

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

## AGENDA

**Meeting of the Board of Directors***October 1, 2025, at 10:00 AM EST*

PUBLIC ARE ENCOURAGED TO ATTEND REMOTELY USING THE BELOW LINKS

- Meeting Link: <https://us02web.zoom.us/j/89346833051>
- Or One tap mobile: US: +13052241968,89346833051#
- Or Telephone Only: +1 312 626 6799
- Webinar ID: 893 4683 3051

*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** – *Ben Chambers, Secretary*

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

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

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

**V. Action Items**

- A. August 13, 2025 Board of Directors Meeting Minutes- *Ben Chambers, Secretary* Pgs 2-6 of 55
- B. Approve Budget Concepts for Fiscal Year 2027--*Mike Murphy, Missy Corbin* Pgs 7-13 of 55
- C. Charge Executive Committee to nominate an at large member -- *Brad Burdette, President*

**VI. Standing Committee Reports**

- A. Finance Committee—*Missy Corbin, Mike Murphy, Jacob Sumner, Treasurer* Pgs 14-16 of 55
- B. Operations and Safety Reports—*Jason Espie, Janet Jackson* Pgs 17-24 of 55
- C. Regional Transit Partnership Update-- *Christine Jacobs/Randy Parker*
- D. CEO Report--*Mike Murphy* Pgs 25-27 of 55

**VII. New Business**

- A. Code of Ethics Reminder - *Brad Burdette, Jordan Bowman,*
- B. Next board meeting topics - *Mike Murphy*

**VIII. Announcements and Board Member comments**

**IX. Closed Session:** Discuss the performance, assignment, appointment, promotion, demotion, salary, disciplining, or resignation of specific officers or employees of Jaunt, as authorized by section 2.2-3711(A)(1) of the state code. The subject of the meeting is the CEO.

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

## Board Attendance Roster

Month: August

Year: 2025

<b>Directors</b>	<b>Present in Person</b>	<b>Present Virtual</b>	<b>Absent</b>
Brad Burdette, [President], Nelson			<b>X</b>
James Schoenster, [Vice President], Fluvanna	<b>X</b>		
Ben Chambers, [Secretary], Charlottesville			<b>X</b>
Jacob Sumner, [Treasurer], Albemarle	<b>X</b>		
Nick Pilipowskyj, Albemarle	<b>X</b>		
Kristi Hagen, Albemarle (Joined at 10:03 am)		<b>X</b>	
Jason Eversole, Albemarle	<b>X</b>		
Iscella Wittich, Fluvanna	<b>X</b>		
Lucas Ames, Charlottesville	<b>X</b>		
Christine Appert, Charlottesville	<b>X</b>		
Ray Heron, Charlottesville	<b>X</b>		
Randy Parker, Louisa	<b>X</b>		
Rachel Jones, Louisa (Left at 11:15 am)	<b>X</b>		
Dian McNaught, Nelson			<b>X</b>
<b>Ex Officio Directors</b>			
Christine Jacobs, TJPDC		<b>X</b>	
Garland Williams, CAT			<b>X</b>
Katy Miller, DRPT		<b>X</b>	
Juanita Shanks, Buckingham		<b>X</b>	
Davis Lamb, Greene County			<b>X</b>
<b>Staff</b>			
Mike Murphy, CEO	<b>X</b>		
Missy Corbin, CFO	<b>X</b>		
Mike Mills, Dir of Procurement		<b>X</b>	
Ben Rutherford, Sys Admin	<b>X</b>		
Janet Jackson, Chief of People and Operations		<b>X</b>	
Amanda Powell, Executive Asst	<b>X</b>		
Jason Espie, Director of Planning	<b>X</b>		
Jordan Bowman (Legal Counsel)	<b>X</b>		
Corey Houchens, Fleet Manager		<b>X</b>	
Angla Jones, Call Center Supervisor			<b>X</b>
Simona Howard, Road Supervisor		<b>X</b>	
Phyllis Williams, Operator, Training, and Performance		<b>X</b>	
Tisha Jaudon, Senior Finance Manager		<b>X</b>	
<b>Public</b>			
Lauren Worth, Chaski Global		<b>X</b>	
Valeria McFarren, Chaski Global		<b>X</b>	



## People

## Service

## Connection

### Minutes

#### Meeting of the Board of Directors

August 13, 2025, at 10:00 AM EST

#### **I. Call to Order** — *James Schoenster, Vice President*

10:00 am

#### **II. Roll Call** — *Jacob Sumner, Treasurer*

See Roster

#### **III. Introductions & Welcome** — *James Schoenster, Vice President*

None

#### **IV. Public Comments** — *James Schoenster, Vice President*

None

#### **V. Board Presentation**

##### **A. Communications Strategy and Road Map-** *Mike Murphy with Chaski Global*

Lauren Worth and Valeria McFarren from Chaski Global joined Jaunt to give a quick presentation on Jaunt's Communications Strategy Roadmap to the board. The team talked about messaging issues between stakeholders who were more focused on visibility, brand, and perception and employees who were more focused on day-to-day operations and human impact. They also analyzed branding insights, including feedback on Jaunt's logo and colors. In addition to a six month plan outlining specific actions to improve brand consistency, engagement, and accessibility across various platforms, key recommendations included modernizing tools, launching creative campaigns, simplifying service names, improving internal communication, updating the visual identity, creating clear messaging tailored to specific audiences.

#### **VI. Action Items**

##### **A. June 11, Board of Directors Meeting Minutes-** *Ben Chambers, Secretary*

Motion: Jacob S.

2nd: Randy P.

Vote: Unanimous

##### **B. Adopt Revised Budget for Fiscal Year 2026--***Mike Murphy, Missy Corbin*

Motion: Jacob S.

2nd: Lucas A.

Vote: Unanimous

## VII. Standing Committee Reports

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

Jaunt's June year-to-date financial reports were presented to the board by Missy C. She reported that operating revenue came in at 102% of the original budget, primarily because of higher interest on cash reserves and ARPA funds. Operating expenses came in at 86%, with the biggest variances being under on salaries and wages, and not being at our full staff capacity of several full-time roles that are open. Additionally, she stated that Jaunt achieved 74% of the initial budget for capital revenue and 81% for capital expenses. Missy C. concluded with informing the board that Jaunt's fiscal year audit with RFC was set to begin on September 2, 2025.

### B. Operations and Safety Reports—*Jason Espie, Janet Jackson*

Janet J. presented the safety reports for May and June 2025. She reported that for the month of May, Jaunt had two preventable accidents, four non-preventable accidents, two customer related incidents and zero staff related incidents. In the June safety report, Janet highlighted one preventable and three non-preventable accidents along with two customer related incidents and zero staff related incidents. Jason E. went on to report that service performance decreased by roughly 10% between April and June, with ridership increasing by 18% in Buckingham and declining by 5% in ADA services. He went on to say that FY25 showed an overall ridership increase of 2.2% over FY24, with October and April being the highest performing months. Jason E. went on to report that there were zero ADA denials for both May and June. He did mention to the board that Jaunt discovered a small discrepancy between the numbers in the ADA report and survey responses regarding long hold times in reservations. It was determined that Jaunt was calculating hold times for all of Jaunt staff and not just the reservations department. He continued by assuring the board that Jaunt has updated our hold time calculation methods in light of our findings. In closing, Jason E. reported that on-time performance was above the industry standard, ranging from 90-91%.

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

Christine J. informed the board that the next Regional Transit Partnership meeting would be held on August 28, 2025 from 4-6pm. During this meeting, the University Transit Service will give a presentation about their commuter program, Wahoo Commutes. She continued by stating that at their most recent meeting, the Regional Transit Authority decided that the Regional Transit Partnership would sunset after their December meeting, and the Charlottesville-Albemarle Regional Transit Authority would serve as the official regional transit planning body. Through a TJPDC application the Regional Transit Authority received a DRPT Merit Technical Assistance Grant. This grant will enable them to take all of the planning documents for the various transit agencies as well as everything included in the Regional Transit Vision Plan and start prioritizing strategies for implementations.

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

Mike M. discussed Jaunt's recent staffing additions, including new team members in finance and operations as well as highlighting on going audits with positive results thus far. He also mentioned potential changes to the 5311-funding formula and a new grant opportunity for microtransit service expansion into the Greene County area. He concluded with an announcement to the board about an upcoming end of summer cookout that the board was invited to attend.

## **VIII. New Business**

### **A. Code of Ethics Review and Signing - *Brad Burdette, Jordan Bowman, Mike Murphy***

The Code of Ethics, which essentially establishes guidelines for board members' behavior and conflicts of interest, was briefly discussed with the board members by Jordan B., Jaunt's legal counsel. Lucas A. moved to adopt the Code of Ethics, and Iscella W. seconded it. The vote was unanimous to adopt with board members signing off on the Code of Ethics at the conclusion of the meeting.

### **B. Community Survey Preliminary Results – *Jason Espie, Senior Director Planning***

Jason E. discussed the preliminary results of a community survey conducted by Jaunt, which received 775 responses, with 59% from riders and 41% from non-riders. Key findings included a strong reputation for Jaunt in the community, with 56% of riders aged 56 and older, and a high demand for mobile app booking and improved scheduling systems. The survey highlighted praise for driver's and staff, but also identified areas for improvement such as wait times, service reliability, and the need for better communication about delays.

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

None

**X. Closed Session:** Discuss the performance, assignment, appointment, promotion, demotion, salary, disciplining, or resignation of specific officers or employees of Jaunt, as authorized by section 2.2-3711(A)(1) of the state code. The subject of the meeting is the CEO.

Motion: Jacob S.

2nd: Nick P.

Vote: Unanimous

Entered closed session at 12:01 pm

Following the closed session, the following certification was approved by a roll call vote:

To the best of each member's knowledge (i) only public business matters lawfully exempted from open meeting requirements under the Virginia Freedom of Information Act and (ii) only such public business matters as were identified in the motion by which the closed meeting was convened were heard, discussed, or considered in the meeting by the Board of Directors of Jaunt, Inc.

### Record of Roll Call Vote of the Certification

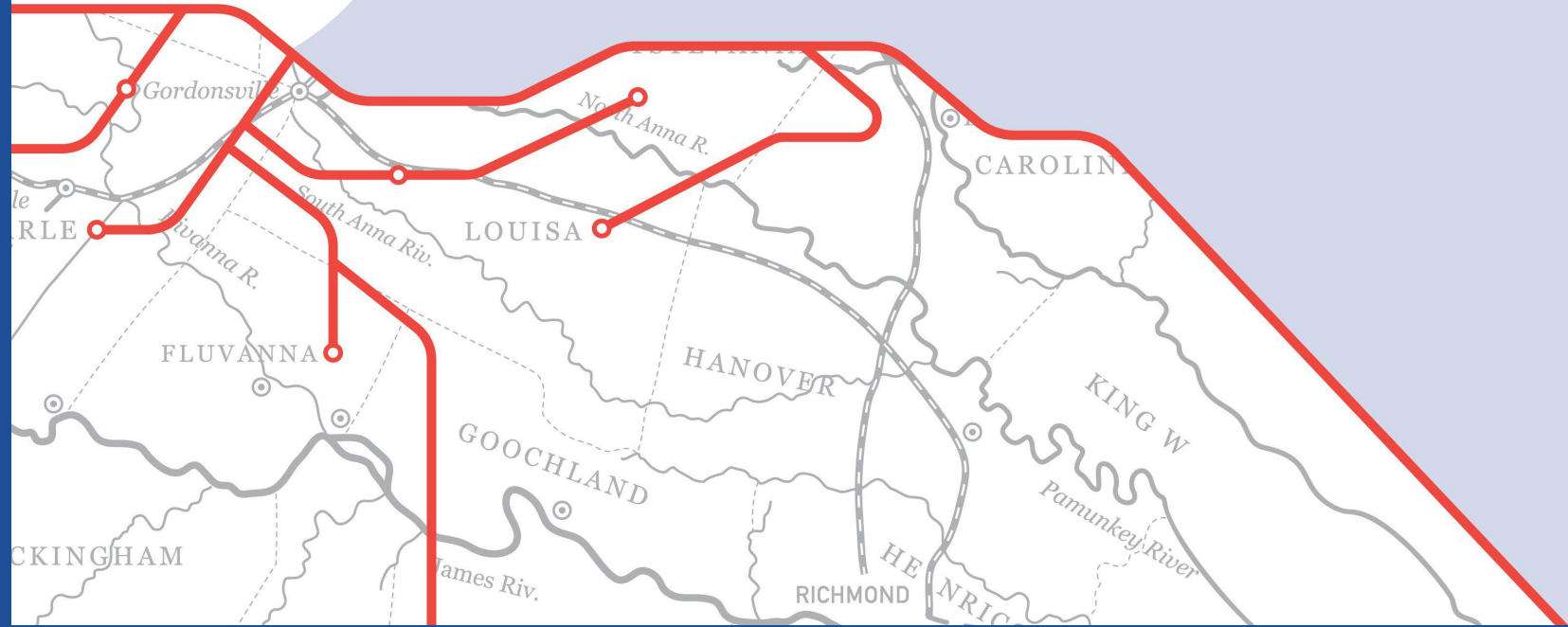
AYE	NAY	ABSTAIN	NOT PRESENT	MEMBER
			X	Brad Burdette - President
X				James Schoenster - Vice President
			X	Ben Chambers - Secretary
X				Jacob Sumner - Treasurer
X				Nick Pilipowskyj
			X	Kristi Hagen
X				Jason Eversole
X				Iscella Wittich
			X	Christine Appert
X				Ray Heron
X				Randy Parker
			X	Rachel Jones
				Dian McNaught
X				Lucas Ames

Randy P. then made a motion to approve a 4 percent cost-of-living pay increase for the Chief Executive Officer. The motion was seconded by Lucas A., and adopted unanimously by an 8-0 vote.

Meeting was adjourned at 12:15 pm

**Adjourn to the next meeting: October 1, 2025, at 10:00 AM EST**

# FY2027 Budget: Initial Board Discussion October 1, 2025



## **5 Priorities for upcoming year**

- **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**



# **FY2027 Budget Concepts: *Services***

- All services (non-agency) to remain fare-free
- Service projections:  $\approx$  flat to 2% increase in:
  - Total Ridership / Total Service Hours / Total Service Miles
- Service projections:
  - Agency Service – 50% decrease
- Agency activity remains segregated from all other services
- Budget for possible CAT expansion
- Explore modest expansion / redeploying resources within budget constraints based on stakeholder feedback
- Explore expansion of Connect services through TRIP / RTAP grants
- Collaborate with TJPDC as possible on 5310 expansion possibilities

# **FY2027 Budget Concepts: *Capital***

- No new funds for facility / carryover will be required
- Federal capital funding not currently available for urban services
  - Prepare for fleet segregation
  - Explore CAT partnership on rolling stock acquisition
- Budget for capital program at 5311 rates, hope for 5339 rates
- Explore savings through fleet expansion with some smaller vehicles
- Plan to purchase only larger vehicles for Connect service
- No state-funded studies planned

# **FY2027 Budget Concepts: *People***

- Position control measures
  - Plan for attrition savings
  - Plan for additional mechanic
  - Plan for additional dispatcher
  - Plan for software specialist
- Salaries, wages, fringe increases
  - Annualize impact of increases in wages and fringe
  - Plan appropriately for double digit fringe increases
  - Bundle life and long term disability for a savings
  - Plan for COLA at 3-4%
  - Appropriately budget for overtime, holiday and incentive pay

**FY2027**  
**Budget**  
**Concepts:**  
*Other*  
*Operations*  
*Considerations*

- Need HRIS system investment
- Need Finance system investment
- Upgrade conference room technology
- Revisit VOIP contract
- Request additional support from University of Virginia
- Marketing to reflect new strategy

# Questions?



## Profit and Loss Statement (Actual vs Budget)

7/1/2025-8/31/2025

Item	Aug 2025 YTD Actual	Aug 2025 YTD Budget	+/- Budget	Budget Variance %		FY26 Budget	FY25 Budget
<b>INCOME</b>							
<b>Fee Revenue:</b>							
Contract Revenue							
Agency	2,522	10,430	(7,908)	-76%		62,579	84,000
<b>Governmental Revenue:</b>							
Federal Grants							
Operating	706,316	706,316	(0)	0%		4,237,898	4,572,459
Capital	5,877	253,117	(247,241)	-98%		1,518,704	2,146,373
Total Federal	712,193	959,434	(247,241)	-26%		5,756,602	6,718,832
Virginia DRPT							
Operating (DRPT/CAT)	284,108	314,028	(29,920)	-10%		1,884,166	1,834,714
Capital	2,001	1,037,306	(1,035,305)	-100%		6,223,833	715,458
Total State	286,108	1,351,333	(1,065,225)	-79%		8,107,999	2,550,172
Local Government							
Operating	1,129,259	1,059,668	69,592	7%		6,358,005	5,805,054
Carryover Transfer (Capital)			-			-	563,112
Capital	45,680	82,286	(36,606)	-44%		493,717	1,046,668
Total Local	1,174,939	1,141,954	32,986	3%		6,851,722	7,414,834
In Lieu of Local	6,667	6,667	(0)	0%		40,000	40,000
Interest Income	54,137	35,322	18,815	53%		211,932	293,000
Total Operating Revenue	2,183,008	2,132,430	50,578	2%		12,794,580	12,629,227
Total Capital Revenue	53,558	1,372,709	(1,319,151)	-96%		8,236,254	4,471,611
<b>Total Income</b>	<b>\$2,236,566</b>	<b>\$3,505,139</b>	<b>(\$1,268,573)</b>	<b>-36%</b>		<b>\$21,030,835</b>	<b>\$17,100,838</b>
<b>EXPENSES</b>							
Salaries & Wages	949,522	1,273,556	(324,033)	-25%		7,641,334	7,576,709
Fringe Benefits/Staff Development	423,842	445,084	(21,242)	-5%		2,670,502	2,680,669
Travel/Business Meals/Meetings/Training	6,898	10,667	(3,769)	-35%		64,000	63,816
Facility/Equipment Maintenance/Utilities	28,590	33,271	(4,681)	-14%		199,627	200,076
Supplies & Materials	145,760	136,539	9,221	7%		819,234	824,617
Marketing & Advertising	36,137	14,167	21,970	155%		85,000	55,776
Insurance & Bonding	193,919	104,167	89,752	86%		625,000	606,444
Professional Services	41,551	108,397	(66,846)	-62%		650,383	581,712
Miscellaneous	5,295	6,583	(1,288)	-20%		39,500	39,408
Capital Expenditures	12,504	1,372,709	(1,360,205)	-99%		8,236,255	4,471,611
Total Operating Expense	1,831,514	2,132,430	(300,916)	-14%		12,794,580	12,629,227
Total Capital Expense	12,504	1,372,709	(1,360,205)	-99%		8,236,255	4,471,611
<b>Total Expenses</b>	<b>1,844,018</b>	<b>3,505,139</b>	<b>(1,661,121)</b>	<b>-47%</b>		<b>\$21,030,835</b>	<b>\$17,100,838</b>
<b>Net Income</b>	<b>\$392,548</b>	<b>(\$0)</b>				<b>(\$0)</b>	<b>\$0</b>

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

	8/31/2025	8/31/2024
<b>Assets</b>		
Cash and Cash Equivalents	9,686,785.65	9,201,516.98
Receivables, Net of Allowances	9,545.16	20,403.45
Due From Other Governmental Units	866,496.77	777,147.26
Prepaid Items	97,564.40	66,578.74
Capital Assets	6,266,993.23	6,266,993.23
<b>Total Assets</b>	<b>16,927,385.21</b>	<b>16,332,639.66</b>
<b>Liabilities</b>		
Accounts Payable	(186,224.38)	106,593.82
Accrued Payroll & Related Liabilities	141,738.38	151,530.55
Lease Liability	69,956.08	69,956.08
Deferred Revenue	0.00	503,731.61
<b>Total Liabilities</b>	<b>25,469.98</b>	<b>831,812.06</b>
<b>Fund Balance/Net Position</b>		
JAUNT Inc. Stock	16.00	16.00
Fund Balance:		
Nonspendable:		
Prepaid Items	97,564.40	66,578.74
Committed:		
Rainy Day	3,000,000.00	3,000,000.00
Capital Reserve	1,965,808.00	1,965,808.00
Unassigned	4,315,164.96	4,444,193.32
Total Fund Balance	9,378,537.36	9,476,580.06
Total Equity	9,378,553.36	9,476,596.06
<b>Total Liabilities and Equity</b>	<b>9,404,023.34</b>	<b>10,308,408.12</b>
<b>Net Position:</b>		
Investment in Capital Assets	6,197,037.15	6,197,037.15
Unrestricted	10,704,862.08	9,303,774.45
Total Net Position	16,901,899.23	15,500,811.60
Total Net Position and Equity	16,901,915.23	15,500,827.60
<b>Total Liabilities and Net Position</b>	<b>16,927,385.21</b>	<b>16,332,639.66</b>

## Jaunt, Inc.

### Statement of Cash Flow for Month Ended August 31, 2025

Operating	
Local Match	\$ 880,977.25
DRPT Receipts	80,194
CAT Receipts	-
Agency Receipts	818
Other Receipts	10,444
Payroll	(509,640)
Capital Payments	(3,094)
Other Payments	(477,278)
Net Cash from Operating	(17,579)
Investing	
Interest	28,087
Transfer to/from LGIP	-
Net Cash from Investing	28,087
<b>Net Change in Cash</b>	<b>\$ 10,509</b>
Beginning Cash Balance 8/1/2025	\$ 9,663,288
Ending Cash Balance 8/31/2025	\$ 9,673,796
Days of Cash on Hand	302.93
Months of Cash on Hand	10.10



## **Jaunt Safety Report July 2025 Preventable**

### **Vehicle Accident(s): 6**

7/7/2025 – An operator was traveling on Hydraulic Rd when they got too close to the sidewalk and hit the curb causing a flat tire

7/15/2025 – An operator struck the side of a parked car in Jaunt's parking lot while backing up

7/21/2025 – An operator hit a pole/sign while driving

7/22/2025 – An operator was crossing a narrow bridge when a dump truck that was traveling in the opposite direction struck the left side mirror of the Jaunt bus

7/23/2025 – An operator had arrived at a stop to drop off client when their foot slipped off of the brake and onto the gas, causing them to hit the bus stopped in front of them

7/29/2025 – An operator was traveling on Elliot Ave, when a vehicle that was traveling in the opposite direction approached, the driver side mirrors on both vehicles bumped

### **Non-Preventable Vehicle Accident(s): 0**

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

7/15/2025 – The operator had arrived at a client's house when their dogs came running towards the bus, the client's daughter was trying to get the dogs back in the house when the client fell at the door and scraped his arm

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

Jaunt traveled 121,733 revenue miles and had 6 preventable accidents from 7/1/2025 to 7/31/2025. Jaunt has a goal of less than 1 preventable Accident for every 100,000 miles driven. Jaunt has had 6 preventable accidents since 7/1/2025 and recorded 121,733 total revenue travel miles.

### **Safety Concerns Shared and Investigated: 0**

There were no safety concerns reported in the month of July 2025

### **Site Visits:**

There were no site visits for the month of July 2025

### **National Transit Database Reporting: 0**

## **Jaunt Safety Report August 2025**

### **Preventable Vehicle Accident(s): 0**

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

8/4/2025 – Operator was parked, waiting on a client, when another vehicle backed into the Jaunt bus

8/13/2025 – Operator was driving when an object fell out of a tree and cracked the windshield of the bus

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

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

Jaunt traveled 118,668 revenue miles and had 0 preventable accident from 8/1/2025 to 8/31/2025. Jaunt has a goal of less than 1 preventable Accident for every 100,000 miles driven. Jaunt has had 6 preventable accidents since 7/1/2025 and recorded 240,401 total revenue travel miles.

### **Safety Concerns Shared and Investigated: 0**

There were no safety concerns reported in the month of August 2025

### **Site Visits: 0**

There were no site visits for the month of August 2025

### **National Transit Database Reporting: 0**

## Jaunt Board of Directors Meeting

October 1, 2025, 10 AM

This service report includes July and August 2025 data, the first two month of fiscal year 2026. Ridership in July was up over June, but dipped slightly in August.

The two columns to the right show a comparison of the average monthly for all of FY25 to Year-to-Date average monthly for FY26, followed by a percent change column.

Jaunt Performance Statistics		2024					2025								Avg FY25	Avg FY26	Pct Diff
Reporting Category		Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug			
ADA	Passengers	8,351	8,144	9,332	8,172	7,537	7,577	7,209	8,311	8,463	7,950	7,727	8,532	8,257	8,098	8,395	3.7%
	Revenue Hours	3,519	3,454	3,762	3,437	3,249	3,258	2,872	3,214	3,156	3,173	3,041	3,308	3,021	3,320	3,165	-4.7%
	Revenue Miles	37,350	36,745	40,627	36,950	33,474	33,587	31,073	35,948	36,278	36,171	34,659	38,641	36,746	35,908	37,694	5.0%
Demand Response	Passengers	6,682	6,149	7,001	5,722	5,653	5,314	4,982	6,354	6,822	6,361	5,834	6,676	6,523	6,115	6,600	7.9%
	Revenue Hours	3,254	3,030	3,362	2,814	2,849	2,725	2,470	3,022	3,202	3,036	2,824	3,212	3,197	2,987	3,205	7.3%
	Revenue Miles	62,328	55,354	62,270	52,711	52,172	48,299	45,677	57,036	62,302	58,090	54,758	62,435	62,338	56,075	62,387	11.3%
Agency Trips (Public)	Passengers	266	193	201	166	134	50	20	19	27	60	28	29	28	118	29	-75.8%
	Revenue Hours	78	73	85	68	53	19	8	8	12	22	13	12	12	42	12	-71.4%
	Revenue Miles	1,337	1,283	1,466	1,224	903	229	120	112	156	336	251	237	201	714	219	-69.3%
Agency Trips (Exclusive Use)	Passengers	141	110	302	59	260	959	212	805	150	219	40	131	-	271	66	-75.9%
	Revenue Hours	9	8	16	6	14	40	15	31	6	10	4	10	-	13	5	-62.3%
	Revenue Miles	243	255	360	162	273	648	315	640	108	333	68	96	-	284	48	-83.1%
N/A	Passengers	482	133	177	139	148	198	224	241	207	159	159	175	210	195	193	-1.2%
	Revenue Hours	73	78	86	66	71	101	96	92	86	75	79	91	97	79	94	19.7%
	Revenue Miles	776	922	1,171	886	846	1,203	1,077	1,080	1,062	910	954	1,069	1,163	950	1,116	17.5%
Connect 29 North	Passengers	1,603	1,592	1,840	1,294	1,111	1,387	1,376	1,471	1,685	1,665	1,593	1,666	1,557	1,517	1,612	6.3%
	Revenue Hours	165	160	173	146	146	156	133	154	167	150	145	163	161	155	162	4.9%
	Revenue Miles	2,485	2,213	2,486	2,025	2,098	2,247	1,932	2,286	2,479	2,266	2,244	2,552	2,384	2,267	2,468	8.9%
Connect Buckingham	Passengers	1,032	980	1,184	900	904	1,115	991	1,073	1,090	1,201	1,100	1,073	958	1,056	1,016	-3.8%
	Revenue Hours	154	145	157	132	138	128	120	140	144	137	131	143	139	140	141	0.7%
	Revenue Miles	4,243	3,796	4,077	3,424	3,452	3,383	3,195	3,735	3,895	3,820	3,663	3,954	3,752	3,750	3,853	2.8%
Connect Crozet	Passengers	2,019	2,050	2,516	2,052	1,804	2,391	2,276	2,252	2,393	2,397	1,974	2,429	2,171	2,166	2,300	6.2%
	Revenue Hours	473	451	494	409	406	420	378	441	458	441	427	477	476	440	477	8.3%
	Revenue Miles	10,741	12,303	10,697	9,211	9,159	9,500	8,301	9,972	10,456	10,032	9,154	11,226	10,630	10,014	10,928	9.1%
Connect Lovington	Passengers	298	323	388	307	258	372	373	347	362	382	359	386	366	346	376	8.6%
	Revenue Hours	64	62	69	53	53	54	47	57	62	60	58	62	64	59	63	6.9%
	Revenue Miles	1,482	1,257	1,569	1,293	1,290	1,289	1,222	1,424	1,503	1,441	1,361	1,523	1,454	1,384	1,489	7.5%

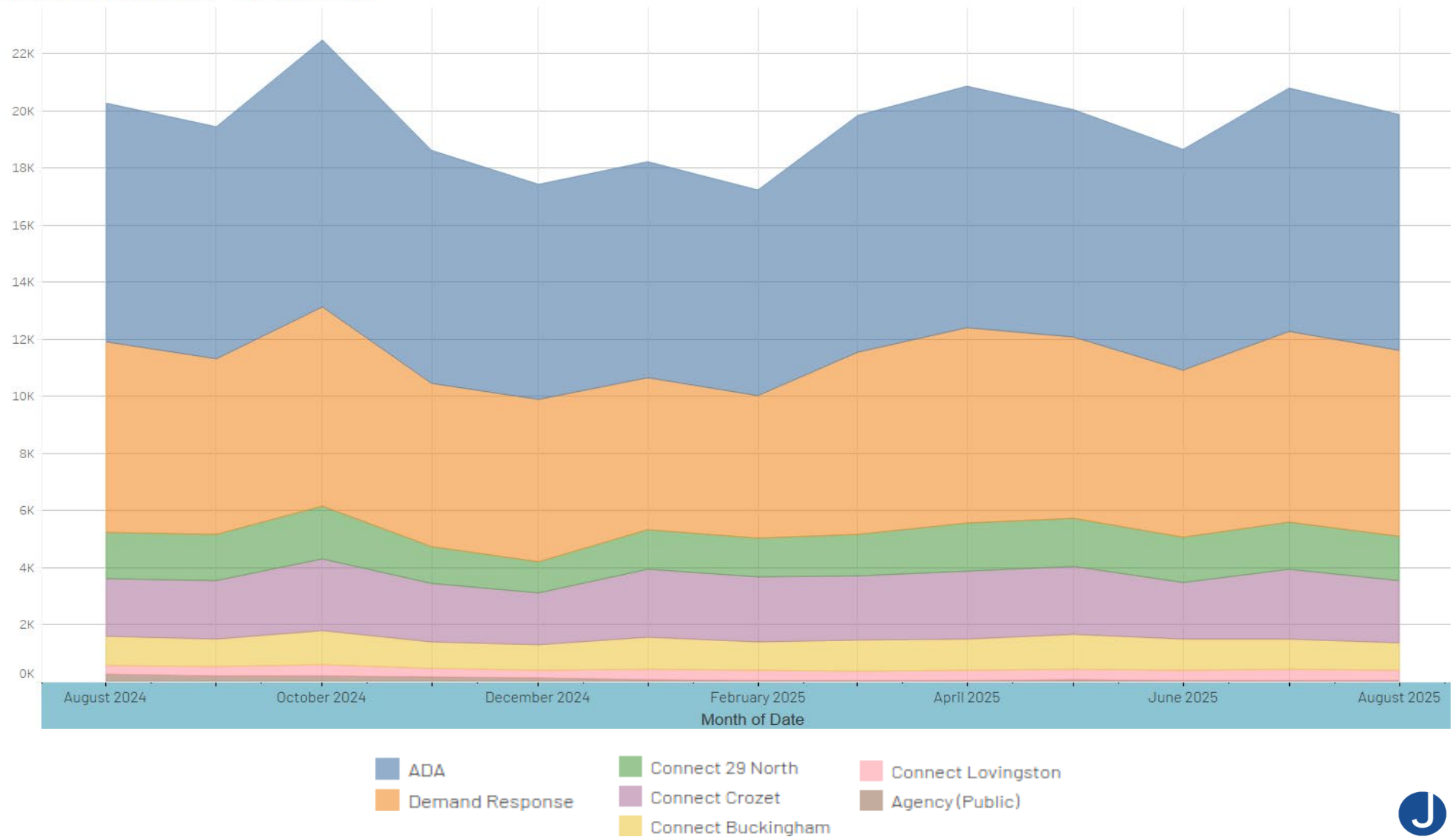
Metric	FY23 Monthly Avg	FY24 Monthly Avg	FY25 Monthly Avg	FY26 Monthly Avg	FY25-FY26 Diff
UPT	19,848	19,004	19,415	20,326	4.7%
VRH	7,656	7,195	7,143	7,224	1.1%
VRM	120,025	111,513	110,111	119,037	8.1%

Note, excludes NA and Agency Exclusive Use 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 FY26 to date is as follows: **ADA 41%, Demand Response 32%, Agency Public 0%, Agency Exclusive 0%, NA 1%, and Commuter Bus 26%**. DR is 73% and CB is 26% of total ridership. The percentage of Revenue Hours by service is: **ADA 46%, Demand Response 43%, Agency Public 0%, Agency Exclusive 0%, and Commuter Bus 12%** of total revenue hours.

nt Service Performance - UPT Area Chart



Albemarle Statistics		2024					2025								Avg YTD FY25	Avg YTD FY25	Pct Diff
Reporting Category		Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Jul	Aug			
ADA	Passengers	4,045	3,997	4,539	3,856	3,488	3,726	3,441	4,038	4,015	3,861	3,759	4,264	3,924	3,903	4,094	4.9%
	Revenue Hours	1,758	1,740	1,915	1,687	1,570	1,690	1,465	1,652	1,561	1,622	1,554	1,735	1,516	1,672	1,626	-2.8%
	Revenue Miles	19,779	19,665	21,813	19,341	17,225	18,338	16,504	19,431	19,078	19,484	18,618	20,811	19,199	19,108	20,005	4.7%
Demand Response	Passengers	2,582	2,279	2,657	2,080	2,109	1,933	1,955	2,453	2,606	2,521	2,211	2,539	2,509	2,331	2,524	8.3%
	Revenue Hours	1,183	1,072	1,222	1,011	1,037	944	890	1,102	1,159	1,134	1,025	1,174	1,160	1,081	1,167	7.9%
	Revenue Miles	21,618	19,413	22,583	18,399	18,202	17,179	16,510	20,506	22,114	21,136	19,672	22,199	22,853	19,918	22,526	13.1%
Connect 29 North	Passengers	1,603	1,592	1,840	1,294	1,111	1,387	1,376	1,471	1,685	1,665	1,593	1,666	1,557	1,517	1,612	6.3%
	Revenue Hours	165	160	173	146	146	156	133	154	167	150	145	163	161	155	162	4.9%
	Revenue Miles	2,485	2,213	2,486	2,025	2,098	2,247	1,932	2,286	2,479	2,266	2,244	2,552	2,384	2,267	2,468	8.9%
Connect Crozet	Passengers	2,019	2,050	2,516	2,052	1,804	2,391	2,276	2,252	2,393	2,397	1,974	2,429	2,171	2,166	2,300	6.2%
	Revenue Hours	473	451	494	409	406	420	378	441	458	441	427	477	476	440	477	8.3%
	Revenue Miles	10,741	12,303	10,697	9,211	9,159	9,500	8,301	9,972	10,456	10,032	9,154	11,226	10,630	10,014	10,928	9.1%

Buckingham Statistics		2024					2025								Avg YTD FY25	Avg YTD FY26	Pct Diff
Reporting Category		Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Jul	Aug			
Connect Buckingham	Passengers	1,092	1,017	1,207	922	925	1,125	991	1,073	1,090	1,201	1,100	1,073	958	1,072	1,016	-5.3%
	Revenue Hours	154	145	157	132	138	128	120	140	144	137	131	143	139	140	141	0.7%
	Revenue Miles	4,243	3,796	4,077	3,424	3,452	3,383	3,195	3,735	3,895	3,820	3,663	3,954	3,752	3,750	3,853	2.8%

Charlottesville Statistics		2024					2025								Avg YTD FY25	Avg YTD FY26	Pct Diff
Reporting Category		Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Jul	Aug			
ADA	Passengers	4,306	4,147	4,793	4,316	4,049	3,851	3,768	4,273	4,448	4,089	3,968	4,268	4,333	4,196	4,301	2.5%
	Revenue Hours	1,746	1,699	1,836	1,735	1,664	1,563	1,406	1,562	1,595	1,548	1,487	1,573	1,506	1,641	1,540	-6.2%
	Revenue Miles	17,572	17,080	18,814	17,608	16,248	15,249	14,569	16,517	17,200	16,687	16,041	17,830	17,547	16,800	17,689	5.3%
Demand Response	Passengers	256	236	288	211	219	126	103	142	132	127	160	163	146	184	155	-16.1%
	Revenue Hours	114	92	113	98	87	66	45	66	50	46	62	63	53	79	58	-26.1%
	Revenue Miles	1,767	1,322	1,669	1,533	1,203	1,004	688	939	684	678	1,009	1,021	888	1,176	955	-18.8%



Fluvanna Statistics		2024					2025								Avg YTD FY25	Avg YTD FY26	Pct Diff
Reporting Category		Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Jul	Aug			
Demand Response	Passengers	286	290	343	276	321	325	263	286	366	326	254	315	281	305	298	-2.2%
	Revenue Hours	145	134	166	131	161	148	135	147	188	175	148	173	166	151	170	11.9%
	Revenue Miles	3,081	2,827	3,495	2,761	3,666	3,199	3,061	3,169	4,344	3,866	3,513	4,083	3,913	3,327	3,998	20.2%

Greene Statistics		2024					2025								Avg YTD FY25	Avg YTD FY26	Pct Diff
Reporting Category		Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Jul	Aug			
Demand Response	Passengers	1,432	1,404	1,590	1,272	1,205	1,368	1,110	1,419	1,621	1,432	1,314	1,533	1,620	1,383	1,577	14.0%
	Revenue Hours	664	655	725	539	532	646	487	596	649	592	550	646	689	613	668	8.9%
	Revenue Miles	11,062	10,223	11,323	8,593	8,468	9,052	7,707	9,811	11,012	9,486	8,871	10,676	11,927	9,741	11,302	16.0%

Louisa Statistics		2024					2025								Avg YTD FY25	Avg YTD FY26	Pct Diff
Reporting Category		Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Jul	Aug			
Demand Response	Passengers	1,982	1,804	1,977	1,630	1,668	1,469	1,425	1,875	1,918	1,775	1,721	1,940	1,774	1,756	1,857	5.7%
	Revenue Hours	1,070	1,003	1,054	918	966	865	850	1,027	1,073	1,007	941	1,066	1,041	983	1,054	7.2%
	Revenue Miles	22,782	19,716	21,237	18,658	18,894	16,470	16,156	20,598	22,304	21,276	19,763	22,716	20,732	20,025	21,724	8.5%

Nelson Statistics		2024					2025								Avg YTD FY25	Avg YTD FY26	Pct Diff
Reporting Category		Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Jul	Aug			
Demand Response	Passengers	144	136	146	188	131	93	126	179	179	180	174	182	191	150	187	24.7%
	Revenue Hours	73	72	79	84	66	55	63	85	83	82	98	88	87	76	88	15.0%
	Revenue Miles	2,017	1,854	1,963	2,191	1,739	1,395	1,556	2,014	1,844	1,647	1,930	1,690	1,999	1,840	1,845	0.3%
Connect Lovington	Passengers	298	323	388	307	258	372	373	347	362	382	359	386	366	346	376	8.6%
	Revenue Hours	64	62	69	53	53	54	47	57	62	60	58	62	64	59	63	6.9%
	Revenue Miles	1,482	1,257	1,569	1,293	1,290	1,289	1,222	1,424	1,503	1,441	1,361	1,523	1,454	1,384	1,489	7.5%

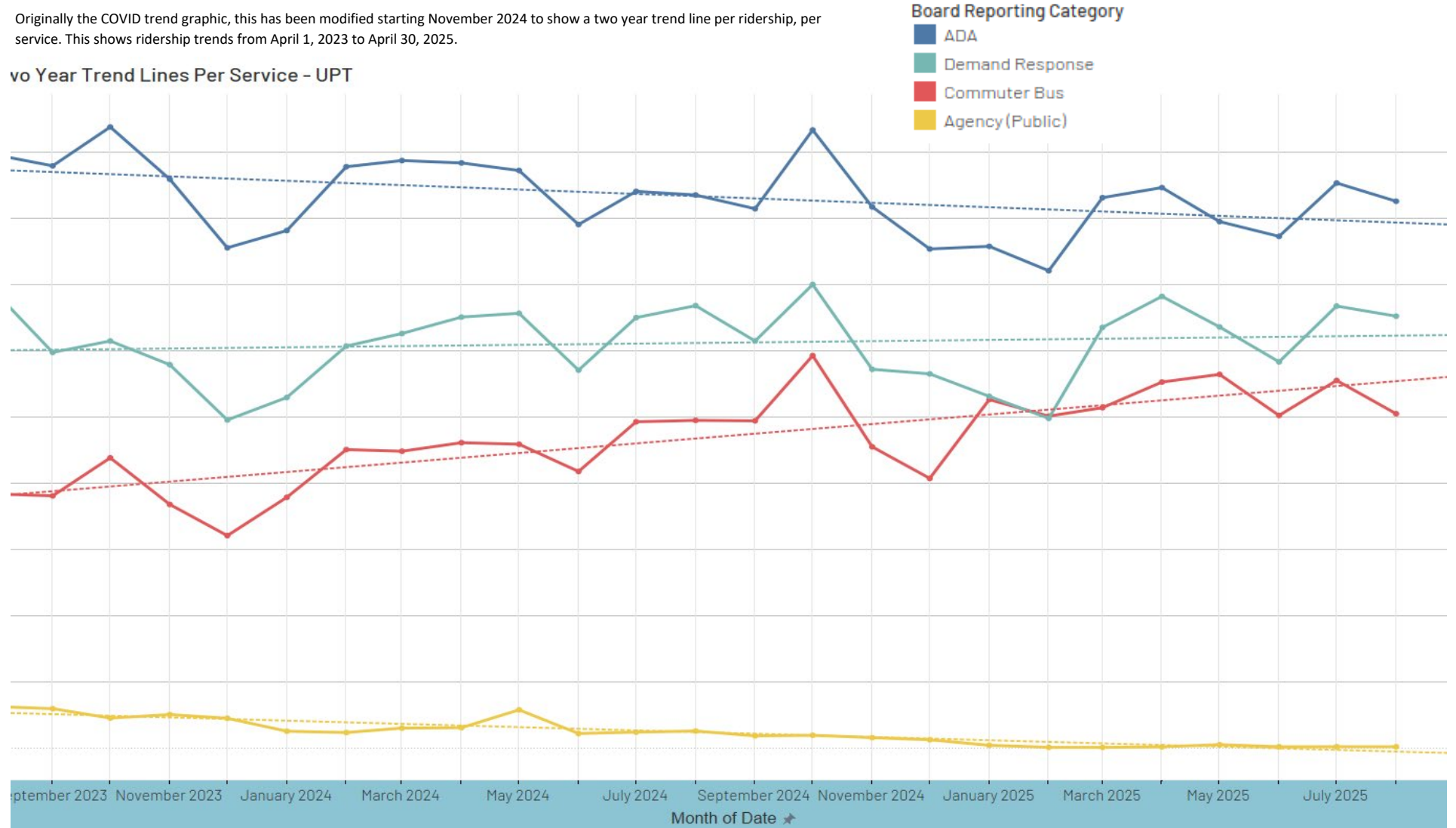


## Jaunt Board of Directors Meeting

October 1, 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 April 1, 2023 to April 30, 2025.

### Two Year Trend Lines Per Service - UPT



**FY26 ADA Compliance Report - October 1, 2025 Board Meeting**

Item	FY25											FY26		Average Monthly		Percent Difference
	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	FY25 Full	FY26 YTD	
ADA Unlinked Passenger Trips	8,351	8,144	9,332	8,172	7,537	7,577	7,209	8,311	8,463	7,950	7,727	8,532	8,257	8,098	8,395	3.7%
All Demand Response UPT	15,299	14,596	16,554	14,060	13,324	12,941	12,211	14,684	15,312	14,371	13,589	15,237	14,808	14,342	15,023	4.7%
ADA Revenue Miles	37,350	36,745	40,627	36,950	33,474	33,587	31,073	35,948	36,278	36,171	34,659	38,641	36,746	35,908	37,694	5.0%
All Demand Response Revenue Miles ^	101,015	93,637	104,415	90,886	86,550	82,115	76,870	93,096	98,735	94,597	89,667	101,314	99,284	92,722	100,299	8.2%
ADA Revenue Hours	3,332	3,110	3,449	2,881	2,902	2,743	2,478	3,030	3,214	3,058	2,837	3,224	3,209	3,029	3,217	6.2%
All Demand Response Revenue Hours ^	6,851	6,564	7,211	6,318	6,151	6,001	5,350	6,244	6,370	6,231	5,878	6,532	6,230	6,350	6,381	0.5%
ADA No Shows	215	207	243	226	233	286	263	251	244	238	237	242	271	237	257	8.2%
All Demand Responses No Shows	449	385	473	415	442	486	469	482	445	424	408	423	507	441	465	5.5%
ADA Missed Trips	2	3	3	4	1	3	6	3	3	1	2	3	3	3	3	-2.7%
All Demand Responses Missed Trips	9	4	6	9	4	5	8	5	6	5	4	7	6	6	7	6.8%
ADA Denials	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0%
All Demand Responses Denials	62	40	71	40	23	32	37	29	46	26	53	35	32	41	34	-18.0%
ADA On Time Performance	94%	92%	91%	91%	91%	91%	89%	91%	87%	87%	85%	87%	83%	90%	85%	-5.9%
All Demand Responses OTP	93%	93%	91%	90%	91%	91%	89%	91%	88%	87%	86%	87%	84%	90%	86%	-5.1%
ADA Passenger Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0%
ADA Lifts Determined Inoperable	0	0	0	0	0	0	0	0	0	0	0	0	0	0.1	0.0	-100.0%
ADA Passenger Incidents/Accidents	1	0	1	0	2	0	2	2	0	0	0	0	0	0.7	0.0	-100.0%
ADA Vehicle Accidents	0	0	2	5	0	2	2	1	5	0	0	5	2	1.4	3.5	147.1%
Excessively Long ADA Trips	18	21	32	19	42	10	20	31	38	18	30	21	31	26	26	1.3%
Demand Response Reservations Hold Times	3:33	4:48	6:19	11:18	15:41	14:38	12:09	3:59	6:12	10:24	12:33	7:19	5:54	8:40	6:36	-23.8%

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

YTD FY26	FY25	Metric
56%	56%	Percentage of ADA Trips of all Demand Response Trips
38%	39%	Percentage of ADA Revenue Miles of all Demand Response Revenue Miles
50%	48%	Percentage of ADA Revenue Hours of all Demand Response Revenue Hours
3.1%	2.9%	Percentage of ADA No Shows of all ADA Trips
3.1%	3.1%	Percentage of Demand Response No Shows of all Demand Response Trips
0.04%	0.04%	Percentage of ADA missed trips of all ADA Trips
0.04%	0.04%	Percentage of all Demand Response Missed Trips of all DR Trips
0.00%	0.00%	Percentage of ADA Denials of all ADA Trips
0.2%	0.3%	Percentage of Denials of all Demand Response Trips
85%	90%	Percentage of ADA trips that were on time of all ADA Trips
86%	90%	Percentage of Demand Response trips that were on time of all DR Trips
0.31%	0.32%	Percentage of Excessively long ADA trips of all ADA Trips made
6:36	2:18	Yearly Average Response Reservations Hold Times





## People

## Service

## Connection

### October 2025 CEO Report

Welcome to Fall. In September we honored Michelle Shifflett. Michelle is being celebrated for her flexibility and teamwork. If you see Michelle please share your thanks and congratulations. Break out your pink Jaunt shirts. Our team is supporting Breast Cancer Awareness with pink shirts. Join us, no one should fight alone.

This meeting will be the first for two new City representatives. Welcome to the Board Chris Cullinan and Steven Johnson! The Board meeting this month has two important action items. I am asking the Board to endorse the budget concepts that will frame the fiscal year 2027 budget. Additionally, the Board needs to charge the Executive Committee with the nomination of an at large member to replace Ray Heron. Ray dedicated 24 years of service as a City of Charlottesville representative to the Jaunt Board. I hope he will be willing to join us in December to be recognized for his significant contribution to Jaunt. During new business we will remind all Board members to sign the code of ethics and confirm their commitment for the upcoming year. Your Board packet also includes a more detailed version of our community survey results. We do not have plans for an additional presentation at this time but please let me know if you have any questions, comments, or concerns.

We have been adding to the strength of our team. Jeania Pace has joined our team in Human Resources. We have hired three new operators since we last met and our expecting several new drivers in October. In addition, we have added new team members in reservations and dispatch. We will post the communications role recruitment in October. A huge congratulations to Troy Morton, Charles Golden, and Laurence Brooks who have all received their CDL-P endorsement!

A few notes on activity during the past months. We attended the CTAV conference in Roanoke the week after our last Board meeting. There were numerous opportunities for learning, networking, and teambuilding. I have been elected to the CTAV Board and attended the annual retreat in September. This month I was able to connect with JABA's new CEO, and I look forward to our organization's continued close partnership. Audit season may be coming to a close, but the annual NTD submission is upon us.

This can be a challenging process, but I hope that recent training for Missy and a year of experience for Jason will guide us smoothly through the process. Jason and I recently presented to the planning team at Albemarle County to increase awareness and understanding of Jaunt's services and capabilities. We hope to continue the conversation. Missy and I have engaged with the new Chamber leadership and are looking for ways to take better advantage of our membership. We continue working closely with Chaski Global on our brand identity and communications. A press release is being finalized about our 50<sup>th</sup> year campaign. We will provide an update at the December Board meeting. We are participating in the TJPDC's refresh of the Comprehensive Economic Development Strategy for the region. Work continues with the State's Rural Strategy Advisory Group and scenarios have been developed that will likely shift the available resource toward operating expenses rather than capital in FY28 and beyond. The parking lot project is developing and we expect the engineers and Dominion power on site this week. You may see more of our largest buses on the road in the future. Connect services are enjoying strong ridership and recent model changes are pushing us toward slightly larger vehicles. We recently upgraded the storage devices on the entire fleet for all of our camera footage.

### **FY 25-26 Strategic Goals Update:**

ADA Contract – We continue to await an update on a revised document from City staff and/or a date for the contract to be reviewed by the City Council. We are beginning monthly coordination meetings this month.

CARTA – The Board has added a DRPT representative, Grant Sparks. They will receive a presentation from VIA about the ridership details of the MicroCAT service. The next phase of work on the Prioritization Study is underway and the Board is scheduled to vote on staff's recommendation for a consultant team to lead the work.

Employee Performance and Development – I expect manager training to begin during the period between our next two Board meetings.

Microtransit Pilot – We have identified a software vendor and are currently in contract negotiations. If successful, we believe we will launch a pilot by February 2026.

Scheduling Software – The procurement process has initiated with the transit partner consortium we have joined. If we decide to seek new fixed route software we will need to engage in a separate selection process.

Looking ahead, I will be out of town between 10/8-10/20 and I will leave things in Janet and Missy's capable hands. Starting on 10/20 I intend to take a 90-day period to focus a portion of my direct time to the call center team. As you know, we have identified some concerns with call times and I want to better understand day to day operations as we

craft solutions in the near and long term. On 10/26 there will be a ~~Haunted~~ Jaunted Bus at the Stonefield Boo Thru event. 11/5-11/7 some of our team members will be in Lynchburg for DRPT's annual convening of 5310/5311 providers. I am scheduled to make a presentation to the City Council at their November 17<sup>th</sup> Council Work Session. On November 19<sup>th</sup> we will host the VTLI cohort and provide an overview of Jaunt and leadership training. We have advanced discussions on two new funding opportunities in collaboration with DRPT and the TJPDC. We successfully submitted a [Community Rides grant](#). If we are not successful in securing funding we will explore TRIP funding in FY27. The 5310 funding opportunity to better serve elderly and disabled members of our community is also for FY27.

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

**PEOPLE:** I am completing this message to the Board on a rather dreary day but I am wearing my new yellow Jaunt polo and people were talking about sunshine. Lizzie Shane has been bringing the sunshine every day since she arrived at Jaunt. She has been a breath of fresh air welcoming people to Jaunt each day, bringing organizational skills, and demonstrating care for others and in her daily responsibilities.

**SERVICE:** We are serious about our commitment to service for our Jaunt passengers. What a great surprise it was to receive a compliment that Antjuan Lewis assisted a community member by helping her to her door and navigating the steps safely while he was dropping off a Jaunt passenger.

**CONNECTION:** Laurence Brooks started with Jaunt in April 2025. He had been a faithful rider of Jaunt. He would ride the Crozet East route to and from work. Laurence came to Jaunt with a determination to obtain his CDL with P endorsement. He has achieved his objective in his first 6 months and now he can drive the same route he once commuted on!

As always thank you, you are appreciated!

Be well - Mike



# Community Survey SUMMARY

## Jaunt Board of Directors Meetings

First Presented August 13, 2025

Updated, expanded Version October 1, 2025



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

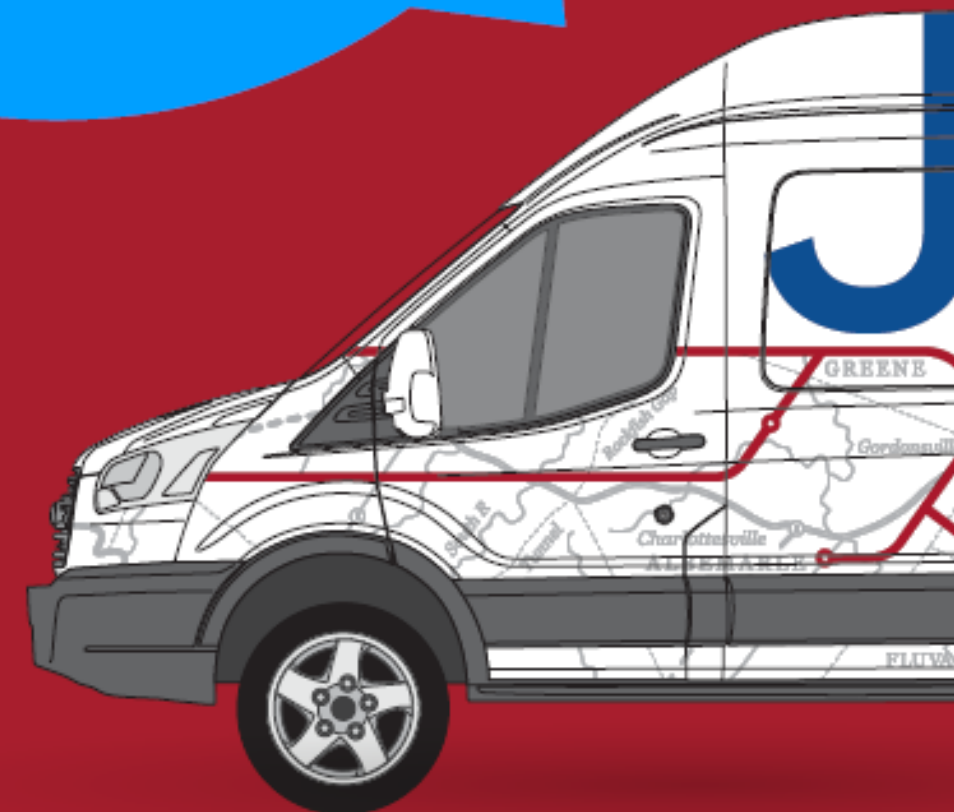
What do  
you  
think?

SCAN ME!



**Your feedback  
drives our  
future.**

Take a minute to complete  
the Jaunt survey and help us  
improve your ride—plus, enter  
to win one of 24 gift cards!



[go.ridejaunt.org/survey](http://go.ridejaunt.org/survey)



# Survey overview

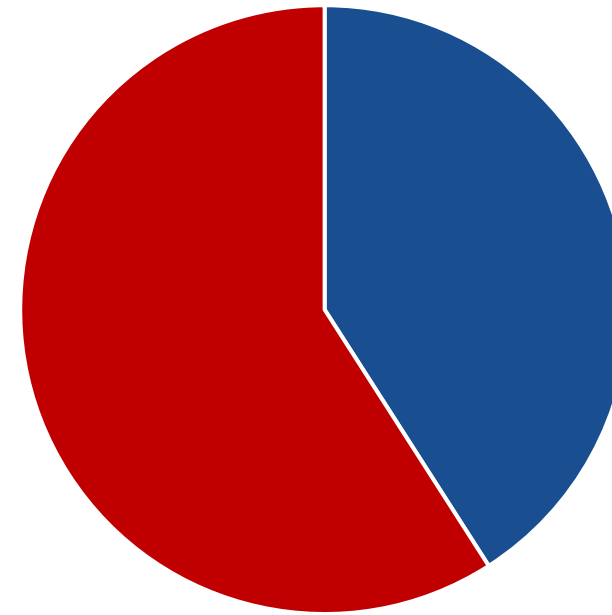
- Community Surveys are standard, due diligence and best practice in Transit.
- Jaunt was overdue for a rider/customer survey.
- Created a “branched” survey to identify
  - Riders vs Non-riders
  - Riders, Demand Response only
  - Riders, Demand Response and CONNECT
  - Riders, CONNECT only
- Deployment
  - June 2 – July 2, 2025, supported by many community partners
  - Paper copies and web, English and Spanish, QR codes in buses
  - 24 Gift Cards of \$25 randomly drawn
  - Contract support, Chaski – media, graphic assets, social, bot-scrubbing, translation
  - 775 responses (206 from paper)



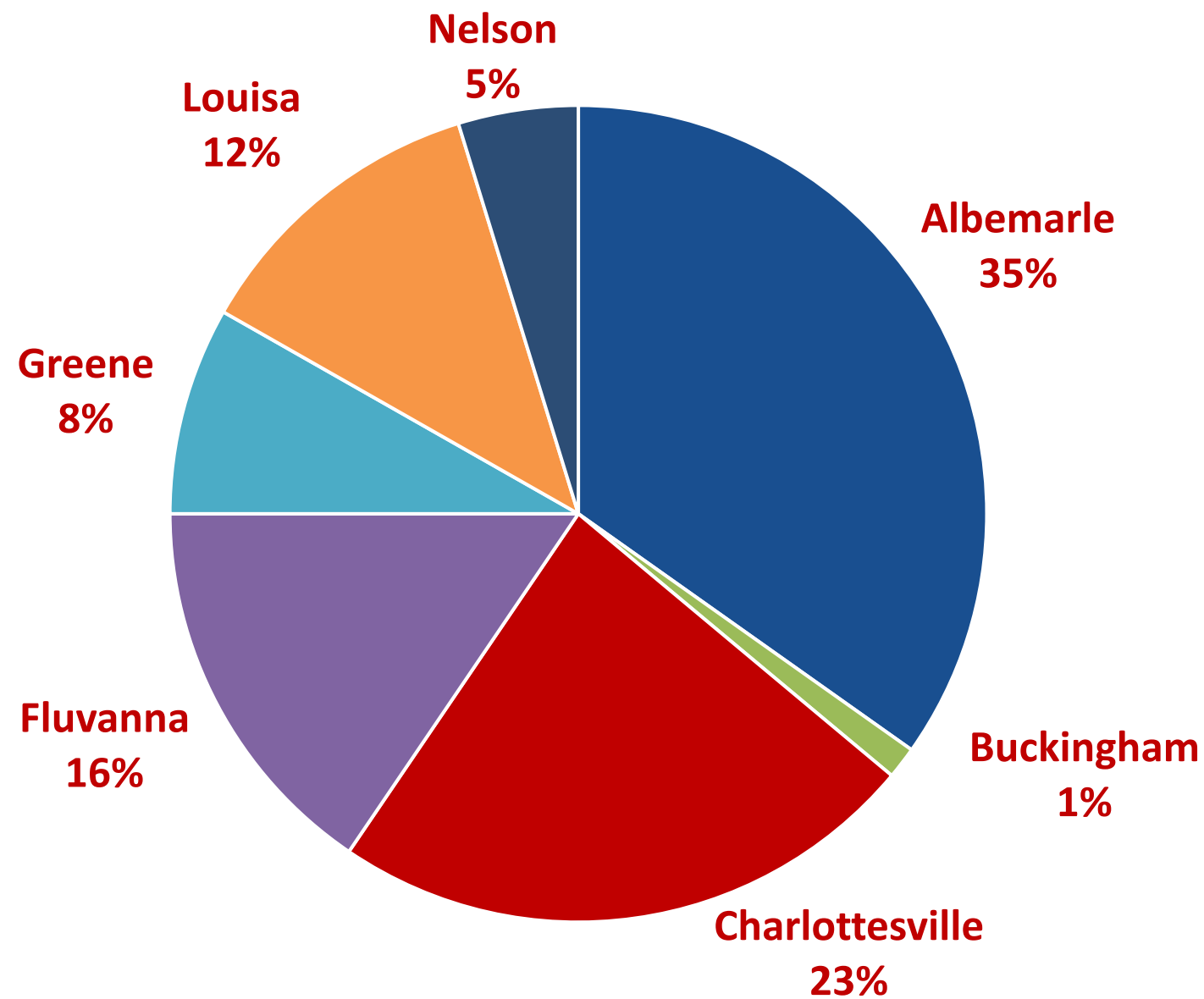
# Are you a current Jaunt Rider?

Yes, 456,  
59%

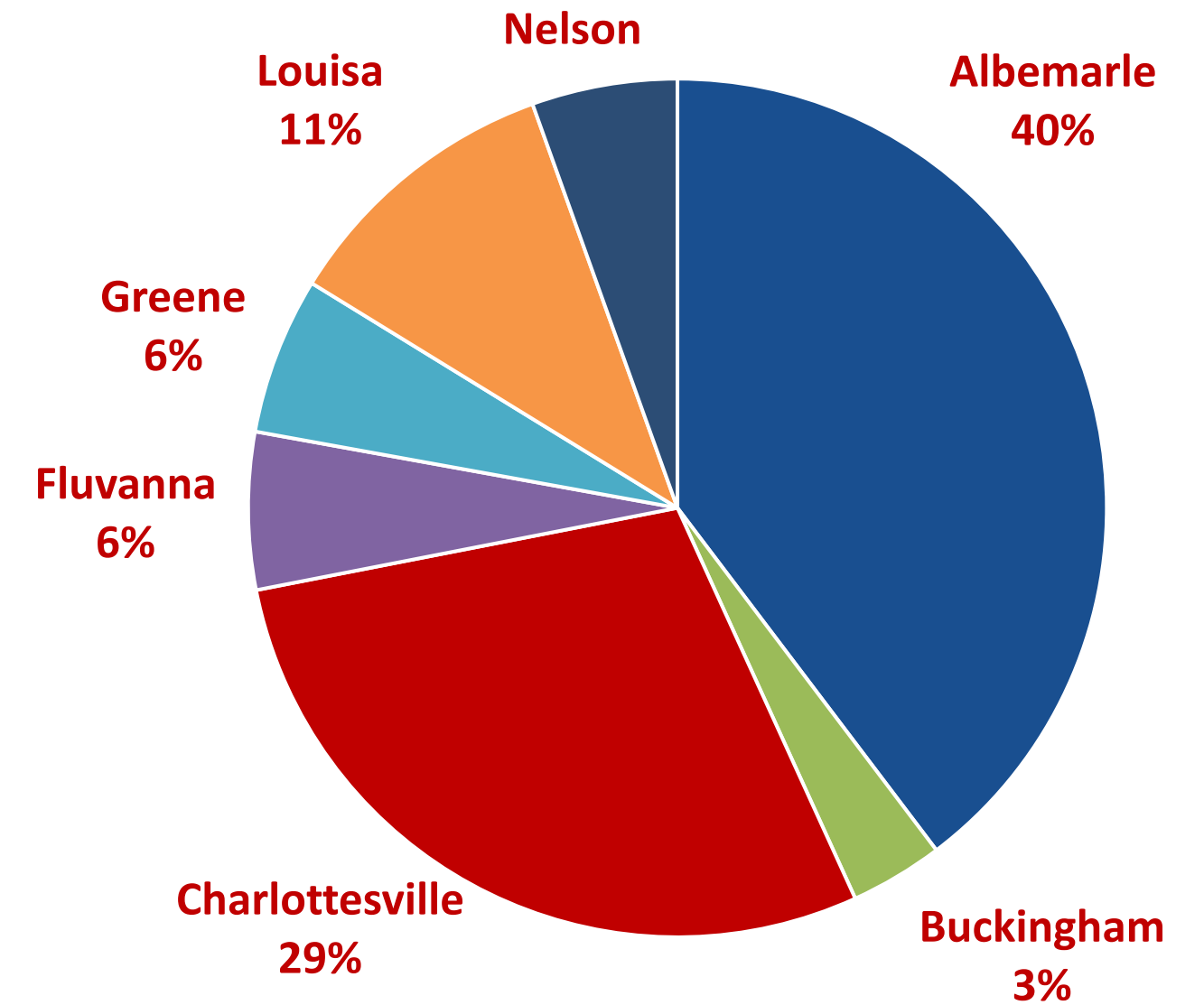
No, 316,  
41%



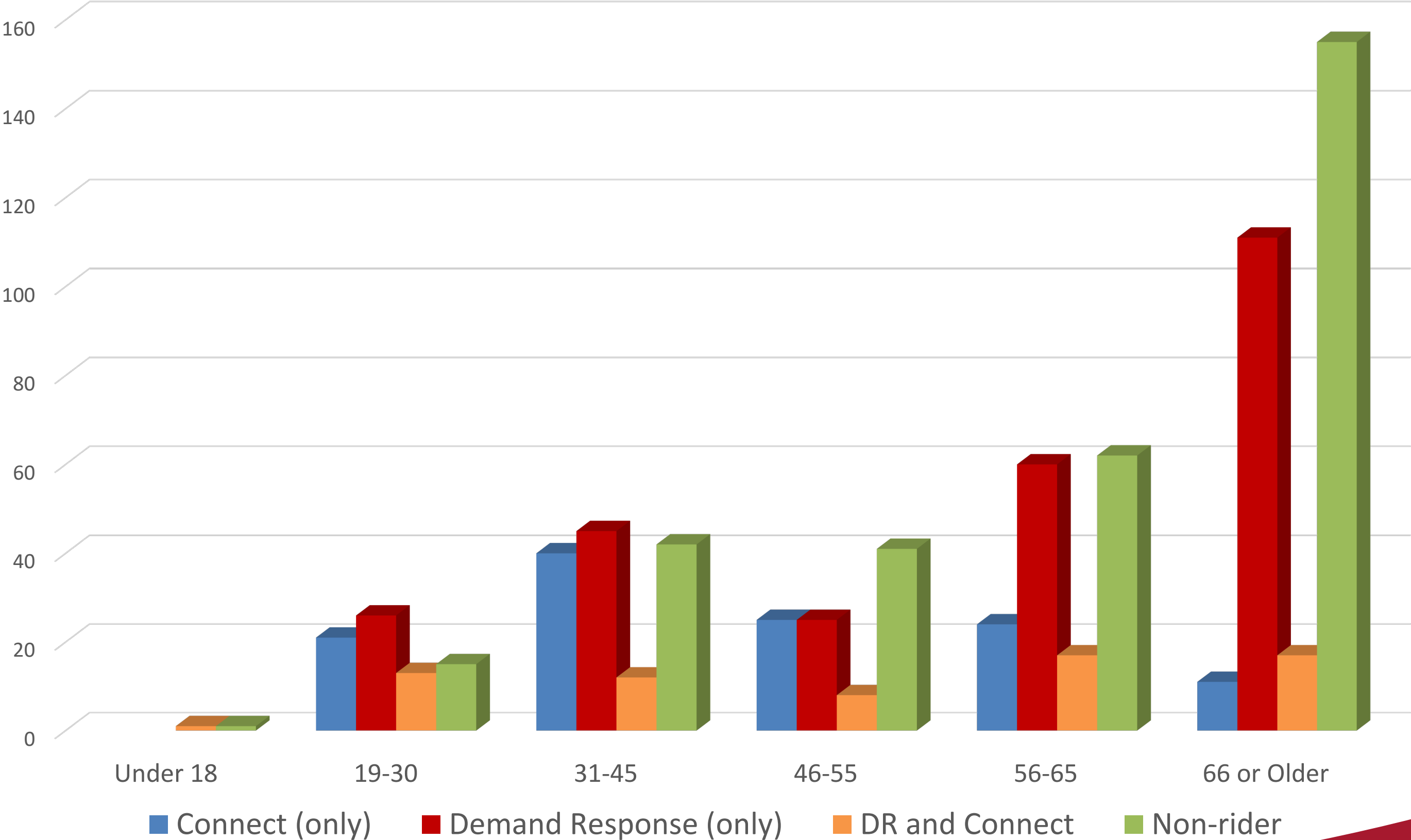
## Where the 316 Non-riders Live



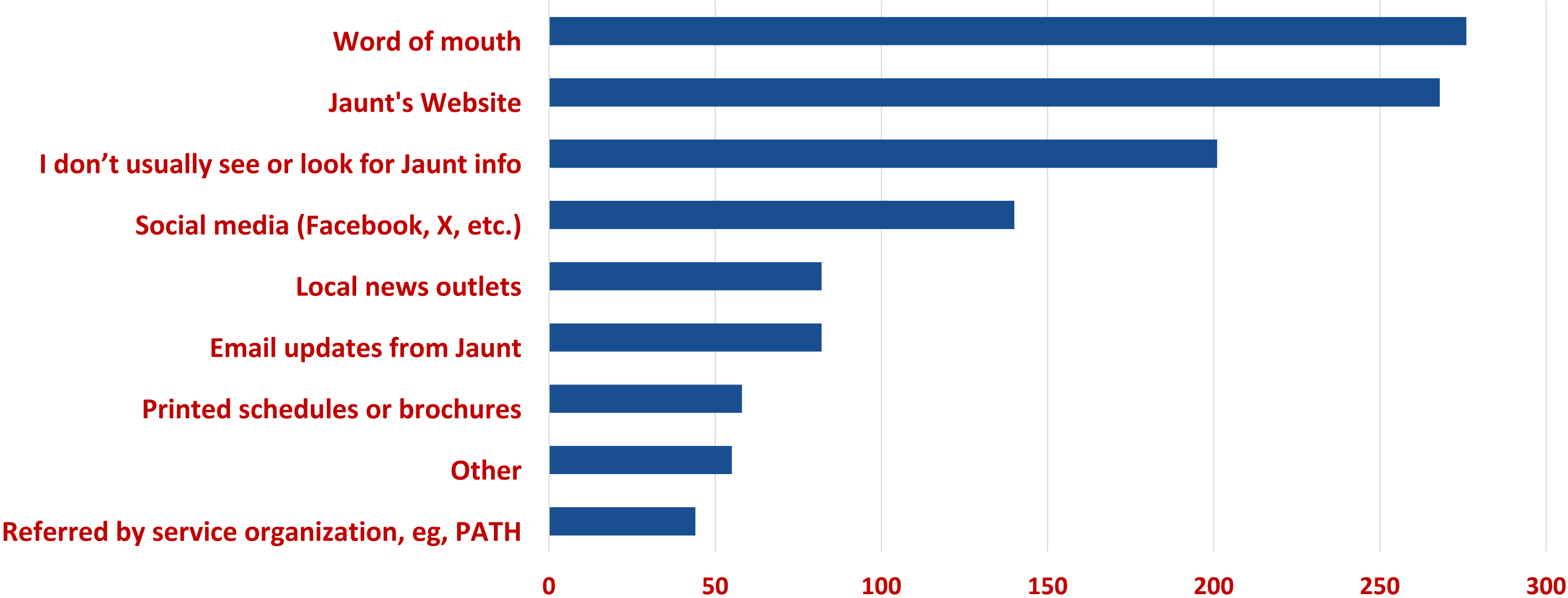
## Where the 459 Riders Live



Age

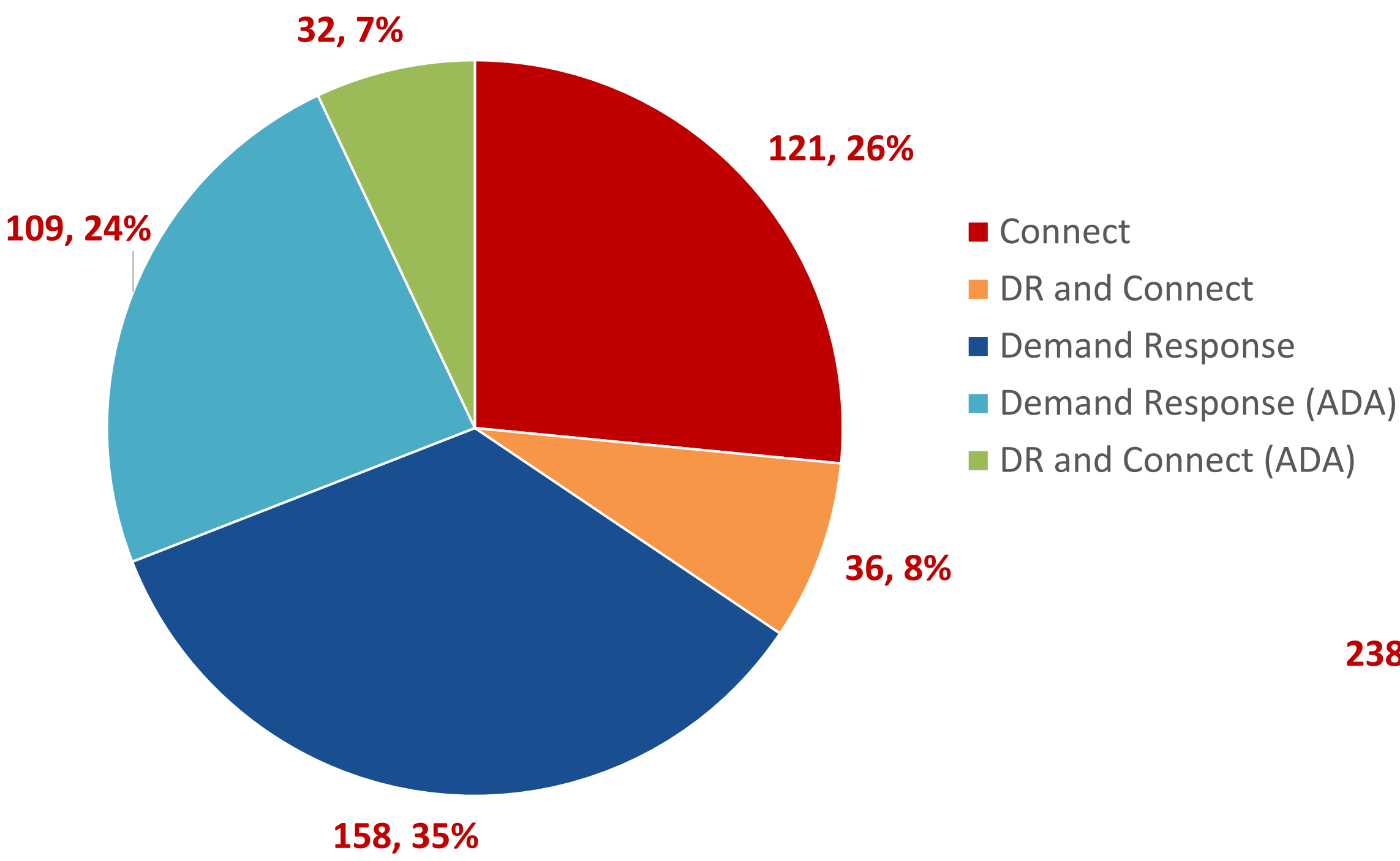


# Where do you typically get information or updates about Jaunt services?

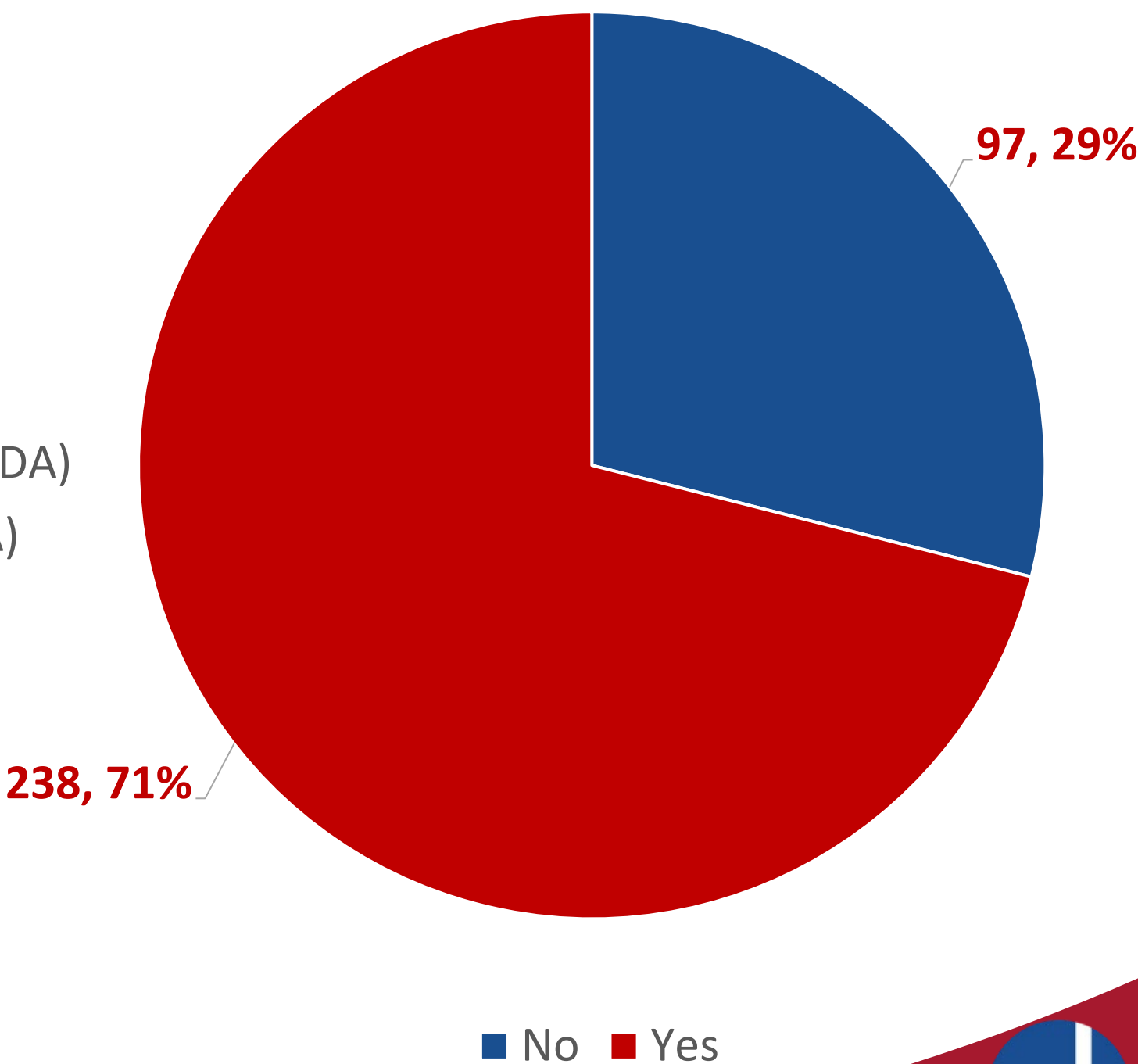




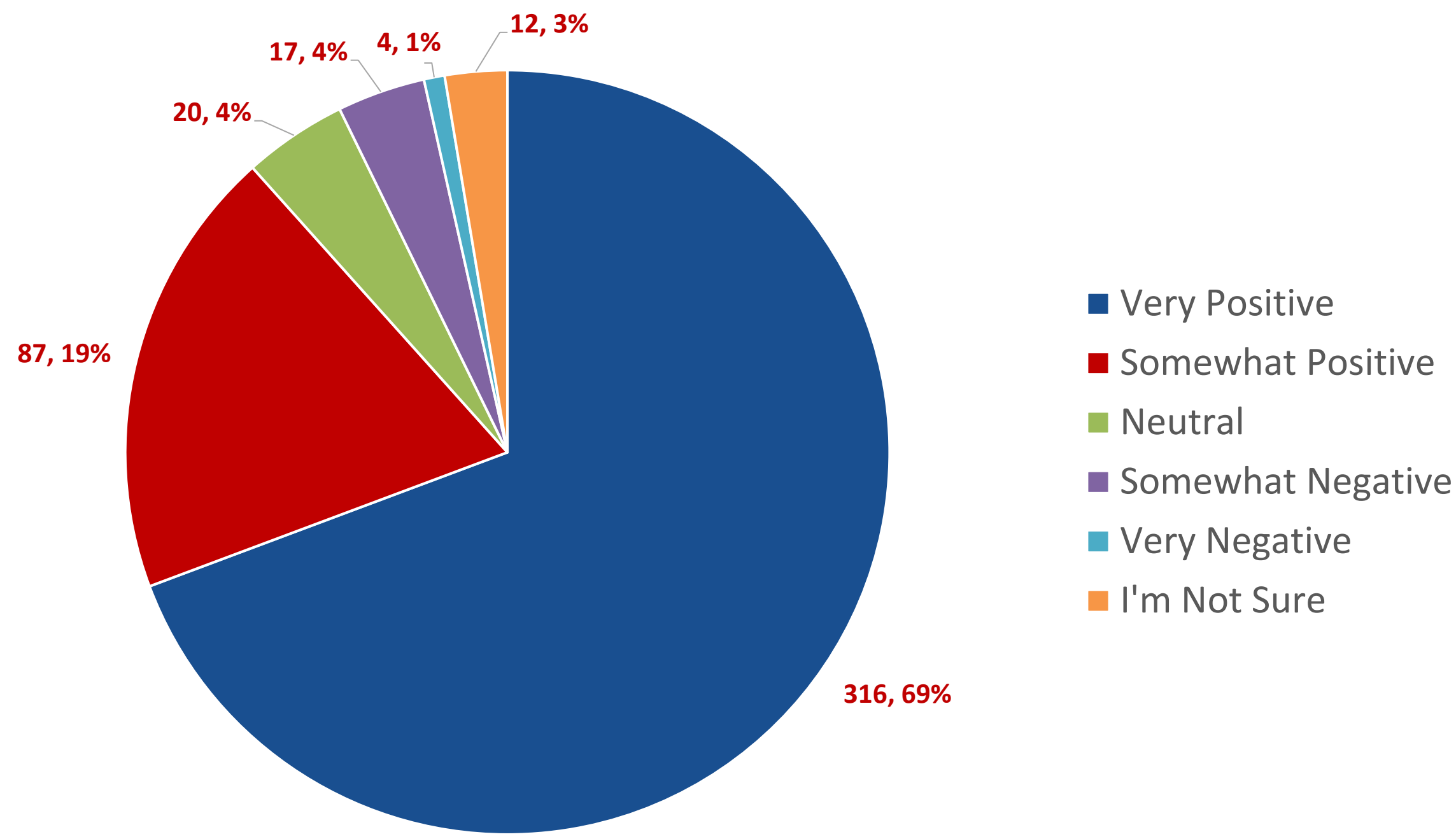
# Category of Rider



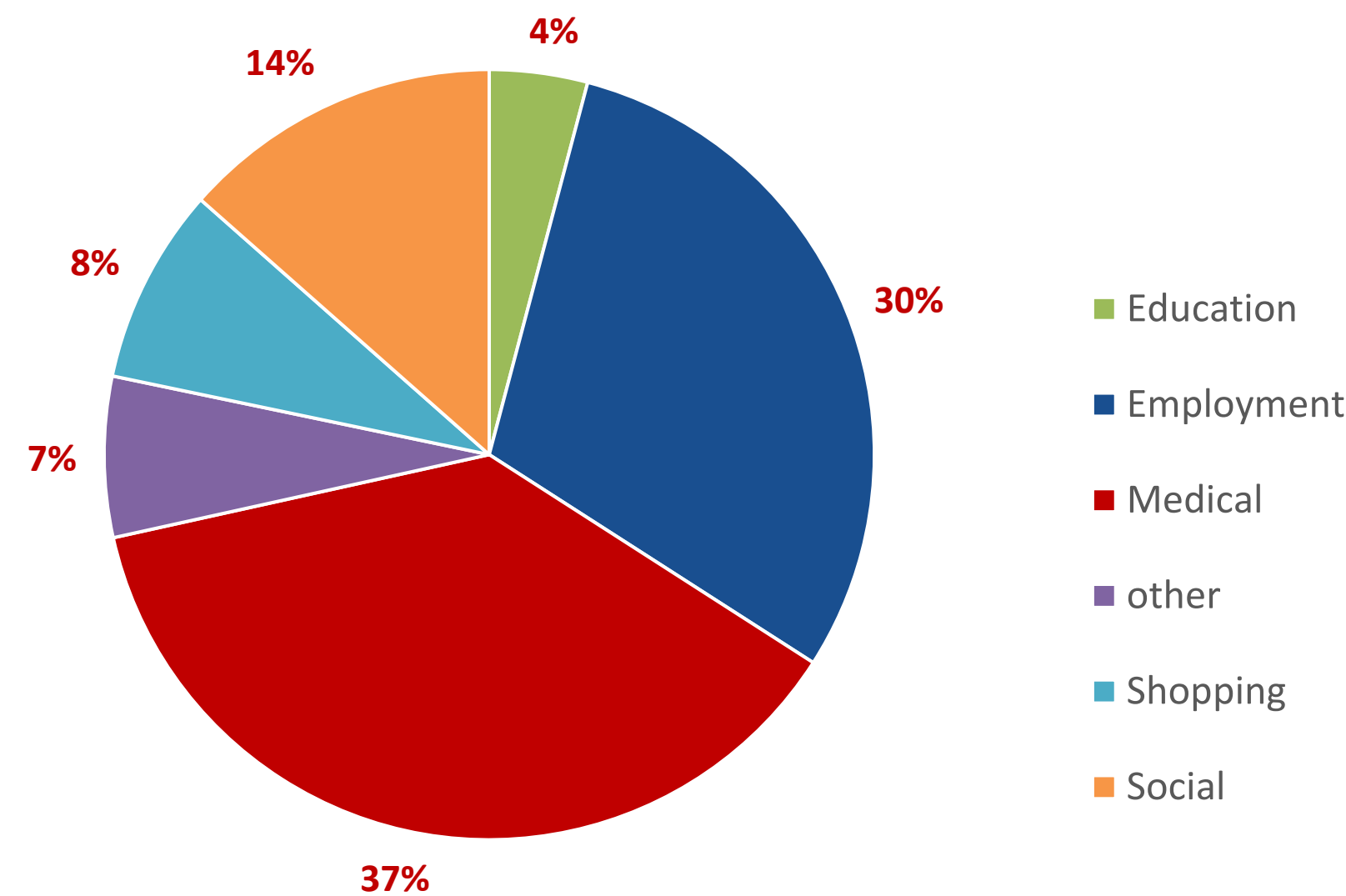
If Jaunt were to make scheduling reservations possible via a website or smartphone app, would you use it?



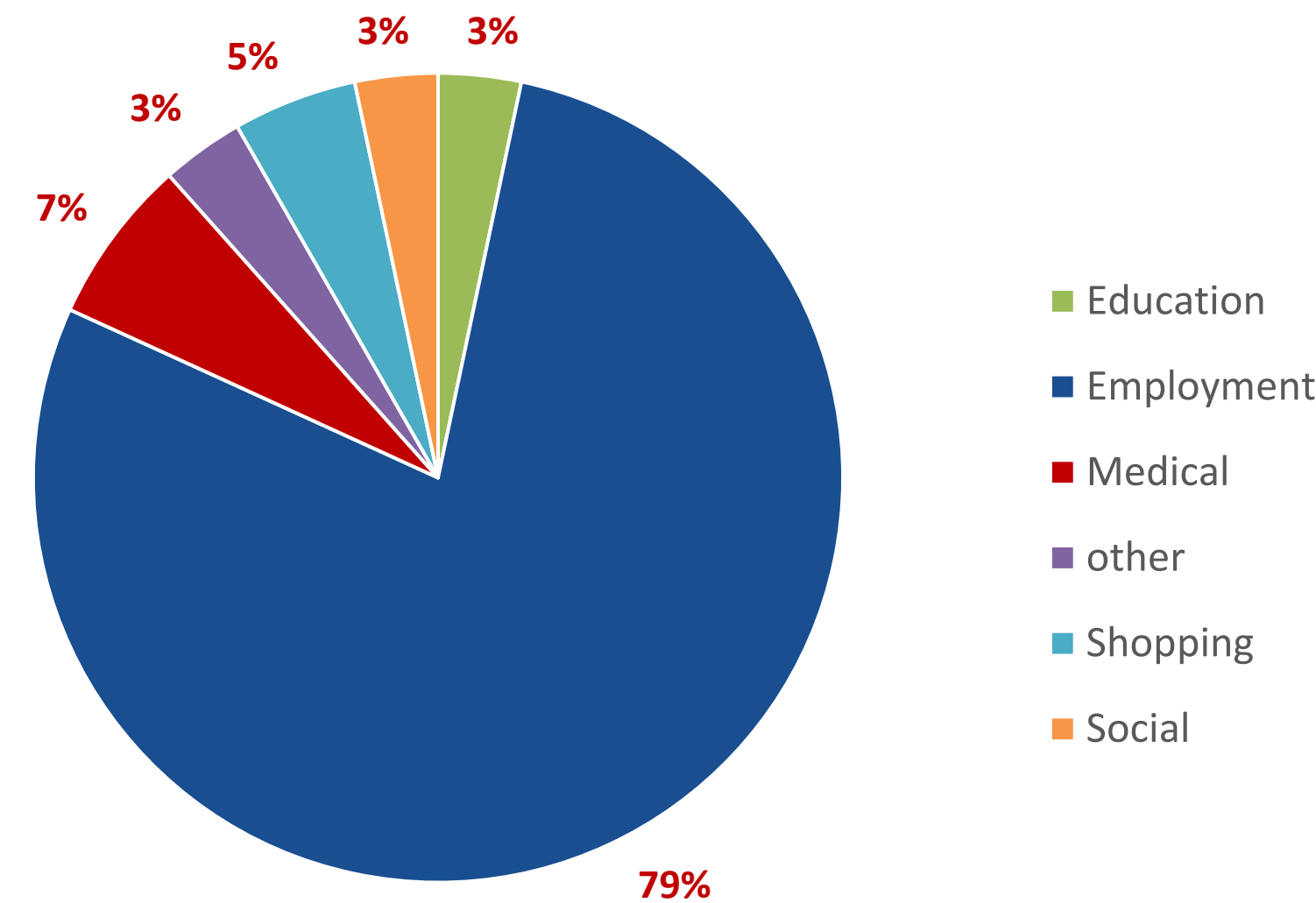
# How would you describe Jaunt's reputation in your community?



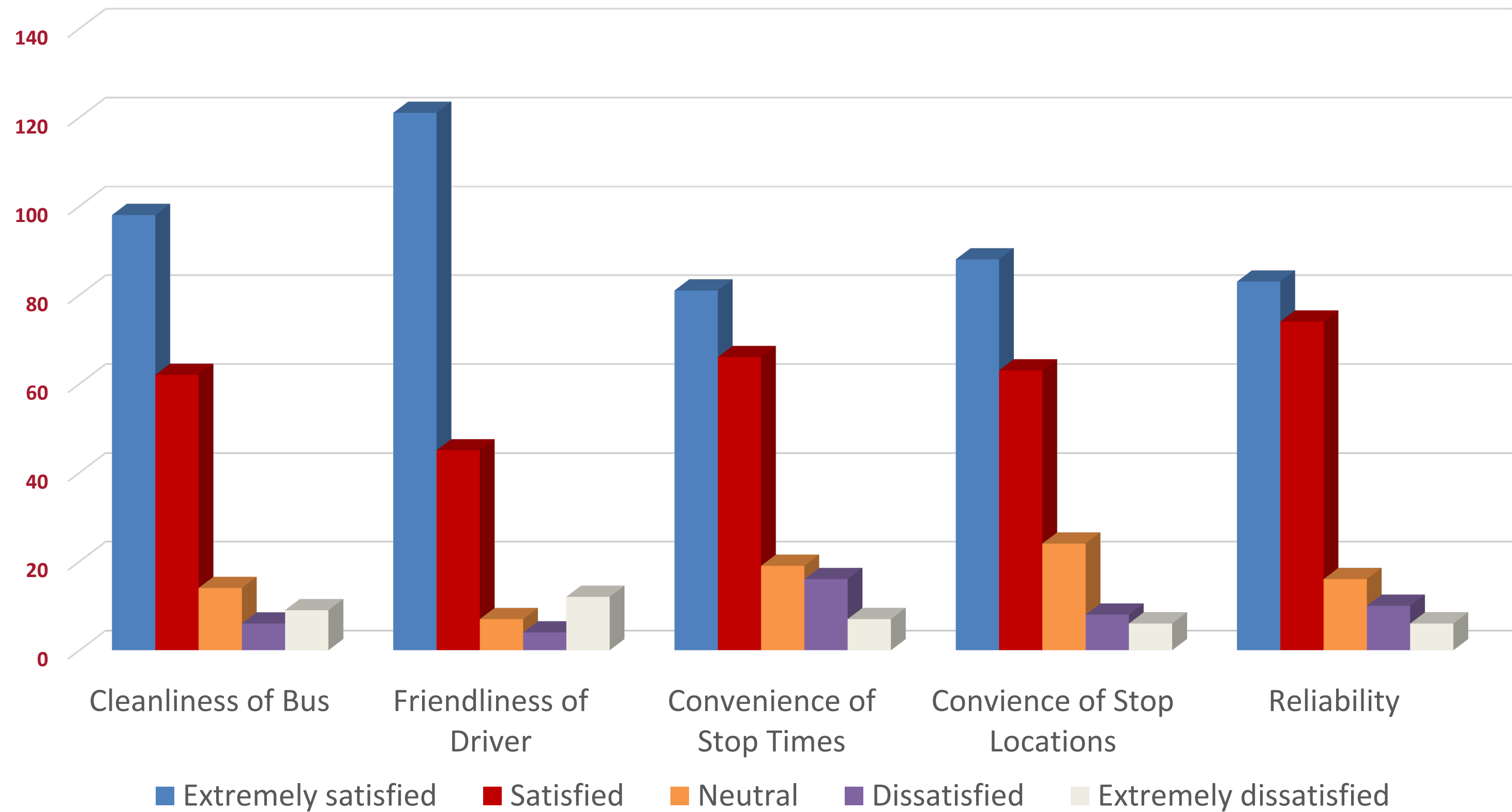
Demand Response Trip Purpose



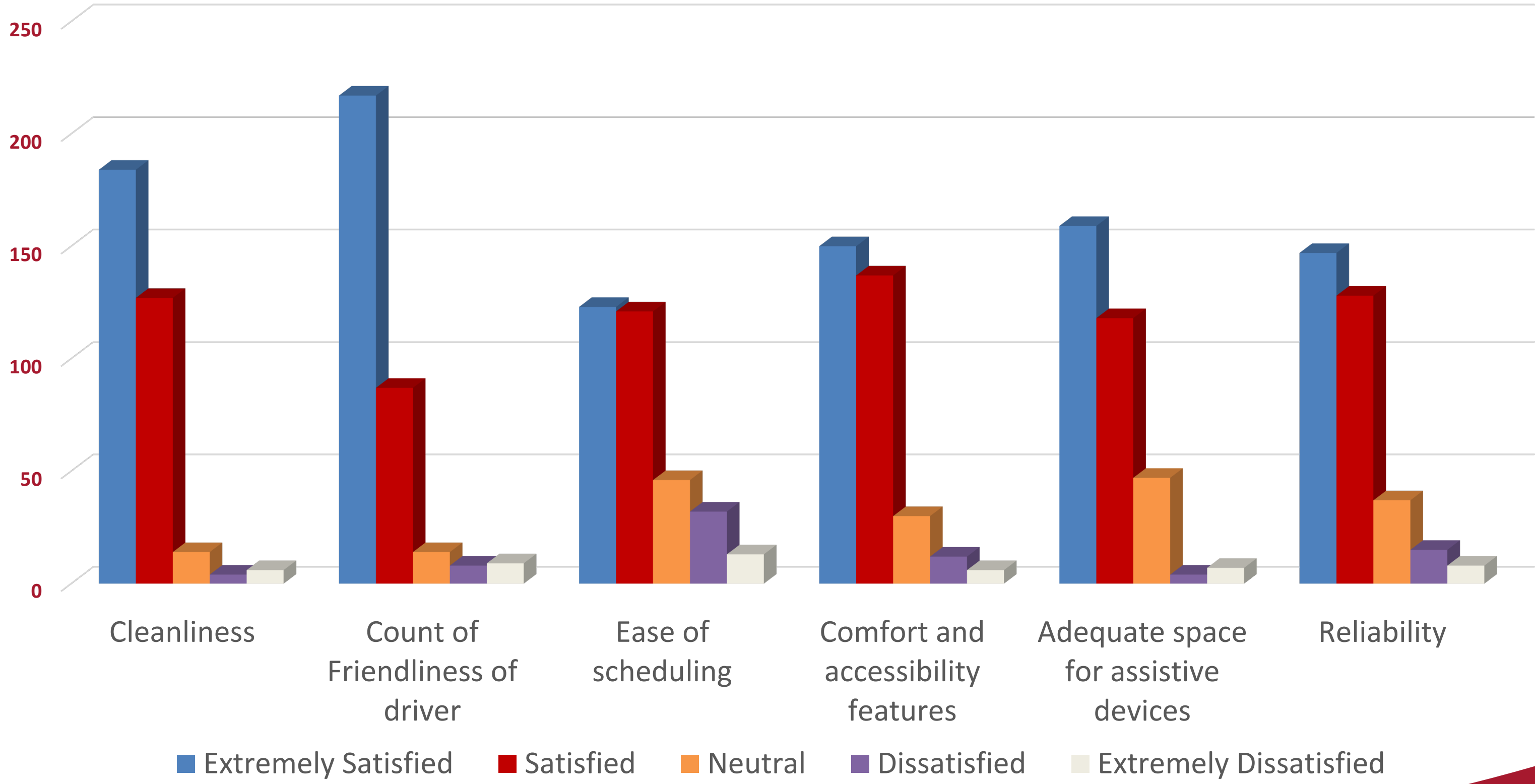
CONNECT Trip Purpose



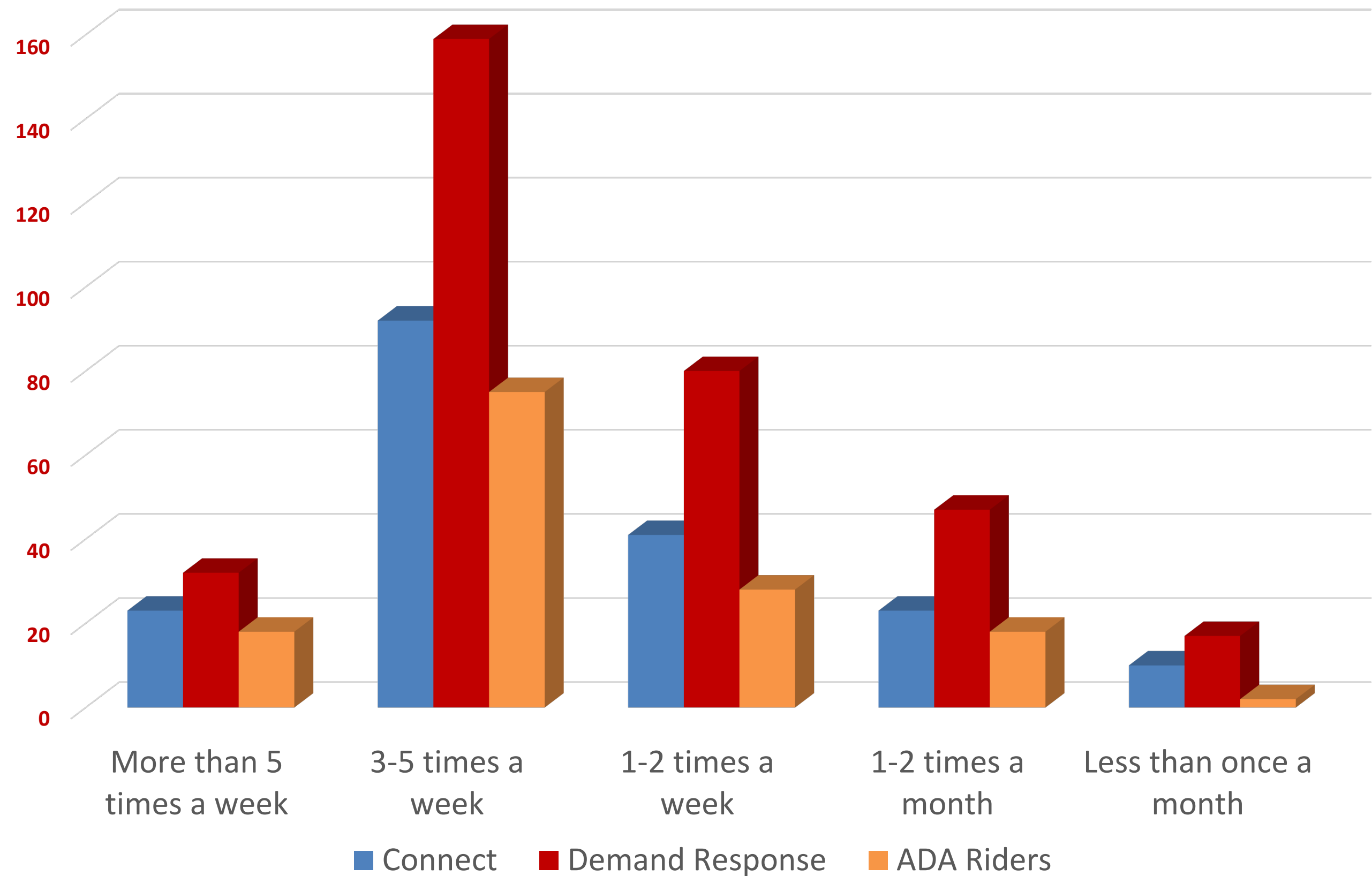
CONNECT Riders said...



# Demand Response Riders said...



# Frequency of Use



# IN GENERAL RIDERS SAID

## 1. Praise for Drivers and Staff

- Top theme in both groups: Riders value kind, reliable, respectful drivers.
- Staff described as family; several drivers named for exceptional service.
- Positive experiences noted across both fixed-route and DR services.

## 2. Long Wait Times for Reservations

- Common frustration: extended hold times and dropped calls.
- Riders want faster, more reliable phone scheduling.
- Request for better-trained and more courteous reservation staff.

## 3. Desire for Mobile App and Online Booking

- Strong demand for digital tools to track and book rides.
- Real-time tracking and online scheduling would improve rider experience.
- Seen as especially helpful for riders with accessibility needs.

## 4. Requests for Weekend and Extended Service Hours

- Fixed-route riders want earlier/later options for work and appointments.
- Demand response riders seek weekend service (esp. rural areas).
- Evening and holiday coverage is a frequent request.

## 5. Reliability and Timeliness of Service

- Praise for long-term reliability, but concerns about delays or missed rides.
- Riders want updates when buses are late or disrupted.
- Some missed medical/work appointments due to service inconsistencies.

## 6. Ride Comfort and Vehicle Condition

- DR riders noted pain from bumpy rides and poor suspension.
- Requests for smoother driving, better shocks, and cleaner vehicles.
- Fixed-route riders mentioned leaky roofs and AC issues.



# IN GENERAL RIDERS SAID

## 7. Routing and Scheduling Efficiency

- DR riders experience long, inefficient routes due to distant rider grouping.
- Fixed-route riders want better timing and more frequency at peak hours.
- Desire for streamlined, rider-first scheduling in both systems.

## 8. Communication and Service Alerts

- Both groups want real-time notifications about delays or changes.
- Text, app, or email updates seen as key to rider confidence.
- Communication between dispatch and drivers sometimes inconsistent.

## 9. Impact on Quality of Life

- Riders rely on Jaunt for independence, medical access, and community.
- DR users in particular described Jaunt as a ‘lifeline.’
- Fixed-route riders cited stress relief and improved well-being.

## 10. Additional Suggestions

- Text scheduling, ADA sensitivity training, more marketing visibility.
- More efficient forms, better seat design, and respectful policies.
- Appreciation expressed with ideas for continued improvement.





## 1. Praise for Drivers

- Frequent praise for specific drivers: Arthur, Aileen, Byron, Ralph, etc.
- Described as friendly, prompt, kind, professional, and community-minded.
- Mentions of missed drivers and calls for recognition (e.g., 'Bring Byron back').
- Representative Quote: *“Aileen is the absolute best! She makes me feel so safe on my commute to work.”*

## 2. Requests for Expanded or Adjusted Service Times

- More frequent pickups, especially afternoons and peak hours.
- Need for early (6–9am) and late buses for shift workers (e.g., CNAs).
- Requests for weekend and midday service.
- Representative Quote: *“I work late, so the last route time doesn’t work for me.”*

## 3. Suggestions for Better Communication

- Desire for real-time alerts about delays, cancellations, and service changes.
- Preferred formats: text messages, app alerts, emails.
- Requests for more consistent use of rider notifications.
- Representative Quote: *“It would be helpful to have real-time notifications sent to riders.”*

## 4. Requests for Route and Stop Improvements

- Add stops at Fontaine Research Park, Ivy Square, North Garden, etc.
- Expand 29 North Connect and create more neighborhood-friendly routing.
- Interest in automated or self-service pickup sign-ups.
- Representative Quote: *“Add extra stops at Fontaine Research Park—very important!”*

## 5. Appreciation for Jaunt in General

- Many riders expressed gratitude and said Jaunt is essential.
- Phrases like 'lifesaver', 'stress reducer', and 'wonderful service'.
- Several said 'Everything's good' or simply 'Thank you'.
- Representative Quote: *“Jaunt is a lifeline. It reduces stress and always gets me to work.”*

## 6. Vehicle Comfort & Maintenance Concerns

- Complaints about broken AC, leaky roofs, and bumpy rides.
- Requests for more reliable, modern vehicles.
- Concerns about crowding during peak trips.
- Representative Quote: *“It’s hot and stuffy on buses now. AC works very poorly.”*



## 7. Interest in Bus Tracking Technology

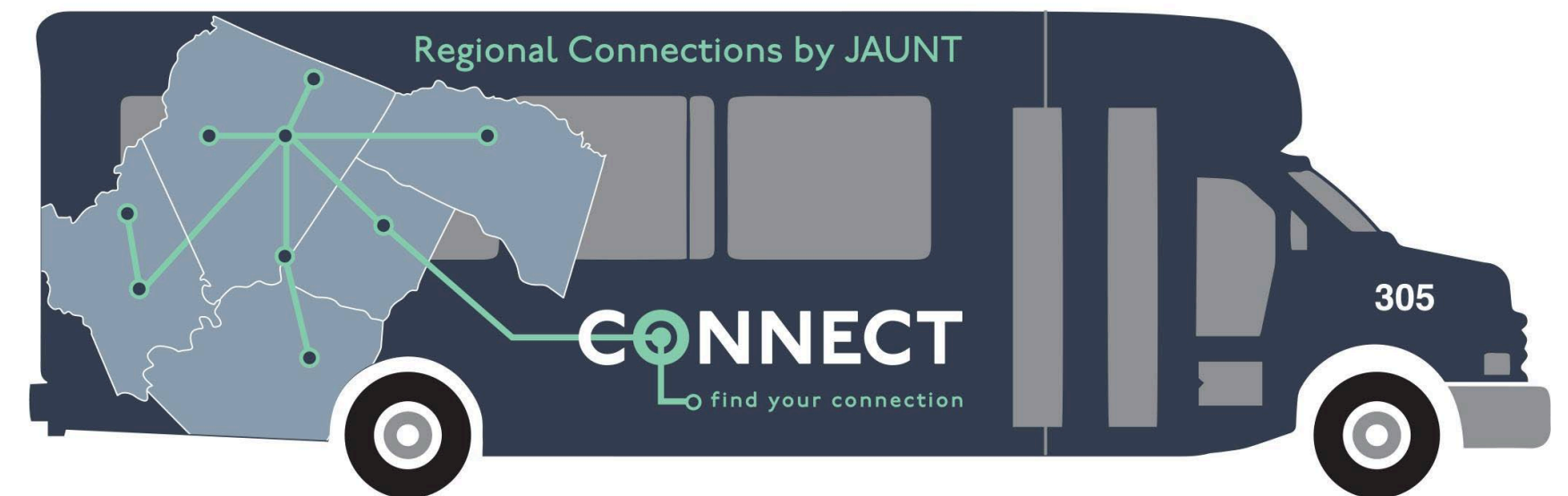
- Desire to track buses via mobile app (TransLoc praised when working).
- Calls for better GPS/location accuracy.
- Suggestions to integrate real-time tracking with notifications.
- *Representative Quote: “I’ve been able to view our shuttle location—very helpful.”*

## 8. Community and Emotional Connection

- Riders feel connected to drivers and fellow passengers.
- Mentions of 'bus family' and emotional ties to routes.
- Quotes describing the ride as a 'community on wheels'.
- *Representative Quote: “It felt comfortable, like a little community on wheels.”*

## 9. Marketing and Awareness

- Suggestions to increase public awareness of Jaunt.
- Some reported friends didn’t know about the service.
- Need for outreach to expand ridership.
- *Representative Quote: “Should be more marketing for Jaunt—it’s not well known.”*



# DEMAND RESPONSE

## 1. Praise for Drivers

- Most common theme: Drivers praised for kindness and reliability.
- Riders feel drivers and staff are like family.
- Example: A driver gave a stuffed heart to a passenger to 'pass on'.

## 2. Reservation and Phone Hold Issues

- Frustration with long phone waits and dropped calls.
- Some staff praised, others described as short or unhelpful.
- Requests: more staff, better training, longer advance booking.

## 3. Desire for a Mobile App and Online Scheduling

- Strong demand for app or web booking with real-time ride tracking.
- Mobile or web platforms preferred for convenience and reliability.
- Seen as essential for accessibility and convenience.

## 4. Service Reliability (Mostly Positive)

- Many riders said Jaunt is dependable, citing years of successful use.
- Some concerns with late pickups or missed rides noted.
- Desire for better communication around delays or disruptions.

## 5. Requests for Weekend or Extended Hours

- Requests for Saturday and Sunday service, especially in rural areas.
- Later service hours needed for work shifts and church attendance.
- Greene, Zion Crossroads, North Garden often mentioned.

## 6. Ride Comfort and Vehicle Conditions

- Complaints about bumpy rides and poor suspension.
- Requests for gentler driving and better seat materials.

## 7. Impact on Quality of Life

- Riders shared how Jaunt enables access to care, food, and community.
- Jaunt enables independence and access to care. Is a lifeline.
- Essential for riders with disabilities, seniors, and those without cars.

## 8. Improve Efficiency and Routing

- Concerns about long and inefficient ride groupings.
- Desire for more direct trips and better route planning.
- Impact on work attendance and medical appointments noted.

## 9. Communication Between Dispatchers and Drivers

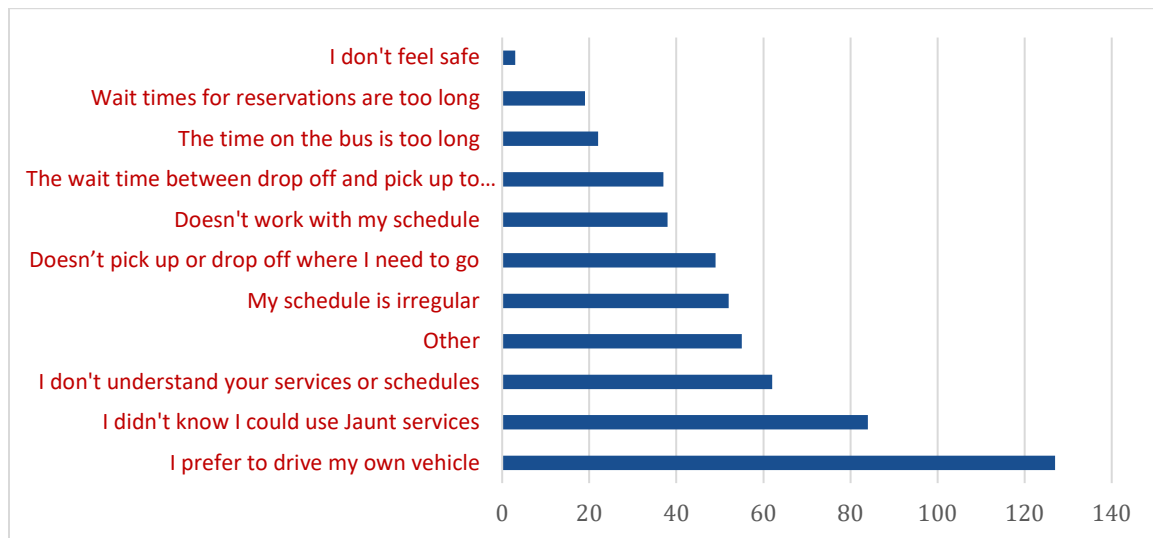
- Reported disconnects between dispatch and drivers.
- Requests for better coordination and real-time updates.



## Jaunt 2025 Customer Survey:

### Non-Rider Responses and Summarized Themes

171 survey responses indicated they are currently non-riders, meaning they have never ridden or once did but no longer do. For those survey respondents that indicated they were not current riders, these are the responses to the question **“Why is Jaunt not a good option for you at this time?”**



These are the open-ended answers non-riders left, categories by theme and by frequency of theme.

Theme	Responses	Share of Total
Scheduling & Reliability	37	21.6%
Coverage & Destinations	29	17.0%
Eligibility & Who Can Ride	16	9.4%
Other	16	9.4%
Positive / Future Intent	13	7.6%
Awareness & Information	12	7.0%
Not Needed / Drive Self	9	5.3%
Reservations & Phone Support	9	5.3%
Medical-Trip Timing	7	4.1%
Digital Tools & Alerts	5	2.9%
Vehicle Accessibility & Comfort	5	2.9%
Cross-Agency / Comparisons	3	1.8%
Hours & Days of Service	3	1.8%
Stops & Routing	3	1.8%
Customer Service Experience	2	1.2%
Fares & Cost Clarity	2	1.2%

### **Scheduling & Reliability**

- Long waits and missed/late pickups reduce confidence in reliability.
- Uncertainty about return pickups—especially after appointments—creates risk.
- Pickup windows (e.g., up to an hour or more) feel too long for many users.
- Concerns that buses may leave early or not adhere tightly to schedules.

### **Coverage & Destinations**

- Requests to expand coverage in Fluvanna, Louisa, Greene, Nelson, and Orange.
- Specific destinations missing  
High-demand sites (NGIC, Northridge, Pantops, Keswick, Glenmore, Lake Monticello, airport, Costco) lack direct service.

### **Eligibility & Who Can Ride**

- Confusion about whether seniors qualify without a disability.
- Widespread perception that Jaunt is only for riders with disabilities.
- Uncertainty about who qualifies within city vs. county limits.
- Paratransit application steps and requirements are unclear.

### **Other**

- Miscellaneous

### **Positive / Future Intent**

- Value to community  
Jaunt is seen as an essential community service.
- Many plan to use Jaunt as they age or if they stop driving.

### **Awareness & Information**

- General awareness gap, many non-riders are unfamiliar with Jaunt or unsure what it offers.
- How to use / process unclear. People want simpler, clearer instructions on how to book and use services.
- Hours / areas / stops unclear. Riders seek clarity on operating hours, service areas, and stop locations.

### **Not Needed / Drive Self**

- Some do not need Jaunt now because they still drive.

### **Reservations & Phone Support**

- Riders report difficulty reaching agents or receiving return calls.
- Phone-only booking is inconvenient; alternative channels are desired.
- People want confirmations and clearer booking status.

### **Medical-Trip Timing**

- Trouble with timing for medical.

### **Digital Tools & Alerts**

- Real-time tracking / app  
Desire for an app with real-time vehicle tracking.
- Website clarity  
The website should be clearer and timelier (e.g., holidays, weather).

### **Vehicle Accessibility & Comfort**

- Boarding / lift concerns, some concerns about steep steps and using the wheelchair lift.
- Ride quality can cause motion sickness for some riders.
- General comfort, buses are generally viewed as comfortable when used but some complain about discomfort.

### **Cross-Agency / Comparisons**

- Desire integration/transfers  
Better integration and transfers with city buses are desired.
- Some prefer CAT/MicroCAT due to reliability/app features.

### **Hours & Days of Service**

- Weekend service is a frequent request for errands and leisure.
- Evening and night trips are often requested for work and social needs.
- Align with work/school windows  
Service windows that align with 7–10AM and 2–6 PM are desired.

### **Stops & Routing**

- Interest in express or direct routes (e.g., Crozet to Downtown Transit Center).  
Feedback summarized within this subtheme.
- Add or relocate stops (e.g., Market St./parking garage) to improve access.

### **Customer Service Experience**

- Many praise drivers and staff for being kind and helpful.
- Reports of unfriendly tone on reservation calls; warmer service is requested.

### **Fares & Cost Clarity**

- Unclear whether rides are free or paid; desire simple fare info.



## ACRONYMS AND DEFINITIONS

---

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

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



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

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

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

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