

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

## AGENDA

**Meeting of the Board of Directors**

February 12, 2025, at 10:00 AM EST

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**IN THE EVENT OF INCLEMENT WEATHER, THE BOARD PRESIDENT MAY ELECT TO HOLD THIS MEETING VIRTUALLY. ALL PUBLIC NOTICES AND THE JAUNT WEBSITE WILL BE UPDATED ACCORDINGLY.**

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.*

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

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

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

- A. Welcome new Board Members

**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**

- A. December 11, 2024, Board of Directors Meeting Minutes- *Iscella Wittich, Secretary* **Pgs 2-5 of 30**

**VI. Standing Committee Reports**

- A. Finance Committee—*Mike Murphy, Jacob Sumner, Treasurer* **Pgs 6-11 of 30**  
B. Operations and Safety Reports—*Jason Espie, Phyllis Williams, Angie Jones* **Pgs 12-19 of 30**  
C. Regional Transit Partnership Update-- *Christine Jacobs/Randy Parker*  
D. CEO Report--*Mike Murphy* **Pgs 29-30 of 30**

**VII. New Business** –

- A. Review State Grant Application— *Mike Murphy*  
B. Retreat overview - *Mike Murphy*

**VIII. Announcements and Board Member comments**

**Adjourn to the next meeting: March 12, 2025, at 8:30 AM EST**

**Don't forget we have an early start of 8:30 a.m. on March 12, 2025**

## Board Attendance Roster

Month: December      Year: 2024

Directors	Present In Person	Present Virtual	Absent
Brad Burdette, [President], Nelson (Arrived at 10:03 am)	X		
Lucas Ames, [Vice President], Charlottesville	X		
Iscella Wittich, [Secretary], Fluvanna	X		
Jacob Sumner, [Treasurer], Albemarle	X		
Nick Pilipowskyj, Albemarle	X		
Kristi Hagen, Albemarle		X	
Ben Chambers, Charlottesville	X		
Christine Appert, Charlottesville	X		
Ray Heron, Charlottesville	X		
Randy Parker, Louisa	X		
Rachel Jones, Louisa (Arrived online at 10:15 am)		X	
Dian McNaught, Nelson		X	
James Schoenster, Fluvanna	X		
<b>Ex Officio Directors</b>			
Christine Jacobs, TJPDC		X	
Garland Williams, CAT		X	
Katy Miller, DRPT		X	
Davis Lamb, Greene County		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 (Arrived online at 11:09 am)		X	
Randy Farwell, Benesch		X	
Taylor Cox, Benesch		X	
Logan Patterson, Benesch		X	



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## Minutes

**Meeting of the Board of Directors**

December 11, 2024, at 10:00 AM EST

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

10:02 a.m.

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

See Roster

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

The Jaunt Board of Directors welcomed Kristi Hagen as the newest representative for Albemarle County. In her brief introduction, Kristi mentioned that she is a social worker at the UVA Medical Center and that one of the reasons she was excited to be joining the Jaunt Board of Directors is because she currently uses Jaunt’s 29 North Connect route.

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

None

**V. Action Items**

A. November 13, 2024, Board of Directors Meeting Minutes- *Iscella Wittich, Secretary*

Motion: Randy P.

2<sup>nd</sup>: Christine A.

Vote: Unanimous to accept

B. Accept Microtransit report–*Mike Murphy, Jason Espie, Randy Farwell – Benesch*

A feasibility study on Microtransit as a possible service delivery option for Jaunt was presented by Randy Farwell of Benesch. He clarified to the board that Microtransit is a curb-to-curb shared ride service that runs inside a predetermined area and allows riders to request rides in real time or in advance. Riders would have an account profile that would include their home location, contact details, mobility limitations, and frequently visited destinations. Riders would have two options for scheduling trips: phoning into reservations directly or by using a web browser or mobile app. To optimize trip requests, vehicle assignments, and the order of pick-up and drop-off events, the service would make use of a cloud-based software as a service platform. All the services would continue to be ADA compliant and benefit both the general public and individuals with disabilities. According to the study, Microtransit seems to be a strong fit for Jaunt, improving and optimizing the current operating model and expanding options for same-day and future rides while also giving more individuals in the service region access to mobility. It was recommended that Jaunt proceed with a Microtransit pilot for trips within the Greene County area as the presentation came to a close. After a quick board discussion, a motion was made to

delay the acceptance of the Microtransit study until the next board meeting after the board retreat in January 2025. This delay would allow the board members more time to discuss the study in greater detail.

Motion: Randy P.

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

Vote: Unanimous to delay

### C. Review & Approve Excess Working Capital Strategy – *Mike Murphy*

Mike M. gave the board a brief update on Jaunt’s excess working capital. He explained that over the past few years, Jaunt has adopted a policy of returning excess working capital to the localities that provided funding for the organization’s mission in accordance with their input dollar share. He continued by outlining three potential scenarios for allocating Jaunt’s excess working capital from FY2024. Option one would be to send the full amount of excess working capital back to the localities in its entirety. Option two proposes that 36% of the local match be retained for current projections and known costs, while still returning the remaining amount of excess working capital to the localities. Option three proposes allocating the remaining excess working capital to the localities in an amount equal to or greater than the previous year, while reserving 36% of the working excess capital for potential price increases and issues that may arise in the parking lot physical construction plan that may not have been considered in the initial estimate, in addition to reserving 36% for local match. In order for Jaunt to start developing a plan for approval at the next shareholders meeting and then distribute the funds later in the year, Mike M. requested that the board briefly discuss the options and endorse one of the three for allocating the excess working capital of FY2024. Regarding the excess working capital, Jacob S. expressed his opinion that option three would be the best course of action. He continued by saying that option three would still give money back to each locality as well as reduce a larger ask in the future when Jaunt begins its parking lot construction projects. Jordan B., Jaunt’s legal counsel, made a motion to approve the excess working capital strategy to distribute \$588,205, and to recommend that to the shareholders.

Motion: Jacob S.

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

Vote: Unanimous to accept

## VI. Standing Committee Reports

### A. Finance Committee—*Mike Murphy, Jacob Sumner, Treasurer*

As of October 2024, Mike M. reported that Jaunt was exactly where they needed to be in terms of revenue, with operating revenue at 34% of their target goal and operating expenses at 30%. He continued by saying that as of October 2024, Jaunt had only recognized 7% of capital revenue and 1% of capital expenses. He stated that these figures will start to change in the near future once Jaunt begins receiving their new bus deliveries. Mike M. showed the balance sheet to the board as he wrapped up the October financial reports, telling them that Jaunt is currently in a strong position and could potentially operate for ten months without taking in revenue.

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

Phyllis W. gave a quick run down of the safety reports for October 2024. She reported that for the month of October, Jaunt recorded zero preventable accidents, three non-preventable accidents, one customer related incident, and zero staff related incidents. Jason E. continued by going over the October 2024 statistics reports, pointing out that ridership had increased by 13% from September 2024. Angie J. gave an update on Jaunt’s ADA compliance reports for the month of October. She reported that Jaunt continued to observe consistent and stable performance standards for both demand response and ADA. Additionally, she stated that there were zero ADA denials for the month of October, continuing the

trend of zero ADA denials since April 2024. Angie concluded by stating that on time performance was holding strong at 93%.

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

Christine J. discussed the upcoming Regional Transit Partnership meeting, where Mike Murphy, the CEO of Jaunt, would be giving a presentation on the rural needs assessment and the Microtransit study. The Regional Transit Authority Working Group would also be providing an update at this meeting. She informed the board that the City Council and the Albemarle Board of Supervisors would be presented with a resolution to activate the current authority to begin working as an authority to do things such as create work plans and develop by laws. She continued by saying that their mobility management program, branded PATH, will be implemented in house making that staff apart of TJPDC. They intend to add additional staff in the future as the grant permits. She concluded by reporting that PATH has currently been working some volunteer driver programs.

D. CEO Report--*Mike Murphy*

Mike M. stated that MCAT was doing a great job with helping Jaunt understand microtransit platforms and costs so that we could examine the capabilities and how they would benefit Jaunt on both demand side and demand response, as well as helping put a reasonable number into the budget. In 2025, he added, that the organization would begin undergoing some changes, with breaking any barriers that would prevent an employee from getting an evaluation at the top of the list. He concluded by informing the board that Jaunt was now in the position to be able to bring three new reservationists on board.

**VII. New Business –**

A. Retreat overview - *Mike Murphy*

A brief summary of the upcoming board retreat, which is set for Friday, January 17, 2025, was provided by Mike M. He began by informing the board that Allison Linney from Allison Partners, who has been assisting with the retreat’s planning, would be available on this day as well as for the next one in March. The retreat will be held at the Jefferson School, African American Heritage Center and lunch will be provided. He went on to say that the morning portion of this strategy session would involve reviewing past events and guiding documents, such as our Transit Development plan, to determine our current position in relation to some of the stated goals. During the afternoon, the board will discuss how to work together and set priorities to better understand what constitutes success and what we are trying to hold ourselves accountable to.

B. Holiday – *Mike Murphy*

Mike M. started off by stating that he and Janet J. received a great deal of information from Jason E., Director of Planning, and Kim W., GIS Data Analyst, which helped Jaunt plan for the December and January holidays in terms of routes and the number of operators that would be required. In an effort to increase operational efficiency and fairness, Jaunt hopes to begin implementing the company’s plan to match employees with their annual holidays once January is over. Mike M. stated that this plan may not be well received at first by everyone because it would guarantee all operators, regardless of their locality, would work holidays throughout the year in order to ensure fairness.

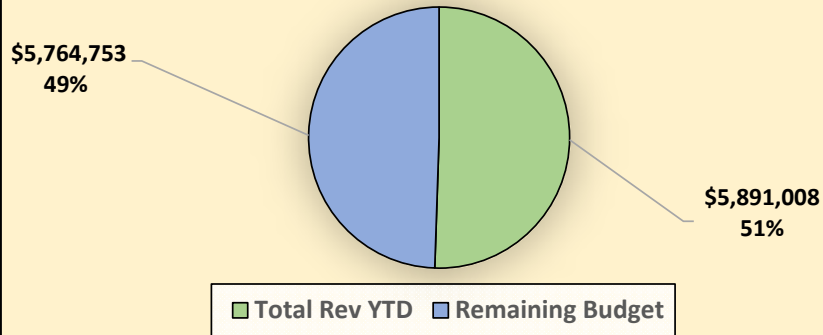
**VIII. Announcements and Board Member comments**

None

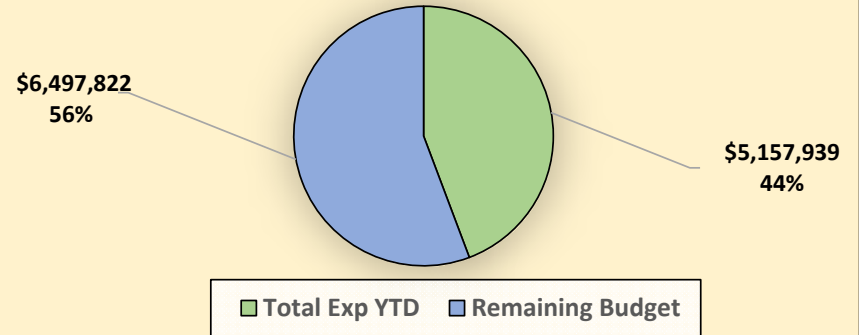
**Adjourn to the next meeting: February 12, 2025, at 10:00 AM EST**

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

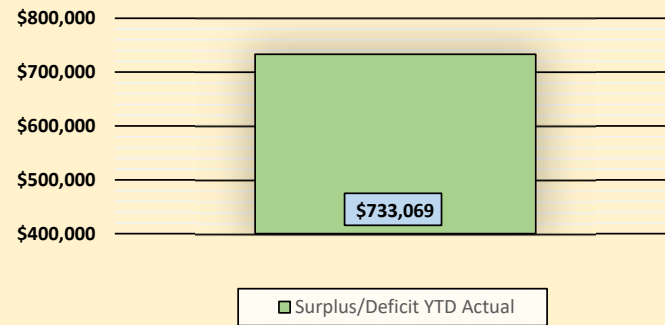
**FY25 YTD Operating Budget v Actual Revenue  
December 31, 2024**



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



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



## Jaunt, Inc. FY2025 Monthly Financial Summary

### Operating

#### December 2024 Year To Date

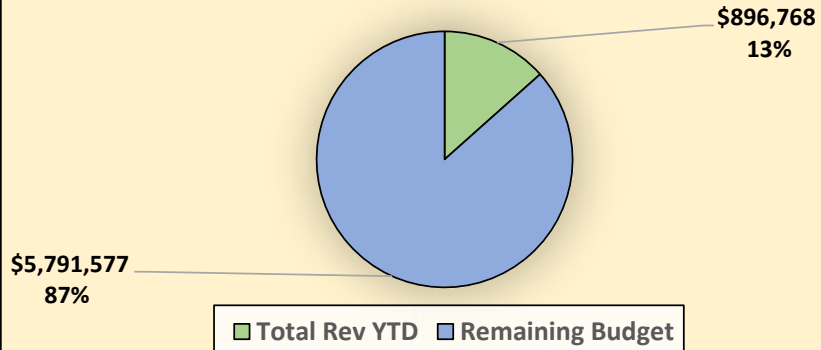
Sources of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Realized	Comments
Interest Revenue	\$ 114,000	\$ 153,618	\$ 39,618	\$ 228,000	67%	Budget based on FY24 actuals. Service lower than anticipated.
Contract Revenue	\$ 48,000	\$ 40,405	\$ (7,595)	\$ 96,000	42%	
<b>Governmental Revenue:</b>						
Federal Operating Grants	\$ 2,092,186	\$ 2,070,592	\$ (21,594)	\$ 4,184,372	49%	Budget was based on need, actual expected to be higher.
Virginia DRPT Operating	\$ 936,942	\$ 954,339	\$ 17,398	\$ 1,873,883	51%	
Local Government Operating	\$ 2,622,908	\$ 2,641,560	\$ 18,652	\$ 5,245,816	50%	
UVA Contribution	\$ 13,845	\$ 20,000	\$ 6,155	\$ 27,690	72%	
Other Revenue	\$ -	\$ 10,495	\$ 10,495	\$ -		
Account Transfer (Jaunt Reserves)	\$ -	\$ -	\$ -			
<b>Total Revenue</b>	<b>\$ 5,827,881</b>	<b>\$ 5,891,008</b>	<b>\$ 63,129</b>	<b>\$ 11,655,761</b>	<b>51%</b>	

Uses of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Used	Comments
Salaries & Wages	\$ 3,384,335	\$ 3,100,823	\$ (283,512)	\$ 6,768,670	46%	Not at full staffing level.
Fringe Benefits/Staff Development	\$ 1,222,111	\$ 1,044,581	\$ (177,530)	\$ 2,444,221	43%	
Travel/Business Meals/Meetings	\$ 35,758	\$ 8,770	\$ (26,989)	\$ 71,516	12%	Minimal activity.
Facility/Equipment Maintenance/Utilities	\$ 93,618	\$ 69,841	\$ (23,777)	\$ 187,235	37%	Telephone under budget.
Supplies & Materials	\$ 539,896	\$ 383,786	\$ (156,110)	\$ 1,079,792	36%	Fuel prices dropped, actual 72% of budgeted amount, parts.
Marketing & Advertising	\$ 27,890	\$ 3,444	\$ (24,446)	\$ 55,780	6%	Limited marketing activity, RFP in progress.
Insurance & Bonding	\$ 216,282	\$ 262,683	\$ 46,402	\$ 432,563	61%	Premium costs increased due to greater vehicle costs.
Professional Services	\$ 284,437	\$ 269,350	\$ (15,087)	\$ 568,874	47%	Recruitment under budget.
Miscellaneous	\$ 23,555	\$ 14,661	\$ (8,894)	\$ 47,109	31%	
<b>Total Expenditure</b>	<b>\$ 5,827,881</b>	<b>\$ 5,157,939</b>	<b>\$ (669,942)</b>	<b>\$ 11,655,761</b>	<b>44%</b>	

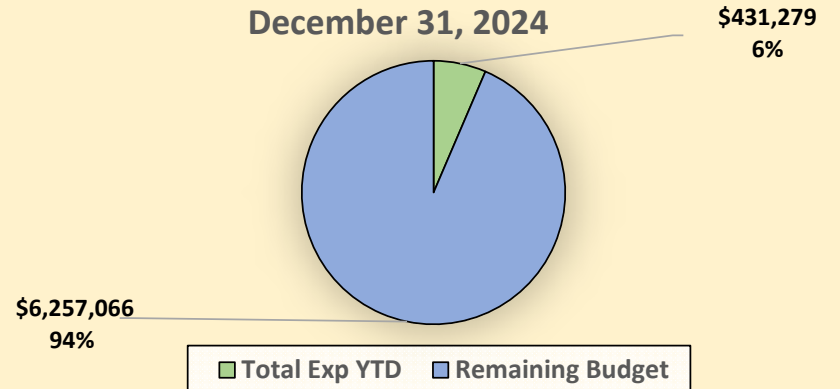
<b>Net change in fund balance</b>	\$ -	\$ 733,069	\$ 733,069	\$ -		
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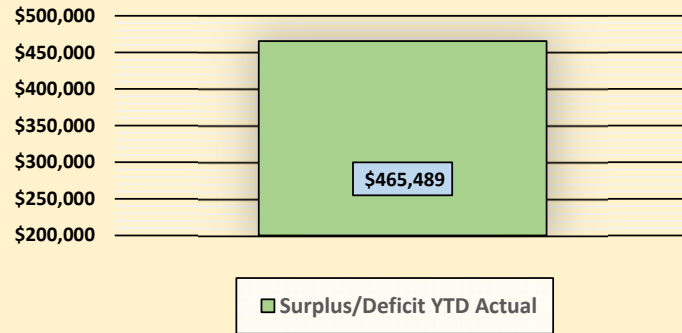
**FY25 YTD Capital Budget v Actual  
Revenue  
December 31, 2024**



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



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





## Jaunt, Inc. FY2025 Monthly Financial Summary

### Capital

#### December 2024 Year To Date

December 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	\$ 1,767,965	\$ 206,727	\$ (1,561,238)	\$ 3,535,929	6%	Based on expense activity below.
Virginia DRPT Capital	\$ 516,500	\$ 69,005	\$ (447,495)	\$ 1,032,999	7%	Based on expense activity below.
Local Government	\$ 621,037	\$ 621,037	\$ -	\$ 1,242,073	50%	
Account Transfer (Jaunt Reserves)	\$ 438,672	\$ -	\$ (438,672)	\$ 877,344	0%	
<b>Total Revenue</b>	<b>\$ 3,344,173</b>	<b>\$ 896,768</b>	<b>\$ (2,447,405)</b>	<b>\$ 6,688,345</b>	<b>13%</b>	
Uses of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Used	Comments
Revenue Vehicles	\$ 2,868,969	\$ 313,774	\$ (2,555,195)	\$ 5,737,938	5%	FY24 DR due Dec-Jan; FY25 ordered in Sept.
Support Vehicles	\$ -	\$ -	\$ -	\$ -	0%	
Spare Parts for Vehicles	\$ 139,512	\$ 85,647	\$ (53,865)	\$ 279,023	31%	Replaced on as need basis; seat belts.
Facility	\$ 128,517	\$ 13,593	\$ (114,924)	\$ 257,034	5%	Engineering award not begun yet.
Information Technology	\$ 207,175	\$ 18,265	\$ (188,910)	\$ 414,350	4%	Vehicle camera system yet to be procured.
<b>Total Expenditure</b>	<b>\$ 3,344,173</b>	<b>\$ 431,279</b>	<b>\$ (2,912,893)</b>	<b>\$ 6,688,345</b>	<b>6%</b>	
<b>Net change in fund balance</b>	<b>\$ -</b>	<b>\$ 465,489</b>	<b>\$ 465,489</b>	<b>\$ -</b>		



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

1/24/2025

10:33 AM

	<b>12/31/2024</b>	<b>12/31/2023</b>
<b>Assets</b>		
Cash and Cash Equivalents	\$ 9,293,402.22	\$ 5,439,163.68
Receivables, Net of Allowances	11,723.91	37,218.05
Due From Other Governmental Units	1,427,428.53	5,304,013.79
Prepaid Items	136,169.72	134,981.02
Capital Assets	6,266,993.23	5,028,216.66
<b>Total Assets</b>	<b><u>\$ 17,135,717.61</u></b>	<b><u>15,943,593.20</u></b>
<b>Liabilities</b>		
Accounts Payable	\$ 393,087.73	\$ 1,827,976.64
Accrued Payroll & Related Liabilities	413,878.99	390,615.92
Lease Liability	69,956.08	85,921.59
Deferred Revenue	50,000.00	9,323.17
<b>Total Liabilities</b>	<b><u>926,922.80</u></b>	<b><u>2,313,837.32</u></b>
<b>Fund Balance/Net Position</b>		
JAUNT Inc. Stock	16.00	16.00
Fund Balance:		
Nonspendable:		
Prepaid Items	136,169.72	134,981.02
Committed:		
Rainy Day	3,000,000.00	3,000,000.00
Capital Reserve	1,965,808.00	1,000,000.00
Unassigned	5,082,569.55	4,718,507.24
Total Fund Balance	<u>10,184,547.27</u>	<u>8,853,488.26</u>
Total Equity	<u>10,184,563.27</u>	<u>8,853,504.26</u>
<b>Total Liabilities and Equity</b>	<b><u>\$ 11,111,486.07</u></b>	<b><u>\$ 11,167,341.58</u></b>
Net Position:		
Investment in Capital Assets	6,197,037.15	4,942,295.07
Unrestricted	10,011,741.66	8,687,444.81
Total Net Position	<u>16,208,778.81</u>	<u>13,629,739.88</u>
Total Net Position and Equity	<u>16,208,794.81</u>	<u>13,629,755.88</u>
<b>Total Liabilities and Net Position</b>	<b><u>\$ 17,135,717.61</u></b>	<b><u>\$ 15,943,593.20</u></b>

## Jaunt, Inc.

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

Cash flows from Operations for December 2024	
Local Match	\$ 108,121
DRPT Receipts	427,893
CAT Receipts	-
Agency Receipts	11,176
Other Receipts	10,492
Transfer from Investment Account	
Payroll	(531,834)
Transfer to Investment Account	-
Capital Payments	(6,046)
Other Payments	(334,292)
Total cash flows from Operations	<u>(314,490)</u>
Cash flows from Investing for December 2024	
Interest	24,745
Transfer from Operating Account	-
Transfer to Operating Account	-
Total cash flows from Investing	<u>24,745</u>
Net change in cash	(289,745)
Beginning cash balance 12/1/2024	<u>9,571,190</u>
Ending cash balance 12/31/2024	<u><u>\$ 9,281,445</u></u>
Days of cash on hand	290.65
Months of cash on hand	9.69

## **Jaunt Safety Report November 2024**

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

11/6/2024 – Operator struck a building’s wall and sidewalk after failing to yield to oncoming traffic

11/7/2024 – Operator was backing up the bus and backed into some fallen branches

11/22/2024 – Operator was leaving from a parking lot after dropping off a client when they made contact with a cyclist while making a right turn

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

11/22/2024 – Operator was driving when a deer came out of no where and made contact with the bus

11/25/2024 – Operator was driving down the road when they heard a loud noise, when the operator arrived at their destination they discovered that the overhead glass was broken on the bus

11/29/2024 – Operator was parked at Wegman’s, they had stepped away from the bus for a few minutes and when they returned the door’s window was broken

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

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

Jaunt traveled 107,886 revenue miles and had 3 preventable accident from 11/1/2024 to 11/30/2024. Jaunt has a goal of less than 1 preventable accident for every 100,000 revenue miles driven. Jaunt has had 11 preventable accidents since 7/1/2024 and recorded 588,186 total revenue travel miles.

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

There were no safety concerns reported in November 2024

### **National Transit Database Reporting**

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

## **Jaunt Safety Report December 2024**

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

12/6/2024 – Operator backed into client’s mailbox

12/17/2024 - Operator failed to make a complete stop and pulled out in front of an approaching vehicle, making contact

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

12/31/2024 – Operator hit deer

### **Customer Related Incident(s): 3**

12/2/2024 – Operator noticed that client wasn’t feeling well and wasn’t responsive, pulled over and waited for EMS to arrive

12/3/2024 – Operator pulled up a client’s driveway, client was coming down the driveway and flipped forward

12/19/2024 – Client was getting off bus and tripped at the sidewalk and fell on their right hip

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

Jaunt traveled 103,667 revenue miles and had 2 preventable accident from 12/1/2024 to 12/31/2024. Jaunt has a goal of less than 1 preventable accident for every 100,000 revenue miles driven. Jaunt has had 13 preventable accidents since 7/1/2024 and recorded 691,853 total revenue travel miles.

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

There were no safety concerns reported in December 2024

### **National Transit Database Reporting**

Jaunt had 2 NTD reportable safety events for the month of December 2024

## Jaunt Board of Directors Meeting

February 12, 2025, 10 AM

This service report includes November and December 2024 data. Ridership in both months saw a decline, with December's ridership levels were down 22% from October's ridership.

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. Despite the decline in ridership over this two month period, FY25 monthly averages are above FY24 monthly averages.

Jaunt Performance Statistics		2023		2024												Avg All FY24	Avg YTD FY25	Pct Diff
		Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			
ADA	Passengers	8,590	7,555	7,815	8,778	8,871	8,835	8,721	7,906	8,406	8,351	8,144	9,332	8,172	7,537	8,517	8,324	-2.3%
	Revenue Hours	3,166	2,866	3,055	3,237	3,560	3,709	3,590	3,409	3,710	3,519	3,454	3,762	3,437	3,249	3,353	3,522	5.0%
	Revenue Miles	35,007	30,909	33,715	37,294	37,295	37,802	37,945	35,484	38,032	37,350	36,745	40,627	36,950	33,474	35,974	37,196	3.4%
Demand Response	Passengers	5,792	4,958	5,297	6,072	6,262	6,510	6,567	5,709	6,502	6,682	6,149	7,001	5,722	5,653	5,991	6,285	4.9%
	Revenue Hours	2,787	2,455	2,623	2,878	3,038	3,269	3,305	2,852	3,253	3,254	3,030	3,362	2,814	2,849	2,939	3,094	5.3%
	Revenue Miles	53,584	46,329	49,541	55,618	58,187	61,169	62,642	54,990	61,901	62,328	55,354	62,270	52,711	52,172	55,893	57,789	3.4%
Agency Trips	Passengers	514	458	263	243	310	316	585	228	249	266	303	221	166	134	486	223	-54.1%
	Revenue Hours	114	132	100	94	101	100	97	74	65	78	81	86	68	53	133	72	-45.8%
	Revenue Miles	1,991	2,376	1,767	1,612	1,845	1,846	1,888	1,264	1,145	1,337	1,538	1,518	1,224	903	2,398	1,278	-46.7%
N/A	Passengers	87	70	98	139	143	114	72	29	72	623	133	459	198	408	89	316	253.8%
	Revenue Hours	34	28	47	61	60	51	30	15	39	82	78	100	72	85	38	76	100.4%
	Revenue Miles	418	320	691	862	841	688	458	198	507	1,018	922	1,479	1,048	1,119	488	1,016	108.1%
Connect 29 North	Passengers	1,349	1,088	1,340	1,510	1,580	1,622	1,561	1,295	1,580	1,596	1,552	1,824	1,286	1,095	1,392	1,489	7.0%
	Revenue Hours	137	126	143	136	140	145	163	136	159	165	160	173	146	146	141	158	12.3%
	Revenue Miles	2,204	1,981	2,242	2,068	2,130	2,281	2,510	2,201	2,443	2,485	2,213	2,486	2,025	2,098	2,232	2,292	2.7%
Connect Buckingham	Passengers	849	842	905	1,028	956	926	995	964	1,125	1,092	1,017	1,207	922	925	894	1,048	17.2%
	Revenue Hours	140	132	144	146	144	149	154	131	155	154	145	157	132	138	144	147	1.8%
	Revenue Miles	4,011	3,705	3,937	4,071	4,035	4,235	4,322	3,726	4,315	4,243	3,796	4,077	3,424	3,452	4,054	3,885	-4.2%
Connect Crozet	Passengers	1,160	1,019	1,222	1,591	1,552	1,673	1,620	1,482	1,820	1,985	2,056	2,199	1,727	1,478	1,368	1,878	37.2%
	Revenue Hours	429	399	421	435	429	446	462	414	483	473	451	494	409	406	434	453	4.4%
	Revenue Miles	9,422	8,836	9,263	9,495	9,357	9,594	10,271	9,280	10,639	10,741	12,303	10,697	9,211	9,159	9,547	10,458	9.5%
Connect Lovington	Passengers	326	264	324	382	398	394	416	440	377	298	322	388	307	258	356	325	-8.7%
	Revenue Hours	49	53	51	47	44	52	58	53	68	64	62	69	53	53	52	62	18.6%
	Revenue Miles	1,445	1,286	1,383	1,457	1,453	1,528	1,467	1,270	1,481	1,482	1,257	1,569	1,293	1,290	1,416	1,395	-1.4%

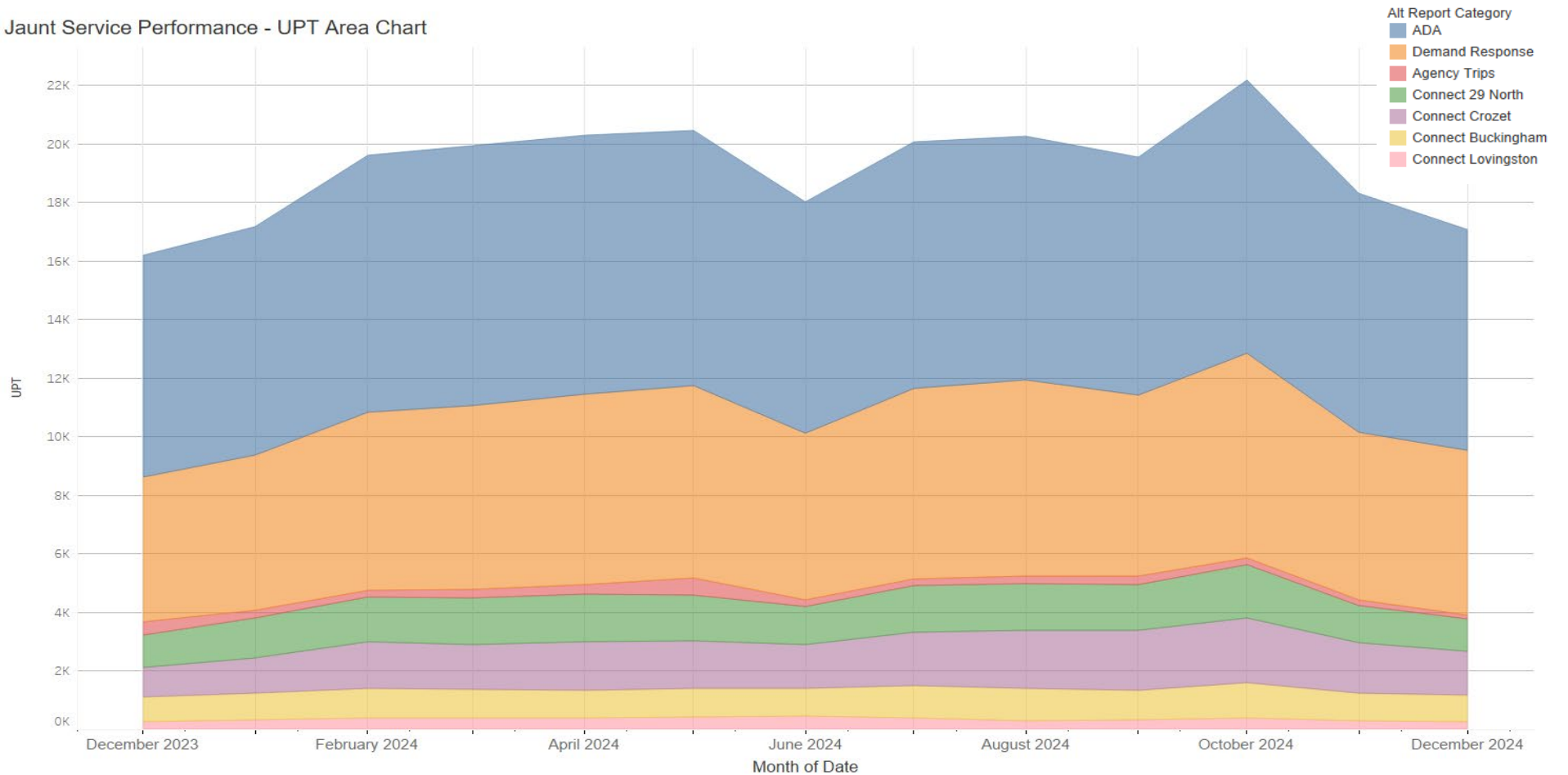
Metric	FY23 Monthly Avg	FY24 Monthly Avg	FY25 YTD Monthly Avg	FY24-FY25 Diff
UPT	19,848	19,004	19,571	3.0%
VRH	7,656	7,195	7,507	4.3%
VRM	120,025	111,513	114,293	2.5%

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-Dec 31, 2024 by service is as follows: **ADA 42%, Demand Response 32%, Agency 1%, NA 2%, and Commuter Bus 24%**. DR is 76% and CB is 24% of total ridership. Percentage of Revenue Hours by service is: **ADA 47%, Demand Response 41%, 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 264 members. The Reporting Category filter keeps ADA, CB and DR. The Reporting Category Name filter keeps no members. The view is filtered on Date Month, which ranges from December 2023 to December 2024.



Albemarle Statistics		2023		2024												Avg All FY24	Avg YTD FY25	Pct Diff
Reporting Category		Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			
ADA	Passengers	4,298	3,718	3,895	4,462	4,221	4,428	4,249	3,839	4,067	4,045	3,997	4,539	3,856	3,488	4,207	3,999	-4.9%
	Revenue Hours	1,648	1,450	1,555	1,694	1,738	1,896	1,826	1,692	1,849	1,758	1,740	1,915	1,687	1,570	1,694	1,753	3.5%
	Revenue Miles	19,345	16,892	18,213	20,797	19,390	20,675	20,244	18,724	20,020	19,779	19,665	21,813	19,341	17,225	19,391	19,641	1.3%
Demand Response	Passengers	2,212	1,812	2,048	2,402	2,338	2,467	2,558	2,225	2,585	2,582	2,279	2,657	2,080	2,109	2,194	2,382	8.6%
	Revenue Hours	999	866	954	1,061	1,112	1,182	1,211	1,050	1,197	1,183	1,072	1,222	1,011	1,037	1,035	1,120	8.3%
	Revenue Miles	18,070	15,637	17,777	20,111	20,384	20,851	22,049	19,342	21,683	21,618	19,413	22,583	18,399	18,202	18,883	20,316	7.6%
Connect 29 North	Passengers	1,349	1,088	1,340	1,510	1,580	1,622	1,561	1,295	1,580	1,596	1,552	1,824	1,286	1,095	1,392	1,489	7.0%
	Revenue Hours	137	126	143	136	140	145	163	136	159	165	160	173	146	146	141	158	12.3%
	Revenue Miles	2,204	1,981	2,242	2,068	2,130	2,281	2,510	2,201	2,443	2,485	2,213	2,486	2,025	2,098	2,232	2,292	2.7%
Connect Crozet	Passengers	1,160	1,019	1,222	1,591	1,552	1,673	1,620	1,482	1,820	1,985	2,056	2,199	1,727	1,478	1,368	1,878	37.2%
	Revenue Hours	429	399	421	435	429	446	462	414	483	473	451	494	409	406	434	453	4.4%
	Revenue Miles	9,422	8,836	9,263	9,495	9,357	9,594	10,271	9,280	10,639	10,741	12,303	10,697	9,211	9,159	9,547	10,458	9.5%

Buckingham Statistics		2023		2024												Avg All FY24	Avg YTD FY25	Pct Diff
Reporting Category		Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			
Connect Buckingham	Passengers	849	842	905	1,028	956	926	995	964	1,125	1,092	1,017	1,207	922	925	894	1,048	17.2%
	Revenue Hours	140	132	144	146	144	149	154	131	155	154	145	157	132	138	144	147	1.8%
	Revenue Miles	4,011	3,705	3,937	4,071	4,035	4,235	4,322	3,726	4,315	4,243	3,796	4,077	3,424	3,452	4,054	3,885	-4.2%

Charlottesville Statistics		2023		2024												Avg All FY24	Avg YTD FY25	Pct Diff
Reporting Category		Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			
ADA	Passengers	4,292	3,837	3,920	4,316	4,650	4,407	4,472	4,067	4,339	4,306	4,147	4,793	4,316	4,049	4,310	4,325	0.4%
	Revenue Hours	1,501	1,387	1,481	1,529	1,804	1,792	1,745	1,705	1,845	1,746	1,699	1,836	1,735	1,664	1,634	1,754	7.4%
	Revenue Miles	15,662	14,018	15,502	16,497	17,905	17,127	17,702	16,760	18,012	17,572	17,080	18,814	17,608	16,248	16,583	17,556	5.9%
Demand Response	Passengers	212	150	170	129	171	211	227	212	211	256	236	288	211	219	189	237	25.6%
	Revenue Hours	88	68	80	63	76	93	97	96	103	114	92	113	98	87	83	101	22.2%
	Revenue Miles	1,391	1,087	1,244	1,036	1,151	1,345	1,603	1,462	1,613	1,767	1,322	1,669	1,533	1,203	1,261	1,518	20.4%





Fluvanna Statistics		2023		2024												Avg All FY24	Avg YTD FY25	Pct Diff
Reporting Category		Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			
Demand Response	Passengers	329	268	294	297	295	305	270	237	322	286	290	343	276	321	289	306	5.8%
	Revenue Hours	136	103	113	117	117	133	135	118	139	145	134	166	131	161	124	146	17.6%
	Revenue Miles	2,830	2,374	2,414	2,523	2,390	2,805	2,819	2,545	2,945	3,081	2,827	3,495	2,761	3,666	2,588	3,129	20.9%

Greene Statistics		2023		2024												Avg All FY24	Avg YTD FY25	Pct Diff
Reporting Category		Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			
Demand Response	Passengers	1,272	1,137	1,184	1,405	1,416	1,427	1,433	1,223	1,433	1,432	1,404	1,590	1,272	1,205	1,449	1,389	-4.1%
	Revenue Hours	597	530	576	657	686	717	734	625	717	664	655	725	539	532	691	639	-7.6%
	Revenue Miles	9,317	8,312	9,001	10,560	10,812	11,429	10,998	9,844	11,285	11,062	10,223	11,323	8,593	8,468	10,663	10,159	-4.7%

Louisa Statistics		2023		2024												Avg All FY24	Avg YTD FY25	Pct Diff
Reporting Category		Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			
Demand Response	Passengers	1,627	1,459	1,507	1,710	1,848	1,952	1,968	1,694	1,833	1,982	1,804	1,977	1,630	1,668	1,732	1,816	4.8%
	Revenue Hours	892	822	847	906	954	1,051	1,063	888	1,022	1,070	1,003	1,054	918	966	923	1,006	8.9%
	Revenue Miles	20,229	17,254	17,717	19,742	21,393	22,732	23,259	19,957	22,447	22,782	19,716	21,237	18,658	18,894	20,612	20,622	0.0%

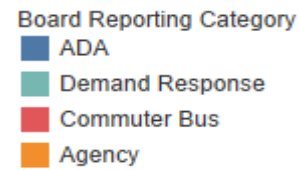
Nelson Statistics		2023		2024												Avg All FY24	Avg YTD FY25	Pct Diff
Reporting Category		Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct					
Demand Response	Passengers	140	132	94	129	194	148	111	118	118	144	136	146			139	136	-1.9%
	Revenue Hours	60	56	48	70	85	85	58	71	73	73	72	79			71	74	4.0%
	Revenue Miles	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	326	264	324	382	398	394	416	440	387	377	322	388			356	369	3.6%
	Revenue Hours	54	49	53	51	47	44	52	58	53	68	62	69			52	63	21.4%
	Revenue Miles	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%



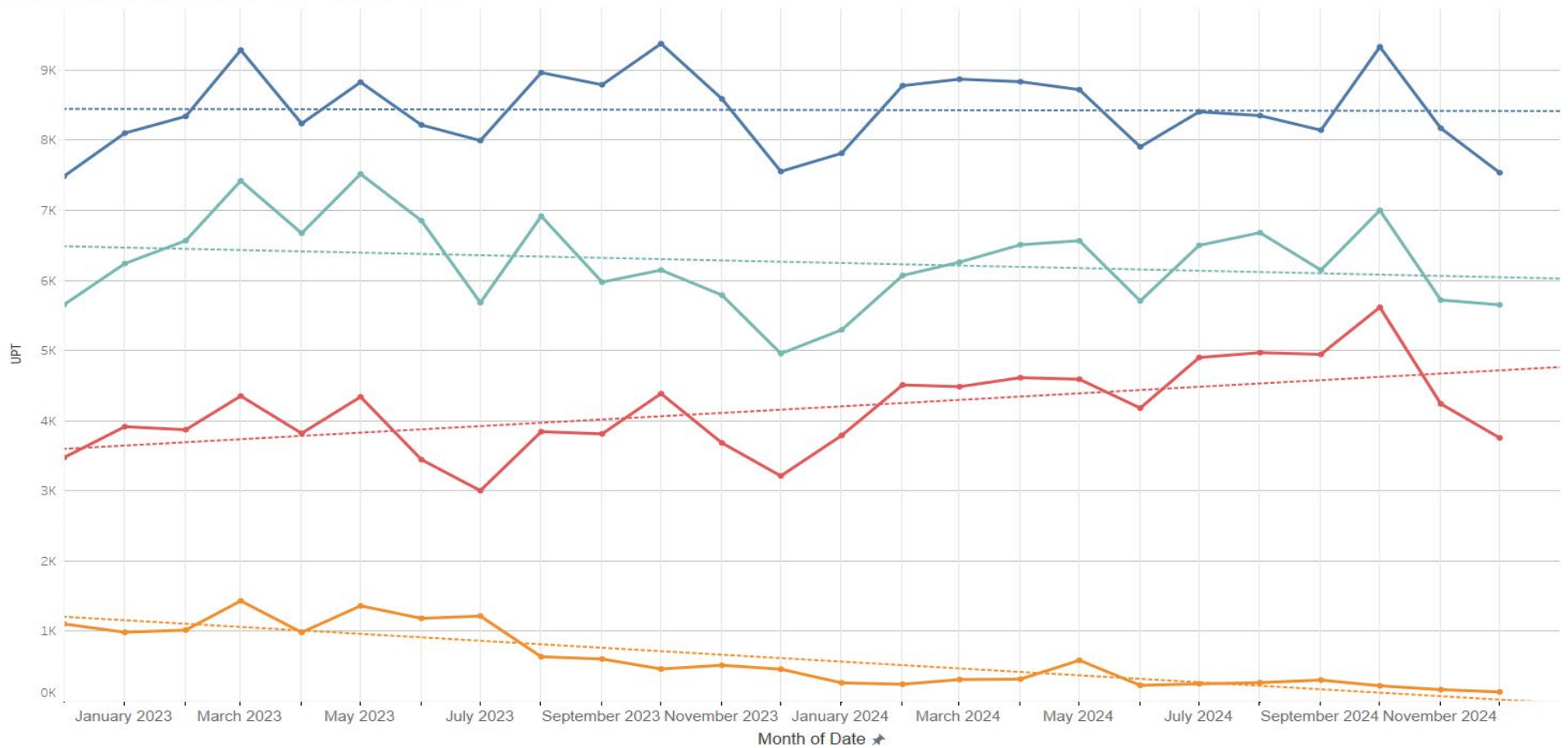
# Jaunt Board of Directors Meeting

February 12, 2025, 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 December 2022 through December 2024. Note how in both years there is a decline in ridership from October on.



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 264 members. The Reporting Category filter keeps ADA, CB and DR. The Reporting Category Name filter keeps no members. The view is filtered on Date Month, which ranges from December 2022 to December 2024.



FY25 ADA Compliance Report - February 12, 2025 Board Meeting

Item	FY24							FY25							Average Monthly		Percent
	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-25	Dec-25	FY24 Full	FY25 YTD	Difference	
ADA Unlinked Passenger Trips	7,555	7,815	8,778	8,871	8,835	8,721	7,906	8,406	8,351	8,144	9,332	8,172	7,537	8,517	8,324	-2.3%	
All Demand Response UPT	12,971	13,375	15,093	15,443	15,661	15,873	13,843	15,157	15,299	14,596	16,554	14,060	13,324	14,994	14,832	-1.1%	
ADA Revenue Miles	30,909	33,715	37,294	37,295	37,802	37,945	35,484	38,032	37,350	36,745	40,627	36,950	33,474	35,974	37,196	3.4%	
All Demand Response Revenue Miles ^	79,615	85,023	94,524	97,327	100,816	102,475	91,738	101,078	101,015	93,637	104,415	90,886	86,550	94,264	96,264	2.1%	
ADA Revenue Hours	2,866	3,055	3,237	3,560	3,709	3,590	2,926	3,318	3,332	3,110	3,449	2,881	2,902	3,303	3,165	-4.2%	
All Demand Response Revenue Hours ^	5,453	5,778	6,208	6,699	7,078	6,993	6,335	7,028	6,851	6,564	7,211	6,318	6,151	6,424	6,687	4.1%	
ADA No Shows	315	256	259	256	190	173	178	201	215	207	243	226	233	268	221	-17.7%	
All Demand Responses No Shows	531	481	462	437	375	362	389	409	449	385	473	415	442	503	429	-14.8%	
ADA Missed Trips	5	6	8	5	5	8	3	6	2	3	3	4	1	7	3	-53.7%	
All Demand Responses Missed Trips	8	10	9	9	9	9	5	8	9	4	6	9	4	15	7	-55.8%	
ADA Denials	4	9	13	7	0	0	0	0	0	0	0	0	0	4.6	0.0	-100.0%	
All Demand Responses Denials	93	152	149	153	32	50	31	31	62	40	71	40	23	92	45	-51.5%	
ADA On Time Performance	91%	91%	88%	93%	93%	90%	91%	92%	94%	92%	91%	91%	91%	91%	92%	0.7%	
All Demand Responses OTP	73%	89%	87%	92%	92%	89%	90%	92%	93%	93%	91%	90%	91%	90%	92%	2.2%	
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	1	0	0	0	0	0	1	0	0	0	0	0	0.3	0.2	-33.3%	
ADA Passenger Incidents/Accidents	1	0	0	0	0	0	1	0	1	0	1	0	2	0.4	0.7	60.0%	
ADA Vehicle Accidents	0	0	0	0	0	0	0	0	0	0	2	5	0	0.3	1.2	366.7%	
Excessively Long ADA Trips	33	19	37	33	43	25	17	29	18	21	32	19	42	27	27	0.9%	
Demand Response Reservations Hold Times	2:22	2:20	1:48	1:40	1:56	1:46	1:48	2:12	2:15	2:40	3:06	3:20	4:19	2:18	2:58	29.1%	

^ 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
39%	38%	Percentage of ADA Revenue Miles of all Demand Response Revenue Miles
47%	51%	Percentage of ADA Revenue Hours of all Demand Response Revenue Hours
2.7%	3.2%	Percentage of ADA No Shows of all ADA Trips
2.9%	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
92%	91%	Percentage of ADA trips that were on time of all ADA Trips
92%	90%	Percentage of Demand Response trips that were on time of all DR Trips
0.32%	0.31%	Percentage of Excessively long ADA trips of all ADA Trips made
2:58	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

### February 2025 CEO Report

February has me wishing for spring. While there have been a few nice days sprinkled in cold weather and winter precipitation have presented challenges. A BIG thanks to Janet and her team for making sure we keep services running whenever possible. This month, we are welcoming Jason Eversole as an Albemarle County representative to the Jaunt Board. In February, we celebrated Orelia Bowman for her outstanding contributions as Jaunt's Employee of the Month. She was recognized by her colleagues for her flexibility and going the extra mile to help us serve our unhoused community members as we support PACEM's shelter operations. Thank you for all you do Orelia! If you see her, please share your thanks and congratulations.

The Board meeting this month primarily updates the Board on current operations and statistics. During new business I will review our State Grant Application which was submitted on January 31<sup>st</sup>. I also wrote a letter of support for the TJPDC's application for assistance prioritizing transit services in our region. We will also check in about the outcomes of our January strategy session and prep for our extended time together in March.

We are in the process of determining whether we will continue with Project SYNC. The grant may not support the activities that will help Jaunt assess next steps in the use of battery electric vehicles. We have numerous applicants for the Chief of Finance and Administration role. I hope to identify candidates for a first round of interviews in the next week. In the meantime, we look forward to welcoming a new Safety Manager in the weeks ahead. We have identified finalists for our Communications/Marketing/Design contract and will do interviews the week of February 24<sup>th</sup>. We are expecting quite a bit of disruption at our depot as soil sampling to advance our parking lot project occurs over the next few weeks.

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

**PEOPLE:** Simona Howard is all about people. She supports co-workers, always lends an extra hand, and shows great care for our passengers. Recently a passenger scheduling issue left a passenger without a ride home and Simona came to her rescue and transported to Esmont. Thank you, Simona!

**SERVICE:** Thanks to our team for focusing on our CONNECT riders and our commuter routes. We know that service changes are disruptive, and we try to minimize them to

occurrences that could impact operator and passenger safety. We have been working with our passengers to find additional avenues of notification in the event of inclement weather and other emergencies. It has been labor intensive but greatly appreciated.

**CONNECTION:** Jason Espie and Ramona Means have been teaming up to make presentations to the community. Most recently the Piedmont Housing Alliance contacted us with a request to educate their residents on accessing Jaunt services to increase their mobility. They do a fantastic job engaging individuals and groups with patience, kindness, and knowledge. Thanks Jason and Mona!

As always thank you, you are appreciated!

Be well - Mike