ITS Mississippi Department of
Information Technology Services

3771 Eastwood Drive
Jackson, MS 39211-6381
Phone: 601-432-8000
Fax: 601-713-6380
www.its.ms.gov

Craig P. Orgeron, Ph.D., Executive Director

RFP Questions and Clarifications Memorandum

To: Vendors Responding to RFP Number 3770 for the Mississippi Department of Transportation (MDOT)

From: Craig P. Orgeron, Ph.D.

Date: September 20, 2016

Subject: Responses to Questions Submitted and Clarifications to Specifications

Contact Name: Chris Grimmer

Contact Phone Number: 601-432-8208

Contact E-mail Address: chris.grimmer@its.ms.gov

RFP Number 3770 is hereby amended as follows:

1.   **Title page, INVITATION is modified as follows:**

     "INVITATION: Sealed proposals, subject to the attached conditions, will be received at this office until ~~July 21, 2016~~ **October 4, 2016 @ 3:00 p.m. Central Time for the acquisition of the products/services described below for Mississippi Department of Transportation."**

2.   **Title page, third box is modified as follows:**

PROPOSAL, SUBMITTED IN RESPONSE TO **RFP NO. 3770** **DUE ~~July 21, 2016~~ October 4, 2016 @ 3:00 p.m.,** **ATTENTION: Chris Grimmer**

3.   **Section VII, Technical Specifications, Item 4 Project Schedule is amended as follows:**

Task	Date
Open Proposals	~~07/21/16~~ **10/04/16** @ 3:00 p.m. Central Time
Begin Evaluation of Proposals	~~07/22/16~~ 10/04/16
Award Notification	~~08/22/16~~ 11/01/16
Begin Contract Negotiation	~~08/23/16~~ 11/02/16
Proposed Project Implementation Start-up	~~09/15/16~~ 12/05/16

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4.   Section VII, Technical Specifications, Item 7.11.4.6 is being added:

"**Vendors may proposed an alternative technology such as smart card, QR readers, and other similar technologies. Vendors must describe in detail and provide costs for this proposed functionality.**"

5.   Section VII, Technical Specifications, Item 7.12.9, and Items 7.12.9.1 through 7.12.9.7 are being added:

"**Item 7.12.9   The proposed MDCs must meet the following minimum specifications.**

   7.12.9.1   Processor Speed: 1.2 GHz or greater

   7.12.9.2   Internal Storage: 16 GB or greater

   7.12.9.3   Available expandable memory storage

   7.12.9.4   Screen Size: 10" screen or greater

   7.12.9.5   Battery Life: 8 hours or greater

   7.12.9.6   Slot for Wireless SIMM Card inside MDC

   7.12.9.7   The Vendor must propose cost to hard wire the MDCs to the vehicle's battery in Section VIII, *Cost Information Submission.*"

6.   Section VII, Technical Specifications, Item 7.14.2 is being modified to read:

"**The proposed interactive voice response software must provide after-hours messaging service. The after-hours messaging service must be available 24 hours per day, 7 days per week and 365 days per year. The IVR software must be able to provide messaging to the passengers the night before, the day of, and general flood gate messaging. If a costs ~~is~~ are associated with the ~~IVR~~ after-hours messaging service, Vendor must provide the cost in Section VIII,** *Cost Information Submission."*

7.   Section VII, Technical Specifications, Item 7.19, and Items 7.19.1 through 7.19.5 are being added:

"**Item 7.19   Automatic Passenger Counting (APC)**

   7.19.1   Vendor must state if the proposed system has APC capability.

   7.19.2   The Vendor must provide APC devices and any other related equipment for the transit providers.

7.19.3 **The Vendor must propose cost for proposed system with APC functionality in Section VIII, _Cost Information Submission._**

7.19.4 **Initially, the State may opt to purchase the proposed system without APC functionality, but the State reserves the right to add APC functionality at a later date.**

7.19.5 **If the State opts to initially purchase the proposed system without APC functionality, the Vendor must propose cost to add APC functionality in Section VIII, _Cost Information Submission._"**

8. **Section VII, Technical Specifications, Item 8.2.5 is being added:**

"The proposed system must be able to interface with Medicaid for automated trip imports. Refer to the Medicaid Broker MTM Report form sample referenced in Attachment D, Sample Reports in the RFP."

9. **Section VII, Technical Specifications, Item 9.2.1 is being added:**

"The Vendor's proposal must include a detailed description of the proposed initial on-site training including, but not limited to, course/class content, duration, and number of staff/size of class."

10. **Section VII, Technical Specifications, Item 9.2.2 is being added:**

"The Vendor's proposal must include a detailed description of the proposed follow-up on-site training including, but not limited to, course/class content, duration, and number of staff/size of class."

11. **Section VII, Technical Specifications, Item 9.4 is being modified to read:**

"Vendor must provide training for 10 MDOT HQ super users and ~~12~~ 65 regional users in train-the-trainer format."

12. **Section VIII, Cost Information Submission is deleted and replaced with the attached Section VIII, Revised Cost Information Submission.**

Vendor must include in their proposal a response to each amended requirement as listed above. Vendor must respond using the same terminology as provided in the original requirements.

The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

Question 1: Does the price proposal need to be in a separate sealed envelope from the technical proposal?

Response: **No.**

Question 2: In the pre-bid meeting, it was stated no communication with members of MDOT. Just for clarification we assume you mean no communications with members of the region as well?

Response: **Correct, no communication with members of the regions as well. All communication should be made through Chris Grimmer at ITS. Refer to Section II, Item 14.1 of the RFP.**

Question 3: Page 19, Section 28.1 – As part of this RFP, is the State requiring that some custom software modules be developed at the State's cost in addition to the licensed modules?

Response: **No.**

Question 4: What is the budget for this project?

Response: **Budget data for this project is not available.**

Question 5: What is the funding source for this project?

Response: **Federal Transit Administration and local sub-recipient sources of match.**

Question 6: Are there any funding deadlines or timelines that will affect this project?

Response: **No.**

Question 7: General Scope Section 3.1 – Please clarify if you are procuring one software system for all regions or if each region will have its own.

Response: **The expectation is to secure one system to be utilized by all regions except for Bolivar County Council on Aging, Inc. and Aaron E. Henry Community Health Services Center, Inc. Refer to the response to Question 10 in this Memorandum.**

Question 8: What are some of the biggest issues seen with the current scheduling system that you would change immediately if you could?

Response: **Here are some of the biggest issues:**

- **Flexibility in Scheduling**
- **Optimization of daily scheduling and trip assignment**
- **Real Time Dispatching**
- **Real Time Vehicle Location**
- **Immediate Dispatch and response to trip assignment**
- **Two-way communication between dispatcher and vehicle operator**
- **Vehicle travel, mileage and speed history**
- **Vehicle maintenance history**
- **Record-keeping for operator time, vehicle usage and system start-up**
- **Ability to link vehicle use time to operator log**

- **Automated link to vehicle start-up with MDC or tablet. (MDC or tablet should be able to log-on without driver input)**
- **Dropped, unrecorded or non-receipt of assigned trip due to dead zones in rural areas.**

Question 9: What are the goals of Mississippi ITS surrounding this software upgrade?

Response: **The lead procuring agency (MDOT Public Transit Division) for this RFP shares the same common expectations from the software and the company providing the software. This project is being implemented with the goals of increasing efficiency and growing the capacity of transportation systems. The lead procuring agency expects to procure a turnkey system or solution that allows for integration with other technologies in the future and with the RouteMatch web-based version 6.1 software currently in use at Bolivar and Aaron Henry Health Center. The lead procuring agency expects to have a positive return on investment.**

Question 10: Please identify the current software system being used for each region.

Response: **Of the six regions, two have a system in place; Delta Rides and SMART.**
In the Delta Rides region two transit agencies - Bolivar County Council on Aging, Inc. and Aaron E. Henry Community Health Services Center, Inc. use RouteMatch. In the SMART region the Natchez Transit System uses TransiTrak.

Question 11: Can you provide a total passenger count for each region?

Response: **Yes, please refer to Attachment E, MDOT Public Transit Passenger and Trip Data Analysis—FY 2013-14 and 2014-15, and Attachment F, 5310 Program Performance Information 2013-14 Program Year of this Clarification Memorandum.**

Question 12: How many depots do you operate?

Response: **MDOT is not sure what is meant by "depots" or what is being asked. MDOT currently has 65 potential sites that could serve as depots.**

Question 13: Do you have any subcontractors?

Response: **All MDOT-sponsored projects are considered to be subcontractors or sub-recipients. MDOT doesn't operate any vehicles.**

Question 14: If there are subcontractors, will those subcontractors need go-live support on site?

Response: **Yes.**

Question 15: The state has referred to around 65 organizations with about 359 vehicles among them. Our model is based on concurrent users and vehicles per agency. While this information might be a little difficult to acquire, can you please provide the following information for each region:

a. # of Users per Region accessing the system at peak hours
b. # of Vehicles per Region being utilized at peak hours

Response:
    a) No, the MDOT Public Transit Division is not able to obtain this information from the sub-recipients.
    b) Refer to the response to Question 15 a in this Memorandum.

Question 16: Is there a consultant involved with this RFP? If yes, what is the name of the firm or individual?

Response: **No.**

Question 17: Does Mississippi ITS have a preferred cellular network? If so, please provide contact information for our account manager.

Response: **No.**

Question 18: In 5.4 it states that each regional provider will provide its own cellular data plan. Can you please clarify what the wireless providers are for each region and if they are open to a turnkey process through the supplier of the scheduling and AVL software?

Response: **The process of selecting a wireless provider is the responsibility of the sub-recipients. A Standard contract has been included with the RFP. Vendors should submit any other contractual agreements or terms and conditions, with their proposal response for consideration by the State.**

Question 19: How many in office users will you have?

Response: **It is anticipated that total office users will be no greater than 150 including office users at MDOT Headquarters.**

Question 20: GIS Data Section 7.3.2 – Please clarify exactly what the deliverable is here.

Response: **MDOT wants a coverage map or something equivalent for the purposes of verifying coverage areas. MDOT needs to be able to confirm coverage for the entire State of Mississippi. MDOT also needs to identify any gaps in the coverage areas.**

Question 21: Are there any special reporting requirements other than the ones requested?

Response: **No.**

Question 22: Scheduling Section 7.7.1 –

    a) Please verify that the 19,072 is for all regions.
    b) If it is, can you give the breakdown of trips for each region?
    c) Please also clarify how often trips are passed per region)

Response:

    a) The number of trips provided, 19,072, is an average of all transportation trips across all regions per day for the 5310 and 5311 programs combined.

    b) Due to the complexity of the individual systems, MDOT is not able to provide this information.

    c) MDOT does not currently have the data available to identify how many trips are passed from region to region. If MDOT had to estimate, it is probably less than 100 per day.

Question 23: Page 41, Section 7.7.1 – Scheduling – The section refers to 19,072 trips per day across the state.

    a) Please clarify further the current process of the incoming trip reservations.

    b) Are all reservations coming into their respective regional call centers via phone?

    c) Are any of the reservations supplied by a Medicaid broker that sends the regional call center a paper list or electronic csv file of trip reservations to be scheduled?

    d) Is the MDOT Public Transit Headquarters a call center, as well?

Response:

    a) Currently sub-recipients are accepting trips through their individual dispatchers. There are instances where the call centers are working to coordinate trips through manual means of communication like phone calls, the Medicaid file and subscription services.

    b) No, see the response to 23a above.

    c) Yes, the electronic csv file of trip reservations can be found posted on the ITS website with the RFP. Refer to the Medicaid Broker MTM Report Form – sample file name – mtm Sept 15a.xls.

    d) No.

Question 24: Does Mississippi ITS provide group trips? If yes, how many on average per week?

Response: **Yes, however, MDOT cannot provide this number because trip purpose, destination and composition fluctuates depending on the local needs in the various regions.**

Question 25: What is the number of paratransit vehicles at peak service?

Response: **MDOT cannot provide this number because trip purpose, destination and composition fluctuates depending on the local needs in the various regions.**

Question 26: Please indicate if there are any holidays for no service or reduced service.

Response: **The awarded Vendor's system will be required to be operational 365 days per year. Scheduling varies from sub-recipient to sub-recipient depending on the local identified needs in each region. These are local decisions.**

Question 27: On what days of the week are trips provided?

Response: **Refer to the response to Question 26 in this Memorandum.**

Question 28: What are your hours of service?

Response: **24 hours per day, 7 days per week, and 365 days per year.**

Question 29: What are your current Rides per Hour (RPH)?

Response: **This data is not currently available to MDOT due to system limitations. Ridership varies from sub-recipient to sub-recipient depending on the local identified needs in each region.**

Question 30: What are your average trips per day?

Response: **Refer to the response to Question 29 in this Memorandum.**

Question 31: What are the number of will calls weekly?

Response: **Refer to the response to Question 29 in this Memorandum.**

Question 32: What is the weekly average number of declined trips?

Response: **Refer to the response to Question 29 in this Memorandum.**

Question 33: What is Mississippi ITS average number of one-way trips weekly?

Response: **Refer to the response to Question 29 in this Memorandum.**

Question 34: Does Mississippi ITS provide subscription trips (standing orders)? If so, how many on average per week?

Response: **Yes, however, the average per week is not currently available to MDOT due to system limitations. Ridership varies from sub-recipient to sub-recipient depending on the local identified needs in each region.**

Question 35: What is the number of Flex Routes (Deviated Fixed Route) per day and per week?

Response: **Refer to the response to Question 29 in this Memorandum.**

Question 36: a) What is the current size of your client population?
b) What is the growth rate?

Response:

 a) **Refer to the response to Question 29 in this Memorandum.**
 b) **MDOT anticipates an increase in the growth of ridership due to changing demographics, but MDOT can't provide a growth rate. Ridership varies from sub-recipient to sub-recipient depending on the local identified needs in each region.**

Question 37: On average, how many taxi trips are used per day?

Response: **Refer to the response to Question 29 in this Memorandum.**

Question 38: a) On average, how many calls will your call center handle?
b) What is the peak number of calls handled per hour?

Response:
    a) Refer to the response to Question 29 in this Memorandum.
    b) Refer to the response to Question 29 in this Memorandum.

Question 39: Dispatching Section 7.8.2 – Can you please explain your reasoning behind this?

Response: **Due to the rural nature of some system services and problems with drops in cellular coverage in the past, the proposed system must be able to maintain connectivity to the system. This would assist in the effort to increase efficiency in trip provision as well as vehicle location in cases of emergency and transport needs.**

Question 40: Can the state clarify what other forms of technology or methodologies that the state would like to transmit the data from the vehicle to the back office outside of cellular in 7.8.2?

Response: **MDOT is open to technologies available that provide the most reliable connection and eliminate or minimize the number of drops in the coverage areas.**

Question 41: Can the state clarify 7.9.1.

    a) What types of communications will be needed to be sent?
    b) Through what medium are they looking to be sent (back off application, email, text?)

Response:
    a) Any official notification that may cause a delay or halt in services. This will be utilized during inclement weather, hazardous situations, or other emergency situations.
    b) Email or text.

Question 42: Does Mississippi ITS want the swipe card technology software to run on the tablet independently or will it need to be integrated with the routing software?

Response: **It is preferred that swipe card technology be integrated with the routing software.**

Question 43: 7.11.4 requires info on smart card functionality. The industry has become more of a rider centric industry and payment functionality like smart cards are becoming much more prevalent in the industry. Based on our call the other day, we understand this might not be something right out of the gate and the state is planning for the future. With that in mind, would the state be open to other mediums for fare collection such as smart card, QR readers, etc?

Response: **Yes, refer to Clarification Number 4 in this Memorandum.**

Question 44: Does Mississippi ITS have a preferred tablet they would like to use?

Response: **No, refer to Clarification Number 5 in this memorandum.**

Question 45: Does Mississippi ITS plan to leave the MDTs within the vehicles at all times, or bring them inside when they are not in use?

Response: **This can vary from sub-recipient to sub-recipient.**

Question 46: Do the current vehicles have any existing MDT's in them?

Response: **There are currently a limited number of regional providers that currently have MDTs (MDCs) in their vehicles.**

Question 47: Will Mississippi ITS be purchasing the vehicle mounts and tablets and providing in-vehicle installation or would Mississippi ITS like those included in the bid?

Response: **Yes, this cost has been added to the Revised *Cost Information Submission* form. Refer to Clarification Number 12 of this memorandum.**

Question 48: What is the total number of Drivers?

Response: **MDOT cannot fully estimate this number because organizations hire and maintain staff depending on the needs of the organizations. Pricing should make reference to the number of MDC's and not drivers, due to staff assignment to vehicles may vary depending on transportation needs. For purposes of the RFP, the number of drivers or MDCs needed is 359 as stated in Section VII, Item 7.12.2.**

Question 49: Are the Drivers and/or Dispatchers represented by a Union? If so, which Union?

Response: **No.**

Question 50: 7.14. Is it the states desire to have an IVR system the riders the night before, the day of, general flood gate messaging, or all of the above?

Response: **All of the above, refer to Clarification Number 6 in this Memorandum.**

Question 51: Web Portal Requirements Section 8.1.3.7.2 – Please explain why ask the security question if you are emailing the password reset link? This is more important if you are allowing a change that doesn't require external verification.

Response: **We anticipate that some of our systems will assign multiple users per computer. In order to maintain internal control, MDOT believes this to be a necessary feature for enhanced security.**

Question 52: Interface Requirement Section 8.2.1 – Please define the degree of interface if each region gets to choose its own solution?

Response: **Refer to the response to Question 7 in this Memorandum. In addition, the interface needs to result in one system with connectivity between each**

region; not 6 separate systems. MDOT requires sharing between regions and software systems.

Question 53: Are there any interfaces required to external sources such as Medicare? If so, what other external sources?

Response: **Yes, refer to Clarification Number 8 in this Memorandum. Also refer to Section VII, Item 8.2.1 of the RFP.**

Question 54: Do you want the awarded Vendor to do all the driver training or are we training the trainers?

Response: **No, refer to Clarification Numbers 9, 10, and 11 in this Memorandum. MDOT will utilize the train-the-trainer format to train sub-recipient staff members.**

Question 55: If training the trainers, how many of those are there?

Response: **Refer to Clarification Number 11 in this Memorandum.**

Question 56: Page 50, Section 9.4 – The RFP states that training must be provided for 10 MDOT HQ super users and 12 regional users in train-the-trainer format.
   a) Please clarify if the training is anticipated to be accomplished at seven (7) total sites (the MDOT headquarters and the six (6) regional call center sites)?
   b) Please also confirm if training of the approximately 65 organizations throughout the state will then be accomplished by the 12 MDOT HQ super users and the 12 regional users following the initial train-the-trainer format training?
   c) Would you like vendors to be involved, as well, in the training of the 65 operators?

Response:
   a) **Yes, seven. It is anticipated that there will be six regional trainings and one additional training with MDOT staff. MDOT will be willing to work with the Vendor to arrange days, time, and location of all training.**
   b) **Refer to Clarification Number 11 in this Memorandum.**
   c) **Yes, refer to Clarification Number 11 in this Memorandum.**

Question 57: 9.4 states 10 MDOT Super users and 12 regional users.

   a) Can the state please clarify what the Super Users will need to be trained on?
   b) What is the role and vision for these users in regards to the software?
   c) Referring to the question above, is the 12 regional users the total number of users throughout the 6 regions?

Response:
   a) **MDOT anticipates that the super users will be trained on the entire functionality of the system in order to assist sub-recipients in gaining full access of the software.**
   b) **Super users will not have the ability to manipulate any functionalities, but will serve in advisory capacity for sub-recipients. This will assist the sub-recipients in maintaining the required documentation and reports.**

Regional users will be individuals who will assist in trouble shooting and to train additional/new hired staff after the initial training period.
    c) No, refer to Clarification Number 11.

Question 58: What is the potential time frame for this project to be implemented?

Response: **MDOT's expectation is that the system will be rolled out to all regions within 18 months, but the State is agreeable to a recommendation provided by the Vendor based on Vendor's timeline in their proposed implementation plan.**

Question 59: When would Mississippi ITS want/expect to "Go Live" with software system implementation?

Response: **The first transit provider would "Go Live" within 3 months of contract execution and all others completed within the 18 month window or timeline agreed upon by all parties.**

Question 60: Implementation Plan 10.6 – Please explain why everything needs to be done manually. Cleaning the data is good but doing manual entry for everything can actually be more prone to error rather than carefully reviewing a source file and uploading that.

Response: **Due to the various sizes and complexities of our sub-recipients, many of our smaller sub-recipients use only manual entry to track passenger trip information and therefore, do not have data in an electronic format. It is anticipated that a number of the current sub-recipients will require manual entry to ensure proper data entry of required information. MDOT is agreeable to uploading a source file for sub-recipients that have that option available.**

Question 61: Do you want the awarded Vendor to be on site (preferred) if we are helping with the data mining?

Response: **Yes.**

Question 62: 10.6 refers to importing previous data manually. Is it really the intent to manually enter the data or would the state be open to import the data through electronic means. The way that 10.5 and 10.6 are worded they contradict what is being asked of the supplier.

Response: **Yes, the state is open to importing the data through electronic means if possible, however, many sub-recipients do not have data in an electronic format. Also refer to the response in Question 60 in this Memorandum.**

Question 63: Page 57, Section VIII, Cost Information, Table 1 – MDOT Public Transit Headquarters – Cost –
    a) Please clarify further how the MDOT Public Transit Headquarters personnel will be using the proposed technologies?
    b) Is there a calltaking/dispatching center here, as well?
    c) Does it operate the same as any of the six regional call centers?

Response:
   a) **MDOT Public Transit Headquarters personnel will use the system to send out urgent messages to selected regions or all regions and to run reports. In addition, MDOT would like to be able to access the system to ensure functionality and to gain system or regional information.**
   b) **No.**
   c) **MDOT HQ is not a regional call center.**

Question 64: Page 57, Section VIII, Cost Information, Tables 1-19 – Please clarify the number of licenses for AVL (xx licenses) and number of Mobile Data Computers (xx devices) that will be required in each of the 6 regions and the MDOT Headquarters.

Response: **Refer to Clarification Number 12 in this Memorandum.**

Question 65: Pricing - Table 1 - MDOT public transit HQ-
   a) what is needed for MDOT public transit HQ?
   b) Is the HQ looking to provide trips or just have access to report functionality?

Response: **a) Refer to Clarification Number 12 of this Memorandum.**
   b) HQ is requesting access to report functionality only.

Question 66: Pricing – All tables currently do not have anything for web portal.
   a. Is the intent of the state for this to be a mandatory item?
   b. Can you please clarify if the following is correct for mandatory and optional based on the RFP:
      i. Mandatory
         1. Routing and Scheduling Software
         2. Inbound IVR system
         3. Coordination/brokering
         4. Customer Web Portal
         5. Automated Vehicle Location with necessary mobile hardware
      ii. Optional
         1. Smart Card Functionality

Response: **a) No, but it is a requirement. Refer to 8.1.3.1.**

   b) i) These items are all requirements of the RFP and Vendor must provide their response as required in Section VII, Item 1.
   ii) Refer to Section VIII, Items 7.11.4.3 – 7.11.4.5 and Clarification Number 4 of this Memorandum.

Question 67: References – Do we need to provide a total of 8 references? 5 vendors and 3 FTA funded projects? Please clarify.

Response: **No, the Vendor must provide at least five (5) references, of which, three (3) should be federal transit (bus) administration (FTA) funded transit systems. Refer to Section IX, Item 1.2 of the RFP.**

Question 68: Contract Section 3.4
   a) Please explain why this is 15 days if the project start date cannot be any later than 30 days?
   b) Is MDOT assuming that delivering the work plan does not count as being part of the project activities? Please clarify

Response:

   a) **The State will consider modifying the Standard Contract in Exhibit A of the RFP to address this question during contract negotiations. Vendor should refer to Section V, Proposal Exceptions with the process for submitting proposal exceptions with proposal submission.**
   b) **No.**

Question 69: Article 43 Liquidated Damages –

   a) Can you define the definition of delay?
   b) Is this based on an agreed upon workplan?
   c) Are there other factors?
   d) What about delays caused by Mississippi ITS or its agencies.

Response:

   a) **Delay means a period of time by which something is late.**
   b) **It is based on the performance dates in the Agreement (contract, RFP, and Proposal) and the mutually agreed upon project work plan.**
   c) **See the response to Question 69b above.**
   d) **The Vendor would not be subject to liquidated damages if the delay is caused by MDOT. The second sentence of Article 43 makes it quite clear that it is only triggered when the delay is caused by the Vendor.**

RFP responses are due Tuesday, October 4, 2016, at 3:00 p.m. (Central Time).

If you have any questions concerning the information above or if we can be of further assistance, please contact Chris Grimmer at 601-432-8208 or via email at chris.grimmer@its.ms.gov.

Attachments: Attachment E: MDOT Public Transit Passenger and Trip Data Analysis—FY 2013-14 and 2014-15
Attachment F: 5310 Program Performance Information 2013-14 Program Year
Section VIII, Revised Cost Information Submission

cc: ITS Project File Number 41528

MDOT Public Transit Passenger and Trip Data Analysis--FY 2013-14 and 2014-15

5311 Agencies Trips Data

Agency	FY 2013-2014 trips	FY 2014-2015 trips
Aaron Henry	135,374	130,601
Bolivar	156,840	132,779
CDI	95,346	93,109
Claiborne	80,829	73,048
Copiah	49,941	51,350
Dj Transit	20,607	22,108
Five County	106,132	113,603
HEGA	16,292	12,431
Hinds	37,188	28,025
MCCSA	21,444	23,671
MBCI	66,285	36,407
MVSU	43,289	34,304
Natchez	62,475	62,777
Northeast	127,130	90,586
Nroute	44,547	47,394
Oxford	884,016	1,250,964
SMART	698,570	709,443
South Central	13,480	19,575
United	41,872	67,355
Total	**2,701,657**	**2,999,530**
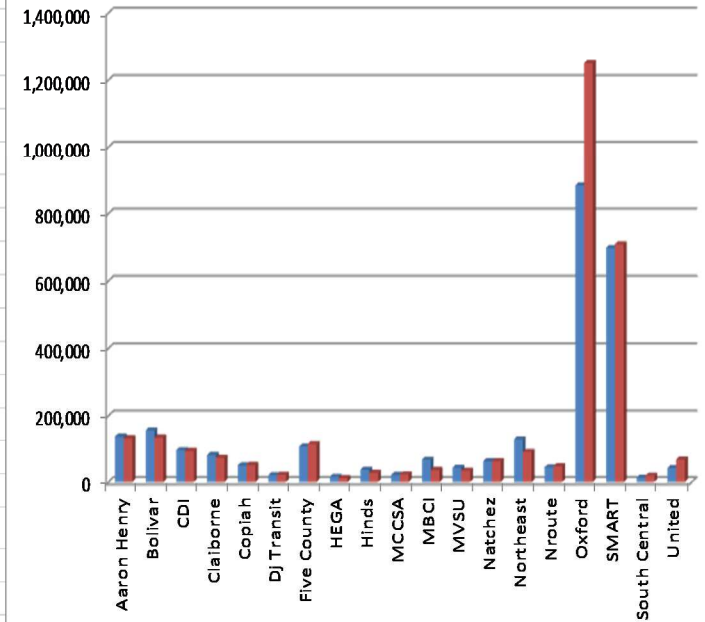
5311 Regional Groups Trips Data

Delta Rides

Agency	FY 2013-2014 Trips	FY 2014-2015 Trips
Aaron E. Henry	135,374	130,601
Bolivar	156,840	132,779
MS Valley	43,289	34,304
HEGA	16,292	12,431
Total	**351,795**	**310,115**
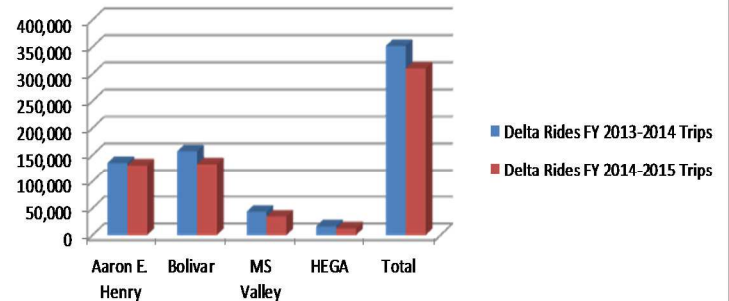
Ride the Smile

Agency	FY 2013-2014 Trips	FY 2014-2015 Trips
City of Oxford	884,016	1,250,964
United Community	41,872	67,355
Northeast	127,130	90,586
Total	**1,053,018**	**1,408,905**
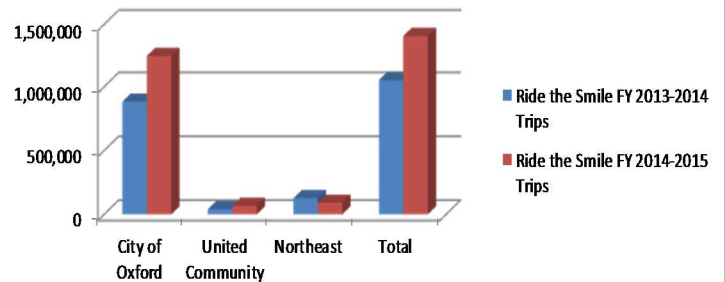
Trans-Con

Agency	FY 2013-2014 Trips	FY 2014-2015 Trips
Copiah County	49,941	51,350
Hinds County	37,188	28,025
Madison County	21,444	23,671
Nroute	44,547	47,394
South Central	13,480	19,575
Total	166,600	170,015
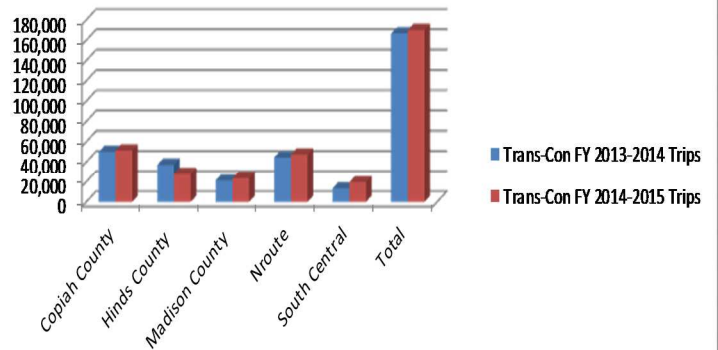
EZTAG

Agency	FY 2013-2014 Trips	FY 2014-2015 Trips
Mississippi Band	66,285	36,407
Starkville-MSU Area Rapid Transit (SMART)	698,570	709,443
Total	764,855	745,850
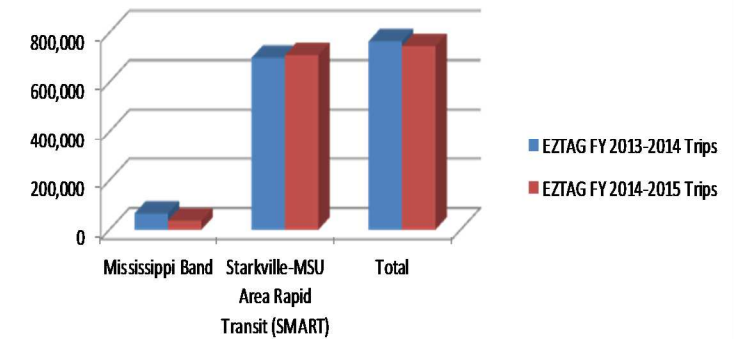
SMART

Agency	FY 2013-2014 Trips	FY 2014-2015 Trips
Claiborne County	80,829	73,048
Natchez Transit	62,475	62,777
Five County	106,132	113,603
Total	249,436	249,428
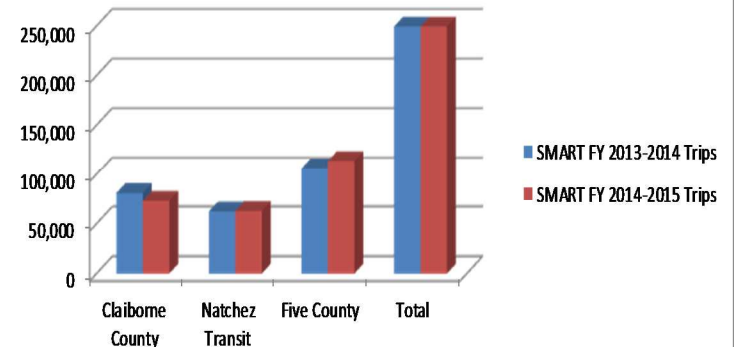
SMT

Agency	FY 2013-2014 Trips	FY 2014-2015 Trips
CDI	95,346	93,109
Dj Transit	20,607	22,108
Total	**115,953**	**115,217**
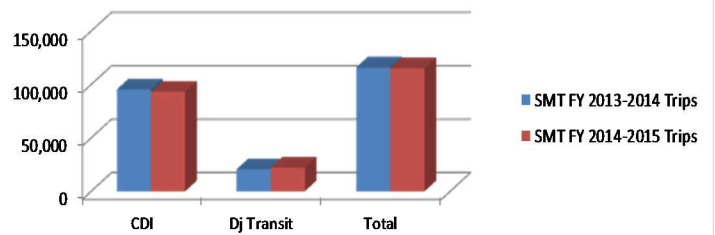
Regional Groups Cumalative Passenger Trips Comparison

Regional Group	FY 2013-2014 Trips	FY 2014-2015 Trips
Delta Rides	351,795	310,115
Ride The Smile	1,053,018	1,408,905
TRANS-CON	166,600	169,979
EZTAG	764,855	745,850
S.M.A.R.T.	249,436	249,428
SMT	115,953	115,217
Total	**2,701,657**	**2,999,494**
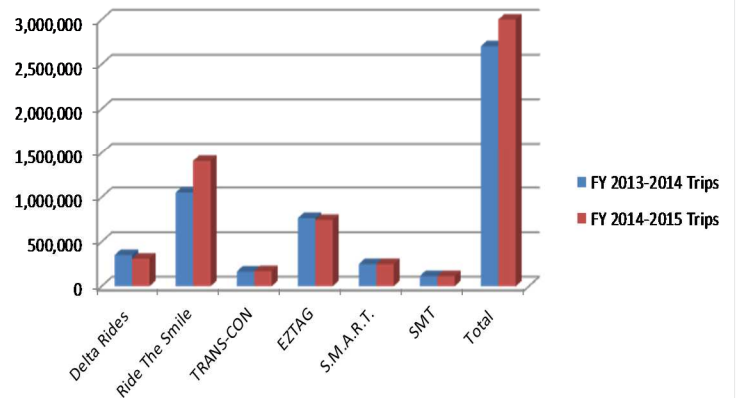
Regional Group Trips Distribution

Delta Rides Trips Distribution (FY 2013-2014)

Agency	Medical	Employment	Nutrition	Medicaid	Social Services	Mental Health	Education/Training	Shopping/Personal	Other	Total
Aaron E. Henry	665	28,818	0	0	43	98,057	6,231	1,560	0	135374
Bolivar	402	21,857	1,071	94,354	2,022	37,134	0	0	0	156840
MS Valley	685	2,270	4,726	0	36	3925	26,195	5,452	0	43289
HEGA	448	47	0	0	7	7,708	7,483	599	0	16292
Total	**2200**	**52,992**	**5797**	**94354**	**2108**	**146,824**	**39,909**	**7,611**	**0**	**351795**

Delta Rides Trips Distribution (FY 2014-2015)

Agency	Medical	Employment	Nutrition	Medicaid	Social Services	Mental Health	Education/Training	Shopping/Personal	Other	Total
Aaron E. Henry	6960	21,481	0	0	0	95,652	4,303	2,205	0	130601
Bolivar	5	20,864	745	69,782	1,889	39,494	0	0	0	132779
MS Valley	1,381	2,024	8,596	0	2	3,928	16,948	1,425	0	34304
HEGA	538	213	0	0	1	7,539	3,870	266	4	12431
Total	**8884**	**44,582**	**9341**	**69782**	**1892**	**146,613**	**25,121**	**3,896**	**4**	**310115**

Delta Rides Trips Distribution Cumulative

| Trips	FY 2013-2014 Trips	FY 2014-2015 Trips
Medical	2,200	8,884
Employment	52,992	44,582
Nutrition	5,797	9,341
Medicaid	94,354	69,782
Social Services	2,108	1,892
Mental Health	146,824	146,613
Education/Training	39,909	25,121
Shopping/Personal	7,611	3,896
Other	0	4
Total	351,795	310,115

Ride the Smile Trips Distribution (FY 2013-2014)

Agency	Medical	Employment	Nutrition	Medicaid	Social Services	Mental Health	Education/Training	Shopping/ Personal	Other	Total
City of Oxford	132,602	221,004	0	0	0	0	442,008	88,402	0	884,016
United Community	4,362	269	756	0	121	1,697	19,501	14,754	412	41,872
Northeast	5,637	1,387	62,555	0	0	47,771	5,596	4,184	0	127,130
Total	142,601	222,660	63311	0	121	49468	467,105	107,340	412	1,053,018

Ride the Smile Trips Distribution (FY 2014-2015)

Agency	Medical	Employment	Nutrition	Medicaid	Social Services	Mental Health	Education/Training	Shopping/ Personal	Other	Total
City of Oxford	62548	250193	0	0	0	0	750578	187645	0	1250964
United Community	9025	2156	18824	2	180	9756	13788	13624	0	67355
Northeast	5290	1238	34316	0	0	40681	5285	3776	0	90586
Total	76863	253587	53140	2	180	50437	769651	205045	0	1408905

Ride the Smile Trips Distribution Cumulative
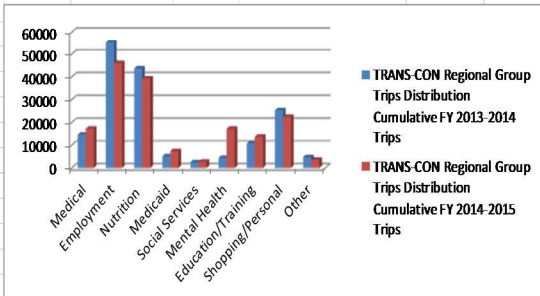
Trips	FY 2013-2014 Trips	FY 2014-2015 Trips
Medical	142601	76863
Employment	222660	253587
Nutrition	63311	53140
Medicaid	0	2
Social Services	121	180
Mental Health	49468	50437
Education/Training	467105	769651
Shopping/Personal	107340	205045
Other	412	0
Total	1053018	1408905
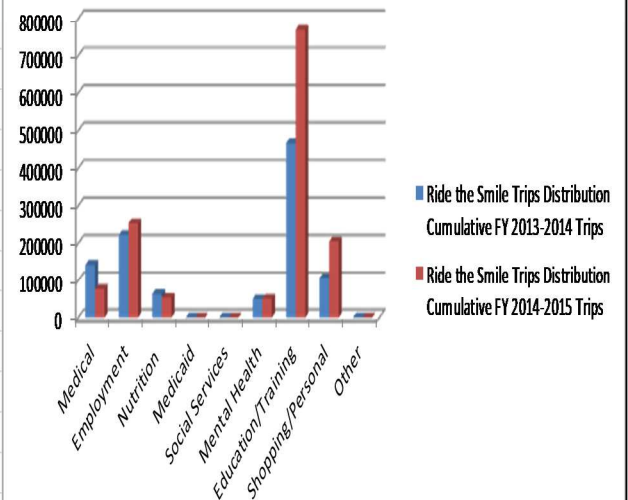
TRANS-CON Regional Group Trips Distribution (FY 2013-2014)

Agency	Medical	Employment	Nutrition		Medicaid	Social Services	Mental Health	Education/Training	Shopping/ Personal	Other	Total
Copiah County	4689	13705	18521		5110	453	19	4403	3041	0	49941
Hinds County	254	6165	23016		0	53	21	398	5183	2098	37188
Madison County	2311	7459	103		2	165	15	2545	8786	58	21444
Nroute	2591	23702	0		0	1733	4429	3443	6290	2359	44547
South Central	4755	4145	2065		25	151	16	30	2021	272	13480
Total	**14600**	**55176**	**43705**		**5137**	**2555**	**4500**	**10819**	**25321**	**4787**	**166600**

TRANS-CON Regional Group Trips Distribution (FY 2014-2015)

Agency	Medical	Employment	Nutrition		Medicaid	Social Services	Mental Health	Education/Training	Shopping/ Personal	Other	Total
Copiah County	5373	13475	18990		4804	641	124	5720	2223	0	51350
Hinds County	217	3843	18217		76	847	0	536	2158	2131	28025
Madison County	3178	7315	13		0	38	25	3056	10046	0	23671
Nroute	1903	17773	32		0	1271	16994	2537	5712	1172	47394
South Central	6609	3727	2095		2548	17	67	1905	2338	269	19575
Total	**17280**	**46133**	**39347**		**7428**	**2814**	**17210**	**13754**	**22477**	**3572**	**170015**

TRANS-CON Regional Group Trips Distribution Cumulative

Trips	FY 2013-2014 Trips	FY 2014-2015 Trips
Medical	14600	17280
Employment	55176	46133
Nutrition	43705	39347
Medicaid	5137	7428
Social Services	2555	2814
Mental Health	4500	17210
Education/Training	10819	13754
Shopping/Personal	25321	22477
Other	4787	3572
Total	**166600**	**170015**

EZTAG Regional Group Trips Distribution (FY 2013-2014)

Agency	Medical	Employment	Nutrition		Medicaid	Social Services	Mental Health	Education/Training	Shopping/ Personal	Other	Total
Mississippi Band	16006	10582	17629		93	1	594	8727	12653	0	66285
Starkville-MSU Area Rapid Transit (SMART)	5983	60181	0		0	0	0	579454	52952	0	698570
Total	**21989**	**70763**	**17629**		**93**	**1**	**594**	**588181**	**65605**	**0**	**764855**

EZTAG Regional Group Trips Distribution (FY 2014-2015)

Agency	Medical	Employment	Nutrition		Medicaid	Social Services	Mental Health	Education/Training	Shopping/ Personal	Other	Total
Mississippi Band	9068	7604	10465		0	0	843	6811	1614	2	36407
Starkville-MSU Area Rapid Transit (SMART)	15535	68370	6		1	11	1	522250	103232	37	709443
Total	**24603**	**75974**	**10471**		**1**	**11**	**844**	**529061**	**104846**	**39**	**745850**

EZTAG Regional Group Trips Distribution Cumulative Total

| Trips	FY 2013-2014 Trips	FY 2014-2015 Trips
Medical	21990	24603
Employment	70763	75974
Nutrition	17629	10471
Medicaid	93	1
Social Services	1	11
Mental Health	594	844
Education/Training	588181	529061
Shopping/Personal	65605	104846
Other	0	39
Total	**764856**	**745850**

SMART Regional Group Trips Distribution (FY 2013-2014)

Agency	Medical	Employment	Nutrition	Medicaid	Social Services	Mental Health	Education/Training	Shopping/Personal	Other	Total
Claiborne County	4744	17111	14304	11904	663	5185	5130	21788	0	80829
Natchez Transit	12005	7490	9185	858	10522	70	914	21343	88	62475
Five County	5141	1128	51468	157	1455	775	11101	34907	0	106132
Total	21890	25729	74957	12919	12640	6030	17145	78038	88	249436

SMART Regional Group Trips Distribution (FY 2014-2015)

Agency	Medical	Employment	Nutrition	Medicaid	Social Services	Mental Health	Education/Training	Shopping/Personal	Other	Total
Claiborne County	3768	11245	2863	13081	647	35	431	13066	27912	73048
Natchez Transit	11644	6748	8352	1292	8957	154	676	24914	40	62777
Five County	5474	2750	48818	170	2495	592	12026	41278	0	113603
Total	20886	20743	60033	14543	12099	781	13133	79258	27952	249428

SMART Regional Group Trips Distribution Cumulative

Trips	FY 2013-2014 Trips	FY 2014-2015 Trips
Medical	21890	20886
Employment	25729	20743
Nutrition	74957	60033
Medicaid	12919	14543
Social Services	12640	12099
Mental Health	6030	781
Education/Training	17145	13133
Shopping/Personal	78038	79258
Other	88	27952
Total	249436	249428
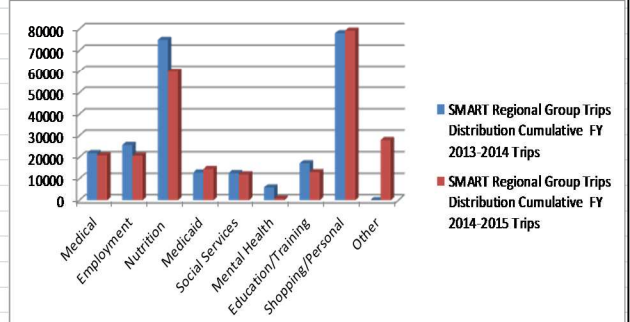
SMT Regional Group Trips Distribution (FY 2013-2014)

Agency	Medical	Employment	Nutrition	Medicaid	Social Services	Mental Health	Education/Training	Shopping/Personal	Other	Total
CDI	1469	169	0	0	90933	108	2105	562	0	95346
Dj Transit	2787	15373	1345	0	2	0	18	1047	35	20607
Total	4256	15542	1345	0	90935	108	2123	1609	35	115953

SMT Regional Group Trips Distribution (FY 2014-2015)

Agency	Medical	Employment	Nutrition	Medicaid	Social Services	Mental Health	Education/Training	Shopping/Personal	Other	Total
CDI	823	25	0	0	90679	19	1305	258	0	93109
Dj Transit	7592	13455	0	0	0	31	48	965	17	22108
Total	8415	13480	0	0	90679	50	1353	1223	17	115217

SMT Regional Group Trips Distribution

Trips	FY 2013-2014 Trips	FY 2014-2015 Trips
Medical	4256	8415
Employment	15542	13480
Nutrition	1345	0
Medicaid	0	0
Social Services	90935	90679
Mental Health	108	50
Education/Training	2123	1353
Shopping/Personal	1609	1223
Other	35	17
Total	115953	115217
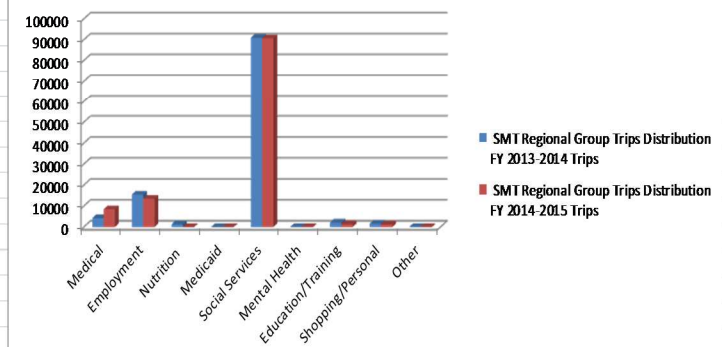
Regional Groups Passenger Types

Delta Rides Passenger Types (FY 2013-2014)

Agency	General Public	Elderly	Disabled	Other	Total Pasenger
Aaron E. Henry	36,262	1,240	97,726	146	135,374
Bolivar	22,447	37,382	97,011	0	156,840
MS Valley	32,086	7,202	4,051	0	43,289
HEGA	8,238	341	7,713	0	16,292
Total	98,983	46,165	206,501	146	351,795

Delta Rides Passenger Types (FY 2014-2015)

Agency	General Public	Elderly	Disabled	Other	Total Pasenger
Aaron E. Henry	29,889	1,692	92,448	6,572	130,601
Bolivar	20627	37295	74789	68	132779
MS Valley	20856	9553	3895	0	34304
HEGA	4572	329	7530	0	12431
Total	75,944	48,869	178,662	6,640	310,115

Delta Rides Cumulative Passenger Types

Passenger Types	FY 2013-2014	FY 2014-2015
General Public	98983	75944
Elderly	46165	48869
Disabled	206501	178662
Other	146	6640
Total Pasenger	351795	310115
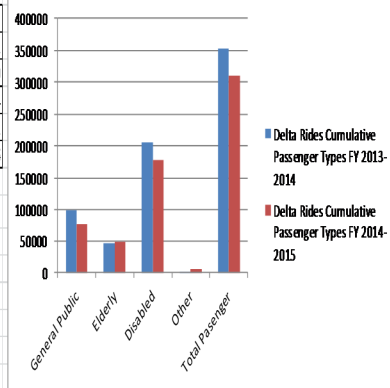
Delta Rides Cumulative Passenger Types

Passenger Types	FY 2013-2014	Passenger Types	FY 2014-2015
General Public	98983	General Public	75944
Elderly	46165	Elderly	48869
Disabled	206501	Disabled	178662
Other	146	Other	6640
Total Pasenger	351795	Total Pasenger	310115

Delta Rides Cumulative Passenger Types FY 2013-2014
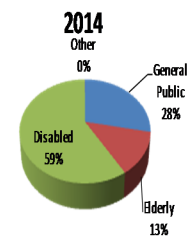
Delta Rides Cumulative Passenger Types FY 2014-2015
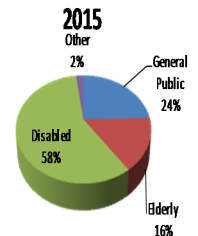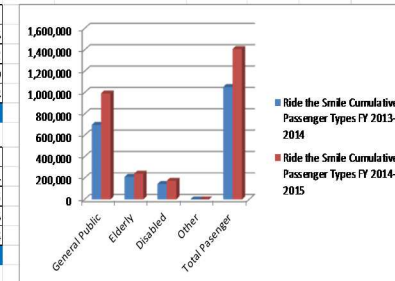
Ride the Smile Passenger Types (FY 2013-2014)

Agency	General Public	Elderly	Disabled	Other	Total Pasenger
City of Oxford	663,010	132,597	88,409	0	884,016
United Community	17,528	16,470	7,874	0	41,872
Northeast	16,840	62,227	48,063	0	127,130
Total	697,378	211,294	144,346	0	1,053,018

Ride the Smile Passenger Types (FY 2014-2015)

Agency	General Public	Elderly	Disabled	Other	Total Pasenger
City of Oxford	938,223	187,646	125,095	0	1,250,964
United Community	38,775	18,824	9,756	0	67,355
Northeast	15,927	34,036	40,623	0	90,586
Total	992,925	240,506	175,474	0	1,408,905

Ride the Smile Cumulative Passenger Types

Passenger Types	FY 2013-2014	FY 2014-2015
General Public	697,378	992,925
Elderly	211,294	240,506
Disabled	144,346	175,474
Other	0	0
Total Pasenger	1,053,018	1,408,905

Ride the Smile Cumulative Passenger Types

Passenger Types	FY 2013-2014	Passenger Types	FY 2014-2015
General Public	697,378	General Public	992,925
Elderly	211,294	Elderly	240,506
Disabled	144,346	Disabled	175,474
Other	0	Other	0
Total Pasenger	1,053,018	Total Pasenger	1,408,905

Ride the Smile Cumulative Passenger Types FY 2013-2014

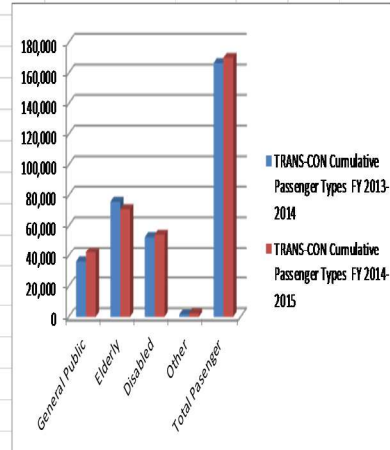Ride the Smile Cumulative Passenger Types FY 2014-2015

TRANS-CON Passenger Types (FY 2013-2014)

Agency	General Public	Elderly	Disabled	Other	Total Pasenger
Copiah County	3,882	30,146	15,913	0	49,941
Hinds County	6,336	28,278	1,060	1,514	37,188
Madison County	12,648	7,847	949	0	21,444
Nroute	8,426	4,462	31,659	0	44,547
South Central	5,005	5,235	3,206	34	13,480
Total	36,297	75,968	52,787	1548	166,600

TRANS-CON Passenger Types (FY 2014-2015)

Agency	General Public	Elderly	Disabled	Other	Total Pasenger
Copiah County	5,816	30,324	15,210	0	51,350
Hinds County	3,207	21,083	1,528	2,207	28,025
Madison County	16,102	7,054	515	0	23,671
Nroute	8,124	6,814	32,456	0	47,394
South Central	9,126	5,762	4,645	42	19,575
Total	42,375	71,037	54,354	2249	170,015

TRANS-CON Cumulative Passenger Types

Passenger Types	FY 2013-2014	FY 2014-2015
General Public	36,297	42,375
Elderly	75,968	71,037
Disabled	52,787	54,354
Other	1,548	2,249
Total Pasenger	166,600	170,015

TRANS-CON Cumulative Passenger Types

Passenger Types	FY 2013-2014	Passenger Types	FY 2014-2015
General Public	36,297	General Public	42,375
Elderly	75,968	Elderly	71,037
Disabled	52,787	Disabled	54,354
Other	1,548	Other	2,249
Total Pasenger	166,600	Total Pasenger	170,015

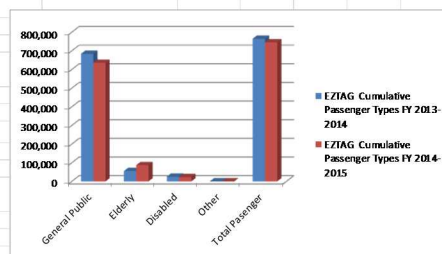TRANS-CON Cumulative Passenger Types FY 2013-2014
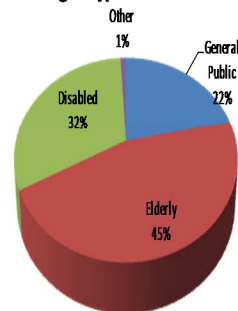
TRANS-CON Cumulative Passenger Types FY 2014-2015
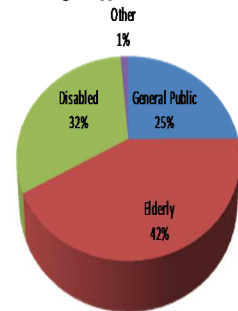
EZTAG Passenger Types (FY 2013-2014)

Agency	General Public	Elderly	Disabled	Other	Total Pasenger
Mississippi Band	32,315	17,118	16,852	0	66,285
Starkville-MSU Area Rapid Transit (SMART)	651,522	38,482	8,566	0	698,570
Total	683,837	55,600	25,418	0	764,855

EZTAG Passenger Types (FY 2014-2015)

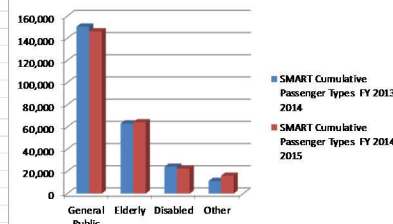| Agency	General Public	Elderly	Disabled	Other	Total Pasenger
Mississippi Band	17,031	9,765	9,611	0	36,407
Starkville-MSU Area Rapid Transit (SMART)	618,612	77,504	13,327	0	709,443
Total	635,643	87,269	22,938	0	745,850

EZTAG Cumulative Passenger Types

Passenger Types	FY 2013-2014	FY 2014-2015
General Public	683,837	635,643
Elderly	55,600	87,269
Disabled	25,418	22,938
Other	0	0
Total Pasenger	764,855	745,850

EZTAG Cumulative Passenger Types

Passenger Types	FY 2013-2014	Passenger Types	FY 2014-2015
General Public	683,837	General Public	635,643
Elderly	55,600	Elderly	87,269
Disabled	25,418	Disabled	22,938
Other	0	Other	0
Total Pasenger	764,855	Total Pasenger	745,850

EZTAG Cumulative Passenger Types FY 2013-2014 — General Public 90%, Elderly 7%, Disabled 3%, Other 0%
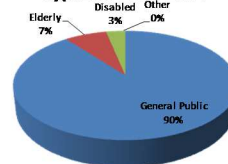
EZTAG Cumulative Passenger Types FY 2014-2015 — General Public 85%, Elderly 12%, Disabled 3%, Other 0%
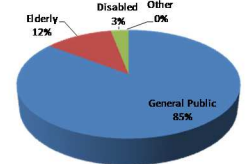
SMART Passenger Types (FY 2013-2014)

Agency	General Public	Elderly	Disabled	Other	Total Pasenger
Claiborne County	61,340	14,304	5,185		80,829
Natchez Transit	27,315	6,361	17,447	11,352	62,475
Five County	61,886	42,592	1,654	0	106,132
Total	150,541	63,257	24,286	11352	249,436

SMART Passenger Types (FY 2014-2015)

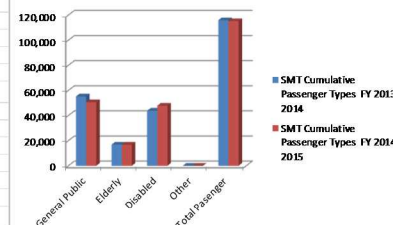| Agency	General Public	Elderly	Disabled	Other	Total Pasenger
Claiborne County	51,172	15,826	5,711	339	73,048
Natchez Transit	27,378	5,336	15,008	15,055	62,777
Five County	67,762	43,116	1,956	769	113,603
Total	146,312	64,278	22,675	16163	249,428

SMART Cumulative Passenger Types

Passenger Types	FY 2013-2014	FY 2014-2015
General Public	150,541	146,312
Elderly	63,257	64,278
Disabled	24,286	22,675
Other	11,352	16,163
Total Pasenger	249,436	249,428

SMART Cumulative Passenger Types

Passenger Types	FY 2013-2014	Passenger Types	FY 2014-2015
General Public	150,541	General Public	146,312
Elderly	63,257	Elderly	64,278
Disabled	24,286	Disabled	22,675
Other	11,352	Other	16,163
Total Pasenger	249,436	Total Pasenger	249,428

SMART Cumulative Passenger Types FY 2013-2014 — General Public 60%, Elderly 25%, Disabled 10%, Other 5%
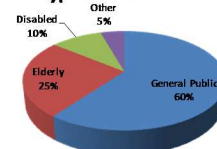
SMART Cumulative Passenger Types FY 2014-2015 — General Public 59%, Elderly 26%, Disabled 9%, Other 6%
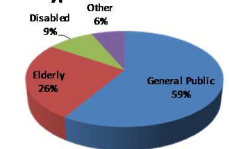
SMT Passenger Types (FY 2013-2014)

Agency	General Public	Elderly	Disabled	Other	Total Pasenger
CDI	34,623	16,859	43,864	0	95,346
Dj Transit	20,607	0	0	0	20,607
Total	55,230	16,859	43,864	0	115,953

SMT Passenger Types (FY 2014-2015)

Agency	General Public	Elderly	Disabled	Other	Total Pasenger
CDI	30,328	14,909	47,872	0	93,109
Dj Transit	20,279	1,829	0	0	22,108
Total	50,607	16,738	47,872	0	115,217

SMT Cumulative Passenger Types

Passenger Types	FY 2013-2014	FY 2014-2015
General Public	55,230	50,607
Elderly	16,859	16,738
Disabled	43,864	47,872
Other	0	0
Total Pasenger	115,953	115,217

SMT Cumulative Passenger Types

Passenger Types	FY 2013-2014	Passenger Types	FY 2014-2015
General Public	55,230	General Public	50,607
Elderly	16,859	Elderly	16,738
Disabled	43,864	Disabled	47,872
Other	0	Other	0
Total Pasenger	115,953	Total Pasenger	115,217

SMT Cumulative Passenger Types FY 2013-2014 — General Public 48%, Elderly 14%, Disabled 38%, Other 0%

SMT Cumulative Passenger Types FY 2014-2015 — General Public 44%, Elderly 14%, Disabled 42%, Other 0%

5310 Program Performance Information 2013-14 Program Year										
	Transit Name	**City**	**Service Area**	**Ridership**	**Avg # of Vehicles Providing Service**	**Revenue Hours**	**Revenue Miles**	**Operating Budget**	**Opr&Admin Cost/Mile**	**Opr&Admin Cost/Pass**	**Pass/Hr**
1	Alcorn County Human Resources	Corinth	Alcorn County	56,816	4	2,210	44,062	$ 59,970	$ 1.36	$ 1.06	25.7
2	City of Jackson HCS	Jackson	Jackson, MS	18,824	10	11,191	177,691	$ 175,712	$ 0.99	$ 9.33	1.7
3	Climb-up, Incorporated	Tupelo	Benton, Chickasaw, Lee, Monroe, Pontotoc , Union	45,294	14	6,834	200,663	$ 183,539	$ 0.91	$ 4.05	6.6
4	East Central Planning and Dev. Dist.	Newton, MS	Clarke, Jasper, Kemper, Lauderdale, Lincoln, Marion, Pearl River	44,442	6	6,834	177,691	$ 175,712	$ 0.99	$ 3.95	6.5
5	Jackson County Civic Action	Moss Point	Jackson County	15,615	6	4,946	30,420	$ 164,189	$ 5.40	$ 10.51	3.2
6	Lowndes County Dial-a-Bus	Columbus	Lowndes County	9,984	2	14,833	40,677	$ 33,438	$ 0.82	$ 3.35	0.7
7	Mississippi Family Christian Servs.	Rolling Fork	Bolivar, Sharkey, Issaquena, Washington, Warren, Yazoo	9,398	7	2,693	35,613	$ 66,650	$ 1.87	$ 7.09	3.5
8	Mount Zion Economic Dev. Ctr.	Summit, MS	Amite, Pike, and Wathall Counties	2,008	3	304	58,177	$ 10,981	$ 0.19	$ 5.47	6.6
9	North Delta PDD	Batesville, MS	Coahoma, Desoto, Panola, Tallahatchie, Tate, Tunica	28,297	13	11,824	191,843	$ 169,146	$ 0.88	$ 5.98	2.4
10	Noxubee County HRA	Macon, MS	Noxubee County	8,112	2	1,470	17,943	$ 17,513	$ 0.98	$ 2.16	5.5
11	Pine Belt Mental Healthcare	Hattiesburg, MS	Covington, Forrest, Greene, Jefferson Davis, Jones, Lamar, Marion, Perry, Wayne	34,802	20	4,077	161,103	$ 90,916	$ 0.56	$ 2.61	8.5

	Transit Name	City	Service Area	Ridership	Avg # of Vehicles Providing Service	Revenue Hours	Revenue Miles	Operating Budget	Opr&Admin Cost/Mile	Opr&Admin Cost/Pass	Pass/Hr
			5310 Program Performance Information 2013-14 Program Year								
12	Quality Mental Health	Greenville, MS	Bolivar, Sharkey, Issaquena, Washington,	19,013	8	4,283	63,223	$ 48,322	$ 0.76	$ 2.54	4.4
13	Rankin County HRA	Barndon, Ms	Rankin County	23,934	4	3,720	66,513	$ 141,371	$ 2.13	$ 5.91	6.4
14	Retired Senior Citizens Program	Oxford	Lafayette County	10,647	4	5,668	97,913	$ 96,549	$ 0.99	$ 9.07	1.9
15	Southwest Mississippi Mental Health	Natchez	Adams, Amite, Claiborne, Franklin	7,031	2	1,209	91,957	$ 24,378	$ 0.27	$ 3.47	5.8
16	Three Rivers PDD	Pontotoc, MS	Calhoun, Chickasaw, Itawamba, Lafayette,	62,035	11	10,857	119,238	$ 176,201	$ 1.48	$ 2.84	5.7
17	Timber Hills Mental Health Services	Corinth, MS	Alcorn, Prentiss, Tippah, Tishomingo	31,975	20	5,727	334,384	$ 112,133	$ 0.34	$ 3.51	5.6
18	Warren County ARC	Vicksburg, MS	Warren County	27,735	11	17,396	67,851	$ 236,404	$ 3.48	$ 8.52	1.6
19	WWISCA	Greenville, MS	Warren, Washington-Sharkey, Issaquena,	17,668	9	8,146	41,938	$ 90,182	$ 2.15	$ 5.10	2.2
20	Warren-Yazoo Mental Health	Vicksburg, MS	Warren, Yazoo Counties	27,735	11	17,396	67,851	$ 236,404	$ 3.48	$ 8.52	1.6
21	Weems Community Mtl Hlth	Meridian, MS	Lauderdale,	3,966	1	1,757	11,357	$ 2,958	$ 0.26	$ 0.75	2.3
22	Yazoo County Human Resources	Yazoo City, MS	Yazoo County	28,707	6	3,867	53,277	$ 58,735	$ 1.10	$ 2.05	7.4

	5310 Program Performance Information 2013-14 Program Year										
	Transit Name	City	Service Area	Ridership	Avg # of Vehicles Providing Service	Revenue Hours	Revenue Miles	Operating Budget	Opr&Admin Cost/Mile	Opr&Admin Cost/Pass	Pass/Hr
NOTE: Jackson Medical Mall, Natchez Senior Citizsen Center, Bolivar Cty, COA, Northeast MS Community Services, Central MS Residential, MS Band Choctaw Indians, Aaron Henry Hlth, Ctr., City of Tchula, Claiborne County HRA, Copiah County HRA, Five County Child Development, Region One MH, Community Dev. Inc., United Community CAC, are Section 5310 Projects whose performance information is reported as part of their coordinated 5311 programs or have purchase of service agreements with 5311 projects. Complete information has not been received for Southern MS PDD, North Central PDD and Willowood Developmental Center. Golden Traingle PDD in no longer providing services with 5310 funded vehicles.											