

## Votran Annual Operating Report – Significant Changes and Update to Local Coordinating Board

The following serves as an update to the Local Coordinating Board (LCB) on the Annual Operating Report (AOR) submitted to the Florida Commission for the Transportation Disadvantaged (CTD) for Fiscal Year (FY) 2017-2018.

### Passenger Trip Info

- The number of daily trip tickets purchased increased 25% compared to last year.
- The number of weekly passes purchased increased 155% compared to last year.
  - *It is unclear why there is such a variance from the previous year. Ridership has increased overall and additional service has been provided.*
- The number of School Board trips decreased 78% compared to last year.
  - *The School Board did not pay for bus trips as it has in the past; possible due to budgetary changes or the improved economy.*
- Florida Department of Transportation (FDOT)-funded trips decreased 35% compared to last year.
  - *The ridership for the rural area is down overall; the assumption is this is due to lower fuel prices and increased employment.*
- Other federal program trips decreased 78% compared to last year.
  - *Headstart-ridership and funding are down overall.*
- Medical purpose trips increased 22% compared to last year.
  - *Votran no longer participates with Medwaiver.*
  - *Paratransit demand is up overall.*
- Employment purpose trips increased 31% compared to last year.
- Total complaints decreased by 6% while total commendations increased by 8%.

### Vehicle Info

- The total number of vehicle and revenue miles remained consistent between last FY and this FY, as well as the distribution of revenue miles and vehicle miles between the CTC, Coordination Contractors, and Transportation Providers.
  - The CTC accounted for around 61% of total vehicle and revenue miles, Transportation Providers accounted for 31% of vehicle and revenue miles, and Coordination Contractors accounted for around 8% of vehicle and revenue miles this FY.
- The number of chargeable total accidents (person only) increased from 1 to 3 this year, while non-chargeable total accidents (person only) decreased from 4 to 3 this year.
  - *There was an error when initially entered last year, which has been corrected.*

- The number of chargeable total accidents (vehicle only) decreased from 4 to 2 this year.
- The grand total of accidents decreased from 15 in FY 2016-2017 to 10 this FY.

## Employee Information

- The number of part-time drivers increased 100% compared to last year – from 6 to 12.
  - *More employees were needed to try and meet the demand for service.*
- The number of schedulers decreased from 5 in FY 2016-2017 to 3 in FY 2017-2018, or approximately 40%.
  - *This has been corrected. 6 schedulers in 2018. Increased demand for services.*
- The number of call intake/reservations/customer service employees increased from 10 to 12, or by 20%, compared to last year.
  - *More employees were needed.*
- The number of administrative support employees for Coordination Contractors increased from 1 in FY 2016-2017 to 7 in this year, an increase of 600%.
  - *Increased demand for services, extra employees needed.*

## Revenue Sources

- Revenue from the Department of Education's (DOE) Department of Blind Services decreased from \$17,431 in FY 2016-2017 to \$3,404 this year. And revenue from Vocational Rehabilitation decreased from \$18,344 in FY 2016-2017 to \$4,186 this year – a decrease of approximately 80% for each revenue streams.
  - *Ridership is down overall and can be dependent on when the agencies purchased passes.*
- Revenue from the DOE's Day Care Programs increased from \$0 in FY 2016-2017 to \$33,180 this year.
  - *This revenue source was reported on "other" in the Department of Elder Affairs rather than on the appropriate Day Care Programs line.*
- Revenue from the Department of Elder Affairs' Community Care for the Elderly increased from \$16,760 in FY 2016-2017 to \$58,477 this year, an increase of 249%.
  - *This is a result of increased demand and an increase in service charges by Votran.*
- Revenue from the Department of Health's Office of Disability Determination increased from \$1,389 in FY 2016-2017 to \$84,102 this year, an increase of nearly 6000%.
  - *This is a result of increased demand and an increase in service charges by Votran.*
- Revenue from Local Government's Complementary ADA Service decreased from \$3,488,197 in FY 2016-2017 to \$2,501,806 this year, a decrease of nearly 29%.
  - *This number represents what Votran uses to cover the cost of services that were not billable to Transportation Disadvantage. The current number is similar to the amount reported in FY 2016 AOR (\$2,822,222)*

- Advertising revenue was allocated to paratransit in the amount of \$52,143 this year, categorized under Other Local Non-Government revenues.
- Revenue from the Head Start program decreased from \$29,917 in FY 2016-2017 to \$8,211 this year, a decrease of 73%.
  - *This decline is a result of billing issues throughout the year, head start was unable to pay invoices and ridership was down overall.*

## Expense Sources

- Fringe Benefits (502) expenses decreased from \$1,323,536 in FY 2016-17 to \$890,737 this year, a decrease of 33%.
  - *The reported amount is similar to the FY 2016 AOR report although, it did decrease. (FY 16 \$998,932).*
  - *Votran is unsure how this was calculated in the previous fiscal year. This number matches Votran's expense report for paratransit.*
- Services (503) expenses increased from \$435,308 in FY2016-2017 to \$1,655,645 this year, an increase of 280%.
  - *This was corrected on 09/13/2018.*
  - *Charges for services FY 18 (\$323,417) are similar to the FY 2016 charge of \$229,558.*
- Utilities (505) expenses increased from \$17,855 in FY 2016-2017 to \$22,826 this year, an increase of 28%.
  - *This is an allocated expense that increased by \$4,971; there is an additional facility this year (Westside) which could have added to the extra expense.*
- Casualty and Liability (506) expenses increased from \$58,034 in FY 2016-2017 to \$104,560 compared to last year, an increase of 80%.
  - *The increased cost this fiscal year is due to when the actual expenses hit during the state calendar year vs insurance billing year. The expenses were booked in Sept 2017 and in Nov 2017.*
- Taxes (507) expenses decreased from \$6,954 in FY 2016-2017 to \$0 this year.
  - *Votran does not pay taxes and-this has been misreported historically.*
- Allocated indirect expenses increased from \$0 in FY 2016-2017 to \$373,909 this year.
  - *This was not reported in FY 2017 and should have been, similar expense reported in FY 2016 with similar cost (\$363,466).*