

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

AGENDA

Meeting of the Board of Directors

December 11, 2024, at 10:00 AM EST

PUBLIC ARE ENCOURAGED TO ATTEND REMOTELY USING THE BELOW LINKS

- Meeting Link: <https://us02web.zoom.us/j/84990084966>
- Or One tap mobile: US: +13052241968, 84990084966#
- Or Telephone Only: +1 312 626 6799
- Webinar ID: 849 9008 4966

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

I. Call to Order — *Brad Burdette, President***II. Roll Call** – *Iscella Wittich, Secretary***III. Introductions & Welcome** — *Brad Burdette, President***IV. Public Comments** — *Brad Burdette, President*

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

V. Action Items

- November 13, 2024, Board of Directors Meeting Minutes- *Iscella Wittich, Secretary* Pgs 2-6 of 44
- Accept Microtransit report–*Mike Murphy, Jason Espie, Randy Farwell – Benesch* Pgs 7-18 of 44 (PP Hyperlinked Pg 7)
- Review & Approve Excess Working Capital Strategy – *Mike Murphy* Pgs 19-20 of 44

VI. Standing Committee Reports

- Finance Committee—*Mike Murphy, Jacob Sumner, Treasurer* Pgs 21-26 of 44
- Operations and Safety Reports—*Jason Espie, Phyllis Williams, Angie Jones* Pgs 27-33 of 44
- Regional Transit Partnership Update-- *Christine Jacobs/Randy Parker*
- CEO Report--*Mike Murphy* Pgs 43-44 of 44

VII. New Business –

- Retreat overview - *Mike Murphy*
- Holiday – *Mike Murphy*

VIII. Announcements and Board Member comments

Adjourn to the next meeting: January 17, 2025, at 8:30 AM EST

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

Board Attendance Roster

Month: November Year: 2024

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

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

Minutes

Meeting of the Board of Directors

November 13, 2024, at 10:00 AM EST

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

10:04 AM

II. Roll Call — *Iscella Wittich, Secretary*

See Roster

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

None

IV. Public Comments — *Brad Burdette, President*

None

V. Action Items**A. October 9, 2024, Board of Directors Meeting Minutes**—*Iscella Wittich, Secretary*

Motion: Randy P.

2nd: James S.

Vote: Unanimous to accept

B. Accept & Approve Audit—*Robin Munson, David Foley*

Robinson Farmer Cox Associates partner David Foley talked about the findings of Jaunt's FY2024 audit. He explained to the board that the financial audit reports that communicated the findings of the FY2024 audit were divided into three separate reports. The first was the independent auditors' report, which declared that Jaunt's financial statements had undergone an audit and was issued an unmodified opinion, meaning that they had been prepared in accordance with generally accepted accounting principles. The second report Mr. Foley presented to the board was the independent auditors' report on internal control over financial reporting in accordance with government auditing standards. This assessment revealed that there were no deficiencies or material weaknesses in Jaunt's internal controls concerning their financial reporting, resulting in a clean report. The third and final report presented for the FY2024 audit was on Jaunt's compliance for each major federal grant program, which also revealed no deficiencies and resulted in a clean report. Mr. Foley informed the board that due to Jaunt's exemplary FY2024 audit, we would be classified as a low risk auditee entering FY2025. Before the vote to accept Jaunt's FY2024 audit, Jaunt's legal counsel, Jordan B., mentioned that two years earlier, Jacob S. had suggested it was somewhat unusual for boards to act on audits. Jordan B. further stated that in his opinion the board did not need to take any specific action. The board could opt to either continue to vote to accept the audits or not but it was not mandatory to do so. The board concurred that no further

action would be necessary for Jaunt’s future audits, and therefore, no vote was held to accept the FY2024 audit.

C. Friends – *Dian McNaught & Mike Murphy, CEO*

Dian M. proposed that Jaunt Friends be formed as an independent entity with its own dedicated board made up of interested community members, as currently there are no additional board members able to join the Jaunt Friends board. It was noted that amendments would need to be made to the Bylaws and Articles of Incorporation, given that the existing Bylaws dictate that every member of the Jaunt Board of Directors is automatically a member of the Jaunt Friends board. Dian M. suggested taking some time to gather feedback from the community regarding potential future paths for Jaunt Friends and to revisit this topic during the February 2025 board meeting along with a proposed mission statement outlining the future direction and operational structure of Jaunt Friends should the decision be made to proceed. Jordan B. pointed out that the existing status of Jaunt Friends is scheduled for renewal in July 2025, and the board must reach a decision about whether to keep Jaunt Friends by April or May 2025 to allow sufficient time for the necessary paperwork to be submitted. Additionally, the board would need to determine the fate of the existing funds if the decision to dissolve Jaunt Friends is made. No action was taken at the November board meeting as the board agreed to revisit the topic in February 2025.

VI. Standing Committee Reports

A. Finance Committee--*Jacob Sumner, Treasurer & Robin Munson, CFO*

Jacob S. started by acknowledging Robin M. for her tremendous effort and hard work in achieving a very clean audit report for FY2024. Robin then proceeded to present the September 2024 financial reports to the board. She stated that operating revenue was presently at 25% of the target goal, while operating expenses were at 21%. She noted that there is a chance that expenses for facility/equipment maintenance/utilities could remain below budget for the year. This is due to Jaunt initially budgeting an extra \$2000.00 monthly for Verizon to implement new cameras on each of our buses that would feature a live viewing option. However, Jaunt has come to realize that these cameras may not be necessary after the insurance company proposed a program providing us with a plug-in device for each bus at no cost. These devices would enable Jaunt to monitor the buses locations and receive real-time alerts for issues such as speeding, hard braking, and collisions. Jaunt is contemplating this option for real-time monitoring, especially since many of our areas have dead zones where live cameras might not perform reliably, and each bus is already equipped with cameras that record daily. Robin M. went on to report that as of September 30, 2024, Jaunt had recognized just 5% of capital revenue and 1% of the capital expenses, with expectations for an increase once our new fleet of buses begins arriving.

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

Jason E. gave the board a quick rundown of the safety reports for September 2024. In September, there was one preventable accident, two non-preventable accidents, one customer related incident, and zero staff related incidents. He continued by reporting on the statistics reports for September 2024. He said that although ridership had slightly decreased by about 4.6%, the trend was still positive because the previous three months had been solid and consistent. Additionally, he showed the board a 12-month trend line visual chart that would be replacing the Covid chart in future board packets. Angie J. provided an update on Jaunt’s ADA compliance reports for September 2024. She stated that both ADA and Demand Response Services remained stable and in line with prior months. Additionally, she mentioned that there were no ADA denials for the month of September and on-time performance continued to be steady at 93%.

C. Regional Transit Partnership Update—*Christine Jacobs*

Christine Jacobs reported that Mike Murphy, CEO of Jaunt, would be attending the next Regional Transit Partnership meeting on December 12, 2024, to give a presentation on the company's Rural Transportation Needs Assessment as well as the completed Microtransit study. Ben Chambers, the planning manager for the City of Charlottesville, and Ann Wall, the Deputy County Executive for Albemarle County, will also be present at the upcoming meeting to update the RTP on the Regional Transit Authority Working Group. She also reported that they were awarded additional grant funding from DRPT to continue their Mobility Management Program branded as PATH beyond its first-year pilot. In order to establish a transportation assistance fund for the more challenging transportation requirements, such as stretcher transports, TJPDC is currently working on securing additional grant and foundation funding. Lastly, she mentioned that TJPDC staff were conducting a number of workshops through AARP and the Charlottesville Area Alliance.

D. CEO Report--*Mike Murphy*

Mike M. began by informing the board that Jaunt took all of our Veterans to lunch in honor of Veterans Day. He added that Jaunt's board retreat planning committee met with a representative of the organization that will be assisting in facilitating the board retreat, which is scheduled for January 17, 2025. Mike M. also informed the board that Jaunt's CFO, Robin M., had announced her plans for retirement and they are in the process of determining a date.

VII. New Business –

A. Holidays & Service - *Mike Murphy*

Mike M., Janet J., Jason E., and other members of the Jaunt team have been collaborating to develop an alternative method for handling holiday schedules. In-depth research was conducted to determine what services are actually required during the holidays, and we are currently working on a system that will ensure that we maintain those services while continuing to benefit the community. This new system will help to ensure that all operators are reasonably rotated and that no one person is working all of the holidays while others work none, in addition to scheduling more efficient holiday routes. Mike M. continued by saying that the end of year bonus, which has been a Jaunt tradition, is currently one of the main topics of discussion. According to Mike, a large bonus every year no longer makes sense because Jaunt has worked very hard to create a classification/compensation system for all employees that places them in market differently than in the past. Instead a more moderately sized bonuses will be given to all employees with the first check in December 2024. In accordance, with jaunt customer, he added, Jaunt will be working on giving hams and turkeys to each employee.

B. Future Board Agenda Items - *Mike Murphy*

Mike M. provided a brief overview of the topics he intends to cover at the December board meeting. He stated that he would be presenting the Microtransit study that was completed as well as would like to have the boards first discussion on the excess working capital now that the audit has been presented to the board. He added that he would like to give the board an update on the board retreat planned for January 2025 and go into a little more detail about the end of year celebration.

VIII. Announcements and Board Member comments

None

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

MEMORANDUM

TO: Jason Espie, Mike Murphy, Jaunt
FROM: Logan Patterson, Taylor Cox, Randy Farwell, Benesch
SUBJECT: Jaunt Service Alternatives Summary
DATE: October 31, 2024

This memorandum documents the assumptions and operating requirements associated with service concepts proposed to optimize existing operations by leveraging new service models to increase efficiency, cost effectiveness, and user access. This memorandum discusses the first phase of service analysis and concept recommendations for services for Jaunt to pilot.

SERVICE CONCEPTS

The focus of this study is identifying concentrations of mobility need in Crozet, Greene County, and Americans with Disabilities Act of 1990 (ADA) complementary paratransit service in the existing ADA service area. Through coordination with staff and the project team, the following scenarios were examined and are described. The concepts include service scenarios to address localized and commuter mobility needs in Crozet; a concept to serve localized mobility needs in Greene County; and an application of a microtransit operating concept to the ADA paratransit services within the existing Urbanized Area (UZA) complementary paratransit ADA service area. All service concepts envision use of Jaunt drivers and vehicles and introduce use of a microtransit cloud-based software-as-a-service (SaaS) platform to manage operations through a licensing agreement with a SaaS vendor.

Where microtransit service is discussed, the recommended service concept will operate as a mobility-for-all service. It will respond to customer requests and provide a shared-ride solution. Customers may request a ride using a mobile application, or a web portal, or by calling the Jaunt call center. The service is designed to be equally available to the general-public and persons with disabilities as described in Section 7.1 of the Federal Transit Administration (FTA) Circular describing dial-a-ride demand responsive service type provisions of the ADA. Therefore, persons who qualify for service under ADA, will continue to be served by Jaunt under an ADA compliant microtransit service model.

TRIPS WITHIN THE URBANIZED AREA (UZA)

Within the UZA, Jaunt would use the SaaS platform to provide ADA mobility services to ADA eligible residents. Jaunt would operate Jaunt vehicles with Jaunt drivers. The SaaS will manage the trip requests and service delivery. Service requests can be made through a mobile application, a web portal, or by calling the Jaunt call center. Based on the user profile, the SaaS will assign trips recognizing the mobility status and assistance requirements for each rider. The associated changes for these customers would include the ability to request service in real-time using a smartphone app, a web browser, or calling the customer call center. The service would serve same day requests with a target 30-minute pick-up

response time window. The service model would apply to ADA eligible riders for travel within the ADA service area. Riders would be able to schedule trips in advance as well as in real-time based on operating policies to be adopted during the service deployment period. Note, this ADA service concept would only serve ADA-eligible riders within the UZA.

TRIPS OUTSIDE THE URBANIZED AREA (UZA)

Outside of the UZA, the microtransit service model would apply to the general public and ADA eligible persons. The proposed microtransit solution would allow users to request a ride within a 30-minute pick-up response time window. Allowances for pre-schedule trips (not immediate) would be permitted under certain conditions. Users will have the option to request rides on a smartphone app, a web browser, or by calling and speaking to the call center. Services outside the UZA would include localized trips as well as travel between the UZA and non-UZA communities within the Jaunt service area where designated. This service would commingle ADA-eligible riders and the general public and from the user profile, recognize riders who require additional assistance when assigning trips. The SaaS would be used to facilitate Jaunt Circulator and Link services, thus affording a more immediate request and response operating model associated with microtransit. Further, the operating concept introduces greater operational flexibility, using algorithms when assigning trip requests to vehicles to fulfill the service request. The operational flexibility and the algorithmic weighting of operating objectives will optimize service solutions in real-time during the operating day, thus yielding more efficient and cost-effective service.

RESTRUCTURING OF SERVICE CONCEPTS (GREENE AND CROZET)

The proposed mobility concepts considered redesigning and simplifying fixed route commuter services (Jaunt Connect). This includes making routes serve a more direct alignment and using microtransit (Jaunt Circulator) to expand the service catchment area for riders to access service. The service concepts developed provide ADA compliant localized mobility curb-to-curb anywhere within a defined service zone. Persons requiring additional support will be provided with a service that accommodates their needs. Travel outside the zone will be facilitated with a connection to the commuter bus (Connect) for trips to/from Charlottesville (during times the Connect operates). For example, a rider may request a local trip from home to the nearby shopping center. They may also request a ride outside the zone which may involve a trip from home to a designated bus stop to ride the Connect commuter bus to get to Charlottesville. The concepts also include service between one's home in the service zone and Charlottesville, thus supporting the Jaunt Link services using the microtransit SaaS and service model.

The microtransit SaaS uses algorithms to optimize the trip assignments to vehicles and to dynamically sequence pick-ups and drop-offs. The policy service response time (time from request to pick up) is recommended to be set to 30 minutes initially. The actual response time would be dependent on demand and service supply, but the target would be that 90% of trip requests will be served within 30 minutes. A key benefit being that a rider would not need access to an automobile to travel freely. This increases access to mobility and provides significant benefits to residents and the community.

CROZET SCENARIOS

The following scenarios describe the service concepts for Crozet in greater detail. Both scenarios presented below apply the microtransit SaaS and service model to the Link and Circulators services (if applicable).

CROZET SCENARIO 1

Map 1 illustrates the geographic service area of Crozet scenario 1. The concept maintains the current extent of the Albemarle Crozet Circulator service, but the Circulator will operate as an app-based microtransit service providing curb-to-curb mobility within the Crozet service zone. This increases the attractiveness of the Circulator service while simultaneously increasing accessibility to mobility services for localized trips and provides connections to the Connect commuter service (during peak times) for travel between Crozet and Charlottesville.

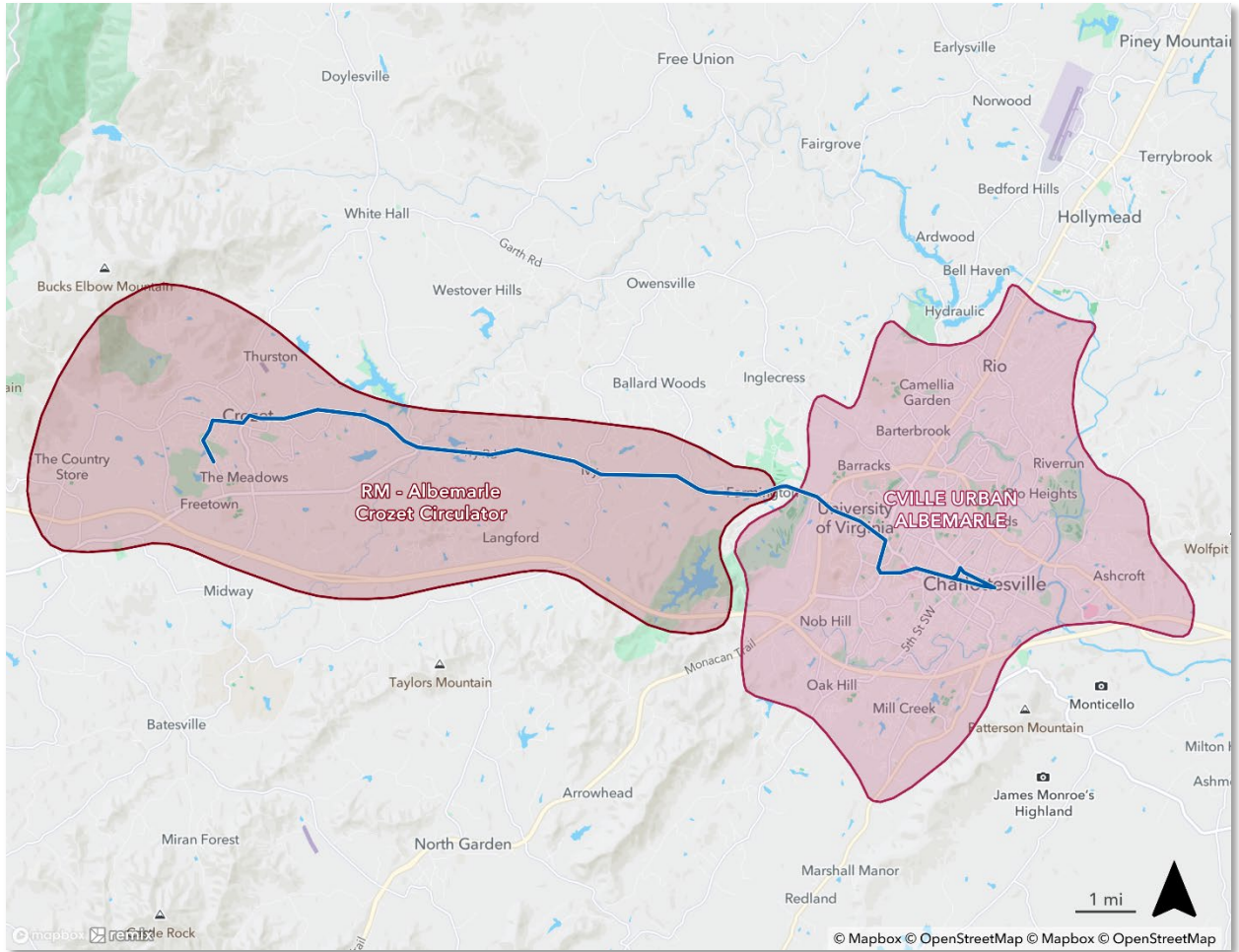
The microtransit Circulator service as defined would operate weekdays from 6:00am to 9:00pm to provide localized service in Crozet. The Circulator will also feed the Connect commuter bus during peak periods for travel between Crozet and Charlottesville (6:00am-8:30am and 4:00pm-9:00pm). This scenario reflects the same operational service area currently served by Jaunt as mentioned.

In this scenario, the service between Crozet and Charlottesville will be limited to rides on the Connect and Link services during peak periods as previously outlined. This will require a transfer for some riders (those who cannot walk or drive to meet the Connect bus), but the enhanced Circulator service will both expand access to the Connect commuter bus service by providing the first-mile and last-mile connections to Connect and expand localized mobility (curb-to-curb) within the Crozet service area using the proposed microtransit software (SaaS).

As indicated in Table 1, the Scenario 1 concept would potentially decrease operating cost on a per trip basis for Jaunt by decreasing revenue hours from the existing 142 per week to roughly 96 per week. The decrease in revenue hours is potentially further offset by higher productivity rates over time. An increase in demand could create a need to increase services thus increasing the overall revenue hours. The change in operating concept would attract new riders and potentially yield operating costs per trip that are lower than the existing service model as ridership increases. However, it would also limit access to Charlottesville to the peak times when the Connect and Link service operates.

Crozet concept scenario 1 as proposed is intended to operate service within Crozet to allow Jaunt to better understand the community acceptable of and demand for microtransit service prior to potentially transitioning all services to a true microtransit solution.

MAP 1 – CROZET CONCEPT 1



CROZET SCENARIO 2

Crozet will be served in the same manner as scenario 1 except, there will **not be** separate dedicated localized (Circulator) or Link service. The service functions shall be provided by Jaunt operating service as a microtransit service. This would include fulfilling the functions of providing localized curb-to-curb service (like Jaunt Circulator) and regional connectivity to and from the urbanized area (Connect and Link). In this scenario curb-to-curb service provides both localized trips (Circulator) and trips between Crozet and Charlottesville (Link) using the microtransit SaaS and service models as well as the refined Connect service.

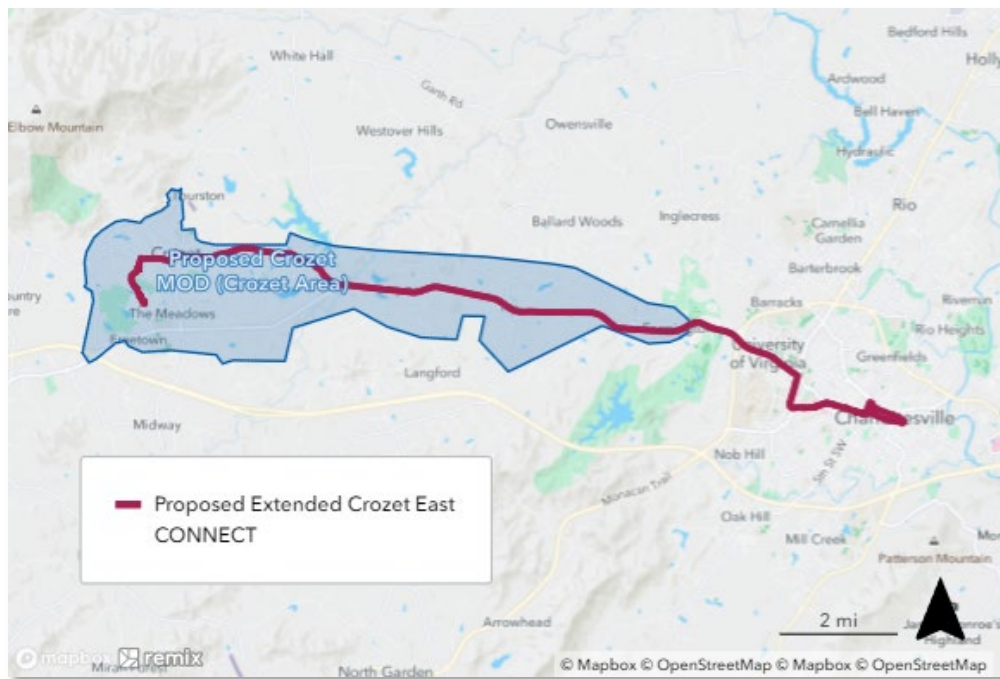
Map 2 outlines the modeled geographic service area of Crozet scenario 2. For operations planning purposes, the concept reduces the current extent of the Albemarle Crozet Circulator and Link services to better reflect population distribution, density, and historical trip origins and destinations. The more discrete focus on the distribution of trips improves the precision of service modeling for the proposed enhanced Circulator and Link service types. The application of microtransit SaaS and service model to

the Circulator and Link services will increase the attractiveness of the service while simultaneously increasing service accessibility.

Scenario 2 retains the Connect service and operates the functions of the Circulator (localized) and the Link (to/from Charlottesville) with one service. The services will operate as microtransit 6:00am to 9:00pm weekdays plus the existing Saturday service span. The refined Crozet Connect commuter route to Charlottesville will operate peak service as today. Residents will be able to request a ride anywhere within Crozet for localized mobility and request service from/to points in Crozet and the UZA service area. The SaaS platform will determine the best fit to serve the requested trip and identify the recommended service to be utilized, in some cases this might be connecting riders to the Connect service during peak periods to lessen the load on microtransit based on rider account information and the algorithm assigning trips. The enhanced Circulator and Link will operate using the microtransit SaaS and service model to provide service response times within 30-minutes and optimized operations. This service scenario will operate in compliance with the existing FTA Section 5311 funding regulations.

This scenario offers a unique ability to assess the need for the Connect service, meaning, if induced demand for the microtransit solution outweighs that of the Connect service, resources could be shifted and recollected to support the microtransit solution and replace fixed route. Alternatively, induced demand may also create a greater market for operating Connect. This strategy would use larger vehicles with greater capacity to serve greater numbers of riders per revenue hour of service. This scenario offers the ability to focus resources optimally as needed.

MAP 2- CROZET CONCEPT 2



As shown in Table 1 the Crozet Scenario 2 concept would increase revenue hours from the existing 142 per week to 194 per week, an overall increase in revenue hours compared to existing. Table 1 highlights

the increase in revenue hours associated with the proposed service change. Within the increase in revenue hours comes additional capacity and a likely increase in ridership demand of at least 25%. Historically, the introduction of microtransit has resulted in induced ridership of 25% due to increased access to services, a more appealing service model for the broader public, and a more affordable mobility option.

When transitioning to this new service type, it is best to “overestimate” operational characteristics and adjust accordingly as data and key performance indicators are collected. That said, the revenue hours in Table 1 are potentially higher than what is needed for the proposed service.

Based on this scenario, it is recommended that Jaunt evaluate the ability to serve Connect demand using the microtransit service concept (Link). Removing the Connect service would reduce vehicle revenue hours. Given the nature of this concept, if the microtransit solution could handle the existing ridership under the current operating conditions there is a potential to see a decrease in revenue hours with the removal the Connect service creating a net neutral scenario similar to the existing Crozet services. However, if Connect demand grows, retaining the service may be the best option.

TABLE 1 - CROZET SERVICE CONCEPTS

Existing Crozet Services				
	Rev Hours/Wk	Rev Hours/Yr	Rides/Hr	Ridership
Crozet Connect (Fixed Route)	100.06	5,202.91	3.16	16,419
Crozet Link (DR)	40.18	2,089.10	2.14	4,472
Crozet Circulator	1.87	97.01	3.41	331
Total	142.10	7,389.02	2.87	21,222
Crozet Concept 1				
	Rev Hours/Wk	Rev Hours/Yr	Rides/Hr	Ridership
Proposed Crozet Connect	53.69	2,792.00	5.88	16,419
Crozet Link (DR)	40.18	2089.10	2.14	4,472
Crozet Circulator	1.87	97.01	3.41	331
Total	95.73	4,978.11	4.26	21,222
Crozet Concept 2 (Existing Ridership)				
	Rev Hours/Wk	Rev Hours/Yr	Rides/Hr	Ridership
Proposed Crozet Connect	53.69	2,792.00	5.88	16,419
Proposed Crozet Microtransit	140.00	7,280.00	.66	4,800
Total	193.69	10,072.00	2.11	21,219
Crozet Concept 2 (25% Ridership Increase)				
	Rev Hours/Wk	Rev Hours/Yr	Rides/Hr	Ridership
Proposed Crozet Connect	53.69	2,792.00	5.88	16,419
Proposed Crozet Microtransit	140.00	7,280.00	.82	6,000
Total	193.69	10,072.00	2.23	22,419

GREENE COUNTY SCENARIOS

The following scenarios introduce service concepts for Greene County, the scenarios discussed below include the application of microtransit SaaS and service model to the Greene County Circulator service

and the Greene County Link service. This will improve accessibility to mobility and service responsiveness for mobility services within Greene County. The proposed concepts will follow existing service standards and maintain and/or improve service offerings via the SaaS platform outlined previously.

The Greene County circulator uses between 1 and 6 vehicles per hour depending on time of day and day of the week. Table 2 shows existing vehicles in operation by time of day and day of the week. With existing Greene County circulator services, 5-6 vehicles are required at peak times. The proposed microtransit circulator service in Greene County is estimated to require 3 vehicles operating in peak service based on existing ridership, revenue hours, and productivity. More detailed information regarding revenue hours and ridership can be found in Table 3.

TABLE 2 – GREENE COUNTY CIRCULATOR VOMS

	6:30	7 to 8	8 to 9	9 to 10	10 to 11	11 to 12	12:30	1:30	2 to 3	3:30	4 to 5	5 to 6	6:30
Monday VOMS	2	3	4	5	5	5	5	5	3	3	2	1	1
T60													
T65													
T67													
T72													
T78													
T80													
Tuesday VOMS	2	3	4	5	5	5	5	5	3	3	2	1	1
T60													
T65													
T67													
T72													
T78													
T80													
Wednesday VOMS	2	2	3	4	5	5	5	5	3	3	2	1	1
T60													
T65													
T67													
T72													
T78													
T80													
Thursday VOMS	2	3	4	5	6	6	6	5	3	3	2	1	1
T60													
T65													
T67													
T72													
T78													
T80													
Friday VOMS	2	2	3	4	5	5	5	5	3	3	2	1	1
T60													
T65													
T67													
T72													
T78													
T80													

Table 3 outlines the existing services offered within Greene County as well as the proposed service enhancements. Per Table 3 the current services total nearly 8,300 revenue hours annually according to the FY 2024 service overview provided by Jaunt. The near-term mobility solution proposed for Greene County is the application of microtransit SaaS and service model to the Greene County Circulator for localized travel and to the Greene County Link service to connect with the Charlottesville UZA. The proposed services reflect a cost-neutral scenario. The analysis found that the proposed service model

would improve access to service, service levels, response times, with fewer revenue hours and vehicles needed to operate the service. As modeled, 3 vehicles in peak service could sustain the current ridership and productivity possibly reducing the revenue hours associated and vehicles currently operated today. However, given the expectation of induced ridership associated with microtransit, and the fact the Greene County has some of the highest service demand, we modeled service requirements to accommodate ridership growth at 25%. It is assumed if ridership increases beyond the 25% threshold additional resources would be needed to accommodate the microtransit services in Greene County.

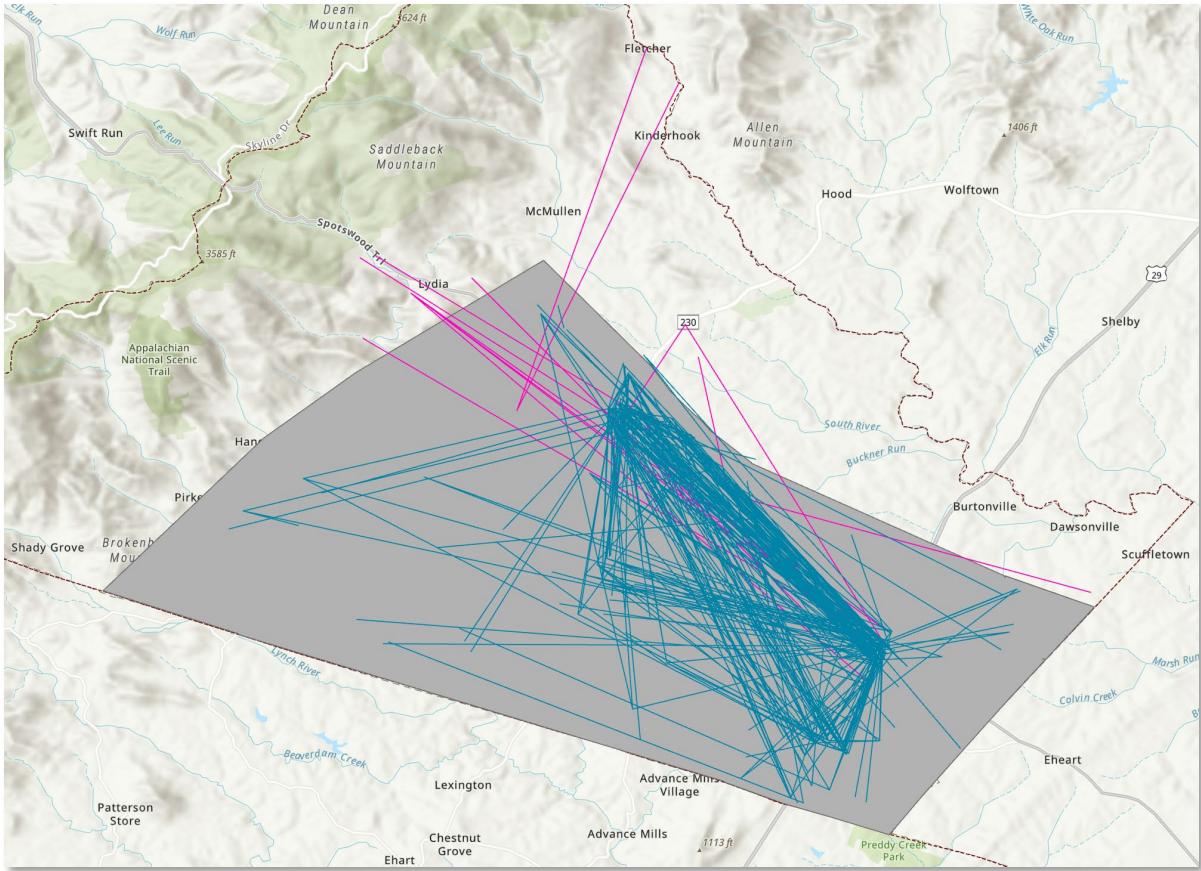
TABLE 3 – GREENE COUNTY SERVICES

Existing Greene Services					
	Rev Hours/Wk	Rev Hours/Yr	Rides/Hr	Ridership	VOMS
Greene Link (All Links)	42.32	2,200.85	2.34	5,141	3
Greene Circulator	117.13	6,090.85	2.01	12,243	6
Total	159.46	8,291.70	2.10	17,384	9
Proposed Greene Microtransit (Up to 25% Increase)					
	Rev Hours/Wk	Rev Hours/Yr	Rides/Hr	Ridership	VOMS
Greene Link (All Links)	42.32	2,200.85	2.34	5,141	3
Greene Circulator	117.13	6,090.85	2.51	15,304	3
Total	159.46	8,291.70	2.47	20,445	6

GREENE COUNTY – MICROTRANSIT CIRCULATOR CONCEPT

Map 3 highlights the proposed application of microtransit SaaS and service model to the Circulator and Link services in Greene County. The service model is intended to connect populations within Greene County, largely between Stanardsville and Ruckersville, where most of the travel origins and destinations fall for both Link and Circulator trips. The service is designed to facilitate more access to localized mobility within Greene County with the Circulator and facilitate simplified connections to the Charlottesville UZA with the Link. This model would enhance both the Circulator and the Link services by applying the SaaS platform with its advanced algorithms to optimize response times and service delivery, allowing for a seamless integration of these services. The service zone shown reflected in Map-3 shows existing Circulator trips in pink and trips for which both origin and destination points are contained in the zone (point-to point) in blue. Using May 2023 ridership data, there were 1,916 Circulator trips in Greene County. The draft service zone covers 87% of the Circulator trips. Riders falling outside of the zone would not lose coverage; they would schedule rides and be served within a reasonable response time. The development of the Greene County microtransit service would provide the greatest mobility benefit for Greene County and is a logical first step in improving mobility.

MAP 3 – GREENE COUNTY MICROTRANSIT ZONE CONCEPT



FUTURE CONSIDERATION - EXTEND ROUTE 29 NORTH TO RUCKERSVILLE

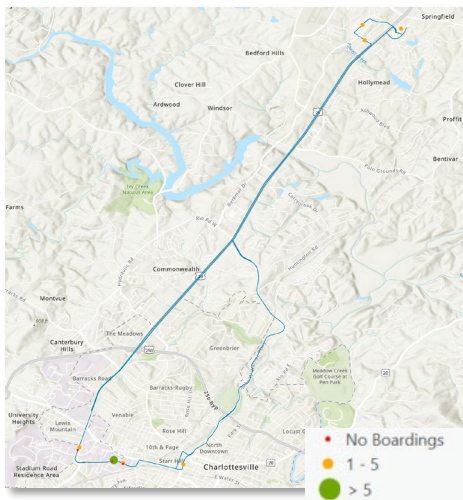
A service concept examined to complement the enhanced Circulator and Link services is to extend and modify (streamline) the Route 29 N Connect service to Ruckersville if future demand warrants the service and if the extension would result in a more cost-effective solution. Based on the high ridership observed along the existing Connect Route 29 N and the proposed enhanced Circulator service, extending the Connect route north to Ruckersville would likely result in greater overall demand for service on an improved Route 29 N Connect service.

The service concept would extend the Connect Route 29 N service to Ruckersville and connect with the enhanced Circulator for localized mobility and to facilitate connections to Charlottesville. Potentially, this offers a more efficient and effective service model for regional connectivity.

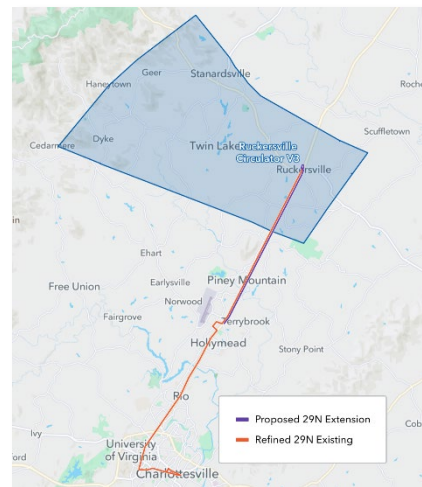
Map 4 reflects the ridership on the existing Connect Route 29 N and Map 5 reflects the extended 29 N Connect to Ruckersville. The alignment is streamlined, and the extension is shown in purple, beginning where the existing 29 N alignment terminates in the Hollymead area in Map 4. The new route would serve existing ridership locations in the UZA. Ridership is expected to increase on the Connect Route 29 N compared to existing service. The enhanced Circulator service concept will attract new ridership and increase service demand within Greene County.

The extension of the Connect 29 N service should be considered in the future if demand for travel to/from Charlottesville UZA increases sufficiently to make the added Connect operation more cost-effective than the Link service to connect Greene County and the Charlottesville UZA.

MAP 4 - EXISTING ROUTE 29 NORTH



MAP 5 - PROPOSED ROUTE 29 NORTH



ADA PARATRANSIT TRIPS IN THE UZA

The proposed service concept for the ADA complementary paratransit services in the UZA is to apply the microtransit SaaS and service model to the ADA paratransit service delivery model. All persons eligible for ADA service would continue to be served. This scenario does not commingle ADA and non-ADA trips in the UZA. The service will be fully ADA compliant in requesting service, accessing the vehicle, and completing the ride. Riders may request a ride in real-time using the mobile application, or the web portal, or by calling the Jaunt call center. Recognizing that most (65% to 75%) of ADA eligible riders can navigate curb-to-curb travel without assistance, we use this for operations modeling to estimate vehicle requirements and revenue hours, both of which directly impact operating costs.

The ADA micro model increases the overall cost effectiveness of the service by increasing service productivity (passengers served per vehicle revenue hour) through refined trip matching, assignment of trip requests to vehicles, and sequencing of pick-ups and drop-offs. The algorithms that optimize service delivery favor shared-ride solutions and continually optimize service delivery across the course of the service day. Increasing the number of riders per revenue hour thus yields a reduction in the number of revenue hours of service and thus decreases the cost per trip served.

All ADA trips would be served by the SaaS-enhanced ADA paratransit service model. Table 4 illustrates the likely impact of boarding times and more shared-ride trips associated with microtransit compared to existing Jaunt (traditional) ADA paratransit operations as noted in resulting productivity. Using the Jaunt sample dataset of 7,902 monthly ADA trips, as a larger share of ADA trips are served with microtransit boarding and alighting times closer to the general public, the net service productivity improves. As net productivity increases the number of vehicles required and revenue hours operated go down.

Typically, the share of ADA riders who need additional assistance ranges between 25% and 35%. Therefore, as the share of ADA customers using the service who do not need additional assistance to navigate curb-to-curb trips increases between 40% to 70% of the 7,902 monthly riders served, the greater the productivity likely to result for Jaunt by operating ADA service in a microtransit service model, thus decreasing the overall costs per trip.

TABLE 4 – ESTIMATED OPERATING IMPACT OF AN ADA MICROTRANSIT MODEL IN THE UZA

	<i>Percent of Total Existing Trips</i>				
	Monthly Trips	40%	50%	60%	70%
Total ADA Trips (Month)	7,902	7,902	7,902	7,902	7,902
<i>Trips Served at Existing Productivity</i>	7,902	4,741	3,951	3,161	2,371
<i>Trips Served at Micro Productivity</i>	0	3,161	3,951	4,741	5,531
<i>Rev-Hours at Existing Productivity</i>	3592	2155	1796	1437	1078
<i>Rev-Hours at Micro Productivity</i>	0	878	1098	1317	1537
Net Revenue Hours	3592	3033	2885	2754	2615
Shift in Net Productivity	2.2	2.6	2.7	2.9	3.0

SUMMARY FINDINGS

Based on a review of the service concepts presented, the application of microtransit SaaS functionalities and service model to the urbanized ADA service area has the greatest opportunity for Jaunt to improve service for existing ADA customers and reduce costs per trip, and potentially reduce operating costs. Our recommendation is for Jaunt to advance the microtransit pilot described for ADA service in the Urbanized area. Given that ADA service in the urbanized service area accounts for the largest share of budget and highest costs per trip of Jaunt's operations, a service pilot has potential for significant long-term benefits for riders and Jaunt.

The Greene County service concept also presents an attractive and viable service for residents in terms of value and utility and a means to improve service access and service cost-effectiveness. Given the concentration of population and existing trip-making, the application of a microtransit service model to the Circulator to serve localized mobility within Greene County, focused on Stanardsville and Ruckersville, appears to have the next highest priority as a pilot.

The Crozet service model options are more complex due to the existing service density and the interplay between commuter and localized mobility demand. Our recommendation is to first consider the ADA service in the UZA and Greene County microtransit as pilots. The pilot experience will inform future decisions about expanding the microtransit concepts to other parts of the Jaunt service area through operational, rider, and service performance experience.

The application of microtransit SaaS functionalities and the service model to the urbanized ADA service provides the most likely potential for immediate and long-term benefits. The software and operating experience gained through the proposed ADA pilot would be transferable to informing and supporting the pilots in Greene County, Crozet, and other locals within the Jaunt service area.

Jaunt will need to acquire an appropriate SaaS cloud-based platform with the requisite functionalities to support rider trip requests, provide service information and trip planning, fare payment, manage and optimize service delivery, and record and generate required reporting for comply with Federal Transit Administration and VDRRT regulations. Consideration should be given to the potential to minimize multiple mobility mobile applications within the Charlottesville area.

FY24 Excess Working Capital Calculation

Based on 6/30/24 Audited Financial Statements

6/30/24 Balance Sheet (draft)

Location on Audited Financial Statements

Fund Balances

Nonspendable: Pre-Paid	\$ 94,529	Exhibit 1 (p. 8) Total Governmental Funds
Committed: Rainy Day	\$ 3,000,000	Exhibit 1 (p. 8) Total Governmental Funds
Committed: Capital	\$ 1,965,808	Exhibit 1 (p. 8) Total Governmental Funds
Unassigned	\$ 3,925,652	Exhibit 1 (p. 8) Total Governmental Funds
Total Fund Balance	<u>\$ 8,985,989</u>	

Operating expenses total	\$ 10,667,450	Exhibit 2 (p.9) General Fund
Less: Return of grant funds	\$ -	Exhibit 2 (p.9) General Fund
Less: Jurisdiction distributions	\$ (518,386)	Exhibit 2 (p.9) General Fund
Eligible operating expenses used for calculation	<u>\$ 10,149,064</u>	

25% of FY24 Op Exp Total - Working Capital to retain \$ 2,537,266 (Per Excess Working Capital policy)

Unassigned	\$ 3,925,652	Exhibit 1 (p. 8) Total Governmental Funds
Less: 25% of eligible operating expenses - WC to retain	\$ 2,537,266	
Unassigned balance less working capital amount to retain	<u>\$ 1,388,386</u>	

Other items to be deducted:

Less: reserve funds used to balance FY25 Budget \$ (27,690) (Per Excess Working Capital policy)

Excess working capital at June 30, 2024

\$ 1,360,696

Jaunt, Inc.

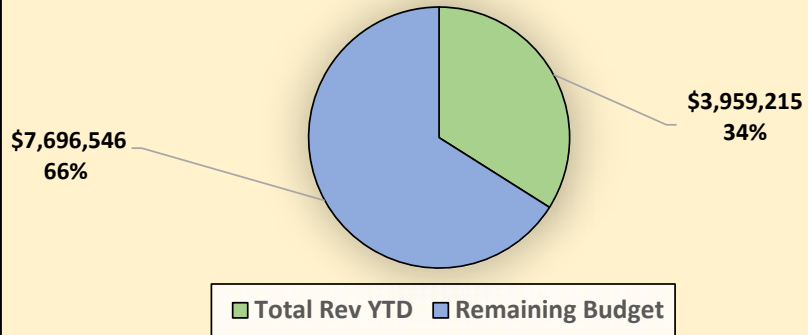
FY24 Excess Working Capital Calculation Based on 6/30/24 Audited Financial Statements

Jurisdiction	Total Excess Working Capital Based on Local Contribution	Excess Working Capital less \$592,491 set aside for local match (a - d)	Excess Working Capital less \$772,491 set aside for local match (a - e)
Albemarle	\$ 633,614	\$ 357,718	\$ 273,900
Buckingham	\$ 35,775	\$ 20,197	\$ 15,465
Charlottesville	\$ 305,330	\$ 172,380	\$ 131,989
Fluvanna	\$ 26,939	\$ 15,209	\$ 11,645
Greene	\$ 135,671	\$ 76,596	\$ 58,648
Louisa	\$ 192,953	\$ 108,935	\$ 83,410
Nelson	\$ 30,414	\$ 17,171	\$ 13,147
Total	\$ 1,360,696	\$ 768,205	\$ 588,205

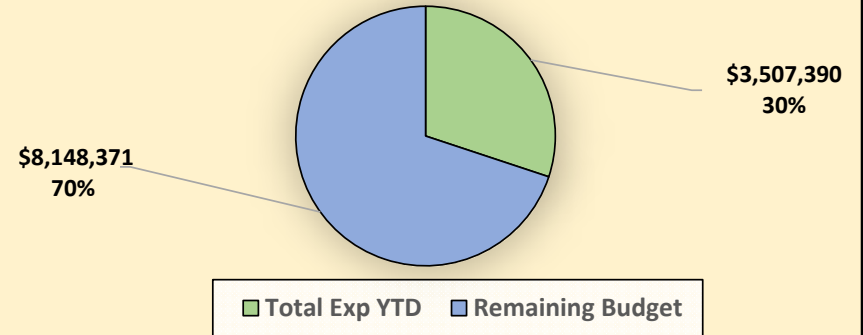
(a) Additional local capital needed for FY25 budget deficit - \$877,344 less \$778,104	\$	99,240
(b) Local match for FY24 carry-over of State Studies (BEV/MicroTransit) - 50% of \$68,574	\$	34,287
(c) Local match for parking lot E&D - Loss of CARES funding - 36% of \$232,100	\$	83,556
(d) FY26 Local match parking lot constuction - 36% of \$1,042,800 estimate	\$	375,408
(e) FY27 local match parking lot construction - 36% of \$500,000 estimate	\$	180,000

Historical Jurisdictional Distribution Amounts	
FY22	\$ 1,251,370
FY23	\$ 518,386

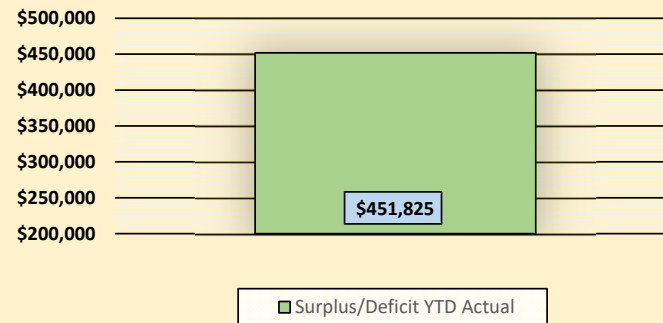
FY25 YTD Operating Budget v Actual
Revenue
October 31, 2024



FY25 YTD Operating Budget v Actual
Expenses
October 31, 2024



FY25 YTD Operating Surplus/Deficit
October 31, 2024



Jaunt, Inc. FY2025 Monthly Financial Summary

Operating

October 2024 Year To Date

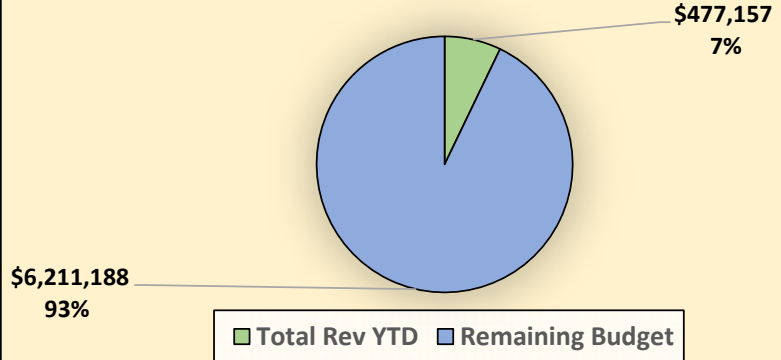
Sources of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Realized	Comments
Interest Revenue	\$ 76,000	\$ 104,019	\$ 28,019	\$ 228,000	46%	Budget based on FY24 actuals. Service lower than anticipated.
Contract Revenue	\$ 32,000	\$ 27,368	\$ (4,632)	\$ 96,000	29%	
Governmental Revenue:						
Federal Operating Grants	\$ 1,394,791	\$ 1,416,479	\$ 21,689	\$ 4,184,372	34%	Budget was based on need, actual expected to be higher.
Virginia DRPT Operating	\$ 624,628	\$ 636,934	\$ 12,306	\$ 1,873,883	34%	
Local Government Operating	\$ 1,748,605	\$ 1,761,040	\$ 12,435	\$ 5,245,816	34%	
UVA Contribution	\$ 9,230	\$ 13,333	\$ 4,103	\$ 27,690	48%	
Other Revenue	\$ -	\$ 42	\$ 42	\$ -		
Account Transfer (Jaunt Reserves)	\$ -	\$ -	\$ -			
Total Revenue	\$ 3,885,254	\$ 3,959,215	\$ 73,963	\$ 11,655,761	34%	

Uses of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Used	Comments
Salaries & Wages	\$ 2,256,223	\$ 2,109,872	\$ (146,351)	\$ 6,768,670	31%	Three payrolls this month.
Fringe Benefits/Staff Development	\$ 814,740	\$ 705,643	\$ (109,098)	\$ 2,444,221	29%	Not at full staffing level.
Travel/Business Meals/Meetings	\$ 23,839	\$ 5,095	\$ (18,744)	\$ 71,516	7%	Minimal activity.
Facility/Equipment Maintenance/Utilities	\$ 62,412	\$ 45,678	\$ (16,734)	\$ 187,235	24%	Telephone under budget.
Supplies & Materials	\$ 359,931	\$ 280,393	\$ (79,538)	\$ 1,079,792	26%	Fuel prices dropped, actual 77% of budgeted amount, parts.
Marketing & Advertising	\$ 18,593	\$ 2,424	\$ (16,169)	\$ 55,780	4%	Limited marketing activity, RFP in progress.
Insurance & Bonding	\$ 144,188	\$ 174,717	\$ 30,530	\$ 432,563	40%	Premium costs increased due to greater vehicle costs.
Professional Services	\$ 189,625	\$ 175,393	\$ (14,231)	\$ 568,874	31%	Recruitment under budget.
Miscellaneous	\$ 15,703	\$ 8,174	\$ (7,529)	\$ 47,109	17%	
Total Expenditure	\$ 3,885,253	\$ 3,507,390	\$ (377,865)	\$ 11,655,761	30%	

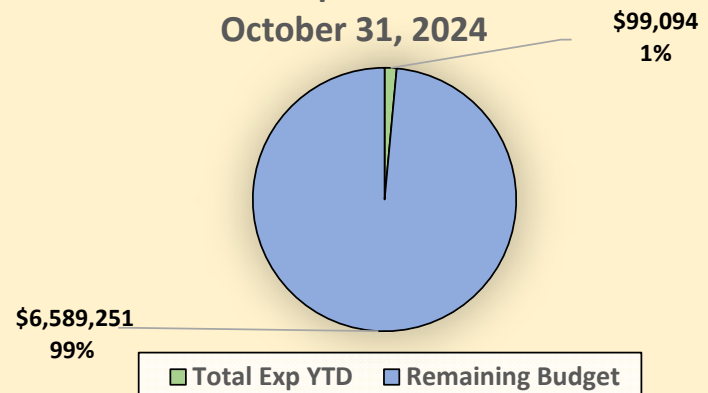
Net change in fund balance	\$ 0	\$ 451,825	\$ 451,825	\$ -		
-----------------------------------	------	------------	------------	------	--	--



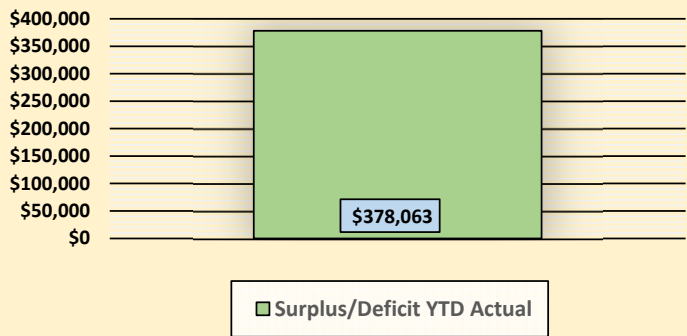
FY25 YTD Capital Budget v Actual
Revenue
October 31, 2024



FY25 YTD Capital Budget v Actual
Expenses
October 31, 2024



FY25 YTD Capital Surplus/Deficit
October 31, 2024



Jaunt, Inc. FY2025 Monthly Financial Summary

Capital

October 2024 Year To Date

Sources of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Realized	Comments
Governmental Revenue:						
Federal Capital Grants	\$ 1,178,643	\$ 47,278	\$ (1,131,365)	\$ 3,535,929	1%	Based on expense activity below.
Virginia DRPT Capital	\$ 344,333	\$ 15,855	\$ (328,478)	\$ 1,032,999	2%	Based on expense activity below.
Local Government	\$ 414,024	\$ 414,024	\$ -	\$ 1,242,073	33%	
Account Transfer (Jaunt Reserves)	\$ 292,448	\$ -	\$ (292,448)	\$ 877,344	\$ -	
Total Revenue	\$ 2,229,448	\$ 477,157	\$ (1,752,291)	\$ 6,688,345	7%	

Uses of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Used	Comments
Revenue Vehicles	\$ 1,912,646	\$ -	\$ (1,912,646)	\$ 5,737,938	0%	FY24 DR due Nov; FY25 ordered in Sept.
Support Vehicles	\$ -	\$ -	\$ -	\$ -		
Spare Parts for Vehicles	\$ 93,008	\$ 67,586	\$ (25,422)	\$ 279,023	24%	Replaced on as need basis; seat belts.
Facility	\$ 85,678	\$ 13,593	\$ (72,085)	\$ 257,034	5%	Engineering award not begun yet.
Information Technology	\$ 138,117	\$ 17,915	\$ (120,201)	\$ 414,350	4%	Vehicle camera system yet to be procured.
Total Expenditure	\$ 2,229,448	\$ 99,094	\$ (2,130,354)	\$ 6,688,345	1%	

Net change in fund balance	\$ -	\$ 378,063	\$ 378,063	\$ -		
-----------------------------------	------	------------	------------	------	--	--



JAUNT, Inc.
Balance
Sheet
Summary

&P of &N

11/22/2024

5:19 PM

10/31/2024 **10/31/2023**

Assets

Cash and Cash Equivalents	\$ 9,592,807.67	\$ 6,799,182.57
Receivables, Net of Allowances	16,387.10	40,043.55
Due From Other Governmental Units	1,481,000.60	2,455,154.23
Prepaid Items	152,979.18	140,353.38
Capital Assets	6,266,993.23	5,028,216.66

Total Assets **\$ 17,510,167.78** **\$ 14,462,950.39**

Accounts Payable	\$ 110,264.70	\$ 361,419.07
Accrued Payroll & Related Liabilities	417,073.92	434,425.35
Lease Liability	69,956.08	85,921.59
Deferred Revenue	1,072,747.69	400,641.38

Total Liabilities **1,670,042.39** **1,282,407.39**

Fund Balance/Net Position

JAUNT Inc. Stock	16.00	16.00
Fund Balance:		
Nonspendable:		
Prepaid Items	152,979.18	140,353.38
Committed:		
Rainy Day	3,000,000.00	3,000,000.00
Capital Reserve	1,965,808.00	1,000,000.00
Unassigned	4,697,090.67	4,263,922.00
Total Fund Balance	9,815,877.85	8,404,275.38
Total Equity	9,815,893.85	8,404,291.38
Total Liabilities and Equity	\$ 11,485,936.24	\$ 9,686,698.77

Net Position:

Investment in Capital Assets	6,197,037.15	4,942,295.07
Unrestricted	9,643,072.24	8,238,231.93
Total Net Position	15,840,109.39	13,180,527.00
Total Net Position and Equity	15,840,125.39	13,180,543.00
Total Liabilities and Net Position	\$ 17,510,167.78	\$ 14,462,950.39

Jaunt, Inc.

Statement of Cash Flows for month ended October 31, 2024

Cash flows from Operations for October 2024	
Local Match	\$ 1,547,048
DRPT Receipts	185,757
CAT Receipts	-
Agency Receipts	6,398
Other Receipts	312
Transfer from Investment Account	
Payroll	(458,817)
Transfer to Investment Account	-
Capital Payments	(6,785)
Other Payments	(453,864)
Total cash flows from Operations	<u>820,049</u>
Cash flows from Investing for October 2024	
Interest	26,659
Transfer from Operating Account	-
Transfer to Operating Account	-
Total cash flows from Investing	<u>26,659</u>
Net change in cash	846,708
Beginning cash balance 10/1/2024	<u>8,734,143</u>
Ending cash balance 10/31/2024	<u><u>\$ 9,580,851</u></u>
Days of cash on hand	300.02
Months of cash on hand	10.00

Jaunt Safety Report October 2024

Preventable Vehicle Accident(s): 0

Non-Preventable Vehicle Accident(s): 3

10/4/2024 – Operator was sitting in client’s driveway, when the neighbor was backing out of their driveway and backed into Jaunt’s bus

10/22/2024 – Operator was parked waiting on a client, when another vehicle backed into Jaunt’s bus

10/31/2024 – Operator was sitting at a stop sign when another vehicle rear ended Jaunt’s bus

Customer Related Incident(s): 1

10/15/2024 – Operator failed to secure client in properly causing the client to slide out of their mobility device

Staff Related Incident(s): 0

Jaunt traveled 124,723 revenue miles and had 1 preventable accident from 10/1/2024 to 10/31/2024. 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 480,300 total revenue travel miles.

Safety Concerns Shared and Investigated

There were no safety concerns reported in October 2024

Site Visits: 0

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

National Transit Database Reporting

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

Jaunt Board of Directors Meeting

December 11, 2024, 10 AM

This service report includes October 2024 data, which saw a 13.1% increase in ridership from September, the highest ridership month of FY25 thus far.

The two columns to the right show a comparison of the average monthly for all of FY24 to Year-to-Date average monthly for FY25, followed by a percent change column.

Jaunt Performance Statistics		2023			2024										Avg All FY24	Avg YTD FY25	Pct Diff
		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct			
ADA	Passengers	9,377	8,590	7,555	7,815	8,778	8,871	8,835	8,721	7,906	8,406	8,351	8,144	9,332	8,517	8,558	0.5%
	Revenue Hours	3,656	3,166	2,866	3,055	3,237	3,560	3,709	3,590	3,409	3,710	3,534	3,454	3,762	3,353	3,615	7.8%
	Revenue Miles	39,261	35,007	30,909	33,715	37,294	37,295	37,802	37,945	35,484	38,032	37,351	36,745	40,627	35,974	38,189	6.2%
Demand Response	Passengers	6,149	5,792	4,958	5,297	6,072	6,262	6,510	6,567	5,709	6,502	6,682	6,149	7,001	5,991	6,584	9.9%
	Revenue Hours	3,030	2,787	2,455	2,623	2,878	3,038	3,269	3,305	2,852	3,253	3,255	3,034	3,362	2,939	3,226	9.8%
	Revenue Miles	57,610	53,584	46,329	49,541	55,618	58,187	61,169	62,642	54,990	61,901	62,327	55,355	62,270	55,893	60,463	8.2%
Agency Trips	Passengers	461	514	458	263	243	310	316	585	228	249	266	303	221	486	260	-46.5%
	Revenue Hours	143	114	132	100	94	101	100	97	74	65	78	81	86	133	78	-41.5%
	Revenue Miles	2,738	1,991	2,376	1,767	1,612	1,845	1,846	1,888	1,264	1,145	1,337	1,538	1,518	2,398	1,385	-42.3%
N/A	Passengers	93	87	70	98	139	143	114	72	29	72	623	133	459	89	322	260.8%
	Revenue Hours	40	34	28	47	61	60	51	30	15	39	82	78	100	38	75	97.1%
	Revenue Miles	424	418	320	691	862	841	688	458	198	507	1,019	922	1,479	488	982	101.1%
Connect 29 North	Passengers	1,555	1,349	1,088	1,340	1,510	1,580	1,622	1,561	1,295	1,580	1,596	1,552	1,824	1,392	1,638	17.7%
	Revenue Hours	144	137	126	143	136	140	145	163	136	159	165	160	173	141	164	16.6%
	Revenue Miles	2,245	2,204	1,981	2,242	2,068	2,130	2,281	2,510	2,201	2,443	2,485	2,213	2,486	2,232	2,407	7.8%
Connect Buckingham	Passengers	937	849	842	905	1,028	956	926	995	964	1,125	1,092	1,017	1,207	894	1,110	24.1%
	Revenue Hours	153	140	132	144	146	144	149	154	131	155	154	145	157	144	153	6.0%
	Revenue Miles	4,196	4,011	3,705	3,937	4,071	4,035	4,235	4,322	3,726	4,315	4,243	3,796	4,077	4,054	4,108	1.3%
Connect Crozet	Passengers	1,521	1,160	1,019	1,222	1,591	1,552	1,673	1,620	1,482	1,820	1,985	2,056	2,199	1,368	2,015	47.3%
	Revenue Hours	458	429	399	421	435	429	446	462	414	483	473	451	494	434	475	9.6%
	Revenue Miles	9,974	9,422	8,836	9,263	9,495	9,357	9,594	10,271	9,280	10,639	10,741	12,303	10,697	9,547	11,095	16.2%
Connect Lovington	Passengers	374	326	264	324	382	398	394	416	440	387	306	322	388	356	351	-1.4%
	Revenue Hours	54	49	53	51	47	44	52	58	53	68	64	62	69	52	66	26.8%
	Revenue Miles	1,436	1,445	1,286	1,383	1,457	1,453	1,528	1,467	1,270	1,481	1,482	1,257	1,569	1,416	1,447	2.2%

Metric	FY23 Monthly Avg	FY24 Monthly Avg	FY25 YTD Monthly Avg	FY24-FY25 Diff
UPT	19,848	19,004	20,516	8.0%
VRH	7,656	7,195	7,777	8.1%
VRM	120,025	111,513	119,093	6.8%

Note, excludes NA trips

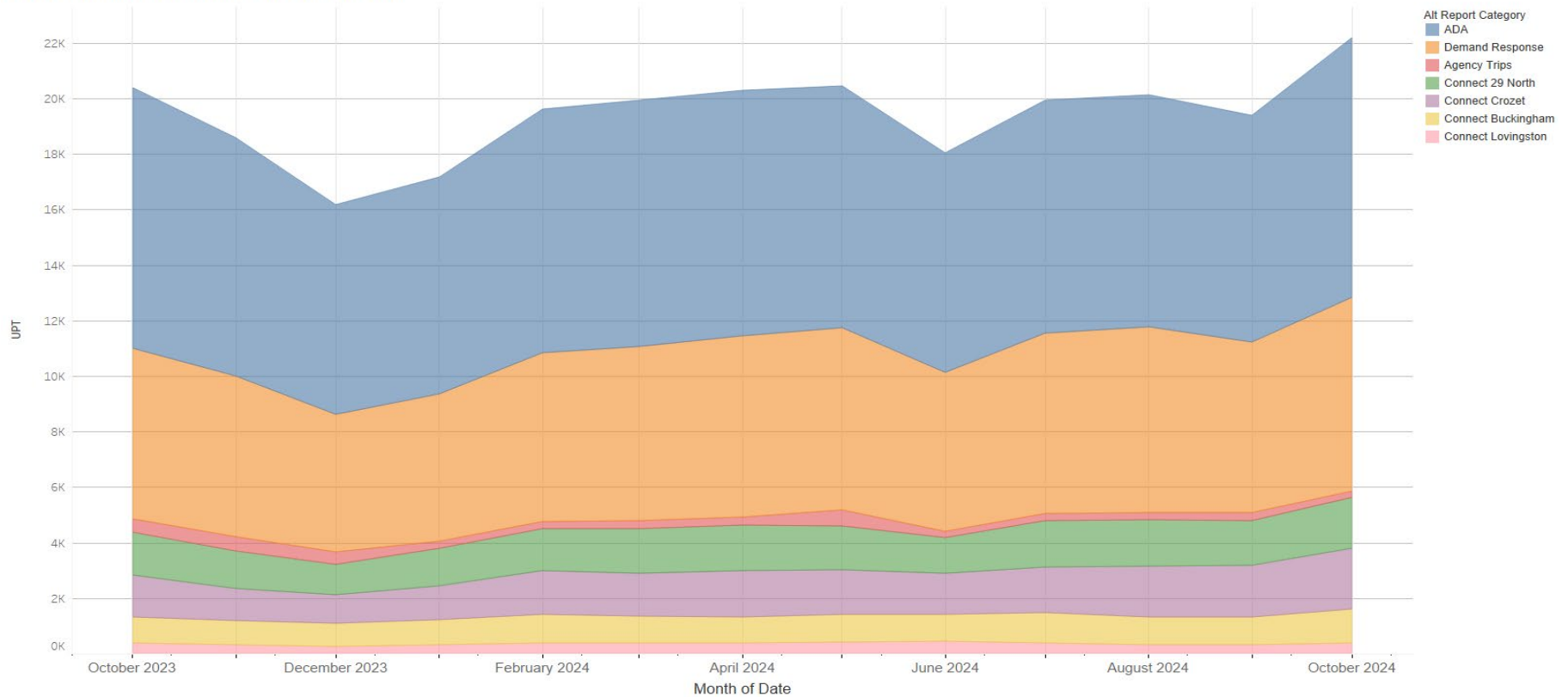


Jaunt Board of Directors Meeting

December 11, 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, 2024-Oct 31, 2024 by service is as follows: **ADA 41%, Demand Response 32%, Agency 1%, NA 2%, and Commuter Bus 25%**. DR is 75% and CB is 25% 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 256 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 October 2023 to October 2024.



Albemarle Statistics		2023			2024										Avg All FY24	Avg YTD FY25	Pct Diff
Reporting Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct			
ADA	Passengers	4,571	4,298	3,718	3,895	4,462	4,221	4,428	4,249	3,839	4,067	4,045	3,987	4,539	4,207	4,160	-1.1%
	Revenue Hours	1,841	1,648	1,450	1,555	1,694	1,738	1,896	1,826	1,692	1,849	1,758	1,737	1,915	1,694	1,815	7.1%
	Revenue Miles	21,117	19,345	16,892	18,213	20,797	19,390	20,675	20,244	18,724	20,020	19,779	19,638	21,813	19,391	20,313	4.8%
Demand Response	Passengers	2,148	2,212	1,812	2,048	2,402	2,338	2,467	2,558	2,225	2,585	2,587	2,278	2,657	2,194	2,527	15.2%
	Revenue Hours	1,049	999	866	954	1,061	1,112	1,182	1,211	1,050	1,197	1,186	1,071	1,222	1,035	1,169	13.0%
	Revenue Miles	18,925	18,070	15,637	17,777	20,111	20,384	20,851	22,049	19,342	21,683	21,654	19,413	22,583	18,883	21,333	13.0%
Connect 29 North	Passengers	1,555	1,349	1,088	1,340	1,510	1,580	1,622	1,561	1,295	1,580	1,596	1,552	1,824	1,392	1,638	17.7%
	Revenue Hours	144	137	126	143	136	140	145	163	136	159	165	160	173	141	164	16.6%
	Revenue Miles	2,245	2,204	1,981	2,242	2,068	2,130	2,281	2,510	2,201	2,443	2,485	2,213	2,486	2,232	2,407	7.8%
Connect Crozet	Passengers	1,521	1,160	1,019	1,222	1,591	1,552	1,673	1,620	1,482	1,820	1,985	2,056	2,199	1,368	2,015	47.3%
	Revenue Hours	458	429	399	421	435	429	446	462	414	483	473	451	494	434	475	9.6%
	Revenue Miles	9,974	9,422	8,836	9,263	9,495	9,357	9,594	10,271	9,280	10,639	10,741	12,303	10,697	9,547	11,095	16.2%

Buckingham Statistics		2023			2024										Avg All FY24	Avg YTD FY25	Pct Diff
Reporting Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct			
Connect Buckingham	Passengers	937	849	842	905	1,028	956	926	995	964	1,125	1,092	1,017	1,207	894	1,110	24.1%
	Revenue Hours	153	140	132	144	146	144	149	154	131	155	154	145	157	144	153	5.9%
	Revenue Miles	4,196	4,011	3,705	3,937	4,071	4,035	4,235	4,322	3,726	4,315	4,243	3,796	4,077	4,054	4,108	1.3%

Charlottesville Statistics		2023			2024										Avg All FY24	Avg YTD FY25	Pct Diff
Reporting Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct			
ADA	Passengers	4,806	4,292	3,837	3,920	4,316	4,650	4,407	4,472	4,067	4,339	4,306	4,142	4,793	4,310	4,395	2.0%
	Revenue Hours	1,784	1,501	1,387	1,481	1,529	1,804	1,792	1,745	1,705	1,845	1,746	1,696	1,836	1,634	1,781	9.0%
	Revenue Miles	18,144	15,662	14,018	15,502	16,497	17,905	17,127	17,702	16,760	18,012	17,572	17,072	18,814	16,583	17,868	7.7%
Demand Response	Passengers	177	212	150	170	129	171	211	227	212	211	256	236	288	189	248	31.4%
	Revenue Hours	85	88	68	80	63	76	93	97	96	103	114	92	113	83	106	27.4%
	Revenue Miles	1,349	1,391	1,087	1,244	1,036	1,151	1,345	1,603	1,462	1,613	1,767	1,322	1,669	1,261	1,593	26.3%



Fluvanna Statistics		2023			2024										Avg All FY24	Avg YTD FY25	Pct Diff
Reporting Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct			
Demand Response	Passengers	341	329	268	294	297	295	305	270	237	322	286	290	343	289	310	7.2%
	Revenue Hours	134	136	103	113	117	117	133	135	118	139	145	134	166	124	146	17.6%
	Revenue Miles	2,641	2,830	2,374	2,414	2,523	2,390	2,805	2,819	2,545	2,945	3,081	2,827	3,495	2,588	3,087	19.3%

Greene Statistics		2023			2024										Avg All FY24	Avg YTD FY25	Pct Diff
Reporting Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct			
Demand Response	Passengers	1,467	1,272	1,137	1,184	1,405	1,416	1,427	1,433	1,223	1,433	1,416	1,386	1,576	1,449	1,453	0.3%
	Revenue Hours	689	597	530	576	657	686	717	734	625	717	658	651	722	691	687	-0.6%
	Revenue Miles	10,371	9,317	8,312	9,001	10,560	10,812	11,429	10,998	9,844	11,285	10,933	10,157	11,278	10,663	10,913	2.4%

Louisa Statistics		2023			2024										Avg All FY24	Avg YTD FY25	Pct Diff
Reporting Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct			
Demand Response	Passengers	1,858	1,627	1,459	1,507	1,710	1,848	1,952	1,968	1,694	1,833	1,982	1,804	1,977	1,732	1,899	9.6%
	Revenue Hours	973	892	822	847	906	954	1,051	1,063	888	1,022	1,070	1,003	1,054	923	1,037	12.4%
	Revenue Miles	22,021	20,229	17,254	17,717	19,742	21,393	22,732	23,259	19,957	22,447	22,782	19,716	21,237	20,612	21,546	4.5%

Nelson Statistics		2023			2024										Avg All FY24	Avg YTD FY25	Pct Diff
Reporting Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct			
Demand Response	Passengers	158	140	132	94	129	194	148	111	118	118	144	136	146	139	136	-1.9%
	Revenue Hours	87	60	56	48	70	85	85	58	71	73	73	72	79	71	74	4.0%
	Revenue Miles	2,302	1,747	1,665	1,389	1,646	2,058	2,006	1,914	1,839	1,928	2,017	1,854	1,963	1,885	1,941	3.0%
Connect Lovington	Passengers	374	326	264	324	382	398	394	416	440	387	377	322	388	356	369	3.6%
	Revenue Hours	52	54	49	53	51	47	44	52	58	53	68	62	69	52	63	21.4%
	Revenue Miles	1,363	1,436	1,445	1,286	1,383	1,457	1,453	1,528	1,467	1,270	1,481	1,257	1,569	1,423	1,394	-2.0%

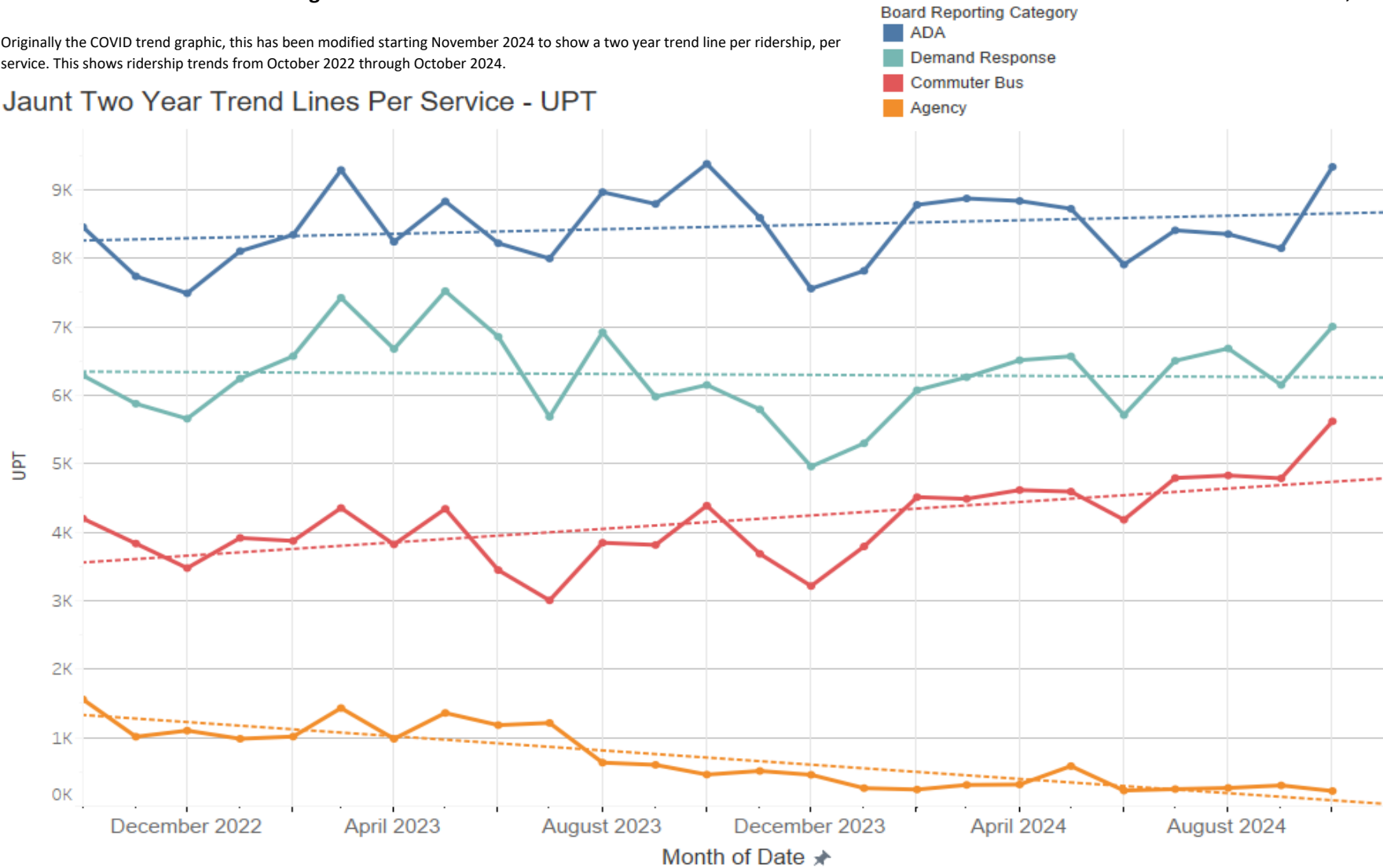


Jaunt Board of Directors Meeting

December 11, 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 October 2022 through October 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 256 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 October 2022 to October 2024.



FY25 ADA Compliance Report - December 11, 2024 Board Meeting

Item	FY24									FY25				Average Monthly		Percent Difference
	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	FY24 Full	FY25 YTD	
ADA Unlinked Passenger Trips	9,377	8,590	7,555	7,815	8,778	8,871	8,835	8,721	7,906	8,406	8,351	8,129	9,332	8,517	8,555	0.4%
All Demand Response UPT	15,987	14,896	12,971	13,375	15,093	15,443	15,661	15,873	13,843	15,157	15,304	14,580	16,554	14,994	15,399	2.7%
ADA Revenue Miles	39,261	35,007	30,909	33,715	37,294	37,295	37,802	37,945	35,484	38,032	37,350	36,711	40,627	35,974	38,180	6.1%
All Demand Response Revenue Miles ^	99,609	90,582	79,615	85,023	94,524	97,327	100,816	102,475	91,738	101,078	101,052	93,603	104,415	94,264	100,037	6.1%
ADA Revenue Hours	3,644	3,157	2,856	3,046	3,228	3,554	3,700	3,584	2,928	3,323	3,334	3,110	3,449	3,303	3,304	0.0%
All Demand Response Revenue Hours ^	6,829	6,067	5,453	5,778	6,208	6,700	7,078	6,992	6,336	7,029	6,853	6,558	7,211	6,424	6,913	7.6%
ADA No Shows	360	315	315	256	259	256	190	173	178	201	215	207	243	268	217	-19.3%
All Demand Responses No Shows	654	531	531	481	462	437	375	362	389	409	449	385	473	503	429	-14.7%
ADA Missed Trips	10	4	5	6	8	5	5	8	3	6	2	3	3	7	4	-48.8%
All Demand Responses Missed Trips	20	27	8	10	9	9	9	9	5	8	9	4	6	15	7	-55.2%
ADA Denials	9	2	4	9	13	7	0	0	0	0	0	0	0	4.6	0.0	-100.0%
All Demand Responses Denials	171	145	93	152	149	153	32	50	31	31	62	40	71	92	51	-44.5%
ADA On Time Performance	91%	90%	91%	91%	88%	93%	93%	90%	91%	92%	94%	96%	91%	91%	93%	2.3%
All Demand Responses OTP	89%	89%	73%	89%	87%	92%	92%	89%	90%	92%	93%	96%	91%	90%	93%	3.8%
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	1	0	0	0	0	0	1	0	0	0	0.3	0.3	0.0%
ADA Passenger Incidents/Accidents	0	0	1	0	0	0	0	0	1	0	1	0	1	0.4	0.5	20.0%
ADA Vehicle Accidents	0	0	0	0	0	0	0	0	0	0	0	0	2	0.3	0.5	100.0%
Excessively Long ADA Trips	19	19	33	19	37	33	43	25	17	29	18	21	32	27	25	-6.0%
Demand Response Reservations Hold Times	2:47	2:27	2:22	2:20	1:48	1:40	1:56	1:46	1:48	2:12	2:15	2:40	3:06	2:18	2:33	10.7%

^ 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
56%	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
0.04%	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
0.29%	0.31%	Percentage of Excessively long ADA trips of all ADA Trips made
2:33	2:18	Yearly Average Response Reservations Hold Times



434.296.3184

www.ridejaunt.org

104 Keystone Place
Charlottesville, VA 22902



ACRONYMS AND DEFINITIONS

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

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

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

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

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

- **TAM:** Transit Asset Management
- **TCRP:** Transit Cooperative Research Program
- **TDP** – Transportation Development Plan
- **TIP:** Transportation Improvement Plan
- **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

December 2024 CEO Report

The end of the year brings time for reflection and celebration. At Jaunt we will have some service and schedule changes on the 24th, 25th, and 31st. Whether you are celebrating the Solstice, Kwanzaa, Hanukkah, Christmas or another time of significance to you I hope your December is filled with light. This month, we are welcoming Kristi Hagen as an Albemarle County representative to the Jaunt Board. Kristi will join us virtually for her first meeting and meet with us in person in January. In December, we celebrated Cavonda Epps for her outstanding contributions as Jaunt's Employee of the Month. She was recognized by her colleagues for her disposition, helpfulness, and dependability. Thank you for all you do Cavonda! If you see her, please share your thanks and congratulations.

The Board meeting includes two action items this month. Randy Farwell will join us to discuss the results of our Microtransit Study. Benesch did a great job working with us as the project evolved and I am very pleased to present you with the recommendations. Although the dollars will not actually be released for some time, now that the audit is complete and has been presented to the Board we will ask the Board to endorse the strategy for distribution of excess capital from FY24. Robin, Mike Mills and I spent two days at the DRPT Subrecipient Workshop in Staunton this week. We were updated on numerous changes evolving with Transit at the State and Federal level and I will provide the Board with a high-level overview during my CEO report. I will engage further with DRPT leaders again on Monday 12/9 and in our Quarterly meeting on 12/18 to deepen our collaboration and inform our discussion for the January Board Strategy session.

We implemented a new approach to Holiday coverage in November and had great results! We will continue this approach in December and January. In 2025 we will try to forecast holiday coverage for the year to help our employees who serve the public 364 days a year with their advance planning.

We signed an agreement to collaborate with the team at the [National Center for Applied Transit Technology \(N-CATT\)](#) of the [Community Transportation Association of America](#) to analyze the best options for our future software needs. Our Communications & Marketing RFP was released on December 6, 2024. I look forward to reviewing the applications in late January. On December 10th I will be presenting to the Greene County Board of Supervisors to review our services and performance over the last year and project opportunities in the year ahead.

During new business I will share our plans for Holiday coverage and service. We will also discuss the plans for our January agenda for our full day strategy session on Friday January 17th.

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

PEOPLE:

Arthur Scott volunteered to pick up and deliver over 100 turkeys and hams from Reid's to Jaunt so that his colleagues could nourish themselves and their families during the Thanksgiving holidays. Thank you, Arthur!

SERVICE:

Billy Shull was off duty when he saw a Jaunt operator on the side of the road. He picked them up and brought them back to the depot and took care of the necessary repairs. Thank you, Billy!

CONNECTION:

Maurice Lewis is relatively new at Jaunt but when a colleague needed extended medical leave he has stepped seamlessly into their schedule. He has gone above and beyond to learn not just the run, but each of the riders, and meets their individual needs each day. Thank you, Maurice!

As always thank you, you are appreciated!

Be well - Mike