

[People](#)[Service](#)[Connection](#)

## AGENDA

**Meeting of the Board of Directors**

November 13, 2024, at 10:00 AM EST

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PUBLIC ARE ENCOURAGED TO ATTEND REMOTELY USING THE BELOW LINKS

- Meeting Link: <https://us02web.zoom.us/j/84990084966>
- Or One tap mobile: US: +13017158592, 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.*

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

**II. Roll Call** – *Iscella Wittich, Secretary*

**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**

- October 9, 2024, Board of Directors Meeting Minutes—*Iscella Wittich, Secretary* [Pgs 3-7 of 33](#)
- Accept & Approve Audit—*Robin Munson, David Foley* [Pg 8 of 33 \(Full Document Hyperlinked\)](#)
- Friends – *Dian McNaught & Mike Murphy, CEO*

**VI. Standing Committee Reports**

- Finance Committee--*Jacob Sumner, Treasurer & Robin Munson, CFO* [Pgs 9-14 of 33](#)
- Operations and Safety Reports—*Jason Espie, Phyllis Williams,* [Pgs 15-22 of 33](#)
- Regional Transit Partnership Update—*Christine Jacobs*
- CEO Report--*Mike Murphy* [Pgs 32-33 of 33](#)

**VII. New Business** –

- Holidays & Service - *Mike Murphy*
- Future Board Agenda Items - *Mike Murphy*
  - Microtransit Study*
  - Friends*
  - Excess Working Capital Strategy*
  - Celebration*

**VIII. Announcements and Board Member comments**

**Adjourn to the next meeting: December 11, 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: October      Year: 2024

Directors	Present In Person	Present Virtual	Absent
Brad Burdette, [President], Nelson	X		
Lucas Ames, [Vice President], Charlottesville	X		
Jacob Sumner, [Treasurer], Albemarle	X		
Caetano de Campos Lopes, Albemarle	X		
Nick Pilipowskyj, Albemarle			X
Ben Chambers, Charlottesville	X		
Christine Appert, Charlottesville (Joined online at 11:19am)		X	
Ray Heron, Charlottesville	X		
Randy Parker, Louisa (Out of state visiting family)		X	
Rachel Jones, Louisa (Left meeting at 11:00am)	X		
Dian McNaught, Nelson (Sick)		X	
Iscella Wittich, Fluvanna	X		
James Schoenster, Fluvanna	X		
<b>Ex Officio Directors</b>			
Christine Jacobs, TJPDC			X
Garland Williams, CAT		X	
Katy Miller, DRPT (Joined online at 10:30am)		X	
<b>Staff</b>			
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		
Michelle Robinson, Road Supervisor		X	
<b>Public</b>			
Lucinda Shannon, TJPDC		X	



People

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## Minutes

**Meeting of the Board of Directors**

October 9, 2024, at 10:00 AM EST

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

**II. Roll Call – 10:00 AM**

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

At today's meeting, Jaunt welcomed Ben C. to the Board of Directors. Ben, who has worked in the transit industry for nearly 20 years, will represent the City of Charlottesville. Additionally, Caetano informed the board that he would be stepping down from the board due to a change in his employment and potential relocation, which would prevent him from continuing to serve as an Albemarle representative. Brad B. also used this opportunity to inform the board that Mike Murphy, the CEO of Jaunt, would not be attending today's meeting due to medical reasons.

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

None

**V. Action Items**

**A. September 11, 2024, Board of Directors Meeting Minutes-**

Motion: James S.

2<sup>nd</sup>: Iscella W.

Vote: Unanimous to accept

**B. Review Budget Concepts and Authorize Applications- *Mike Murphy, Robin Munson***

Robin requested the boards acceptance of Jaunt's resolution permitting applications for FY2026 and presented a brief presentation outlining the key ideas being used to determine the actual budgetary figures for FY2026.

Motion: Jacob S.

2<sup>nd</sup>: Ray H.

Vote: Unanimous to accept

**C. Title VI Plan Approval- *Mike Murphy***

Janet informed the board that DRPT submits a request for any necessary modifications to Title VI every three years. Jaunt made a few minor adjustments this year, such as updating tables and maps as well as name changes. The full updated version of Title VI can be found on Jaunt's website under the document center.

Motion: Rachel J.

2<sup>nd</sup>: James S.

Vote: Unanimous to accept

#### **D. Employee Handbook Approval- *Mike Murphy, Janet Jackson***

Janet stated that Jaunt was seeking approval from the board for a new employee handbook that Jaunt had been working on updating with Jordan Bowman, Jaunt's legal counsel and an outside consultant.

Motion: Rachel J.    2<sup>nd</sup>: James S.    Vote: Unanimous to accept

#### **E. Appoint Secretary – *Brad Burdette, President***

Due to Erik L's resignation as a representative of the City of Charlottesville on the board, Brad B. announced that there was a vacancy for the position of Secretary and asked if any members would be interested in volunteering. Iscella W., a Fluvanna County representative, volunteered to be Secretary until the next annual shareholders meeting in February 2025.

Motion: James S.    2<sup>nd</sup>: Lucas A.    Vote: Unanimous to accept

#### **F. Appoint Retreat Planning Committee Members – *Brad Burdette, President***

A planning committee was established by the Executive Committee of the Jaunt Board of Directors in preparation for the January board retreat. Brad B. had reached out to Ben C., Christine A., Randy P., and Lucas A., to inquire about their interest in joining the board retreat committee, and they all agreed.

Motion: Caetano    2<sup>nd</sup>: James S.    Vote: Unanimous to accept

### **VI. Standing Committee Reports**

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

Robin reviewed the financial data for August 2024. By the end of August, she stated, only 4% of capital revenue and 1% of capital expenses had been recognized, as well as 17% of operating revenue and 14% of operating expenses. Lucas A. asked for some clarification regarding Urban funding because it appears to be listed in the budget as still being unavailable. Robin stated that while we don't have a solution yet, we are collaborating with DRPT to find a solution for this issue.

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

Janet J. began by responding to Dian M's inquiry from the previous board meeting regarding whether we were required to disclose all accidents, in which the answer is yes, Jaunt has to report any accident where our vehicles touch anything other than the road it is travelling on. Additionally, Janet explained that incidents are more frequently related to persons, whereas accidents are more frequently tied to property.

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

Phyllis W. went over the August 2024 safety reports with the board. Jaunt experienced one customer related incident, zero staff related incidents, three preventable accidents, and two non-preventable accidents in August 2024. Janet J. informed the board that Phyllis had retrained all of the operators involved in the preventable accidents, and that Jaunt had a safety training meeting for all Jaunt employees scheduled on October 16, 2024. After that Jason E. reviewed the August statistics reports for Jaunt. He noted that Jaunt's provision of shuttle services for the CTAV conference attendees caused a

slight anomaly in the August N/A ridership, and that overall ridership for August 2024 was showing 1.6% higher than previous months. The Covid graph that is part of Jason's reports was mentioned by Randy P. He stated that he would like to see this chart revised to show numbers just two years back. He believes that by doing this it would show the trend line as relatively flat and Jaunt could potentially remove from the monthly reports. Jason promised to make the necessary changes to the Covid chart and present the revised graph to the board at the November meeting. Angie J. reported that there were zero ADA denials for the month of August, and that on time performance was at 95%.

#### D. Regional Transit Partnership Update—*Christine Jacobs*

At the September meeting, a representative from the Blue Ridge Health Department gave an overview of the walk audit in which TJPDC and the Charlottesville Area Alliance took part. An update on the PATH Mobility Management Program was also provided. The October and November meetings have both been canceled and the next meeting is scheduled for December 12, 2024 and will feature a presentation by Mike Murphy, CEO of Jaunt, on the company's ongoing studies.

#### E. CEO Report--*Mike Murphy*

Mike Murphy and Buckingham County Executive, Karl Carter, met in September to discuss Jaunt services. To raise awareness of breast cancer, Jaunt provided each employee a pink shirt featuring the company's values: people, service, and connection.

### VII. New Business –

#### A. Communications RFP - *Mike Murphy*

Mike Murphy had been collaborating with the Executive Committee on a Communication and Marketing RFP, which was presented at today's meeting by Mike Mills, Director of Procurement. The board was requested to look over the RFP and report back to Mike Murphy with any additions or modifications they feel should be made or included.

#### B. DRPT Reporting Change - *Mike Murphy*

Robin presented the board with a copy of a letter from DRPT that both Jaunt and CAT had received about necessary adjustments for reporting.

#### C. Friends – *Dian McNaught*

Dian M. informed the board that a few members of the Board of Directors had a meeting on September 23, 2024 to discuss the future of Jaunt Friends. While they still do not have a clear idea of what the future should be, it was decided that Jaunt Friends should continue. Jordan Bowman, Jaunt's legal counsel, was contacted by Lucas A. regarding the present Jaunt Friends bylaws and the potential for revisions that would address how members should and can be chosen as well as terms. In November, Dian M. hopes to present a proposal for Jaunt friends to the board for approval.

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

There was a brief discussion of the November agenda topics. Jaunt is hoping to provide the board with a presentation on Jaunt's audit and Mobility on Demand.

## VIII. Announcements and Board Member comments

None

**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**

DRAFT

# FINANCIAL REPORT

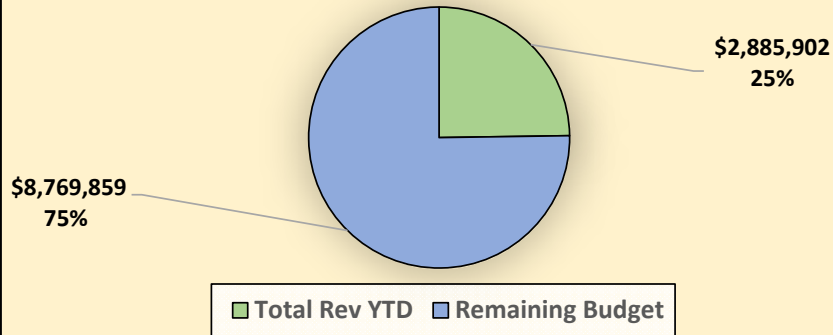
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**For the Year Ended:**  
June 30, 2024

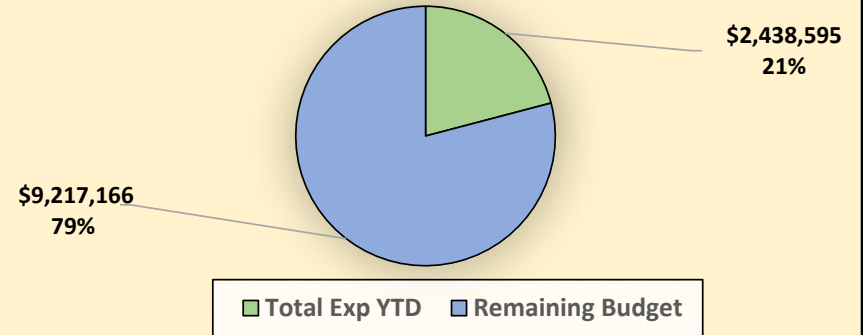




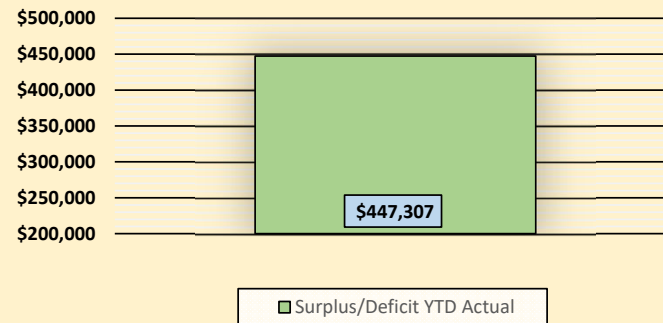
### FY25 YTD Operating Budget v Actual Revenue September 30, 2024



### FY25 YTD Operating Budget v Actual Expenses September 30, 2024



### FY25 YTD Operating Surplus/Deficit September 30, 2024



## Jaunt, Inc. FY2025 Monthly Financial Summary

### Operating

#### September 2024 Year To Date

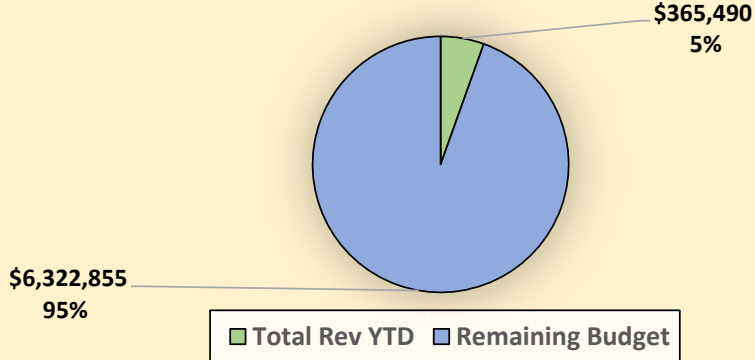
Sources of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Realized	Comments
Interest Revenue	\$ 57,000	\$ 77,360	\$ 20,360	\$ 228,000	34%	Budget based on FY24 actuals. Service lower than anticipated.
Contract Revenue	\$ 24,000	\$ 17,877	\$ (6,123)	\$ 96,000	19%	
<b>Governmental Revenue:</b>						
Federal Operating Grants	\$ 1,046,093	\$ 985,526	\$ (60,567)	\$ 4,184,372	24%	Budget was based on need, actual expected to be higher.
Virginia DRPT Operating	\$ 468,471	\$ 474,317	\$ 5,846	\$ 1,873,883	25%	
Local Government Operating	\$ 1,311,454	\$ 1,320,780	\$ 9,326	\$ 5,245,816	25%	
UVA Contribution	\$ 6,923	\$ 10,000	\$ 3,077	\$ 27,690	36%	
Other Revenue	\$ -	\$ 42	\$ 42	\$ -		
Account Transfer (Jaunt Reserves)	\$ -	\$ -	\$ -			
<b>Total Revenue</b>	\$ 2,913,940	\$ 2,885,902	\$ (28,037)	\$ 11,655,761	25%	

Uses of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Used	Comments
Salaries & Wages	\$ 1,692,168	\$ 1,413,390	\$ (278,777)	\$ 6,768,670	21%	Not at full staffing level.
Fringe Benefits/Staff Development	\$ 611,055	\$ 508,223	\$ (102,833)	\$ 2,444,221	21%	Not at full staffing level.
Travel/Business Meals/Meetings	\$ 17,879	\$ 1,921	\$ (15,958)	\$ 71,516	3%	Minimal activity.
Facility/Equipment Maintenance/Utilities	\$ 46,809	\$ 33,795	\$ (13,013)	\$ 187,235	18%	Telephone under budget.
Supplies & Materials	\$ 269,948	\$ 208,524	\$ (61,424)	\$ 1,079,792	19%	Fuel prices dropped, actual 78% of budgeted amount, parts.
Marketing & Advertising	\$ 13,945	\$ 1,280	\$ (12,665)	\$ 55,780	2%	Limited marketing activity, RFP in progress.
Insurance & Bonding	\$ 108,141	\$ 131,036	\$ 22,895	\$ 432,563	30%	Premium costs increased due to greater vehicle costs.
Professional Services	\$ 142,219	\$ 133,292	\$ (8,927)	\$ 568,874	23%	Recruitment under budget.
Miscellaneous	\$ 11,777	\$ 7,133	\$ (4,644)	\$ 47,109	15%	
<b>Total Expenditure</b>	\$ 2,913,940	\$ 2,438,595	\$ (475,346)	\$ 11,655,761	21%	

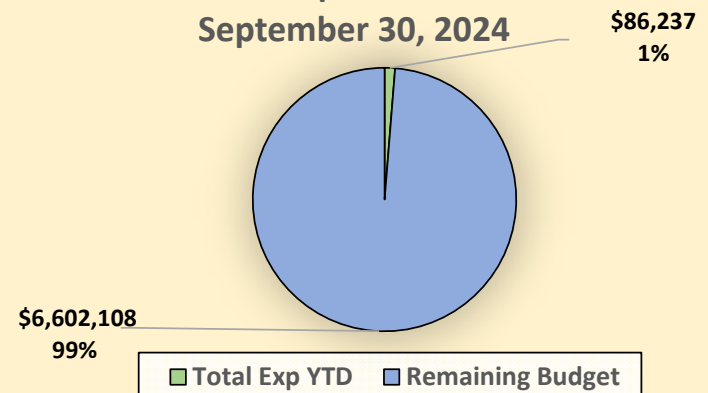
<b>Net change in fund balance</b>	\$ 0	\$ 447,307	\$ 447,307	\$ -		
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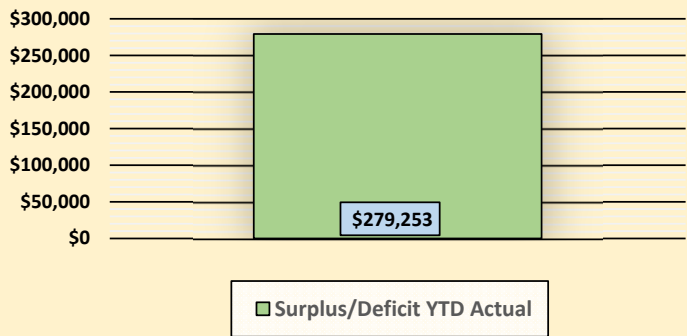
**FY25 YTD Capital Budget v Actual  
Revenue  
September 30, 2024**



**FY25 YTD Capital Budget v Actual  
Expenses  
September 30, 2024**



**FY25 YTD Capital Surplus/Deficit  
September 30, 2024**



# Jaunt, Inc. FY2025 Monthly Financial Summary

## Capital

### September 2024 Year To Date

September 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	\$ 883,982	\$ 41,174	\$ (842,808)	\$ 3,535,929	1%	Based on expense activity below.
Virginia DRPT Capital	\$ 258,250	\$ 13,798	\$ (244,452)	\$ 1,032,999	1%	Based on expense activity below.
Local Government	\$ 310,518	\$ 310,518	\$ -	\$ 1,242,073	25%	
Account Transfer (Jaunt Reserves)	\$ 219,336	\$ -	\$ (219,336)	\$ 877,344	\$ -	
<b>Total Revenue</b>	<b>\$ 1,672,086</b>	<b>\$ 365,490</b>	<b>\$ (1,306,596)</b>	<b>\$ 6,688,345</b>	<b>5%</b>	
Uses of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Used	Comments
Revenue Vehicles	\$ 1,434,485	\$ -	\$ (1,434,485)	\$ 5,737,938	0%	FY24 DR due Nov; FY25 ordered in Sept.
Support Vehicles	\$ -	\$ -	\$ -	\$ -		
Spare Parts for Vehicles	\$ 69,756	\$ 61,479	\$ (8,277)	\$ 279,023	22%	Replaced on as need basis; seat belts.
Facility	\$ 64,259	\$ 6,843	\$ (57,416)	\$ 257,034	3%	Engineering award not begun yet.
Information Technology	\$ 103,588	\$ 17,915	\$ (85,672)	\$ 414,350	4%	Vehicle camera system yet to be procured.
<b>Total Expenditure</b>	<b>\$ 1,672,086</b>	<b>\$ 86,237</b>	<b>\$ (1,585,849)</b>	<b>\$ 6,688,345</b>	<b>1%</b>	
<b>Net change in fund balance</b>	<b>\$ -</b>	<b>\$ 279,253</b>	<b>\$ 279,253</b>	<b>\$ -</b>		



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

11/1/2024

6:03 PM

	<b>9/30/2024</b>	<b>9/30/2023</b>
<b>Assets</b>		
Cash and Cash Equivalents	\$ 8,746,099.69	\$ 6,769,151.42
Receivables, Net of Allowances	23,211.17	44,409.24
Due From Other Governmental Units	1,028,986.34	1,794,365.98
Prepaid Items	55,363.96	49,844.25
Capital Assets	6,266,993.23	5,028,216.66
<b>Total Assets</b>	<b>\$ 16,120,654.39</b>	<b>\$ 13,685,987.55</b>
<b>Liabilities</b>		
Accounts Payable	\$ 117,298.65	\$ 258,931.33
Accrued Payroll & Related Liabilities	150,221.02	409,609.66
Lease Liability	69,956.08	85,921.59
Deferred Revenue	46,382.20	28,369.02
<b>Total Liabilities</b>	<b>383,857.95</b>	<b>782,831.60</b>
<b>Fund Balance/Net Position</b>		
JAUNT Inc. Stock	16.00	16.00
Fund Balance:		
Nonspendable:		
Prepaid Items	55,363.96	49,844.25
Committed:		
Rainy Day	3,000,000.00	3,000,000.00
Capital Reserve	1,965,808.00	1,000,000.00
Unassigned	4,691,376.94	4,077,044.08
<b>Total Fund Balance</b>	<b>9,712,548.90</b>	<b>8,126,888.33</b>
<b>Total Equity</b>	<b>9,712,564.90</b>	<b>8,126,904.33</b>
<b>Total Liabilities and Equity</b>	<b>\$ 10,096,422.85</b>	<b>\$ 8,909,735.93</b>
Net Position:		
Investment in Capital Assets	6,197,037.15	4,942,295.07
Unrestricted	9,539,743.29	7,960,844.88
<b>Total Net Position</b>	<b>15,736,780.44</b>	<b>12,903,139.95</b>
<b>Total Net Position and Equity</b>	<b>15,736,796.44</b>	<b>12,903,155.95</b>
<b>Total Liabilities and Net Position</b>	<b>\$ 16,120,654.39</b>	<b>\$ 13,685,987.55</b>

## Jaunt, Inc.

### Statement of Cash Flows for month ended September 30, 2024

#### Cash flows from Operations for September 2024

Local Match	\$	168,121
DRPT Receipts		169,812
CAT Receipts		-
Agency Receipts		5,840
Other Receipts		88
Transfer from Investment Account		
Payroll		(470,912)
Transfer to Investment Account		-
Capital Payments		(16,237)
Other Payments		(339,159)
Total cash flows from Operations		<u>(482,447)</u>

#### Cash flows from Investing for September 2024

Interest		26,987
Transfer from Operating Account		-
Transfer to Operating Account		-
Total cash flows from Investing		<u>26,987</u>

Net change in cash (455,460)

Beginning cash balance 9/1/2024 9,189,602

Ending cash balance 9/30/2024 \$ 8,734,143

Days of cash on hand 273.51

Months of cash on hand 9.12

## **Jaunt Safety Report September 2024**

### **Preventable Vehicle Accident(s): 1**

9/21/2024 – Jaunt operator was on break, when their break ended they were backing up to leave and got too close to the railing causing contact with the bus

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

9/17/2024 – Jaunt operator was driving along route 20 when a deer jumped out and hit the bus

9/19/2024 – Jaunt operator was turning off of 64 onto the 5<sup>th</sup> street exit when a vehicle coming from the north hit the bike rack on bus, the vehicle kept going

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

9/19/2024 – Operator pulled up to pick up a client, the client saw the bus and started walking towards the bus and fell off the curb

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

Jaunt traveled 114,094 revenue miles and had 1 preventable accident from 9/1/2024 to 9/30/2024. Jaunt has a goal of less than 1 preventable accident for every 100,000 revenue miles driven. Jaunt has had 8 preventable accidents since 7/1/2024 and recorded 355,577 total revenue travel miles.

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

There were no safety concerns reported in September 2024

### **Site Visits: 0**

During the month of September 2024, Jaunt conducted 0 site visits.

**National Transit Database Reporting**

Jaunt had 0 NTD reportable safety events for the month of September 2024



# Jaunt Board of Directors Meeting

November 13, 2024, 10 AM

This service report includes September 2024 data, which saw a small (-4.6%) decrease in ridership from August. The two columns to the right show a comparison of the average monthly for all of FY24 to Year-to-Date monthly for FY25, followed by a percent change column.

Jaunt Performance Statistics		2023				2024								Avg All FY24	Avg YTD FY25	Pct Diff	
		Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug				Sep
ADA	Passengers	8,791	9,377	8,590	7,555	7,815	8,778	8,871	8,835	8,721	7,906	8,406	8,351	8,129	8,517	8,295	-2.6%
	Revenue Hours	3,380	3,656	3,166	2,866	3,055	3,237	3,560	3,709	3,590	3,409	3,710	3,519	3,448	3,353	3,559	6.1%
	Revenue Miles	37,055	39,261	35,007	30,909	33,715	37,294	37,295	37,802	37,945	35,484	38,032	37,350	36,711	35,974	37,364	3.9%
Demand Response	Passengers	5,977	6,149	5,792	4,958	5,297	6,072	6,262	6,510	6,567	5,709	6,502	6,687	6,148	5,991	6,446	7.6%
	Revenue Hours	2,789	3,030	2,787	2,455	2,623	2,878	3,038	3,269	3,305	2,852	3,253	3,256	3,029	2,939	3,179	8.2%
	Revenue Miles	55,204	57,610	53,584	46,329	49,541	55,618	58,187	61,169	62,642	54,990	61,901	62,364	55,354	55,893	59,873	7.1%
Agency Trips	Passengers	603	461	514	458	263	243	310	316	585	228	249	266	303	486	273	-43.9%
	Revenue Hours	177	143	114	132	100	94	101	100	97	74	65	78	81	133	75	-43.6%
	Revenue Miles	3,362	2,738	1,991	2,376	1,767	1,612	1,845	1,846	1,888	1,264	1,145	1,337	1,538	2,398	1,340	-44.1%
N/A	Passengers	111	93	87	70	98	139	143	114	72	29	72	623	132	89	276	209.2%
	Revenue Hours	32	40	34	28	47	61	60	51	30	15	39	82	76	38	66	73.2%
	Revenue Miles	392	424	418	320	691	862	841	688	458	198	507	1,018	922	488	816	67.1%
Connect 29 North	Passengers	1,335	1,555	1,349	1,088	1,340	1,510	1,580	1,622	1,561	1,295	1,580	1,596	1,552	1,392	1,576	13.2%
	Revenue Hours	127	144	137	126	143	136	140	145	163	136	159	165	160	141	161	14.6%
	Revenue Miles	2,123	2,245	2,204	1,981	2,242	2,068	2,130	2,281	2,510	2,201	2,443	2,485	2,213	2,232	2,380	6.6%
Connect Buckingham	Passengers	905	937	849	842	905	1,028	956	926	995	964	1,125	1,092	1,017	894	1,078	20.5%
	Revenue Hours	144	153	140	132	144	146	144	149	154	131	155	154	145	144	151	5.0%
	Revenue Miles	3,971	4,196	4,011	3,705	3,937	4,071	4,035	4,235	4,322	3,726	4,315	4,243	3,796	4,054	4,118	1.6%
Connect Crozet	Passengers	1,247	1,521	1,160	1,019	1,222	1,591	1,552	1,673	1,620	1,482	1,820	1,985	2,056	1,368	1,954	42.8%
	Revenue Hours	425	458	429	399	421	435	429	446	462	414	483	473	451	434	469	8.2%
	Revenue Miles	9,558	9,974	9,422	8,836	9,263	9,495	9,357	9,594	10,271	9,280	10,639	10,741	12,303	9,547	11,228	17.6%
Connect Lovington	Passengers	326	374	326	264	324	382	398	394	416	440	387	306	322	356	338	-4.9%
	Revenue Hours	52	54	49	53	51	47	44	52	58	53	68	64	62	52	65	24.8%
	Revenue Miles	1,363	1,436	1,445	1,286	1,383	1,457	1,453	1,528	1,467	1,270	1,481	1,482	1,257	1,416	1,407	-0.6%

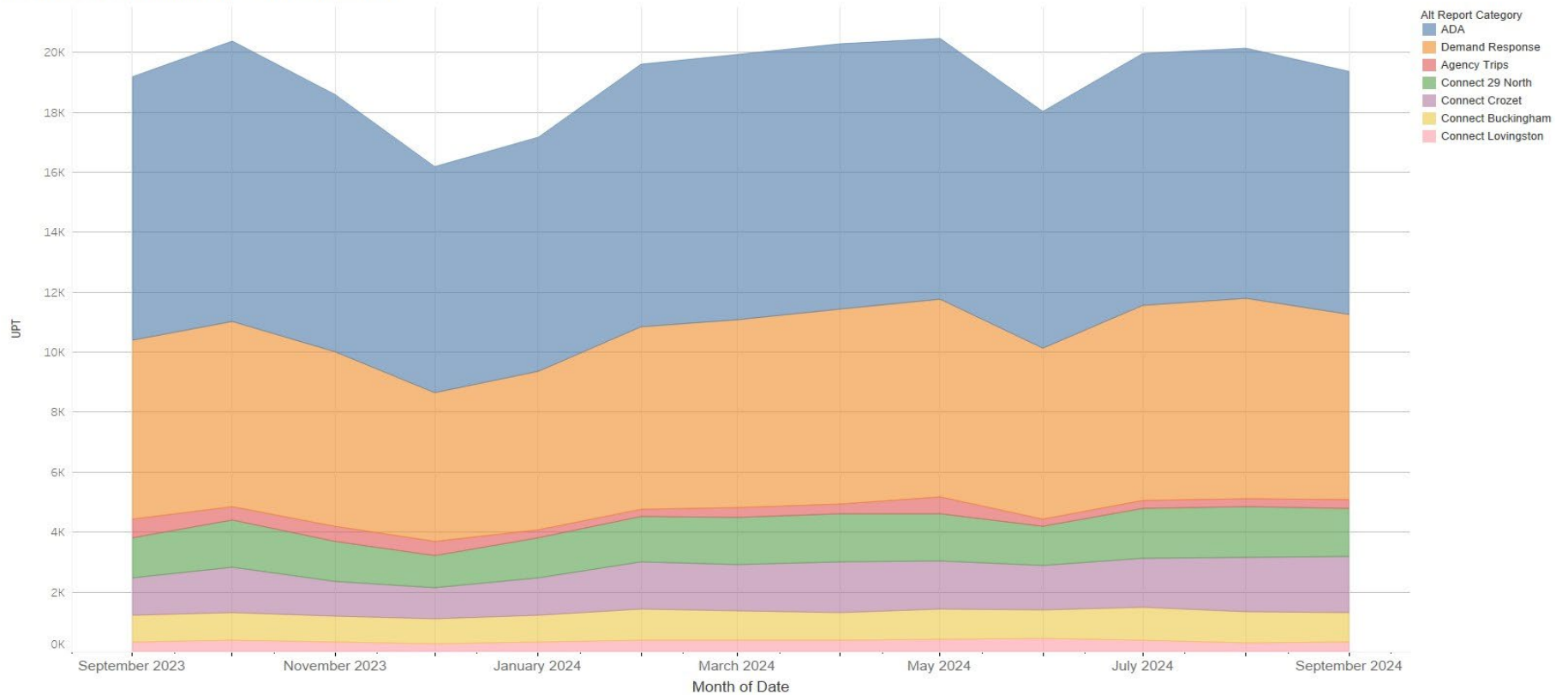
Metric	FY23 Monthly Avg	FY24 Monthly Avg	FY25 YTD Monthly Avg
UPT	19,848	19,004	19,960
VRH	7,656	7,195	7,659
VRM	120,025	111,513	117,710

Note, excludes NA trips



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, 2024-Sep 30, 2024 by service is as follows: **ADA 41%, Demand Response 32%, Agency 1%, NA 1%, and Commuter Bus 24%**. DR is 76% and CB is 24% of total ridership. Percentage of Revenue Hours by service is: **ADA 46%, Demand Response 42%, Agency 1%, 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 252 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 September 2023 to September 2024.



Albemarle Statistics		2023				2024								Avg All FY24	Avg YTD FY25	Pct Diff	
Reporting Category		Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep			
ADA	Passengers	4,398	4,571	4,298	3,718	3,895	4,462	4,221	4,428	4,249	3,839	4,067	4,045	3,987	4,207	4,033	-4.1%
	Revenue Hours	1,691	1,841	1,648	1,450	1,555	1,694	1,738	1,896	1,826	1,692	1,849	1,758	1,737	1,694	1,781	5.2%
	Revenue Miles	20,064	21,117	19,345	16,892	18,213	20,797	19,390	20,675	20,244	18,724	20,020	19,779	19,638	19,391	19,812	2.2%
Demand Response	Passengers	1,922	2,148	2,212	1,812	2,048	2,402	2,338	2,467	2,558	2,225	2,585	2,587	2,278	2,194	2,483	13.2%
	Revenue Hours	930	1,049	999	866	954	1,061	1,112	1,182	1,211	1,050	1,197	1,186	1,071	1,035	1,151	11.3%
	Revenue Miles	16,994	18,925	18,070	15,637	17,777	20,111	20,384	20,851	22,049	19,342	21,683	21,654	19,413	18,883	20,917	10.8%
Connect 29 North	Passengers	1,335	1,555	1,349	1,088	1,340	1,510	1,580	1,622	1,561	1,295	1,580	1,596	1,552	1,392	1,576	13.2%
	Revenue Hours	127	144	137	126	143	136	140	145	163	136	159	165	160	141	161	14.5%
	Revenue Miles	2,123	2,245	2,204	1,981	2,242	2,068	2,130	2,281	2,510	2,201	2,443	2,485	2,213	2,232	2,380	6.6%
Connect Crozet	Passengers	1,247	1,521	1,160	1,019	1,222	1,591	1,552	1,673	1,620	1,482	1,820	1,985	2,056	1,368	1,954	42.8%
	Revenue Hours	425	458	429	399	421	435	429	446	462	414	483	473	451	434	469	8.2%
	Revenue Miles	9,558	9,974	9,422	8,836	9,263	9,495	9,357	9,594	10,271	9,280	10,639	10,741	12,303	9,547	11,228	17.6%

Buckingham Statistics		2023				2024								Avg All FY24	Avg YTD FY25	Pct Diff	
Reporting Category		Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep			
Connect Buckingham	Passengers	905	937	849	842	905	1,028	956	926	995	964	1,125	1,092	1,017	894	1,078	20.5%
	Revenue Hours	144	153	140	132	144	146	144	149	154	131	155	154	145	144	151	5.0%
	Revenue Miles	3,971	4,196	4,011	3,705	3,937	4,071	4,035	4,235	4,322	3,726	4,315	4,243	3,796	4,054	4,118	1.6%

Charlottesville Statistics		2023				2024								Avg All FY24	Avg YTD FY25	Pct Diff	
Reporting Category		Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep			
ADA	Passengers	4,393	4,806	4,292	3,837	3,920	4,316	4,650	4,407	4,472	4,067	4,339	4,306	4,142	4,310	4,262	-1.1%
	Revenue Hours	1,655	1,784	1,501	1,387	1,481	1,529	1,804	1,792	1,745	1,705	1,845	1,746	1,696	1,634	1,762	7.9%
	Revenue Miles	16,992	18,144	15,662	14,018	15,502	16,497	17,905	17,127	17,702	16,760	18,012	17,572	17,072	16,583	17,552	5.8%
Demand Response	Passengers	181	177	212	150	170	129	171	211	227	212	211	256	236	189	234	24.3%
	Revenue Hours	71	85	88	68	80	63	76	93	97	96	103	114	92	83	103	24.4%
	Revenue Miles	1,130	1,349	1,391	1,087	1,244	1,036	1,151	1,345	1,603	1,462	1,613	1,767	1,322	1,261	1,567	24.3%



Fluvanna Statistics		2023				2024									Avg All FY24	Avg YTD FY25	Pct Diff
		Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep			
Demand Response	Passengers	304	341	329	268	294	297	295	305	270	237	322	286	290	289	299	3.4%
	Revenue Hours	135	134	136	103	113	117	117	133	135	118	139	145	134	124	139	12.2%
	Revenue Miles	2,712	2,641	2,830	2,374	2,414	2,523	2,390	2,805	2,819	2,545	2,945	3,081	2,827	2,588	2,951	14.0%

Greene Statistics		2023				2024									Avg All FY24	Avg YTD FY25	Pct Diff
		Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep			
Demand Response	Passengers	1,674	1,467	1,272	1,137	1,184	1,405	1,416	1,427	1,433	1,223	1,433	1,416	1,386	1,449	1,412	-2.5%
	Revenue Hours	672	689	597	530	576	657	686	717	734	625	717	658	651	691	675	-2.3%
	Revenue Miles	11,154	10,371	9,317	8,312	9,001	10,560	10,812	11,429	10,998	9,844	11,285	10,933	10,157	10,663	10,792	1.2%

Louisa Statistics		2023				2024									Avg All FY24	Avg YTD FY25	Pct Diff
		Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep			
Demand Response	Passengers	1,736	1,858	1,627	1,459	1,507	1,710	1,848	1,952	1,968	1,694	1,833	1,982	1,804	1,732	1,873	8.1%
	Revenue Hours	885	973	892	822	847	906	954	1,051	1,063	888	1,022	1,070	1,003	923	1,032	11.8%
	Revenue Miles	21,227	22,021	20,229	17,254	17,717	19,742	21,393	22,732	23,259	19,957	22,447	22,782	19,716	20,612	21,648	5.0%

Nelson Statistics		2023				2024									Avg All FY24	Avg YTD FY25	Pct Diff
		Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep			
Demand Response	Passengers	160	158	140	132	94	129	194	148	111	118	118	144	136	139	133	-4.3%
	Revenue Hours	77	87	60	56	48	70	85	85	58	71	73	73	72	71	73	1.8%
	Revenue Miles	1,986	2,302	1,747	1,665	1,389	1,646	2,058	2,006	1,914	1,839	1,928	2,017	1,854	1,885	1,933	2.6%
Connect Lovingsston	Passengers	326	374	326	264	324	382	398	394	416	440	387	377	322	356	362	1.7%
	Revenue Hours	55	52	54	49	53	51	47	44	52	58	53	68	62	52	61	17.5%
	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	1,257	1,423	1,336	-6.1%

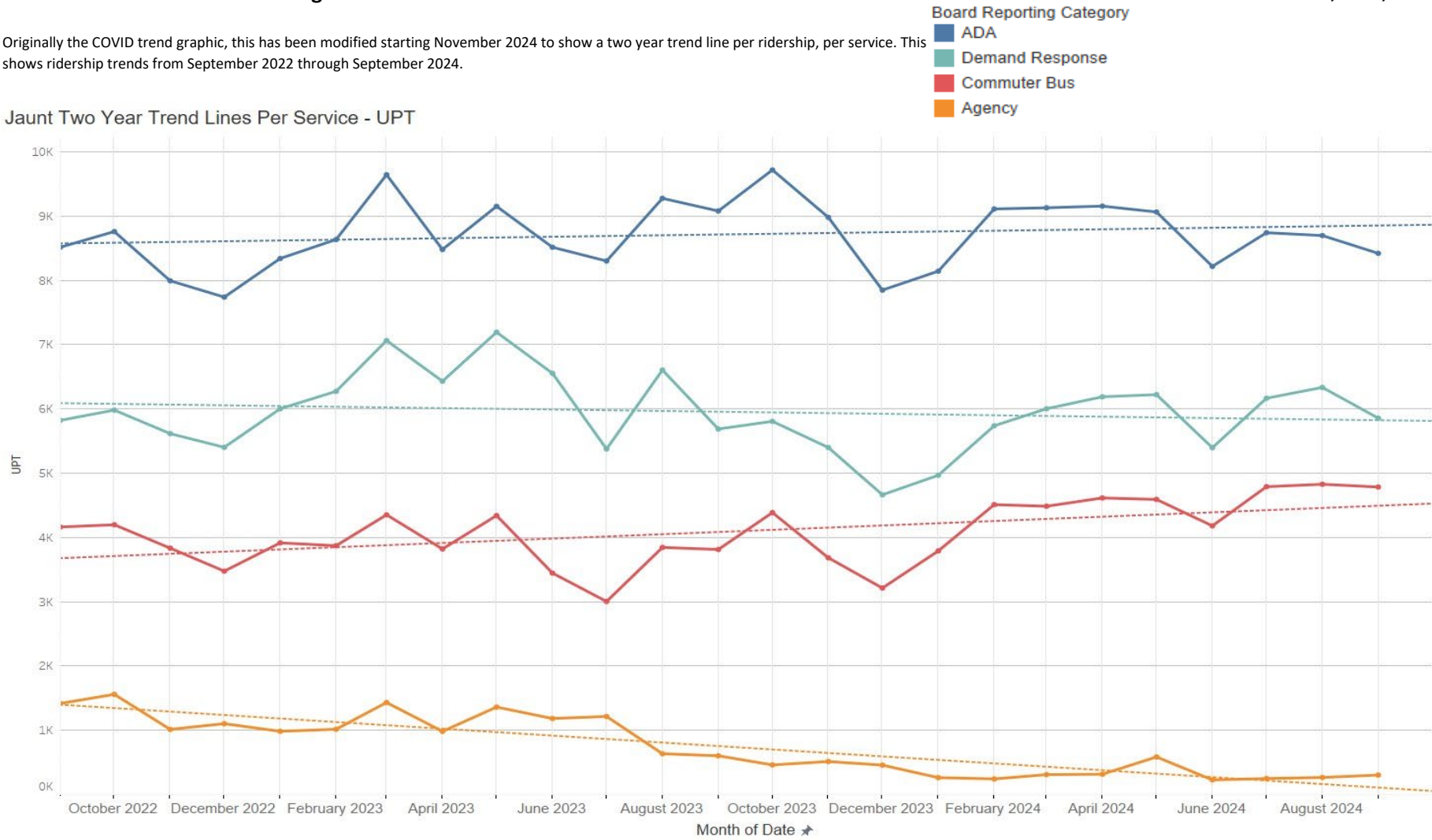


# Jaunt Board of Directors Meeting

November 13, 2024, 10 AM

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 September 2022 through September 2024.

## Jaunt Two Year Trend Lines Per Service - UPT



The trend of sum of 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 after 12/1/2019. The Exclusions (MONTH(Date),Reporting Category) filter keeps 252 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 September 2022 to September 2024.



**FY25 ADA Compliance Report - November 13, 2024 Board Meeting**

Item	FY24										FY25			Average Monthly		Percent Difference
	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	FY24 Full	FY25 YTD	
ADA Unlinked Passenger Trips	8,791	9,377	8,590	7,555	7,815	8,778	8,871	8,835	8,721	7,906	8,406	8,351	8,129	8,517	8,295	-2.6%
All Demand Response UPT	15,371	15,987	14,896	12,971	13,375	15,093	15,443	15,661	15,873	13,843	15,157	15,304	14,580	14,994	15,014	0.1%
ADA Revenue Miles	37,055	39,261	35,007	30,909	33,715	37,294	37,295	37,802	37,945	35,484	38,032	37,350	36,711	35,974	37,364	3.9%
All Demand Response Revenue Miles ^	95,620	99,609	90,582	79,615	85,023	94,524	97,327	100,816	102,475	91,738	101,078	101,052	93,603	94,264	98,578	4.6%
ADA Revenue Hours	3,367	3,644	3,157	2,856	3,046	3,228	3,554	3,700	3,584	2,928	3,323	3,334	3,110	3,303	3,256	-1.4%
All Demand Response Revenue Hours ^	6,346	6,829	6,067	5,453	5,778	6,208	6,700	7,078	6,992	6,336	7,029	6,853	6,558	6,424	6,813	6.1%
ADA No Shows	315	360	315	315	256	259	256	190	173	178	201	215	207	268	208	-22.6%
All Demand Responses No Shows	605	654	531	531	481	462	437	375	362	389	409	449	385	503	414	-17.7%
ADA Missed Trips	16	10	4	5	6	8	5	5	8	3	6	2	3	7	4	-46.3%
All Demand Responses Missed Trips	31	20	27	8	10	9	9	9	9	5	8	9	4	15	7	-53.6%
ADA Denials	5	9	2	4	9	13	7	0	0	0	0	0		4.6	0.0	-100.0%
All Demand Responses Denials	76	171	145	93	152	149	153	32	50	31	31	62	40	92	44	-51.7%
ADA On Time Performance	88%	91%	90%	91%	91%	88%	93%	93%	90%	91%	92%	94%	92%	91%	93%	1.7%
All Demand Responses OTP	86%	89%	89%	73%	89%	87%	92%	92%	89%	90%	92%	93%	93%	90%	93%	3.2%
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	1	0	0	0	0	0	1	0	0	0.3	0.3	33.3%
ADA Passenger Incidents/Accidents	0	0	0	1	0	0	0	0	0	1	0	1	0	0.4	0.3	-20.0%
ADA Vehicle Accidents	2	0	0	0	0	0	0	0	0	0	0	0	0	0.3	0.0	-100.0%
Excessively Long ADA Trips	29	19	19	33	19	37	33	43	25	17	29	18	21	27	23	-14.7%
Demand Response Reservations Hold Times	2:35	2:47	2:27	2:22	2:20	1:48	1:40	1:56	1:46	1:48	2:12	2:15	2:40	2:18	2:22	2.8%

^ 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
38%	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
0.04%	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
93%	91%	Percentage of ADA trips that were on time of all ADA Trips
93%	90%	Percentage of Demand Response trips that were on time of all DR Trips
0.27%	0.31%	Percentage of Excessively long ADA trips of all ADA Trips made
2:22	2:18	Yearly Average Response Reservations Hold Times



434.296.3184

[www.ridejaunt.org](http://www.ridejaunt.org)

104 Keystone Place  
Charlottesville, VA 22902



## ACRONYMS AND DEFINITIONS

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- **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

### November 2024 CEO Report

We are past election day and just a few weeks from Thanksgiving, but we are still wearing short sleeves and running the air conditioner somehow. This month we honor our veterans. Monday the 11<sup>th</sup> we will host a special luncheon to thank them for their service. Our Board meeting will be held on World Kindness Day. A good reminder for us all to treat ourselves and others with grace and care. Of course, we also focus on gratitude this month at Thanksgiving. We are continuing the Jaunt tradition of providing a turkey or ham to employees for their holiday meals. In November, we celebrated Nancy Hunt for her outstanding contributions as Jaunt's Employee of the Month. Thank you for all you do Nancy! If you see her, please share your thanks and congratulations.

The Board meeting includes an action item to approve the audit. We are in an excellent position with our financial recordkeeping thanks to Robin. We have a clean audit to share with the Board and Mr. David Foley will present and answer the Board's questions. The other action item is for the Board to determine next steps for Jaunt Friends. The key issues I hope you will consider are:

- Is there a credible mission for Jaunt Friends going forward?
- Should all Board members be named to the Jaunt Friends Board?
- If not, should a representative number of the Jaunt Board be appointed and willing to guide the efforts of Jaunt Friends?
- Are supporters outside the Jaunt Board able to become members of the Jaunt Friend's Board?
- If so, are they voting members or ex officio members?
- What are the risks to populating the Jaunt Friends Board with a voting membership that is not part of the Jaunt Board?

Based on the answers to these questions, and others that the Board determines, I hope you will direct Jordan to prepare the appropriate documents for your review at our December meeting.

Our RFP for IT services is in the final interviews stage. We awarded our HVAC services contract, and the new vendor has started. I expect we will release our Communications & Marketing RFP prior to our next meeting.

Due to my eye surgery, Jason joined a group of local leaders on a trip to Champaign-Urbana to examine their implementation of a fleet fueled by hydrogen. He was pretty excited about all that he learned. We will look for a way to inform the Board in the months ahead.



During new business I will share our plans for Holiday coverage and service. We will also discuss the plans for our December agenda which currently include the Microtransit Study presentation, Jaunt Friends, Excess Working Capital Strategy, and Celebration.

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

**PEOPLE:** There will be lots more to say about this but a note of celebration for Robin Munson who has let me know she plans to retire at the beginning of the year. Robin has provided steady support and incredible expertise during her tenure at Jaunt. We are very happy for her next chapter, but she will be missed!

**SERVICE:**

Please thank our veterans this month:  
Clarence Swift – United States Army  
Malcolm Shumaker– United States Navy  
Byron Smith – United States Army  
Ralph Dixon – United States Army  
Patrick Bird – United States Army  
Stanley Coleman – United States Army

**CONNECTION:** Byron Smith was spreading holiday cheer and strengthening our community connections on Halloween. Check out the community feedback:

I just want to give kudos to the morning driver that stops at Abington place. That bus stops right before Hollymead Elementary School bus picks up and your driver always says good morning to our kids! He laughs and jokes and starts their day off right. This morning, he took a few minutes to pass out Halloween candy to the kids. They were so excited, and he's such a wonderful human being. Please pass along our thank you to him! He certainly puts a smile on little kids faces early in the morning! Keep up the great work!

As always thank you, you are appreciated!

Be well - Mike