<b>Operating Expense Per Passenger Trip</b> Operating expenses divided by annual ridership	<\$18.24	\$ 22.09	\$ 21.77	\$ 26.27	\$ 46.52	\$ 34.40
<b>Operating Expense Per Passenger Mile</b> Operating expenses divided by passenger miles	<\$0.55	\$ 0.79	\$ 0.82	\$ 0.97	\$ 1.70	\$ 1.26
<b>Farebox Recovery Ratio</b> Passenger fares divided by operating expenses	>22.5%	13.8%	13.6%	10.3%	4.8%	8.5%
<b>Revenue Miles Between Major Incidents</b> Revenue miles divided by FRA reportable incidents for rail	Zero	0	0	0	0	0
<b>Revenue Miles Between Failures</b> Revenue miles divided by revenue vehicle system failures. A failure is classified as the breakdown of either a major or minor element of the revenue vehicle's mechanical system	>41,863	50,808	43,943	39,488	23,846	27,488
<b>Revenue Miles versus Vehicle Miles</b> Revenue miles divided by vehicle miles	>.93	0.96	0.96	0.93	0.92	0.96
<b>Customer Service</b> Average time from complaint to response	14 days	14	13	32	21	21
Customer complaints divided by boardings	<2 per 5,000 boardings	2.4	0.9	1.3	1.4	0.8
<b>On-time Performance</b> % trips end to end on time < 6 minutes late	>80%	91.0%	91.5%	94.3%	92.2%	92.6%

### Reportable Indicators

	2018	2019	2020	2021	2022
<b>Operating Expense Per Capita (Potential Customer)</b> Annual operating budget divided by the service area population	\$ 17.37	\$ 17.67	\$ 16.82	\$ 17.16	\$ 20.71
<b>Average Headway (minutes)</b> Average time for train to complete its portion of total route miles one time	29.5	29.7	30.0	32.5	28.9
<b>Service Area Population</b> Approximation of overall market size	5,502,379	5,502,379	5,502,379	5,502,379	5,052,379
<b>Service Area Population Density</b> Persons per square mile based on the service area population and size	1,238	1,238	1,238	1,238	1,238
<b>Operating Expense</b> Spending on operations, including administration, maintenance, and operation of service vehicles	\$ 95,569,801	\$ 97,210,759	\$ 92,527,027	\$ 94,426,335	\$ 104,619,296
<b>Operating Revenue</b> Revenue generated through the operation of the transit authority	\$ 13,790,701	\$ 14,855,253	\$ 9,796,733	\$ 5,816,475	\$ 9,535,627
<b>Total Annual Revenue Miles</b> Vehicle miles operated in active service (available to pick up revenue passengers)	3,607,386	3,647,288	3,159,070	3,243,049	3,600,940
<b>Total Annual Revenue Hours</b> Vehicle hours operated in active service	124,457	127,230	112,990	110,573	121,789
<b>Vehicle Miles Between Failures</b> Vehicle miles divided by revenue vehicle system failures. A failure is classified as the breakdown of either a major or minor element of the revenue vehicle's mechanical system	52,840	45,727	42,239	25,794	28,762
<b>Total Revenue Vehicles</b> Vehicles available to meet annual maximum service requirements	50	50	50	50	50
<b>Operating Expense Per Revenue Hour</b> Cost of operating an hour of revenue service	\$ 767.89	\$ 764.06	\$ 818.90	\$ 853.97	\$ 859.02
<b>Peak Vehicles</b> Vehicles operated to meet annual maximum (peak) service requirements	42	42	43	40	43

# Transit Authority Monitoring and Oversight Report

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

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

Official Reporting Period: July 1 through June 30

### Reportable Indicators

	2018	2019	2020	2021	2022
<b>Ratio of Revenue Vehicles to Peak Vehicles (spare ratio)</b>					
Revenue vehicles, including spares, out-of-service vehicles, and vehicles in/awaiting maintenance, divided by the number of vehicles operated in maximum service	16.0%	16.0%	14.0%	20.0%	14.0%
<b>Annual Passenger Trips</b>					
Passenger boardings on transit vehicles	4,325,856	4,465,750	3,522,017	2,029,609	3,041,459
<b>Average Trip Length</b>					
Average length of passenger trip, generally derived through sampling	28.0	26.5	27.2	27.4	27.3
<b>Annual Passenger Miles</b>					
Passenger trips multiplied by average trip length	121,123,968	118,342,375	95,798,862	55,520,824	83,031,831
<b>Weekday Span of Service (hours)</b>					
Hours of transit service on a representative weekday from first service to last service for all modes	19.5	19.5	19.5	19.5	19.5
<b>Average Fare</b>					
Passenger fare revenues divided by passenger trips	\$ 3.04	\$ 2.96	\$ 2.71	\$ 2.22	\$ 2.91
<b>Passenger Trips Per Revenue Mile</b>					
Passenger trips divided by revenue miles	1.20	1.22	1.11	0.63	0.84
<b>Passenger Trips Per Revenue Hour</b>					
Passenger trips divided by revenue hours	34.8	35.1	31.2	18.4	25.0
<b>Passenger Trips Per Capita</b>					
Passenger trips divided by service area population	0.79	0.81	0.64	0.37	0.60
<b>Average Years Since Last Rebuild</b>					
Locomotives (9)	16.2	17.2	18.2	0.5	1.5
Coaches (12)	17.2	18.2	19.2	19.2	21.2
<b>Unrestricted Cash Balance - Financial Indicator</b>					
End of year cash balance from financial statement	\$ 28,605,873	\$ 26,702,579	\$ 24,352,824	\$ 24,546,746	\$ 25,016,950
<b>Weekday Ridership</b>					
Average ridership on weekdays	14,615	14,765	11,531	6,529	9,709
<b>Capital Commitment to System Preservation and System Expansion</b>					
% of capital spent on system preservation	35%	76%	99%	100%	99%
% of capital spent on system expansion	65%	24%	1%	0%	1%
<b>Intermodal Connectivity</b>					
Intermodal transfer points available through Tri-Rail	18	18	18	18	18

# **Appendix B**

## **Correspondence**

**FLORIDA TRANSPORTATION COMMISSION**

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



**Ron DeSantis**  
Governor

January 3, 2024

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 2022 Report for Transit Authorities*, was adopted at our recent public meeting. This annual report is produced to fulfill the Commission's oversight role that includes the monitoring and evaluation of transit authorities created under Chapters 343 and 349, Florida Statutes.

The 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 2022 financial and operational data.

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

FTC Transportation Authority, Fiscal Year 2022 Transit Report  
January 3, 2024  
Page Two

Over the next year, the FTC, in coordination with the transit authorities, will begin its process to review and revise the existing performance measures and operating indicators. The process will ensure performance measures and operating indicators used to monitor performance are aligned to current transit authorities' business models and the strategic focus of each transit authority.

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

With regards,



Ronald S. Howse, Chairman  
Florida Transportation Commission

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  
Ms. Leda Kelly, Chief of Staff, Florida Department of Transportation  
Mr. J. Alex Kelly, Acting Chief of Staff, Executive Office of the Governor  
Mr. Cody Farrill, Deputy Chief of Staff, Executive Office of the Governor  
Mr. Peter Cuderman, Director of Legislative and Intergovernmental Affairs, Executive Office of the  
Governor  
Mr. Chris Spencer, Director of Policy and Budget, Executive Office of the Governor  
Mr. James Christian, Florida Division Administrator, Federal Highway Administration



**Florida Transportation Commission**

**605 Suwannee Street, MS 9**

**Tallahassee, Florida 32399-0450**

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

[www.ftc.state.fl.us](http://www.ftc.state.fl.us)