



**ESCAMBIA COUNTY AREA TRANSIT**

**ESCAMBIA COUNTY AREA TRANSIT  
MTAC REPORT  
SUPPLEMENTAL  
BACK-UP MATERIAL**

**November 8, 2017 Meeting**

**Current YTD 2017: October 2016 – September 2017**



Escambia County Area Transit  
1515 W. Fairfield Drive  
Pensacola, FL 32501  
850-595-3228

## Customer Service Details

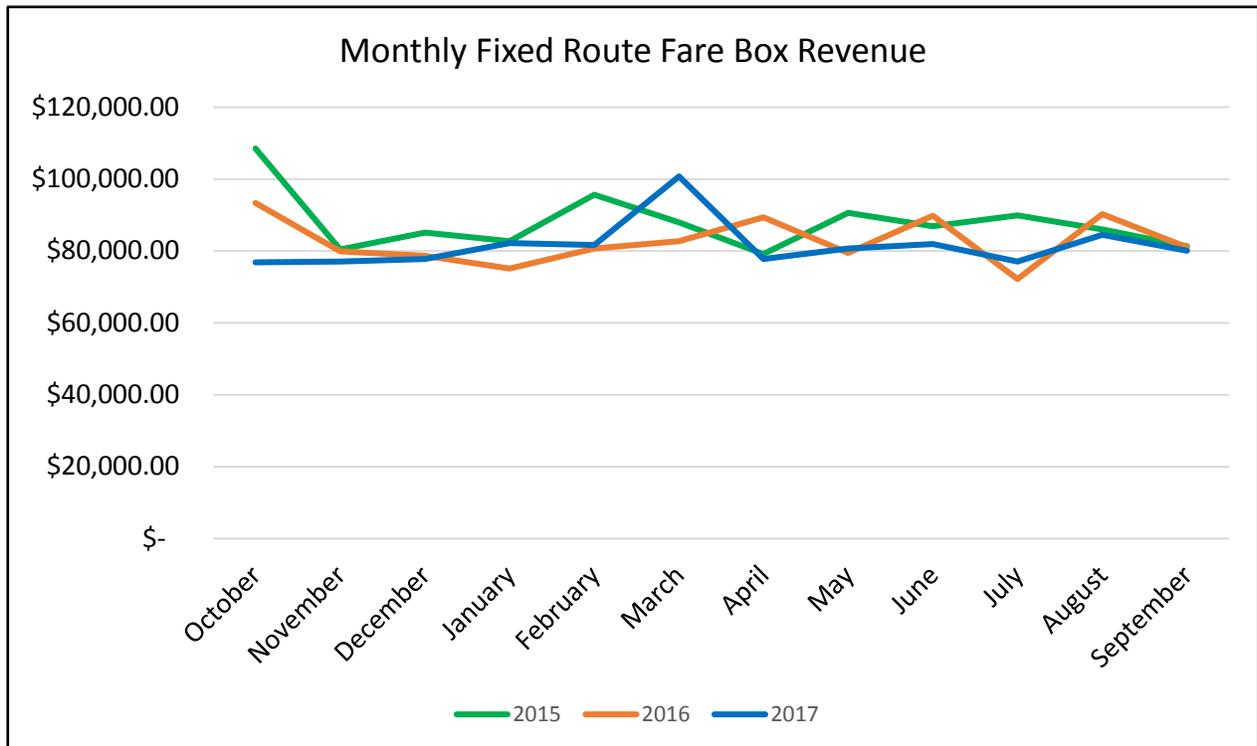
ECAT Compliment Details for August 2017 – September 2017

Additional Compliment Details	
Date	Description
8/24/2017	"Today was my first time riding our city Transit and you guys made it so easy and convenient! As a college student without a vehicle this bus route helps me out tremendously!" ~ James Day
8/31/2017	To whom it may concern, Bernie needs recognition of his work ethics, his knowledge of the Pensacola area and transfer schedule is above average. In addition, he is a friendly bus driver and has a kind word or smile for each and every ECAT bus rider!" ~Donna O'Keefe
9/7/2017	"I want to commend Joe on how helpful he was. He was very professional and polite. He stayed with me on the phone from the 1st question to the last, making sure I understood the route information." ~ Gwendolyn Archie
9/18/2017	"The driver on Route 55 helped everyone during an emergency. He went back to the bus stop and picked up a cell phone for an elderly lady" ~ Sherry Rushing.
9/20/2017	"Trolley driver Paul Baker has a friendly, polite, cheerful, infectious personality" ~ LV

ECAT & ECCT Combined Complaint Validity Totals		
Months	Total Complaints	Valid Complaints
October 2016	30	12
November 2016	37	15
December 2016	51	21
January 2017	46	19
February 2017	24	6
March 2017	62	21
April 2017	74	20
May 2017	54	17
June 2017	42	27
July 2017	39	21
August 2017	44	22
September 2017	49	20
FY 2016-2017 Totals	<b>552</b>	<b>221</b>

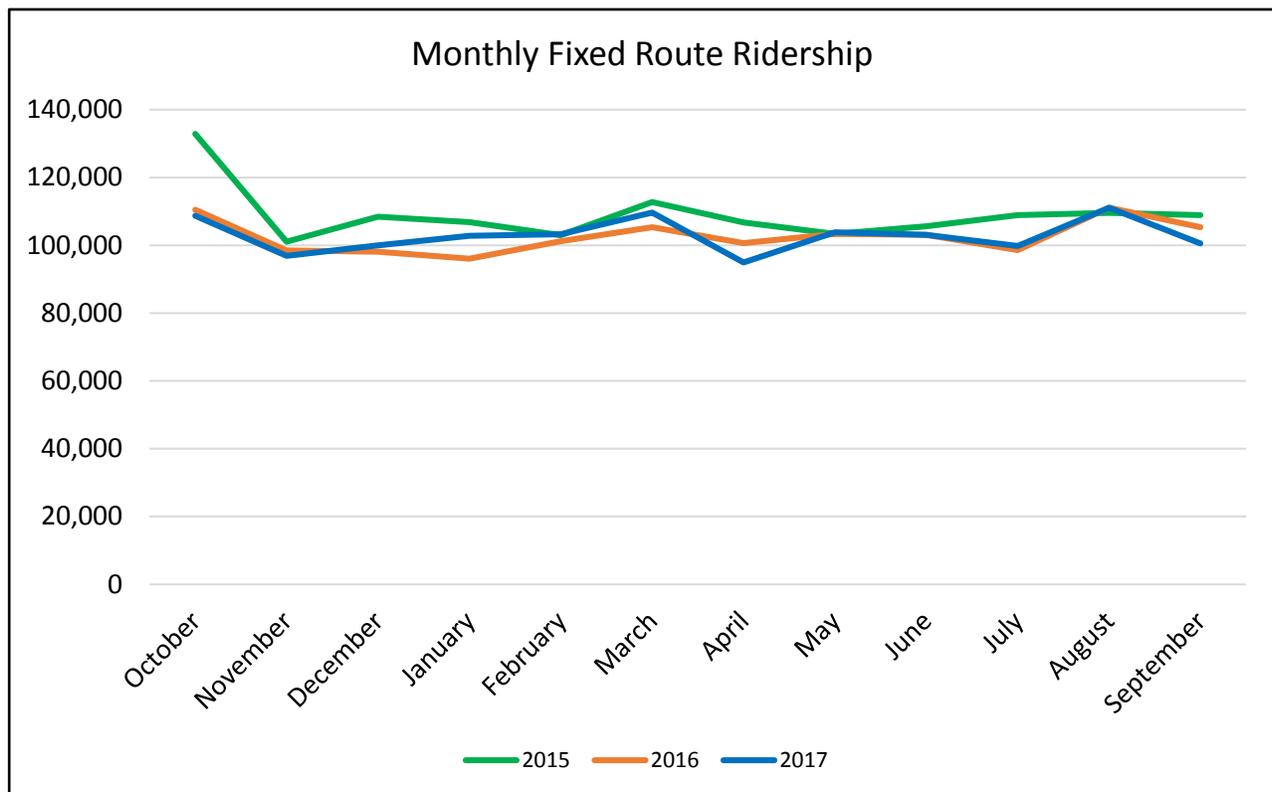
## Fare Box Revenue

Fixed Route Revenue Totals			
Months	Fiscal Year - FY 14/15 Oct 2014- Sep 2015	Fiscal Year - FY 15/16 Oct 2015- Sep 2016	Fiscal Year – FY 16/17 Oct 2016 – Sep 2017
October	\$ 108,509	\$ 93,355	\$ 76,844
November	\$ 80,444	\$ 79,857	\$ 77,101
December	\$ 85,138	\$ 78,663	\$ 77,803
January	\$ 82,756	\$ 75,076	\$ 82,217
February	\$ 95,667	\$ 80,697	\$ 81,668
March	\$ 87,986	\$ 82,759	\$ 100,737
April	\$ 79,164	\$ 89,364	\$ 77,783
May	\$ 90,597	\$ 79,484	\$ 80,670
June	\$ 86,911	\$ 89,799	\$ 81,907
July	\$ 89,910	\$ 72,195	\$ 77,021
August	\$ 85,995	\$ 90,213	\$ 84,475
September	\$ 81,320	\$ 81,013	\$ 80,033



## Ridership - Passenger Trips

Fixed Route Passenger Trip Totals			
Months	Fiscal Year - FY 14/15 Oct 2014- Sep 2015	Fiscal Year - FY 15/16 Oct 2015- Sep 2016	Fiscal Year – FY 16/17 Oct 2016 – Sep 2017
October	132,859	110,448	108,747
November	101,059	98,496	96,854
December	108,433	98,142	100,006
January	106,857	96,051	102,761
February	102,988	101,215	103,297
March	112,704	105,370	109,622
April	106,715	100,650	94,947
May	103,333	103,344	103,839
June	105,613	103,084	103,067
July	108,872	98,560	99,803
August	109,521	111,106	111,081
September	108,929	105,359	100,562



## Passenger Trips per Revenue Hour

Current YTD 2017: October 2016 – September 2017

Passenger Trips per Revenue Hour = Passenger Trips ÷ Revenue Hour

Route Number & Description	FY2015	FY2016	FY2017
1 - PINE FOREST/MOBILE HWY	23	25	27
2 - CERVANTES/MYRTLE GROVE	27	25	22
*31 – CORDOVA MALL / 12 <sup>TH</sup> AVE		7	9
*32 – 9 <sup>TH</sup> AVE / DOWNTOWN		9	10
41 – 12 <sup>TH</sup> AVE (OLD)	8	7	
*41 – EAST PENSACOLA HEIGHTS		1	1
42 - 9th AVE (OLD)	34	35	
43 – UWF / PSC / SCENIC HEIGHTS	19	15	13
44 - CERVANTES / T STREET / DOWNTOWN	15	17	19
45 - DAVIS HWY / W FL HOSP	15	14	13
47 - MONTCLAIR / PINE FOREST	17	15	14
48 - BAPTIST HOSPITAL/DOWNTOWN	18	17	18
50 - HIGHWAY 29	13	12	10
51 - OLD PALAFOX	17	17	17
*52 – CORDOVA MALL / PSC		21	20
55 - PACE / BARRANCAS / GULF BEACH HWY	28	24	27
57 - NATTC / CORRY / DOWNTOWN	7	6	6
58 -DOWNTOWN / VA CLINIC / BLUE ANGEL	7	7	7
59X - NAS / CORDOVA	12	8	8
60 - CENTURY	4	5	5
61 - PENSACOLA BEACH	7	7	9
63 - MICHIGAN / AIRPORT	11	11	8
64 - BEACH JUMPER	8	6	4
66 – NAVY FEDERAL		14	
59A- NAS / AIRPORT	1	2	1

\* Routes implemented on April 1, 2016

## Revenue per Passenger Trip

Current YTD 2017: October 2016 – September 2017

Revenue per Passenger Trip = Farebox Revenue ÷ Passenger Trips

Revenue per Rider			
Route Number & Description	FY2015	FY2016	FY2017
1 - PINE FOREST/MOBILE HWY	\$0.72	\$0.80	\$0.75
2 - CERVANTES/MYRTLE GROVE	\$0.79	\$0.75	\$0.79
*31 – CORDOVA MALL / 12 <sup>TH</sup> AVE		\$0.66	\$0.69
*32 – 9 <sup>TH</sup> AVE / DOWNTOWN		\$0.62	\$0.62
41 – 12 <sup>TH</sup> AVE (OLD)	\$0.73	\$0.71	
*41 – EAST PENSACOLA HEIGHTS		\$0.75	\$0.68
42 - 9th AVE (OLD)	\$0.75	\$0.75	
43 – UWF / PSC / SCENIC HEIGHTS	\$0.90	\$0.82	\$0.89
44 - CERVANTES / T STREET / DOWNTOWN	\$0.73	\$0.73	\$0.74
45 - DAVIS HWY / W FL HOSP	\$0.74	\$0.75	\$0.75
47 - MONTCLAIR / PINE FOREST	\$0.89	\$0.82	\$0.88
48 - BAPTIST HOSPITAL/DOWNTOWN	\$0.65	\$0.65	\$0.68
50 - HIGHWAY 29	\$0.82	\$0.77	\$0.81
51 - OLD PALAFOX	\$0.71	\$0.72	\$0.69
*52 – CORDOVA MALL / PSC		\$0.71	\$0.76
55 - PACE / BARRANCAS / GULF BEACH HWY	\$0.84	\$0.78	\$0.77
57 - NATTC / CORRY / DOWNTOWN	\$0.67	\$1.25	\$0.73
58 -DOWNTOWN / VA CLINIC / BLUE ANGEL	\$0.77	\$0.79	\$0.74
59X - NAS / CORDOVA	\$1.39	\$1.54	\$1.44
60 - CENTURY	\$1.85	\$1.76	\$1.74
61 - PENSACOLA BEACH	\$1.37	\$1.31	\$1.37
63 - MICHIGAN / AIRPORT	\$0.96	\$0.88	\$0.93
64 - BEACH JUMPER	\$0.14	\$0.28	\$0.24
66 – NAVY FEDERAL		\$1.88	
59A- NAS / AIRPORT	\$1.16	\$1.49	\$1.20

\* Routes implemented on April 1, 2016

## Fare Box Revenue

Current YTD 2017: October 2016 – September 2017

Fare Box Revenue – Per Total – Provide the route totals as a supplemental back up material

Route Number & Description	FY2015	FY2016	FY2017
1 - PINE FOREST/MOBILE HWY	\$62,920.72	\$69,667.00	\$66,318.56
2 - CERVANTES/MYRTLE GROVE	\$100,231.40	\$92,723.89	\$97,428.36
*31 – CORDOVA MALL / 12 <sup>TH</sup> AVE		\$8,585.57	\$21,578.15
*32 – 9 <sup>TH</sup> AVE / DOWNTOWN		\$11,529.74	\$24,848.62
41 – 12 <sup>TH</sup> AVE (OLD)	\$16,214.53	\$6,974.16	
*41 – EAST PENSACOLA HEIGHTS		\$1,286.97	\$2,900.06
42 - 9th AVE (OLD)	\$123,959.31	\$56,834.51	
43 – UWF / PSC / SCENIC HEIGHTS	\$75,285.47	\$58,700.31	\$62,601.42
44 - CERVANTES / T STREET / DOWNTOWN	\$44,668.91	\$48,427.37	\$49,953.36
45 - DAVIS HWY / W FL HOSP	\$145,920.14	\$133,515.33	\$133,224.69
47 - MONTCLAIR / PINE FOREST	\$66,709.76	\$60,600.52	\$65,240.02
48 - BAPTIST HOSPITAL/DOWNTOWN	\$48,718.96	\$43,443.97	\$44,354.72
50 - HIGHWAY 29	\$58,712.21	\$57,287.07	\$57,548.63
51 - OLD PALAFOX	\$46,329.04	\$45,086.79	\$39,873.28
*52 – CORDOVA MALL / PSC		\$44,196.32	\$96,694.04
55 - PACE / BARRANCAS / GULF BEACH HWY	\$91,351.94	\$69,725.24	\$68,935.45
57 - NATTC / CORRY / DOWNTOWN	\$17,782.10	\$28,218.12	\$16,432.43
58 -DOWNTOWN / VA CLINIC / BLUE ANGEL	\$23,619.92	\$21,287.49	\$20,458.21
59X - NAS / CORDOVA	\$58,022.98	\$47,728.34	\$48,974.09
60 - CENTURY	\$15,798.37	\$15,563.58	\$11,768.72
61 - PENSACOLA BEACH	\$11,000.58	\$10,347.99	\$11,688.68
63 - MICHIGAN / AIRPORT	\$39,560.08	\$35,234.75	\$32,931.37
64 - BEACH JUMPER	\$1,414.89	\$2,112.83	\$2,265.47
66 – NAVY FEDERAL		\$11,722.59	
59A- NAS / AIRPORT	\$2,054.93	\$4,728.43	\$2,214.33

\* Routes implemented on April 1, 2016

## Passenger Trips per Revenue Mile

Current YTD 2017: October 2016 – September 2017

Passenger Trips per Revenue Mile = Passenger Trips ÷ Revenue Mile

Route Number & Description	FY2015	FY2016	FY2017
1 - PINE FOREST/MOBILE HWY	1.88	1.88	1.88
2 - CERVANTES/MYRTLE GROVE	1.41	1.38	1.41
*31 – CORDOVA MALL / 12 <sup>TH</sup> AVE		0.53	0.64
*32 – 9 <sup>TH</sup> AVE / DOWNTOWN		0.93	1.01
41 – 12 <sup>TH</sup> AVE (OLD)	0.59	0.51	
*41 – EAST PENSACOLA HEIGHTS		0.07	0.09
42 - 9th AVE (OLD)	2.51	2.37	
43 – UWF / PSC / SCENIC HEIGHTS	0.80	0.70	0.70
44 - CERVANTES / T STREET / DOWNTOWN	1.51	1.45	1.52
45 - DAVIS HWY / W FL HOSP	1.00	1.02	0.92
47 - MONTCLAIR / PINE FOREST	0.90	0.85	0.88
48 - BAPTIST HOSPITAL/DOWNTOWN	1.43	1.26	1.26
50 - HIGHWAY 29	0.67	0.73	0.69
51 - OLD PALAFOX	1.13	1.04	1.01
*52 – CORDOVA MALL / PSC		2.24	2.45
55 - PACE / BARRANCAS / GULF BEACH HWY	1.65	1.37	1.45
57 - NATTC / CORRY / DOWNTOWN	0.47	0.41	0.47
58 -DOWNTOWN / VA CLINIC / BLUE ANGEL	0.52	0.48	0.46
59X - NAS / CORDOVA	0.31	0.28	0.31
60 - CENTURY	0.14	0.15	0.11
61 - PENSACOLA BEACH	0.28	0.28	0.28
63 - MICHIGAN / AIRPORT	0.56	0.57	0.51
64 - BEACH JUMPER	0.70	0.33	0.33
66 – NAVY FEDERAL		1.00	
59A - NAS / AIRPORT	0.04	0.06	0.03

\* Routes implemented on April 1, 2016