

People

Service

Connection

## AGENDA

**Meeting of the Board of Directors**

*February 11, 2026, at 10:00 AM EST*

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MEMBERS OF THE 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.*

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

**II. Roll Call — Ben Chambers, Secretary**

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

- A. Introduction of new staff members

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

**V. 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.

**VI. Action Items**

- A. December 10, 2025 Board of Directors Meeting Minutes- *Ben Chambers, Secretary* Pgs 2-6 of 34
- B. Approve Excess Capital Strategy for Fiscal Year 2025--*Mike Murphy, Missy Corbin* Pg 7 of 34
- C. Approve Resolution Authorizing Vehicle Disposal – *Missy Corbin* Pg 8 of 34

**VII. Standing Committee Reports**

- A. Finance Committee—*Missy Corbin, Mike Murphy, Jacob Sumner, Treasurer* Pgs 9-13 of 34
- B. Operations and Safety Reports—*Jason Espie, Andy Steed* Pgs 14-23 of 34
- C. CEO Report--*Mike Murphy* Pgs 24-25 of 34

**VIII. New Business**

- A. FY2027 State Budget Application Update – *Mike Murphy, Missy Corbin*
- B. Next board meeting topics - *Mike Murphy*

**IX. Announcements and Board Member comments**

**Adjourn to the next meeting: April 1, 2026, at 10:00 AM EST**

## Board Attendance Roster

Month: December      Year: 2025

<b>Directors</b>	<b>Present In Person</b>	<b>Present Virtual</b>	<b>Absent</b>
Brad Burdette, [President], Nelson	X		
James Schoenster, [Vice President], Fluvanna	X		
Ben Chambers, [Secretary], Charlottesville	X		
Jacob Sumner, [Treasurer], Albemarle	X		
Nick Pilipowskyj, Albemarle			X
Kristi Hagen, Albemarle	X		
Iscella Wittich, Fluvanna	X		
Christine Appert, Charlottesville	X		
Chris Cullinan, Charlottesville	X		
Steven Johnson, Charlottesville	X		
Randy Parker, Louisa	X		
Rachel Jones, Louisa			X
Dian McNaught, Nelson	X		
<b>Ex Officio Directors</b>			
Christine Jacobs, TJPDC		X	
Garland Williams, CAT			X
Katy Miller, DRPT			X
Juanita Shanks, Buckingham		X	
Davis Lamb, Greene County			X
<b>Staff</b>			
Mike Murphy, CEO	X		
Missy Corbin, CFO	X		
Andy Steed, COO		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		
Danny Palmer, Director of Operations		X	
Corey Houchens, Fleet Manager		X	
Angla Jones, Call Center Supervisor		X	
Simona Howard, Road Supervisor		X	
Tisha Jaudon, Senior Finance Manager		X	
Jermaine Butler, Road Supervisor		X	
Jeania Pace, HR		X	

<b>Public</b>			
David Foley, Robinson Farmer Cox Associates		<b>X</b>	
Jillian Randolph, Chaski Global		<b>X</b>	
Valeria McFarren, Chaski Global		<b>X</b>	
Lauren Worth, Chaski Global		<b>X</b>	
Taylor Jenkins, TJPDC		<b>X</b>	
Lucinda Shannon, TJPDC		<b>X</b>	

## People

## Service MINUTES

## Connection

**Meeting of the Board of Directors**

*December 10, 2025, at 10:00 AM EST*

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

10:00 am

**II. Roll Call – Ben Chambers, Secretary**

See Roster

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

Mike M. introduced Jaunt's new Chief of Operations, Andy Steed, and Director of Operations, Danny Palmer to the Jaunt board. Both of these gentlemen bring more than 20 plus years of experience in operational leadership and Jaunt is thrilled to have them join our team.

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

None

**V. Action Items**

**A. October 1, 2025 Board of Directors Meeting Minutes – Ben Chambers, Secretary**

Motion: Dian M.

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

Vote: Unanimous

**B. Approve Audit for Fiscal Year 2025 – Mike Murphy, Missy Corbin**

David Foley, a partner at Robinson Farmer Cox Associates, presented the FY2025 audit to the board. He reported that Jaunt received a clean audit with no significant deficiencies or material weaknesses.

Motion: Steven J.

2<sup>nd</sup>: Chris C.

Vote: Unanimous

**C. Accept Jaunt Branding Changes – Mike Murphy**

Valeria McFarren, Jillian Randolph, and Lauren Worth, members of the Chaski Global team, joined Jaunt virtually to present Jaunt's logo and branding changes to the board for approval.

Motion: Jacob S.

2<sup>nd</sup>: Chris C.

Vote: Unanimous

D. Approve dissolution of the Regional Transit Partnership – *Mike Murphy*

Motion: Randy P.

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

Vote: Unanimous

**VI. Standing Committee Reports**

A. Finance Committee – *Missy Corbin, Mike Murphy, Jacob Sumner, Treasurer*

Missy C. briefed the board on Jaunt's financial reports for September and October. She reported that Jaunt was still yielding a higher interest rate on savings, averaging between 4 to 4.3%, which continues to help Jaunt maintain a healthy cash balance. She continued by reporting that governmental revenue was showing a lot of variances due to delayed government contract executions because of the government shutdown. However, she confirmed that previously approved grants were signed off at a better percentage than originally budgeted for and that she expects these numbers and variances to start leveling out around the first of the year. She continued by saying that there wasn't much to see on the capital side because of delays and the fact that we haven't been able to submit much. She stated that we have ordered everything Jaunt was approved for on new buses and that once the bus deliveries start around the first of the year, the numbers should begin to normalize.

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

Janet J. reported that for the month of September, Jaunt had 3 preventable accidents, 1 non-preventable accident, 1 customer related incident, and 1 staff related incident. For the month of October, she continued to report 4 preventable accidents, 3 non-preventable accidents, one customer related incident, and zero staff related incidents. Jason E. continued by presenting the performance data for September and October, emphasizing that ridership rose 16% for Jaunt's Connect routes from August. He went on to report that Jaunt had zero ADA denials for both September and October as well as Demand Response denials were on the decline.

C. CEO Report – *Mike Murphy*

Mike M. discussed upcoming team events, including a holiday lunch at Charlottesville's Wood Grill Buffet. He pointed out that recent changes in the Youngkin administration might have an impact on state merit operations, which could potentially affect both CAT and Jaunt. In addition to being a finalist for a national RTAP grant, Mike M. stated that Jaunt was looking into other funding sources as well as investigating the possibility of midday service options to help address rural transit needs.

**VII. New Business**

A. Excess Capital Strategy – *Mike Murphy, Missy C.*

Mike M. presented Jaunt's FY2025 Excess Capital Strategy to the board, highlighting his anticipation of distributing approximately \$900,00.00 across the seven localities. The amounts per locality will be determined based on each locality's previous funding to Jaunt. He also informed the board that the final distribution figures will be presented for approval at the February board meeting.

B. FY2027 Budget Update – *Mike Murphy, Missy C.*

Mike M. reviewed the FY2027 budget with the board, highlighting that the budget includes a conservative operating budget and a capital budget with a heavier local burden, while working to reduce the capital expense match from 37% to 4%.

C. Next board meeting topics – *Mike Murphy*

Mike M. provided a brief summary of the topics he plans to present at the February board meeting. These include excess capital, updates on jurisdictional visits, the communication strategy, new staff members, and upcoming events.

**VIII. Announcements and Board Member comments**

Before adjourning, the board took a few moments to honor Ray Heron for his years of service, knowledge, skill, and wisdom he provided to the board.

**Adjourn to the next meeting: February 11, 2026 at 10:00 AM EST**

**Jaunt, Inc.**  
**FY25 Excess Working Capital Calculation**

Jurisdiction	Total Excess Working Capital Based on Local Contribution	Excess Working Capital less \$298,494 set aside for local match (a - g)	Excess Working Capital less \$538,494 set aside for local match (a - i)	Excess Working Capital less \$656,432 set aside for local match (a - k)
Albemarle	\$722,874	\$582,720	\$470,030	\$470,030
Buckingham	\$35,733	\$28,805	\$23,234	\$23,234
Charlottesville	\$346,422	\$279,256	\$225,252	\$225,252
Fluvanna	\$37,268	\$30,042	\$24,232	\$8,086
Greene	\$134,228	\$108,203	\$87,278	\$9,705
Louisa	\$229,288	\$184,832	\$149,088	\$124,869
Nelson	\$33,729	\$27,189	\$21,931	\$21,931
<b>Total</b>	<b>\$1,539,540</b>	<b>\$1,241,047</b>	<b>\$1,001,047</b>	<b>\$883,109</b>

(a) Add'l local capital needed for FY26 budget deficit beyond \$496,332 FY25 surplus	\$1,446
(b) Local Match (37%) Spare Parts (Driver Seats) : 42025-21	\$4,030
(c) Local Match (37%) Spare Parts - Engines: 42025-22	\$16,727
(d) Local Match (37%) Spare Parts - Transmissions: 42025-23	\$23,787
(e) Local Match (37%) Eng & Design (Parking Lot): 42025-24	\$67,261
(f) Local Match (37%) Bus Fleet Cameras: 71725-15	\$72,374
(g) Local Portion - FY26 Parking Lot Project: 73026-22	\$112,870
(h) FY26 Conference Room Renovation	\$40,000
(i) FY26 Branding: 25 New Bus Wraps @ \$8,000/each	\$200,000
(j) Local Match (20%) FY27 Demo Grant: Expanded Midday Rural DR in Fluvanna & Louisa	\$40,365
(k) Local Match (20%) FY27 Demo Grant: Expanded CONNECT Service to Greene County	\$77,573

Historical Jurisdictional Distribution Amounts	
FY23	\$518,386
FY24	\$588,205



**Resolution 2026021101**

## **AUTHORIZING THE DISPOSAL OF VEHICLES**

**WHEREAS**, Jaunt has used the vehicles listed below and the vehicles have reached their useful life in accordance with the Federal Transit Administration (FTA) and the Virginia Department of Rail and Public Transportation (VDRPT);

**WHEREAS**, in accordance with 2 CFR 200, FTA and VDRPT requirements Jaunt will dispose of the vehicles, the following buses have been identified for replacement;

Vehicle#	Asset ID	VIN	Odometer	Model Year	Vehicle Make/Model	In-Service Date
176	13691	1FDAF5GY9KEE43874	124,024	2019	Ford Supreme 550	9/16/2019
177	13687	1FDAF5GY1KEE43870	142,136	2019	Ford Supreme 550	8/4/2019
191	13690	1HA6GUBB5KN002856	13,576	2019	ARBOC Spirit of Mobility	8/5/2019
503	13706	1FTRS4XM2KKB12307	40,468	2019	Ford Transit Van	3/31/2020
504	13707	1FTRS4X81LKA19296	56,216	2020	Ford Transit Van	11/4/2021
505	13708	1FTRS4X83LKA19297	52,675	2020	Ford Transit Van	11/4/2021
507	13710	1FTRS4X8XLKA17370	49,322	2020	Ford Transit Van	11/4/2021
508	13711	1FTRS4X87LKA19299	33,890	2020	Ford Transit Van	11/4/2021
509	13712	1FTRS4X8XLKA19300	71,408	2020	Ford Transit Van	2/21/2021
510	13713	1FTRS4X81LKA19301	39,297	2020	Ford Transit Van	11/4/2021
512	13715	1FTRS4X85LKA19303	153,483	2020	Ford Transit Van	11/4/2021
720	3066	1FTBW1X81LKA66509	43,750	2020	Ford Transit Van	11/5/2020
721	3067	1FDEE3FN9MDC02759	107,865	2020	Ford Starcraft Allstar	11/5/2020

**NOW THEREFORE**, the Jaunt Board of Directors hereby authorizes the disposal of the vehicles listed above.

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Brad Burdette, President

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Date

# JAUNT

## Monthly Financial Summary

### Operating

December 2025 YTD						
Sources of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Realized	Comments
<strong>Fee Revenue:</strong>						
Interest Revenue	\$ 105,966	\$ 158,882	\$ 52,916	\$ 211,932	75%	
Contract Revenue	\$ 31,290	\$ 17,111	\$ (14,179)	\$ 62,579	27%	Continuation of contract service demand reduction
<strong>Governmental Revenue:</strong>						
Federal Operating Grants	\$ 2,118,949	\$ 2,449,718	\$ 330,769	\$ 4,237,898	58%	
Virginia DRPT Operating	\$ 942,083	\$ 856,605	\$ (85,478)	\$ 1,884,166	45%	Via Demo Grant & RTAP
Local Government Operating	\$ 3,179,003	\$ 3,288,974	\$ 109,971	\$ 6,358,005	52%	
In Lieu of Local	\$ 20,000	\$ 20,000	\$ -	\$ 40,000	50%	
Other Revenue	\$ -	\$ 157,567	\$ 157,567	\$ -		Bus Repair Insurance Proceeds; Equipment & Vehicle Sales
Account Transfer (Jaunt Reserves)	\$ -	\$ -	\$ -	\$ -		
<strong>Total Revenue</strong>	<strong>\$ 6,397,290</strong>	<strong>\$ 6,948,858</strong>	<strong>\$ 498,651</strong>	<strong>\$ 12,794,580</strong>	<strong>54%</strong>	
Uses of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Realized	Comments
Salaries & Wages	\$ 3,820,667	\$ 3,505,739	\$ (314,928)	\$ 7,641,334	46%	
Fringe Benefits/Staff Development	\$ 1,335,251	\$ 1,138,704	\$ (196,547)	\$ 2,670,502	43%	Savings from Jul - Dec due to new hires
Travel/Business Meals/Meetings	\$ 32,000	\$ 17,475	\$ (14,525)	\$ 64,000	27%	
Facility/Equipment Maintenance/Utilities	\$ 99,814	\$ 99,318	\$ (495)	\$ 199,627	50%	
Supplies & Materials	\$ 409,617	\$ 393,806	\$ (15,811)	\$ 819,234	48%	
Marketing & Advertising	\$ 42,500	\$ 61,687	\$ 19,187	\$ 85,000	73%	Rebranding
Insurance & Bonding	\$ 312,500	\$ 439,068	\$ 126,568	\$ 625,000	70%	
Professional Services	\$ 325,192	\$ 231,368	\$ (93,823)	\$ 650,383	36%	Change in insurance policy and increased rates
Miscellaneous	\$ 19,750	\$ 38,843	\$ 19,093	\$ 39,500	98%	
<strong>Total Expenditure</strong>	<strong>\$ 6,397,290</strong>	<strong>\$ 5,926,008</strong>	<strong>\$ (471,282)</strong>	<strong>\$ 12,794,580</strong>	<strong>46%</strong>	
<strong>Net change in fund balance</strong>	<strong>\$ (0)</strong>	<strong>\$ 1,022,849</strong>	<strong>\$ 969,933</strong>	<strong>\$ (0)</strong>		



# JAUNT

## Monthly Financial Summary

### Capital

December 2025 YTD							
Sources of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Realized	Comment	
Governmental Revenue:							
Federal Capital Grants	\$ 759,355	\$ 15,876	\$ (743,479)	\$ 1,518,704	1%	Capital Projects not started	
Virginia DRPT Capital	\$ 3,111,923	\$ 5,405	\$ (3,106,518)	\$ 6,223,833	0%	RTAP Reimbursements - Capital Projects not started	
Local Government	\$ 246,859	\$ 137,041	\$ (109,818)	\$ 493,717	28%		
<b>Total Revenue</b>	<b>\$ 4,118,137</b>	<b>\$ 158,322</b>	<b>\$ (3,959,815)</b>	<b>\$ 8,236,254</b>	<b>2%</b>		
Uses of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Realized	Comment	
Revenue Vehicles	\$ 1,651,833	\$ 9,307	\$ (1,642,526)	\$ 3,303,646	0%	All Buses Ordered - Waiting on Delivery	
Support Vehicles	\$ -	\$ -	\$ -	\$ -	-		
Spare Parts for Vehicles	\$ 60,194	\$ 24,235	\$ (35,959)	\$ 120,387	20%	Transmissions Repairs	
Facility	\$ 1,545,420	\$ -	\$ (1,545,420)	\$ 3,090,840	0%	Parking Lot not started	
Information Technology	\$ 857,269	\$ -	\$ (857,269)	\$ 1,714,537	0%	Software not started	
Shop Equipment	\$ 3,422	\$ 6,801	\$ 3,379	\$ 6,844	99%	Tire Changer	
<b>Total Expenditure</b>	<b>\$ 4,118,137</b>	<b>\$ 40,343</b>	<b>\$ (4,077,794)</b>	<b>\$ 8,236,254</b>	<b>0%</b>		
<b>Net change in fund balance</b>	<b>\$ 0</b>	<b>\$ 117,979</b>	<b>\$ 117,979</b>	<b>\$ (0)</b>	<b>0%</b>		



**JAUNT**  
**Balance Sheet Summary**

	<u>12/31/2025</u>	<u>12/31/2024</u>
<b>Assets</b>		
Cash and Cash Equivalents	8,340,192	9,293,402
Receivables, Net of Allowances	11,980	11,724
Due From Other Governmental Units	2,900,264	1,427,429
Prepaid Items	170,518	136,170
Capital Assets	9,362,381	6,266,993
<b>Total Assets</b>	<b><u>20,785,335</u></b>	<b><u>17,135,718</u></b>
Accounts Payable	190,554	393,088
Accrued Payroll & Related Liabilities	245,040	413,879
Lease Liability	53,953	69,956
Deferred Revenue	527,597	50,000
<b>Total Liabilities</b>	<b><u>1,017,143</u></b>	<b><u>926,923</u></b>
<b>Fund Balance/Net Position</b>		
JAUNT Inc. Stock	16	16
Fund Balance:		
Nonspendable:		
Prepaid Items	170,518	136,170
Committed:		
Rainy Day	3,000,000	3,000,000
Capital Reserve	1,965,808	1,965,808
Unassigned	5,503,839	5,082,570
Total Fund Balance	<u>10,640,165</u>	<u>10,184,547</u>
Total Equity	<u>10,640,181</u>	<u>10,184,563</u>
<b>Total Liabilities and Equity</b>	<b><u>11,657,324</u></b>	<b><u>11,111,486</u></b>
Net Position:		
Investment in Capital Assets	9,308,428	6,197,037
Unrestricted	10,459,748	10,011,742
Total Net Position	<u>19,768,176</u>	<u>16,208,779</u>
Total Net Position and Equity	<u>19,768,192</u>	<u>16,208,795</u>
<b>Total Liabilities and Net Position</b>	<b><u>20,785,335</u></b>	<b><u>17,135,718</u></b>

## Jaunt, Inc.

### Statement of Cash Flows for Month Ended December 31, 2025

Operating	
Local Match	\$ 945,977
DRPT Receipts	1,188
CAT Receipts	-
Agency Receipts	2,060
Other Receipts	56,340
Payroll	(833,569)
Capital Payments	-
Other Payments	<u>(1,328,231)</u>
Net Cash from Operating	(1,156,235)
Investing	
Interest	25,259
Transfer to/from LGIP	-
Net Cash from Investing	<u>25,259</u>
<b>Net Change in Cash</b>	<b><u>\$ (1,130,976)</u></b>
Beginning Cash Balance 12/1/2025	\$ 9,457,848
Ending Cash Balance 12/31/2025	\$ 8,326,872
Months of Cash of Hand	7.81

## **Mike Murphy Monthly Expenses**

**Paid between 12/1/25 -12/31/25**

### **Direct Reimbursement**

<b>Date</b>	<b>Check #</b>	<b>Amount</b>	<b>Purpose</b>
		\$ -	<b>Total Reimbursement</b>

### **Credit Card Charges**

<b>Amount</b>	<b>Purpose</b>
\$ 2.00	Charlottesville Parking Garage - City Council
\$ 2.00	Charlottesville Parking Garage - CARTA Meeting
\$ 2.00	Charlottesville Parking Garage - Regional Data Project
\$ 750.00	CTAV Membership
\$ 60.49	Timberwood - Lunch with new hires; Andy & Danny
\$ 816.49	<b>Total Monthly Charges</b>

<b>\$ 816.49</b>	<b>Total Expenses</b>
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## **Jaunt Safety Report November 2025**

### **Preventable Vehicle Accident(s): 4**

11/4/2025 – Operator thought the car in front of him had proceeded to move forward so he moved forward and rear ended the vehicle

11/4/2025 - Operator was backing down driveway and bumped the mailbox

11/10/2025 - Operator was pulling into a client's driveway and a hanging tree limb hit the bus putting a hole at the top of the bus

11/13/2025 - Operator pulled over to let a tractor trailer pass by and the tractor trailer hit the mirror on the bus

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

11/25/2025 - Operator was sitting in traffic coming off the ramp at the light when another vehicle scrapped the bus

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

11/24/2025 - Passenger tripped going up the stairs

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

Jaunt traveled 102,993 revenue miles and had 4 preventable accident from 11/1/2025 to 11/30/2025. Jaunt has a goal of less than 1 preventable Accident for every 100,000 miles driven. Jaunt has had 17 preventable accidents since 7/1/2025 and recorded 588,401 total revenue travel miles.

**Safety Concerns Shared and Investigated: 0**

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

**Site Visits: 0**

There were no site visits for the month of November 2025

**National Transit Database Reporting: 0**

## **Jaunt Safety Report December 2025**

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

12/18/2025 - Operator cut to close to the gate at the entrance of Loaves and Fishes and scrapped the right side of bus

### **Non-Preventable Vehicle Accident(s): 4**

12/16/2025 - Operator was traveling on 20 South near Carters Bridge when a deer struck the bus

12/17/2025 - Operator dropped off a passenger at Jefferson School and as they were pulling out onto 4th street a passing vehicle nipped the driver side mirror of bus

12/19/2025 - Operator was driving on 4th St when a vehicle didn't stop at the stop sign coming out of Jefferson School and scraped the side of the Jaunt bus

12/22/2025 - Operator was passing another vehicle when they hit mirrors

### **Customer Related Incident(s): 2**

12/4/2025 - Operator was driving along Rose Hill Dr. when some pedestrians started crossing the street causing the operator to have to hit brakes hard causing the client to fall out of their seat

12/18/2025 - Operator was dropping off a client at Mary Williams and was at the bottom of the step to assist the client off of the bus, the client stumbled and landed backward and landed on bottom step

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

Jaunt traveled 97,849 revenue miles and had 1 preventable accident from 12/1/2025 to 12/31/2025. Jaunt has a goal of less than 1 preventable Accident for every 100,000 miles driven. Jaunt has had 18 preventable accidents since 7/1/2025 and recorded 686,250 total revenue travel miles.

**Safety Concerns Shared and Investigated: 0**

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

**Site Visits: 0**

There were no site visits for the month of December 2025

**National Transit Database Reporting: 0**

## Jaunt Board of Directors Meeting

February 11, 2026, 10 AM

This service report includes November and December 2025 data. Ridership decreased -17% from October to November, and another -10 % from November to December.

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.

Despite the two months of double digit decline, overall monthly averages for FY26 are up 3% over FY25.

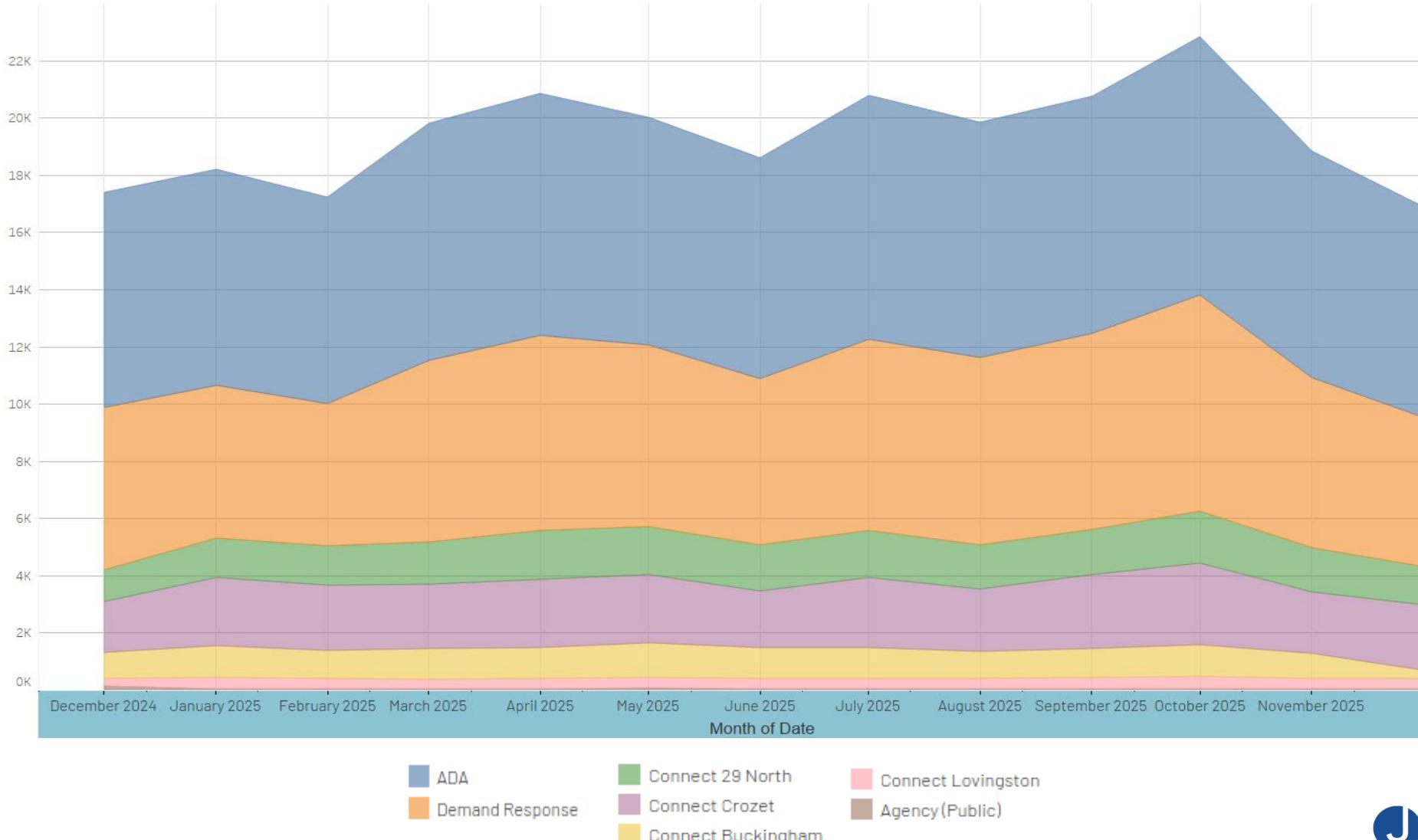
Jaunt Performance Statistics		2025												Avg FY25	Avg FY26	Pct Diff	
Reporting Category		Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec			
ADA	Passengers	7,537	7,577	7,209	8,311	8,463	7,950	7,727	8,532	8,257	8,298	9,024	7,922	7,390	8,098	8,237	1.7%
	Revenue Hours	3,249	3,258	2,872	3,214	3,156	3,173	3,041	3,308	3,021	3,125	3,386	3,207	3,282	3,320	3,222	-3.0%
	Revenue Miles	33,474	33,587	31,073	35,948	36,278	36,171	34,659	38,641	36,746	36,919	38,567	33,958	32,582	35,908	36,236	0.9%
Demand Response	Passengers	5,653	5,314	4,982	6,354	6,822	6,361	5,834	6,676	6,523	6,819	7,555	5,949	5,209	6,115	6,455	5.6%
	Revenue Hours	2,849	2,725	2,470	3,022	3,202	3,036	2,824	3,212	3,197	3,434	3,752	2,953	2,821	2,987	3,228	8.1%
	Revenue Miles	52,172	48,299	45,677	57,036	62,302	58,090	54,758	62,435	62,338	61,519	67,076	51,263	47,101	56,075	58,622	4.5%
Agency Trips (Public)	Passengers	134	50	20	19	27	60	28	29	28	31	32	27	21	118	28	-76.2%
	Revenue Hours	53	19	8	8	12	22	13	12	12	15	15	12	10	42	13	-69.8%
	Revenue Miles	903	229	120	112	156	336	251	237	201	266	232	211	191	714	223	-68.7%
Agency Trips (Exclusive Use)	Passengers	260	959	212	805	150	219	40	131	-	245	108	1,518	375	271	396	46.0%
	Revenue Hours	14	40	15	31	6	10	4	10	-	17	6	51	11	13	16	19.5%
	Revenue Miles	273	648	315	640	108	333	68	96	-	399	113	1,146	163	284	320	12.6%
N/A	Passengers	148	198	224	241	207	159	159	175	210	151	231	169	188	195	187	-3.9%
	Revenue Hours	71	101	96	92	86	75	79	91	97	61	102	79	105	79	89	13.6%
	Revenue Miles	846	1,203	1,077	1,080	1,062	910	954	1,069	1,163	795	1,246	889	1,019	950	1,030	8.5%
Connect 29 North	Passengers	1,111	1,387	1,376	1,471	1,685	1,665	1,593	1,666	1,557	1,595	1,809	1,533	1,348	1,517	1,585	4.5%
	Revenue Hours	146	156	133	154	167	150	145	163	161	173	178	143	159	155	163	5.4%
	Revenue Miles	2,098	2,247	1,932	2,286	2,479	2,266	2,244	2,552	2,384	2,367	2,607	2,041	2,235	2,267	2,364	4.3%
Connect Buckingham	Passengers	904	1,115	991	1,073	1,090	1,201	1,100	1,073	958	989	1,113	893	304	1,056	888	-15.9%
	Revenue Hours	138	128	120	140	144	137	131	143	139	146	163	125	134	140	142	1.1%
	Revenue Miles	3,452	3,383	3,195	3,735	3,895	3,820	3,663	3,954	3,752	3,752	4,104	3,256	3,415	3,750	3,706	-1.2%
Connect Crozet	Passengers	1,804	2,391	2,276	2,252	2,393	2,397	1,974	2,429	2,171	2,587	2,876	2,149	2,296	2,166	2,418	11.7%
	Revenue Hours	406	420	378	441	458	441	427	477	476	479	527	406	439	440	467	6.2%
	Revenue Miles	9,159	9,500	8,301	9,972	10,456	10,032	9,154	11,226	10,630	10,374	11,598	8,976	9,777	10,014	10,430	4.2%
Connect Lovington	Passengers	258	372	373	347	362	382	359	386	366	421	423	372	376	346	391	12.9%
	Revenue Hours	53	54	47	57	62	60	58	62	64	64	68	53	64	59	63	6.1%
	Revenue Miles	1,290	1,289	1,222	1,424	1,503	1,441	1,361	1,523	1,454	1,466	1,607	1,253	1,366	1,384	1,445	4.4%

Metric	FY23 Monthly Avg	FY24 Monthly Avg	FY25 Monthly Avg	FY26 Monthly Avg	FY25-FY26 Diff
UPT	19,848	19,004	19,415	20,002	3.0%
VRH	7,656	7,195	7,143	7,297	2.2%
VRM	120,025	111,513	110,111	113,025	2.6%

Note, excludes NA and Agency Exclusive Use trips



This area chart visualizes Jaunt Performance Statistics for UPT (Unlinked Passenger Trips) in FY26 to date. The chart shows the percentage of total passenger trips for each service. ADA accounts for 40%, Demand Response for 31%, Agency Public for 0%, Agency Exclusive for 2%, NA for 1%, and Commuter Bus for 26%. DR is 72% and CB is 26% of total ridership. The percentage of Revenue Hours by service is ADA 44%, Demand Response 44%, Agency Public 0%, Agency Exclusive 0%, NA 1% and Commuter Bus 11% of total revenue hours.



Albemarle Statistics		2024												2025												Avg YTD FY25	Avg YTD FY25	Pct Diff
Reporting Category		Dec	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sept	Oct	Nov	Dec														
ADA	Passengers	3,488	3,726	3,441	4,038	4,015	3,861	3,759	4,264	3,924	3,977	4,298	3,696	3,333	3,903	3,915	0.3%											
	Revenue Hours	1,570	1,690	1,465	1,652	1,561	1,622	1,554	1,735	1,516	1,546	1,724	1,576	1,543	1,672	1,607	-3.9%											
	Revenue Miles	17,225	18,338	16,504	19,431	19,078	19,484	18,618	20,811	19,199	18,992	20,359	17,159	16,121	19,108	18,774	-1.8%											
Demand Response	Passengers	2,109	1,933	1,955	2,453	2,606	2,521	2,211	2,539	2,509	2,631	2,822	2,168	1,888	2,331	2,426	4.1%											
	Revenue Hours	1,037	944	890	1,102	1,159	1,134	1,025	1,174	1,160	1,224	1,336	1,022	982	1,081	1,150	6.3%											
	Revenue Miles	18,202	17,179	16,510	20,506	22,114	21,136	19,672	22,199	22,853	22,843	24,532	18,224	16,303	19,918	21,159	6.2%											
Connect 29 North	Passengers	1,111	1,387	1,376	1,471	1,685	1,665	1,593	1,666	1,557	1,595	1,809	1,533	1,348	1,517	1,585	4.5%											
	Revenue Hours	146	156	133	154	167	150	145	163	161	173	178	143	159	155	163	5.4%											
	Revenue Miles	2,098	2,247	1,932	2,286	2,479	2,266	2,244	2,552	2,384	2,367	2,607	2,041	2,235	2,267	2,364	4.3%											
Connect Crozet	Passengers	1,804	2,391	2,276	2,252	2,393	2,397	1,974	2,429	2,171	2,587	2,876	2,149	2,296	2,166	2,418	11.7%											
	Revenue Hours	406	420	378	441	458	441	427	477	476	479	527	406	439	440	467	6.2%											
	Revenue Miles	9,159	9,500	8,301	9,972	10,456	10,032	9,154	11,226	10,630	10,374	11,598	8,976	9,777	10,014	10,430	4.2%											

Buckingham Statistics		2024												2025												Avg YTD FY25	Avg YTD FY26	Pct Diff
Reporting Category		Dec	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sept	Oct	Nov	Dec														
Connect Buckingham	Passengers	925	1,125	991	1,073	1,090	1,201	1,100	1,073	958	989	1,113	893	304	1,072	888	-17.2%											
	Revenue Hours	138	128	120	140	144	137	131	143	139	146	163	125	134	140	142	1.1%											
	Revenue Miles	3,452	3,383	3,195	3,735	3,895	3,820	3,663	3,954	3,752	3,752	4,104	3,256	3,415	3,750	3,706	-1.2%											

Charlottesville Statistics		2024												2025												Avg YTD FY25	Avg YTD FY26	Pct Diff
Reporting Category		Dec	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sept	Oct	Nov	Dec														
ADA	Passengers	4,049	3,851	3,768	4,273	4,448	4,089	3,968	4,268	4,333	4,321	4,726	4,226	4,057	4,196	4,322	3.0%											
	Revenue Hours	1,664	1,563	1,406	1,562	1,595	1,548	1,487	1,573	1,506	1,579	1,662	1,631	1,739	1,641	1,615	-1.6%											
	Revenue Miles	16,248	15,249	14,569	16,517	17,200	16,687	16,041	17,830	17,547	17,927	18,208	16,799	16,462	16,800	17,462	3.9%											
Demand Response	Passengers	219	126	103	142	132	127	160	163	146	145	171	149	156	184	155	-15.9%											
	Revenue Hours	87	66	45	66	50	46	62	63	53	65	70	58	61	79	62	-21.4%											
	Revenue Miles	1,203	1,004	688	939	684	678	1,009	1,021	888	948	1,037	807	814	1,176	919	-21.8%											



Fluvanna Statistics		2024												2025												Avg YTD FY25	Avg YTD FY26	Pct Diff
Reporting Category		Dec	Jan	Feb	Mar		Apr	May	June	Jul	Aug	Sept	Oct	Nov	Dec													
Demand Response	Passengers	321	325	263	286	366	326	254	315	281	351	416	314	269	305	324	6.4%											
	Revenue Hours	161	148	135	147	188	175	148	173	166	192	197	164	146	151	173	14.3%											
	Revenue Miles	3,666	3,199	3,061	3,169	4,344	3,866	3,513	4,083	3,913	4,142	4,323	3,135	2,829	3,327	3,738	12.3%											

Greene Statistics		2024												2025												Avg YTD FY25	Avg YTD FY26	Pct Diff
Reporting Category		Dec	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sept	Oct	Nov	Dec														
Demand Response	Passengers	1,205	1,368	1,110	1,419	1,621	1,432	1,314	1,533	1,620	1,673	1,791	1,480	1,292	1,383	1,565	13.1%											
	Revenue Hours	532	646	487	596	649	592	550	646	689	761	870	714	700	613	730	19.2%											
	Revenue Miles	8,468	9,052	7,707	9,811	11,012	9,486	8,871	10,676	11,927	11,759	12,904	10,177	9,293	9,741	11,123	14.2%											

Louisa Statistics		2024												2025												Avg YTD FY25	Avg YTD FY26	Pct Diff
Reporting Category		Dec	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sept	Oct	Nov	Dec														
Demand Response	Passengers	1,668	1,469	1,425	1,875	1,918	1,775	1,721	1,940	1,774	1,822	2,104	1,605	1,460	1,756	1,784	1.6%											
	Revenue Hours	966	865	850	1,027	1,073	1,007	941	1,066	1,041	1,103	1,176	904	869	983	1,027	4.4%											
	Revenue Miles	18,894	16,470	16,156	20,598	22,304	21,276	19,763	22,716	20,732	19,875	21,878	16,836	16,658	20,025	19,783	-1.2%											

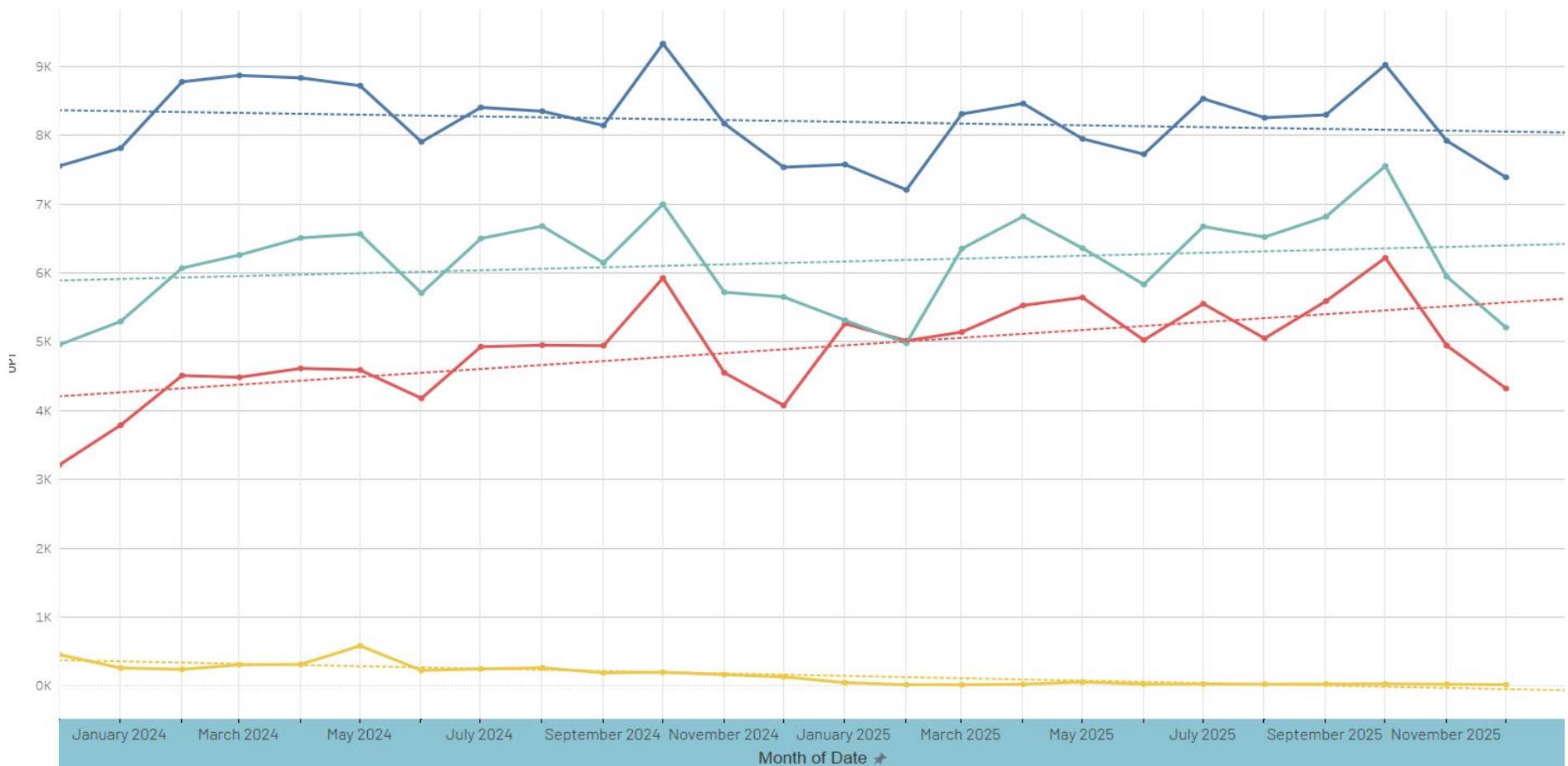
Nelson Statistics		2024												2025												Avg YTD FY25	Avg YTD FY26	Pct Diff
Reporting Category		Dec	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sept	Oct	Nov	Dec														
Demand Response	Passengers	131	93	126	179	179	180	174	182	191	193	211	229	141	150	191	27.9%											
	Revenue Hours	66	55	63	85	83	82	98	88	87	87	100	88	61	76	85	11.9%											
	Revenue Miles	1,739	1,395	1,556	2,014	1,844	1,647	1,930	1,690	1,999	1,896	2,318	2,033	1,166	1,840	1,850	0.6%											
Connect Lovingston	Passengers	258	372	373	347	362	382	359	386	366	421	423	372	376	346	391	12.9%											
	Revenue Hours	53	54	47	57	62	60	58	62	64	64	68	53	64	59	63	6.1%											
	Revenue Miles	1,290	1,289	1,222	1,424	1,503	1,441	1,361	1,523	1,454	1,466	1,607	1,253	1,366	1,384	1,445	4.4%											



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

## Board Reporting Category

- ADA
- Demand Response
- Commuter Bus
- Agency (Public)



FY26 ADA Compliance Report - February 11, 2026 Board Meeting

Item	FY25								FY26						Average Monthly		Percent Difference
	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-26	Dec-26	FY25 Full	FY26 YTD	
ADA Unlinked Passenger Trips	8,172	7,537	7,577	7,209	8,311	8,463	7,950	7,727	8,532	8,257	8,298	9,024	7,922	7,390	8,098	8,237	1.7%
All Demand Response UPT	14,060	13,324	12,941	12,211	14,684	15,312	14,371	13,589	15,237	14,808	15,148	16,611	13,898	12,620	14,342	14,720	2.6%
ADA Revenue Miles	36,950	33,474	33,587	31,073	35,948	36,278	36,171	34,659	38,641	36,746	36,919	38,567	33,958	32,582	35,908	36,236	0.9%
All Demand Response Revenue Miles ^	90,886	86,550	82,115	76,870	93,096	98,735	94,597	89,667	101,314	99,284	98,704	105,875	85,432	79,875	92,722	95,081	2.5%
ADA Revenue Hours	2,881	2,902	2,743	2,478	3,030	3,214	3,058	2,837	3,224	3,209	3,449	3,767	2,965	2,831	3,029	3,241	7.0%
All Demand Response Revenue Hours ^	6,318	6,151	6,001	5,350	6,244	6,370	6,231	5,878	6,532	6,230	6,574	7,153	6,172	6,113	6,350	6,462	1.8%
ADA No Shows	226	233	286	263	251	244	238	237	242	271	289	303	556	292	237	326	37.3%
All Demand Responses No Shows	415	442	486	469	482	445	424	408	423	507	519	513	908	505	441	563	27.7%
ADA Missed Trips	4	1	3	6	3	3	1	2	3	3	12	11	8	7	3	7	137.8%
All Demand Responses Missed Trips	9	4	5	8	5	6	5	4	7	6	13	15	12	9	6	10	69.9%
ADA Denials	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0.0	0.2	0.0%
All Demand Responses Denials	40	23	32	37	29	46	26	53	35	32	9	4	8	6	41	16	-61.6%
ADA On Time Performance	91%	91%	91%	89%	91%	87%	87%	85%	87%	83%	81%	80%	87%	88%	90%	84%	-6.3%
All Demand Responses OTP	90%	91%	91%	89%	91%	88%	87%	86%	87%	84%	83%	84%	89%	89%	90%	86%	-4.7%
ADA Passenger Complaints	0	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	1	0.1	0.0	-100.0%
ADA Passenger Incidents/Accidents	0	2	0	2	2	0	0	0	0	0	0	0	1	1	0.7	0.0	-100.0%
ADA Vehicle Accidents	5	0	2	2	1	5	0	0	5	2	0	1	1	3	1.4	2.0	41.2%
Excessively Long ADA Trips	19	42	10	20	31	38	18	30	21	31	36	48	47	26	26	34	32.5%
Demand Response Reservations Hold Times	11:18	15:41	14:38	12:09	3:59	6:12	10:24	12:33	7:19	5:54	11:13	5:58	4:45	17:06	8:40	8:42	0.5%

<sup>^</sup> 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
4.0%	2.9%	Percentage of ADA No Shows of all ADA Trips
3.8%	3.1%	Percentage of Demand Response No Shows of all Demand Response Trips
0.09%	0.04%	Percentage of ADA missed trips of all ADA Trips
0.07%	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
0.1%	0.3%	Percentage of Denials of all Demand Response Trips
84%	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
0.41%	0.32%	Percentage of Excessively long ADA trips of all ADA Trips made
8:42	2:18	Yearly Average Response Reservations Hold Times



## People. Service. Connection.

### February 2026 CEO Report

I hope the weather hasn't had you to down. January's storm was a rare combination of snow and ice, and the impact on service was significant. We restored service route by route and day by day until we were fully operational. Punxsutawney Phil doesn't believe winter is finished with us yet, so stay tuned to that forecast!

We are celebrating our team members on February 13 with fresh-baked sweet treats ahead of Valentine's Day. While we had to delay voting for Employee of the Month, I am thrilled to announce that Kevin Custalow has been selected as Employee of the Year for 2025.

We continue to be busy adding talent to our team and onboarding and training new bus operators. I am pleased to introduce Milton Steppe, our new Marketing & Communications Manager. Sadly, this will be our last meeting with Nick Pilipowskyj on the Jaunt Board, as he is relocating to Alabama. Nick has been a valued board member and will be missed. Thank you for your service, Nick. With Nick's departure, two of the four Albemarle seats on the Board are now open. I am working with Jacob to discuss next steps with the Clerk's Office.

I am asking the Board to act on two items this month:

1. Endorse a distribution strategy for excess capital from FY25
2. Authorize the disposal of real property and vehicles in preparation for the delivery of new buses

Under new business, I will also provide an update on our submitted FY27 State Budget request.

#### **Recent Activity Highlights:**

As you know, we have been exploring service models to enhance commuter bus options for Greene County. While we were finalists for a National Rural Transit Assistance Program grant, we were not selected. However, we are requesting demonstration grant funds from the State to initiate this service in FY27.

We also submitted a demonstration grant proposal to fund midday service between Fluvanna and Louisa to and from Charlottesville/Albemarle. I recently presented to the Fluvanna Board of Supervisors, sharing updates on Jaunt, our strategic priorities, and ways they can support us in the year ahead. I am scheduled to present to the Greene County Board of Supervisors on February 10 and March 5.

On February 2, I met with local legislators to advocate for the importance of public transit and additional funding. Our local Delegates and Senator were receptive, and there are ongoing efforts that could result in positive local impacts.

Employee benefits enrollment for the new plan year beginning March 1, 2026, is complete. Costs continue to escalate, and enrollment numbers are higher than ever. We will update the Board should added expenses become a concern within the budget. We are also working with RKK and CAT to analyze whether data reporting changes could augment funding for the region.

Finally, we have completed a search for our first HRIS system. A special thank-you to Missy for leading the charge on a cost-effective solution that should significantly improve and modernize our people processes.

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

**ADA Contract** – We are engaged in monthly coordination meetings. I anticipate an agreement in the first quarter of the calendar year.

**CARTA** – I presented to CARTA at their January 2026 meeting and met with TJPDC staff and the consultant team to discuss Jaunt's perspective on the transit plan prioritization process. I will present again this spring on microtransit implementation at Jaunt.

**Employee Performance and Development** – Job guides are in place and will be revised as needed. The initial series of manager training is complete, with additional sessions planned later in 2026. One-on-one meeting schedules have been established.

**Microtransit Pilot** – The pilot includes service in Greene County and scheduling within the ADA footprint. Training is underway, and VIA has been a responsive partner. I will present updates to Greene County officials in February and March.

**Scheduling Software** – The procurement process continues through the transit partner consortium we have joined.

**Living Our Values:**

**PEOPLE:** Special recognition to Lamar Brown and Charles Golden for praise received from riders for exemplary service during recent weather events.

**SERVICE:** It is difficult to single out one person when so many contribute to keeping buses rolling—literally. Special thanks to the shop team for keeping our facility clear, responding to operator needs, and freeing buses across seven jurisdictions. Appreciation to Corey, Mark, Nick, and Billy.

**CONNECTION:** A collective effort has improved the timeliness and reach of communications across more platforms than ever. Special thanks to Milton for design work and effective use of multiple channels.

As always thank you, you are appreciated!

Be well - Mike





434.296.3184



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

104 Keystone Place  
Charlottesville, VA 22902

## **ACRONYMS AND DEFINITIONS**

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

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

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

- **L RTP:** 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
- **TJPDC:** 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 the 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 a 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