

People

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AGENDA

Meeting of the Board of Directors

April 9, 2025, at 10:00 AM EST

PUBLIC ARE ENCOURAGED TO ATTEND REMOTELY USING THE BELOW LINKS

- Meeting Link: <https://us02web.zoom.us/j/84990084966>
- Or One tap mobile: US: +3052241968, 84990084966#
- Or Telephone Only: +1 312 626 6799
- Webinar ID: 849 9008 4966

Do not use both computer and phone audio together: use one only to avoid audio distortion.

I. Call to Order — Brad Burdette, President

II. Roll Call — Iscella Wittich, Secretary

III. Introductions & Welcome — Brad Burdette, President

IV. Call to Order — Brad Burdette, President

V. Public Comments — Brad Burdette, President

The public may address the board by first contacting Amanda Powell before the start of the meeting. Comments are limited to three minutes at the discretion of the board president. Contact Amanda Powell at amandap@ridejaunt.org or (434) 296-3184, extension 115.

VI. Action Items

- March 12, 2025, Board of Directors Meeting Minutes- *Iscella Wittich, Secretary* [Pgs 2-5 of 33](#)
- Establish Nominating Committee — *Brad Burdette, President*
- Name Nick Pilipowskyj as Jaunt Urban Rep. to the RTP— *Brad Burdette, President*
- Adopt Amendments to Jaunt's Transit Development Plan --*Mike Murphy* [Pgs 6-7 of 33](#)
- Adopt Calendar for Fiscal Year 2026--*Mike Murphy* [Pg 8 of 33](#)

VII. Standing Committee Reports

- Finance Committee—*Robin Munson, Mike Murphy, Jacob Sumner, Treasurer* [Pgs 9-14 of 33](#)
- Operations and Safety Reports—*Jason Espie, Jennifer Douglass, Angie Jones* [Pgs 15-22 of 33](#)
- Regional Transit Partnership Update-- *Christine Jacobs/Randy Parker*
- CEO Report--*Mike Murphy* [Pgs 23-24 of 33](#)

VIII. New Business

- Initiate process for Evaluation of the CEO -- *Brad Burdette, President*

IX. Announcements and Board Member comments

Adjourn to the next meeting: June 11, 2025, at 10:00 AM EST

Board Attendance Roster

Month: March Year: 2025

Directors	Present In Person	Present Virtual	Absent
Brad Burdette, [President], Nelson	X		
Lucas Ames, [Vice President], Charlottesville			X
Iscella Wittich, [Secretary], Fluvanna			X
Jacob Sumner, [Treasurer], Albemarle	X		
Nick Pilipowskyj, Albemarle			X
Kristi Hagen, Albemarle	X		
Jason Eversole, Albemarle			X
Ben Chambers, Charlottesville	X		
Christine Appert, Charlottesville	X		
Ray Heron, Charlottesville	X		
Randy Parker, Louisa	X		
Rachel Jones, Louisa (Left at 10:00 am)	X		
Dian McNaught, Nelson	X		
James Schoenster, Fluvanna	X		
Ex Officio Directors			
Christine Jacobs, TJPDC		X	
Garland Williams, CAT			X
Katy Miller, DRPT	X		
Davis Lamb, Greene County			X
Staff			
Mike Murphy, CEO	X		
Robin Munson, CFO		X	
Mike Mills, Dir of Procurement			X
Ben Rutherford, Sys Admin	X		
Janet Jackson, Chief of People and Operations	X		
Amanda Powell, Executive Asst	X		
Jason Espie, Director of Planning	X		
Jordan Bowman (Legal Counsel)			X
Corey Houchens, Interim Fleet Manager		X	
Angla Jones, Call Center Supervisor	X		
Simona Howard, Road Supervisor		X	
Phyllis Williams, Operator, Training, and Performance			X
Jennifer Douglass, Safety Manager	X		
Michelle Robinson, Road Supervisor		X	
Public			
Lucinda Shannon, TJPDC		X	

People

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Minutes

Meeting of the Board of Directors

March 12, 2025, at 8:30 AM EST

I. Call to Order — Brad Burdette, President

8:30 am

II. Roll Call — Iscella Wittich, Secretary

See Roster

III. Jaunt Board Retreat

A. January Recap

Mike began with a recap of the January board retreat for the members that were unable to attend this strategy session. He stated that during the strategy session they initially started with around 25 initiatives to prioritize and with the help of Allison Linney, and a brainstorming exercise they all participated in, they were able to choose Jaunt's top five priorities for the next 12 to 18 months. He briefly went over the chosen priorities, which included maintaining an active presence as CARTA develops, secure a new written agreement for ADA services, implement a Microtransit pilot for ADA clients, create a performance evaluation system for all Jaunt employees, and select/implement new software for scheduling and planning.

B. Setting Timelines & Metrics

Mike M. gave a brief overview of the current priorities' schedules and metrics, starting with CARTA. It is important for Jaunt to stay an Ex Officio and voting member of RTP and continue to be an active participant in CARTA's operations. To ensure this, Jaunt will need to appoint an Urban representative to attend both RTP and CARTA meetings as well as participate in studies of regional priorities. Next our records indicate that Jaunt has not had an updated ADA service agreement since 2015, despite serving as the ADA service provider for around 38 years. Mike M. would like to begin initial discussions with CAT regarding updating our ADA service agreement between March and April and have a new agreement in place by the end of June 2025. Based on a variety of technology-based reports and recommendations from Benesh, Jaunt believes it is critical to start a Microtransit pilot for ADA clients. By the end of April Jaunt will be aware of the results from the DRPT award. After that, they would begin with the procurement process, software training, in the hopes of an anticipated launch date between September and October 2025. The creation of job guidelines, document reviews, and supervisor training would be the first steps in the fourth mentioned priority of constructing a performance evaluation system. Around August 2025, Jaunt is expecting to be prepared to start holding employee meetings, and in February 2026, midyear reviews. Lastly, Jaunt's scheduling and planning software is not thought to be the most innovative, dynamic, or best in its class. Jaunt will know the outcome of their state funding request by the end of April, which will allow Jaunt to proceed with choosing and implementing new scheduling and

planning software technologies. The goal is for complete software implementation to begin by July 2026 at the latest.

C. Employee Development & Evaluation Strategy

Mike M. suggested to the board that his review as CEO be based on the same methodology he plans to utilize for all Jaunt employees to evaluate how well the performance evaluation system would work for them or if a different model would need to be developed for CEO reviews.

D. Meeting Cadence

Mike M. suggested to the board that future Board meetings, Executive Committee meetings, and Finance Committee meetings be moved to every other month, meeting on even months only. The Executive Committee would have the authority to schedule ad-hoc meetings as needed, and the Finance Committee would also be able to call ad-hoc meetings when needed, as well as the option to increase frequency during the budget and audit seasons. At the next board meeting, Mike M. said he would provide the yearly calendar, which would include the new meeting cadence and shareholder meeting schedule for approval.

IV. Break

V. Call to Order — Brad Burdette, President

10:12 am

VI. Introductions and Welcome — Brad Burdette, President

Jennifer Douglass was welcomed to Jaunt as the new safety manager. Jennifer joins us from Northern Virginia and has 20 years' experience in transportation.

VII. Public Comments — Brad Burdette, President

None

VIII. Action Items

A. February 12, 2025, Board of Directors Meeting Minutes- Iscella Wittich, Secretary

Motion: Dian M.

2nd: Ben C.

Vote: Unanimous to accept

IX. Standing Committee Reports

A. Finance Committee—Robin Munson, Mike Murphy, Jacob Sumner, Treasurer

Robin M. presented the financial reports for January, which is the 7th month of the fiscal year. She reported that operating revenue was at 58% of the budget leaving 42% not yet recognized, and operating expenses as of January 31, 2025 was at 51% of the budget with 49% unrecognized. While PACEM, our newest agency, was able to somewhat offset the decline, Robin pointed out that PACE revenue had significantly decreased. She went on to say that the reason fringe benefits were somewhat below budget was due to unfilled positions and returned retirement funds. She continued by saying that Jaunt has only recognized 7% of capital expenses, leaving 93% unrecognized, and 15% of capital revenue had been recognized, leaving 85% unrecognized. She did inform the board that Jaunt had received delivery of 2 new buses in February and 4 in March, which will increase revenue and expenses in the upcoming months.

B. Operations and Safety Reports—*Jason Espie, Jennifer Douglass, Angie Jones*

A brief summary of Jaunt's January 2025 safety reports was provided by Jennifer D. She reported that Jaunt had recorded one preventable accident, one one-preventable accident, one customer related incident, and zero staff related incidents in the month of January. Jason E. went on to review the January 2025 statistics reports, noting that Jaunt's ridership had increased by 1.3% from December. In closing, Angie J. reported to the board that ADA denials for January remained at zero.

C. Regional Transit Partnership Update-- *Christine Jacobs/Randy Parker*

Christine J. started by stating that the Transit Authority and the Regional Transit Partnership would start holding meetings every other month. Throughout the year, the Transit Authority will meet in the odd months and RTP will meet in the even months. She said that they elected a chair and a vice chair at the first meeting of the Transit Authority and that they would be discussing organizational documents, bylaws, and the public comment policy. They will also be forming a finance committee to begin working through the financial plan. She continued by talking about the PATH mobility program and how it has begun scheduling transportation solutions workshops across the six jurisdictions; they have already held two and have nine more scheduled.

D. CEO Report--*Mike Murphy*

Mike M. stated that Jaunt would be attending their first meeting to discuss the strategy for 5311 funding in the future. The RFP for design, marketing, and communication has been closed, and Mike M. has signed agreements with three companies to start collaborating with Jaunt on a plan to identify where we want to use our resources and which staff roles could be most helpful. He has also decided to review some of Jaunt's marketing materials for when we are promoting our services. Mike finished up by announcing that Jaunt would be hosting a workplace cookout for all employees during Transit Appreciation Week, and that everyone on the board was invited to attend.

X. New Business

An action item to formally designate Nick P. as the Urban representative on RTP will be discussed at Jaunt's April board meeting. Additionally, Lucas A. has agreed to lead the nominating committee for upcoming fiscal year's officers, and we will visit more about assembling the nominating committee in April. The approval of the FY2026 schedule and changes to Jaunt's TDP plan are two more topics Mike M. plans to cover at the April board meeting.

XI. Announcements and Board Member comments

None

Adjourn to the next meeting: April 9, 2025, at 10:00 AM EST

TDP Goal Amendments April 2025

The current Transit Development Plan process was conducted over eleven months, initiating in March 2022 with the Final Plan released in February 2023. Goals were established in the following areas:

- ❖ **Promote Safety First**
- ❖ **Promote Operational Excellence**
- ❖ **Improve Customer Communication**
- ❖ **Promote Financial Stewardship**
- ❖ **Make Jaunt a Top-Choice Employer**
- ❖ **Contribute to Regional Sustainability**

During strategy sessions in January and March of 2025 the Jaunt Board of Directors endorsed the following amendments to the TDP goals.

1. Promote Safety First

- Ensure operators maintain a preventable accident rate of less than 1.0 per 100,000 miles.
- Maintain the number of customer incidents and injuries below 1.0 per 100,000 miles.
- Maintain the number of on-the-job injuries below 1.0 per 100,000 miles.

2. Promote Operational Excellence

- Promote service reliability by maintaining average on-time performance rates of at least 90%.
- Promote service reliability by eliminating ADA trip denials and maintaining an overall trip denial rate of no more than 5 percent of total trip requests for other reservation-based services.
- Ensure Jaunt's vehicle assets are appropriately maintained and reliable by maintaining at least 5,000 miles between vehicle-related service interruptions.
- Incorporate the use of data in decision-making by maintaining, continually improving, and using data for Jaunt teams including, but not limited to, senior staff, operations, safety, HR, etc.
- Update scheduling technology to support business and customer operations by July 2026. Implement new Human Resources Information System by July 2027.

3. Improve Customer Communication

- Create and implement a regular community and customer sentiment survey to be conducted at least every other year beginning in 2025.
- Create and implement an unmet community needs assessment by June 2024.

- Reduce trip-booking time by using customer self-service technology such as mobile applications and online booking by July 2026.
- Reduce call center calls by using customer self-service technology such as mobile application and web-based portals by July 2026.
- Ensure community contacts receive complete responses within 1 business day.
- Ensure all service changes are communicated to the community in accordance with Jaunt's planning policy manual.

4. Promote Financial Stewardship

- Provide jurisdiction-specific reporting annually upon request to Jaunt's funding partners.
- Maintain actual operating expenditures within 5 percent of the operating budget.
- 100% of operating budget overages are covered by revenues and/or Jaunt reserve policy.
- Identify and diversify revenue streams, develop community/corporate partnerships, and actively pursue new grant programs.

5. Make Jaunt a Top-Choice Employer

- Create and implement a regular employee survey by the end of 2025.
- Create and implement a committee and training program to advance the culture, values, and inclusive practices of Jaunt by the end of 2025.
- Monitor turnover rates and implement best practices to improve retention over time. Implement exit interviews and data collection strategies by July 2026.
- Maintain regular analysis of Jaunt's total compensation with relationship to the market average and provide regular adjustments as funding permits.

6. Contribute to Regional Sustainability

- Reduce regional vehicle miles traveled through ridership growth on high-volume, shared ride services, such as commuter services.
- Reduce fleet carbon emissions by 10 percent from FY2022 baseline by FY2035 through procurement of fuel-efficient vehicles and conversion to alternative fuel sources.
- Reduce greenhouse gas emissions by 40 percent between FY2025 and FY2040; with net zero emissions by 2050.
- Reduce the generation of solid waste through the implementation of facility recycling and/or composting programs by the end of 2025.

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FY2026 Jaunt Board Calendar July 1, 2025 – June 30, 2026
August 2025

August 5	9:30	a.m.	Executive Committee
August 7	2:15	p.m.	Finance Committee
August 13	9:00	a.m.	Board of Directors Meeting
August 28	4:00	p.m.	Regional Transit Partnership

February 2026

February 3	9:30	a.m.	Executive Committee
February 5	2:15	p.m.	Finance Committee
February 11	10:00	a.m.	Board of Directors Extended Meeting
February 26	4:00	p.m.	Regional Transit Partnership

September 2025

September 23	9:30	a.m.	Executive Committee
September 25	2:15	p.m.	Finance Committee

March 2026

March 24	9:30	a.m.	Executive Committee
March 26	2:15	p.m.	Finance Committee

October 2025

October 1	10:00	a.m.	Board of Directors Meeting
October 23	4:00	p.m.	Regional Transit Partnership

April 2026

April 1	10:00	a.m.	Board of Directors Meeting
April 23	4:00	p.m.	Regional Transit Partnership

December 2025

December 2	9:30	a.m.	Executive Committee
December 4	2:15	p.m.	Finance Committee
December 10	10:00	a.m.	Board of Directors Meeting

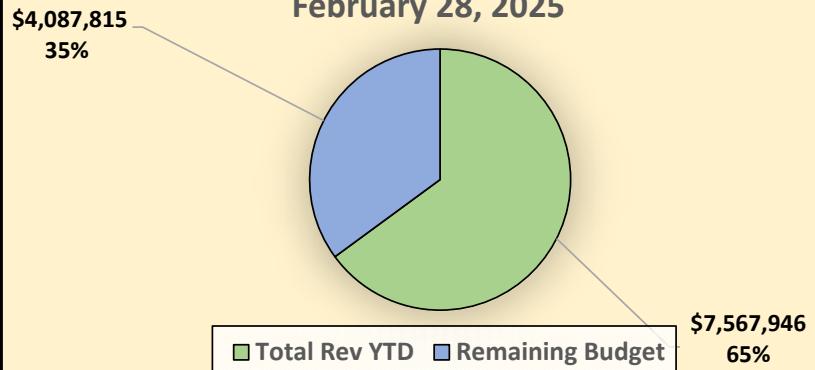
June 2026

June 2	9:30	a.m.	Executive Committee
June 4	2:15	p.m.	Finance Committee
June 10	10:00	a.m.	Board of Directors Meeting
June 25	4:00	p.m.	Regional Transit Partnership

FY25 YTD Operating Budget v Actual

Revenue

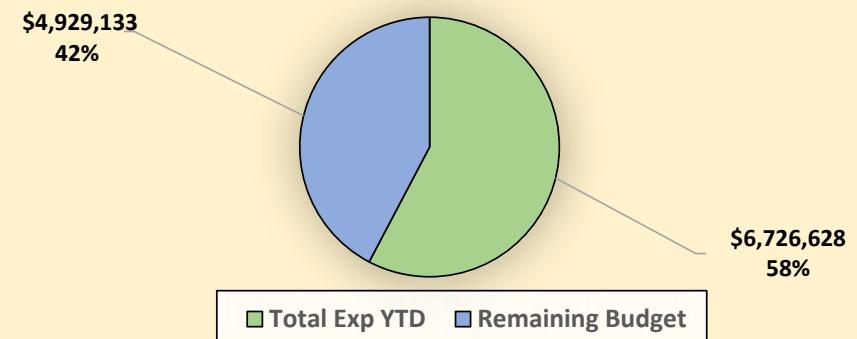
February 28, 2025



FY25 YTD Operating Budget v Actual

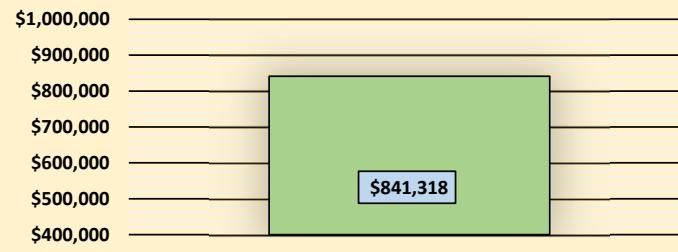
Expenses

February 28, 2025



FY25 YTD Operating Surplus/Deficit

February 28, 2025

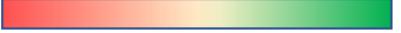


Jaunt, Inc. FY2025 Monthly Financial Summary

Operating

February 2025 Year To Date

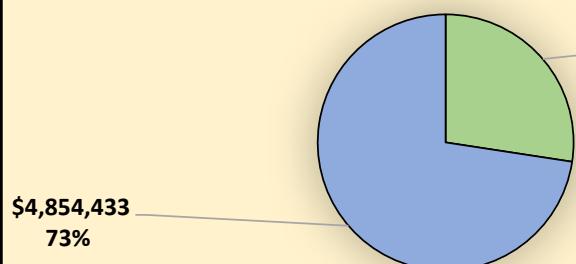
Sources of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Realized	Comments
Interest Revenue	\$ 152,000	\$ 199,521	\$ 47,521	\$ 228,000	88%	Budget based on FY24 actuals. Service lower than anticipated. Budget was based on need, actual expected to be higher.
Contract Revenue	\$ 64,000	\$ 48,127	\$ (15,873)	\$ 96,000	50%	
Governmental Revenue:						
Federal Operating Grants	\$ 2,789,581	\$ 2,489,660	\$ (299,921)	\$ 4,184,372	59%	
Virginia DRPT Operating	\$ 1,249,255	\$ 1,271,397	\$ 22,142	\$ 1,873,883	68%	
Local Government Operating	\$ 3,497,211	\$ 3,522,079	\$ 24,869	\$ 5,245,816	67%	
UVA Contribution	\$ 18,460	\$ 26,667	\$ 8,207	\$ 27,690	96%	
Other Revenue	\$ -	\$ 10,495	\$ 10,495	\$ -		
Account Transfer (Jaunt Reserves)	\$ -	\$ -	\$ -			
Total Revenue	\$ 7,770,507	\$ 7,567,946	\$ (202,561)	\$ 11,655,761	65%	
Uses of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Used	Comments
Salaries & Wages	\$ 4,512,447	\$ 4,027,368	\$ (485,079)	\$ 6,768,670	60%	Not at full staffing level.
Fringe Benefits/Staff Development	\$ 1,629,481	\$ 1,353,750	\$ (275,730)	\$ 2,444,221	55%	Not at full staffing level.
Travel/Business Meals/Meetings	\$ 47,677	\$ 10,922	\$ (36,755)	\$ 71,516	15%	Minimal activity.
Facility/Equipment Maintenance/Utilities	\$ 124,823	\$ 93,367	\$ (31,457)	\$ 187,235	50%	Telephone under budget.
Supplies & Materials	\$ 719,861	\$ 480,117	\$ (239,744)	\$ 1,079,792	44%	Fuel prices dropped,actual 67% of budgeted amount, parts.
Marketing & Advertising	\$ 37,187	\$ 4,535	\$ (32,651)	\$ 55,780	8%	Limited marketing activity, RFP in progress.
Insurance & Bonding	\$ 288,375	\$ 351,904	\$ 63,529	\$ 432,563	81%	Premium costs increased due to greater vehicle costs.
Professional Services	\$ 379,249	\$ 382,728	\$ 3,479	\$ 568,874	67%	
Miscellaneous	\$ 31,406	\$ 21,935	\$ (9,471)	\$ 47,109	47%	Recruitment under budget.
Total Expenditure	\$ 7,770,508	\$ 6,726,628	\$ (1,043,880)	\$ 11,655,761	58%	
Net change in fund balance	\$ -	\$ 841,318	\$ 841,317	\$ -		

Negative Variance  Positive Variance

FY25 YTD Capital Budget v Actual

Revenue

February 28, 2025

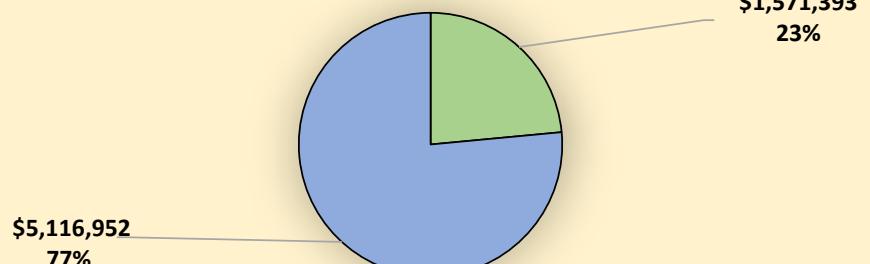


■ Total Rev YTD ■ Remaining Budget

FY25 YTD Capital Budget v Actual

Expenses

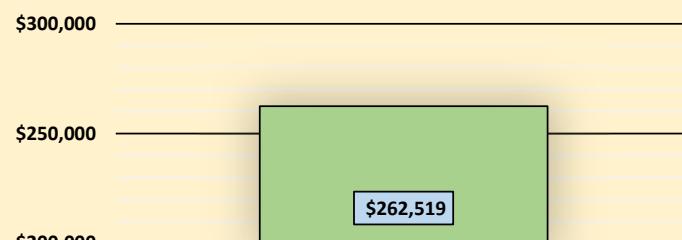
February 28, 2025



■ Total Exp YTD ■ Remaining Budget

FY25 YTD Capital Surplus/Deficit

February 28, 2025



■ Surplus/Deficit YTD Actual

Jaunt, Inc. FY2025 Monthly Financial Summary

Capital

February 2025 Year To Date

Sources of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Realized	Comments
Governmental Revenue:						
Federal Capital Grants	\$ 2,357,286	\$ 754,440	\$ (1,602,846)	\$ 3,535,929	21%	Based on expense activity below.
Virginia DRPT Capital	\$ 688,666	\$ 251,423	\$ (437,243)	\$ 1,032,999	24%	Based on expense activity below.
Local Government	\$ 828,049	\$ 828,049	\$ -	\$ 1,242,073	67%	
Account Transfer (Jaunt Reserves)	\$ 584,896	\$ -	\$ (584,896)	\$ 877,344	0%	
Total Revenue	\$ 4,458,897	\$ 1,833,912	\$ (2,624,985)	\$ 6,688,345	27%	
Uses of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Used	Comments
Revenue Vehicles	\$ 3,825,292	\$ 1,447,901	\$ (2,377,391)	\$ 5,737,938	25%	FY24 DR due Dec-Jan; FY25 ordered in Sept.
Support Vehicles	\$ -	\$ -	\$ -	\$ -	0%	
Spare Parts for Vehicles	\$ 186,015	\$ 91,633	\$ (94,382)	\$ 279,023	33%	Replaced on as needed basis; seat belts.
Facility	\$ 171,356	\$ 13,593	\$ (157,763)	\$ 257,034	5%	Engineering award not begun yet.
Information Technology	\$ 276,233	\$ 18,265	\$ (257,968)	\$ 414,350	4%	Vehicle camera system yet to be procured.
Total Expenditure	\$ 4,458,897	\$ 1,571,393	\$ (2,887,504)	\$ 6,688,345	23%	
Net change in fund balance	\$ -	\$ 262,519	\$ 262,519	\$ -		

Negative Variance

Positive Variance



JAUNT, Inc.

Balance

Sheet

3/28/2025

Summary

12:01 PM

2/28/2025 2/29/2024

Assets

Cash and Cash Equivalents	\$ 9,336,437.79	\$ 4,757,101.93
Receivables, Net of Allowances	8,923.99	55,014.79
Due From Other Governmental Units	1,548,188.98	4,987,244.87
Prepaid Items	125,705.09	133,824.71
Capital Assets	6,266,993.23	5,028,216.66

Total Assets **17,286,249.08** **14,961,402.96**

Accounts Payable	\$ 418,382.75	\$ 281,450.99
Accrued Payroll & Related Liabilities	148,153.41	180,882.01
Lease Liability	69,956.08	85,921.59
Deferred Revenue	535,682.74	230,259.08

Total Liabilities **1,172,174.98** **778,513.67**

Fund Balance/Net Position

JAUNT Inc. Stock	16.00	16.00
Fund Balance:		
Nonspendable:		
Prepaid Items	125,705.09	133,824.71
Committed:		
Rainy Day	3,000,000.00	3,000,000.00
Capital Reserve	1,965,808.00	1,000,000.00
Unassigned		
Total Fund Balance	4,998,313.47	5,272,796.96
Total Equity	10,089,826.56	9,406,621.67
Total Liabilities and Equity	<u>\$ 11,262,017.54</u>	<u>\$ 10,185,151.34</u>

Net Position:

Investment in Capital Assets	6,197,037.15	4,942,295.07
Unrestricted	9,917,020.95	9,240,578.22
Total Net Position	16,114,058.10	14,182,873.29
Total Net Position and Equity	16,114,074.10	14,182,889.29
Total Liabilities and Net Position	<u>\$ 17,286,249.08</u>	<u>\$ 14,961,402.96</u>

Jaunt, Inc.

Statement of Cash Flows for month ended February 28, 2025

Cash flows from Operations for February 2025

Local Match	\$ -
DRPT Receipts	845,093
CAT Receipts	-
Agency Receipts	4,895
Other Receipts	537
Transfer from Investment Account	-
Payroll	(708,538)
Transfer to Investment Account	-
Capital Payments	(809,573)
Other Payments	(60,413)
Total cash flows from Operations	<u>(727,999)</u>

Cash flows from Investing for February 2025

Interest	21,772
Transfer from Operating Account	-
Transfer to Operating Account	-
Total cash flows from Investing	<u>21,772</u>

Net change in cash	(706,227)
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Beginning cash balance 2/1/2025	<u>10,030,707</u>
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Ending cash balance 2/28/2025	<u>\$ 9,324,481</u>
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Days of cash on hand 292.00

Months of cash on hand 9.73

Jaunt Safety Report February 2025

Preventable Vehicle Accident(s): 1

2/14/2025-The operator pulled too close to a snow pile and dragged the passenger door. Causing a scrape at the bottom of the door.

Non-Preventable Vehicle Accident(s): 1

2/7/2025-An approaching vehicle encroached the operator's lane and contacted the driver's mirror causing damage to the outside casing of the mirror.

Customer Related Incident(s): 2

2/4/2025-Operator Assisted the passenger to her door. When he returned to the bus, he saw the passenger on the ground and went to help her get up and she entered her building door.

2/5/2025-Operator assisted the passenger to her door. Once inside with her rollator she fell inside, and the operator called 911 to assist her.

Staff Related Incident(s):0

Jaunt traveled 92,912 revenue miles and had 1 preventable accident from 2/1/2025 to 2/28/2025. Jaunt has a goal of less than 1 preventable Accident for every 100,000 miles driven. Jaunt has had 15 preventable accidents since 7/1/2024 and recorded 885,150 total revenue travel miles.

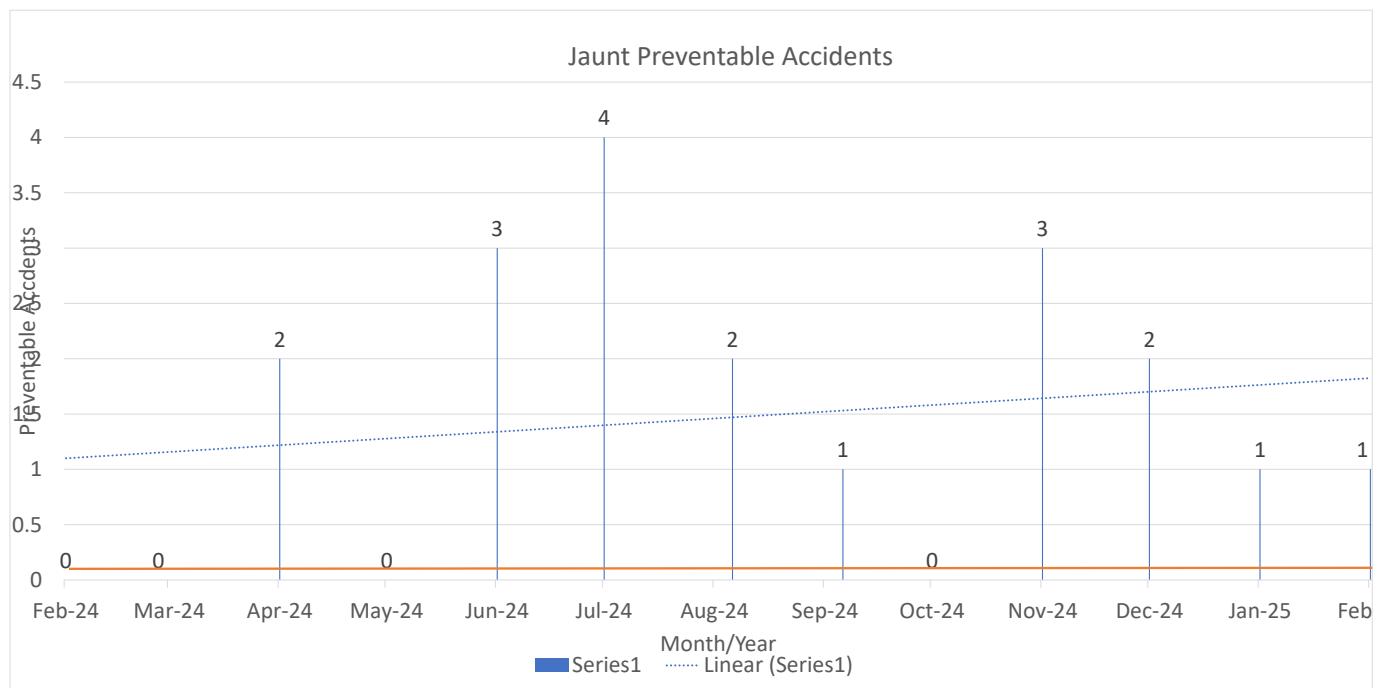
Safety Concerns Shared and Investigated: 0

There were no Safety Concerns reported for the month of February 2025.

Site Visits-During the month of February 2025 there were 2 site visits.

National Transit Database Reporting- No reportable safety events for the month of February 2025.

Upcoming Monthly Safety Initiative- Quarterly Safety meeting and Wheelchair Securement Refreshers.



Jaunt Board of Directors Meeting

April 9, 2025, 10 AM

This service report includes February 2025 data. Ridership saw a drop of -5.4% in ridership from January to February. For this report and future reports, there is a new reporting Category for Agency Exclusive and Agency Public. Previously Agency Exclusive Use trips were grouped with NA, here they are separated out. The two columns to the right show a comparison of the average monthly for all of FY24 to Year-to-Date average monthly for FY25, followed by a percent change column.

Jaunt Performance Statistics		2024												2025		Avg All FY24	Avg YTD FY25	Pct Diff
Reporting Category		Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb				
ADA	Passengers	8,778	8,871	8,835	8,721	7,906	8,406	8,351	8,144	9,332	8,172	7,537	7,577	7,209	8,517	8,091	-5.0%	
	Revenue Hours	3,237	3,560	3,709	3,590	3,409	3,710	3,519	3,454	3,762	3,437	3,249	3,258	2,872	3,353	3,408	1.6%	
	Revenue Miles	37,294	37,295	37,802	37,945	35,484	38,032	37,350	36,745	40,627	36,950	33,474	33,587	31,073	35,974	35,980	0.0%	
Demand Response	Passengers	6,072	6,262	6,510	6,567	5,709	6,502	6,682	6,149	7,001	5,722	5,653	5,314	4,982	5,991	6,001	0.2%	
	Revenue Hours	2,878	3,038	3,269	3,305	2,852	3,253	3,254	3,030	3,362	2,814	2,849	2,725	2,470	2,939	2,970	1.1%	
	Revenue Miles	55,618	58,187	61,169	62,642	54,990	61,901	62,328	55,354	62,270	52,711	52,172	48,299	45,677	55,893	55,089	-1.4%	
Agency Trips (Public)	Passengers	243	310	316	585	228	249	266	193	201	166	134	50	20	486	160	-67.1%	
	Revenue Hours	94	101	100	97	74	65	78	73	85	68	53	19	8	133	56	-57.6%	
	Revenue Miles	1,612	1,845	1,846	1,888	1,264	1,145	1,337	1,283	1,466	1,224	903	229	120	2,398	963	-59.8%	
Agency Trips (Exclusive Use)	Passengers	-	-	-	-	-	-	141	110	302	59	260	959	212	-	255	na	
	Revenue Hours	-	-	-	-	-	-	9	8	16	6	14	40	15	-	14	na	
	Revenue Miles	-	-	-	-	-	-	243	255	360	162	273	648	315	-	282	na	
N/A	Passengers	139	143	114	72	29	72	482	133	177	139	148	198	224	89	197	120.5%	
	Revenue Hours	61	60	51	30	15	39	73	78	86	66	71	101	96	38	76	101.1%	
	Revenue Miles	862	841	688	458	198	507	776	922	1,171	886	846	1,203	1,077	488	924	89.2%	
Connect 29 North	Passengers	1,510	1,580	1,622	1,561	1,295	1,583	1,603	1,592	1,840	1,294	1,111	1,387	1,376	1,392	1,473	5.9%	
	Revenue Hours	136	140	145	163	136	159	165	160	173	146	146	156	133	141	155	9.9%	
	Revenue Miles	2,068	2,130	2,281	2,510	2,201	2,443	2,485	2,213	2,486	2,025	2,098	2,247	1,932	2,232	2,241	0.4%	
Connect Buckingham	Passengers	1,028	956	926	995	964	1,100	1,032	980	1,184	900	904	1,115	991	894	1,026	14.7%	
	Revenue Hours	146	144	149	154	131	155	154	145	157	132	138	128	120	144	141	-2.1%	
	Revenue Miles	4,071	4,035	4,235	4,322	3,726	4,315	4,243	3,796	4,077	3,424	3,452	3,383	3,195	4,054	3,736	-7.8%	
Connect Crozet	Passengers	1,591	1,552	1,673	1,620	1,482	1,863	2,019	2,050	2,516	2,052	1,804	2,391	2,276	1,368	2,121	55.0%	
	Revenue Hours	435	429	446	462	414	483	473	451	494	409	406	420	378	434	439	1.3%	
	Revenue Miles	9,495	9,357	9,594	10,271	9,280	10,639	10,741	12,303	10,697	9,211	9,159	9,500	8,301	9,547	10,069	5.5%	
Connect Lovingston	Passengers	382	398	394	416	440	384	298	323	388	307	258	372	373	356	338	-5.0%	
	Revenue Hours	47	44	52	58	53	68	64	62	69	53	53	54	47	52	59	13.3%	
	Revenue Miles	1,457	1,453	1,528	1,467	1,270	1,481	1,482	1,257	1,569	1,293	1,290	1,289	1,222	1,416	1,360	-3.9%	

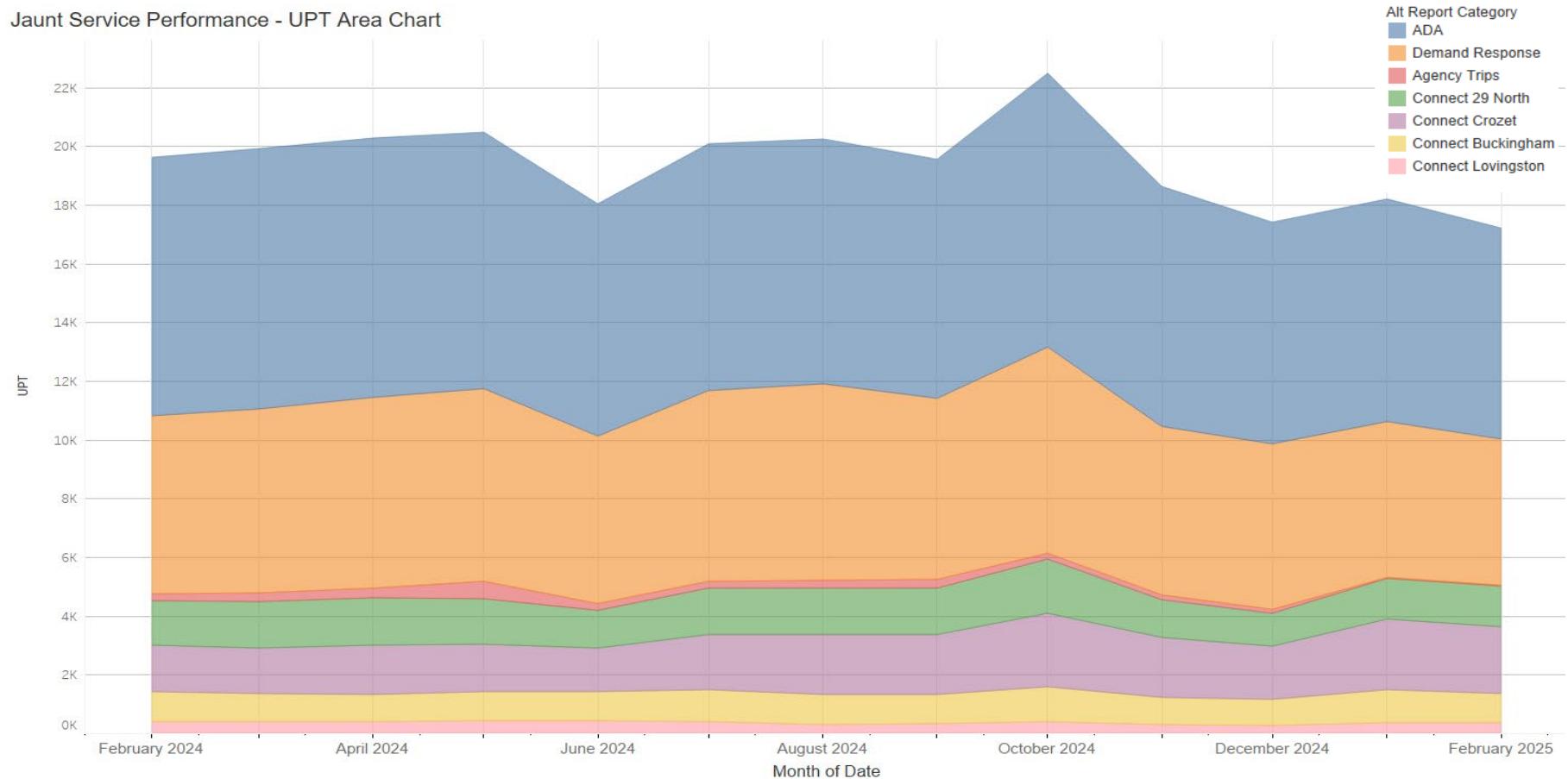
Metric	FY23 Monthly Avg	FY24 Monthly Avg	FY25 YTD Monthly Avg	FY24-FY25 Diff
UPT	19,848	19,004	19,210	1.1%
VRH	7,656	7,195	7,227	0.5%
VRM	120,025	111,513	109,438	-1.9%

Note, excludes NA and Agency Exclusive Use trips



This area chart visualizes Jaunt Performance Statistics for UPT (Unlinked Passenger Trips) in FY25 to date. The percentage of total passenger trips for FY25 to date is as follows: **ADA 41%, Demand Response 31%, Agency Public 1%, Agency Exclusive 1%, NA 1%, and Commuter Bus 25%**. DR is 75% and CB is 25% of total ridership. The percentage of Revenue Hours by service is: **ADA 47%, Demand Response 41%, Agency Public 1%, Agency Exclusive 0%, and Commuter Bus 11% of total revenue hours**.

Jaunt Service Performance - UPT Area Chart



The plot shows the sum of UPT for Date Month. Color details Alt Report Category. The data is filtered on Date, Exclusions (MONTH(Date), Reporting Category), Reporting Category and Reporting Category Name. The Date filter includes dates on or after 12/1/2019. The Exclusions (MONTH(Date), Reporting Category) filter keeps 272 members. The Reporting Category filter keeps ADA, CB and DR. The Reporting Category Name filter keeps no members. The view is filtered on Date Month, which ranges from February 2024 to February 2025.



Albemarle Statistics		2024												2025		Avg All FY24	Avg YTD FY25	Pct Diff
Reporting Category		Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan					
ADA	Passengers	4,462	4,221	4,428	4,249	3,839	4,067	4,045	3,997	4,539	3,856	3,488	3,726	3,441	4,207	3,895	-7.4%	
	Revenue Hours	1,694	1,738	1,896	1,826	1,692	1,849	1,758	1,740	1,915	1,687	1,570	1,690	1,465	1,694	1,709	0.9%	
	Revenue Miles	20,797	19,390	20,675	20,244	18,724	20,020	19,779	19,665	21,813	19,341	17,225	18,338	16,504	19,391	19,086	-1.6%	
Demand Response	Passengers	2,402	2,338	2,467	2,558	2,225	2,585	2,582	2,279	2,657	2,080	2,109	1,933	1,955	2,194	2,273	3.6%	
	Revenue Hours	1,061	1,112	1,182	1,211	1,050	1,197	1,183	1,072	1,222	1,011	1,037	944	890	1,035	1,070	3.4%	
	Revenue Miles	20,111	20,384	20,851	22,049	19,342	21,683	21,618	19,413	22,583	18,399	18,202	17,179	16,510	18,883	19,448	3.0%	
Connect 29 North	Passengers	1,510	1,580	1,622	1,561	1,295	1,583	1,603	1,592	1,840	1,294	1,111	1,387	1,376	1,392	1,473	5.9%	
	Revenue Hours	136	140	145	163	136	159	165	160	173	146	146	156	133	141	155	9.9%	
	Revenue Miles	2,068	2,130	2,281	2,510	2,201	2,443	2,485	2,213	2,486	2,025	2,098	2,247	1,932	2,232	2,241	0.4%	
Connect Crozet	Passengers	1,591	1,552	1,673	1,620	1,482	1,863	2,019	2,050	2,516	2,052	1,804	2,391	2,276	1,368	2,121	55.0%	
	Revenue Hours	435	429	446	462	414	483	473	451	494	409	406	420	378	434	439	1.3%	
	Revenue Miles	9,495	9,357	9,594	10,271	9,280	10,639	10,741	12,303	10,697	9,211	9,159	9,500	8,301	9,547	10,069	5.5%	

Buckingham Statistics		2024												2025		Avg All FY24	Avg YTD FY25	Pct Diff
Reporting Category		Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb				
Connect Buckingham	Passengers	1,028	956	926	995	964	1,125	1,092	1,017	1,207	922	925	1,125	991	894	1,051	17.5%	
	Revenue Hours	146	144	149	154	131	155	154	145	157	132	138	128	120	144	141	-2.1%	
	Revenue Miles	4,071	4,035	4,235	4,322	3,726	4,315	4,243	3,796	4,077	3,424	3,452	3,383	3,195	4,054	3,736	-7.8%	

Charlottesville Statistics		2024												2025		Avg All FY24	Avg YTD FY25	Pct Diff
Reporting Category		Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb				
ADA	Passengers	4,316	4,650	4,407	4,472	4,067	4,339	4,306	4,147	4,793	4,316	4,049	3,851	3,768	4,310	4,196	-2.6%	
	Revenue Hours	1,529	1,804	1,792	1,745	1,705	1,845	1,746	1,699	1,836	1,735	1,664	1,563	1,406	1,634	1,687	3.2%	
	Revenue Miles	16,497	17,905	17,127	17,702	16,760	18,012	17,572	17,080	18,814	17,608	16,248	15,249	14,569	16,583	16,894	1.9%	
Demand Response	Passengers	129	171	211	227	212	211	256	236	288	211	219	126	103	189	206	9.4%	
	Revenue Hours	63	76	93	97	96	103	114	92	113	98	87	66	45	83	90	8.4%	
	Revenue Miles	1,036	1,151	1,345	1,603	1,462	1,613	1,767	1,322	1,669	1,533	1,203	1,004	688	1,261	1,350	7.1%	



Fluvanna Statistics		2024												2025		Avg All FY24	Avg YTD FY25	Pct Diff
Reporting Category		Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb				
Demand Response	Passengers	297	295	305	270	237	322	286	290	343	276	321	325	263	289	303	4.8%	
	Revenue Hours	117	117	133	135	118	139	145	134	166	131	161	148	135	124	145	16.7%	
	Revenue Miles	2,523	2,390	2,805	2,819	2,545	2,945	3,081	2,827	3,495	2,761	3,666	3,199	3,061	2,588	3,129	20.9%	

Greene Statistics		2024												2025		Avg All FY24	Avg YTD FY25	Pct Diff
Reporting Category		Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb				
Demand Response	Passengers	1,405	1,416	1,427	1,433	1,223	1,433	1,432	1,404	1,590	1,272	1,205	1,368	1,110	1,449	1,352	-6.7%	
	Revenue Hours	657	686	717	734	625	717	664	655	725	539	532	646	487	691	621	-10.2%	
	Revenue Miles	10,560	10,812	11,429	10,998	9,844	11,285	11,062	10,223	11,323	8,593	8,468	9,052	7,707	10,663	9,714	-8.9%	

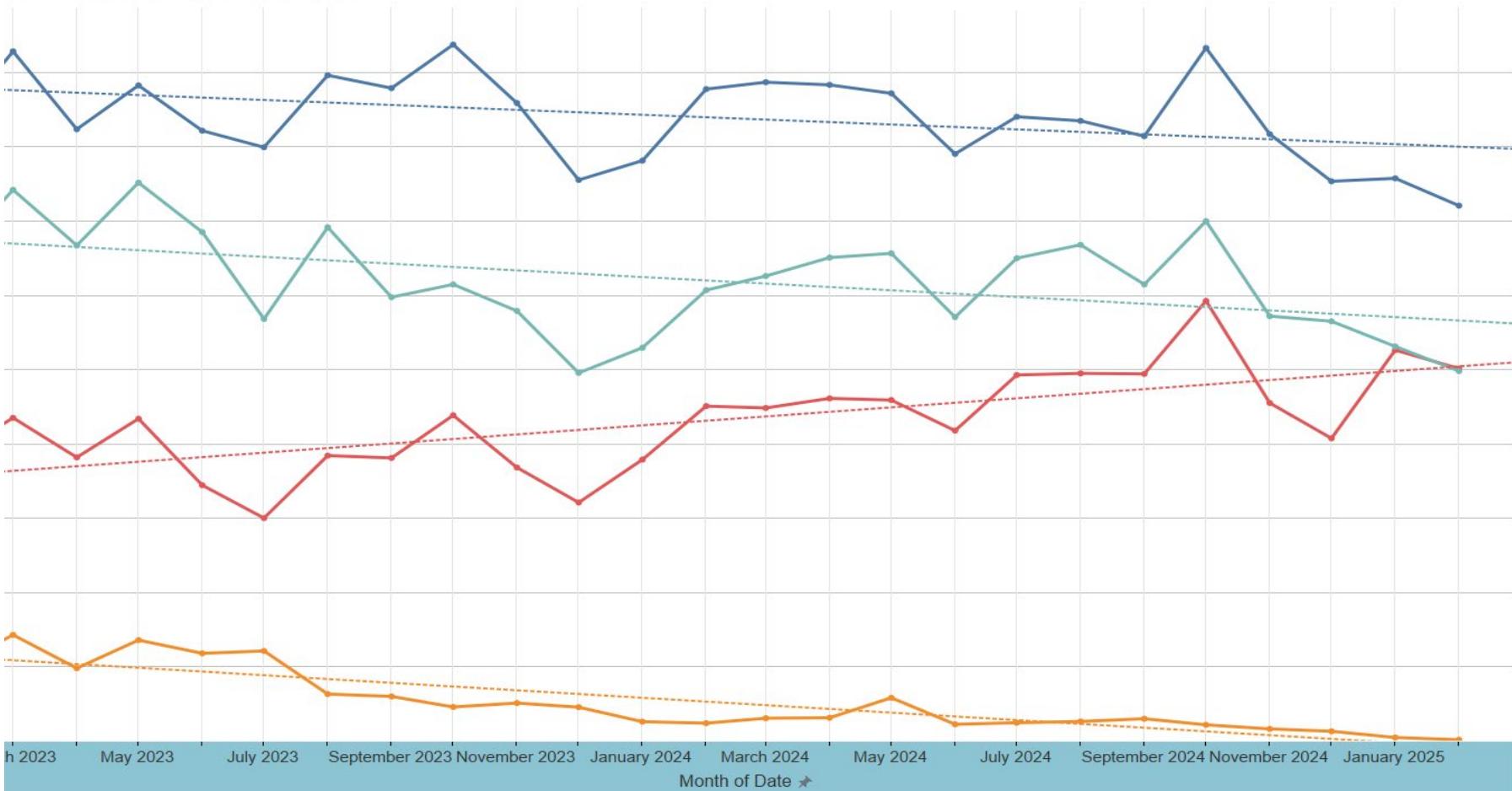
Louisa Statistics		2024												2025		Avg All FY24	Avg YTD FY25	Pct Diff
Reporting Category		Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb				
Demand Response	Passengers	1,710	1,848	1,952	1,968	1,694	1,833	1,982	1,804	1,977	1,630	1,668	1,469	1,425	1,732	1,724	-0.5%	
	Revenue Hours	906	954	1,051	1,063	888	1,022	1,070	1,003	1,054	918	966	865	850	923	969	4.9%	
	Revenue Miles	19,742	21,393	22,732	23,259	19,957	22,447	22,782	19,716	21,237	18,658	18,894	16,470	16,156	20,612	19,545	-5.2%	

Nelson Statistics		2024												2025		Avg All FY24	Avg YTD FY25	Pct Diff
Reporting Category		Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb				
Demand Response	Passengers	129	194	148	111	118	118	144	136	146	188	131	93	126	139	135	-2.4%	
	Revenue Hours	70	85	85	58	71	73	73	72	79	84	66	55	63	71	71	-1.0%	
	Revenue Miles	1,646	2,058	2,006	1,914	1,839	1,928	2,017	1,854	1,963	2,191	1,739	1,395	1,556	1,885	1,830	-2.9%	
Connect Lovingston	Passengers	382	398	394	416	440	384	298	323	388	307	258	372	373	356	338	-5.0%	
	Revenue Hours	52	54	52	58	56	68	64	62	69	53	53	54	47	54	59	9.7%	
	Revenue Miles	1,457	1,453	1,528	1,467	1,270	1,481	1,482	1,257	1,569	1,293	1,290	1,289	1,222	1,414	1,360	-3.8%	



Originally the COVID trend graphic, this has been modified starting November 2024 to show a two year trend line per ridership, per service. This shows ridership trends from February 2023 to February 2025.

Year Trend Lines Per Service - UPT



If UPT for Date Month. Color shows details about Board Reporting Category. The data is filtered on Date, Exclusions (MONTH(Date), Reporting Category), Reporting Category and Reporting Category Name. The Date filter includes dates on or before Exclusions (MONTH(Date), Reporting Category) filter keeps 272 members. The Reporting Category filter keeps ADA, CB and DR. The Reporting Category Name filter keeps no members. The view is filtered on Date Month, which ranges from February 2023 to February 2025.



FY25 ADA Compliance Report - April 9, 2025 Board Meeting

Item	FY24						FY25						Average Monthly		Percent Difference	
	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	FY24 Full	FY25 YTD	
ADA Unlinked Passenger Trips	8,778	8,871	8,835	8,721	7,906	8,406	8,351	8,144	9,332	8,172	7,537	7,577	7,209	8,517	8,091	-5.0%
All Demand Response UPT	15,093	15,443	15,661	15,873	13,843	15,157	15,299	14,596	16,554	14,060	13,324	12,941	12,211	14,994	14,268	-4.8%
ADA Revenue Miles	37,294	37,295	37,802	37,945	35,484	38,032	37,350	36,745	40,627	36,950	33,474	33,587	31,073	35,974	35,980	0.0%
All Demand Response Revenue Miles ^	94,524	97,327	100,816	102,475	91,738	101,078	101,015	93,637	104,415	90,886	86,550	82,115	76,870	94,264	92,071	-2.3%
ADA Revenue Hours	3,237	3,560	3,709	3,590	2,926	3,318	3,332	3,110	3,449	2,881	2,902	2,743	2,478	3,303	3,027	-8.4%
All Demand Response Revenue Hours ^	6,208	6,699	7,078	6,993	6,335	7,028	6,851	6,564	7,211	6,318	6,151	6,001	5,350	6,424	6,434	0.2%
ADA No Shows	259	256	190	173	178	201	215	207	243	226	233	286	263	268	234	-12.7%
All Demand Responses No Shows	462	437	375	362	389	409	449	385	473	415	442	486	469	503	441	-12.4%
ADA Missed Trips	8	5	5	8	3	6	2	3	3	4	1	3	6	7	4	-48.8%
All Demand Responses Missed Trips	9	9	9	9	5	8	9	4	6	9	4	5	8	15	7	-56.1%
ADA Denials	13	7	0	0	0	0	0	0	0	0	0	0	0	4.6	0.0	-100.0%
All Demand Responses Denials	149	153	32	50	31	31	62	40	71	40	23	32	37	92	42	-54.3%
ADA On Time Performance	88%	93%	93%	90%	91%	92%	94%	92%	91%	91%	91%	91%	89%	91%	91%	0.1%
All Demand Responses OTP	87%	92%	92%	89%	90%	92%	93%	93%	91%	90%	91%	91%	89%	90%	91%	1.6%
ADA Passenger Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0.1	0.0	-100.0%
ADA Lifts Determined Inoperable	0	0	0	0	0	1	0	0	0	0	0	0	0	0.3	0.1	-50.0%
ADA Passenger Incidents/Accidents	0	0	0	0	1	0	1	0	1	0	2	0	2	0.4	0.8	80.0%
ADA Vehicle Accidents	0	0	0	0	0	0	0	0	2	5	0	2	2	0.3	1.4	450.0%
Excessively Long ADA Trips	37	33	43	25	17	29	18	21	32	19	42	10	20	27	24	-10.2%
Demand Response Reservations Hold Times	1:48	1:40	1:56	1:46	1:48	2:12	2:15	2:40	3:06	3:20	4:19	3:28	3:13	2:18	3:04	33.0%

[^] DR Revenue Hours & Miles don't include NA trips, but does include Agency (Public) trips. NA trips are not reported to NTD/DRPT

YTD FY25	FY24	Metric
57%	57%	Percentage of ADA Trips of all Demand Response Trips
39%	38%	Percentage of ADA Revenue Miles of all Demand Response Revenue Miles
47%	51%	Percentage of ADA Revenue Hours of all Demand Response Revenue Hours
2.9%	3.2%	Percentage of ADA No Shows of all ADA Trips
3.1%	3.4%	Percentage of Demand Response No Shows of all Demand Response Trips
0.04%	0.08%	Percentage of ADA missed trips of all ADA Trips
0.05%	0.10%	Percentage of all Demand Response Missed Trips of all DR Trips
0.00%	0.05%	Percentage of ADA Denials of all ADA Trips
0.3%	0.6%	Percentage of Denials of all Demand Response Trips
91%	91%	Percentage of ADA trips that were on time of all ADA Trips
91%	90%	Percentage of Demand Response trips that were on time of all DR Trips
0.30%	0.31%	Percentage of Excessively long ADA trips of all ADA Trips made
3:04	2:18	Yearly Average Response Reservations Hold Times

People

Service

Connection

April 2025 CEO Report

Welcome to April! In April, we celebrated Maurice Lewis for his outstanding contributions as Jaunt's Employee of the Month. He was recognized by his colleagues for his exceptional service to a rider. Maurice was transporting a minor and his parents could not be located. The child was very scared, but Maurice comforted them and kept the child on the bus continuing the route and cheering them up. When we were able to locate the parents, they were very grateful for our efforts. Thank you for all you do Maurice! If you see him, please share your thanks and congratulations.

The Board meeting this month has several action items. The Board should establish a Nominating Committee to recommend a slate of officers for FY26. The RTP requests the appointment of a Jaunt Urban Representative. Nick Pilipowskyj is willing to serve. There are two action items that serve as follow up to our retreat discussions. I am requesting that the Board adopt amendments to the Transit Development Plan. This will allow us to use the document as a guide to more actionable goals. Additionally, I will present the Board's Calendar for FY26 with a new cadence of every other month. We will make slight changes in October and April to meet in the first week of the month. Also, I am asking that we confirm an extended meeting in February of next year to revisit our progress toward strategic goals. During New Business the Executive Committee intends to begin the process for the review of the performance of the CEO.

I may be accused of burying the lead story here, but I am happy to announce that we have selected our next Chief of Finance and Administration. Missy Corbin was chosen from an extraordinarily talented pool of applicants. She stood out as an expert with both broad and deep experience. Most importantly I believe that Missy will excel at her role while making a positive impact on our culture at Jaunt. We will be very excited to welcome her on April 21st!

A few notes on activity during the past month. The DRPT Rural Strategy Advisory Group had our first meeting. We will meet next in May with the hopes of completing our work within the year. We are in the process of revising our EEO plan and I will ask the Board to adopt all the changes at our June meeting. The EEO plan revision has reinforced for me that we will need to prioritize a HRIS in future budgets and changes. Garland Williams and I met to discuss our continued partnership and a new contract for the provision of complementary paratransit services. We are using the last signed contract as a starting point, and I am working with Robin and Jordan on some language that we will suggest in the new document. We have spent a good deal of time with the team receiving demonstrations on a variety of scheduling platforms to advance our technology goals. It is my hope that these presentations will help us to understand which features best suit Jaunt's service and craft an effective request for proposals later this year. I have begun the early work of reviewing job descriptions to launch our new performance evaluation system. We have a good starting point for many of our roles, but our organizational chart is somewhat different from the previous incarnations of Jaunt and we will need to spend a

bit more time on some of our positions than others. I continue to be engaged with CARTA and hope that the three transit directors will be asked to attend their May meeting.

A quick note on some ways our values relate to ongoing work:

PEOPLE: Simona Howard loves to celebrate her colleagues at Jaunt. During Transit Appreciation Week Simona went above and beyond to make sure we had all the food and supplies to make the week a success!

SERVICE: Nick Bondurant is known for being friendly and helpful around the facility and in his role maintaining the fleet. Nick has volunteered to help with PACEM for early morning pickups. Nick greets each rider with a smile, he is always willing to do anything at Jaunt!

CONNECTION: Ben Rutherford keeps us connected in so many ways. We have been receiving new buses, and we don't put them into service without the technology that ensures safety and efficiency. Ben has worked to get us up and running on the new buses and worked with Transloc on a successful software transition!

As always thank you, you are appreciated!

Be well - Mike



434.296.3184



www.ridejaunt.org

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Charlottesville, VA 22902

ACRONYMS AND DEFINITIONS

- **ACFR:** Albemarle County Fire Rescue
- **ADA:** Americans with Disabilities Act
- **AE:** Accountable Executive
- **AED:** Automated External Defibrillator
- **AHS:** Albemarle High School
- **APTA:** American Public Transportation Association
- **APC:** Automated Passenger Counter
- **ARC:** Arc of the Piedmont
- **AV:** Autonomous vehicle
- **BMP:** Best Management Practice
- **BOC:** Body-on-Chassis
- **BOS:** Board of Supervisors
- **BRT:** Bus Rapid Transit
- **BRHD:** Blue Ridge Health District
- **CARS:** Charlottesville-Albemarle Rescue Squad
- **CAT:** Charlottesville Area Transit
- **CB:** Commuter Bus
- **CCTV:** Closed-Circuit Television
- **CDL:** Commercial Driver's License

- **CEO:** Chief Executive Officer
- **CFD:** Charlottesville Fire Department
- **CHO:** Charlottesville-Albemarle Airport
- **CHS:** Charlottesville High School
- **CIP:** Capital Improvement Program
- **CFR:** Code of Federal Regulations
- **CLRP:** Constrained Long-Range Plan
- **CMAQ:** Congestion Mitigation and Air Quality
- **COOP:** Continuity of Operations Plan
- **CPR:** Cardio-Pulmonary Resuscitation
- **CSO:** Chief Safety Officer
- **CTAA:** Community Transportation Association of America
- **CTAC:** Citizen's Transportation Advisory Committee
- **CTAV:** Community Transportation Association of Virginia
- **CTB:** Commonwealth Transportation Board
- **CTF:** Commonwealth Transportation Fund
- **D&A:** Drug and Alcohol
- **DDI:** Diverging Diamond Interchange
- **DMV:** Department of Motor Vehicles
- **DO:** Directly Operated
- **DOT:** Department of Transportation
- **DR:** Demand Response
- **DRPT:** Virginia Department of Rail and Public Transit

- **DVIR:** Daily Vehicle Inspection Report
- **DVR:** Digital Video Recorder
- **EOP:** Emergency Operations Plan
- **EPA:** Environmental Protection Agency
- **ESF:** Emergency Support Function
- **ETA:** Estimated Time of Arrival
- **EV:** Electric Vehicle
- **FEMA:** Federal Emergency Management Agency
- **FHWA:** Federal Highway Administration
- **FMCSA:** Federal Motor Carrier Administration
- **FR:** Fixed Route Service
- **FTA:** Federal Transit Administration
- **FY:** Fiscal Year
- **HOS:** Hours of Service
- **HUD:** Housing and Urban Development, U.S. Department of
- **ICS:** Incident Command System
- **ISR:** Internal Safety Review
- **IT:** Information Technology
- **JARC:** FTA Job Access and Reverse Commute Program
- **Jaunt:** not an acronym, just Jaunt
- **JPA:** Jefferson Park Avenue
- **LEPC:** Local Emergency Planning Committee
- **LMS:** Learning Management System

- **L RTP:** Long Range Transportation Plan
- **LR:** Light Rail Transit
- **MAACA:** Monticello Area Community Action Agency
- **MAP-21:** Moving Ahead for Progress in the 21st Century
- **MDC:** Mobile Data Computer
- **MDT:** Mobile Data Terminal
- **MJH:** Martha Jefferson Hospital
- **MMIS:** Maintenance Management Information System
- **MPO:** Metropolitan Planning Organization
- **NGIC:** National Ground Intelligence Center
- **NIMS:** National Incident Management System
- **NS:** No Show
- **NTD:** National Transit Database
- **OE:** Operating Expense
- **OJT:** On-the-Job Training
- **OSHA:** Occupational Safety and Health Administration
- **OTP:** On-time Performance
- **PACE:** Program of All-Inclusive Care for the Elderly
- **PASS:** Passenger Service and Safety; for fire extinguisher use – point-aim-squeeze-sweep
- **PASS:** Passenger Assistance, Safety and Sensitivity
- **PCA:** Personal Care Attendant
- **PM:** Preventative Maintenance
- **PMT:** Passenger Miles Traveled
- **POV:** Personally Owned/Operated Vehicle

- **PT:** Purchased Transportation
- **PTASP:** Public Transportation Agency Safety Plan
- **PTSCTP:** Public Transportation Safety Certification Training Program
- **RideShare:** Free carpool matching service for the City of Charlottesville and Albemarle, Fluvanna, Louisa, Nelson, and Greene counties
- **RLRP:** Rural Long Range Transportation Plan
- **RTA:** Regional Transit Authority; also Rail Transit Agency
- **RTP:** Regional Transit Partnership
- **SA:** Safety Assurance
- **SAFETEA-LU:** Safe, Accountable, Flexible, Efficient, Transportation Equity Act: A Legacy for Users (legislation governing the metropolitan planning process)
- **Section 5307:** FTA Urbanized Area Formula Grants
- **Section 5310:** FTA Enhanced Mobility of Seniors and Individuals with Disabilities Grants
- **Section 5311:** FTA Formula Grants for Rural Areas
- **Section 5337:** FTA State of Good Repair Program
- **SGR:** State of Good Repair
- **SMP:** Safety Management Policy
- **SMS:** Safety Management System
- **SP:** Safety Promotion
- **SRM:** Safety Risk Management
- **SOV:** Single Occupant Vehicle
- **STIC:** FTA Small Transit Intensive Cities Formula (Section 5307)
- **STIP:** Statewide Transportation Improvement Plan
- **SYIP:** Six-Year Improvement Plan

- **TAM:** Transit Asset Management
- **TCRP:** Transit Cooperative Research Program
- **TDP** – Transportation Development Plan
- **TIP:** Transportation Improvement Plan
- **TJPDC:** Thomas Jefferson Planning District
- **TRB:** Transportation Research Board
- **TSA:** Transportation Security Administration
- **TSSP:** Transportation Safety and Security Professional
- **TWG:** Technical Working Group
- **UPT:** Unlinked Passenger Trips
- **UTS:** University Transit System
- **UVA:** University of Virginia
- **UZA:** Urbanized Area
- **VAMS** - Vehicles Available for Maximum Service
- **VEC:** Virginia Employment Commission
- **VGA:** Virginia General Assembly
- **VIB:** Virginia Industries for the Blind
- **VMT** – Vehicle Miles Traveled
- **VP:** Vanpool
- **VRH:** Vehicle Revenue Hours
- **VRM:** Vehicle Revenue Miles
- **VOMS:** Vehicles Operated in Annual Maximum Service
- **VTA:** Virginia Transit Association
- **WC:** Wheelchair

Glossary for Jaunt's ADA Monthly Performance Summary

The Americans with Disabilities Act (ADA) The [Americans with Disabilities Act \(ADA\)](#) prohibits discrimination against people with disabilities in several areas, including employment, transportation, public accommodations, communications and access to state and local government' programs and services. Source: US Department of Labor

Jaunt's ADA Monthly Performance Summary report includes metrics for both Jaunt's ADA Service and the sum of all Demand Response service Jaunt performs (including ADA). Rows labeled as "ADA" are those pertinent to Jaunt's ADA Service.

Unlinked Passenger Trip – Passenger travels one-way; picked up from one destination, transported, and dropped off at a different destination. If a passenger books round-trip transportation to a destination and back home, that is two unlinked passenger trips. If the passenger transfers as part of their trip, each time they transfer marks the beginning of a new unlinked trip (this is more common for fixed-route transit). Source: National Transit Database

Revenue Miles – The miles that a vehicle is available to the general public and there is an expectation of carrying passengers (NTD Glossary). Vehicle revenue miles are calculated as the miles traveled between the first pickup after leaving the depot and the last drop-off before returning to the depot, excluding breaks and travel to/from breaks. Vehicle revenue miles are allocated to individual demand response trips in proportion to passenger ride distance. Source: Jaunt

Revenue Hours – The hours that a vehicle travels while in revenue service. Source: NTD Glossary

Vehicle revenue hours are calculated as the time between the first pickup after leaving the depot, or starting location, and the last drop-off before returning to the depot, excluding breaks and travel to/from breaks. Vehicle revenue hours are allocated to individual demand response trips in proportion to passenger ride time. Source: Jaunt

No-Show: A no-show occurs when a Jaunt vehicle arrives at the scheduled location, per GPS/AVL, within the 25-minute pickup window (15 minutes before the scheduled time to 10 minutes after the scheduled time) and the rider fails to appear to board the vehicle within a five-minute wait time. Source: Jaunt

Missed Trips – A missed trip occurs when a Jaunt bus arrives outside of the 25-minute pick up window (15 minutes before the scheduled time to 10 minutes after the scheduled time)and the passenger chooses not to ride. A missed trip is not counted against a passenger because it was Jaunt's error. If the passenger is unavailable or no longer wishes to ride, a "Missed Trip No-Show" is recorded. If the passenger rides with Jaunt regardless of the arrival time, or finds alternative transportation, a "Missed Trip but Transported" is recorded. When a passenger has additional trips scheduled after a missed trip, Jaunt will work with the customer to see if they still plan to take those trips. Jaunt strives to minimize Missed Trips to the greatest extent possible.

Missed trips, which are caused by agencies and not by riders, result from trips that are requested, confirmed, and scheduled, but do not take place

because:

- The vehicle arrives and leaves before the beginning of the pickup window without picking up the rider and without any indication from the rider that he or she no longer wants to make the trip. Note that a rider is not obligated to board until the beginning of the pickup window or—for transit agencies that have a 5-minute wait-time policy—from the start of the pickup window until 5 minutes have elapsed.
- The vehicle does not wait the required time within the pickup window, there is no contact with the rider, and the vehicle departs without the rider. Note that if during the wait time the rider indicates he or she no longer wants to take the trip, this is typically recorded as a “cancel at the door.”
- The vehicle arrives after the end of the pickup window and departs without picking up the rider (either because the rider is not there or declines to take the trip because it is now late).
- The vehicle does not arrive at the pickup location.

Source: FTA C 4710.1

A transit agency cannot have substantial numbers of trip denials and missed trips, as they are also considered capacity constraints and are not permitted under FTA ADA Circular § 37.131(f)(3)(i)(B).

Denials—Trip denials result when agencies do not accept trip requests.

Examples of trip denials include:

- A rider requests a next-day trip and the transit agency says it cannot provide that trip.
- A rider requests a next-day trip and the transit agency can only offer a trip that is outside of the 1-hour negotiating window. This represents a denial regardless of whether the rider accepts such an offer.
- A rider requests a round-trip and the agency can only provide one leg of the trip. If the rider does not take the offered one-way trip, both portions of the trip are denials. Source: 8.5.4 of the FTA ADA Circular C_4710.1:

Per § 37.131(b)(2), while a transit agency may negotiate pickup times with the individual, it may not require an ADA paratransit eligible individual to schedule a trip to begin more than 1 hour before or after the individual’s desired departure time.

If Jaunt is unable to provide an ADA trip at the requested time, an alternative time will be offered 60 minutes before or after the requested time. Source: Jaunt

On-Time Performance—The percentage of passenger events performed where the rider arrived within the customer’s established time window(s). For most trips, this just refers to the 25-minute pickup window, but some trips also have a specified drop-off window, such as to reach a medical appointment on-time. In those cases, the pickup and drop-off are counted as two separate events for calculating on-time performance.

Note: FTA considers pickups as on time when a driver arrives at the pickup location within the established pickup window.

- Early – FTA considers pickups early if a driver arrives and departs with the rider before the established pickup window begins.
- Late – FTA considers pickups late if a driver arrives after the end of the established pickup window and the rider boards the

vehicle. Source: 8.5.4 of the FTA ADA Circular C_4710.1:

ADA Passenger Complaints – An ADA complaint is when an individual (verbal or written) who has been certified as an ADA rider, indicates that the service provided is inaccessible to someone with a disability or someone with a disability has been denied service due to discrimination of the disability. This measures Jaunt's adherence to the ADA regulations. Source: Jaunt

Lifts Determined Inoperable – The number of times a vehicle was put into service with a lift that was inoperable that prevented Jaunt from providing service to a rider that required the lift for transport. Source: Jaunt

ADA Passenger Incidents/Accidents – Accidents or incidents that result in an injury to a passenger who is ADA certified. Source: Jaunt

ADA Vehicle Accidents – Accidents that resulted in monetary damage of any size or a service disruption to a vehicle being used for ADA service. Source: Jaunt

Excessively Long ADA Trips – It is important to understand that “excessive” is in comparison to the time required to make a similar trip using the fixed route system; while a 1-hour travel time for a 5-mile complementary paratransit trip may seem excessive in the abstract, if the same trip takes an hour using the fixed route system, it is comparable, not excessive. Complementary paratransit service is by nature a shared-ride service. The standard of service is not intended to reflect that of a taxi service, which typically transports passengers directly to their destination. Source: Section 8.5.5 of ADA circular C_4710.1:

Call Hold Times – Average length of time a caller is placed on hold while scheduling a demand response trip. Source: Jaunt