

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

AGENDA

Meeting of the Board of Directors

March 12, 2025, at 8:30 AM EST

PUBLIC ARE ENCOURAGED TO ATTEND REMOTELY USING THE BELOW LINKS

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

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

I. Call to Order — Brad Burdette, President**II. Roll Call** — Iscella Wittich, Secretary**III. Introductions & Welcome** — Brad Burdette, President**IV. Jaunt Board Retreat** Pgs 2-24 of 50

- A. January Recap
- B. Setting Timelines & Metrics
- C. Employee Development & Evaluation Strategy
- D. Meeting Cadence

V. Break**VI. Call to Order** — Brad Burdette, President**VII. 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.

VIII. Action Items

- A. February 12, 2025, Board of Directors Meeting Minutes- Iscella Wittich, Secretary Pgs 25-27 of 50

IX. Standing Committee Reports

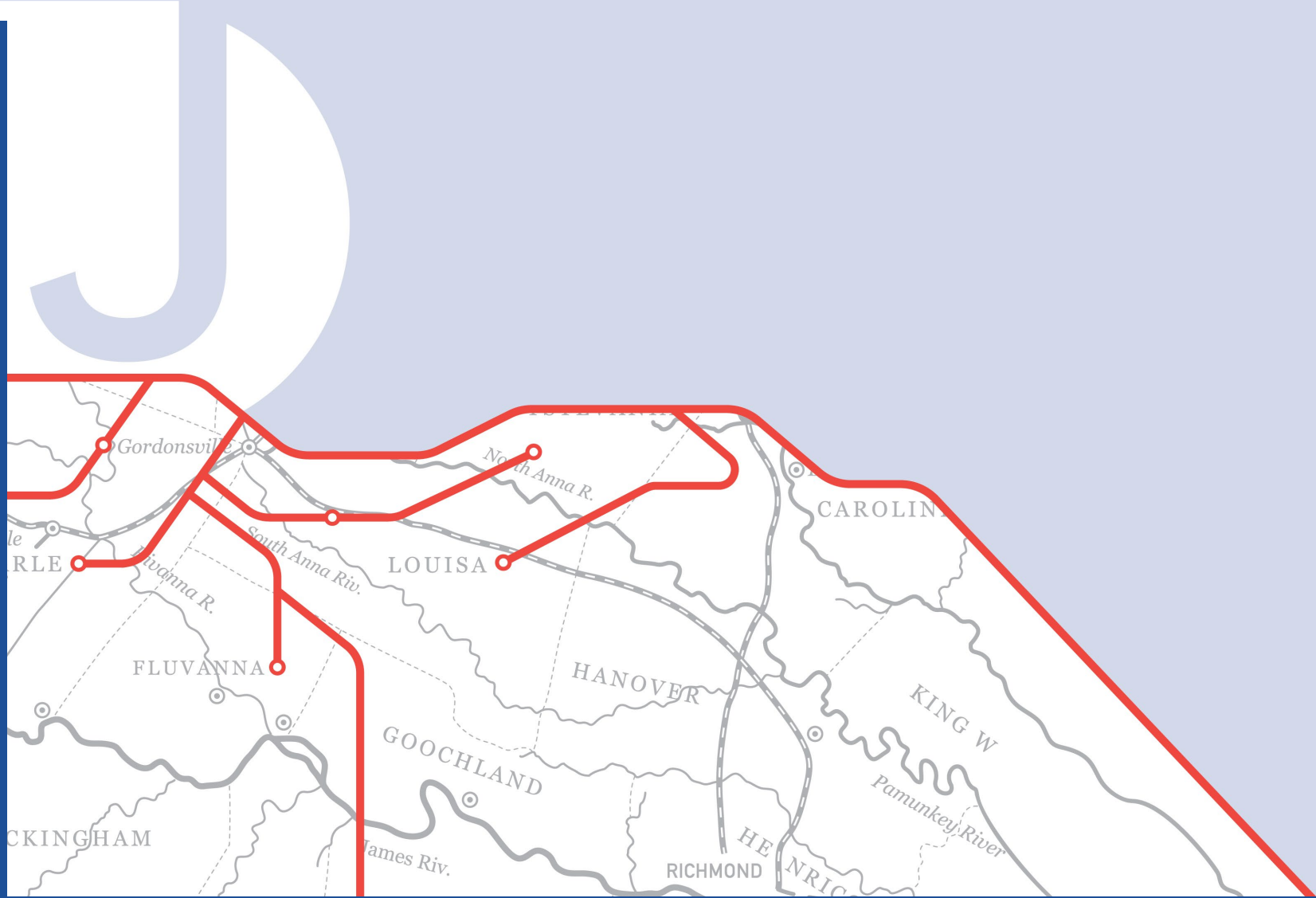
- A. Finance Committee—Robin Munson, Mike Murphy, Jacob Sumner, Treasurer Pgs 28-33 of 50
- B. Operations and Safety Reports—Jason Espie, Jennifer Douglass, Angie Jones Pgs 34-40 of 50
- C. Regional Transit Partnership Update-- Christine Jacobs/Randy Parker
- D. CEO Report--Mike Murphy Pg 41 of 50

X. New Business**XI. Announcements and Board Member comments**

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

Jaunt Board Strategy Session

March 12, 2025



**Our Time
Together**

- 8:30-8:40** **Joining and Refreshments**
- 8:40-8:50** **January Recap**
- 8:50-9:10** **Setting Timelines & Metrics**
- 9:10-9:40** **Review Employee Development and Evaluation Strategy**
- 9:40-9:50** **Review Proposed Meeting Cadence**
- 9:50-10:00** **Wrap up and Break**
- 10:00-12:00** **Convene Regular March Board Meeting**

January Recap

- **Review Jaunt's**
 - **Services**
 - **Budget**
 - **Statistics**
- **Review 2021 retreat & scorecard**

2021 Retreat Scorecard

- Improve financial oversight and transparency
- Rebuild trust
- Hire a CEO
- Finalize vision and mission statements
- Better board education, orientation, and onboarding
- Staffing strategies: getting the right people in the right roles
- Develop a CEO Performance evaluation aligned w/ Jaunt's values
- Create & implement messaging and communication strategies
- Jaunt Board Member Advocacy Framework; ideas to help Board members advocate for Jaunt

January Recap

TDP & scorecard

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

Suggest May Board meeting review of TDP amendments for DRPT

**January
Recap**

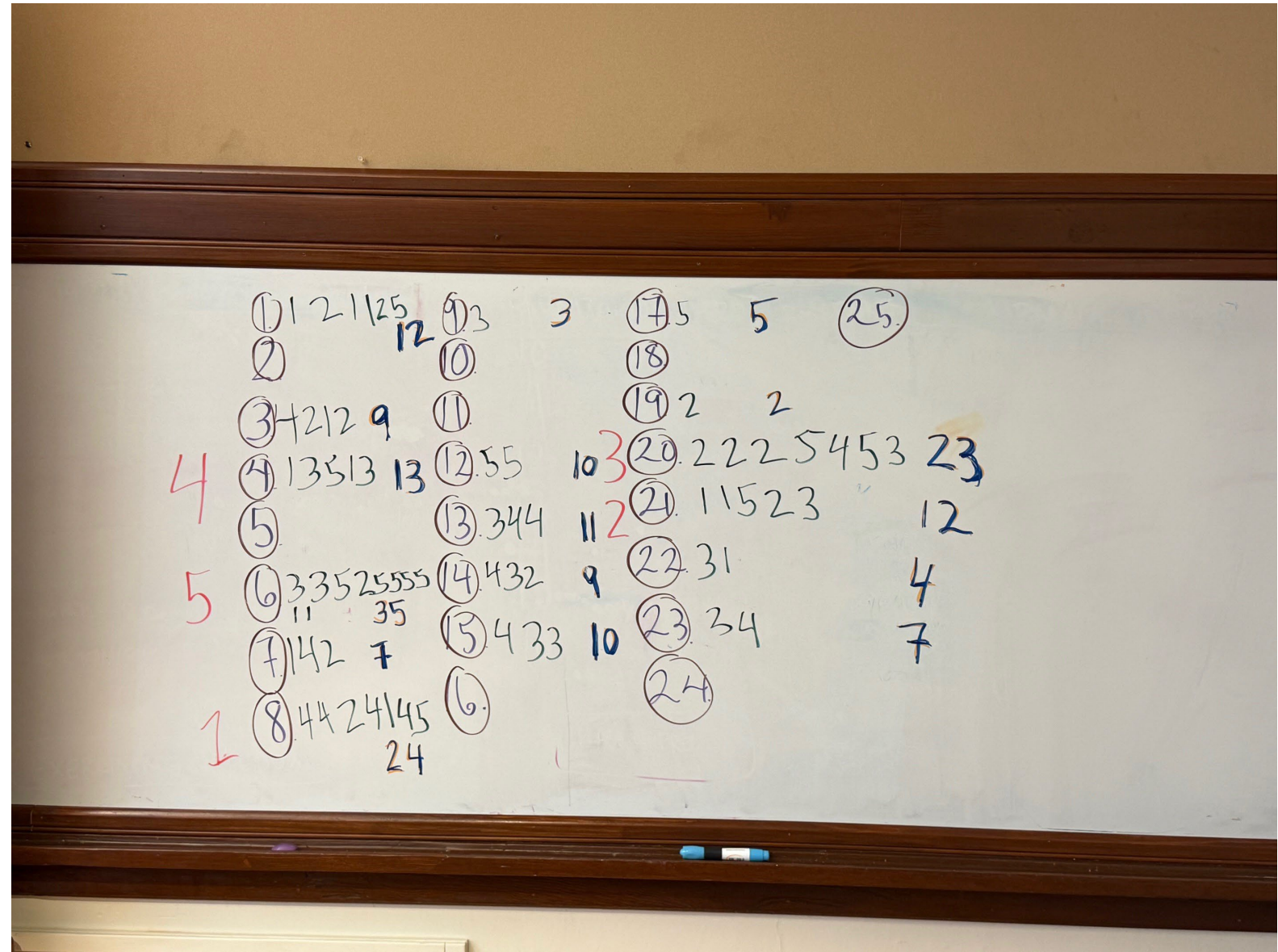
**Workforce & Market
Facilities & Infrastructure
Understanding Our Stakeholders
Changing Local Landscape
Changing State & Federal Funding
Outdated Technology
Eco Friendly Solutions**

January Recap

Initiatives to Prioritize

1. Develop a CEO evaluation
2. Equip Board members for advocacy
3. Complete Communication strategy
4. Create performance evaluation system for all team members
5. Create organizational development system for all team members
6. Select/implement new software technologies for scheduling and planning
7. Select/implement new software technologies for human capital mgmt.
8. Implement Microtransit pilot for ADA customers
9. Implement Microtransit pilot in Greene County
10. Create a sustainable strategy for stakeholder surveys
11. Complete stakeholder surveys
12. Improve call center performance
13. Pursue alternative funding streams
14. Advance safety and security of jaunt facility
15. Maintain competitive classification and compensation system
16. Deliver annual training on Jaunt Values and Inclusion
17. Implement waste reduction and recycling strategies
18. Determine if opportunities exist to reduce fleet size
19. Determine if fleet can be segregated by funding stream
20. Secure written agreement for ADA service in Charlottesville
21. Maintain active presence as CARTA develops
22. Resolve capital expense funding percentage penalties
23. Revise goals for alternative fuels and pursue progress
24. Determine a new cadence for Board meetings and reporting
25. Revisit mission, vision, & values

January Recap



5 Priorities for next 12-18 months emerged

- **Maintain active presence as CARTA develops**
- **Secure written agreement for ADA service in Charlottesville**
- **Implement Microtransit pilot for ADA customers**
- **Create performance evaluation system for all team members**
- **Select/implement new software technologies for scheduling and planning**

Priority:

CARTA

March 2025 – Appoint Urban representative to the RTP

Ongoing: attend RTP & CARTA meetings

Ongoing: Participate in study of regional priorities

January 2026: Participate in legislative processes as needed

Metric: Jaunt inclusion in regional transit plans

Priority:

**ADA
Agreement**

March/April 2025 – Initial discussions with CAT

May 2025 – Negotiate contract terms

By June 30, 2025 – New agreement in place

Metric: Jaunt ADA Service Provider for 3 year period

Priority:

**ADA
Microtransit
Pilot**

April 2025 – DRPT award results known

May/June 2025 – Navigate procurement issues as necessary

July/August 2025 – New software training

September/October 2025 launch pilot

Metric: Pilot is launched, implementation refines ADA service delivery

Priority:

**Performance
Evaluation**

April 2025 – Document review

May/June 2025 – Develop job guides

July 2025 – Train supervisors

August 2025 - Employee meetings begin

February 2025 – Midyear reviews

Metric: All employees have reviews prior to August 2026

Priority:
Software

April 2025 – DRPT award results known

July/August 2025 – Develop RFP

September-November 2025– Assess providers

December 2025 – Complete negotiations

January/February 2026 – Develop training and change management plans

March-May 2026 – Training, testing, and piloting

July 2026 – Full software implementation

Metric: Successful implementation of software that meets Jaunt’s needs for on demand, demand response, and fixed route services

Employee Development & Evaluation Strategy

What is the plan
for personal
development?

- **Craft Performance Evaluation documents for each employee**
- **Set organizational values to guide expected behaviors**
- **Launch new system**
- **Employees set individualized development goals**
- **Biannual assessments of performance and progress**

Why are we doing this?

- To foster a culture of continuous learning & improvement
- To align individual objectives with organizational goals
- To align individual behavior with organizational values
- To identify strengths and drive innovation
- To provide context for recognition and rewards
- To address areas of concern and facilitate accountability
- To ensure we equitably meet our legal & ethical obligations
- To proactively plan for organizational growth and succession
- To increase engagement and improve retention

When will
we be
doing this?

- **March 2025** – Confirm Plan
- **April – June 2025** -Craft documents
- **July 2025** - Launch new system
- **July 2025** - Employees write IDPs
- **January & May 2026** - Biannual assessments
- **July 2026** – Board review of process

What are the components of solid employee growth and development?

1. **Duties**

- What is the employee's competence with their tasks?

2. **Values**

- How do the employee's behaviors exemplify our values?
- PEOPLE SERVICE CONNECTION

3. **Goals**

- Did the employee meet their goals to further the mission of the Jaunt?

4. **Individualized Development Plan**

- How is the employee advancing as a professional toward their self determined goals?

CEO Evaluation

- **Recommend using the approach described for all employees as the tool in May 2025 and May 2026 and reevaluating**
- **Executive Committee to act as guide in process and involve Board as necessary**
- **Executive Committee to determine how and where process is codified for future Boards & CEOs**

Cadence

- **Recommend meeting on even months of fiscal year 2026:
2025- August, October, December
2026 – February, April, June**
- **Executive Committee will remain in this cadence with the ability to call ad-hoc meetings**
- **Finance Committee will remain in this cadence with the ability to call ad-hoc meetings and increase frequency during the budget and audit seasons as necessary.**
- **Complete calendar with Shareholder meeting schedule to be proposed for Board vote at May meeting.**

Questions?

Time to Refresh!

Board Attendance Roster

Month: February Year: 2025

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 – (Left meeting at 10:30am-Work		X	
Kristi Hagen, Albemarle		X	
Jason Eversole, Albemarle		X	
Ben Chambers, Charlottesville		X	
Christine Appert, Charlottesville		X	
Ray Heron, Charlottesville		X	
Randy Parker, Louisa			X
Rachel Jones, Louisa (Arrived online at 10:15 am)			X
Dian McNaught, Nelson		X	
James Schoenster, Fluvanna		X	
Ex Officio Directors			
Christine Jacobs, TJPDC		X	
Garland Williams, CAT			X
Katy Miller, DRPT		X	
Davis Lamb, Greene County			X
Staff			
Mike Murphy, CEO		X	
Robin Munson, CFO		X	
Mike Mills, Dir of Procurement			X
Ben Rutherford, Sys Admin		X	
Janet Jackson, Chief of People and Operations		X	
Amanda Powell, Executive Asst		X	
Jason Espie, Director of Planning		X	
Jordan Bowman (Legal Counsel)		X	
Corey Houchens, Interim Fleet Manager			X
Angla Jones, Call Center Supervisor		X	
Simona Howard, Road Supervisor		X	
Phyllis Williams, Operator, Training, and Performance			X
Michelle Robinson, Road Supervisor		X	
Public			

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

Minutes

February 12, 2025 Board of Directors Meeting was held by electronic means online via Zoom.

Meeting of the Board of Directors

February 12, 2025, at 10:00 AM EST

I. Call to Order — Brad Burdette, President

10:00 am

II. Roll Call — Iscella Wittich, Secretary

See Roster

III. Introductions & Welcome — Brad Burdette, President**A. Welcome new Board Members**

Jason Eversole was welcomed as the newest member of the Jaunt Board of Directors, representing Albemarle County. Jason shared with the board that he has experience in community planning and supply chain logistics and tech, as well as he recently launched a new technology business that helps families plan, coordinate, and execute care for the elderly.

IV. Public Comments — Brad Burdette, President

None

V. Action Items**A. December 11, 2024, Board of Directors Meeting Minutes- Iscella Wittich, Secretary**

Motion: Jacob S.

2nd: Iscella W.

Vote: Unanimous to accept

VI. Standing Committee Reports**A. Finance Committee—Mike Murphy, Jacob Sumner, Treasurer**

Robin M. provided an overview of Jaunt's financial reports. She stated that Jaunt's operating revenue was 51% as of December 2024, with only 49% of operating revenue going unrecognized. Additionally, 44% of operating expenses had been recognized, leaving 56% unrecognized. Jaunt had only recorded 13% of capital revenue and 6% of capital expenses, she added. Robin went on to say that as our new buses and cameras begin to arrive, these percentages will soon show an increase in numbers.

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

The safety reports for November and December were presented to the board by Jason E., who highlighted three preventable and three non-preventable accidents in November and two preventable and two non-preventable accidents in December. As he presented the service performance data for

year. Angie J. continued by stating that for the months of November and December, Jaunt had zero ADA denials.

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

In her update on the Regional Transit Partnership, Christine J. mentioned the next meeting on February 27, 2025, and the Charlottesville Albemarle Regional Transit Authority's first organizational meeting on February 20, 2025, where they will elect a chair and a vice chair, decide on a regular meeting time for the rest of the calendar year, and go over draft by-laws. She also talked about TJPDC's transit-related grants, which included mobility management and operational to continue and to build upon their mobility management plan. She mentioned that they also applied for a UILD grant for the preliminary engineering of the Rivanna River Bike Pedestrian Bridge and a DRPT merit technical assistance grant. She concluded by informing the board that they also submitted their annual rideshare grant to the RTP for the Commuter Assistance Program.

D. CEO Report--*Mike Murphy*

In order to develop a transit mentorship program that would help prepare Jaunt operators for road supervisors or other positions as the opportunities arise, Mike told the board that he has been in collaboration with a group that was recommended to him by Katy Miller from DRPT and her colleague Mitch. Over the course of the upcoming year, he hopes to be able to implement this program. Additionally, he discussed Jaunt's challenging benefits re-enrollment decision with the board. The decision to switch providers was ultimately made, he said, and although the amount is roughly 30% more than originally anticipated, it won't be much more than what was budgeted for because the budget is based on the workforce being fully insured, whereas Jaunt currently only has about 65% insured. Lastly, Mike mentioned the need to amend the organization's Diversity, Equity, and Inclusion (DEI) plan in light of recent discussions and commitments.

VII. New Business –

A. Review State Grant Application– *Mike Murphy*

Mike discussed various grant applications submitted for different projects, one of which would be for our significant safety and security project also known as the parking lot project. He mentioned that this project would entail fencing in the facility, resurfacing the parking lot and installing new cameras and lighting. Mike also mentioned two software grant applications that Jaunt submitted: one for identifying the best software products for Jaunt, and the other for on-demand services.

B. Retreat overview - *Mike Murphy*

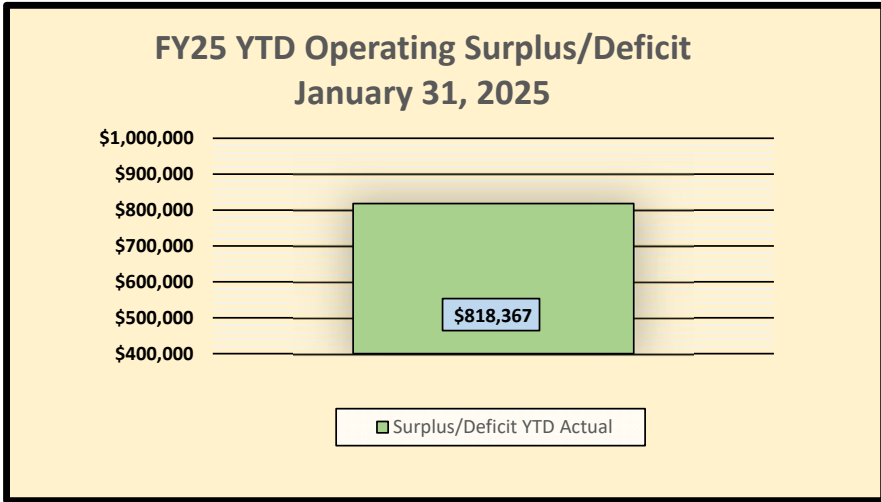
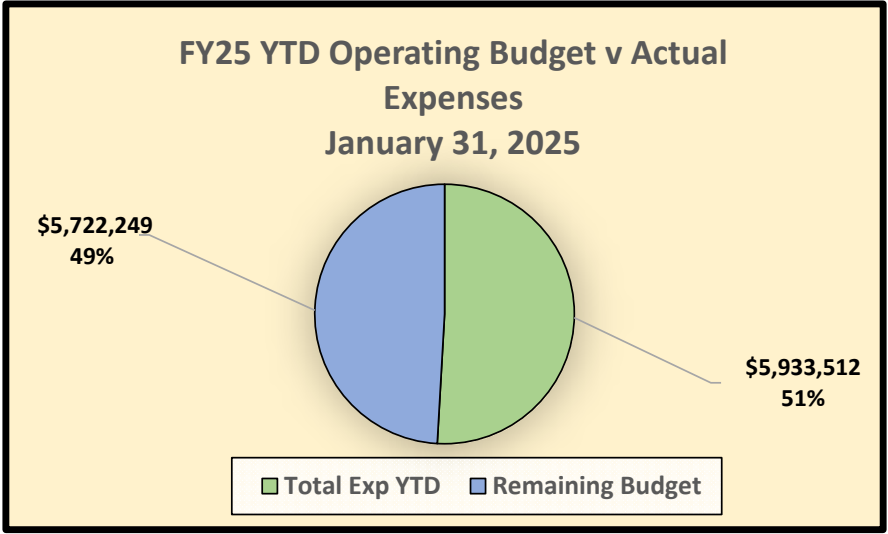
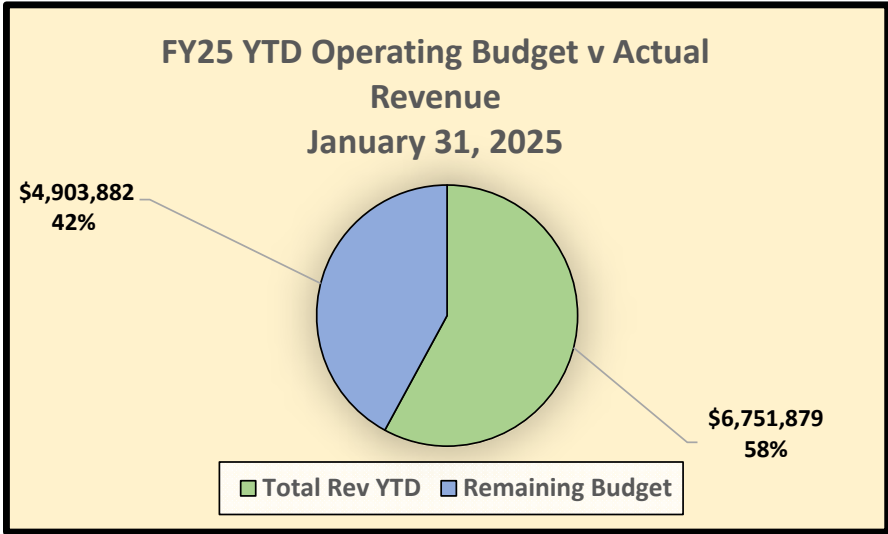
Five priorities were established at the January 17, 2025 board retreat. These priorities include piloting on-demand strategies, updating the written agreement with CAT, staying involved with the Regional Transit Authority, acquiring appropriate software, and putting in place a system for evaluating employee performance. Additionally, Mike stated that the March board meeting would start earlier than usual and would cover topics such as the creation of employee evaluations and the boards cadence and scheduling.

VIII. Announcements and Board Member comments

None

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



Jaunt, Inc. FY2025 Monthly Financial Summary

Operating

January 2025 Year To Date

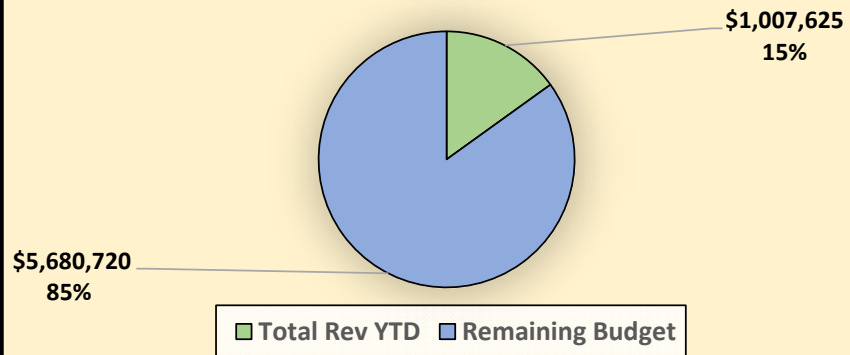
Sources of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Realized	Comments
Interest Revenue	\$ 133,000	\$ 177,749	\$ 44,749	\$ 228,000	78%	Budget based on FY24 actuals. Service lower than anticipated.
Contract Revenue	\$ 56,000	\$ 45,945	\$ (10,055)	\$ 96,000	48%	
Governmental Revenue:						
Federal Operating Grants	\$ 2,440,884	\$ 2,302,042	\$ (138,842)	\$ 4,184,372	55%	Budget was based on need, actual expected to be higher.
Virginia DRPT Operating	\$ 1,093,098	\$ 1,110,496	\$ 17,398	\$ 1,873,883	59%	
Local Government Operating	\$ 3,060,059	\$ 3,081,820	\$ 21,760	\$ 5,245,816	59%	
UVA Contribution	\$ 16,153	\$ 23,333	\$ 7,181	\$ 27,690	84%	
Other Revenue	\$ -	\$ 10,495	\$ 10,495	\$ -		
Account Transfer (Jaunt Reserves)	\$ -	\$ -	\$ -			
Total Revenue	\$ 6,799,194	\$ 6,751,879	\$ (47,314)	\$ 11,655,761	58%	

Uses of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Used	Comments
Salaries & Wages	\$ 3,948,391	\$ 3,572,284	\$ (376,107)	\$ 6,768,670	53%	Not at full staffing level.
Fringe Benefits/Staff Development	\$ 1,425,796	\$ 1,188,528	\$ (237,267)	\$ 2,444,221	49%	
Travel/Business Meals/Meetings	\$ 41,718	\$ 9,945	\$ (31,773)	\$ 71,516	14%	Minimal activity.
Facility/Equipment Maintenance/Utilities	\$ 109,220	\$ 81,216	\$ (28,005)	\$ 187,235	43%	Telephone under budget.
Supplies & Materials	\$ 629,879	\$ 437,437	\$ (192,442)	\$ 1,079,792	41%	Fuel prices dropped, actual 81% of budgeted amount, parts.
Marketing & Advertising	\$ 32,538	\$ 3,957	\$ (28,581)	\$ 55,780	7%	Limited marketing activity, RFP in progress.
Insurance & Bonding	\$ 252,328	\$ 306,566	\$ 54,237	\$ 432,563	71%	Premium costs increased due to greater vehicle costs.
Professional Services	\$ 331,843	\$ 315,563	\$ (16,280)	\$ 568,874	55%	Recruitment under budget.
Miscellaneous	\$ 27,480	\$ 18,017	\$ (9,464)	\$ 47,109	38%	
Total Expenditure	\$ 6,799,194	\$ 5,933,512	\$ (865,682)	\$ 11,655,761	51%	

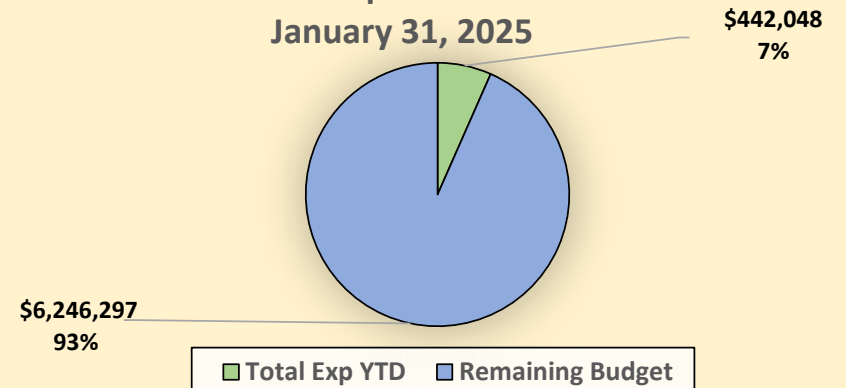
Net change in fund balance	\$ -	\$ 818,367	\$ 818,367	\$ -		
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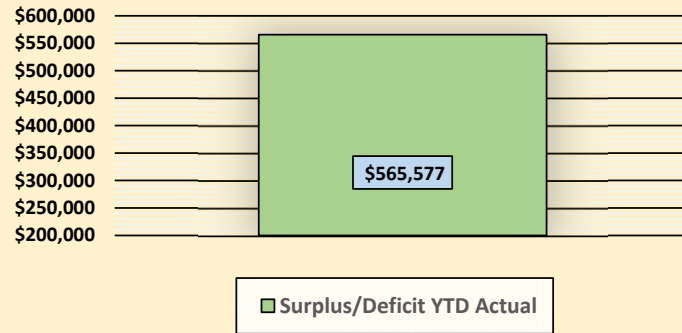
**FY25 YTD Capital Budget v Actual
Revenue
January 31, 2025**



**FY25 YTD Capital Budget v Actual
Expenses
January 31, 2025**



**FY25 YTD Capital Surplus/Deficit
January 31, 2025**



Jaunt, Inc. FY2025 Monthly Financial Summary

Capital

January 2025 Year To Date						
Sources of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Realized	Comments
Governmental Revenue:						
Federal Capital Grants	\$ 2,062,625	\$ 212,355	\$ (1,850,270)	\$ 3,535,929	6%	Based on expense activity below.
Virginia DRPT Capital	\$ 602,583	\$ 70,728	\$ (531,855)	\$ 1,032,999	7%	Based on expense activity below.
Local Government	\$ 724,543	\$ 724,543	\$ -	\$ 1,242,073	58%	
Account Transfer (Jaunt Reserves)	\$ 511,784	\$ -	\$ (511,784)	\$ 877,344	0%	
Total Revenue	\$ 3,901,535	\$ 1,007,625	\$ (2,893,909)	\$ 6,688,345	15%	
Uses of Financial Resources						
Revenue Vehicles	\$ 3,347,131	\$ 324,543	\$ (3,022,588)	\$ 5,737,938	6%	Deliveries in February and March.
Support Vehicles	\$ -	\$ -	\$ -	\$ -	0%	
Spare Parts for Vehicles	\$ 162,763	\$ 85,647	\$ (77,117)	\$ 279,023	31%	Replaced on as needed basis; seat belts.
Facility	\$ 149,937	\$ 13,593	\$ (136,344)	\$ 257,034	5%	Engineering award not begun yet. Vehicle
Information Technology	\$ 241,704	\$ 18,265	\$ (223,439)	\$ 414,350	4%	camera system yet to be procured.
Total Expenditure	\$ 3,901,535	\$ 442,048	\$ (3,459,486)	\$ 6,688,345	7%	
Net change in fund balance	\$ -	\$ 565,577	\$ 565,577	\$ -		



JAUNT, Inc.
Balance
Sheet
Summary

2/28/2025

3:33 PM

	1/31/2025	1/31/2024
Assets		
Cash and Cash Equivalents	\$ 10,042,664.36	\$ 5,596,651.35
Receivables, Net of Allowances	11,250.51	46,005.34
Due From Other Governmental Units	1,285,942.06	5,115,079.20
Prepaid Items	174,432.82	126,092.74
Capital Assets	6,266,993.23	5,028,216.66
Total Assets	<u>\$ 17,781,282.98</u>	<u>\$ 15,912,045.29</u>
Liabilities		
Accounts Payable	\$ 122,317.19	\$ 1,044,768.85
Accrued Payroll & Related Liabilities	148,462.84	399,976.70
Lease Liability	69,956.08	85,921.59
Deferred Revenue	1,046,365.49	463,896.92
Total Liabilities	<u>1,387,101.60</u>	<u>1,994,564.06</u>
Fund Balance/Net Position		
JAUNT Inc. Stock	16.00	16.00
Fund Balance:		
Nonspendable:		
Prepaid Items	174,432.82	126,092.74
Committed:		
Rainy Day	3,000,000.00	3,000,000.00
Capital Reserve	1,965,808.00	1,000,000.00
Unassigned	5,229,693.02	5,015,120.87
Total Fund Balance	<u>10,369,933.84</u>	<u>9,141,213.61</u>
Total Equity	<u>10,369,949.84</u>	<u>9,141,229.61</u>
Total Liabilities and Equity	<u>\$ 11,757,051.44</u>	<u>\$ 11,135,793.67</u>
Net Position:		
Investment in Capital Assets	6,197,037.15	4,942,295.07
Unrestricted	10,197,128.23	8,975,170.16
Total Net Position	<u>16,394,165.38</u>	<u>13,917,465.23</u>
Total Net Position and Equity	<u>16,394,181.38</u>	<u>13,917,481.23</u>
Total Liabilities and Net Position	<u>\$ 17,781,282.98</u>	<u>\$ 15,912,045.29</u>

Jaunt, Inc.

Statement of Cash Flows for month ended January 31, 2025

Cash flows from Operations for January 2025

Local Match	\$ 1,507,048
DRPT Receipts	572,486
CAT Receipts	
Agency Receipts	6,308
Other Receipts	578
Transfer from Investment Account	
Payroll	(713,045)
Transfer to Investment Account	-
Capital Payments	(313,774)
Other Payments	(306,162)
Total cash flows from Operations	<u>753,439</u>

Cash flows from Investing for January 2025

Interest	24,131
Transfer from Operating Account	-
Transfer to Operating Account	-
Total cash flows from Investing	<u>24,131</u>

Net change in cash 777,570

Beginning cash balance 1/1/2025 9,281,445

Ending cash balance 1/31/2025 \$ 10,059,015

Days of cash on hand 315.00

Months of cash on hand 10.50

Jaunt Safety Report January 2025

Preventable Vehicle Accident(s): 1

1/17/2025-Bus was parking and the rear bumper of the bus struck the front bumper of the car.

Non-Preventable Vehicle Accident(s): 1

1/9/2025-A car rear-ended the bus.

Customer Related Incident(s): 1

1/31/2025-Operator witnessed passenger fall at her doorstep.

Staff Related Incident(s): 0

Jaunt traveled 100,385 revenue miles and had 1 preventable accident from 1/1/2025 to 1/31/2025. Jaunt has a goal of less than 1 preventable Accident for every 100,000 miles driven.

Jaunt has had 14 preventable accidents since 7/1/2024 and recorded 792,238 total revenue travel miles.

Safety Concerns Shared and Investigated

There were no Safety Concerns reported in January 2025

National Transit Database Reporting

No reportable safety Events for the month of January 2025

Jaunt Board of Directors Meeting

March 12, 2025, 10 AM

This service report includes January 2025 data. Ridership saw a slight rise of 1.3% in January above December, though not as much of a rebound as the previous January of 2023.

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.

FY25 monthly averages are slightly above FY24 monthly averages.

Jaunt Performance Statistics		2024												2025	Avg All FY24	Avg YTD FY25	Pct Diff
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan			
ADA	Passengers	7,815	8,778	8,871	8,835	8,721	7,906	8,406	8,351	8,144	9,332	8,172	7,537	7,577	8,517	8,217	-3.5%
	Revenue Hours	3,055	3,237	3,560	3,709	3,590	3,409	3,710	3,519	3,454	3,762	3,437	3,249	3,258	3,353	3,484	3.9%
	Revenue Miles	33,715	37,294	37,295	37,802	37,945	35,484	38,032	37,350	36,745	40,627	36,950	33,474	33,587	35,974	36,681	2.0%
Demand Response	Passengers	5,297	6,072	6,262	6,510	6,567	5,709	6,502	6,682	6,149	7,001	5,722	5,653	5,314	5,991	6,146	2.6%
	Revenue Hours	2,623	2,878	3,038	3,269	3,305	2,852	3,253	3,254	3,030	3,362	2,814	2,849	2,725	2,939	3,041	3.5%
	Revenue Miles	49,541	55,618	58,187	61,169	62,642	54,990	61,901	62,328	55,354	62,270	52,711	52,172	48,299	55,893	56,434	1.0%
Agency Trips	Passengers	263	243	310	316	585	228	249	266	303	221	166	134	50	486	198	-59.2%
	Revenue Hours	100	94	101	100	97	74	65	78	81	86	68	53	19	133	64	-51.5%
	Revenue Miles	1,767	1,612	1,845	1,846	1,888	1,264	1,145	1,337	1,538	1,518	1,224	903	229	2,398	1,128	-53.0%
N/A	Passengers	98	139	143	114	72	29	72	623	133	459	198	408	1,157	89	436	388.7%
	Revenue Hours	47	61	60	51	30	15	39	82	78	100	72	85	141	38	85	124.9%
	Revenue Miles	691	862	841	688	458	198	507	1,018	922	1,479	1,048	1,119	1,851	488	1,135	132.5%
Connect 29 North	Passengers	1,340	1,510	1,580	1,622	1,561	1,295	1,580	1,596	1,552	1,824	1,286	1,095	1,363	1,392	1,471	5.7%
	Revenue Hours	143	136	140	145	163	136	159	165	160	173	146	146	156	141	158	12.1%
	Revenue Miles	2,242	2,068	2,130	2,281	2,510	2,201	2,443	2,485	2,213	2,486	2,025	2,098	2,247	2,232	2,285	2.4%
Connect Buckingham	Passengers	905	1,028	956	926	995	964	1,125	1,092	1,017	1,207	922	925	1,125	894	1,059	18.4%
	Revenue Hours	144	146	144	149	154	131	155	154	145	157	132	138	128	144	144	0.0%
	Revenue Miles	3,937	4,071	4,035	4,235	4,322	3,726	4,315	4,243	3,796	4,077	3,424	3,452	3,383	4,054	3,813	-5.9%
Connect Crozet	Passengers	1,222	1,591	1,552	1,673	1,620	1,482	1,820	1,985	2,056	2,199	1,727	1,478	1,991	1,368	1,894	38.4%
	Revenue Hours	421	435	429	446	462	414	483	473	451	494	409	406	420	434	448	3.3%
	Revenue Miles	9,263	9,495	9,357	9,594	10,271	9,280	10,639	10,741	12,303	10,697	9,211	9,159	9,500	9,547	10,321	8.1%
Connect Lovington	Passengers	324	382	398	394	416	440	377	298	322	388	307	258	371	356	332	-6.8%
	Revenue Hours	51	47	44	52	58	53	68	64	62	69	53	53	54	52	60	16.6%
	Revenue Miles	1,383	1,457	1,453	1,528	1,467	1,270	1,481	1,482	1,257	1,569	1,293	1,290	1,289	1,416	1,380	-2.5%

Metric	FY23 Monthly Avg	FY24 Monthly Avg	FY25 YTD Monthly Avg	FY24-FY25 Diff
UPT	19,848	19,004	19,317	1.6%
VRH	7,656	7,195	7,400	2.9%
VRM	120,025	111,513	112,042	0.5%

Note, excludes NA trips

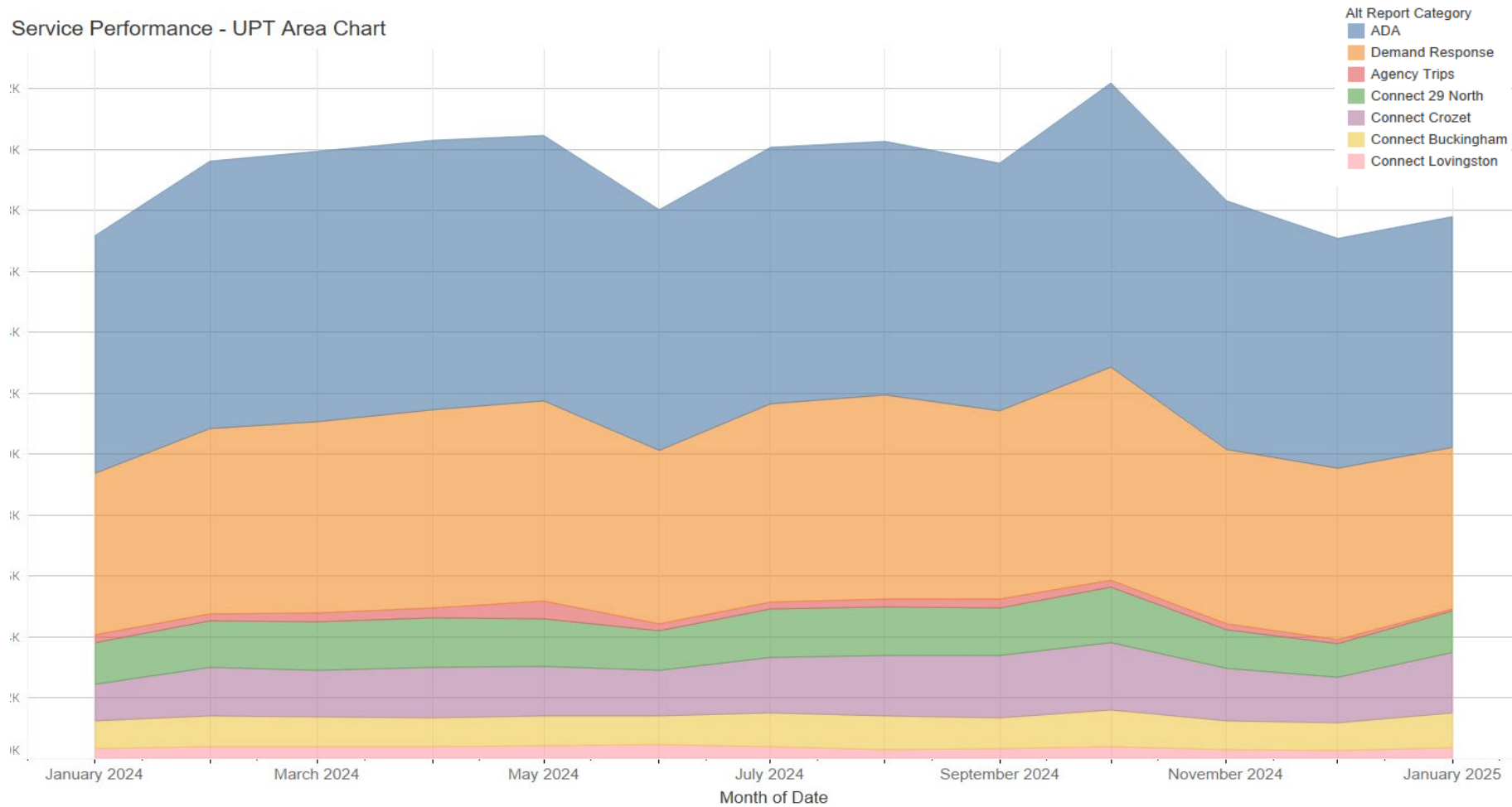


Jaunt Board of Directors Meeting

March 12, 2025, 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 January 1, 2024-January 31, 2025 by service is as follows: **ADA 42%, Demand Response 31%, 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.

Service Performance - UPT Area Chart



f 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 1. The Exclusions (MONTH(Date),Reporting Category) filter keeps 268 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 2024 to January 2025.



Albemarle Statistics		2024												2025	Avg All FY24	Avg YTD FY25	Pct Diff
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan			
ADA	Passengers	3,895	4,462	4,221	4,428	4,249	3,839	4,067	4,045	3,997	4,539	3,856	3,488	3,726	4,207	3,960	-5.9%
	Revenue Hours	1,555	1,694	1,738	1,896	1,826	1,692	1,849	1,758	1,740	1,915	1,687	1,570	1,690	1,694	1,744	3.0%
	Revenue Miles	18,213	20,797	19,390	20,675	20,244	18,724	20,020	19,779	19,665	21,813	19,341	17,225	18,338	19,391	19,454	0.3%
Demand Response	Passengers	2,048	2,402	2,338	2,467	2,558	2,225	2,585	2,582	2,279	2,657	2,080	2,109	1,933	2,194	2,318	5.6%
	Revenue Hours	954	1,061	1,112	1,182	1,211	1,050	1,197	1,183	1,072	1,222	1,011	1,037	944	1,035	1,095	5.8%
	Revenue Miles	17,777	20,111	20,384	20,851	22,049	19,342	21,683	21,618	19,413	22,583	18,399	18,202	17,179	18,883	19,868	5.2%
Connect 29 North	Passengers	1,340	1,510	1,580	1,622	1,561	1,295	1,580	1,596	1,552	1,824	1,286	1,095	1,363	1,392	1,471	5.7%
	Revenue Hours	143	136	140	145	163	136	159	165	160	173	146	146	156	141	158	12.1%
	Revenue Miles	2,242	2,068	2,130	2,281	2,510	2,201	2,443	2,485	2,213	2,486	2,025	2,098	2,247	2,232	2,285	2.4%
Connect Crozet	Passengers	1,222	1,591	1,552	1,673	1,620	1,482	1,820	1,985	2,056	2,199	1,727	1,478	1,991	1,368	1,894	38.4%
	Revenue Hours	421	435	429	446	462	414	483	473	451	494	409	406	420	434	448	3.3%
	Revenue Miles	9,263	9,495	9,357	9,594	10,271	9,280	10,639	10,741	12,303	10,697	9,211	9,159	9,500	9,547	10,321	8.1%

Buckingham Statistics		2024												2025	Avg All FY24	Avg YTD FY25	Pct Diff
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan			
Connect Buckingham	Passengers	905	1,028	956	926	995	964	1,125	1,092	1,017	1,207	922	925	1,125	894	1,059	18.4%
	Revenue Hours	144	146	144	149	154	131	155	154	145	157	132	138	128	144	144	0.0%
	Revenue Miles	3,937	4,071	4,035	4,235	4,322	3,726	4,315	4,243	3,796	4,077	3,424	3,452	3,383	4,054	3,813	-5.9%

Charlottesville Statistics		2024												2025	Avg All FY24	Avg YTD FY25	Pct Diff
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan			
ADA	Passengers	3,920	4,316	4,650	4,407	4,472	4,067	4,339	4,306	4,147	4,793	4,316	4,049	3,851	4,310	4,257	-1.2%
	Revenue Hours	1,481	1,529	1,804	1,792	1,745	1,705	1,845	1,746	1,699	1,836	1,735	1,664	1,563	1,634	1,727	5.7%
	Revenue Miles	15,502	16,497	17,905	17,127	17,702	16,760	18,012	17,572	17,080	18,814	17,608	16,248	15,249	16,583	17,226	3.9%
Demand Response	Passengers	170	129	171	211	227	212	211	256	236	288	211	219	126	189	221	17.2%
	Revenue Hours	80	63	76	93	97	96	103	114	92	113	98	87	66	83	96	16.1%
	Revenue Miles	1,244	1,036	1,151	1,345	1,603	1,462	1,613	1,767	1,322	1,669	1,533	1,203	1,004	1,261	1,444	14.5%



Fluvanna Statistics		2024												2025	Avg All FY24	Avg YTD FY25	Pct Diff
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan			
Demand Response	Passengers	294	297	295	305	270	237	322	286	290	343	276	321	325	289	309	6.8%
	Revenue Hours	113	117	117	133	135	118	139	145	134	166	131	161	148	124	146	17.8%
	Revenue Miles	2,414	2,523	2,390	2,805	2,819	2,545	2,945	3,081	2,827	3,495	2,761	3,666	3,199	2,588	3,139	21.3%

Greene Statistics		2024												2025	Avg All FY24	Avg YTD FY25	Pct Diff
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan			
Demand Response	Passengers	1,184	1,405	1,416	1,427	1,433	1,223	1,433	1,432	1,404	1,590	1,272	1,205	1,368	1,449	1,386	-4.3%
	Revenue Hours	576	657	686	717	734	625	717	664	655	725	539	532	646	691	640	-7.4%
	Revenue Miles	9,001	10,560	10,812	11,429	10,998	9,844	11,285	11,062	10,223	11,323	8,593	8,468	9,052	10,663	10,001	-6.2%

Louisa Statistics		2024												2025	Avg All FY24	Avg YTD FY25	Pct Diff
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan			
Demand Response	Passengers	1,507	1,710	1,848	1,952	1,968	1,694	1,833	1,982	1,804	1,977	1,630	1,668	1,469	1,732	1,766	2.0%
	Revenue Hours	847	906	954	1,051	1,063	888	1,022	1,070	1,003	1,054	918	966	865	923	985	6.8%
	Revenue Miles	17,717	19,742	21,393	22,732	23,259	19,957	22,447	22,782	19,716	21,237	18,658	18,894	16,470	20,612	20,029	-2.8%

Nelson Statistics		2024												2025	Avg All FY24	Avg YTD FY25	Pct Diff
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan			
Demand Response	Passengers	94	129	194	148	111	118	118	144	136	146	188	131	93	139	137	-1.5%
	Revenue Hours	48	70	85	85	58	71	73	73	72	79	84	66	55	71	72	0.5%
	Revenue Miles	1,389	1,646	2,058	2,006	1,914	1,839	1,928	2,017	1,854	1,963	2,191	1,739	1,395	1,885	1,870	-0.8%
Connect Lovingsston	Passengers	324	382	398	394	416	440	387	377	322	388	307	258	371	356	344	-3.2%
	Revenue Hours	53	51	47	44	52	58	53	68	62	69	53	53	54	52	59	13.4%
	Revenue Miles	1,286	1,383	1,457	1,453	1,528	1,467	1,270	1,481	1,257	1,569	1,293	1,290	1,289	1,423	1,350	-5.2%



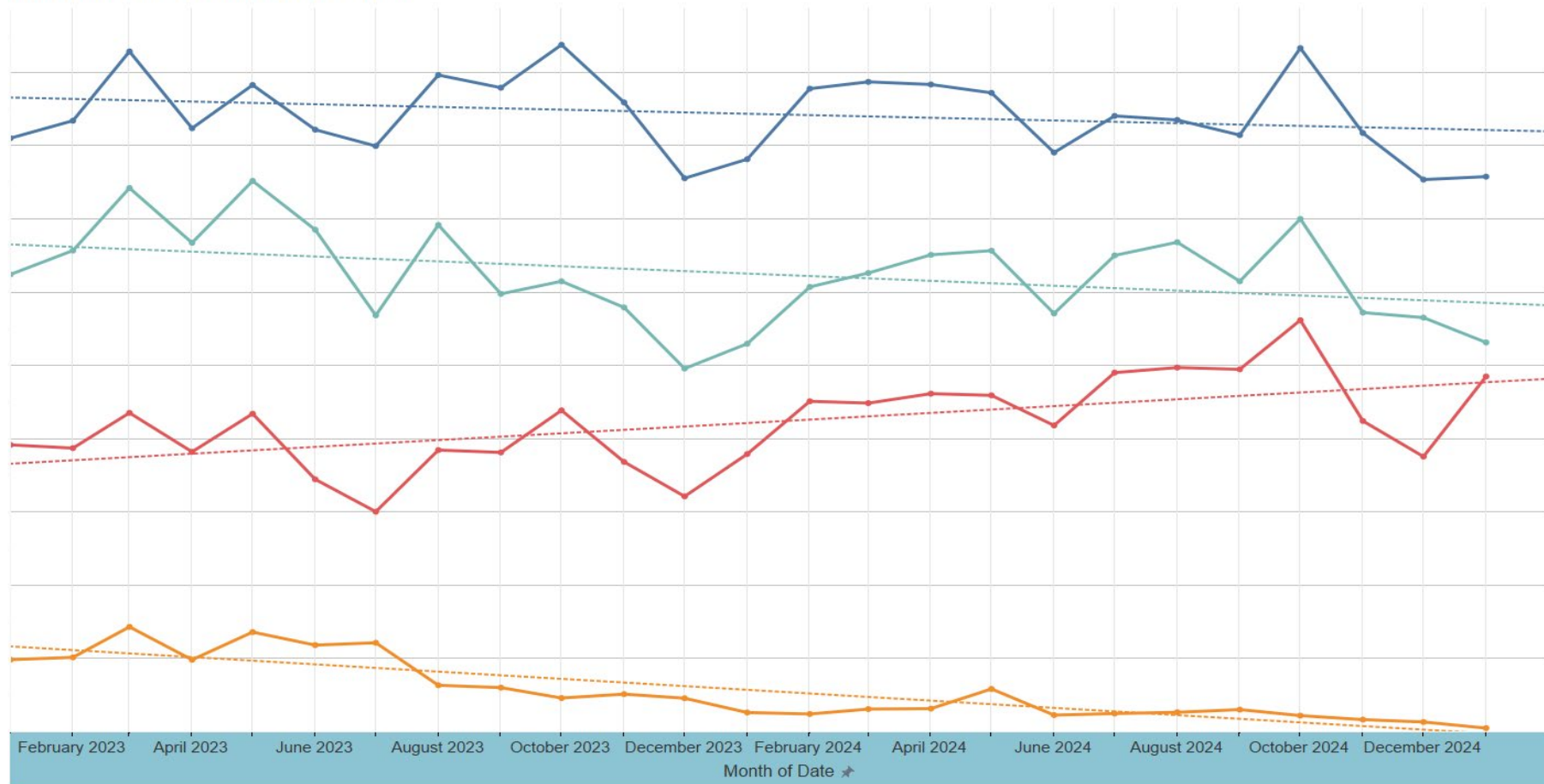
Jaunt Board of Directors Meeting

March 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 January 2023 to January 2025.

- Board Reporting Category
- ADA
 - Demand Response
 - Commuter Bus
 - Agency

Two Year Trend Lines Per Service - UPT



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 /2019. The Exclusions (MONTH(Date),Reporting Category) filter keeps 268 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 ary 2023 to January 2025.



FY25 ADA Compliance Report - March 12, 2025 Board Meeting

Item	FY24						FY25						Average Monthly		Percent Difference	
	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	FY24 Full		FY25 YTD
ADA Unlinked Passenger Trips	7,815	8,778	8,871	8,835	8,721	7,906	8,406	8,351	8,144	9,332	8,172	7,537	7,577	8,517	8,217	-3.5%
All Demand Response UPT	13,375	15,093	15,443	15,661	15,873	13,843	15,157	15,299	14,596	16,554	14,060	13,324	12,941	14,994	14,562	-2.9%
ADA Revenue Miles	33,715	37,294	37,295	37,802	37,945	35,484	38,032	37,350	36,745	40,627	36,950	33,474	33,587	35,974	36,681	2.0%
All Demand Response Revenue Miles ^	85,023	94,524	97,327	100,816	102,475	91,738	101,078	101,015	93,637	104,415	90,886	86,550	82,115	94,264	94,242	0.0%
ADA Revenue Hours	3,055	3,237	3,560	3,709	3,590	2,926	3,318	3,332	3,110	3,449	2,881	2,902	2,743	3,303	3,105	-6.0%
All Demand Response Revenue Hours ^	5,778	6,208	6,699	7,078	6,993	6,335	7,028	6,851	6,564	7,211	6,318	6,151	6,001	6,424	6,589	2.6%
ADA No Shows	256	259	256	190	173	178	201	215	207	243	226	233	286	268	230	-14.3%
All Demand Responses No Shows	481	462	437	375	362	389	409	449	385	473	415	442	486	503	437	-13.2%
ADA Missed Trips	6	8	5	5	8	3	6	2	3	3	4	1	3	7	3	-54.0%
All Demand Responses Missed Trips	10	9	9	9	9	5	8	9	4	6	9	4	5	15	6	-57.4%
ADA Denials	9	13	7	0	0	0	0	0	0	0	0	0	0	4.6	0.0	-100.0%
All Demand Responses Denials	152	149	153	32	50	31	31	62	40	71	40	23	32	92	43	-53.5%
ADA On Time Performance	91%	88%	93%	93%	90%	91%	92%	94%	92%	91%	91%	91%	91%	91%	92%	0.5%
All Demand Responses OTP	89%	87%	92%	92%	89%	90%	92%	93%	93%	91%	90%	91%	91%	90%	92%	2.0%
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	1	0	0	0	0	0	1	0	0	0	0	0	0	0.3	0.1	-42.9%
ADA Passenger Incidents/Accidents	0	0	0	0	0	1	0	1	0	1	0	2	0	0.4	0.6	37.1%
ADA Vehicle Accidents	0	0	0	0	0	0	0	0	0	2	5	0	2	0.3	1.3	414.3%
Excessively Long ADA Trips	19	37	33	43	25	17	29	18	21	32	19	42	10	27	24	-8.1%
Demand Response Reservations Hold Times	2:20	1:48	1:40	1:56	1:46	1:48	2:12	2:15	2:40	3:06	3:20	4:19	3:28	2:18	3:02	32.1%

^ 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
2.8%	3.2%	Percentage of ADA No Shows of all ADA Trips
3.0%	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
0.30%	0.31%	Percentage of Excessively long ADA trips of all ADA Trips made
3:02	2:18	Yearly Average Response Reservations Hold Times



People

Service

Connection

March 2025 CEO Report

It's March and I have my fingers crossed that all that cold weather is ready to go away. This March we are celebrating Women's History and National Transit Employee Appreciation among other things. Women lead the way at Jaunt every day. My special thanks to Janet and Robin for their ongoing leadership and commitment. If you can come and celebrate our employees on March 19th swing by and I will be behind the grill! In March, we celebrated Gary "Jim" Willis for his outstanding contributions as Jaunt's Employee of the Month. He was recognized by his colleagues for traveling from Louisa to help cover runs on Saturday. He is always willing to help Jaunt. Thank you for all you do Jim! If you see him, please share your thanks and congratulations.

The regular Board meeting this month primarily updates the Board on current operations and statistics. Our early morning time together will focus on recapping the January Board retreat and endorsing timelines and metrics. I will then present to the Board on my plans for employee development and evaluation and ask the Board to endorse a new strategy for meeting cadence.

We are auditing Project SYNC while we determine what support the grant provides that will advance Jaunt's objectives. I have selected finalists for the Chief of Finance and Administration role. We welcomed Jennifer Douglass as Jaunt's new Safety Manager and I expect to introduce her to the Board during our meeting. We have selected three firms for our Communications/Marketing/Design contracts and have begun the final steps in the contracting process. Kathy Fulton has retired and Amanda Powell has stepped into some of her finance duties. We wish Kathy well, and thank Amanda for stepping up to meet this new challenge

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

PEOPLE: Anthony "Tony" Jordan has been helping with PACEM every weekend. He is coming in early to make sure our PACEM riders are getting safely to their locations.

SERVICE: Corey Houchens went above and beyond to keep our facilities clear during the recent snowstorms. Corey traveled to all our localities to make sure our operators could get out safely.

CONNECTION: : Byron Smith and Calvin Wells both came in during our snow storms and cleaned off all of the buses and started the buses prior to the other operators coming in. Byron and Calvin's actions helped their colleagues to come in and get their day started to go out and serve the public.

As always thank you, you are appreciated!

Be well - Mike



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