

FY18 Service Performance Overview

Ridership

Public ridership was **up by five (5) percent** (201,973 in FY18 vs 191,945 in FY17). Public ridership in Fluvanna remains is down by 10 percent and in Louisa it is up 16 percent. Buckingham County remains above FY17 with 26 percent. Charlottesville’s ADA service also continues to experience an increase, which puts pressure on the budgeted resources and service performance.

Overall hours of service have **dropped seven (7) percent**, which means, when combined with ridership statistics (increase of three (3) percent), indicates JAUNT continues to do more within less service hours, and limited resources. This corresponds with the significant increase in how many passengers per hour were carried, an **increase of 11 percent**.

Overall Ridership – Increased 3% YTD over FY17 (FY18 277,674 vs FY17 270,215)
Overall Hours – Decrease of -7% YTD over FY17 (FY18 93,679 vs FY17 86,863)
Overall Pass/Hr – Increase of 11% YTD over FY17 (FY18 3.20 vs FY17 2.88)
Public Ridership – Increase of 5% YTD over FY17 (FY18 201,973 vs FY17 191,945)
Public Hours – Increase 1% YTD over FY17 (FY18 72,486 vs FY17 71,909)
Public Pass/Hr – Increase of 4% YTD over FY17 (FY17 2.67 vs FY18 2.79)

Public Ridership – YTD (July to April 2018)

Public Riders (Trips)	Apr-16	Apr-17	Apr-18	%Change FY17 to FY18	YTD FY16	YTD FY17	YTD FY18	%Change FY17 to FY18
Charlottesville ADA	6,499	6,100	6,985	15%	63,532	61,050	67,124	10%
Albemarle ADA	5,476	5,779	5,327	-8%	56,235	57,863	55,897	-3%
Rural Charlottesville	237	144	264	83%	2,360	1,823	2,177	19%
Rural Albemarle	3,839	3,029	3,707	22%	32,404	31,068	32,970	6%
Rural Nelson	1,111	1,113	1,175	6%	12,141	12,411	12,525	1%
Rural Louisa	1,268	982	1,165	19%	12,647	11,011	12,770	16%
Rural Fluvanna	900	627	692	10%	7,765	7,042	6,315	-10%
Rural Buckingham	926	1,044	1,078	3%	9,389	9,677	12,195	26%
TOTAL	20,256	18,818	20,393	8%	196,473	191,945	201,973	5%

Public Service Hours – YTD (July to April 2018)

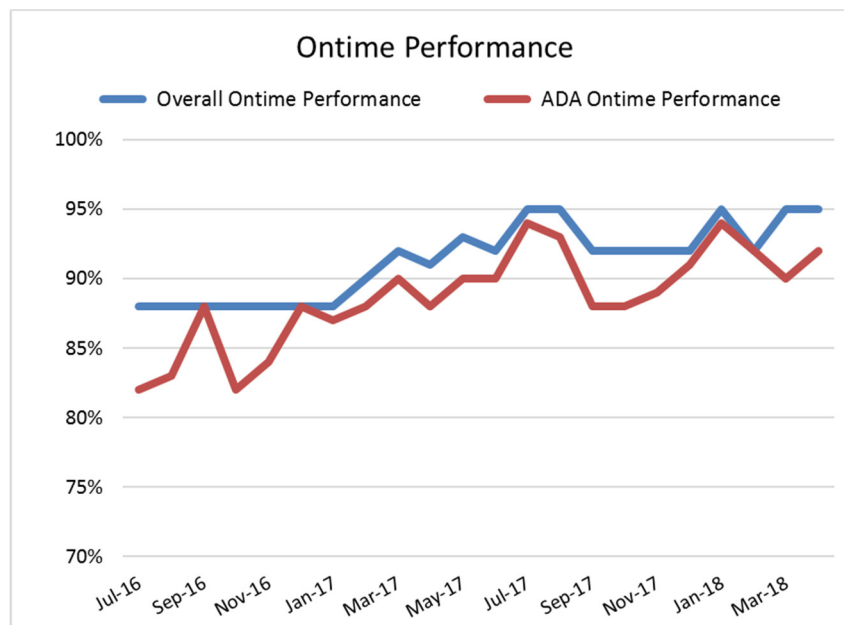
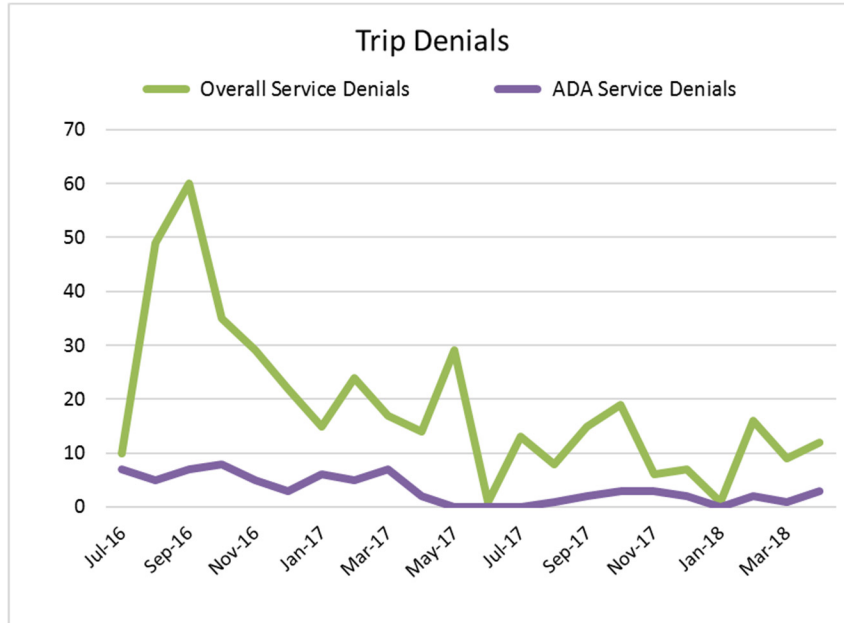
Public Riders (Hours)	Apr-16	Apr-17	Apr-18	%Change FY17 to FY18	YTD FY16	YTD FY17	YTD FY18	%Change FY17 to FY18
Charlottesville ADA	2,278	2,172	2,342		22,432	21,792	22,608	4%
Albemarle ADA	2,016	2,098	1,688		22,069	21,593	19,152	-11%
Rural Charlottesville	134	77	101	31%	1,306	988	949	-4%
Rural Albemarle	1,696	1,167	1,625	39%	14,834	12,780	14,206	11%
Rural Nelson	355	315	362	15%	3,813	3,558	3,749	5%
Rural Louisa	699	555	758	37%	7,270	6,259	6,884	10%
Rural Fluvanna	335	227	302	33%	3,339	2,757	2,748	0%
Rural Buckingham	229	201	196	-3%	2,315	2,183	2,191	0%
TOTAL	7,741	6,813	7,375	8%	77,378	71,909	72,486	1%

On-Time Performance and Trip Denials

JAUNT is “**On-Time**” when it arrives within a 25 min window of the requested time.

“**Denial**” occurs when a trip cannot be provided within 2-hours of the time requested.

For ADA, too many denials and/or low on-time performance means JAUNT does not have sufficient resources to meet residents’ requests. JAUNT was overall on-time 95% for March, of which it was 92% on-time for ADA trips. It had three ADA denials.



Service Projections, Concerns and Expectations

Based on the last ten months of information Charlottesville’s ADA service is slightly above, and expected to exceed, what was budgeted. Nelson County also remains above the budgeted allocation @ 90.5 percent (*versus expected 83%*).