



Frequently Asked Questions



Votran is seeking public comment on a possible fare increase and a fare policy change

Why is Votran seeking public input?

Transportation considerations are a major factor used by people to determine how and where they live, work, shop and plan free time. Votran recognizes the impact of transportation on the quality of life for Volusia County residents and for the quality of experience enjoyed by visitors. Making sound decisions about transportation requires the gathering of a great deal of information. Public input plays a key role in the decision-making process that Votran needs and welcomes.

Votran is Volusia County's public transit system. It is a service of Volusia County Government. As such, it is legally and ethically required to seek input on service changes from those who will be affected. Seeking public input before making a change allows Votran to mitigate potential issues that may be identified by customers.

The annual budget process presented an opportunity for Votran to review the overall fare structure to ensure pricing is adequate. As a result of this review, Votran is proposing a fare increase to help meet rising operational costs and to help reduce the operating subsidy from the county's general taxes.

In addition, an adjustment to the youth eligibility age is being considered. This will align Votran's policy with the fare policy of partners in the SunRail commuter service that is scheduled to start in spring 2014. The policy and proposed fare increase will be presented to the Volusia County Council for approval late this year and will help guide future decisions regarding Votran fares

Why is Votran considering a fare change?

Operating costs have increased substantially since 2007, the last time fares were adjusted. This means the balance of user fees (fares) and subsidies has changed. As a service of Volusia County Government, Votran is heavily subsidized by county general property taxes and state and federal grants. Votran is proposing a fare increase to ensure that a reasonable relationship between fares and subsidies is maintained.

Why now?

Despite system-wide efforts to reduce overall operating expenses, the need for additional revenue is present. Fuel use has been reduced from 875,352 gallons in 2007 to 797,419 gallons in 2012. However, the average cost of fuel in 2007 was \$2.58 per gallon compared to the 2012 average cost per gallon of \$3.51. Operating costs are offset, in part, by fares.

Who will be affected by the fare change?

All Votran riders will experience a change associated with the new fare.

Adult fare	16%
Discounted fare	40%
All day pass	28%
3-day pass	1%
7 day pass	4%
31 day pass	10%
Tokens	2%

Votran Gold paratransit users also will be effected by a fare increase. Votran Gold serves disabled and transportation disadvantaged residents.

The proposed adjustment to the youth and child eligibility ages will extend those discounted rates by one year for each category.

What steps has Votran taken to avoid an increase?

Votran makes every effort to operate a safe and efficient system. Votran monitors the performance of routes carefully to achieve efficient service. Votran has implemented new technology for additional efficiencies. Bulk fuel purchasing, leasing tires, participating in shared use facilities, evaluating employee benefits and limiting wage increases consistent with county policy are among the other cost-saving steps taken. Votran has no debt or unfunded liabilities.

How much will the fare increase be?

The proposed fare increase being considered has a two-year implementation period. The proposed increase for 2014 is an additional 25 cents for a fixed route full fare and an additional 15 cents for reduced fares. Paratransit fees will increase from \$2.50 to \$3. Another 25 cent fixed route service fare increase in 2015 is proposed.

EXISTING fares:	Full fare	\$1.25
	Reduced fare:	\$0.60 (seniors, youths and the disabled)
	Transfers	None
	All-day pass	\$3
	3-day pass	\$6
	7-day pass	\$12
	31-day pass	\$40
	• Fares can be paid with cash, tokens or passes	

- Transfers are not issued
- ADA paratransit fares are \$2.50

PROPOSED 2014 fares:

- | | |
|--------------|---|
| Full fare | \$1.50 |
| Reduced fare | \$0.75 (seniors, youths and the disabled) |
| Transfers | None |
| All-day pass | \$3.50 |
| 3-day pass | \$7.00 |
| 7-day pass | \$12.75 |
| 31-day pass | \$45.00 |
- Fares can be paid with cash, tokens or passes
 - Transfers are not issued
 - ADA paratransit fares will be \$3

PROPOSED 2015 fares:

- | | |
|--------------|---|
| Full fare | \$1.75 |
| Reduced fare | \$0.85 (seniors, youths and the disabled) |
| Transfers | None |
| All-day pass | \$3.75 |
| 3-day pass | \$7.50 |
| 7-day pass | \$13.00 |
| 31-day pass | \$46.00 |
- Fares can be paid with cash, tokens or passes
 - Transfers are not issued
 - ADA paratransit fares will be \$3

How is the public being involved?

Public input will be sought through meetings, online comment forms at www.Votran.org and on-bus “take-ones”. Written comments are welcome and should be mailed to Votran Fare Input, 950 Big Tree Road, South Daytona, FL 32119. All correspondence should include name and address for the official record. A final decision regarding fare changes will be made by the Volusia County Council at a regular council meeting later this year.

Votran will hold public hearings this summer to receive comments on a fare policy change and a possible fare increase.

The public hearings will be held at locations on both sides of the county:

- **September 10, 1-3 p.m. and 5:30-7:30 p.m.**
 - Votran headquarters, 950 Big Tree Road, South Daytona
 - This location is served by Votran route 7.

- **September 11, 5:30-7:30 p.m.**
 - TCK Administration Center, training rooms, 123 W. Indiana Ave, DeLand
- **September 17, 5:30-7:30 p.m.**
 - Brannon Center, 105 S. Riverside Dr, New Smyrna Beach
- **September 18, 5:30-7:30 p.m.**
 - Orange City council chambers, 229 E. Graves Ave, Orange City

How will the changes affect ridership and revenue?

The Simpson-Curtis rule identifies through a series of studies performed over the past 30 years that for every 10 percent increase in fares, there is a 3.3 percent decline in ridership

In fiscal year 2012, farebox revenue from the fixed route service was \$2,318,438; Paratransit service fares produced \$412,413. Projected revenue is \$2,363,646 for fixed route service and \$418,420 for paratransit service in FY 2013.

What is the process to change fares?

- Public input will be sought from riders, agencies, etc
 - Online input will be conducted via Votran.org
 - On board surveys via “take-ones” will be conducted
 - Five public input hearings (three in East Volusia and two in West Volusia)
 - **September 10, 1-3 p.m. and 5:30-7:30 p.m.**
 - Votran headquarters, 950 Big Tree Road, South Daytona
 - **September 11, 5:30-7:30 p.m.**
 - TCK Administration Center, training rooms, 123 W. Indiana Ave, DeLand
 - **September 17, 5:30-7:30 p.m.**
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 - **September 18, 5:30-7:30 p.m.**
 - Orange City council chambers, 229 E. Graves Ave, Orange City
 - Locations are served by Votran to ensure most riders have an opportunity to be heard
- Votran staff will compile data from all public input sources and make a recommendation to the county council.
- County council approval is required
 - Tentatively scheduled to go before the county council in the fourth quarter of this year for a final public hearing and decision.

How is Votran funded? What are its expenses?

The farebox return or recovery rate varies among transit agencies. Presently, fares account for 19 percent of Votran operating revenues.

Year	Operating cost	Farebox return	Percent
2011	\$11,826,809	\$2,229,590	18.76%
2012	\$11,762,275	\$2,318,438	19.71%

Operating funding:	Local	34.8%
	State	17.4%
	Federal	24.1%
	Revenue	23.7%

***Revenue includes farebox receipts, advertising, and other miscellaneous sources.*

90% of Votran expenses fall into four categories:

- Labor and labor related expenses
- Fuel and lubricants
- Insurance (vehicles and facilities)
- Replacement parts (vehicles and facilities)

What has Votran done to improve service?

Since 2007, Votran added the following enhancements:

- ◆ Initiated major technology improvements, including automatic vehicle locators, automated fareboxes, digital camera security systems, and electronic route information signs at the major transfer centers.
- ◆ Updated its fleet, including hybrid buses
- ◆ Made bus stop improvements
- ◆ Increased frequency on routes 3 and 4 (the U.S. 1 corridor in Daytona Beach area)
- ◆ Developed SunRail feeder service to coincide with start of service in 2014
- ◆ Added real-time vehicle tracking to votran.org
- ◆ Partnered with DeLand in the planning of an Intermodal Transit Facility (ITF) in DeLand.

Since 1998, Votran added:

- ◆ Began night service in the Greater Daytona Beach Area.
- ◆ Began Route 24, providing service from DeLand to Pierson/Seville area.
- ◆ Added bike racks to all fixed route buses and trolleys.

- ◆ Developed van pools, park and ride lots, and ride share programs.
- ◆ Partnered with Lynx and the Florida Department of Transportation (FDOT) to provide the I-4 Express commuter bus route between the Saxon Road park and ride lot in Deltona and Orlando.
- ◆ Expanded Route 60 cross-county connector service to include Saturday service between Daytona Beach and DeLand.
- ◆ Initiated major technology improvements, including automatic vehicle locators, automated fareboxes, digital camera security systems, and electronic route information signs at the major transfer centers.
- ◆ Introduced votran.org so customers could have access to information 24/7.

How does Votran compare to other transit agencies?

Comparison of fixed route fees

	Full fare	One-day pass	31-day pass	Reduced fare	One-day pass	31-day pass
Lynx	\$2.00	\$4.50	\$50.00	\$1.00	\$2.25	\$25.00
Dade County	\$2.00	n/a	\$100.00	\$1.00	n/a	\$50.00
Tampa/HART	\$2.00	\$4.00	\$65.00	\$1.00	\$2.00	\$32.50
Pensacola/ECAT	\$1.75	\$5.25	\$47.00	\$0.85	n/a	\$35.00
Broward County	\$1.75	\$4.00	\$58.00	\$0.85	\$3.00	\$29.00
Pinellas/PSTA	\$2.00	\$4.50	\$65.00	\$1.00 (senior) \$1.00 (students)	\$2.25	\$35.00
Collier/CAT	\$1.50	\$4.00	\$35.00	\$0.75	\$2.00	\$17.50
West Palm Beach	\$1.50	\$4.00	\$60.00	\$0.75	\$2.75	\$45.00
Volusia County/Votran	\$1.25	\$3.00	\$40.00	\$0.60	\$1.50	\$20.00
Space Coast/Brevard	\$1.25	n/a	\$35.00	\$0.60	n/a	\$17.00
Manatee/MCAT	\$1.25	\$3.00	\$30.00	\$0.60	\$1.50	\$15.00
Ft. Myers/LeeTran	\$1.25	\$3.50	\$35.00	\$0.60	n/a	\$20.00
Tallahassee/StarMetro	\$1.25	\$3.00	\$38.00	\$0.60	n/a	n/a
Polk County	\$1.50	\$3.00	\$47.00	\$0.75	\$1.50	n/a
Jacksonville/JTA	\$1.50	\$4.00	\$50.00	\$0.75	\$1.50	\$30.00
Sarasota/SCAT	\$1.25	n/a	\$50.00	\$0.60	n/a	\$25.00
Average	\$1.56	\$3.83	\$50.31	\$0.75	\$2.03	\$28.29

Comparison of paratransit fees

	ADA	Outside ADA	TD
Lynx	\$4.00	\$7.00	Under 5 miles - \$2.50 5 to 9.99 miles - \$3.50 10 or more miles - \$4.50
Pinellas/PSTA	\$4.00	\$4.00 + additional charge depending on vendor	\$3.00 + additional charge depending on vendor
Tampa/HART	\$4.00	n/a	\$4.00
Ft. Lauderdale	\$3.50	\$3.50	\$3.50
Pensacola	\$3.50	\$3.50	\$3.50
Dade County	\$3.00	\$3.00	\$3.00
West Palm Beach	\$3.00	\$3.00	\$3.00
Volusia County/Votran	\$2.50	\$2.50	\$2.50
Tallahassee/StarMetro	\$2.50	\$2.50	\$2.50
Ft. Myers/LeeTran	\$2.50	\$2.50	n/a
Manatee/MCAT	\$2.00	\$2.00	\$2.00
Polk County	\$2.00	\$2.00	\$2.00
Collier/CAT	\$3.00	\$3.00	\$1.00 - \$7.00
Sarasota/SCAT	\$2.50	\$2.50	\$2.50
Jacksonville/JTA	\$1.25 - \$5.62	n/a	\$1.25 - \$5.62
Space Coast/Brevard	\$1.25	\$1.25	\$1.25 - \$2.50
Average	\$2.88	\$2.94	\$2.85