

AGENDA

Meeting of the Board of Directors

August 5, 2026, 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: +3052241968, 89346833051#
- Or Telephone Only: +1 312 626 6799
- Webinar ID: 893 4683 3051

Please 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 or (434) 296-3184, extension 115.

- VI. Action Items
 - A. June 10, 2026 Board of Directors Meeting Minutes- Ben Chambers, Secretary PGS 2-5 of 29
- VII. Standing Committee Reports
 - A. Finance Committee—Missy Corbin, Mike Murphy, Jacob Sumner, Treasurer PGS 6-9 of 29
 - B. Operations and Safety Reports—Jason Espie, Andy Steed PGS 10-17 of 29
 - C. CARTA Report—Christine Jacobs
 - D. CEO Report-Mike Murphy PGS 18-21 of 29
- VIII. New Business
 - A. Review DRPT Six Year Improvement Plan--Mike Murphy
 - B. Revise Board meeting agendas and data reporting – Mike Murphy
 - C. September event – Missy Corbin
 - D. Next board meeting topics - Mike Murphy
- IX. Announcements and Board Member comments
- X. Adjourn to the next meeting: October 14, 2026, at 10:00 AM EST



Board Attendance Roster

Month: June Year: 2026

Directors	Present In Person	Present Virtual	Absent
Brad Burdette, [President], Nelson			X
James Schoenster, [Vice President], Fluvanna	X		
Ben Chambers, [Secretary], Charlottesville			X
Jacob Sumner, [Treasurer], Albemarle	X		
Kristi Hagen, Albemarle		X	
Diantha McKeel, Albemarle (Arrived at 10:57am)	X		
Heather Marcel, 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 (Arrived at 10:12am)	X		
Ex Officio Directors			
Christine Jacobs, TJPDC		X	
Garland Williams, CAT			X
Katy Miller, DRPT		X	
Juanita Shanks, Buckingham		X	
Davis Lamb, Greene County			X
Staff			
Mike Murphy, CEO	X		
Missy Corbin, CFO	X		
Andy Steed, COO	X		
Mike Mills, Dir of Procurement			X
Ben Rutherford, Sys Admin	X		
Amanda Powell, Senior Office Specialist	X		
Jason Espie, Director of Planning	X		
Milton Steppe, Director of Marketing & Communications		X	
Jordan Bowman (Legal Counsel)	X		
Tisha Jaudon, Senior Finance Manager			X
Jeania Pace, HR		X	
Public			
Lucinda Shannon, TJPDC		X	

MINUTES

Meeting of the Board of Directors

June 10, 2026, at 10:00 AM EST

I. Call to Order — James Schoenster , Vice President

10:05am

II. Roll Call – Ben Chambers, Secretary

See Roster

III. Introductions & Welcome — James Schoenster, Vice President

The board took a few moments to welcome and introduce themselves to the newest Albemarle county representative, Heather Marcel. Heather shared a brief introduction, including her work with the Emily Couric Leadership Forum, a nonprofit organization that provides scholarships to young women in high school. She also noted that she manages the Grace Grocery Food Pantry in Crozet. Mike M. gave a quick introduction for Jaunt’s new Director of Operations, Shyqueen Mitchell, who was unable to attend the meeting as she was participating in training with two fellow colleagues to become certified Community Transit Managers. Mike M. shared that Shyqueen joins Jaunt from New York and brings extensive expertise in scheduling and dispatch, skills that align with Jaunt’s current operational needs and future direction.

IV. Public Comments — James Schoenster, Vice President

None

VI. Action Items

A. April 1, 2026 Board of Directors Meeting Minutes - Ben Chambers, Secretary

1 st : Jacob S.	2 nd : Dian M.	Vote: Unanimous
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B. Approve Budget for Fiscal Year 2027 - Mike Murphy, Missy Corbin

1 st : Jacob S.	2 nd : Randy P.	Vote: Unanimous
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C. Reschedule August 2026 Meeting - Mike Murphy

1 st : Randy P.	2 nd : Iscella W.	Vote: Unanimous
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D. Approve Operator Handbook - Mike Murphy, Andy Steed

1 st : Chris C.	2 nd : Randy P.	Vote: Unanimous
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E. Reapprove participation in the State Safety Plan - Mike Murphy

1 st : Randy P.	2 nd : Jacob S.	Vote: Unanimous
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F. Approve Financial and Grants Management Policy – Missy Corbin

1 st : Jacob S.	2 nd : Chris C.	Vote: Unanimous
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VII. Standing Committee Reports

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

Missy C. reported that there were no significant changes since the previous financial report, noting that ongoing delays in State and DRPT funding have limited normal fluctuations in the financial statements. She explained that many invoices and reimbursements have been delayed but are expected to be processed by the end of the fiscal year, resulting in financial activity leveling out in June. Missy C. also reported that Jaunt continues to perform well from an operating standpoint, earning approximately \$71,000 more in interest revenue through our LGIP account. While contract revenue has continued to trend lower, all Federal and State operating grants are current, and related revenues are expected to level off within the next 30 days.

B. Operations and Safety Reports - Jason Espie, Andy Steed

Andy S. briefly reviewed the March and April 2026 safety reports. He reported that Jaunt recorded zero preventable accidents in March and six preventable accidents in April, along with four customer related incidents between the two months. In response to the increase in preventable accidents and customer related incidents, Andy noted that all operators completed wheelchair securement training. He also announced plans for a company wide safety training event on June 19, which would include backing and mirror exercises. Jason E. went on to review Jaunt's March and April 2026 operating statistics, reporting that ridership increased to 21,664 trips in March and 22,322 trips in April, contributing to a 4.5% year-to-date increase for FY2026 compared to FY2025. While agency trips continue to decline, Crozet Connect ridership increased by 22.6% over the previous year. Jason also reported that the reports showed zero trip denials for both March and April, but a slight dip in on-time performance during the reporting period.

C. CEO Report - Mike Murphy

Mike M. reported several organizational updates. He announced that Jaunt's Director of Human Resources is no longer with the organization and that recruitment is underway for a Director of Human Resources. Mike M. also reported that Jaunt is now eligible to participate in the Local Choice Program, which will allow employees to enroll in the state health plan. He provided an update on grant opportunities, noting that Jaunt is awaiting the final state budget. If funding is approved, Jaunt has been recommended for a demonstration grant that would support a midday route in both Fluvanna County and Louisa County, as well as the implementation of a true fixed Connect route in Greene County. Mike M. further reported that beginning in August and September, all Jaunt employees will receive informal written performance feedback. He explained that this phased approach is being implemented because formal performance evaluations have not been conducted in several years. The intent is to ensure employees clearly understand performance expectations before transitioning to a formal documented evaluation process. In conclusion, Mike M. stated that a new Employee Handbook is currently being developed and is expected to be presented to the board at the October Board of Directors Meeting.

VIII. New Business

A. Next board meeting topics - Mike Murphy

Mike M. reported that a budget update will be presented at the August Board of Directors meeting. He stated that, if the state budget is approved as recommended, the Board will have a more detailed discussion regarding the proposed demonstration grants, including what the projects would entail and Jaunt's planning and preparation efforts during the first six months of implementation.

IX. Announcements and Board Member comments

None

- X. A motion was made by Iscella Wittich to enter into closed session pursuant to Virginia Code Section 2.2-3711(A)(1) for discussion and consideration of the performance and salary of a specific public officers, appointees, or employees of Jaunt, the subject matter being the annual performance evaluation of the Chief Executive Officer. This motion was seconded by Jacob S. and the Jaunt Board of Directors entered into closed session at 11:50am.

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 this chapter 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], Nelson
X				James Schoenster - [Vice President], Fluvanna
			X	Ben Chambers - [Secretary], Charlottesville
X				Jacob Sumner - [Treasurer], Albemarle
X				Kristi Hagen - Albemarle
X				Diantha McKeel - Albemarle
X				Heather Marcel - 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

A motion was then made by Jacob Sumner to increase the CEO's salary with a 4% Cost of Living Adjustment and a 2% performance increase, effective July 1, 2026. The motion was seconded by Chris Cullinan. The motion was adopted unanimously.

Adjourn to the next meeting: August 5, 2026, at 10:00 AM EST



JAUNT
Monthly Financial Summary
Operating

MAY 2026 YTD

Sources of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Realized	Comments
Fee Revenue:						
Interest Revenue	\$ 194,271	\$ 271,560	\$ 77,289	\$ 211,932	128%	
Contract Revenue	\$ 57,364	\$ 37,404	\$ (19,960)	\$ 62,579	60%	Continuation of contract service demand reduction
Governmental Revenue:						
Federal Operating Grants	\$ 3,884,740	\$ 3,536,020	\$ (348,720)	\$ 4,237,898	83%	
Virginia DRPT Operating	\$ 1,727,152	\$ 1,562,592	\$ (164,560)	\$ 1,884,166	83%	
Local Government Operating	\$ 5,828,171	\$ 5,828,171	\$ 0	\$ 6,358,005	92%	
In Lieu of Local	\$ 36,667	\$ 36,667	\$ (0)	\$ 40,000	92%	
Other Revenue	\$ -	\$ 213,596	\$ 213,596	\$ -		Bus Repair Insurance Proceeds; Equipment & Vehicle Sales
Account Transfer (Jaunt Reserves)	\$ -	\$ -	\$ -	\$ -		
Total Revenue	\$ 11,728,365	\$ 11,486,011	\$ (242,354)	\$ 12,794,580	90%	

Uses of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Realized	Comments
Salaries & Wages	\$ 7,004,556	\$ 6,271,615	\$ (732,941)	\$ 7,641,334	82%	
Fringe Benefits/Staff Development	\$ 2,447,960	\$ 2,142,779	\$ (305,181)	\$ 2,670,502	80%	
Travel/Business Meals/Meetings	\$ 58,667	\$ 32,793	\$ (25,874)	\$ 64,000	51%	
Facility/Equipment Maintenance/Utilities	\$ 182,991	\$ 184,286	\$ 1,295	\$ 199,627	92%	
Supplies & Materials	\$ 750,965	\$ 672,537	\$ (78,427)	\$ 819,234	82%	Fuel Cost
Marketing & Advertising	\$ 77,917	\$ 66,409	\$ (11,508)	\$ 85,000	78%	
Insurance & Bonding	\$ 572,917	\$ 628,731	\$ 55,814	\$ 625,000	101%	Change in insurance policy and increased rates
Professional Services	\$ 596,184	\$ 556,016	\$ (40,168)	\$ 650,383	85%	
Miscellaneous	\$ 36,208	\$ 50,189	\$ 13,981	\$ 39,500	127%	Contracted Hiring Service \$32K
Total Expenditure	\$ 11,728,365	\$ 10,605,355	\$ (1,123,010)	\$ 12,794,580	83%	

Net change in fund balance	\$ (0)	\$ 880,655	\$ 880,656	\$ (0)	
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JAUNT
Monthly Financial Summary
Capital

MAY 2026 YTD						
Sources of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Realized	Comment
Governmental Revenue:						
Federal Capital Grants	\$ 1,392,146	\$ 15,876	\$ (1,376,270)	\$ 1,518,704	1%	DRPT Encumbrance
Virginia DRPT Capital	\$ 5,705,180	\$ 289,578	\$ (5,415,602)	\$ 6,223,833	5%	DRPT Encumbrance
Local Government Capital	\$ 452,574	\$ 452,574	\$ 0	\$ 493,717	92%	
Total Revenue	\$ 7,549,900	\$ 758,028	\$ (6,791,872)	\$ 8,236,254	9%	
Uses of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Realized	Comment
Revenue Vehicles	\$ 3,028,342	\$ 2,303,991	\$ (724,351)	\$ 3,303,646	70%	
Support Vehicles	\$ -	\$ -	\$ -	\$ -		
Spare Parts for Vehicles	\$ 110,355	\$ 37,556	\$ (72,799)	\$ 120,387	31%	Transmission & Engine Repairs
Facility	\$ 2,833,270	\$ 61,354	\$ (2,771,916)	\$ 3,090,840	2%	Parking Lot not started
Information Technology	\$ 1,571,659	\$ 198,428	\$ (1,373,231)	\$ 1,714,537	12%	Scheduling Software
Shop Equipment	\$ 6,274	\$ 6,801	\$ 528	\$ 6,844	99%	Tire Changer
Total Expenditure	\$ 7,549,900	\$ 2,608,130	\$ (4,941,770)	\$ 8,236,254	32%	
Net change in fund balance	\$ (0)	\$ (1,850,102)	\$ (1,850,102)	\$ (0)		

Negative Variance Positive Variance



JAUNT

Balance Sheet Summary

	<u>5/31/2026</u>	<u>5/31/2025</u>
Assets		
Cash and Cash Equivalents	8,233,719	9,948,858
Receivables, Net of Allowances	8,908	4,322
Due From Other Governmental Units	2,491,753	2,028,060
Prepaid Items	142,896	144,186
Capital Assets	9,362,381	6,266,993
Total Assets	<u>20,239,657</u>	<u>18,392,419</u>
Accounts Payable	23,016	1,060,515
Accrued Payroll & Related Liabilities	134,900	146,556
Lease Liability	53,953	69,956
Deferred Revenue	642,681	510,683
Total Liabilities	<u>854,550</u>	<u>1,787,710</u>
Fund Balance/Net Position		
JAUNT Inc. Stock	16	16
Fund Balance:		
Nonspendable:		
Prepaid Items	142,896	144,186
Committed:		
Rainy Day	3,000,000	3,000,000
Capital Reserve	1,965,808	1,965,808
Unassigned	5,148,377	5,470,468
Total Fund Balance	<u>10,257,081</u>	<u>10,580,462</u>
Total Equity	<u>10,257,097</u>	<u>10,580,478</u>
Total Liabilities and Equity	<u>11,111,648</u>	<u>12,368,188</u>
Net Position:		
Investment in Capital Assets	9,308,428	6,197,037
Unrestricted	10,076,663	10,407,656
Total Net Position	<u>19,385,091</u>	<u>16,604,694</u>
Total Net Position and Equity	<u>19,385,107</u>	<u>16,604,710</u>
Total Liabilities and Net Position	<u>20,239,657</u>	<u>18,392,419</u>

Jaunt, Inc.

Statement of Cash Flows for Month Ended May 31, 2026

Operating	
Local Match	\$ 187,141
DRPT Receipts	2,004
CAT Receipts	1,108,552
Agency Receipts	5,488
Other Receipts	27,461
LGIP Transfer	1,000,000
Payroll	(573,229)
Capital Payments	(2,331,160)
FSA Payments	(5,169)
Other Payments	(422,269)
Net Cash from Operating	<u>(1,001,180)</u>
Investing	
Interest	23,177
Transfer to/from LGIP	(1,000,000)
Net Cash from Investing	<u>(976,823)</u>
Net Change in Cash	<u><u>\$ (1,978,003)</u></u>
Beginning Cash Balance 5/1/2026	\$ 10,225,465
Ending Cash Balance 5/31/2026	\$ 8,247,462
Months of Cash of Hand	8.67

May 2026 Safety & Accident Summary

Metric	Total	Key Observations
Total Accidents	11	• 11 total accidents during May. • 6 preventable accidents. • 5 non-preventable accidents. • 4 parked-vehicle collisions. • 2 fixed-object collisions. • 6 passenger-related incidents. • Continued emphasis on backing safety, parking lot operations, and operator training.
Preventable	6	
Non-Preventable	5	
Passenger Incidents	6	
DOT Reportable	0	

Accident Details

Date	Vehicle	Type	Preventable
5/1/2026	182	Parked Vehicle	No
5/6/2026	2305	Fixed Object	Yes
5/11/2026	176	Front End	No
5/14/2026	2521	Sideswipe	Yes
5/15/2026	2526	Parked Vehicle	Yes
5/15/2026	190	Rear End	No
5/17/2026	189	Animal	Yes
5/18/2026	2317	Parked Vehicle	Yes
5/20/2026	189	Parked Vehicle	Yes
5/20/2026	718	Other	No
5/27/2026	2604	Fixed Object	No

June 2026 Safety & Accident Summary

Metric	Total	Key Observations
Total Accidents	6	• 6 preventable accidents during June. • 5 of 6 accidents involved backing maneuvers. • 2 fixed-object collisions. • 2 parked-vehicle collisions. • 1 passenger-related incident. • Continued emphasis on backing safety and operator training.
Preventable	6	
Non-Preventable	0	
Passenger Incidents	1	
DOT Reportable	0	

Accident Details

Date	Vehicle	Type	Preventable
6/1/2026	2314	Fixed Object	Yes
6/1/2026	2304	Fixed Object	Yes
6/8/2026	2517	Parked Vehicle	Yes
6/10/2026	189	Front End	Yes
6/10/2026	2304	Passenger Incident	Yes
6/22/2026	2506	Parked Vehicle	Yes

Jaunt Board of Directors Meeting

August 5, 2026, 10 AM

This service report includes May and June 2026 data, completing the Fiscal year reporting. Ridership decreased -8.8% from April to May, and increased 3.7% from May to June for a two month decrease of -5.9%. The two columns to the right show a comparison of the average monthly for all of FY25 to average monthly for FY26, followed by a percent change column.

Jaunt Performance Statistics		2025							2026						Avg FY25	Avg FY26	Pct Diff
Reporting Category		June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June			
ADA	Passengers	7,727	8,532	8,257	8,298	9,024	7,922	7,390	7,523	8,439	9,475	9,208	8,516	8,635	8,098	8,435	4.2%
	Revenue Hours	3,041	3,308	3,021	3,125	3,386	3,207	3,282	3,133	3,356	3,716	3,849	3,772	3,696	3,320	3,404	2.5%
	Revenue Miles	34,659	38,641	36,746	36,919	38,567	33,958	32,582	31,855	35,341	39,839	41,877	42,243	41,781	35,908	37,529	4.5%
Demand Response	Passengers	5,834	6,676	6,523	6,819	7,555	5,949	5,209	4,710	6,058	6,882	6,923	6,309	7,143	6,115	6,396	4.6%
	Revenue Hours	2,824	3,212	3,197	3,434	3,752	2,953	2,821	2,310	2,979	3,416	3,268	3,264	3,597	2,987	3,184	6.6%
	Revenue Miles	54,758	62,435	62,338	61,519	67,076	51,263	47,101	41,416	53,380	58,543	55,338	54,972	61,989	56,075	56,448	0.7%
Agency Trips (Public)	Passengers	28	29	28	31	32	27	21	22	25	18	29	28	28	118	27	-77.5%
	Revenue Hours	13	12	12	15	15	12	10	9	10	10	15	15	15	42	13	-70.2%
	Revenue Miles	251	237	201	266	232	211	191	152	180	176	228	249	254	714	215	-69.9%
Agency Trips (Exclusive Use)	Passengers	40	131	-	245	108	1,518	375	265	161	1,127	1,403	155	361	271	487	79.6%
	Revenue Hours	4	10	-	17	6	51	11	6	3	45	53	5	15	13	19	39.6%
	Revenue Miles	68	96	-	399	113	1,146	163	87	21	803	1,261	137	284	284	376	32.5%
N/A	Passengers	159	175	210	151	231	169	188	139	194	312	167	42	13	195	166	-14.9%
	Revenue Hours	79	91	97	61	102	79	105	71	90	143	95	31	10	79	81	3.5%
	Revenue Miles	954	1,069	1,163	795	1,246	889	1,019	696	1,003	1,537	997	275	90	950	898	-5.4%
Connect 29 North	Passengers	1,593	1,666	1,557	1,595	1,809	1,533	1,348	1,619	1,485	1,692	1,589	1,525	1,463	1,517	1,573	3.7%
	Revenue Hours	145	163	161	173	178	143	159	141	162	167	169	152	178	155	162	5.0%
	Revenue Miles	2,244	2,552	2,384	2,367	2,607	2,041	2,235	2,031	2,262	2,444	2,489	2,245	2,601	2,267	2,355	3.9%
Connect Buckingham	Passengers	1,100	1,073	958	989	1,113	826	763	830	934	1,045	1,079	971	1,000	1,056	965	-8.6%
	Revenue Hours	131	143	139	146	163	125	134	115	138	150	152	135	156	140	141	0.9%
	Revenue Miles	3,663	3,954	3,752	3,752	4,104	3,256	3,415	3,036	3,643	4,076	3,966	3,588	4,138	3,750	3,723	-0.7%
Connect Crozet	Passengers	1,974	2,562	2,391	2,909	3,153	2,363	2,477	2,813	2,555	2,222	3,102	2,686	2,481	2,166	2,643	22.0%
	Revenue Hours	427	477	476	479	527	407	439	361	464	499	491	445	506	440	464	5.5%
	Revenue Miles	9,154	11,226	10,630	10,374	11,598	8,992	9,777	8,013	10,091	10,940	11,040	9,998	11,525	10,014	10,350	3.4%
Connect Lovington	Passengers	359	386	366	421	423	372	376	468	523	330	392	329	377	346	397	14.7%
	Revenue Hours	58	62	64	64	68	53	64	51	61	71	64	61	76	59	63	7.4%
	Revenue Miles	1,361	1,523	1,454	1,466	1,607	1,253	1,366	1,182	1,358	1,533	1,531	1,391	1,611	1,384	1,440	4.0%

Metric	FY23 Monthly Avg	FY24 Monthly Avg	FY25 Monthly Avg	FY26 Monthly Avg	FY25-FY26 Diff
UPT	19,848	19,004	19,415	20,292	4.5%
VRH	7,656	7,195	7,143	7,297	2.2%
VRM	120,025	111,513	110,111	113,028	2.6%

Note, excludes NA and Agency Exclusive Use trips

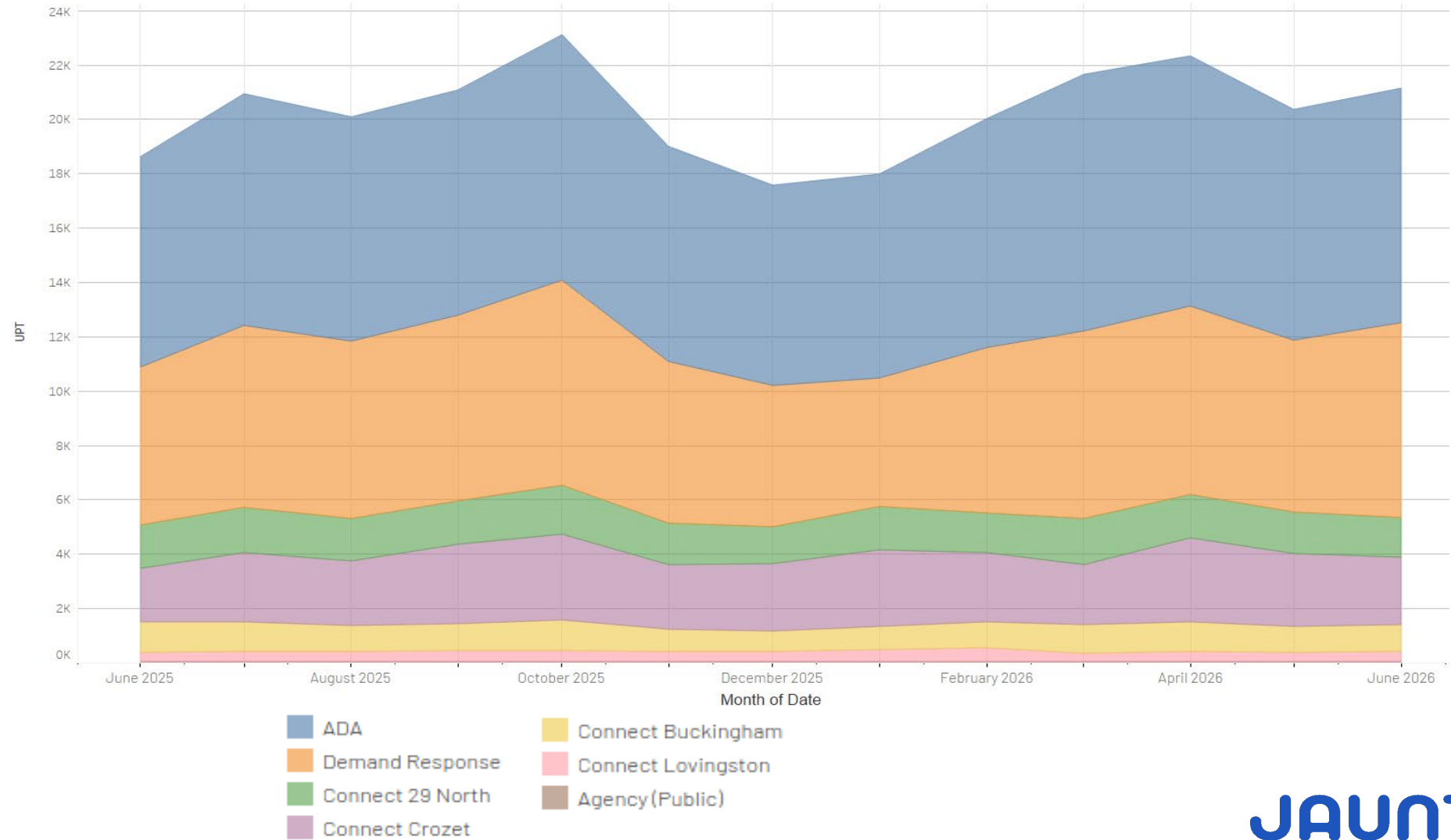
JAUNT

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 is as follows:

ADA 40%, Demand Response 30%, Agency Public 0%, Agency Exclusive 2%, NA 1%, and Commuter Bus 26%. DR is 70% and CB is 26% of total ridership.

The percentage of Revenue Hours by service is: **ADA 45%, DR 42%, Agency Public 0%, Agency Exclusive 0%, NA is 1.1% and Commuter Bus 11% of total revenue hours.**

Jaunt Service Performance - UPT Area Chart



Albemarle Statistics		2025							2026						Avg FY25	Avg FY26	Pct Diff
Reporting Category		June	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June			
ADA	Passengers	3,759	4,264	3,924	3,977	4,298	3,696	3,333	3,282	3,577	4,275	4,564	4,011	3,940	3,903	3,928	0.7%
	Revenue Hours	1,554	1,735	1,516	1,546	1,724	1,576	1,543	1,453	1,518	1,766	1,902	1,765	1,747	1,672	1,649	-1.4%
	Revenue Miles	18,618	20,811	19,199	18,992	20,359	17,159	16,121	15,518	16,882	19,433	20,621	20,549	20,401	19,108	18,837	-1.4%
Demand Response	Passengers	2,211	2,539	2,509	2,631	2,822	2,168	1,888	1,816	2,231	2,509	2,678	2,466	2,895	2,331	2,429	4.2%
	Revenue Hours	1,025	1,174	1,160	1,224	1,336	1,022	982	854	1,043	1,215	1,360	1,325	1,479	1,081	1,181	9.2%
	Revenue Miles	19,672	22,199	22,853	22,843	24,532	18,224	16,303	14,930	18,533	20,972	21,373	19,944	22,237	19,918	20,412	2.5%
Connect 29 North	Passengers	1,593	1,666	1,557	1,595	1,809	1,533	1,348	1,619	1,485	1,692	1,589	1,525	1,463	1,517	1,573	3.7%
	Revenue Hours	145	163	161	173	178	143	159	141	162	167	169	152	178	155	162	5.0%
	Revenue Miles	2,244	2,552	2,384	2,367	2,607	2,041	2,235	2,031	2,262	2,444	2,489	2,245	2,601	2,267	2,355	3.9%
Connect Crozet	Passengers	1,974	2,562	2,391	2,909	3,153	2,363	2,477	2,813	2,555	2,222	3,102	2,686	2,481	2,166	2,643	22.0%
	Revenue Hours	427	477	476	479	527	407	439	361	464	499	491	445	506	440	464	5.5%
	Revenue Miles	9,154	11,226	10,630	10,374	11,598	8,992	9,777	8,013	10,091	10,940	11,040	9,998	11,525	10,014	10,350	3.4%

Buckingham Statistics		2025							2026						Avg FY25	Avg FY26	Pct Diff
Reporting Category		June	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun			
Connect Buckingham	Passengers	1,100	1,073	958	989	1,113	826	763	830	934	1,045	1,079	971	1,000	1,056	965	-8.6%
	Revenue Hours	131	143	139	146	163	125	134	115	138	150	152	135	156	140	141	0.9%
	Revenue Miles	3,663	3,954	3,752	3,752	4,104	3,256	3,415	3,036	3,643	4,076	3,966	3,588	4,138	3,750	3,723	-0.7%

Charlottesville Statistics		2025							2026						Avg FY25	Avg FY26	Pct Diff
Reporting Category		June	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	Jun			
ADA	Passengers	3,968	4,268	4,333	4,321	4,726	4,226	4,057	4,241	4,862	5,200	4,644	4,505	4,695	4,196	4,507	7.4%
	Revenue Hours	1,487	1,573	1,506	1,579	1,662	1,631	1,739	1,680	1,838	1,949	1,947	2,007	1,949	1,641	1,755	7.0%
	Revenue Miles	16,041	17,830	17,547	17,927	18,208	16,799	16,462	16,338	18,459	20,407	21,255	21,694	21,380	16,800	18,692	11.3%
Demand Response	Passengers	160	163	146	145	171	149	156	132	160	165	111	73	55	184	136	-26.5%
	Revenue Hours	62	63	53	65	70	58	61	48	64	62	59	40	34	79	56	-28.1%
	Revenue Miles	1,009	1,021	888	948	1,037	807	814	631	935	939	753	535	445	1,176	813	-30.9%

Fluvanna Statistics		2025							2026						Avg FY25	Avg FY26	Pct Diff
Reporting Category		June	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun			
Demand Response	Passengers	254	315	281	351	416	314	269	265	351	308	305	384	389	305	329	7.9%
	Revenue Hours	148	173	166	192	197	164	146	141	187	167	159	202	209	151	175	15.7%
	Revenue Miles	3,513	4,083	3,913	4,142	4,323	3,135	2,829	2,765	3,507	3,342	3,310	3,614	3,898	3,327	3,572	7.3%

Greene Statistics		2025							2026						Avg FY25	Avg FY26	Pct Diff
Reporting Category		June	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun			
Demand Response	Passengers	1,314	1,533	1,620	1,673	1,791	1,480	1,292	1,126	1,497	1,754	1,695	1,544	1,603	1,383	1,551	12.1%
	Revenue Hours	550	646	689	761	870	714	700	538	669	750	497	639	685	613	680	11.0%
	Revenue Miles	8,871	10,676	11,927	11,759	12,904	10,177	9,293	7,962	10,049	11,410	7,630	10,572	12,323	9,741	10,557	8.4%

Louisa Statistics		2025							2026						Avg FY25	Avg FY26	Pct Diff
Reporting Category		June	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun			
Demand Response	Passengers	1,721	1,940	1,774	1,822	2,104	1,605	1,460	1,242	1,636	1,904	1,950	1,683	1,931	1,756	1,754	-0.1%
	Revenue Hours	941	1,066	1,041	1,103	1,176	904	869	674	933	1,116	1,116	983	1,089	983	1,006	2.3%
	Revenue Miles	19,763	22,716	20,732	19,875	21,878	16,836	16,658	13,891	18,314	19,521	20,529	18,442	20,843	20,025	19,186	-4.2%

Nelson Statistics		2025							2026						Avg FY25	Avg FY26	Pct Diff
Reporting Category		June	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun			
Demand Response	Passengers	174	182	191	193	211	229	141	127	180	238	180	156	213	150	187	24.9%
	Revenue Hours	98	88	87	87	100	88	61	54	82	103	73	73	97	76	83	8.8%
	Revenue Miles	1,930	1,690	1,999	1,896	2,318	2033	1166	1,213	2,014	2,289	1,692	1,833	2,146	1,840	1,857	1.0%
Connect Lovington	Passengers	359	386	366	421	423	372	376	468	523	330	392	329	377	346	397	14.7%
	Revenue Hours	58	62	64	64	68	53	64	51	61	71	64	61	76	59	63	7.4%
	Revenue Miles	1,361	1,523	1,454	1,466	1,607	1,253	1,366	1,182	1,358	1,533	1,531	1,391	1,611	1,384	1,440	4.0%

Jaunt Board of Directors Meeting

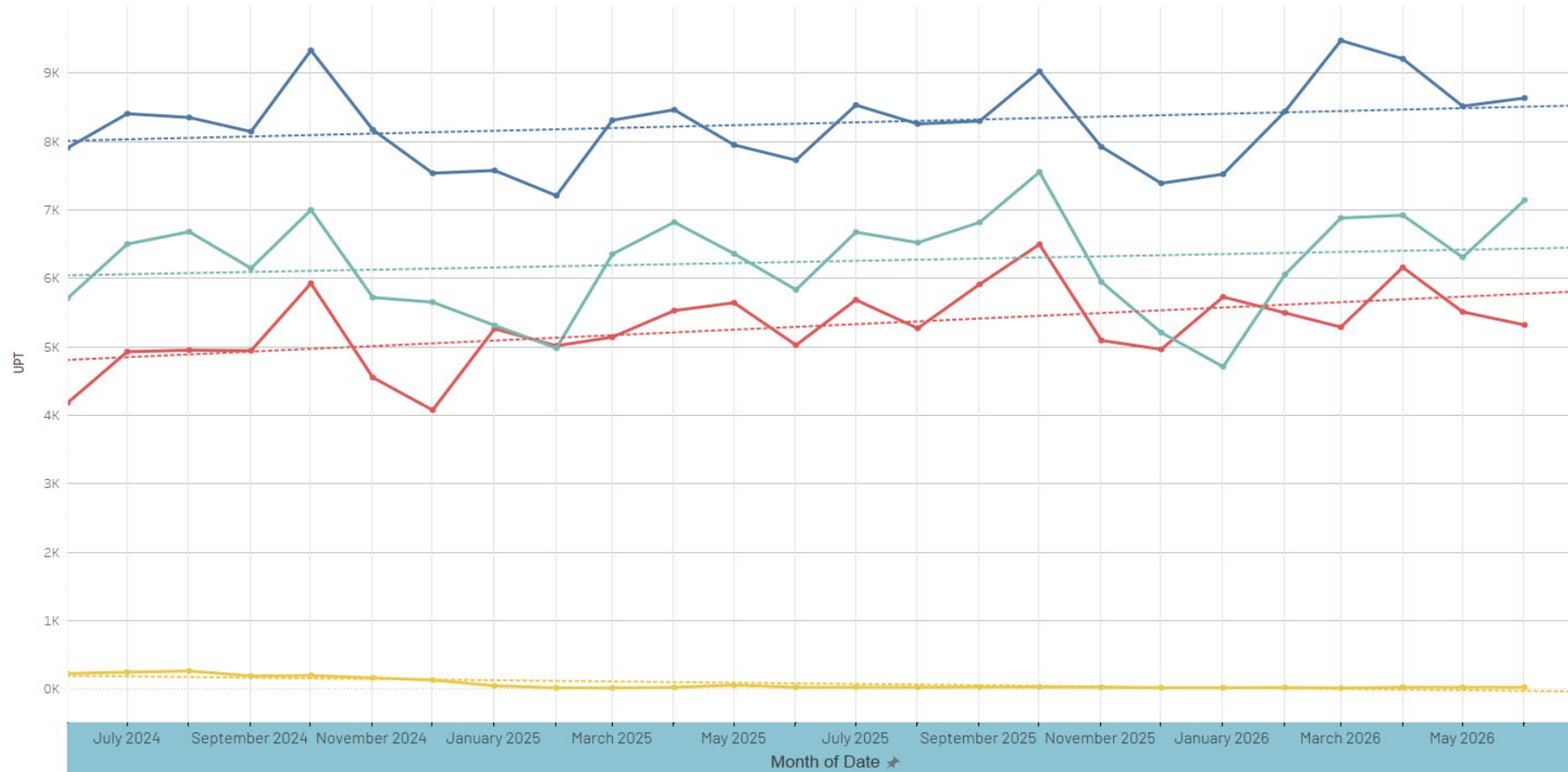
August 5, 2026, 10 AM

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 June 1, 2024 to June 30, 2026.

Board Reporting Category

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

Jaunt Two Year Trend Lines Per Service - UPT



JAUNT

FY26 ADA Compliance Report - August 5, 2026 Board Meeting

Item	FY25		FY26												Average Monthly		Percent Difference
	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-26	Dec-26	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	FY25 Full	FY26 YTD	
ADA Unlinked Passenger Trips	7,950	7,727	8,532	8,257	8,298	9,024	7,922	7,390	7,523	8,439	9,475	9,208	8,516	8,635	8,098	8,435	4.2%
All Demand Response UPT	14,371	13,589	15,237	14,808	15,148	16,611	13,898	12,620	12,255	14,522	16,375	16,160	14,853	15,806	14,342	14,858	3.6%
ADA Revenue Miles	36,171	34,659	38,641	36,746	36,919	38,567	33,958	32,582	31,855	35,341	39,839	41,877	42,243	41,781	35,908	37,529	4.5%
All Demand Response Revenue Miles ^	94,597	89,667	101,314	99,284	98,704	105,875	85,432	79,875	73,423	88,901	98,558	97,443	97,464	104,024	92,722	94,191	1.6%
ADA Revenue Hours	3,058	2,837	3,224	3,209	3,449	3,767	2,965	2,831	2,320	2,989	3,426	3,283	3,279	3,611	3,029	3,196	5.5%
All Demand Response Revenue Hours ^	6,231	5,878	6,532	6,230	6,574	7,153	6,172	6,113	5,453	6,345	7,142	7,132	7,051	7,307	6,350	6,600	3.9%
ADA No Shows	238	237	242	271	289	303	556	292	264	213	279	338	253	433	237	311	31.3%
All Demand Responses No Shows	424	408	423	507	519	513	908	505	416	428	517	541	429	620	441	527	19.7%
ADA Missed Trips	1	2	3	3	12	11	8	4	4	5	5	163	101	33	3	29	851.4%
All Demand Responses Missed Trips	5	4	7	6	13	15	12	8	8	7	7	7	1	1	6	8	26.0%
ADA Denials	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0	0.0	0.0%
All Demand Responses Denials	26	53	35	32	9	4	8	6	1	2	9	1	0	1	41	9	-78.0%
ADA On Time Performance	87%	85%	87%	83%	81%	80%	87%	88%	88%	84%	86%	83%	85%	88%	90%	85%	-5.4%
All Demand Responses OTP	87%	86%	87%	84%	83%	84%	89%	89%	88%	86%	88%	86%	86%	88%	90%	86%	-4.0%
ADA Passenger Complaints	0	0	0	0	0	0	0	0	0	0	0	0	2	5	0.00	0.58	0.0%
ADA Lifts Determined Inoperable	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0.08	0.08	0.0%
ADA Passenger Incidents/Accidents	0	0	0	0	0	0	1	1	0	0	0	0	2	0	0.67	0.33	-50.0%
ADA Vehicle Accidents	0	0	5	2	0	1	1	3	4	3	0	3	9	6	1.42	3.08	117.6%
Excessively Long ADA Trips	18	30	21	31	36	48	47	26	27	42	36	31	19	21	26	32	25.0%
Demand Response Reservations Hold Times	10:24	12:33	7:19	5:54	11:13	5:58	4:45	17:06	15:38	11:14	12:01	12:47	9:58	9:37	8:40	10:17	18.8%

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

FY26	FY25	Metric
57%	56%	Percentage of ADA Trips of all Demand Response Trips
40%	39%	Percentage of ADA Revenue Miles of all Demand Response Revenue Miles
48%	48%	Percentage of ADA Revenue Hours of all Demand Response Revenue Hours
3.7%	2.9%	Percentage of ADA No Shows of all ADA Trips
3.5%	3.1%	Percentage of Demand Response No Shows of all Demand Response Trips
0.35%	0.04%	Percentage of ADA missed trips of all ADA Trips
0.05%	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
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
0.38%	0.32%	Percentage of Excessively long ADA trips of all ADA Trips made
10:17	2:18	Yearly Average Response Reservations Hold Times

August 2026 CEO Report

We have made it through some seriously hot temperatures this summer, and August has yet to arrive. With school starting soon, we expect many school buses to join Jaunt on the road this month. We will celebrate Labor Day in September and our schedule will be reduced to ADA and dialysis transportation throughout the service area. In July, we celebrated Employee of the Month, Lizzie Shane and Operator of the Month, Isreal Rose. They both bring care and dedication to everything they do. In August, we celebrate Employee of the Month, Tisha Jaudon and Operator of the Month, Antjuan Lewis. Tisha has demonstrated leadership in our HRIS launch and worked tirelessly to ensure our employees are well cared for in the transition. Antjuan is among our most steady and respected operators. We recently received some compliments about the high level of service he provides to our passengers. I love when people live into our values when they have no idea someone is watching and someone takes the time to let us know.

Ray-Chelle Turner has joined the team as our Director of Training & Safety. She comes with significant experience in NYC and most recently in Mississippi. We will welcome a new leader in Human Resources on August 17th. Heather Marcel and Diantha McKeel will become voting members of the Jaunt Board, pending the action of the Shareholders meeting on August 5, 2026.

Recent Activity Highlights:

We have been active in the community, sharing our story and connecting with citizens. Our team has supported food banks, health fairs, and public housing events in the last two months. We appreciate Milton and other team members acting as Jaunt's ambassadors.

As a reminder, if you use social media, to like and follow Jaunt on Facebook, Instagram, and LinkedIn. We have shared numerous meaningful stories about service updates, our employees, riders, and partnerships.

One story that has received considerable attention across broadcast and social media is the change to our 29 North Connect Route. Due to circumstance out of our control, we will no longer stop in the Hollymead area Food Lion parking lot on the eastern side of Route 29. On August 3rd, we will implement a new stop near the Kohl's Department Store on the western side of Route 29. We have implemented a deliberate and robust notification program to ensure we meet customer needs despite the change.

FY2027 funding requests were all granted in DRPT's SYIP (Six Year Improvement Plan). We will review the awards in more detail during new business of the August meeting. I am part of a State mandated process in which DRPT is coordinating a work group as required by Virginia House Bill 547/Senate Bill 731 to develop an implementation plan and evaluate the impacts of [HB 547 and SB 731](#) that amend §



15.2-947 of the Code of Virginia. The bills focus on labor contracts and costs and the group needs to complete work this year.

On July 29th, I participated in a DRPT hosted in-person workshop at PlanRVA in Richmond to delve deeper into the transportation access conversations begun with [DRPT's Coordinated Human Service Mobility Plan](#). The workshop brought together diverse perspectives to develop a measurable, action-oriented plan addressing accessible transportation for Virginians.

Missy and team have worked really hard to launch Paylocity and on July 31st, all employees received their first check generated entirely by data from this system. Paylocity will eventually help us manage all of our people processes in one place. We continue to work on entering the [Local Choice program](#). We hope to sync the change with our current benefit cycle on 3/1/27 or earlier. We will update the Board in a future meeting about our plans to add a new layer of protection with a Directors and Officers Insurance policy.

All of our partner localities with the exception of Fluvanna County have received notice of our excess capital distribution and checks have been mailed. I am in the process of determining whether a Board presentation will be required prior to the release of funds. On July 20th, I spent time discussing Jaunt's service to Louisa County with Finance Director Wanda Colvin and County Administrator Christian Goodwin. Our meeting allowed time for a great discussion about Jaunt's progress on goals, and where we will focus our energy in the future.

The DMV has rendered a very unfavorable decision to our fuel purchasing card provider that may require Jaunt to pay taxes on fuel and then pursue a refund through an administrative process. We are currently exploring ways to revisit the determination and be relieved of the new administrative burden.

For several years now, Jaunt has engaged as a full reporter to the FTA's National Transit Database. In doing so, Jaunt is an outlier in the State of Virginia. We are currently exploring whether there could be a potential regional benefit and reduce administrative time by having CAT report on ADA ridership and DRPT report on rural ridership. I will share updates as the conversation evolves.

We will be the beneficiary of a facility condition assessment paid for by DRPT. This week we had the introductory call to initiate the process and during the final week of August a consultant team will be on site to analyze every part of the building and parking lot. The results will help guide our capital investments moving forward. Our parking lot project remains under review in the City of Charlottesville's development plan process. Our engineering firm is in the process of responding to plan review comments.

The week of August 10th, many of our team members will participate in the annual conference of the Community Transportation Association of Virginia in Williamsburg Virginia.

Strategic Goals Update:

ADA Contract – Our scheduled coordination meeting with CAT leadership on July 31, 2026 was cancelled. I hope to provide progress on the contract in our next meeting.

CARTA –The transit plan prioritization process continues to advance. CARTA Board members received an update with illustrative examples on July 23rd. The scenarios were based on assumptions from studies that imagined an extraordinary level of service for some Jaunt in some cases. I am meeting with the consultants to suggest a more incremental approach on August 3. A special CARTA meeting has been scheduled for August 24th to review recommendations based on refined analysis. Currently the study is expected to be completed by September.

Employee Performance and Development – We are on track for formal feedback for all employees during August and September 2026.

Microtransit Pilot – We expect to continue the use of our pilot software, Via, until we sign a long-term contract with a scheduling software vendor and are prepared for implementation.

Scheduling Software – The procurement process has advanced significantly. The Request for Proposals (RFP) process has been completed. Jaunt has three people on the team scoring submissions. I am hopeful that contracts with the selected vendors will be executed in early Fall. Jaunt will then select a vendor who will hopefully provide our scheduling platform for the next 3-5 years.

Living Our Values:

PEOPLE: Cammy Williams embodies Jaunt's **People** value through extraordinary compassion and genuine care for others. While fueling her Jaunt vehicle at a local BP station during her shift, she noticed a young man in obvious emotional distress who was talking about taking his own life. Rather than walking away, Cammy stayed with him, offering kindness, empathy, and reassurance until he was no longer intent on harming himself. Jaunt later received a call from a witness who wanted to recognize Cammy's remarkable actions, sharing how impressed she was by the patience, compassion, and care Cammy showed during such a critical moment. Cammy's willingness to step in, simply because someone needed help, reflects the very heart of Jaunt's mission. Her selfless actions demonstrate that caring for people extends far beyond transportation and serve as a powerful example of the impact one compassionate person can have on another's life.

SERVICE: Akeem Comfort consistently demonstrates Jaunt's Service value through his commitment to providing exceptional customer care. A recent rider contacted Jaunt specifically to recognize Akeem for going above and beyond while assisting them upon arrival at their nursing home, taking the time to ensure they were safely and comfortably where they needed to be. This kind of thoughtful, personalized service reflects the professionalism and compassion that define Jaunt's mission. In addition to his outstanding customer service, Akeem recently earned his CDL-P, demonstrating his dedication to personal growth and expanding his ability to serve our community. His commitment to both our riders and his own professional development makes him an outstanding example of Jaunt's Service value.

CONNECTION: Sharonda Washington exemplifies Jaunt's **Connection** value through the lasting relationships she has built with riders, coworkers, and the community over nearly 26 years of service. For Sharonda, transportation has always been about more than getting passengers from one place to another. It is about helping people stay connected to their independence, their community, and one another. She has formed meaningful friendships with riders, many of whom recognize her throughout the community and proudly introduce her as "their Jaunt driver." She understands that every interaction is an opportunity to make someone feel valued, often reminding riders, "Without you, there wouldn't be us either." Her genuine care, unwavering commitment, and ability to create trust and a sense of belonging embody the very essence of Connection and make her an outstanding representative of Jaunt's mission and values.

As always, thank you, you are appreciated!

Be well - Mike

ACRONYMS AND DEFINITIONS

- **ACFR:** Albemarle County Fire Rescue
- **ADA:** Americans with Disabilities Act
- **AE:** Accountable Executive
- **AED:** Automated External Defibrillator
- **AHS:** Albemarle High School
- **APTA:** American Public Transportation Association
- **APC:** Automated Passenger Counter
- **ARC:** Arc of the Piedmont
- **AV:** Autonomous vehicle
- **BMP:** Best Management Practice
- **BOC:** Body-on-Chassis
- **BOS:** Board of Supervisors
- **BRT:** Bus Rapid Transit
- **BRHD:** Blue Ridge Health District
- **CARS:** Charlottesville-Albemarle Rescue Squad
- **CAT:** Charlottesville Area Transit
- **CB:** Commuter Bus
- **CCTV:** Closed-Circuit Television
- **CDL:** Commercial Driver's License
- **CEO:** Chief Executive Officer
- **CFD:** Charlottesville Fire Department
- **CHO:** Charlottesville-Albemarle Airport
- **CHS:** Charlottesville High School
- **CIP:** Capital Improvement Program
- **CFR:** Code of Federal Regulations
- **CLRP:** Constrained Long-Range Plan
- **CMAQ:** Congestion Mitigation and Air Quality
- **COOP:** Continuity of Operations Plan
- **CPR:** Cardio-Pulmonary Resuscitation



- **CSO:** Chief Safety Officer
- **CTAA:** Community Transportation Association of America
- **CTAC:** Citizen's Transportation Advisory Committee
- **CTAV:** Community Transportation Association of Virginia
- **CTB:** Commonwealth Transportation Board
- **CTF:** Commonwealth Transportation Fund
- **D&A:** Drug and Alcohol
- **DDI:** Diverging Diamond Interchange
- **DMV:** Department of Motor Vehicles
- **DO:** Directly Operated
- **DOT:** Department of Transportation
- **DR:** Demand Response
- **DRPT:** Virginia Department of Rail and Public Transit
- **DVIR:** Daily Vehicle Inspection Report
- **DVR:** Digital Video Recorder
- **EOP:** Emergency Operations Plan
- **EPA:** Environmental Protection Agency
- **ESF:** Emergency Support Function
- **ETA:** Estimated Time of Arrival
- **EV:** Electric Vehicle
- **FEMA:** Federal Emergency Management Agency
- **FHWA:** Federal Highway Administration
- **FMCSA:** Federal Motor Carrier Administration
- **FR:** Fixed Route Service
- **FTA:** Federal Transit Administration
- **FY:** Fiscal Year
- **HOS:** Hours of Service
- **HUD:** Housing and Urban Development, U.S. Department of
- **ICS:** Incident Command System
- **ISR:** Internal Safety Review

- **IT:** Information Technology
- **JARC:** FTA Job Access and Reverse Commute Program
- **Jaunt:** not an acronym, just Jaunt
- **JPA:** Jefferson Park Avenue
- **LEPC:** Local Emergency Planning Committee
- **LMS:** Learning Management System
- **LRTP:** Long Range Transportation Plan
- **LR:** Light Rail Transit
- **MAACA:** Monticello Area Community Action Agency
- **MAP-21:** Moving Ahead for Progress in the 21st Century
- **MDC:** Mobile Data Computer
- **MDT:** Mobile Data Terminal
- **MJH:** Martha Jefferson Hospital
- **MMIS:** Maintenance Management Information System
- **MPO:** Metropolitan Planning Organization
- **NGIC:** National Ground Intelligence Center
- **NIMS:** National Incident Management System
- **NS:** No Show
- **NTD:** National Transit Database
- **OE:** Operating Expense
- **OJT:** On-the-Job Training
- **OSHA:** Occupational Safety and Health Administration
- **OTP:** On-time Performance
- **PACE:** Program of All-Inclusive Care for the Elderly
- **PASS:** Passenger Service and Safety; for fire extinguisher use – point-aim-squeeze-sweep
- **PASS:** Passenger Assistance, Safety and Sensitivity
- **PCA:** Personal Care Attendant
- **PM:** Preventative Maintenance
- **PMT:** Passenger Miles Traveled
- **POV:** Personally Owned/Operated Vehicle

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

- **TSA:** Transportation Security Administration
- **TSSP:** Transportation Safety and Security Professional
- **TWG:** Technical Working Group
- **UPT:** Unlinked Passenger Trips
- **UTS:** University Transit System
- **UVA:** University of Virginia
- **UZA:** Urbanized Area
- **VAMS** - Vehicles Available for Maximum Service
- **VEC:** Virginia Employment Commission
- **VGA:** Virginia General Assembly
- **VIB:** Virginia Industries for the Blind
- **VMT** – Vehicle Miles Traveled
- **VP:** Vanpool
- **VRH:** Vehicle Revenue Hours
- **VRM:** Vehicle Revenue Miles
- **VOMS:** Vehicles Operated in Annual Maximum Service
- **VTA:** Virginia Transit Association
- **WC:** Wheelchair

Glossary for Jaunt's ADA Monthly Performance Summary

The Americans with Disabilities Act (ADA) The [Americans with Disabilities Act \(ADA\)](#) prohibits discrimination against people with disabilities in several areas, including employment, transportation, public accommodations, communications and access to state and local government' programs and services. Source: US Department of Labor

Jaunt's ADA Monthly Performance Summary report includes metrics for both Jaunt's ADA Service and the sum of all Demand Response service Jaunt performs (including ADA). Rows labeled as "ADA" are those pertinent to Jaunt's ADA Service.

Unlinked Passenger Trip – Passenger travels one-way; picked up from one destination, transported, and dropped off at a different destination. If a passenger books round-trip transportation to a destination and back home, that is two unlinked passenger trips. If the passenger transfers as part of their trip, each time they transfer marks the beginning of a new unlinked trip (this is more common for fixed-route transit). Source: National Transit Database

Revenue Miles – The miles that a vehicle is available to the general public and there is an expectation of carrying passengers (NTD Glossary). Vehicle revenue miles are calculated as the miles traveled between the first pickup after leaving the depot and the last drop-off before returning to the depot, excluding breaks and travel to/from breaks. Vehicle revenue miles are allocated to individual demand response trips in proportion to passenger ride distance. Source: Jaunt

Revenue Hours – The hours that a vehicle travels while in revenue service. Source: NTD Glossary

Vehicle revenue hours are calculated as the time between the first pickup after leaving the depot, or starting location, and the last drop-off before returning to the depot, excluding breaks and travel to/from breaks. Vehicle revenue hours are allocated to individual demand response trips in proportion to passenger ride time. Source: Jaunt

No-Show: A no-show occurs when a Jaunt vehicle arrives at the scheduled location, per GPS/AVL, within the 25-minute pickup window (15 minutes before the scheduled time to 10 minutes after the scheduled time) and the rider fails to appear to board the vehicle within a five-minute wait time. Source: Jaunt

Missed Trips – A missed trip occurs when a Jaunt bus arrives outside of the 25-minute pick up window (15 minutes before the scheduled time to 10 minutes after the scheduled time) and the passenger chooses not to ride. A missed trip is not counted against a passenger because it was Jaunt's error. If the passenger is unavailable or no longer wishes to ride, a "Missed Trip No-Show" is recorded. If the passenger rides with Jaunt regardless of the arrival time, or finds alternative transportation, a "Missed Trip but Transported" is recorded. When a passenger has additional trips scheduled after a missed trip, Jaunt will work with the customer to see if they still plan to take those trips. Jaunt strives to minimize Missed Trips to the greatest extent possible.

Missed trips, which are caused by agencies and not by riders, result from trips that are requested, confirmed, and scheduled, but do not take place

because:

- The vehicle arrives and leaves before the beginning of the pickup window without picking up the rider and without any indication from the rider that he or she no longer wants to make the trip. Note that a rider is not obligated to board until the beginning of the pickup window or—for transit agencies that have a 5-minute wait-time policy—from the start of the pickup window until 5 minutes have elapsed.
- The vehicle does not wait the required time within the pickup window, there is no contact with the rider, and the vehicle departs without the rider. Note that if during the wait time the rider indicates he or she no longer wants to take the trip, this is typically recorded as a “cancel at the door.”
- The vehicle arrives after the end of the pickup window and departs without picking up the rider (either because the rider is not there or declines to take the trip because it is now late).
- The vehicle does not arrive at the pickup location.

Source: FTA C 4710.1

A transit agency cannot have substantial numbers of trip denials and missed trips, as they are also considered capacity constraints and are not permitted under FTA ADA Circular § 37.131(f)(3)(i)(B).

Denials—Trip denials result when agencies do not accept trip requests.

Examples of trip denials include:

- A rider requests a next-day trip and the transit agency says it cannot provide that trip.
- A rider requests a next-day trip and the transit agency can only offer a trip that is outside of the 1-hour negotiating window. This represents a denial regardless of whether the rider accepts such an offer.
- A rider requests a round-trip and the agency can only provide one leg of the trip. If the rider does not take the offered one-way trip, both portions of the trip are denials. Source: 8.5.4 of the FTA ADA Circular C_4710.1:

Per § 37.131(b)(2), while a transit agency may negotiate pickup times with the individual, it may not require an ADA paratransit eligible individual to schedule a trip to begin more than 1 hour before or after the individual’s desired departure time.

If Jaunt is unable to provide an ADA trip at the requested time, an alternative time will be offered 60 minutes before or after the requested time. Source: Jaunt

On-Time Performance – The percentage of passenger events performed where a rider arrived within the customer’s established time window(s). For most trips, this just refers to the 25-minute pickup window, but some trips also have a specified drop-off window, such as to reach a medical appointment on-time. In those cases, the pickup and drop-off are counted as two separate events for calculating on-time performance.

Note: FTA considers pickups as on time when a driver arrives at the pickup location within the established pickup window.

- Early – FTA considers pickups early if a driver arrives and departs with the rider before the established pickup window begins.
- Late – FTA considers pickups late if a driver arrives after the end of the established pickup window and the rider boards the

vehicle. Source: 8.5.4 of the FTA ADA Circular C_4710.1:

ADA Passenger Complaints – An ADA complaint is when an individual (verbal or written) who has been certified as an ADA rider, indicates that the service provided is inaccessible to someone with a disability or someone with a disability has been denied service due to discrimination of the disability. This measures Jaunt’s adherence to the ADA regulations. Source: Jaunt

Lifts Determined Inoperable – The number of times a vehicle was put into service with a lift that was inoperable that prevented Jaunt from providing service to the rider that required the lift for transport. Source: Jaunt

ADA Passenger Incidents/Accidents – Accidents or incidents that result in an injury to a passenger who is ADA certified. Source: Jaunt

ADA Vehicle Accidents – Accidents that resulted in monetary damage of any size or a service disruption to a vehicle being used for ADA service. Source: Jaunt

Excessively Long ADA Trips – It is important to understand that “excessive” is in comparison to the time required to make a similar trip using the fixed route system; while a 1-hour travel time for a 5-mile complementary paratransit trip may seem excessive in the abstract, if the same trip takes an hour using the fixed route system, it is comparable, not excessive. Complementary paratransit service is by nature a shared-ride service. The standard of service is not intended to reflect that of a taxi service, which typically transports passengers directly to their destination. Source: Section 8.5.5 of ADA circular C_4710.1:

Call Hold Times – Average length of time a caller is placed on hold while scheduling a demand response trip. Source: Jaunt