

Florida Commission for the



Transportation Disadvantaged

INSTRUCTIONS FOR COMPLETION OF THE ANNUAL OPERATING REPORT (AOR) FOR COORDINATION CONTRACTORS FY 2024-25

Issued By:

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Introduction

Pursuant to Chapter 427, Florida Statutes, each Community Transportation Coordinator (CTC) must submit an Annual Operating Report (AOR). The Commission for the Transportation Disadvantaged (CTD) has updated the instructions for the web page reporting forms for the AOR. This report is due to the CTD by September 15th of each year.

The CTD uses each CTC's operating data to provide a statewide operational profile of the Florida Coordinated Transportation System, and evaluate certain performance aspects of the coordinated systems individually and as a whole. The CTD also uses data collected to substantiate the need to seek additional funds.

The CTC may enter into a written Coordination Contract with an agency who receives transportation disadvantaged funds and performs some, if not all of, its own services, pursuant to the requirements of Rule 41-2, Florida Administrative Code and the Memorandum of Agreement. Each Coordination Contractors (CC) must submit operating data related to transportation services only, to the CTC to be included in the AOR. It is imperative that the CC ensure all data provided to the CTC is correct, auditable and verifiable. Both the CC and CTC must be able to provide documentation of the verification during an audit. All information submitted is subject to confirmation by the CTD. The CC must be able to support all information submitted in this report with documentation, which substantiates the data's compliance with the requirements of these instructions.

Each CC must maintain written documentation of source information and procedures used to complete the report. This documentation should be updated annually, available for reference when completing the next year's report, and available when the report is subject to auditing.

For record keeping purposes, each CC should print their AOR before submitting the data to the CTC. If changes are required, the AOR should be printed again to ensure the most recent figures are captured.

General Information

The operating data submitted in this report shall only be that data which meets the definitions and descriptions as identified in these instructions and shall only relate to transportation services the CC provides and should not include other agency related data such as expenses and revenues.

1. Use the accrual method of accounting¹.
2. The reporting period begins July 1st and ends June 30th of each year services are provided.
3. Round all financial data to whole numbers.
4. If you are a CC that provides services in multiple counties, it is required that a separate AOR be submitted for each county. Each county AOR shall reflect the operating data for the services provided in the specific county, not a combination or duplication of the multiple counties. When entering/editing data, please be sure to enter the correct county on the spreadsheet.
5. This report must not include information which pertains to:
 - Fixed route/fixed schedule (including fixed guide way) services, such as provided by 49 USC 5307 public transit entities and **transportation for general public**.
 - Trips delivering meals, commodities, or services are not considered passenger trips for the purpose of this report.

¹ Accrual Method of Accounting

The accrual basis of accounting is used in the AOR. Using the accrual basis, expenditures will be recorded as soon as they result in liabilities for benefits received, regardless of whether or not payment of the expenditure is made in the same accounting period. Similarly, revenues are recorded when earned, regardless of whether or not receipt of revenue takes place in the same reporting period. An element of accrual accounting is that the reporter needs support that events have actually occurred that will result in the accrual of revenues or expenses. When an organization receives a contribution, grant, appropriation, or contract, whose use is limited to a specified purpose, it has not earned revenue until the funds have been spent for that purpose.

Those CC's agencies that use cash-basis or encumbrance-basis accounting, in whole or in part must make work sheet adjustments to record the data on the accrual basis.

CC Organization Information

The CC Organization Information worksheet is a record of basic information about your agency. On this page, please use appropriate capitalization rules (i.e., use Florida, not FLORIDA or florida).

County

Select the county that you are providing services and data for from the drop-down options.

Report Date

Enter the current date.

Period Covered

Enter the reporting period the report data covers. Each State Fiscal Year runs from July 1st through June 30th.

Contractor Name

Enter the legal name of the CC as it is listed on the Coordination Contract. It is important to be consistent with the spelling of the organization including capitalization, blank spaces, and punctuation. Deviating from this will cause issues when the CTC attempts to upload the workbook into the system.

Address

Enter the mailing address, including City and Zip Code.

Contact Person

Enter the name of the individual to contact with questions concerning data provided in this report.

Title

Enter the title of the Contact Person.

Phone

Enter the area code and telephone number of the Contact Person.

E-Mail

Enter the e-mail address of the Contact Person.

Organization Type

Enter the most appropriate type of organization that applies to the CC. Choose one of the following from the drop-down options:

- Private Non-Profit
- Private For-Profit
- County
- Public Transit Authority
- City Government
- Other

Provide Out of County Trips?

Select Yes or No to indicate whether the CC provides trips out of their county area.

Who Do You Serve?

Describe who your agency serves e.g. low income, persons with disabilities, seniors, or children at risk.

Provider Certification

Once all the worksheets are complete, the workbook shall be submitted to the CTC. By submission of the completed workbook, the CC certifies all data is true, accurate and in accordance with these instructions. In addition to submitting the workbook electronically, a signed paper copy of the CC Organization page shall be provided to the CTC.

CC Trip Information

A one-way passenger trip is defined as a unit of service provided each time a passenger enters the vehicle, is transported, then exits the vehicle [i.e. If a passenger travels from home to the doctor, then to a store, then home, the total number of one-way passenger trips would be three (3)]. This number should not include personal care attendants or escorts. **All information provided in these sections should be mutually exclusive in each category and therefore should not be counted twice. Include comments to explain variations in the data.**

Service Type-One Way

Record the number of trips by each type of service.

- Paratransit. Record the number of one-way passenger trips provided between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon between the user and the provider of the service. Paratransit services are provided by sedans, vans, buses, and other vehicles that are not part of the Complementary ADA Services. For the purpose of this report, paratransit services are further delineated as Ambulatory, Non-Ambulatory, and Stretcher service.
- Ambulatory Service. A paratransit trip taken by an individual who at the time of pickup was capable of walking.
- Non-Ambulatory Service. A paratransit trip taken by an individual who at the time of pick-up was not capable of walking without the assistance of some form of device, but did not need to be transported utilizing stretcher services. This includes wheelchairs and scooters.
- Stretcher Service. A special form of non-emergency paratransit whereby the rider is transported on a stretcher, litter, gurney or other device.

Revenue Source - One Way

This portion of the report further identifies the number of trips purchased by each Funding Source. If a trip is sponsored by more than one funding source, the funding source paying for a majority of the trip should be credited with the trip. Record the number of trips each funding source purchased.

- Agency for Health Care Administration (AHCA). This should include Medicaid Non-Emergency trips that are provided through the CC. **Do not include** Med-Waiver trips in this category.
- Agency for Persons with Disabilities (APD). Med-Waiver Developmental Services (Residential, Independent Living, Client Services) and ARC trips are counted in this funding source.
- Department of Economic Opportunity (DEO) /Department of Commerce. This includes trips provided by Community Service Block Grants, and Community Action programs.
- Department of Children and Families (DCF). This includes trips for Alcohol, Drug Abuse and Mental Health programs, Family Safety and Preservation programs, and Aging and Adult Service programs.

- Department of Education (DOE). This includes trips provided for the Vocational Educational Act, Division of Blind Services, Vocational Rehabilitation, Day Care Programs, Pre-K programs and adult literacy.
- Department of Elder Affairs (DOEA). This includes trips funded by the Older Americans Act under the OAA or Title IIIB and the Community Care for the Elderly program.
- Department of Health (DOH). Report trips that are provided for the Children's Medical Services program, County Public Health programs, and Division of Disability Determination Program.
- Department of Juvenile Justice (DJJ). Report trips for the provision of services for the Department of Juvenile Justice.
- Florida Department of Transportation (DOT). This includes trips that are funded by Section 5311, 5311(f) 5310, 5307, Block Grants, Commuter Assistance Program and any other DOT programs for the transportation disadvantaged within the coordinated system and are **not for general public services**.
- Local Government. Include trips utilizing local government funds.
- Local Non-Government. Include any trips provided with local non-government funds.
- Other Federal or State Programs. Report any trips that were provided with funds from any other federal or state programs within the coordinated system.

Passenger Type – One Way

This portion of the report further identifies each trip by the type of passenger that took the trip.

- Older Adults. Anyone who is sixty (60) years of age and over.
- Children At Risk. A child at risk as defined in Chapter 411.202, FS.
- Persons With Disabilities. Anyone with a physical or mental impairment that substantially limits at least one of the major life activities (i.e., caring for one's self, walking, seeing, hearing, speaking, learning).
- Low Income. Anyone with an income at or below the published National Poverty Level. (Current Poverty Thresholds available from the U. S. Census Bureau) <http://aspe.hhs.gov/poverty/index.cfm>
- Other. Anyone who meets the transportation disadvantaged definition and is not identified in any of the above categories.

Trips Purpose – One Way

This section is to classify one-way passenger trips according to the trip purpose. Each listed trip is mutually exclusive and is reported in actual numbers.

- **Medical.** Include trips to the doctor, dialysis, cancer treatments, dentist, chiropractor, hospital, pharmacy or other critical health care services.
- **Employment.** Trips to or from a job interview, current job, or a job-related duty that is related to receiving payment for employment, including sheltered workshops.
- **Education/Training/Day Care.** Trips to or from school, college, Vo-tech, or any other facility whose purpose it is to train, teach, or educate people, including day care for children or Regional Workforce Boards. Sheltered workshops where payment for employment is not provided would be in this category.
- **Nutritional.** Trips to or from locations to receive a meal, or grocery shopping. Meals on wheels should not be included in this report.
- **Life-Sustaining/Other.** Trips for the purpose of conducting personal business (e.g. banks, social service offices, visiting spouse/parent in nursing home); and shopping, excluding grocery shopping. This could include after-school programs, social, or recreational reasons. Volunteer workers and support groups would also be included in this category. Do not include doctor, dialysis, cancer treatments, dentist, chiropractor, hospital or pharmacy, those types of trips are categorized as medical.

Unduplicated Passenger Head Count (UDPHC)

This is the actual number of individual persons who took a trip during the reporting period, regardless of how many trips the person took. This number should always be greater than one. Do not include personal care attendants or escorts.

CC Vehicle & Driver

Vehicle Miles

Enter the total number of paratransit miles traveled for one-way passenger trips that are provided between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon between the user and the provider of the service. Paratransit services are provided by sedans, vans, buses, and other vehicles. Only include mileage associated with passenger transport. Meal delivery should not be included. **Include comments to explain variations in the data.**

Roadcalls & Accidents

- Roadcalls. A count of paratransit "in-service" roadcalls for "mechanical" or "other" reasons during this reporting period whether the rider is transferred or not. Roadcalls exclude accidents.
In-service is defined as the time a vehicle has begun its route to provide transportation service to the time it has completed its route.
Mechanical Failure is defined as a revenue service interruption caused by failure of some mechanical element of the revenue vehicle. Mechanical failures include breakdowns of air equipment, brakes, body parts, doors, cooling system, heating system, electrical units, fuel system, engine, steering and front axle, rear axle and suspension, and torque converters. In addition, a revenue service interruption caused by tire failure, fare box failure, wheelchair lift failure, air conditioning system, out of fuel-coolant-lubricant, and other causes not included as mechanical failures.
- Chargeable Accidents. The number of chargeable paratransit accidents. A chargeable accident is one where a ticket was received, or the cause of the accident was the fault of the provider.

Vehicle Inventory

- Total Number of Vehicles. List the total number of vehicles utilized by the CC for services within the coordinated system.
- Number of Wheelchair Accessible Vehicles. List the total number of vehicles from above, that are wheelchair accessible vehicles.

Drivers

- Number of Full-Time and Part-Time Drivers. Enter the total number of full-time and part-time driver positions the CC utilizes for services within the coordinated system. This should only include employees in the organization who drive on a regular basis.
- Number of Volunteer Drivers. Enter the number of persons who drive without compensation but may receive mileage reimbursement.

CC Revenue Sources

The revenue report shall reflect fully allocated cost figures for administrative and operating costs as it relates to transportation services provided to the clients of the CC only. During the twelve-month reporting period, this information corresponds to the passenger trip and vehicle mile operating data. Enter the dollar amount under the appropriate line item of each revenue source. **Include comments to explain variations in the data.**

Revenue Sources

- Agency for Health Care Administration (AHCA). Medicaid Non-Emergency - Revenue received for the provision of non-emergency transportation. This *does not* include Med-Waiver revenues.
- Agency for Persons with Disabilities (APD). Developmental Services (Residential, Independent Living, Client Services) - Revenues received for the provision of services for the Development Services program. This includes Med-Waiver and ARC revenues.
- Department of Economic Opportunity (DEO)/Department of Commerce
This includes Community Service Block Grants, and Community Action programs.
- Department of Children and Families (DCF). This includes revenues received for Alcohol, Drug Abuse and Mental Health programs, Family Safety and Preservation programs, and Aging and Adult Service programs.
- Department of Education (DOE). This includes revenues received for the Vocational Education Act, Division of Blind Services, Vocational Rehabilitation, Day Care Programs, Pre-K programs and adult literacy.
- Department of Elder Affairs (DOEA). This includes revenues for the Older Americans Act under the OAA or Title IIIB and the Community Care for the Elderly program.
- Department of Health (DOH). This includes revenues for Children's Medical Services program, County Public Health programs, and Division of Disability Determination Program.
- Department of Juvenile Justice (DJJ). Revenues received for the provision of services for the Department of Juvenile Justice.

Department of Transportation (DOT)

- Section 5307. Revenues received for transit capital and operating assistance in urbanized areas.
- Section 5310. Include revenues received for the purpose of providing transportation services to meet the special needs of the elderly and persons with disabilities.

- Section 5311. Grant funds received for providing transportation services in rural areas. Eligible Recipients are State and local governments, non-profit organizations (including Indian tribes and groups), and public transit providers for non-urbanized area service. Funds may be used for capital, operating, and administrative purposes.
- Section 5311(f). Include revenues received for the provision of intercity bus service. Block Grant. Revenue received through a Block Grant program for operating within the coordinated system.
- Service Development. Revenue received through the Service Development program for the purpose of operating within the coordinated system.
- Commuter Assistance Program. Revenue received through a commuter assistance program funded through FDOT for the purpose of operating services within the coordinated system.
- Other DOT. Other revenue received through DOT for the purpose of providing services within the coordinated system that are not included above.

Local Government

- County Cash. Revenues received for the provision of services from the local county government.
- County In-Kind. Revenues received from a county in the form of a contribution or donation.
- City Cash. Revenue received for the provision of services from the city or municipality. City In-Kind. Revenues received from a city or municipality in the form of a contribution or donation.
- Other Cash. Revenues received for the provision of services from other local government sources.
- Other In-Kind. Revenues received from other local governmental organizations, not properly classified as city, county or school board, in the form of contribution or donation from local governmental agencies.

Local Non-Government

- Fare box. Amount required as payment by the rider
- Donations/Contributions. Any funds received through donations for the purpose of operating the coordinated system.
- In-Kind Services. Any services that were donated for the purpose of operating the coordinated system (i.e. - volunteer employees that donated their service to the operations of the CC, parking lots, and buildings from non-governmental sources).
- Other Non-Government. Any revenue received from local non-government entities for the purpose of operating the coordinated system. Revenues received from the following are examples of other non-government revenue: hospitals and clinics, schools and universities, United Way, YMCA, maintenance repairs, local match, interest income, advertising, charter services, and sale of equipment.

Other Federal & State Programs

- Other Federal Programs. Revenues received for the provision of services for any other Federal programs not classified in another category above.
- Other State Programs. Revenues received for the provision of services for any other State programs not classified in another category above.

CC Expense Sources

The expense reports shall reflect fully allocated cost figures for administrative and operating costs that were incurred as they relate to transportation services provided to the clients of the CC only. During the twelve-month reporting period July 1st and ends June 30th, this information corresponds to the passenger trip and vehicle mile operating data. Only Include the expenses for delivering transportation and not the entire organization's expenses. **Include comments to explain variations in the data.**

Expense Sources

- **Labor**
Include expenses such as salaries and wages for operator/drivers, dispatchers, schedulers, call in-take staff, administrative staff, management staff, vehicle maintenance staff or any other labor categories.
- **Fringe Benefits**
Payments or accruals, in addition to wages or salaries, paid directly to or on behalf of employees of the coordinated system that are not properly categorized into one of the labor categories (i.e., unemployment insurance, uniform allowance).
- **Services**
Include expenses such as:
Management Service Fees. The labor and services provided by a Management Service Company (MSC) engaged to provide operating management to the coordinated system. This category covers both the continuing labor and services of MSC personnel devoted full time to the coordinated system and the occasional consulting and special purpose studies provided by MSC.
Advertising Services Fees. The labor and materials provided by an advertising agency in the development and production of advertising campaigns. (Advertising media fees, regardless of whether they are paid to the advertising agency or directly to the media, are included in the miscellaneous class.)
Professional and Technical Services. The labor and services provided by attorneys, accountants and auditors, investment bankers, computer service companies, engineering firms, management consultants, transit industry consultants, etc. These services generally require specialized technical knowledge and are usually performed under the supervision of the outside organization, rather than transit system personnel.
Other Services. All costs for services provided are not categorized above. These charges may include, but are not limited to, the following: bank service charges, lawn maintenance service, uniform cleaning service, maintenance services, and custodial services.

- **Materials and Supplies Consumed**
 Include expenses such as:
Fuel and Lubricants Consumed. Costs of gasoline, diesel fuel, propane, lubricating oil, transmission fluid, grease, etc., for use in all vehicles used to transport individuals/clients.
Tires and Tubes Consumed. Cost of tires and tubes for replacement of tires and tubes on vehicles operated within the coordinated system.
Inventory Purchases. Items purchased for immediate consumption such as vehicle maintenance parts, cleaning supplies and office forms.
Other Materials and Supplies Consumed. Cost of materials and supplies not specifically identified in the above categories and purchased for immediate consumption, or to establish bench stock e.g., vehicle maintenance parts, cleaning supplies, office forms, etc.

- **Utilities**
 Include expenses such as:
Telephone. Telephone service purchased from the telephone company, including long distance and leased lines. Cellular telephone service purchased from cellular telephone provider. Does not include yellow pages advertising.
Others. The electrical power purchased from an outside utility company and used for all purposes, except telephone.

- **Casualty and Liability**
 Include expenses such as:
Premium for Physical Damage Insurance. Premiums applicable to an accounting period to ensure the coordinated system from losses through damage to its own property caused by collision, fire, theft, flood, hurricane, etc.
Premium for Public Liability & Property Damage. Premiums applicable to an accounting period to ensure the coordinated system against loss from liability for its acts which cause damage to the person or property of others.
Other. All costs for insurance that are not properly classified in the above categories.

- **Taxes**
 Include expenses such as:
Property Tax. The tax levied by the state and/or local government against the coordinated system based on a valuation of the property owned by the coordinated system.
Vehicle Licensing and Registration Fees. The fees assessed by federal, state and local governments for granting authority to operate a motor vehicle.
Other Taxes. Taxes levied by federal, state, and local governments against the coordinated system and not properly classifiable in the above categories.

- **Miscellaneous**
 Include expenses such as:
Dues and Subscriptions. Fees for membership in industry organizations and subscriptions to periodical publications.

Travel and Meetings. Fares and allowances for transportation of coordinated system employees and related officials on airplanes, trains, etc. This includes expenses for food and lodging, charges for participation in transportation conferences and other related business meeting expenses.

Advertising/Promotion Media. Advertising media fees and expenses, regardless of whether they are paid to an advertising agency or direct to the media. The labor and materials provided by an advertising agency in the development and production of advertising campaigns is included in object class Services (503) advertising services.

Uncollected Fares/Co-payments. Expenses accrued by the coordinated system due to the non-payment of fares/co-payments.

Other. Other expenses incurred such as fines, penalties, and bad debt expense.

- Interest
Include expenses such as.
Interest on Long-Term Debt Obligations. Charges for the use of borrowed capital on a long-term basis (the liability for which is usually represented by debt instruments such as equipment obligations, bonds, etc..) employed in the transportation operations. Interest charges pertaining to construction debt which are capitalized will not be reflected as interest expense. This is an obligation that lasts longer than one year.
Interest on Short-Term Debt Obligations. Charges for the use of borrowed capital on a short-term basis used in transportation operations. This is an obligation that is for less than one year and is federally allowable.

- Leases and Rentals
Include expenses such as.
Passenger Revenue Vehicles. Leases and rentals of rolling stock used exclusively or predominately for providing passenger transit services within the coordinated system. Service Vehicles. Leases and rentals of rolling stock used for purposes other than providing passenger transit services within the coordinated system.
Office equipment. Lease and rentals of equipment used in the coordinated system.
Other. Leases and rentals of the physical facilities or other items (e.g. land, office space, building, equipment other than office equipment, furnishings, and storage space) that are used for performing the general administrative functions of the coordinated system.

- Capital Purchases
Include expenses such as:
Passenger Revenue Vehicles. Vehicles used exclusively or predominately for providing passenger transit services within the coordinated system.
Service Vehicles. Vehicles used for purposes other than providing passenger transit services within the coordinated system.
Vehicle Storage and Dispatch Center. Physical facilities (e.g. buildings/ structures, office equipment, equipment, equipment other than office equipment, and furnishings) that are used for storing revenue vehicles and for dispatching vehicles for revenue service.

Maintenance Equipment and Facilities. Physical facilities (e.g. buildings/structures, office equipment, equipment other than office equipment, and furnishings) that are used for maintenance facilities for revenue vehicles.

Data Processing Equipment. Physical facilities (e.g. buildings, if devoted exclusively to data processing services, office equipment, other equipment, particularly main frame and auxiliary computer equipment, furnishings) that are used for performing data processing services.

Other. Physical facilities or other items (e.g. buildings, office equipment, amortization of intangibles, other equipment and furnishings) used for performing the general administrative functions of the transit system.

Depreciation. When calculating depreciation for revenue vehicles, physical facilities or other equipment, purchased through a grant and match program, you are allowed to report in the entire year's depreciation. For example: a \$50,000 vehicle depreciated over 5 years would result in \$10,000 worth of depreciation. Therefore, you would report \$10,000 for depreciation.

- **Contributed Services**

The value of services provided at no cost to the CC where the value of the service can be claimed as an allowable source of revenue. This expense item should be equal to the revenue account titled contributed services. This category covers the receipt of services (not cash) from another entity where such services benefit the coordinated system operations and the coordinated system provider is under no obligation to pay for the services.

- **Allocated Indirect Expenses**

Expenses directly related as an expense to the coordinated system but indirectly accrued through another source (e.g. when a CC occupies part of a county or private building and therefore owes a portion of the overall building).