TRANSPORTATION AUTHORITY MONITORING AND OVERSIGHT

FY 2024

Transit Authority Report

A Report by the Florida Transportation Commission

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About the Commission

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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 the 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

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EXECUTIVE SUMMARY

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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.

Transit Authorities under Commission Oversight*

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.

*Shows the transit authorities created under Chapters 343 and 349 of the Florida Statutes

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 recommendations for changes. CUTR played an integral role in establishing the original measures that were adopted for the inaugural oversight report. The Commission convened a Charrette on Transportation Authority Performance Measures in October 2016 to discuss CUTR's recommendations and any concerns expressed by the authorities.

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

Currently, there are 13 performance measure objectives, and 27 operating indicators established by the Commission for Lynx, JTA, and Tri-Rail. An overview of the performance measures and objectives and operating indicators are presented in Tables 2 and 3.

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

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Table 2
Transit Authority Performance Measures

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

[1]Specific to CFRTA and JTA (Bus and Skyway).

[2]Specific to SFRTA (Rail).

[3]Breakdown of a major or minor element of a revenue vehicle's mechanical system.

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

[5]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
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

*2025 Legislative Overview

Senate Bill HB 1662 - Transportation (FDOT Legislative Package) was signed into law by Governor DeSantis, effective July 1, 2025. This legislation includes wide-ranging reforms to Florida's transportation policy, governance, infrastructure, and oversight. Key provisions include:

Workforce & Innovation

- Creation of the Florida Transportation Research Institute to promote innovation through academic research and grants.
- Creation of the Florida Transportation Academy to support workforce development.
- Authorization for FDOT to fund aviation-related and space-related workforce projects.
- Expanding eligibility for state funding to include workforce development, technology, and intermodal connectivity projects.
- Codification for advanced air mobility planning and coordination with the Department of Commerce.

Operational Enhancements

- Authorization for direct purchase of insurance and heavy equipment by FDOT.
- Expansion of FDOT's authority to include operational technology and public information campaigns.
- Allowance for blanket permits for moving large cranes, including at night.
- Revisions to landscaping standards to require native plants.
- Lower surety bond amounts for contract bidders.
- Repealing the Disadvantaged Business Enterprise program, expanding small business participation.

Modes of Transportation

- Repealing laws on high-occupancy vehicle lanes and toll exemptions.
- Expanding eligible project types for seaport and airport funding, including terminal expansions and safety improvements.
- Requiring commercial airports to host emergency staging areas and submit cybersecurity and operational incident reports.
- Prohibiting new landing fees for academic flight training operations.
- Updating statutes for private airports and requires certification by 2030.
- Creating an Intermodal Logistics Center Working Group within FDOT.
- Expanding Jacksonville Transportation Authority board to include nearby counties.

Efficiency & Accountability

- Requiring FTC to monitor transit agencies receiving public transit block grants.
- Updating FTC membership to include expertise in transportation, higher education, or workforce development.
- Allowing FDOT to withhold funds from jurisdictions with noncompliant traffic signals.
- Adding new airport and seaport reporting and transparency requirements.
- Establishing a state workgroup on mapping/GIS practices with a report due November 15, 2025.
- Requiring FDOT to report on transportation entities promoting policies inconsistent with the state's energy policy.
- Expanding the camping prohibition to include all State Highway System rights-of-way.

Senate Bill 462: Transportation (Industry Bill) was signed into law by Governor DeSantis, effective July 1, 2025. It contains the following transportation–related provisions that:

- Allows off-highway vehicles on beaches for rental equipment removal, if locally approved.
- Mandates counties to report use of transportation surtax revenues to the Office of Economic and Demographic Research.
- Establishes administrative procedures for school bus infraction detection systems.
- Grants local governments authority to regulate and educate on micromobility and electric bicycle use.
- Prohibits creating excessive wake when driving through flooded streets.
- Requires issuance of expectant mother parking permits for disabled parking spaces.
- Prohibits airports from charging new landing fees for academic flight training.
- Allows public-use airports to join the federal Airport Investment Partnership Program and receive state funds.
- Authorizes FDOT to use eminent domain to preserve future corridor improvements.
- Establishes a Sarasota Manatee Airport pilot program for permitting alternatives (ends 2028).
- Provides $5M/year through FY 2029-30 for workforce development in heavy civil construction.
- Revises FDOT project rules: contract waivers, design-build updates, insurance, and dispute arbitration.
- Requires MPOs and FDOT to coordinate on planning, performance metrics, and modernization efforts.
- Prohibits the creation of new MPOs in areas contiguous to existing ones.
- Mandates FDOT to implement a Next-gen Traffic Signal Modernization Program.
- Requires FDOT to report on I-4 widening in Hillsborough and Polk by Dec 31, 2025.

House Bill 703: Utility Relocation was signed into law by Governor DeSantis, effective October 1, 2025. It contained the following transportation–related provisions that:

- Modifies the process and funding responsibilities for relocating communications facilities located in public rights-of-way.
- Requires communications service providers to submit an estimated schedule and project cost for relocating facilities within FDOT or other specified state-owned rights-of-way.
- Requires the Florida Department of Transportation (FDOT) to participate in the costs of relocation when occurring on its right-of-way.
- Establishes the Utility Relocation Reimbursement Grant Program within the Department of Commerce to reimburse providers for relocation work requested by county and municipal governments.
- Redirects a portion of the state communications services tax revenues to fund the grant program and help offset relocation costs.

Senate Bill 1516: Aerospace Industry was signed into law by Governor DeSantis, effective July 1, 2025. It contained the following transportation–related provisions that:

- Establishes the International Aerospace Innovation Fund (IAIF), administered by Space Florida to accelerate global aerospace innovation via collaborative R&D, workforce development, and commercialization.
- Requires Space Florida to develop partnerships between Florida-based and international aerospace companies.
- Aims to attract global investment in Florida's aerospace ecosystem and drive innovation in key technology areas like space exploration and advanced manufacturing.
- IAIF projects must meet eligibility criteria including:
    - Involvement of at least one Florida-based aerospace company.
    - International partnership with a company, university, space agency, or research institute.
    - Demonstrated potential for commercialization.
- Provides funding for IAIF can come from state, private sector, or international sources.
- Requires a panel of experts to evaluate and recommend projects through a competitive, merit-based process.
- Authorizes Space Florida to negotiate bilateral agreements with other countries, including co-funding and IP rights.

House Bill 7031: Taxation was signed into law by Governor DeSantis, effective July 1, 2025, except as otherwise provided. The bill contains provisions for tax relief and changes to tax policy.

Key Tax Policy Changes Related to Transportation and Fuel

- Repeals the aviation fuel tax effective January 1, 2026.
- Delays the imposition of the tax on natural gas fuel from January 1, 2026, to January 1, 2030.
- Revises distributions from documentary stamp tax revenues and reduces the overall amount distributed to the State Transportation Trust Fund.

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

2024 Legislative Overview*

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

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

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

- Limits revenues from state fuel taxes and motor vehicle fees committed to public transit projects to 20%, with exceptions for federal matching, approved rapid transit, and enhancing state highway service levels.
- Increases the number of times a driver can elect to take a driving improvement course instead of court appearance.
- Requires the Department of Transportation (DOT) and the Department of Highway Safety to review and update specified driving course contents annually.
- Authorizes the DOT to enter into comprehensive agreements with private entities for transportation projects, including interim agreements before comprehensive agreements.
- Prohibits local governments from considering reclaimed asphalt as solid waste.
- Requires at least three letters of interest before proceeding with design-build contract proposals and specifies that vehicles used on DOT projects must comply with registration provisions.
- Allows for multiple contract performance and payment bonds for phased design-build contracts.
- Establishes a cause-and-effect presumption related to marijuana in vehicle crashes within construction zones and revises conditions for contractor liability exemptions.
- Requires the DOT to offer first refusal to previous property owners for certain disposals and specifies procedures and terms for such rights.
- Establishes a Local Agency Program within the DOT for federally funded, locally executed transportation projects, setting criteria and contract requirements for local agencies.

- Specifies that certain sections don't apply to comprehensive agreements under this bill.

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

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

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

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

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

- Removes the requirement for the Florida Transportation Commission to nominate the Secretary of Transportation.

- Revises areas of responsibility within the Department of Transportation and no longer requires the secretary to appoint the inspector general.
- Mandates a specific portion of the State Transportation Trust Fund for the Intermodal Logistics Center Infrastructure Support Program, including project inclusion in the tentative work program.
- Updates requirements for airport land use compatibility zoning regulations.
- Revises the Department of Transportation's mission, goals, and objectives to emphasize efficient movement of people and goods, economic competitiveness, and preservation of Florida's quality of life.
- Introduces requirements for traffic studies and public involvement for certain projects proposed by governmental entities.
- Adjusts the timeframe before an inactive prepaid toll account is considered unclaimed property.
- Specifies control and reimbursement details related to Alligator Alley toll road agreements.
- Prohibits the Department of Transportation from funding projects or programs of entities violating specific health regulations.
- Prioritizes certain revenue allocations for arterial highway projects and sets parameters for financing these projects.
- Authorizes local governments within specified areas to compete for additional funding for projects on state or county roads.
- Implements voting and meeting notice requirements for public transit projects and specifies restrictions on marketing and advertising expenditures by public transit providers.
- Establishes terms and annual actions for public transit providers concerning fiscal management and performance measures.
- Amends the powers of the Florida Rail Enterprise.
- Revises definitions and regulations related to streetlights and traffic rules at railroad-highway grade crossings, including penalties for violations.

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

- Enhances transportation services for individuals with disabilities and the transportation disadvantaged by revising the duties of the Department of Transportation and the membership and operational guidelines of the Commission for the Transportation Disadvantaged and establishing new policies for paratransit service contracts and investigations of adverse incidents.
- Mandates performance requirements, liability insurance, and complaint processes in grants and agreements for paratransit services.
- Revises Commission for the Transportation Disadvantaged membership to include 11 members with specified designations and qualifications, with new term lengths and voting requirements.
- Defines "transportation service provider" and sets forth contract requirements for paratransit services, including competitive procurement and standards for service timeliness and transparency.

- Requires the establishment of model procedures for receiving and investigating reports of adverse incidents in transportation services.
- Mandates reporting by the Center for Urban Transportation Research and the Implementing Solutions from Transportation Research and Evaluating Emerging Technologies Living Lab on improving paratransit services.
- Requires the Department of Transportation to deliver a comprehensive report on transportation disadvantaged services, including reviews of service timeliness, quality, and funding, as well as recommendations for improvements and technology opportunities.

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

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

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

Transit Authorities

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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, Florida Statutes. The Commission is required to conduct periodic reviews of each authority's operations and budget, acquisition of property, management of revenue and bond proceeds, and compliance with applicable laws and generally accepted accounting principles. HB 1213, passed by the 2009 legislature, expanded Commission oversight responsibilities to include the Jacksonville Transportation Authority (JTA), established in Chapter 349, Florida Statutes.

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

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

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

- Background of the authority
- Performance measures results for fiscal year 2024
- Operating indicator trends for fiscal year 2024

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

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

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

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

Table 4
Transit Authority Performance Measure Results Summary
FY 2024

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

1. Unliked 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 4 of the 11 for Skyway (1 was not applicable). JTA also met all 4 of the performance measure objectives for Highway. The measures not met for Bus and Skyway were:

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

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

South Florida Regional Transit Authority (SFRTA/Tri-Rail) met 6 of the 11 performance measure objectives. The six 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

Central Florida Regional Transportation Authority

Background

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

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

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

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

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

Table 5
CFRTA/LYNX Board Members as of September 30, 2024

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

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

LYNX provides transportation services to the public in the Orlando metropolitan area and throughout Orange, Osceola, and Seminole Counties in the form of fixed route bus service, bus rapid transit, paratransit service, NeighborLink (Flex) service and vanpools. In FY 2023, LYNX also provided a 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 2024 annual operating budget totaled $192,403,670, an increase of five percent (5%) from the previous year. Approximately 18,536,728 passenger trips (6.5% increase from FY 2023) were provided for LYNX fixed route services in FY 2024.

LYNX receives significant financial support from its funding partners. For FY 2024 operating funding, the Orange County Commission approved $69,041,652; the Seminole County Commission approved $11,533,044 and the Osceola County Commission approved $11,416,995.

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.

Table 6
Central Florida Commuter Rail Commission (CFCRC)
FY 2024

Name	Appointment	Position
Amy Lockhart	Seminole County Commissioner	Chair
Buddy Dyer	Mayor of the City of Orlando	Vice-Chair
Jerry Demings	Mayor of Orange County	Secretary
Jeff Brower	Volusia County Council Chairman	Board Member
Viviana Janer	Osceola County Commissioner	Board Member

The CFCRC consists of a five-member governing board with officers for FY 2024 (table 6). 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, minutes, current status, and contractual documents can be found at https://corporate.sunrail.com/. SunRail is a 61.5-mile commuter rail system that extends from the DeLand station in Volusia County to the Poinciana station in Osceola County.

Table 7
CFRTA / LYNX Scorecard

Performance Measure	Derivation	Results
Unlinked Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours of at least 26.9	15.5
Operating Expense per Revenue Mile	Operating expenses divided by revenue miles no more than $6.44	$9.43
Operating Expense per Revenue Hour	Operating expenses divided by revenue hours less than $91.19	$125.40
Operating Expense per Passenger Trip	Operating expenses divided by annual ridership less than $3.65	$8.11
Operating Expense per Passenger Mile	Operating expenses divided by passenger miles no more than $0.57	$1.42
Farebox Recovery Ratio	Passenger fares divided by operating expenses greater than 27.6%	12.4%
Revenue Miles between Safety Incidents	Annual revenue miles divided by safety events greater than 124,513	184,199
Revenue Miles between Failures	Revenue miles divided by revenue vehicle system failures less than 10,500	9,567
Revenue Miles vs. Vehicle Miles	Revenue miles divided by vehicle miles greater than .9	0.90
Customer Service	Average time from complaint to response less than 14 days	10
Customer Service	Customer complaints divided by boardings less than 2 per 5,000	0.6
On-Time Performance	Percentage of trips end-to-end on time (departures <5 minutes late and 1 minute early) greater than 80%	66.0%

Table 8
CFRTA/LYNX Operating Indicators Fiscal 2022 through 2024

Operating Indicator	Derivation	2021-22	2022-23	2023-24
Operating Expense per Capita (Potential Customer)	Annual operating budget divided by service area population	$48.13	$58.97	$61.55
Average Headway	Average minutes for vehicle to complete its portion of total route miles one time	25.6	34.8	32.9
Service Area Population	Approximation of overall market size	2,374,729	2,419,015	2,456,081
Service Area Population Density	Persons per square mile based on service area population and size	935.7	953.2	967.8
Operating Expense	Spending on operations, including administration, maintenance, and operation of service vehicles	$114,306,241	$142,661,049	$151,163,104
Operating Revenue[1]	Revenue generated through operations of transit authority	$35,254,389	$40,682,181	$47,947,890
Total Annual Revenue Miles	Miles vehicles operated in active service[2]	14,872,236	15,205,750	16,025,337
Total Annual Revenue Hours	Hours vehicles operated in active service	1,100,786	1,123,155	1,205,418
Vehicle Miles Between Failures	Vehicle miles divided by revenue vehicle system failures[3]	8,853	9,219	10,635
Total Revenue Vehicles[4]	Vehicles available to meet annual maximum service requirement	295	308	327
Peak Vehicles	Vehicles operated to meet annual maximum (peak) service requirements	248	256	272
Ratio of Revenue Vehicles to Peak Vehicles[5] **(Spare Ratio)**	Revenue vehicles, including spares, out-of-service vehicles, and vehicles in/awaiting maintenance divided by the number of vehicles operated in maximum service	15.9%	16.9%	16.8%
Annual Passenger Trips[6]	Passenger boardings on transit vehicles	15,821,169	17,426,273	18,633,760
Average Trip Length	Average length of passenger trip (generally derived through sampling)	5.1	5.6	5.7
Annual Passenger Miles	Passenger trips multiplied by average trip length in miles	80,687,962	97,587,129	106,212,432
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	$1.01	$1.02	$1.00
Passenger Trips per Revenue Mile	Passenger trips divided by revenue miles	1.06	1.15	1.16
Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours	14.4	15.5	15.5
Passenger Trips per Capita	Passenger trips divided by service area population	6.7	7.2	7.6
Average Age of Fleet	Average age of fleet in years	6.5	5.3	5.9
Unrestricted Cash Balance	End of year cash balance from financial statement	$134,876,758	$110,287,702	$83,440,395
Weekday Ridership	Average ridership on weekdays	49,026	52,846	57,737
Capital Commitment to System Preservation	Percenatge of capital spent on system preservation	95.0%	100.0%	73.0%
Capital Commitment to System Expansion	Percentage of capital spent on system expansion	2.2%	0.0%	27.0%
Intermodal Connectivity	Intermodal transfer points available	24	24	24

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

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 9).

Table 9
Jacksonville Transportation Authority Board Members
September 30, 2024

Name	Appointment	Position
Debbie Buckland	Governor's Appointee	Chair
Ray Driver	Governor's Appointee	Vice-Chair
Aundra Wallace	Mayor's Appointee	Secretary
Patricia Sams	Mayor's Appointee	Treasurer
Greg Evans, P.E.	District Two Secretary	Ex-Officio
Ari Jolly	Governor's Appointee	Board Member
Megan Hayward	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.
- JTA's Connexion paratransit service, providing transportation for people with disabilities and transportation disadvantages.
- 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. Beginning in October 2024, JTA will also provide transportation disadvantage services for Nassau County.

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^2C) program. The U^2C 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 nearby 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 a vendor has been selected to conduct the PD&E phase, and Phase 3, the neighborhood extension has received a discretionary grant award for planning through USDOT's Rebuilding American Infrastructure with Sustainability and Equity (RAISE) program.

In 2024, JTA finalized the design of the Bay Street Innovation Corridor and the Autonomous Innovation Center (AIC) and started construction of the project. As a result of the JTA's forward thinking and innovation, in 2024 HOLON, a German AV manufacturer announced they will be establishing their North American production facility in Jacksonville. HOLON became the first automotive Original Equipment Manufacturer (OEM) to manufacture in the State of Florida and

will produce the first industrialized autonomous, electric shuttles in the U.S. with production slated to begin in 2026. Jacksonville will lead the way in autonomous mobility with HOLON's new facility creating an initial 150 jobs and potential for a total supply chain impact to generate an estimated 1,000 jobs at scale. This highlights public transportation's role as an economic development engine for the cities they provide service.

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 roadways projects, leftover promises from the Better Jacksonville Plan, and to construct roadways, pedestrian, and transit improvements in 14 corridors. The JTA is proud to have completed and delivered the remaining projects in 2024, bringing the Better Jacksonville Plan to completion. Due to this success, COJ extended and expanded the local option gas tax, to fund nearly $1 billion in roadway and transportation projects over the next 30 years, with JTA having responsibility for $500 million in infrastructure projects. The extension of the local option gas tax will fund 17 projects under the program of Mobility Works 2.0. This program will deliver major projects, such as the Emerald Trail and a new Ferry boat, as well as create an estimated 1,600 local jobs.

In 2022, the JTA Board of Directors approved a new 5-year strategic plan known as Mobility Optimization Through Vision and Excellence 2023-2027 (MOVE2027). MOVE2027 builds upon the accomplishments of the past ten years, which included the construction of the Jacksonville Regional Transportation Authority (JRTC) at LaVilla, a multi-modal regional transportation facility, built with the latest in technology, and for the future, with the capacity to receive over 40,000 customers daily. The JRTC is also the home of JTA's 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 on bringing 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 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.
- Improve 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 10
JTA Bus Scorecard

Performance Measure	Derivation	Results
Unlinked Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours of at least 19.1	10.9
Operating Expense per Revenue Mile	Operating expenses divided by revenue miles no more than $7.90	$14.80
Operating Expense per Revenue Hour	Operating expenses divided by revenue hours less than $110.64	$198.38
Operating Expense per Passenger Trip	Operating expenses divided by annual ridership less than $6.44	$18.14
Operating Expense per Passenger Mile	Operating expenses divided by passenger miles no more than $1.22	$3.42
Farebox Recovery Ratio	Passenger fares divided by operating expenses greater than 17.6%	6.3%
Revenue Miles between Safety Incidents	Annual revenue miles divided by safety events greater than 227,975	125,342
Revenue Miles between Failures	Revenue miles divided by revenue vehicle system failures greater than 10,500	21,291
Revenue Miles vs. Vehicle Miles	Revenue miles divided by vehicle miles greater than .90	0.93
Customer Service	Average time from complaint to response less than 14 days	2
Customer Service	Customer complaints divided by boardings less than 2 per 5,000	2.5
On-Time Performance	Percentage of trips end-to-end on time (departures <5 minutes late and 1 minute early) greater than 80%	75.0%

Table 11
JTA Skyway Scorecard

Performance Measure	Derivation	Results
Unlinked Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours of at least 70.7	43.7
Operating Expense per Revenue Mile	Operating expenses divided by revenue miles no more than $27.97	$107.66
Operating Expense per Revenue Hour	Operating expenses divided by revenue hours less than $376.92	$1,297.07
Operating Expense per Passenger Trip	Operating expenses divided by annual ridership less than $4.39	$29.69
Operating Expense per Passenger Mile	Operating expenses divided by passenger miles no more than $6.13	$29.69
Farebox Recovery Ratio	Passenger fares divided by operating expenses	
Revenue Miles between Safety Incidents	Annual revenue miles divided by safety events greater than 41,348	42,380
Revenue Miles between Failures	Revenue miles divided by revenue vehicle system failures greater than 10,500	1,766
Revenue Miles vs. Vehicle Miles	Revenue miles divided by vehicle miles greater than .90	0.96
Customer Service	Average time from complaint to response less than 14 days	9
Customer Service	Customer complaints divided by boardings less than 2 per 5,000	0.28
On-Time Performance	Percentage of trips end-to-end on time (departures <5 minutes late and 1 minute early) greater than 98%	97.0%

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

Table 12
JTA Highway Scorecard

Performance Measure	Derivation	Results
Operations and Budget		
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%
Applicable Laws		
Small Business Participation	SBP utilization as a percentage of total expenditures not less than 19.27%	254.6%

Table 13

JTA-Summary of Operating Indicators-Bus Fiscal 2022 through 2024

Operating Indicator	Derivation	2021-22	2022-23	2023-24
Operating Expense per Capita (Potential Customer)	Annual operating budget divided by service area population	$77.32	$83.34	$89.44
Average Headway	Average minutes for vehicle to complete its portion of total route miles one time	39.5	51.2	39.7
Service Area Population	Approximation of overall market size	1,247,374	1,264,452	1,285,641
Service Area Population Density	Persons per square mile based on service area population and size	699.6	711.3	711.3
Operating Expense	Spending on operations, including administration, maintenance, and operation of service vehicles	$97,771,190	$107,147,488	$114,981,944
Operating Revenue	Revenue generated through operations of transit authority	$134,747,907	$136,898,917	$148,546,206
Total Revenue Miles	Miles vehicles operated in active service	7,652,864	7,628,846	7,771,174
Total Revenue Hours	Hours vehicles operated in active service	549,374	558,704	579,598
Vehicle Miles Between Failures	Vehicle miles divided by revenue vehicle system failures	22,441	21,781	22,882
Total Revenue Vehicles	Vehicles available to meet annual maximum service requirement	206	197	197
Peak Vehicles	Vehicles operated to meet annual maximum (peak) service requirements	108	115	153
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	47.6%	41.6%	22.3%
Annual Passenger Trips	Passenger boardings on transit vehicles	5,131,106	5,776,263	6,337,454
Average Trip Length	Average length of passenger trip (generally derived through sampling)	5.8	5.9	5.3
Annual Passenger Miles	Passenger trips multiplied by average trip length in miles	29,760,415	33,981,036	33,588,506
Weekday Span of Service (Hours)	Hours of transit service on a representative weekday from first to last service for all modes	22.0	22.0	22.0
Average Fare	Passenger fare revenues divided by passenger trips	$1.15	$1.02	$1.14
Passenger Trips per Revenue Mile	Passenger trips divided by revenue miles	0.67	0.76	0.82
Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours	9.3	10.3	10.9
Passenger Trips per Capita	Passenger trips divided by service area population	4.1	4.5	4.9
Average Age of Fleet	Average age of fleet in years	8.1	7.4	6.5
Unrestricted Cash Balance	End of year cash balance from financial statement	-$1,113,139	-$674,596	$7,867,264
Weekday Ridership	Average ridership on weekdays	16,550	18,549	19,834
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 14
JTA-Summary of Operating Indicators-Skyway Fiscal 2022 through 2024

Operating Indicator	Derivation	2021-22	2022-23	2023-24
Operating Expense per Capita (Potential Customer)	Annual operating budget divided by service area population	$6.05	$6.45	$7.10
Average Headway	Average minutes for vehicle to complete its portion of total route miles one time	10.0	10.3	13.4
Service Area Population	Approximation of overall market size	1,264,452	1,285,641	1,285,641
Service Area Population Density	Persons per square mile based on service area population and size	699.6	711.0	711.3
Operating Expense	Spending on operations, including administration, maintenance, and operation of service vehicles	$7,645,009	$8,298,640	$9,124,855
Operating Revenue	Revenue generated through operations of transit authority	$918	$1,088	$183
Total Revenue Miles	Miles vehicles operated in active service	98,777	83,976	84,759
Total Revenue Hours	Hours vehicles operated in active service	9,146	7,998	7,035
Vehicle Miles Between Failures	Vehicle miles divided by revenue vehicle system failures	1,706	893	1,839
Total Revenue Vehicles	Vehicles available to meet annual maximum service requirement	6	6	6
Peak Vehicles	Vehicles operated to meet annual maximum (peak) service requirements	3	3	2
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	200.0%	200.0%	300.0%
Annual Passenger Trips	Passenger boardings on transit vehicles	292,559	299,547	307,328
Average Trip Length	Average length of passenger trip (generally derived through sampling)	1.0	1.0	1.0
Annual Passenger Miles	Passenger trips multiplied by average trip length in miles	280,857	299,547	307,328
Weekday Span of Service (Hours)	Hours of transit service on a representative weekday from first to last service for all modes	15	15	15
Average Fare	Passenger fare revenues divided by passenger trips	$0.00	$0.00	$0.00
Passenger Trips per Revenue Mile	Passenger trips divided by revenue miles	2.96	3.57	3.63
Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours	32.0	37.5	43.7
Passenger Trips per Capita	Passenger trips divided by service area population	0.2	0.2	0.2
Average Age of Fleet	Average age of fleet in years	23.6	24.6	25.6
Unrestricted Cash Balance	End of year cash balance from financial statement	$0	$0	$0
Weekday Ridership	Average ridership on weekdays	1,134	1,161	1,223
Capital Commitment to System Preservation	Percentage of capital spent on system preservation	100.0%	100.0%	100.0%
Capital Commitment to System Expansion	Percentage of capital spent on system expansion	0.0%	0.0%	0.0%
Intermodal Connectivity	Intermodal transfer points available	3	3	3

South Florida Regional Transit Authority

Background

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

Pursuant to Chapter 343, Florida Statutes, SFRTA is authorized to own, operate, maintain, and manage a transit system in the tri-county area of Broward, Miami-Dade, and Palm Beach counties. SFRTA is also empowered to "plan, develop, own, purchase, lease or otherwise acquire, demolish, construct, improve, relocate, equip, repair, maintain, operate, and manage a transit system and transit facilities." SFRTA is authorized to adopt rules necessary to govern operation of a transit system and facilities and to "coordinate, develop, and operate a regional transportation system within the area served." Each county served by SFRTA must dedicate and transfer to SFRTA not less than $2.6 million before October 31st of each fiscal year (FY). These funds may be used for capital, operations, and maintenance. In addition, each county must provide an amount not less than $1.5 million for SFRTA's operations annually before October 31st of each fiscal year. SFRTA must develop and adopt a plan for the operation, maintenance, and expansion of the transit system that is reviewed and updated annually. The FY 2019-2028 Transit Development Plan (TDP), adopted in October 2018, is a major update that serves as the strategic guide for public transportation for SFRTA over the next 10 years. SFRTA has drafted a new major TDP update for FY 2026-2035, that has been submitted to FDOT for approval.

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

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 Winter of 2024, the SFRTA Board elected a new Chair to serve the remainder of the calendar year. FY 2024 SFRTA Board members are presented in Table 15.

Table 15
SFRTA/Tri-Rail Board Members as of June 30, 2024

Name	Appointment	Position
Tim Ryan	Commissioner, Broward County	Chair
Marci Woodward	Commissioner, Palm Beach County	Vice-Chair
J. C. de Ona	Representative, Miami-Dade County	Board Member
Stacy Miller, P.E.	District Four Secretary	Board Member
Raquel A. Regalado, Esq.	Commissioner, Miami-Dade County	Board Member
Carlos A. Penin, P.E.	Governor's Appointee	Board Member
Robert B. Sendler	Governor's Appointee	Board Member
James A. Scott	Governor's Appointee	Board Member
Hal R. Valeche	Representative, Palm Beach County	Board Member
Robert C. L. Vaughn, Esq.	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, Lyft and taxi services. SFRTA has incorporated these options to offer the public with more connections with the train service, in partnership with FDOT, Uber, Lyft, Freebee, and local taxi companies.

Bus connections for Tri-Rail stations in Broward, Miami-Dade and Palm Beach counties are provided by Broward County Transit, Miami-Dade County Department of Transportation and Public Works, and Palm Tran, respectively, through fixed routes. SFRTA operates services in Broward, Miami-Dade, and Palm Beach counties within a service area of 5,128 square miles that is home to 6.2 million residents. North-south daily service along a 73.5-mile commuter rail corridor with 19 stations connects the region’s three major downtown areas and three international airports. Weekday service that begins at 3:50 a.m. provides 30-minute headways during morning and afternoon peak periods and is available until 11:40 p.m. Eleven train sets operate service that includes 50 one-way trips each weekday, and 30 one-way trips on weekends and holidays. SFRTA provides hourly service on weekends. SFRTA typically operates three-car trains but does operate some four-car sets during various times of the service day.

Tri-Rail Downtown Miami Link Service As of January 13, 2024, Tri-Rail services were extended to include a stop at the Brightline MiamiCentral Station in downtown Miami. The service was introduced with train-to-shuttle train transfers between the South Florida Rail Corridor and the Florida East Coast (FEC) Railway. Shuttle trains operate twenty-six weekday and twenty-three weekend trains in and out of MiamiCentral Station.

Furthermore, at the end of the fiscal year Tri-Rail announced the introduction of its first-ever express train service, providing a morning and evening peak hour one-seat ride train service for MiamiCentral. The express service provides a limited-stop train in the morning from West Palm Beach, Boca Raton, Fort Lauderdale Airport and Metrorail Transfer stations, and a return express train in the evening making the same stops. The SFRTA operates the additional service as tenants on the FEC Corridor, where trains are dispatched by the Florida Dispatch Company.

Ridership and Further Improvements SFRTA announced Tri-Rail's complete ridership recovery in FY 2024, averaging 15,000 weekday passengers between February and April 2024, for the first time in 4 years. The system also experienced the highest average weekend ridership during the same period, averaging 8,000 passengers on Saturdays and Sundays, including setting a record for its highest Saturday ever with 10,129 passengers on February 24, 2024, and highest Sunday with 7,972 on March 24, 2024.

SFRTA initiated the process to procure new vehicles, thanks to the federal grant awarded by the U.S. Department of Transportation's Federal Transit Administration to replace aging passenger railcars. The $71.7 million awarded will help combine an estimated $179.2 million to replace 24 rail vehicles, representing 32-percent of Tri-Rail's fleet. SFRTA continues to successfully maintain the South Florida Rail Corridor, completing 15 signal upgrade projects, 12 crossing rehabilitation projects and 11 onsite signal system improvements, totaling $18.9 million of work in 2024. Work was also started for a pedestrian bridge rehabilitation program to cover 13 Tri-Rail stations without the need to cancel train service.

SFRTA established its first Strategic Plan with a new set of goals that show its commitment to deliver a safe, convenient and effective transportation service that aspires to serve as South Florida's multimodal backbone. The plan outlines the strategic goals of providing a safe system, increasing ridership, enhancing customer experience and system operations, nurturing all partnerships, seeking additional forms of revenue, providing a great workplace and effectively managing administrative responsibilities.

Table 16
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	33.3
Operating Expense per Revenue Mile	Operating expenses divided by revenue miles no more than $21.89	$35.83
Operating Expense per Passenger Trip	Operating expenses divided by annual ridership less than $18.24	$30.41
Operating Expense per Passenger Mile	Operating expenses divided by passenger miles no more than $0.55	$1.16
Farebox Recovery Ratio	Passenger fares divided by operating expenses greater than 22.5%	11.2%
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	42,933
Revenue Miles vs. Vehicle Miles	Revenue miles divided by vehicle miles greater than .93	0.95
Customer Service	Average time from complaint to response less than 14 days	10
Customer Service	Customer complaints divided by boardings less than 2 per 5,000	1.3
On-Time Performance	Percentage of trips end-to-end on time (departures <5 minutes late and 1 minute early) greater than 80%	95.9%

Table 17

SFRTA/Tri-Rail Operating Indicators Fiscal 2022 through 2024

Operating Indicator	Derivation	2021-22	2022-23	2023-24
Operating Expense per Capita (Potential Customer)	Annual operating budget divided by service area population	$20.71	$22.94	$23.76
Average Headway	Average minutes for vehicle to complete its portion of total route miles one time	28.9	28.9	31.4
Service Area Population	Approximation of overall market size	5,052,379	5,052,379	5,502,379
Service Area Population Density	Persons per square mile based on service area population and size	1,238	1,238	1,238
Operating Expense	Spending on operations, including administration, maintenance, and operation of service vehicles	$104,619,296	$115,887,973	$130,747,673
Operating Revenue	Revenue generated through operations of transit authority	$9,535,627	$13,074,618	$14,941,349
Total Revenue Miles	Miles vehicles operated in active service	3,600,940	3,528,459	3,649,278
Total Revenue Hours	Hours vehicles operated in active service	121,789	119,708	129,076
Vehicle Miles Between Failures	Vehicle miles divided by revenue vehicle system failures	28,762	34,455	45,286
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	43	43
Operating Expense per Revenue Hour	Cost of operating an hour of revenue service	$859.02	$968.09	$1,012.95
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%	14.0%	14.0%
Annual Passenger Trips	Passenger boardings on transit vehicles	3,041,459	3,735,897	4,299,794
Average Trip Length	Average length of passenger trip (generally derived through sampling)	27.3	28.2	26.2
Annual Passenger Miles	Passenger trips multiplied by average trip length in miles	83,031,831	105,352,295	112,654,603
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	$2.91	$3.31	$3.41
Passenger Trips per Revenue Mile	Passenger trips divided by revenue miles	0.84	1.06	1.18
Passenger Trips per Revenue Hour	Passenger trips divided by revenue hours	25.0	31.2	33.3
Passenger Trips per Capita	Passenger trips divided by service area population	0.60	0.74	0.78
Average Age Since Last Rebuild - Locomotives	Average years since last rebuild	1.5	2.5	3.5
Average Age Since Last Rebuild - Coaches	Average years since last rebuild	21.2	22.2	23.2
Unrestricted Cash Balance	End of year cash balance from financial statement	$25,016,950	$25,804,995	$26,930,663
Weekday Ridership	Average ridership on weekdays	9,709	12,008	13,629
Capital Commitment to System Preservation	Percentage of capital spent on system preservation	99%	91%	93%
Capital Commitment to System Expansion	Percentage of capital spent on system expansion	1%	9%	7%
Intermodal Connectivity	Intermodal transfer points available	18	18	19

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Appendix A

Florida Transit Agency Electric Bus Status and Funding

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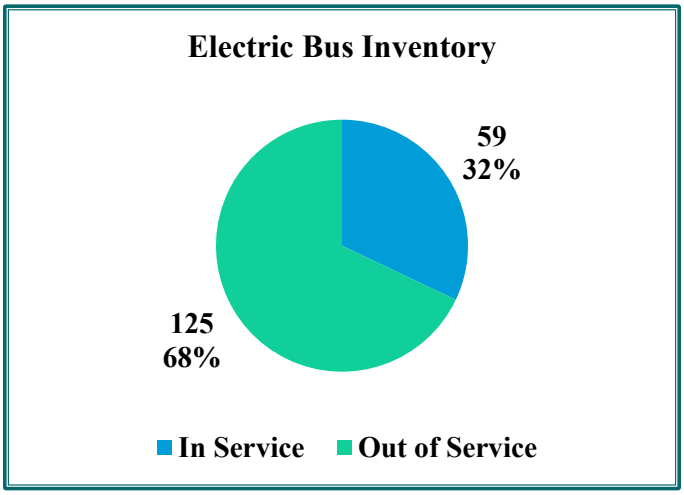
Florida Transit Agency Electric Bus Status and Funding

At the request of Secretary Jared Perdue, the Florida Transportation Commission (FTC) conducted a comprehensive survey of the state's thirty-one transit agencies that receive funding pursuant to F.S. 341.052 to assess the current operational status and funding profile of electric buses in Florida. This request came in light of growing interest in the effectiveness and reliability of electric bus investments, particularly given the substantial federal, state, and local funds allocated to their procurement.

In addition to electric vehicles, the FTC collected data on other fuel types, including compressed natural gas (CNG), diesel, hybrid, and hydrogen-powered vehicles, in order to provide a more complete picture of Florida's transit fleet and support future transportation planning efforts. The outreach effort included detailed questions on total fleet size, numbers of EVs and alternative fuel vehicles, funding sources, and fueling infrastructure.

Survey Overview

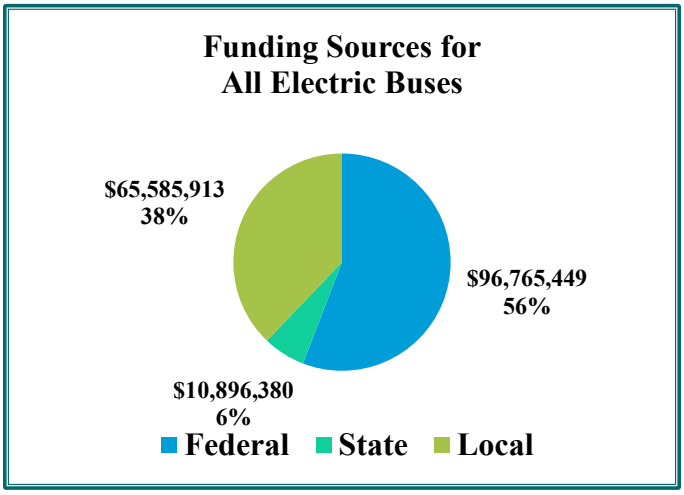
The following data represents a snapshot of June 2025. The Commission's survey identified a total of 184 electric buses statewide. Strikingly, 125 buses, representing 68% of the fleet, were reported out of service. This high rate of non-operational vehicles has direct implications for service delivery, fiscal accountability, and public perception of electric bus programs.

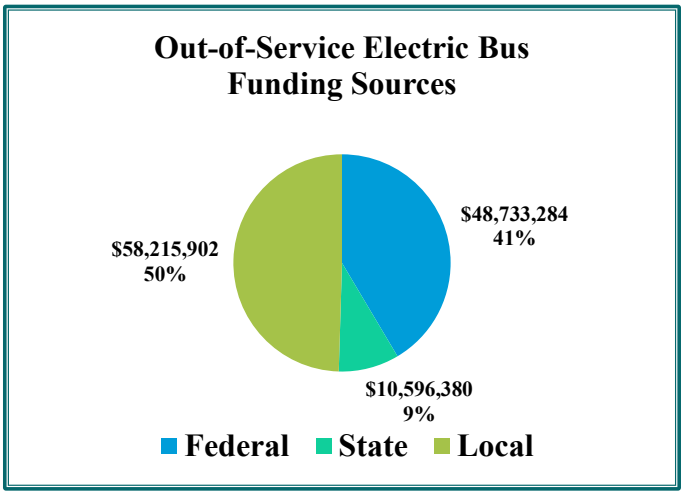


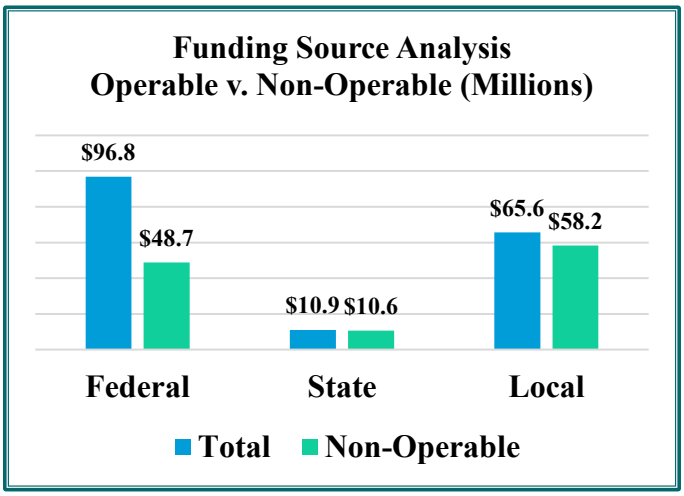
Funding Implications

The survey revealed that of the $96.8 million in federal funding invested in electric buses, $48.7 million (50%) was tied to units currently out of service. The situation is even more pronounced for state and local funding:

- State funds totaled $10.9 million, with 97% supporting buses that are not operational.
- Local funds totaled $65.6 million, with 89% supporting buses that are not operational.


Funding Sources for
All Electric Buses
$65,585,913
38%
$96,765,449
56%
$10,896,380
6%
Federal
State
Local


Out-of-Service Electric Bus
Funding Sources
$48,733,284
41%
$58,215,902
50%
$10,596,380
9%
Federal
State
Local

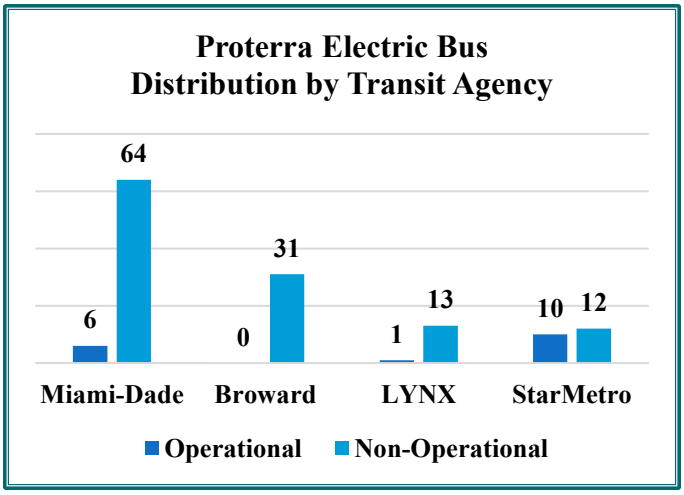

Funding Source Analysis
Operable v. Non-Operable (Millions)
$96.8
$48.7
$10.9
$10.6
$65.6
$58.2
Federal
State
Local
Total
Non-Operable

Manufacturer-Specific Trends
Analysis by manufacturer revealed significant performance disparities:

- BYD and Gillig buses—42 units combined—are all operational.
- Proterra accounts for 137 of the state's electric buses, but 88% (120 buses) are not operational. Funding for Proterra buses not in service totals $111.2 million, or roughly 90% of all Proterra-related funding.
- Other manufacturers, such as Motor Coach Industries, New Flyer, and Turtletop, also have buses entirely out of service, though their fleet sizes are much smaller.

Agency-Level Impacts
Proterra's performance is particularly concerning at the agency level:

- Miami-Dade: 70 Proterra buses, 64 non-operational.
- Broward County: 31 Proterra buses, none operational.
- LYNX (Orlando): 14 Proterra buses, 13 non-operational.
- StarMetro (Tallahassee): 22 Proterra buses, 12 non-operational.



Conclusion
The survey results underscore a critical challenge: while over $173 million have been invested in electric buses, a significant portion of this investment is currently not contributing to transit operations due to widespread non-operational status. This has raised concerns regarding maintenance support, parts availability, and manufacturer performance—particularly with Proterra—as well as the need for stronger procurement and lifecycle cost evaluation processes.

These findings provide the Commission, the Department, and policymakers with a clear foundation to evaluate the effectiveness of current electric bus programs and consider corrective actions to safeguard public funds and maintain service reliability.

Transit Vehicle Survey Summary

According to the Florida Transportation Commission's transit vehicle survey, a total of 5,518 vehicles were reported statewide, including passenger cars and light trucks. Of this total, 221 vehicles (4%) were electric and 428 (8%) were hybrid. Other fuel types included 849 compressed natural gas (15%), 1,476 diesel (27%), and 2,972 classified as other (gasoline, propane, etc.).

A total of 637 vehicles (12%) were reported as being out of regular service, with some attributed to hurricane damage.

Funding for the procurement of all reported vehicles totaled approximately $1.76 billion, broken down as follows:

- Federal: $1,059,771,622 ($192,057 average per vehicle)
- State: $188,419,313 ($34,146 average per vehicle)
- Local: $507,758,197 ($92,019 average per vehicle)

This equates to an average total procurement cost of $318,222 per vehicle. The statewide fleet reported a combined total mileage of 1.16 billion miles, averaging 209,799 miles per vehicle.

Miami-Dade Transportation reported the largest fleet (1,205 vehicles), while Space Coast Area Transit reported the smallest (2 vehicles).

Appendix B

Performance Measures and Operating Indicators Data Tools

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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	2020	2021	2022	2023	2024
Unlinked Passenger Trips Per Revenue Hour (Passenger trips divided by revenue hours)	>26.9	15.8	12.0	14.4	15.5	15.5
Operating Expense Per Revenue Mile Operating expense divided by revenue miles	<$6.44	$ 7.83	$ 7.26	$ 7.69	$ 9.38	$ 9.43
Operating Expense Per Revenue Hour Operating expense divided by revenue hours	<$91.19	$ 105.98	$ 96.85	$ 103.84	$ 127.02	$ 125.40
Operating Expense Per Passenger Trip Operating expenses divided by annual ridership	<$3.65	$ 6.69	$ 8.04	$ 7.22	$ 8.19	$ 8.11
Operating Expense Per Passenger Mile Operating expenses divided by passenger miles	<$0.57	$ 1.30	$ 1.64	$ 1.42	$ 1.46	$ 1.42
Farebox Recovery Ratio Passenger fares divided by operating expenses	>27.6%	9.6%	12.2%	13.9%	12.4%	12.4%
Revenue Miles Between Safety Incidents Revenue miles divided by safety incidents	>5% above 2009 (124,513)	181,348	182,780	174,967	172,793	184,199
Revenue Miles Between Failures Revenue miles divided by revenue vehicle system failures. A failure is classified as the breakdown of either a major or minor element of the revenue vehicle's mechanical system	>10,500	8,915	8,807	7,983	8,309	9,567
Revenue Miles versus Vehicle Miles Revenue miles divided by vehicle miles	>.90	0.892	0.907	0.902	0.901	0.900
Customer Service Average time from complaint to response	14 days	6	4	11	11	10
Customer complaints divided by boardings	<2 per 5,000 boardings	0.6	0.4	0.5	0.6	0.6
On-time Performance % trips end to end on time based on departures < 5 minutes late and < 1 minute early	>80%	85.3%	78.0%	69.1%	62.7%	66.0%

Reportable Indicators

	2020	2021	2022	2023	2024
Operating Expense Per Capita (Potential Customer) Annual operating budget divided by the service area population	$ 49.15	$ 46.19	$ 48.13	$ 58.97	$ 61.55
Average Headway (minutes) Average time for vehicle to complete its portion of total route miles one time	23.2	24.4	25.6	34.8	32.9
Service Area Population Approximation of overall market size	2,282,516	2,328,166	2,374,729	2,419,015	2,456,081
Service Area Population Density Persons per square mile based on the service area population and size	899.4	917.4	935.7	953.2	967.8
Operating Expense Spending on operations, including administration, maintenance, and operation of service vehicles	$ 112,189,385	$ 107,543,494	$ 114,306,241	$ 142,661,049	$ 151,163,104
Operating Revenue Revenue generated through the operation of the transit authority	$ 28,909,667	$ 30,728,576	$ 35,254,389	$ 40,682,181	$ 47,947,890
Total Annual Revenue Miles Vehicle miles operated in active service (available to pick up revenue passengers)	14,326,496	14,805,152	14,872,236	15,205,750	16,025,337
Total Annual Revenue Hours Vehicle hours operated in active service	1,058,545	1,110,437	1,100,786	1,123,155	1,205,418
Vehicle Miles Between Failures Vehicle miles divided by revenue vehicle system failures. A failure is classified as the breakdown of either a major or minor element of the revenue vehicle's mechanical system	9,996	9,713	8,853	9,219	10,635
Total Revenue Vehicles Vehicles available to meet annual maximum service requirements	306	309	295	308	327
Peak Vehicles Vehicles operated to meet annual maximum (peak) service requirements	255	258	248	256	272

Five Year Trend for Transit Authority Performance Measures and Reportable Indicators

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

Official Reporting Period: October 1 through September 30

Reportable Indicators

	2020	2021	2022	2023	2024
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%	16.9%	16.8%
Annual Passenger Trips					
Passenger boardings on transit vehicles	16,775,803	13,380,485	15,821,169	17,426,273	18,633,760
Average Trip Length					
Average length of passenger trip, generally derived through sampling	5.2	4.9	5.1	5.6	5.7
Annual Passenger Miles					
Passenger trips multiplied by average trip length	86,395,385	65,564,377	80,687,962	97,587,129	106,212,432
Weekday Span of Service (hours)					
Hours of transit service on a representative weekday from first service to last service for all modes	23.0	23.0	23.0	23.0	23.0
Average Fare					
Passenger fare revenues divided by passenger trips	$ 0.64	$ 0.98	$ 1.01	$ 1.02	$ 1.00
Passenger Trips Per Revenue Mile					
Passenger trips divided by revenue miles	1.17	0.90	1.06	1.15	1.16
Passenger Trips Per Revenue Hour					
Passenger trips divided by revenue hours	15.8	12.0	14.4	15.5	15.5
Passenger Trips Per Capita					
Passenger trips divided by service area population	7.3	5.7	6.7	7.2	7.6
Average Age of Fleet in Years					
Average age of fleet in years	6.8	6.9	6.5	5.3	5.9
Unrestricted Cash Balance - Financial Indicator					
End of year cash balance from financial statement	$ 61,809,371	$ 101,621,639	$ 134,876,758	$ 110,287,702	$ 83,440,395
Weekday Ridership					
Average ridership on weekdays	52,184	41,052	49,026	52,846	57,737
Capital Commitment to System Preservation and System Expansion					
% of capital spent on system preservation	95%	99%	95%	100%	73%
% of capital spent on system expansion	5%	1%	2%	0%	27%
Intermodal Connectivity					
Number of intermodal transfer points available	24	24	24	24	24

Five Year Trend for Transit Authority Performance Measures and Reportable Indicators
FY 2024

Transit Authority Name: Jacksonville Transportation Authority (JTA) Bus
Official Reporting Period: October 1 through September 30

Performance Measures

	Objective	2020	2021	2022	2023	2024
Unlinked Passenger Trips Per Revenue Hour (Passenger trips divided by revenue hours)	>19.1	12.4	8.8	9.3	10.3	10.9
Operating Expense Per Revenue Mile Operating expenses divided by revenue miles	<$7.90	$11.52	$10.67	$12.78	$14.05	$14.80
Operating Expense Per Revenue Hour Operating expenses divided by revenue hours	<$110.64	$163.17	$153.13	$177.97	$191.78	$198.38
Operating Expense Per Passenger Trip Operating expenses divided by annual ridership	<$6.44	$13.12	$17.33	$19.05	$18.55	$18.14
Operating Expense Per Passenger Mile Operating expenses divided by passenger miles	<$1.22	$2.09	$2.94	$3.29	$3.14	$3.42
Farebox Recovery Ratio Passenger fares divided by operating expenses	>17.6%	8.7%	6.5%	6.0%	5.5%	6.3%
Revenue Miles Between Safety Incidents Revenue miles divided by safety incidents for bus	>5% above 2009 (227,975)	87,569	233,759	212,580	127,147	125,342
Revenue Miles Between Failures Revenue miles divided by revenue vehicle system failures. A failure is classified as the breakdown of either a major or minor element of the revenue vehicle's mechanical system	>10,500	16,804	14,204	21,082	20,453	21,291
Revenue Miles versus Vehicle Miles Revenue miles divided by vehicle miles	>.90	0.90	0.94	0.94	0.94	0.93
Customer Service Average time from complaint to response	14 Days	3	3	3	2	2
Customer complaints divided by boardings	<2 per 5,000 boardings	4.1	4.9	5.2	4.6	2.5
On-time Performance % trips end to end on time based on departures < 6 minutes late and < 1 minute early	>80%	78.0%	79.0%	77.5%	76.4%	75.0%

Reportable Indicators

	2020	2021	2022	2023	2024
Operating Expense Per Capita (Potential Customer) Annual operating budget divided by the service area population	$83.48	$70.51	$78.38	$84.74	$89.44
Average Headway (minutes) Average time for vehicle to complete its portion of total route miles one time	22.2	27.9	39.5	51.2	39.7
Service Area Population Approximation of overall market size	1,087,416	1,237,843	1,247,374	1,264,452	1,285,641
Service Area Population Density Persons per square mile based on the service area population and size	1,364.0	906.0	699.6	711.0	711.3
Operating Expense Spending on operations, including administration, maintenance, and operation of service vehicles	$90,778,770.21	$87,274,867.00	$97,771,190.00	$107,147,488.00	$114,981,943.80
Operating Revenue Revenues generated through the operation of the transit authority	$9,069,109.00	$113,238,211.30	$134,747,907.00	$136,898,917.00	$148,546,205.50
Total Annual Revenue Miles Vehicle miles operated in active service (available to pick up revenue passengers)	7,881,226	8,181,569	7,652,864	7,628,846	7,771,174
Total Annual Revenue Hours Vehicle hours operated in active service	556,331	569,928	549,374	558,704	579,598
Vehicle Miles Between Failures Vehicle miles divided by revenue vehicle system failures. A failure is classified as the breakdown of either a major or minor element of the revenue vehicle's mechanical system	18,630	15,068	22,441	21,781	22,882
Total Revenue Vehicles Vehicles available to meet annual maximum service requirements	209	209	206	197	197
Peak Vehicles Vehicles operated to meet annual maximum (peak) service requirements	160	125	108	115	153

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	2020	2021	2022	2023	2024
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%	41.6%	22.3%
Annual Passenger Trips					
Passenger boardings on transit vehicles	6,916,697	5,036,970	5,131,106	5,776,263	6,337,454
Average Trip Length					
Average length of passenger trip, generally derived through sampling	6.3	5.9	5.8	5.9	5.3
Annual Passenger Miles					
Passenger trips multiplied by average trip length	43,367,690	29,718,123	29,760,415	34,079,952	33,588,506
Weekday Span of Service (hours)					
Hours of transit service on a representative weekday from first service to last service for all modes	21.0	21.0	22.0	22.0	22.0
Average Fare					
Passenger fare revenues divided by passenger trips	$1.15	$1.12	$1.15	$1.02	$1.14
Passenger Trips Per Revenue Mile					
Passenger trips divided by revenue miles	0.88	0.62	0.67	0.76	0.82
Passenger Trips Per Revenue Hour					
Passenger trips divided by revenue hours	12.4	8.8	9.3	10.3	10.9
Passenger Trips Per Capita					
Passenger trips divided by service area population	6.4	4.1	4.1	4.6	4.9
Average Age of Fleet in Years					
Average age of fleet in years	6.4	6.1	8.1	7.4	6.5
Unrestricted Cash Balance - Financial Indicator					
End of year cash balance from financial statement	$3,494,702.66	-$1,434,435.56	-$1,113,139.17	-$674,596.00	$7,867,263.72
Weekday Ridership					
Average ridership on weekdays	22,252	16,265	16,550	18,549	19,834
Capital Commitment to System Preservation and System Expansion					
% of capital spent on system preservation	100%	100%	100%	100%	100%
% of capital spent on system expansion	0%	0%	0%	0%	0%
Intermodal Connectivity					
Number of intermodal transfer points available	3	3	3	3	3

Five Year Trend for Transit Authority Performance Measures and Reportable Indicators
FY 2024

Transit Authority Name: JACKSONVILLE TRANSPORTATION AUTHORITY (JTA) Skyway
Official Reporting Period: October 1 through September 30

Performance Measures

	Objective	2020	2021	2022	2023	2024
Unlinked Passenger Trips Per Revenue Hour (Passenger trips divided by revenue hours)	>70.7	44.3	27.9	32.0	37.5	43.7
Operating Expense Per Revenue Mile Operating expenses divided by revenue miles	<$27.97	$ 89.32	$ 83.49	$ 77.40	$ 98.82	$ 107.66
Operating Expense per Revenue Hour Operating expenses divided by revenue hours	<$376.92	$ 864.27	$ 798.75	$ 835.89	$ 1,037.59	$ 1,297.07
Operating Expense Per Passenger Trip Operating expenses divided by annual ridership	<$4.39	$ 19.52	$ 28.65	$ 26.13	$ 27.70	$ 29.69
Operating Expense Per Passenger Mile Operating expenses divided by passenger miles	<$6.13	$ 23.52	$ 40.92	$ 27.22	$ 27.70	$ 29.69
Farebox Recovery Ratio Passenger fares divided by operating expenses	N/A					
Revenue Miles Between Safety Incidents Revenue miles divided by safety incidents for bus	>5% above 2009 (41,348)			16,463	20,994	42,380
Revenue Miles Between Failures Revenue miles divided by revenue vehicle system failures. A failure is classified as the breakdown of either a major or minor element of the revenue vehicle's mechanical system	>10,500	3,109	1,266	1,646	866	1,766
Revenue Miles versus Vehicle Miles Revenue miles divided by vehicle miles	>.90	0.98	0.99	0.96	0.97	0.96
Customer Service Average time from complaint to response	14 Days	2.85	7.7	3.85	14	9
Customer complaints divided by boardings	<2 per 5,000 boardings	0.20	0.12	0.27	0.40	0.28
On-time Performance Successful cycles divided by scheduled cycles	>98%	97.6%	97.0%	96.4%	95.0%	97.0%

Reportable Indicators

	2020	2021	2022	2023	2024
Operating Expense Per Capita (Potential Customer) Annual operating budget divided by the service area population	$ 6.90	$ 6.66	$ 6.13	$ 6.56	$ 7.10
Average Headway (minutes) Average time for train to complete its portion of total route miles one time	6.7	11.3	10.0	10.3	13.4
Service Area Population Approximation of overall market size	1,087,416	1,237,843	1,247,374	1,264,452	1,285,641
Service Area Population Density Persons per square mile based on the service area population and size	1,364.0	906.0	699.6	711.0	711.3
Operating Expense Spending on operations, including administration, maintenance, and operation of service vehicles	$7,498,434.43	$8,244,743.00	$7,645,009.00	$8,298,640.00	$9,124,855.30
Operating Revenue Revenues generated through the operation of the transit authority	$7,779.00	$25,339.15	$918.00	$1,088.00	$183.00
Total Annual Revenue Miles Vehicle miles operated in active service (available to pick up revenue passengers)	83,953	98,746	98,777	83,976	84,759
Total Annual Revenue Hours Vehicle hours operated in active service	8,676	10,322	9,146	7,998	7,035
Vehicle Miles Between Failures Vehicle miles divided by revenue vehicle system failures. A failure is classified as the breakdown of either a major or minor element of the revenue vehicle's mechanical system	3,179	1,283	1,706	893	1,839
Total Revenue Vehicles Vehicles available to meet annual maximum service requirements	6	6	6	6	6
Peak Vehicles Vehicles operated to meet annual maximum (peak) service requirements	5	3	3	3	2

Five Year Trend for Transit Authority Performance Measures and Reportable Indicators
FY 2024

Transit Authority Name: Jacksonville Tranportation Authority (JTA) Skyway
Official Reporting Period: October 1 through September 30

Reportable Indicators	2020	2021	2022	2023	2024
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	120.0%	200.0%	200.0%	200.0%	300.0%
Annual Passenger Trips					
Passenger boardings on transit vehicles	384,149	287,809	292,559	299,547	307,328
Average Trip Length					
Average length of passenger trip, generally derived through sampling	0.8	0.7	1.0	1.0	1.0
Annual Passenger Miles					
Passenger trips multiplied by average trip length	318,844	201,466	280,857	299,547	307,328
Weekday Span of Service (hours)					
Hours of transit service on a representative weekday from first service to last service for all modes	15.0	15.0	15.0	15.0	15.0
Average Fare					
Passenger fare revenues divided by passenger trips					
Passenger Trips Per Revenue Mile					
Passenger trips divided by revenue miles	4.58	2.91	2.96	3.57	3.63
Passenger Trips Per Revenue Hour					
Passenger trips divided by revenue hours	44.3	27.9	32.0	37.5	43.7
Passenger Trips Per Capita					
Passenger trips divided by service area population	0.4	0.2	0.2	0.2	0.2
Average Age of Fleet in Years					
Average age of fleet in years	21.6	22.6	23.6	24.6	25.6
Unrestricted Cash Balance - Financial Indicator					
End of year cash balance from financial statement	$ 3,788,626	$ 22,284	0	0	$0
Weekday Ridership					
Average ridership on weekdays	2,107	1,125	1,134	1,161	1,223
Capital Commitment to System Preservation and System Expansion					
% of capital spent on system preservation	100%	100%	100%	100%	100%
% of capital spent on system expansion	0%	0%	0%	0%	0%
Intermodal Connectivity					
Number of intermodal transfer points available	3	3	3	3	3

Five Year Trend for Transit Authority Performance Measures and Reportable Indicators
FY 2024

Transit Authority Name: JACKSONVILLE TRANSPORTATION AUTHORITY (JTA) Highways
Official Reporting Period: October 1 through September 30

Operations & Budget:	Objective	2020	2021	2022	2023	2024
Consultant Contracts						
Final Cost % increase above Original Award	< 5%			-7.8%	36.9%	0.0%
Construction Contracts						
Completed within 20% above original contract time	≥ 80%	100.0%		100.0%	100.0%	100.0%
Completed within 10% above original contract amount	≥ 90%	100.0%		100.0%		100.0%

Applicable Laws:	Objective	2020	2021	2022	2023	2024
Small Business Enterprise Participation						
SBE Utilization as a % of Total Expenditures	> 90% of agency target:	130.4%	70.2%	304.9%	2506.7%	254.6%

Property Acquisition:	Objective	2020	2021	2022	2023	2024
Right-of-Way						
# Projects Requiring ROW Acquisition			2	2		-
# Parcels Needed to be Acquired for Projects			114	13		-
# Parcels Acquired via Negotiations			106			-
# Parcels Acquired via Condemnation			77		2	-
# Parcels Acquired with Final Judgements at or			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	2020	2021	2022	2023	2024
Unlinked Passenger Trips Per Revenue Hour (Passenger trips divided by revenue hours)	>39.3	31.2	18.4	25.0	31.2	33.3
Operating Expense Per Revenue Mile Operating expense divided by revenue miles	<$21.89	$ 29.29	$ 29.12	$ 29.05	$ 32.84	$ 35.83
Operating Expense Per Passenger Trip Operating expenses divided by annual ridership	<$18.24	$ 26.27	$ 46.52	$ 34.40	$ 31.02	$ 30.41
Operating Expense Per Passenger Mile Operating expenses divided by passenger miles	<$0.55	$ 0.97	$ 1.70	$ 1.26	$ 1.10	$ 1.16
Farebox Recovery Ratio Passenger fares divided by operating expenses	>22.5%	10.3%	4.8%	8.5%	10.7%	11.2%
Revenue Miles Between Major Incidents Revenue miles divided by FRA reportable incidents for rail	Zero	0	0	0	0	0
Revenue Miles Between Failures Revenue miles divided by revenue vehicle system failures. A failure is classified as the breakdown of either a major or minor element of the revenue vehicle's mechanical system	>41,863	39,488	23,846	27,488	32,671	42,933
Revenue Miles versus Vehicle Miles Revenue miles divided by vehicle miles	>.93	0.93	0.92	0.96	0.95	0.95
Customer Service Average time from complaint to response	14 days	32	21	21	16	10
Customer complaints divided by boardings	<2 per 5,000 boardings	1.3	1.4	0.8	1.0	1.3
On-time Performance % trips end to end on time < 6 minutes late	>80%	94.3%	92.2%	92.6%	93.2%	95.9%

Reportable Indicators

	2020	2021	2022	2023	2024
Operating Expense Per Capita (Potential Customer) Annual operating budget divided by the service area population	$ 16.82	$ 17.16	$ 19.01	$ 21.06	$ 23.76
Average Headway (minutes) Average time for train to complete its portion of total route miles one time	30.0	32.5	28.9	28.9	31.4
Service Area Population Approximation of overall market size	5,502,379	5,502,379	5,502,379	5,502,379	5,502,379
Service Area Population Density Persons per square mile based on the service area population and size	1,238	1,238	1,238	1,238	1,238
Operating Expense Spending on operations, including administration, maintenance, and operation of service vehicles	$ 92,527,027	$ 94,426,335	$ 104,619,296	$ 115,887,973	$ 130,747,673
Operating Revenue Revenue generated through the operation of the transit authority	$ 9,796,733	$ 5,816,475	$ 9,535,627	$ 13,074,618	$ 14,941,349
Total Annual Revenue Miles Vehicle miles operated in active service (available to pick up revenue passengers)	3,159,070	3,243,049	3,600,940	3,528,459	3,649,278
Total Annual Revenue Hours Vehicle hours operated in active service	112,990	110,573	121,789	119,708	129,076
Vehicle Miles Between Failures Vehicle miles divided by revenue vehicle system failures. A failure is classified as the breakdown of either a major or minor element of the revenue vehicle's mechanical system	42,239	25,794	28,762	34,455	45,286
Total Revenue Vehicles Vehicles available to meet annual maximum service requirements	50	50	50	50	50
Operating Expense Per Revenue Hour Cost of operating an hour of revenue service	$ 818.90	$ 853.97	$ 859.02	$ 968.09	$ 1,012.95
Peak Vehicles Vehicles operated to meet annual maximum (peak) service requirements	43	40	43	43	43

Five Year Trend for Transit Authority Performance Measures and Reportable Indicators

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

Official Reporting Period: July 1 through June 30

Reportable Indicators	2020	2021	2022	2023	2024
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%	14.0%	14.0%
Annual Passenger Trips					
Passenger boardings on transit vehicles	3,522,017	2,029,609	3,041,459	3,735,897	4,299,794
Average Trip Length					
Average length of passenger trip, generally derived through sampling	27.2	27.4	27.3	28.2	26.2
Annual Passenger Miles					
Passenger trips multiplied by average trip length	95,798,862	55,520,824	83,031,831	105,352,295	112,654,603
Weekday Span of Service (hours)					
Hours of transit service on a representative weekday from first service to last service for all modes	19.5	19.5	19.5	19.5	19.5
Average Fare					
Passenger fare revenues divided by passenger trips	$ 2.71	$ 2.22	$ 2.91	$ 3.31	$ 3.41
Passenger Trips Per Revenue Mile					
Passenger trips divided by revenue miles	1.11	0.63	0.84	1.06	1.18
Passenger Trips Per Revenue Hour					
Passenger trips divided by revenue hours	31.2	18.4	25.0	31.2	33.3
Passenger Trips Per Capita					
Passenger trips divided by service area population	0.64	0.37	0.55	0.68	0.78
Average Years Since Last Rebuild					
Locomotives (9)	18.2	0.5	1.5	2.5	3.5
Coaches (12)	19.2	19.2	21.2	22.2	23.2
Unrestricted Cash Balance - Financial Indicator					
End of year cash balance from financial statement	$ 24,352,824	$ 24,546,746	$ 25,016,950	$ 25,804,995	$ 26,930,663
Weekday Ridership					
Average ridership on weekdays	11,531	6,529	9,709	12,008	13,629
Capital Commitment to System Preservation and System Expansion					
% of capital spent on system preservation	99%	100%	99%	91%	93%
% of capital spent on system expansion	1%	0%	1%	9%	7%
Intermodal Connectivity					
Intermodal transfer points available through Tri-Rail	18	18	18	18	19

Appendix C

Communication

FLORIDA TRANSPORTATION COMMISSION

Ron DeSantis
Governor

October 1, 2025

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

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

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

Dear Governor DeSantis, President Albritton and Speaker Perez:

On behalf of the Florida Transportation Commission (Commission), I am pleased to transmit the Fiscal Year 2024 Transit Authority Monitoring and Oversight Report. This report fulfills the Commission's statutory responsibilities to monitor and evaluate transit authorities created under Chapters 343 and 349, Florida Statutes.

A Transition Year in Oversight Scope and Methodology

The Fiscal Year 2024 report represents a pivotal shift in how the Commission performs its oversight function. Historically, the Commission focused on three regional transit authorities. However, as a result of recent statutory changes, our oversight has now expanded to include 31 of Florida's transit authorities. This shift represents not just a quantitative, but also a qualitative transformation in how transit performance is measured, assessed, and reported across diverse transit systems statewide.

In recognition of the unique operational structures, service types, and regional responsibilities of each transit authority—ranging from urban fixed-route systems to smaller, hybrid and commuter services—the Commission, in partnership with the Florida Public Transportation Association (FPTA) and the transit agencies themselves, will continue efforts to undertake a comprehensive review and update of the performance metrics used in this report. These ongoing efforts are intended to ensure performance evaluations remain fair, meaningful, and relevant to each agency's mission.

FLORIDA TRANSPORTATION COMMISSION
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What Has Changed—and Why It Matters

The "way it was" involved a narrower lens and limited benchmarking. The "way it is" today requires a more nuanced, and broader approach. In between lies significant collaborative engagement, rigorous analysis, and foundational work to align performance measures with statutory intent, operational realities, and evolving customer needs.

The new performance framework may include:

- **Tailored performance metrics** that reflect the varied missions of transit agencies (e.g., rail-focused vs. bus-focused vs. hybrid systems).
- **Refinements to existing metrics** that better capture the impact of inflation, ridership trends, and operational efficiencies.
- **Initial alignment with emerging priorities**, such as resource optimization, service reliability, and the integration of innovative technologies.

This evolution is essential. As Florida continues to grow, our public transportation systems must be accountable, efficient, and forward-looking. Clear, meaningful performance metrics not only promote transparency but also help policymakers and the public understand where taxpayer investments are producing results—and where challenges remain.

Next Steps and Considerations

As discussed during our recent Commission meeting, this is a multi-year effort. It is the beginning of a strategic transition that will require continued collaboration among the Commission, FDOT, and the transit agencies. We anticipate that future reports will continue to refine and improve performance assessment tools as lessons are learned and new standards are adopted.

Early engagement in policy development will be essential as transit agencies navigate rising operational costs, implement innovative technologies, and respond to the changing transportation needs of Florida's growing communities.

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

With regards,

Ronald S. Howse, Chairman
Florida Transportation Commission

Enclosure

cc: Honorable Bryan Ávila, Chair, Senate Transportation Committee
Honorable Nick DiCeglie, Chair, Senate Appropriations Committee on Transportation, Tourism, and Economic Development
Honorable Ed Hooper, Chair, Senate Appropriations Committee
Honorable James Buchanan, Chair, House Commerce Committee
Honorable Chip LaMarca, Chair, House Economic Infrastructure Subcommittee
Honorable Jason Shoaf, Chair, House Transportation & Economic Development Budget Subcommittee
Honorable Lawrence McClure, Chair, House Budget Committee
Mr. Jared W. Perdue, P.E., Secretary, Florida Department of Transportation
Ms. Jessica Ottaviano, Chief of Staff, Florida Department of Transportation
Mr. Cody Farrill, Deputy Chief of Staff, Executive Office of the Governor
Ms. Leda Kelly, Director of Policy and Budget, Executive Office of the Governor
Mr. Brian Mimbs, Policy Coordinator, Office of Policy and Budget, Executive Office of the Governor
Mr. James Christian, Florida Division Administrator, Federal Highway Administration

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