

**People****Service****Connection**

## AGENDA

**Meeting of the Board of Directors**

October 9, 2024, at 10:00 AM EST

PUBLIC ARE ENCOURAGED TO ATTEND REMOTELY USING THE BELOW LINKS

- Meeting Link: <https://us02web.zoom.us/j/85445056025>
- Or One tap mobile: US: +13052241968, 85445056025#
- Or Telephone Only: +1 312 626 6799
- Webinar ID: 854 4505 6025

*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** –**III. Introductions & Welcome** — *Brad Burdette, President***IV. 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](mailto:amandap@ridejaunt.org) or (434) 296-3184, extension 115.

**V. Action Items**

- September 11, 2024, Board of Directors Meeting Minutes- [Pgs 3-6 of 48](#)
- Review Budget Concepts and Authorize Applications- *Mike Murphy, Robin Munson* [Pgs 7-19 of 48](#)
- Title VI Plan Approval- *Mike Murphy* [Pg 20 of 48 \(Document Hyperlinked\)](#)
- Employee Handbook Approval- *Mike Murphy, Janet Jackson* [Pg 21 of 48 \(Document Hyperlinked\)](#)
- Appoint Secretary – *Brad Burdette, President*
- Appoint Retreat Planning Committee Members – *Brad Burdette, President*

**VI. Standing Committee Reports**

- Finance Committee--*Jacob Sumner, Treasurer* [Pgs 22-27 of 48](#)
- Safety Committee- *Mike Murphy /Jason Espie /Erik Larson /Phyllis Williams*
- Operations and Safety Reports—*Jason Espie, Phyllis Williams,* [Pgs 28-35 of 48](#)
- Regional Transit Partnership Update—*Christine Jacobs*
- CEO Report--*Mike Murphy* [Pgs 45-46 of 48](#)

**VII. New Business** –

- Communications RFP - *Mike Murphy* [Pg 47 of 48](#)
- DRPT Reporting Change - *Mike Murphy* [Pg 48 of 48](#)
- Friends – *Dian McNaught*
- Future Board Agenda Items - *Mike Murphy*

**VIII. Announcements and Board Member comments**

**Adjourn to the next meeting: November 13, 2024, at 10:00 AM EST**

**Don't forget to reserve the date of January 17, 2025, for our Board Retreat & Strategy Session**

## Board Attendance Roster

Month: September    Year: 2024

Directors	Present In Person	Present Virtual	Absent
Brad Burdette, [President], Nelson	<b>X</b>		
Lucas Ames, [Vice President], Charlottesville	<b>X</b>		
Erik Larson, [Secretary], Charlottesville (Home/Work Related)		<b>X</b>	
Jacob Sumner, [Treasurer], Albemarle	<b>X</b>		
Caetano de Campos Lopes, Albemarle			<b>X</b>
Nick Pilipowskyj, Albemarle	<b>X</b>		
Christine Appert, Charlottesville	<b>X</b>		
Ray Heron, Charlottesville	<b>X</b>		
Randy Parker, Louisa	<b>X</b>		
Rachel Jones, Louisa			<b>X</b>
Dian McNaught, Nelson	<b>X</b>		
Iscella Wittich, Fluvanna	<b>X</b>		
James Schoenster, Fluvanna (Maryland/Work Related)		<b>X</b>	
<b>Ex Officio Directors</b>			
Christine Jacobs, TJPDC (Arrived Online At 10:25am)		<b>X</b>	
Garland Williams, CAT (Arrived Online At 10:35am)		<b>X</b>	
Katy Miller, DRPT			<b>X</b>
<b>Staff</b>			
Mike Murphy, CEO	<b>X</b>		
Robin Munson, CFO	<b>X</b>		
Mike Mills, Dir of Procurement		<b>X</b>	
Ben Rutherford, Sys Admin	<b>X</b>		
Janet Jackson, Chief of People and Operations	<b>X</b>		
Amanda Powell, Executive Asst			<b>X</b>
Jason Espie, Director of Planning	<b>X</b>		
Jordan Bowman (Legal Counsel)	<b>X</b>		
Corey Houchens, Interim Fleet Manager		<b>X</b>	
Angla Jones, Call Center Supervisor	<b>X</b>		
Simona Howard, Road Supervisor		<b>X</b>	
Phyllis Williams, Operator, Training, and Performance	<b>X</b>		
<b>Public</b>			



People

Service

Connection

## MINUTES

**Meeting of the Board of Directors**

September 11, 2024, at 10:00 AM EST

---

**I. Call to Order** — *Brad Burdette, President*

10:00am

**II. Roll Call** – *Erik Larson, Secretary*

See Roster

**III. Introductions & Welcome** — *Brad Burdette, President*

None

**IV. Public Comments** — *Brad Burdette, President*

None

**V. Action Items**

A. July 10, 2024, Board of Directors Meeting Minutes – Erik Larson, Secretary

Motion: Dian M.                      Second: Iscella W.                      Vote: Unanimous to accept

B. Electronic Meeting Policy Approval – Jordan Bowman

Motion: Randy P.                      Second: Dian M.                      Vote: Unanimous to accept

C. Vehicle Disposal Approval – Mike Murphy, Robin Munson

Motion: Randy P.                      Second: Dian M.                      Vote: Unanimous to accept

D. Appoint Safety Committee Members – Brad Burdette, President

Three Jaunt employees and one board member currently make up Jaunt’s Safety Committee. Brad B. made the announcement that as of October 1, 2024, Erik L. would be stepping down from the board as well as the safety committee. The appointment of board members to the safety committee beginning on October 1, 2024 was briefly discussed. Iscella Wittich, who represents Fluvanna, and Nick Pilipowskyj, who represents Albemarle, both offered their services as committee volunteers.

Motion: Randy P.                      Second: Christine A.                      Vote: Unanimous to accept

E. Call for annual Shareholders Meeting – Brad Burdette, President

The board was asked to approve the suggested date of Wednesday, October 9, 2024 at 9:00am for Jaunt’s annual shareholders meeting.

Motion: Dian M.

Second: Randy P.

Vote: Unanimous to accept

**VI. Standing Committee Reports**

A. Finance Committee--*Jacob Sumner, Treasurer*

Robin started by letting the board know that everything went well during the completion of our on-site portion of the yearly audit, which took place between August 7, 2024 and August 9, 2024. She went on to discuss in brief the June 2024 and July 2024 financial reports. Jaunt completed fiscal year 2024 as of June 2024, having recognized 96% of operating revenue from the budget and 88% of operating expenses. Of the FY2024 budget, 59% was recognized as capital revenue, while 47% was used for expenses. The \$778,104 surplus for FY2024, which is entirely attributable to local contributions, will be carried over to FY2025. She continued with a quick summary of July 2024, the start of fiscal year 2025, in which 8% of revenue and 7% of operating expenses are recognized together with 2% of capital revenue and 0% of capital expenses.

B. Safety Committee- *Mike Murphy /Jason Espie /Erik Larson /Phyllis Williams*

Mike M. stated that during the most recent safety committee meeting, topics covered included data methods for safety as well as Jaunt’s upcoming safety training session for all staff members in October.

C. Operations and Safety Reports—*Jason Espie, Phyllis Williams,*

Phyllis W. reviewed the June 2024 and July 2024 safety reports with the board. Jaunt reported one customer related incident, three preventable accidents, and three non-preventable accidents in June 2024. For the month of July 2024, Jaunt reported four preventable accidents and 1 non-preventable accident. Jason E. continued by going over the performance data for Jaunt in June and July. He pointed out to the board that although ridership decreased slightly in June, it increased again in July. Angie J. discussed ADA compliance with the board, informing them that, in an effort to reduce ADA denials, she and her reservationists have instituted a new procedure where the clients are given alternative times to choose from if their preferred time isn’t available.

D. CEO Report--*Mike Murphy*

Mike M. noted that we are moving forward with getting a better understanding of the possibilities for upgrading Jaunt’s parking lot. Additionally, he stated that our Microtransit Study has progressed and that he is hoping to present the results at Jaunt’s November board meeting. At the same time, he hopes to be able to present the Fleet Electrification Study.

## **VII. New Business –**

### **A. FOIA Training – *Jordan Bowman***

Jordan Bowman, Jaunt’s legal counsel, provided a brief overview of the Freedom of Information Act, or FOIA. He clarified that the FOIA’s goal is to guarantee citizens’ access to public records and their ability to participate in public meetings. A comprehensive overview of the FOIA presentation can be accessed via the document center at [www.ridejaunt.org](http://www.ridejaunt.org).

### **B. Service Change update – *Mike Murphy, Jason Espie***

Mike M. presented the board with a notice of service changes to the Buckingham North Connect route. These adjustments were made after researching the Buckingham Connect service and surveying Buckingham riders. These changes to service are expected to go into effect on Monday, September 30, 2024. At this point, only the Buckingham North route will experience service modifications; Buckingham East will remain the same.

### **C. General Assembly presentation briefing – *Mike Murphy***

Mike M. briefly reviewed the presentation he made about our Paratransit operations before the Virginia Disability Commission. The whole presentation can be reviewed at [www.ridejaunt.org](http://www.ridejaunt.org) under the document center.

### **D. Future Board Agenda Items - *Mike Murphy***

Mike M. provided a summary of the topics he anticipates examining with the board in the October board meeting. The updated Jaunt handbook, Jaunt Friends, Audit, Budget Concepts, Incident Reporting, and Covid Chart are all among those items.

## **VIII. Announcements and Board Member comments**

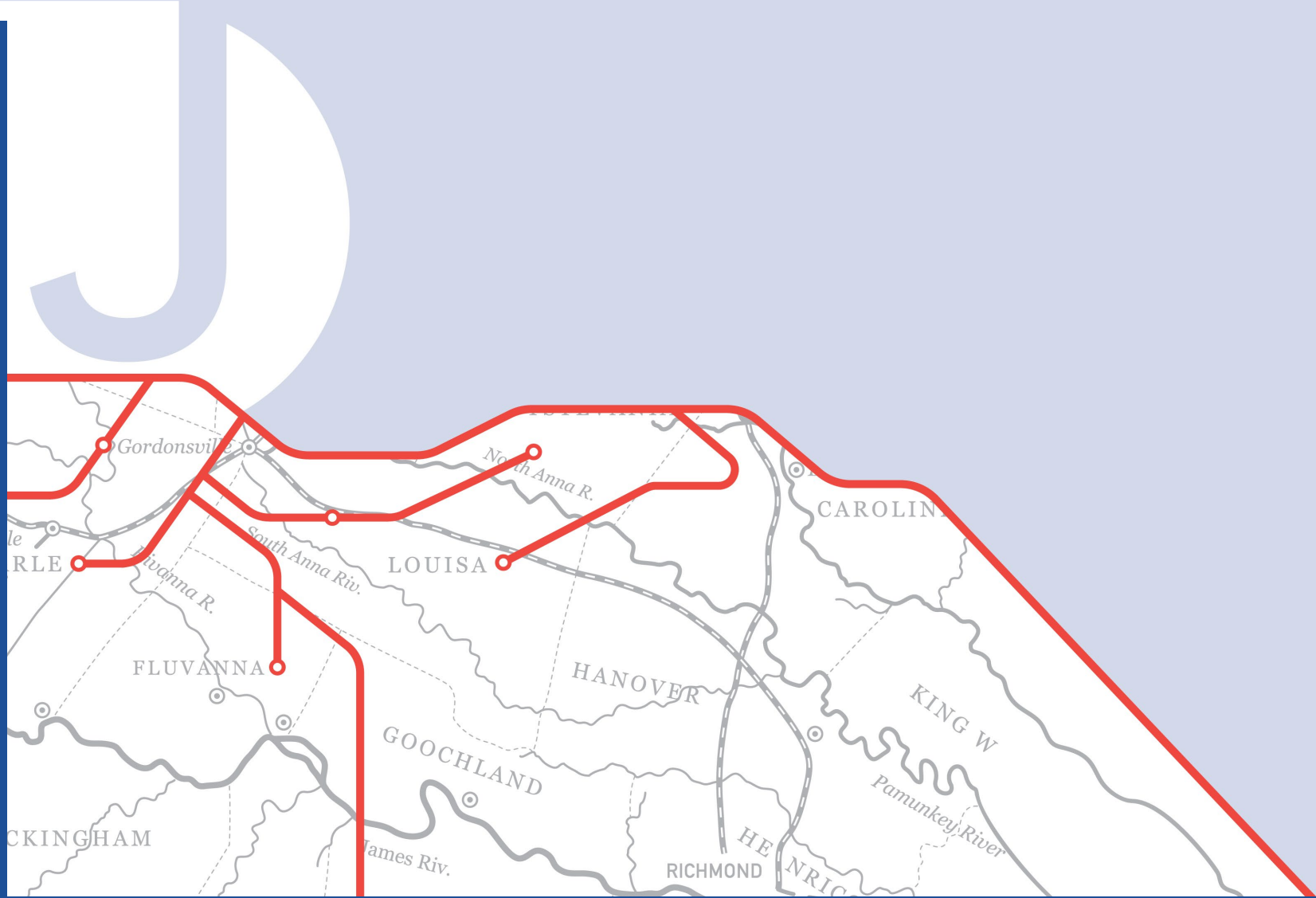
None

**Adjourn to next meeting: October 9, 2024, at 10:00 AM EST**

**Don’t forget to reserve the date of January 17, 2025 for our Board Retreat & Strategy Session**

# FY2026 Budget Concepts

*October 9, 2024*

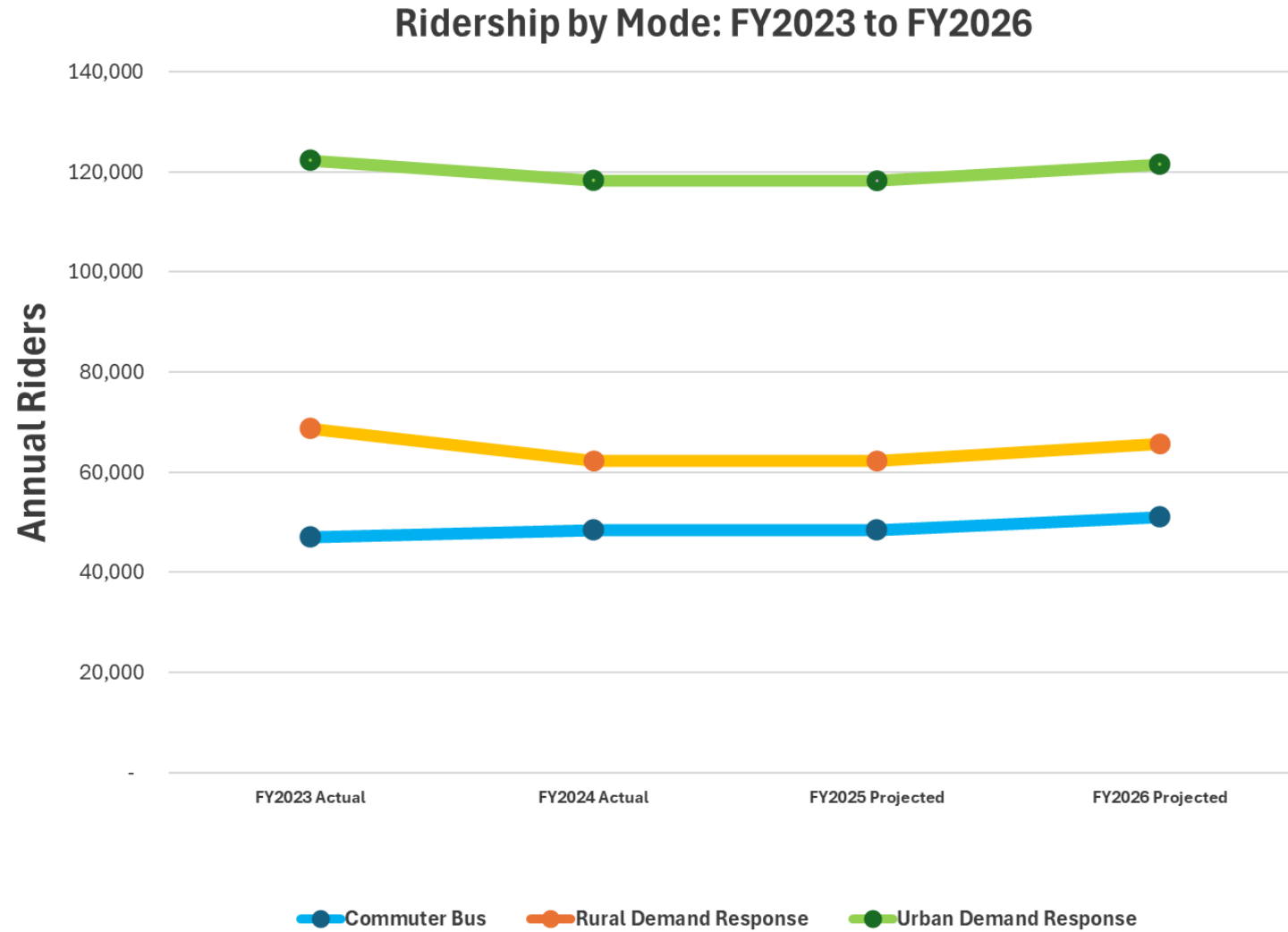


# FY2026 Budget Concepts: General

- Service projections:  $\approx$  4% increase from FY2025 revision (adjusted to FY2024 actuals).
  - Total Ridership - 238,095 - 3.92% increase
  - Total Service Hours - 98,383 - 4.04 % increase
  - Total Service Miles - 1,561,569 - 3.87% increase
  - Agency Service - 47% decrease
- Demand response and commuter bus service to remain fare-free.
- No state-funded studies planned.
- Segregation of Agency activity from Unrestricted activity.



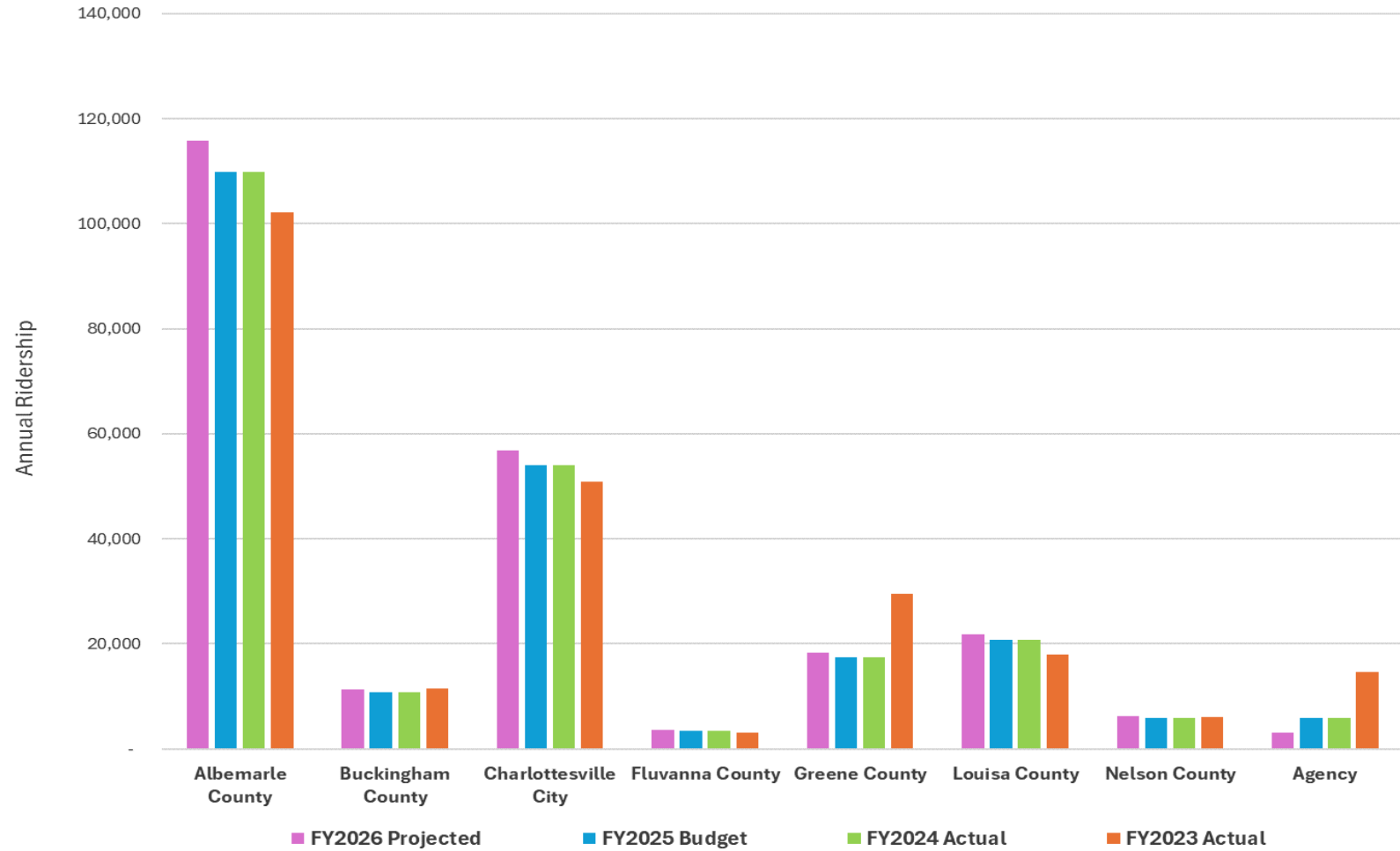
# Service Projections: Ridership by mode



Total Jurisdictional Ridership – 3.92% increase from FY2025 Budget

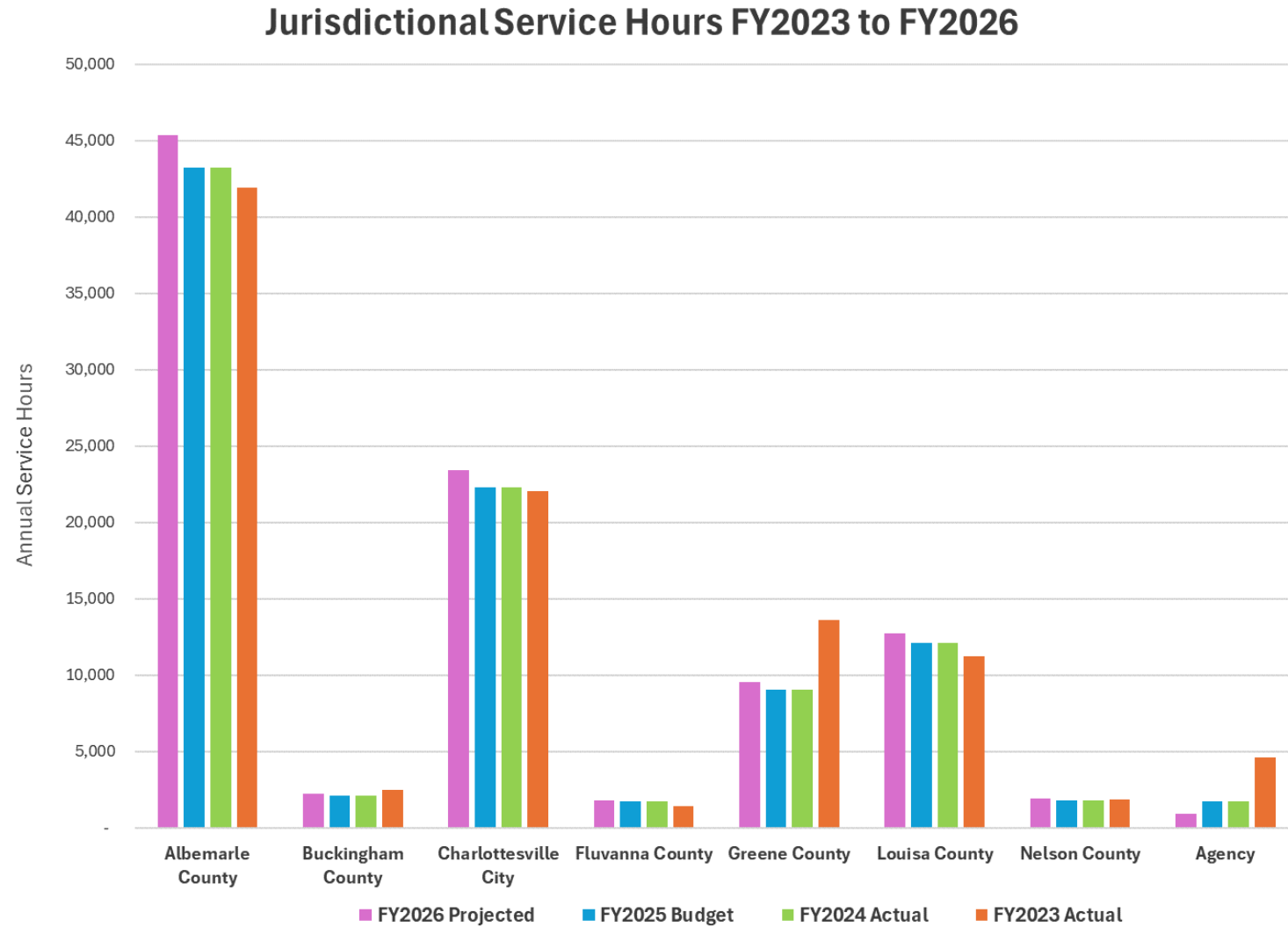
# Service Projections: Ridership by Jurisdiction

## Ridership (all services) FY2023 to FY2026



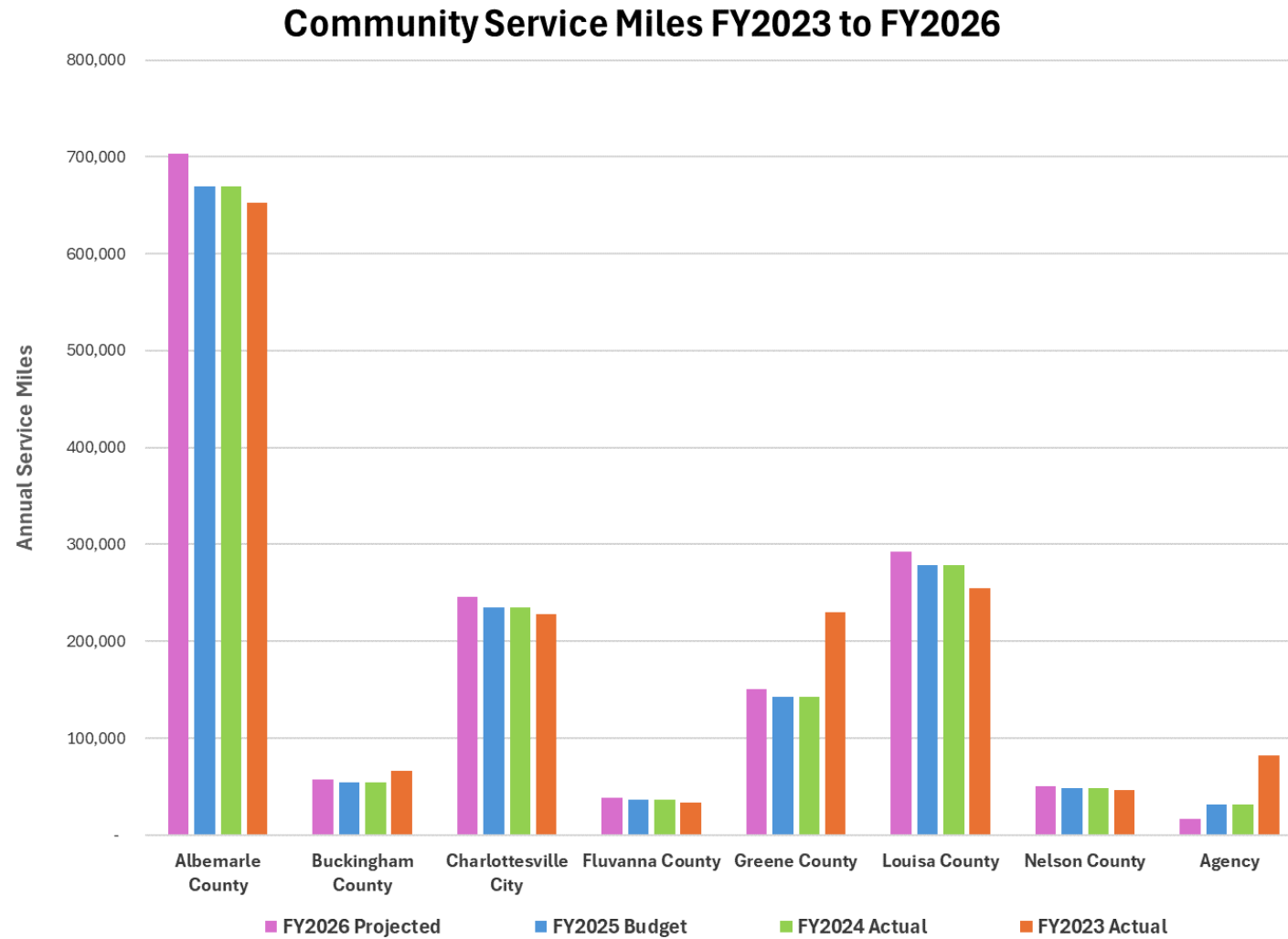
Total Jurisdictional Ridership: 3.92% increase from FY2025 Budget

# Service Projections: Service Hours by Jurisdiction



Total Jurisdictional Service Hours: 4.04% increase from FY2025 Budget

# Service Projections: Service Miles by Jurisdiction



Total Jurisdictional Service Miles: 3.87% increase from FY2025 Budget

# FY2026 Budget Concepts: Operating Revenue

- Fare-free service continues.
- Contract revenue (agency) to decrease to match service reduction.
- DRPT predicts overall reduction in state operating funding (will assume 3%).
- ADA portion of state operating funding now to be awarded to CAT and sub-awarded to Jaunt – assuming flat funding from FY2025.
- Interest income to increase from FY2025.
  - Larger principal – minor fluctuations expected
  - Assuming drop in interest rate
  - Application of interest income
    - Unrestricted activity;
    - Agency shortfall if any;
    - Jurisdiction costs.
- UVA annual subsidy of \$40,000 to be included.

**FY2026  
Budget  
Concepts:  
Operating  
Expense**

- Salary increase of 4% effective July 1, 2025.
- Staffing level to remain flat from FY2025.
- Fringe rate change due to salary-related benefits and health insurance rate increase.
- Liability insurance will have a substantial increase due to inflation and higher rates for new (costlier) vehicles.
- Fuel to decrease from FY2025 due to lower price/gallon estimate.
- Marketing to reflect new strategy.

# FY2026 Budget Concepts: Capital Revenue

- Federal and state capital funding is reimbursable, based on spending.
- Federal capital funding still unavailable for urban services; traditional local match of 4% increases to 36% for Albemarle and Charlottesville.
- Jaunt to be included in DRPT's FTA 5339 revenue vehicle funding application (80% federal/16% state/4% local) but award is not guaranteed, therefore not reflected in budget
- Reserve funding held from prior years' jurisdictional distribution will assist with local portion of parking lot project and scheduling software on final version of budget, pending Board and Shareholder approval.

# FY2026 Budget Concepts: Capital Expense

- All FY2025 projects expected to be complete by 6/30/25, no carry-over.
- Capital projects based on five-year average (FY26-FY30).
- Projects included in five-year average:
  - Parking lot project (FY26-FY27)
  - Cloud-based scheduling software (FY26)
  - Six alternative-fuel revenue vehicles (FY28-FY30)
  - Level II and Level III charging stations (FY28-FY30)
- Decrease in total capital expenditures from prior year
  - FY2025 included carry over from FY2024
  - FY2026 amount (based on five-year average) will have an increase over FY2025 awarded projects mainly due to increased revenue vehicle costs and additional parking lot project estimates.







Resolution  
#2024100901

## Resolution Authorizing

Applications for FY2026 Operating and Capital Grants

Resolution authorizing the submission of state and federal funding grant applications to the Virginia Department of Rail and Public Transportation and, under an anticipated sub-recipient agreement with the Virginia Department of Rail and Public Transportation and the City of Charlottesville, to the United States Department of Transportation, for assistance to purchase capital assets and operate public transportation services under Section 5311 of the federal transit laws, Chapter 53 of Title 49 U.S.C., and to the local jurisdictions of Albemarle County, Buckingham County, the City of Charlottesville, Fluvanna County, Greene County, Louisa County, and Nelson County.

**WHEREAS**, the Federal Transit Administration and the Virginia Department of Rail and Public Transportation are authorized to make grants to non-urbanized (rural) areas for mass transportation projects; and

**WHEREAS**, the Federal Transit Administration authorizes the City of Charlottesville to make grants to sub-recipients for mass transportation projects; and

**WHEREAS**, the agreements for financial assistance will impose certain obligations upon Jaunt, Inc., including the provision of the local share of project costs; and

**WHEREAS**, it is required by the United States Department of Transportation, the Virginia Department of Rail and Public Transportation and the City of Charlottesville in accord with the provisions of Title VI of the Civil Rights Act of 1964, that in connection with the filing of an application for assistance under the Federal Transit Act, the applicant gives an assurance that it will comply with Title VI of the Civil Rights Act of 1964 and under the United States Department of Transportation requirements thereunder; and

NOWHEREFORE, BE IT RESOLVED BY THE JAUNT BOARD OF DIRECTORS  
(Hereinafter referred to as the "Applicant"),

1. That Mike Murphy, Chief Executive Officer or designee, hereinafter referred to as the "Official" is authorized to execute and file applications on the behalf of the Applicant, a public transportation, and with the local jurisdictions. agency, with the Virginia Department of Rail and Public Transportation and the City of Charlottesville, to aid in the financing of public transportation assistance pursuant to Section 5311 and Section 5307 of the Federal Transit Act.
2. That the Official is authorized to execute and file such applications and assurances, or any other document required by the U.S. Department of Transportation, the Virginia Department of Rail and Public Transportation and the City of Charlottesville effectuating the purpose of Title VI of the Civil Rights Act of 1964
3. That the Official is authorized to furnish such additional information as the U.S.

Department of Transportation, the Virginia Department of Rail and Public Transportation, the City of Charlottesville, and the local jurisdictions may require in connection with the application of the project.

4. That the Official is authorized to execute grant contract agreements on behalf of the Applicant with the Virginia Department of Rail and Public Transportation and the City, of Charlottesville, and the locally served jurisdictions in connection with the application for public transportation assistance.
5. That the applicant while making application to or receiving grants, directly or indirectly, from the Federal Transit Administration will comply with FTA Circular 9040.IG, FTA Certifications and Assurances for Federal Assistance as listed in this grant application.
6. That the applicant has available in the General Fund the required non- Federal funds to meet local share requirements, and certifies that the funds shall be used in accordance with the requirements of Section 58.1-638.A.4 of the Code of Virginia.

APPROVED AND ADOPTED this 9<sup>th</sup> day of October 2024

**X**

---

Brad Burdette. Board President

CERTIFICATION is provided by the undersigned that, in their presence, this resolution was signed, sealed, and delivered this 9<sup>th</sup> day of October 2024

**X**

---

Lucas Ames, Board Vice President

THE NOTARY PUBLIC undersigned, duly qualified and acting Notary Public of JAUNT, Inc., certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting held October 9, 2024

NOTARY CERTIFICATION

SWORN to and subscribed before me, this \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

---

PUBLIC NOTARY

---

My Commission Expires:

# TITLE VI PLAN AND PROCEDURES

---

**October 9, 2024**  
For Adoption by Jaunt Board of Directors



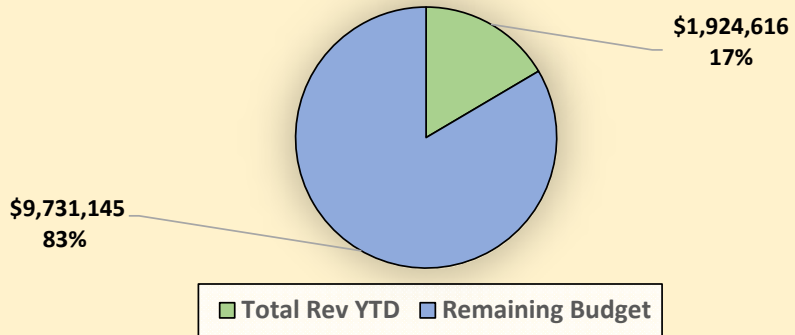


**Jaunt, Inc.**  
**EMPLOYEE HANDBOOK**

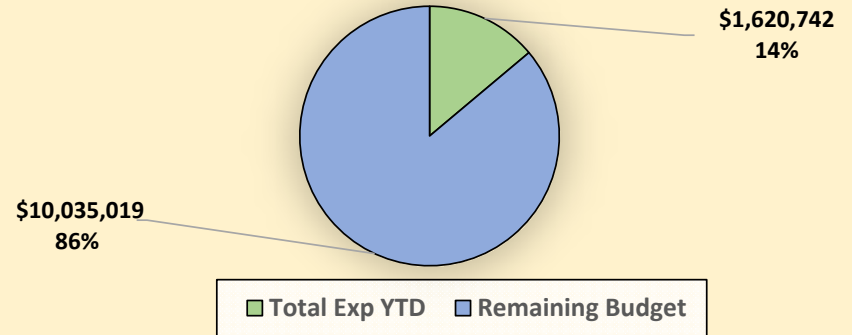
104 Keystone Place, Charlottesville, VA 22902  
(434) 296-3184. [info@rideJaunt.org](mailto:info@rideJaunt.org). [www.rideJaunt.org](http://www.rideJaunt.org)

**Adopted July 8, 1994**  
**Revised August 11, 2020**  
**Revised August 18, 2024**  
**Adopted October 9, 2024**

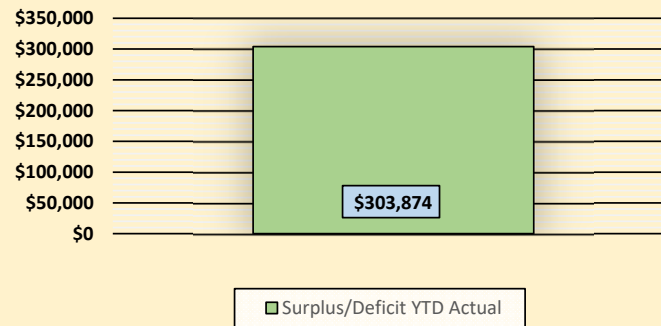
**FY25 YTD Operating Budget v Actual  
Revenue  
August 31, 2024**



**FY25 YTD Operating Budget v Actual  
Expenses  
August 31, 2024**



**FY25 YTD Operating Surplus/Deficit  
August 31, 2024**



## Jaunt, Inc. FY2025 Monthly Financial Summary

### Operating

#### August 2024 Year To Date

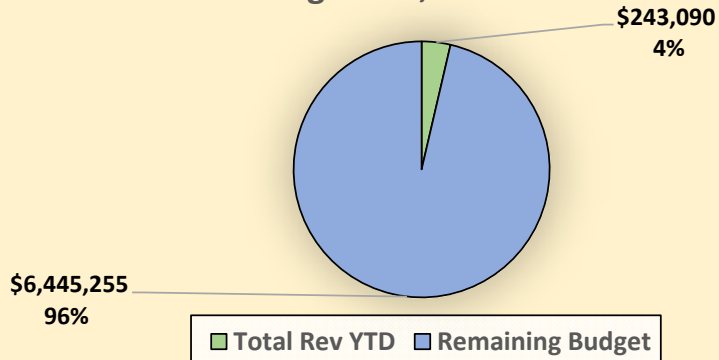
Sources of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Realized	Comments
Interest Revenue	\$ 38,000	\$ 50,373	\$ 12,373	\$ 228,000	22%	Budget based on FY24 actuals.
Contract Revenue	\$ 16,000	\$ 12,051	\$ (3,949)	\$ 96,000	13%	Service lower than anticipated.
<b>Governmental Revenue:</b>						
Federal Operating Grants	\$ 697,395	\$ 656,846	\$ (40,549)	\$ 4,184,372	16%	
Virginia DRPT Operating	\$ 312,314	\$ 318,160	\$ 5,846	\$ 1,873,883	17%	
Local Government Operating	\$ 874,303	\$ 880,520	\$ 6,217	\$ 5,245,816	17%	
UVA Contribution	\$ 4,615	\$ 6,667	\$ 2,052	\$ 27,690	24%	Budget was based on need, actual expected to be higher.
Other Revenue	\$ -	\$ -	\$ -	\$ -		
Account Transfer (Jaunt Reserves)	\$ -	\$ -	\$ -	\$ -		
<b>Total Revenue</b>	<b>\$ 1,942,627</b>	<b>\$ 1,924,616</b>	<b>\$ (18,009)</b>	<b>\$ 11,655,761</b>	<b>17%</b>	

Uses of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Used	Comments
Salaries & Wages	\$ 1,128,112	\$ 941,544	\$ (186,567)	\$ 6,768,670	14%	Not at full staffing level.
Fringe Benefits/Staff Development	\$ 407,370	\$ 334,428	\$ (72,942)	\$ 2,444,221	14%	Not at full staffing level.
Travel/Business Meals/Meetings	\$ 11,919	\$ 1,405	\$ (10,515)	\$ 71,516	2%	No activity yet.
Facility/Equipment Maintenance/Utilities	\$ 31,206	\$ 24,319	\$ (6,887)	\$ 187,235	13%	Telephone under budget.
Supplies & Materials	\$ 179,965	\$ 144,535	\$ (35,430)	\$ 1,079,792	13%	Fuel prices dropped, actual 83% of budgeted amount.
Marketing & Advertising	\$ 9,297	\$ 1,224	\$ (8,073)	\$ 55,780	2%	Limited marketing activity.
Insurance & Bonding	\$ 72,094	\$ 87,355	\$ 15,261	\$ 432,563	20%	Premium costs increased due to greater vehicle costs.
Professional Services	\$ 94,812	\$ 80,446	\$ (14,366)	\$ 568,874	14%	Expenses fluctuate each month.
Miscellaneous	\$ 7,852	\$ 5,485	\$ (2,367)	\$ 47,109	12%	Recruitment under budget.
<b>Total Expenditure</b>	<b>\$ 1,942,627</b>	<b>\$ 1,620,742</b>	<b>\$ (321,886)</b>	<b>\$ 11,655,761</b>	<b>14%</b>	

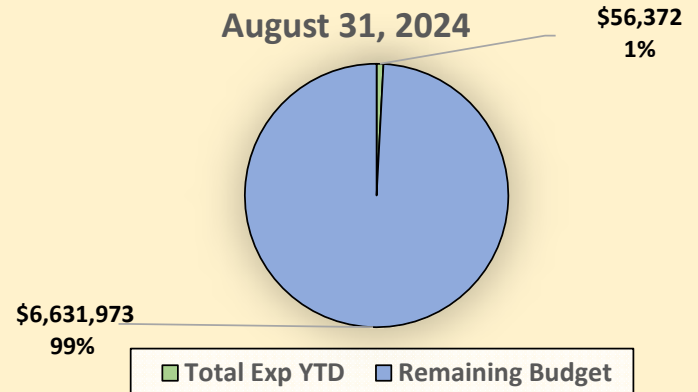
<b>Net change in fund balance</b>	\$ 0	\$ 303,874	\$ 303,874	\$ -		
-----------------------------------	------	------------	------------	------	--	--



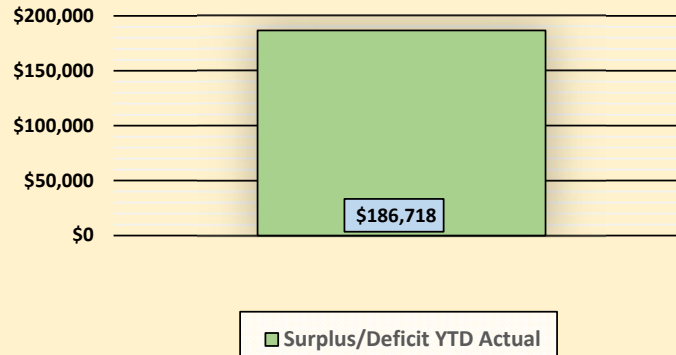
**FY25 YTD Capital Budget v Actual  
Revenue  
August 31, 2024**



**FY25 YTD Capital Budget v Actual  
Expenses  
August 31, 2024**



**FY25 YTD Capital Surplus/Deficit  
August 31, 2024**





## Jaunt, Inc. FY2025 Monthly Financial Summary

### Capital

#### August 2024 Year To Date

Sources of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Realized	Comments
<b>Governmental Revenue:</b>						
Federal Capital Grants	\$ 589,322	\$ 27,059	\$ (562,263)	\$ 3,535,929	1%	Based on expense activity below.
Virginia DRPT Capital	\$ 172,167	\$ 9,020	\$ (163,147)	\$ 1,032,999	1%	Based on expense activity below.
Local Government	\$ 207,012	\$ 207,012	\$ -	\$ 1,242,073	17%	
Account Transfer (Jaunt Reserves)	\$ 146,224	\$ -	\$ (146,224)	\$ 877,344	\$ -	
Total Revenue	\$ 1,114,724	\$ 243,090	\$ (871,634)	\$ 6,688,345	4%	

Uses of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Used	Comments
Revenue Vehicles	\$ 956,323	\$ -	\$ (956,323)	\$ 5,737,938	0%	FY24 DR due Oct; FY25 ordered in Sept.
Support Vehicles	\$ -	\$ -	\$ -	\$ -	-	
Spare Parts for Vehicles	\$ 46,504	\$ 54,693	\$ 8,190	\$ 279,023	20%	Replaced on as need basis; seat belts.
Facility	\$ 42,839	\$ -	\$ (42,839)	\$ 257,034	0%	Engineering award not begun yet.
Information Technology	\$ 69,058	\$ 1,679	\$ (67,380)	\$ 414,350	0%	Some activity to occur in September.
Total Expenditure	\$ 1,114,724	\$ 56,372	\$ (1,058,352)	\$ 6,688,345	1%	

<b>Net change in fund balance</b>	\$ -	\$ 186,718	\$ 186,718	\$ -		
-----------------------------------	------	------------	------------	------	--	--



**JAUNT, Inc.**  
**Balance**  
**Sheet**  
**Summary**

9/26/2024

3:56 PM

	<b>8/31/2024</b>	<b>8/31/2023</b>
<b>Assets</b>		
Cash and Cash Equivalents	\$ 9,201,516.98	\$ 7,081,454.90
Receivables, Net of Allowances	20,403.45	46,540.35
Due From Other Governmental Units	777,149.26	1,474,397.98
Prepaid Items	66,578.74	57,101.46
Capital Assets	6,266,993.23	5,028,216.66
<b>Total Assets</b>	<b>\$ 16,332,641.66</b>	<b>\$ 13,687,711.35</b>
<b>Liabilities</b>		
Accounts Payable	\$ 106,593.82	\$ 299,956.42
Accrued Payroll & Related Liabilities	151,530.55	442,209.34
Lease Liability	69,956.08	85,921.59
Deferred Revenue	503,731.61	208,704.15
<b>Total Liabilities</b>	<b>831,812.06</b>	<b>1,036,791.50</b>
<b>Fund Balance/Net Position</b>		
JAUNT Inc. Stock	16.00	16.00
Fund Balance:		
Nonspendable:		
Prepaid Items	66,578.74	57,101.46
Committed:		
Rainy Day	3,000,000.00	3,000,000.00
Capital Reserve	1,965,808.00	1,000,000.00
Unassigned	4,444,195.32	3,817,550.77
Total Fund Balance	9,476,582.06	7,874,652.23
Total Equity	9,476,598.06	7,874,668.23
<b>Total Liabilities and Equity</b>	<b>\$ 10,308,410.12</b>	<b>\$ 8,911,459.73</b>
Net Position:		
Investment in Capital Assets	6,197,037.15	4,942,295.07
Unrestricted	9,303,776.45	7,708,608.78
Total Net Position	15,500,813.60	12,650,903.85
Total Net Position and Equity	15,500,829.60	12,650,919.85
<b>Total Liabilities and Net Position</b>	<b>\$ 16,332,641.66</b>	<b>\$ 13,687,711.35</b>

## Jaunt, Inc.

### Statement of Cash Flows for month ended August 31, 2024

Cash flows from Operations for August 2024	
Local Match	\$ 981,027
DRPT Receipts	660,465
CAT Receipts	-
Agency Receipts	4,288
Other Receipts	-
Transfer from Investment Account	
Payroll	(469,086)
Transfer to Investment Account	-
Capital Payments	(9,426)
Other Payments	(671,653)
Total cash flows from Operations	<u>495,614</u>
Cash flows from Investing for August 2024	
Interest	28,436
Transfer from Operating Account	-
Transfer to Operating Account	-
Total cash flows from Investing	<u>28,436</u>
Net change in cash	524,051
Beginning cash balance 8/1/2024	<u>8,665,552</u>
Ending cash balance 8/31/2024	<u><u>\$ 9,189,602</u></u>
Days of cash on hand	271.36
Months of cash on hand	9.05

## **Jaunt Safety Report August 2024**

### **Preventable Vehicle Accident(s): 3**

8/20/2024 – A Jaunt operator pulled to close to a sign when dropping off a client at Walmart, as they were leaving, the left side of the bumper hit the pole

8/20/2024 – A Jaunt operator was following a vehicle too closely. When the other car abruptly stopped, the operator did not have enough time to stop before hitting the other vehicle

8/26/2024 – A Jaunt operator hit an SUV as they were turning left out of Our Lady of Peace

### **Non-Preventable Vehicle Accident(s): 2**

8/12/2024 – A Jaunt bus was parked at UVA-Emily Couric Cancer Building when UTS bus cut to tight and bumped into the bus on the driver side, no damage was caused

8/19/2024 – A Jaunt operator was parked at Prospect Market when a white van backed into the bus

### **Customer Related Incident(s): 1**

8/9/2024 – Client unlocked their wheelchair and turned over inside the bus, small cut on left arm, client refused medical treatment

### **Staff Related Incident(s): 0**

Jaunt traveled 121,020 revenue miles and had 3 preventable accidents from 8/1/2024 to 8/31/2024. Jaunt has a goal of less than 1 preventable accident for every 100,000 revenue miles driven. Jaunt has had 7 preventable accidents since 7/1/2024 and recorded 241,483 total revenue travel miles.

### **Safety Concerns Shared and Investigated**

There were no safety concerns reported in August 2024

**Site Visits: 0**

During the month of August 2024, Jaunt conducted 0 site visit.

**National Transit Database Reporting**

Jaunt had 1 NTD reportable safety events for the month of August 2024

## Jaunt Board of Directors Meeting

October 9, 2024, 10 AM

This service report introduces August 2024 data, which saw a slight (1.6%) increase in ridership from July. Also new to this table is a comparison of FY23 to FY24 YTD summaries. These two columns compare July-August 2023 to July and August of 2024, with a percent change column. In August Jaunt provided shuttle service for participants of the CTAV conference, which explains the unusually high N/A (Jaunt Business) statistics.

Jaunt Performance Statistics		2023					2024								YTD FY24	YTD FY25	Pct Change
		Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug			
ADA	Passengers	8,964	8,791	9,377	8,590	7,555	7,815	8,778	8,871	8,835	8,721	7,906	8,406	8,351	16,959	16,757	-1.2%
	Revenue Hours	3,475	3,380	3,656	3,166	2,866	3,055	3,237	3,560	3,709	3,590	3,409	3,710	3,519	6,608	7,229	9.4%
	Revenue Miles	36,813	37,055	39,261	35,007	30,909	33,715	37,294	37,295	37,802	37,945	35,484	38,032	37,350	69,915	75,382	7.8%
Demand Response	Passengers	6,918	5,977	6,149	5,792	4,958	5,297	6,072	6,262	6,510	6,567	5,709	6,502	6,687	12,602	13,189	4.7%
	Revenue Hours	3,329	2,789	3,030	2,787	2,455	2,623	2,878	3,038	3,269	3,305	2,852	3,253	3,256	6,239	6,509	4.3%
	Revenue Miles	63,015	55,204	57,610	53,584	46,329	49,541	55,618	58,187	61,169	62,642	54,990	61,901	62,364	115,843	124,265	7.3%
Agency Trips	Passengers	635	603	461	514	458	263	243	310	316	585	228	249	266	1,850	515	-72.2%
	Revenue Hours	207	177	143	114	132	100	94	101	100	97	74	65	78	458	143	-68.8%
	Revenue Miles	3,671	3,362	2,738	1,991	2,376	1,767	1,612	1,845	1,846	1,888	1,264	1,145	1,337	8,085	2,482	-69.3%
N/A	Passengers	53	111	93	87	70	98	139	143	114	72	29	72	623	114	695	509.6%
	Revenue Hours	24	32	40	34	28	47	61	60	51	30	15	39	82	57	121	112.3%
	Revenue Miles	256	392	424	418	320	691	862	841	688	458	198	507	1,018	565	1,525	169.9%
Connect 29 North	Passengers	1,441	1,335	1,555	1,349	1,088	1,340	1,510	1,580	1,622	1,561	1,295	1,580	1,596	2,466	3,176	28.8%
	Revenue Hours	148	127	144	137	126	143	136	140	145	163	136	159	165	293	324	10.6%
	Revenue Miles	2,420	2,123	2,245	2,204	1,981	2,242	2,068	2,130	2,281	2,510	2,201	2,443	2,485	4,801	4,928	2.6%
Connect Buckingham	Passengers	773	905	937	849	842	905	1,028	956	926	995	964	1,125	1,092	1,425	2,217	55.6%
	Revenue Hours	156	144	153	140	132	144	146	144	149	154	131	155	154	293	309	5.5%
	Revenue Miles	4,449	3,971	4,196	4,011	3,705	3,937	4,071	4,035	4,235	4,322	3,726	4,315	4,243	8,434	8,558	1.5%
Connect Crozet	Passengers	1,303	1,247	1,521	1,160	1,019	1,222	1,591	1,552	1,673	1,620	1,482	1,820	1,985	2,332	3,805	63.2%
	Revenue Hours	477	425	458	429	399	421	435	429	446	462	414	483	473	885	956	8.0%
	Revenue Miles	10,405	9,558	9,974	9,422	8,836	9,263	9,495	9,357	9,594	10,271	9,280	10,639	10,741	19,513	21,380	9.6%
Connect Lovington	Passengers	328	326	374	326	264	324	382	398	394	416	440	387	306	626	693	10.7%
	Revenue Hours	55	52	54	49	53	51	47	44	52	58	53	68	64	109	132	21.1%
	Revenue Miles	1,535	1,363	1,436	1,445	1,286	1,383	1,457	1,453	1,528	1,467	1,270	1,481	1,482	2,899	2,963	2.2%

FY23	FY24	Pct Chg
238,178	228,046	-4.3%
91,875	86,336	-6.0%
1,440,295	1,338,152	-7.1%

Note, excludes NA trips

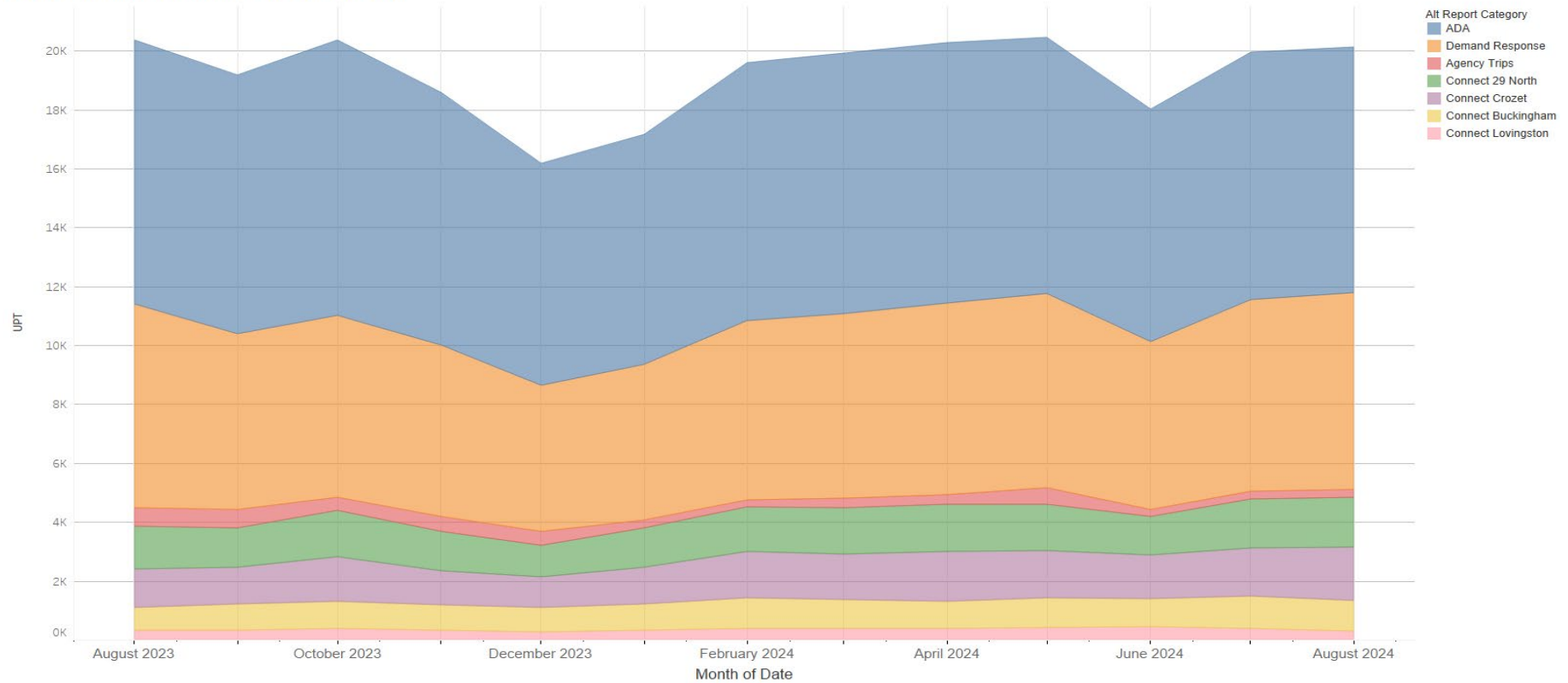


# Jaunt Board of Directors Meeting

October 9, 2024, 10 AM

This area chart that visualizes Jaunt Performance Statistics in the previous table, but only for UPT (Unlinked Passenger Trips). Percentage of total passenger trips for July 1, 2023-June 30, 2024 by service is as follows: **ADA 45%, Demand Response 31%, Agency 3%, NA 0%, and Commuter Bus 21%**. DR is 79% and CB is 21% of total ridership. Percentage of Revenue Hours by service is: **ADA 41%, Demand Response 41%, Agency 2%, and Commuter Bus 11%** of total revenue hours. DR is 89% and CB is 11% of total revenue hours.

Jaunt Service Performance - UPT Area Chart



The plot of sum of UPT for Date Month. Color shows details about 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 248 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 August 2023 to August 2024.



Albemarle Statistics		2023					2024								YTD FY24	YTD FY25	Pct Change
Reporting Category		Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug			
ADA	Passengers	4,507	4,398	4,571	4,298	3,718	3,895	4,462	4,221	4,428	4,249	3,839	4,067	4,045	8,403	8,112	-3.5%
	Revenue Hours	1,756	1,691	1,841	1,648	1,450	1,555	1,694	1,738	1,896	1,826	1,692	1,849	1,758	3,293	3,607	9.5%
	Revenue Miles	19,939	20,064	21,117	19,345	16,892	18,213	20,797	19,390	20,675	20,244	18,724	20,020	19,779	37,225	39,799	6.9%
Demand Response	Passengers	2,265	1,922	2,148	2,212	1,812	2,048	2,402	2,338	2,467	2,558	2,225	2,585	2,587	4,196	5,172	23.3%
	Revenue Hours	1,101	930	1,049	999	866	954	1,061	1,112	1,182	1,211	1,050	1,197	1,186	2,004	2,383	18.9%
	Revenue Miles	20,181	16,994	18,925	18,070	15,637	17,777	20,111	20,384	20,851	22,049	19,342	21,683	21,654	36,462	43,337	18.9%
Connect 29 North	Passengers	1,441	1,335	1,555	1,349	1,088	1,340	1,510	1,580	1,622	1,561	1,295	1,580	1,596	2,466	3,176	28.8%
	Revenue Hours	148	127	144	137	126	143	136	140	145	163	136	159	165	293	324	10.5%
	Revenue Miles	2,420	2,123	2,245	2,204	1,981	2,242	2,068	2,130	2,281	2,510	2,201	2,443	2,485	4,801	4,928	2.6%
Connect Crozet	Passengers	1,303	1,247	1,521	1,160	1,019	1,222	1,591	1,552	1,673	1,620	1,482	1,820	1,985	2,332	3,805	63.2%
	Revenue Hours	477	425	458	429	399	421	435	429	446	462	414	483	473	885	956	8.0%
	Revenue Miles	10,405	9,558	9,974	9,422	8,836	9,263	9,495	9,357	9,594	10,271	9,280	10,639	10,741	19,513	21,380	9.6%

Buckingham Statistics		2023					2024								YTD FY24	YTD FY25	Pct Change
Reporting Category		Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug			
Connect Buckingham	Passengers	773	905	937	849	842	905	1,028	956	926	995	964	1,125	1,092	1,425	2,217	55.6%
	Revenue Hours	156	144	153	140	132	144	146	144	149	154	131	155	154	293	309	5.4%
	Revenue Miles	4,449	3,971	4,196	4,011	3,705	3,937	4,071	4,035	4,235	4,322	3,726	4,315	4,243	8,434	8,558	1.5%

Charlottesville Statistics		2023					2024								YTD FY24	YTD FY25	Pct Change
Reporting Category		Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug			
ADA	Passengers	4,457	4,393	4,806	4,292	3,837	3,920	4,316	4,650	4,407	4,472	4,067	4,339	4,306	8,556	8,645	1.0%
	Revenue Hours	1,680	1,655	1,784	1,501	1,387	1,481	1,529	1,804	1,792	1,745	1,705	1,845	1,746	3,221	3,591	11.5%
	Revenue Miles	16,874	16,992	18,144	15,662	14,018	15,502	16,497	17,905	17,127	17,702	16,760	18,012	17,572	32,690	35,584	8.9%
Demand Response	Passengers	232	181	177	212	150	170	129	171	211	227	212	211	256	423	467	10.4%
	Revenue Hours	93	71	85	88	68	80	63	76	93	97	96	103	114	177	217	22.8%
	Revenue Miles	1,189	1,130	1,349	1,391	1,087	1,244	1,036	1,151	1,345	1,603	1,462	1,613	1,767	2,334	3,380	44.8%





Fluvanna Statistics		2023					2024								YTD FY24	YTD FY25	Pct Change
		Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug			
Reporting Category																	
Demand Response	Passengers	314	304	341	329	268	294	297	295	305	270	237	322	286	533	608	14.1%
	Revenue Hours	138	135	134	136	103	113	117	117	133	135	118	139	145	249	284	14.1%
	Revenue Miles	2,737	2,712	2,641	2,830	2,374	2,414	2,523	2,390	2,805	2,819	2,545	2,945	3,081	5,006	6,026	20.4%

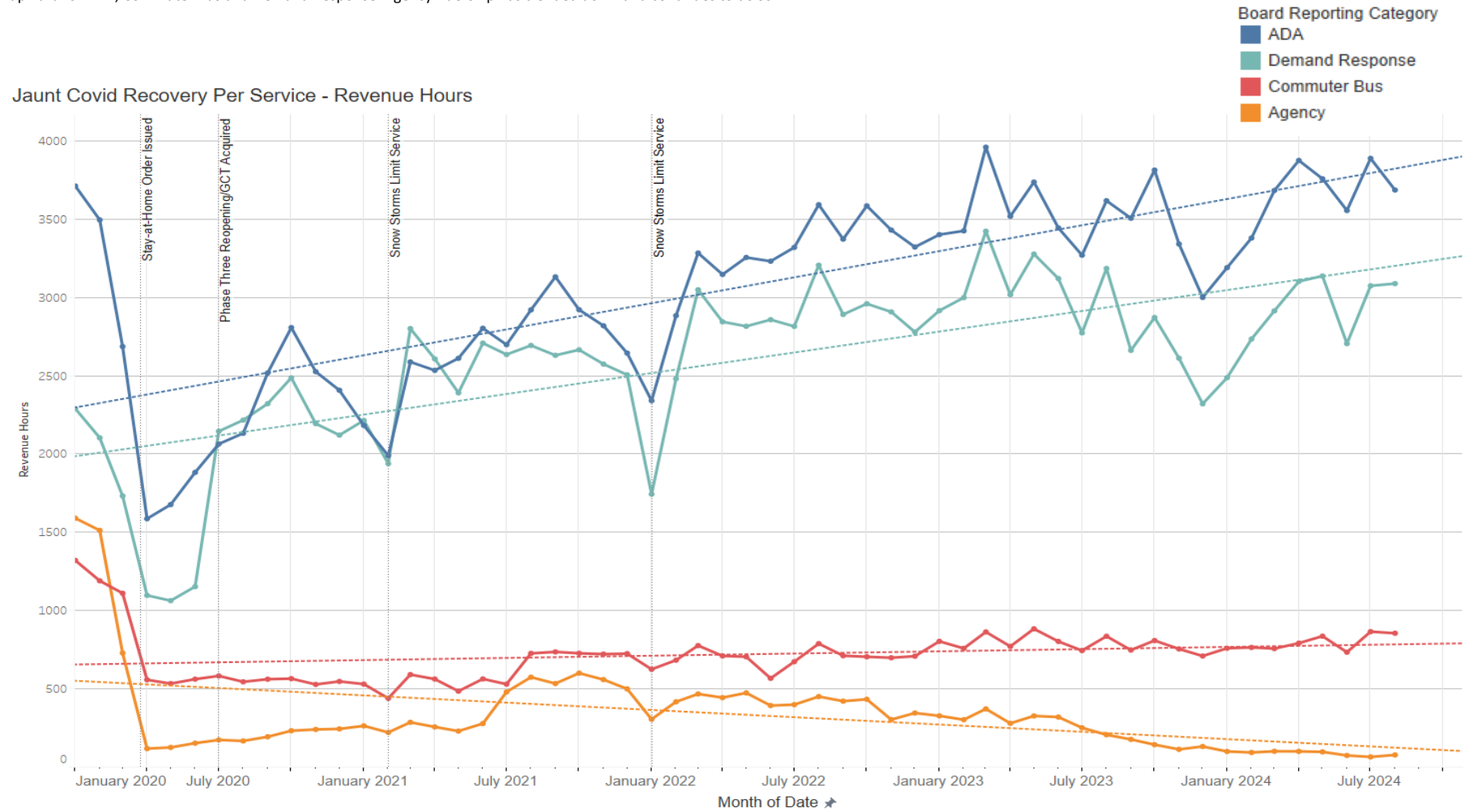
Greene Statistics		2023					2024								YTD FY24	YTD FY25	Pct Change
		Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug			
Reporting Category																	
Demand Response	Passengers	2,072	1,674	1,467	1,272	1,137	1,184	1,405	1,416	1,427	1,433	1,223	1,433	1,416	3,745	2,849	-23.9%
	Revenue Hours	930	672	689	597	530	576	657	686	717	734	625	717	658	1,808	1,375	-23.9%
	Revenue Miles	14,174	11,154	10,371	9,317	8,312	9,001	10,560	10,812	11,429	10,998	9,844	11,285	10,933	26,153	22,218	-15.0%

Louisa Statistics		2023					2024								YTD FY24	YTD FY25	Pct Change
		Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug			
Reporting Category																	
Demand Response	Passengers	1,903	1,736	1,858	1,627	1,459	1,507	1,710	1,848	1,952	1,968	1,694	1,833	1,982	3,425	3,815	11.4%
	Revenue Hours	974	885	973	892	822	847	906	954	1,051	1,063	888	1,022	1,070	1,796	2,092	16.5%
	Revenue Miles	22,824	21,227	22,021	20,229	17,254	17,717	19,742	21,393	22,732	23,259	19,957	22,447	22,782	41,818	45,229	8.2%

Nelson Statistics		2023					2024								YTD FY24	YTD FY25	Pct Change
		Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug			
Reporting Category																	
Demand Response	Passengers	131	160	158	140	132	94	129	194	148	111	118	118	144	279	262	-6.1%
	Revenue Hours	74	77	87	60	56	48	70	85	85	58	71	73	73	159	146	-8.4%
	Revenue Miles	1,904	1,986	2,302	1,747	1,665	1,389	1,646	2,058	2,006	1,914	1,839	1,928	2,017	4,065	3,945	-2.9%
Connect Lovington	Passengers	328	326	374	326	264	324	382	398	394	416	440	387	377	298	764	156.4%
	Revenue Hours	54	55	52	54	49	53	51	47	44	52	58	53	68	64	121	89.1%
	Revenue Miles	1,364	1,535	1,363	1,436	1,445	1,286	1,383	1,457	1,453	1,528	1,467	1,270	1,481	1,482	2,751	85.6%



This is the revised graphic favored and approved at the April 10, 2024 Board Meeting. It is cleaned up with fewer reference marks, no NA trips, and with trend lines added. The trend lines since COVID all are consistency upward for ADA, Commuter Bus and Demand Response. Agency ridership has trended down and continues to do so.



The trend of sum of Revenue Hours 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 after 12/1/2019. The Exclusions (MONTH(Date),Reporting Category) filter keeps 248 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 December 2019 to August 2024.



FY 25 ADA Compliance Report - October 9, 2024 Board Meeting

(new stats)

Item	FY24											FY25		Average	
	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	FY24 Full	FY25 YTD
ADA Unlinked Passenger Trips	8,964	8,791	9,377	8,590	7,555	7,815	8,778	8,871	8,835	8,721	7,906	8,406	8,351	8,517	8,379
All Demand Response UPT	16,517	15,371	15,987	14,896	12,971	13,375	15,093	15,443	15,661	15,873	13,843	15,157	15,304	14,994	15,231
ADA Revenue Miles	36,813	37,055	39,261	35,007	30,909	33,715	37,294	37,295	37,802	37,945	35,484	38,032	37,350	35,974	37,691
All Demand Response Revenue Miles ^	103,499	95,620	99,609	90,582	79,615	85,023	94,524	97,327	100,816	102,475	91,738	101,078	101,052	94,264	101,065
ADA Revenue Hours	3,461	3,367	3,644	3,157	2,856	3,046	3,228	3,554	3,700	3,584	2,928	3,323	3,334	3,303	3,329
All Demand Response Revenue Hours ^	7,010	6,346	6,829	6,067	5,453	5,778	6,208	6,700	7,078	6,992	6,336	7,029	6,853	6,424	6,941
ADA No Shows	313	315	360	315	315	256	259	256	190	173	178	201	215	268	208
All Demand Responses No Shows	626	605	654	531	531	481	462	437	375	362	389	409	449	503	429
ADA Missed Trips	4	16	10	4	5	6	8	5	5	8	3	6	2	7	4
All Demand Responses Missed Trips	31	31	20	27	8	10	9	9	9	9	5	8	9	15	9
ADA Denials	2	5	9	2	4	9	13	7	0	0	0	0	0	4.6	0.0
All Demand Responses Denials	26	76	171	145	93	152	149	153	32	50	31	31	62	92	47
ADA On Time Performance	92%	88%	91%	90%	90%	91%	88%	93%	93%	93%	93%	94%	95%	91%	94%
All Demand Responses OTP	90%	86%	89%	89%	88%	89%	87%	92%	92%	92%	93%	93%	95%	90%	94%
ADA Passenger Complaints	1	0	0	0	0	0	0	0	0	0	0	0	0	0.1	0.0
ADA Lifts Determined Inoperable	1	0	0	0	0	1	0	0	0	0	0	1	0	0.3	0.5
ADA Passenger Incidents/Accidents	0	0	0	0	1	0	0	0	0	0	1	0	1	0.4	0.5
ADA Vehicle Accidents	0	2	0	0	0	0	0	0	0	0	0	0	0	0.3	0.0
Excessively Long ADA Trips	23	29	19	19	33	19	37	33	43	25	17	29	18	27	24
Demand Response Reservations Hold Times	3:00	2:35	2:47	2:27	2:22	2:20	1:48	1:40	1:56	1:46	1:48	2:12	2:15	2:18	2:13

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

YTD FY25	FY24	Metric
55%	57%	Percentage of ADA Trips of all Demand Response Trips
37%	38%	Percentage of ADA Revenue Miles of all Demand Response Revenue Miles
48%	51%	Percentage of ADA Revenue Hours of all Demand Response Revenue Hours
2.5%	3.2%	Percentage of ADA No Shows of all ADA Trips
2.8%	3.4%	Percentage of Demand Response No Shows of all Demand Response Trips
0.05%	0.08%	Percentage of ADA missed trips of all ADA Trips
0.06%	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
94%	91%	Percentage of ADA trips that were on time of all ADA Trips
94%	90%	Percentage of Demand Response trips that were on time of all DR Trips
0.28%	0.31%	Percentage of Excessively long ADA trips of all ADA Trips made
2:13	2:18	Yearly Average Response Reservations Hold Times



## 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

- **LRTP:** Long Range Transportation Plan
- **LR:** Light Rail Transit
- **MAACA:** Monticello Area Community Action Agency
- **MAP-21:** Moving Ahead for Progress in the 21<sup>st</sup> 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
- **TJPCD:** 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 a 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 the 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

**People****Service****Connection****OCTOBER 2024  
CEO Report**

They say it is Fall but we can't be sure yet. It is definitely the rainy season though! I had a great trip down to Buckingham County to meet with County Executive Karl Carter and discuss Jaunt services in September. Also, my trip to Aruba was pretty nice as well. 😊 This month we recognize the second half of National Hispanic Heritage Month. In October, we celebrated Josue Salamanca for his outstanding contributions as Jaunt's Employee of the Month. Thank you for all you do Josue! If you see him, please share your thanks and congratulations. We are in the pink this month! Our entire team is supporting Breast Cancer Awareness with new pink shirts. Join us, no one should fight alone.

The Board meeting includes an action item to review budget assumptions and concepts and pass a resolution authorizing our FY26 Budget Applications. I will review the Title VI Plan and ask the Board to endorse the new triennial plan so it can be filed with the State. After many months of work, we are bringing forward a new Employee Handbook for your approval. You will simultaneously be approving revised policies for Drugs and Alcohol, Exposure Control and Financial and Grants Management. Janet and I will review the significant changes and enhancements in the new policy. Mr. Larson's last day of service was 9/30/24 and Mr. Burdette will ask for a Board member to be appointed to the Secretary role. The final action item will be to appoint Board members interested in structuring the Board retreat agenda.

We had a robust response to our RFP for IT services, and we will be engaging with the selection process later this month. We made great progress on our HVAC services process and will name the successful bidder this month.

Our Microtransit study work is on track for a presentation to the Board in November. Just a reminder that I will be joining a group of local leaders on a trip to Champaign-Urbana to examine their implementation of a fleet fueled by hydrogen. CAT is organizing this trip as they explore their 2040 zero carbon emissions objectives.

During new business I will share the scope of services that I intend to include in a RFP for Communication, Marketing, & Design Services. The Board is invited to add to or amend the list that was shared in the meeting materials. I will review a change in data reporting practice that became effective this month. We will be working closely with CAT to manage a seamless transition and to codify our relationship going forward. Finally, Dian will lead a discussion on Jaunt Friends in anticipation of a November vote on the future of the entity.

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

**PEOPLE/ SERVICE/ CONNECTION:** Not every day is easy when you are making 1,000 trips over almost 3,000 square miles. It can be a lot harder when there is severe weather, or technology fails, or when folks are out. Our team has kept the buses moving and serving the community through some difficult circumstances over the last month: Working early and late to assess road conditions; Visiting customers to assess safety; Supporting one another; Dealing with flooding at the facility; Reconstructing over 900 phone calls to make sure we didn't miss a reservation. We come together and remember what matters most. I am proud of how we serve.

As always thank you, you are appreciated!

Be well - Mike



People

Service

Connection

## Communication RFP Scope Highlights

- a. Development of a communications strategy and marketing plan
- b. Graphic design, publication, and printing services including routine services such as serviced related graphics and signage (including wayfinding); branding, presentation templates, newsletter, as well as web/social media site design
- c. *Ad hoc* or temporary marketing and communication services including public relations, managing press relationships, and assistance with crisis communications. This may include designating a staff person to serve as JAUNT's communications specialist/manager or assist an existing staff member serving in a similar capacity.
- d. Development and/or execution of promotional events and programs such as, but not limited to, staging special events.
- e. Development and/or execution of a wide range of advertising including, but not limited to, print, direct mail, social media, radio, television, etc.
- f. Copywriting and media buy services.
- g. Market research including, but not limited to, on-board customer surveys, focus groups, public surveys, etc.
- h. Coordination of language translation services for selected Jaunt materials
- i. Project management for any of the above tasks.



# COMMONWEALTH of VIRGINIA

**Zach Trogdon**  
Acting Director

**DEPARTMENT OF RAIL AND PUBLIC TRANSPORTATION**  
600 EAST MAIN STREET, SUITE 2102  
RICHMOND, VA 23219-2416

(804) 786-4440  
FAX (804) 225-3752  
Virginia Relay Center  
(800) 828-1120 (TDD)

September 23, 2024

Garland Williams  
Director, Charlottesville Area Transit  
1545 Avon Street Extended  
Charlottesville, VA 22902

Mike Murphy  
CEO, Jaunt  
104 Keystone Place  
Charlottesville, VA 22902

Dear Garland and Mike,

I am writing to inform your respective agencies of DRPT's requirement for Charlottesville Area Transit (CAT) to submit monthly performance data - ridership, vehicle revenue hours, and vehicle revenue miles - for its complimentary paratransit service. The Americans with Disabilities Act (ADA) requires public transit agencies that provide fixed-route service to provide "complementary paratransit" service to people with disabilities who cannot otherwise access the fixed route because of a disability. Our understanding of the current arrangement is that CAT is the provider of fixed-route service and contracts with Jaunt to provide complementary paratransit services in compliance with the ADA.

We also understand that, since the inception of this arrangement, Jaunt has submitted monthly performance data for the paratransit service directly to DRPT on behalf of CAT. As the fixed-route provider, CAT is ultimately responsible for providing the paratransit services and, by extension, for reporting on the performance of the service. This process is consistent with other agencies in Virginia that have similar arrangements where a contractor is used to operate the paratransit services (i.e. the agency with fixed route service reports the performance data to DRPT, not the contractor). DRPT requires that, beginning on October 1, 2024, CAT submits the performance data for this service directly to DRPT. DRPT staff will, in turn, retroactively shift historical performance data for the paratransit service from Jaunt to CAT.

If you have any questions or concerns about this request, please do not hesitate to contact me.

Sincerely,

Zach Trogdon  
Acting Director, DRPT