Advisory Board Agenda

December 12, 2017  
8:30 AM  
Water Street Center, 407 Water Street

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<thead>
<tr>
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<th>Agenda Item</th>
<th>Time</th>
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<tr>
<td>I.</td>
<td>Welcome and Introductions</td>
<td>8:30</td>
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<td>II.</td>
<td>Approval of Minutes from October 10, 2017</td>
<td>8:40</td>
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<td>III.</td>
<td>Review the Working Group Notes from 11/8/2017</td>
<td>8:45</td>
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<td>IV.</td>
<td>Matters from the Public</td>
<td>8:50</td>
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<td>V.</td>
<td>Approval of Agenda / Agenda Changes</td>
<td>9:00</td>
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<td>VI.</td>
<td>Old Business</td>
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<td></td>
<td>A. Additional Regional Transit Partnership</td>
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<td></td>
<td>B. Discussion of CAT ADA Rules</td>
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<td>C. TDP Process Update</td>
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<td>VII.</td>
<td>New Business</td>
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<td></td>
<td>A. Discussion of the Upcoming Capital funding cliff</td>
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<td>B. The CAT 2018 Comprehensive review</td>
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<td>C. 2018 Meeting Dates / Times</td>
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<td>VIII.</td>
<td>Report of Committees</td>
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<td>A. Belmont Bridge</td>
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<td>B. West Main Street</td>
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<td>C. Code Audit / Streets that Work</td>
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<td>D. PLACE</td>
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<td>IX.</td>
<td>Manager’s Reports</td>
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<td></td>
<td>A. Ridership / Performance Statistics – November FY 2018</td>
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<td></td>
<td>B. Questions</td>
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<td>X.</td>
<td>Additional matters from the Public</td>
<td>10:10</td>
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<tr>
<td>XI.</td>
<td>Next Working Group Meeting schedule / Topic</td>
<td>10:25</td>
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<td>XII.</td>
<td>Adjournment</td>
<td>10:30</td>
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CAT's Mission

The mission of Charlottesville Area Transit is to ensure an accessible, effective, compelling regional public transportation option for all area residents.
CAT Advisory Board Record of Proceedings October 10, 2017

- Board Members present were:
  Lena Seville, Chair
  James Mann, Vice-Chair
  Rebecca White, UVA
  Chip Boyles, TJPDC
  Diantha McKeel, County
  Kristin Szakos, City of Charlottesville
  L.D. Perry, City

- Members not present were:
  Peter Thompson, Senior Center
  Grant Duffield, CRHA
  Jason Ness, City of Charlottesville
  L.J. Lopez, City

- Meeting was called to order at 8:35 AM by Ms. Seville
- A quorum was present
- No members of the public were in attendance
- Approval of Minutes
  • The minutes from April 11, 2017 were approved – Motion Ms. Szakos, Second Ms. Chambers, Ms. McKeel abstained as she was not present at that meeting.
  • The minutes of the June 20, 2017 meeting were approved with one change as Ms. White noted she was not present at the meeting. Mr. Jones will amend the minutes. Motion Ms. Chambers, Second Ms. Seville, Ms. McKeel abstained as she was not present.
- There were no changes to the Agenda
- Committee Reports:
  • Belmont Bridge - Ms. Seville reported that the project is moving forward. She also enquired as to CAT’s overall involvement in the planning process. Mr. Jones stated that CAT had not been contacted regarding the current design and that he would contact Mr. Tony Edwards at City NDS and make sure that CAT is included in future planning meetings.
  • West Main St. – Ms. Seville reported that there are still concerns over the futuristic design of the bus shelters – the proposed design has no sides or backs. Mr. Jones stated he would contact Bushman Dreyfus regarding the design and see if changes can be incorporated to address these concerns.
  • PLACE Design – The committee is meeting Thursday (October 12) CAT needs to place a rep on this committee – the CAB needs to recommend a representative and Mr. Jones will submit that name to City Council.
  • Code Change / Streets that Work – The Toole Design Group held meetings in October and Mr. Lee and Mr. Jones attended and offered suggestions. This information will be incorporated into future planning documents due for review.
  • Old Business – Mr. Boyles updated the group regarding the Regional Transit partnership (RTP).
• The CA-MPO will staff the RTP;
• The RTP will focus on coordination between the City, County, JAUNT, and UVA;
• RTP staff (the MPO) will research small projects, larger projects will still require the assistance of outside consultants;
• The RTP framework will provide a better forum for more formalized communication between the entities;
• The RTP framework will provide a standardized format for data reporting for CAT, UTS, JAUNT, and Ride Share;
• The RTP will make recommendations on annual budgets for CAT & JAUNT;
• The RTP will examine the feasibility of a Regional Transit Authority (RTA) if that is deemed necessary;
• The first organizational meeting will be held October 30 and will include a review of the agency report, election of a Chair and Vice Chair, determine a meeting schedule and discuss By Laws.

• Ms. Szakos stated that from the City feels the RTP is a great positive step toward better transportation throughout the area.
• Ms. Seville stated she would like to have a facilitated discussion regarding the CAB’s role moving forward.
• Mr. Boyles stated it would be an opportunity for both entities to discuss their respective missions moving forward.
• Ms. McKeel stated that Citizens Advisory Boards are not new to Albemarle County.
• Mr. Perry stated he would like to know which citizens groups are currently not at the table with the CAB and what barriers exist that may be preventing those citizens from participating. He would like to see more diversity on the CAB.
• Mr. Boyles stated that the MPO is still working to hold a “Transit 101” forum for the various members to discuss what we are trying to do to improve services offered and ridership on the systems and what constitutes success measures. He would like to engage the Jarrett Walker Group to do this.
• Mr. Jones reviewed progress on the 2019-2025 TDP process. The Rider survey is completed and information reviews are being developed for presentation at a later time. He expects more information to be released after the Holidays.
• Mr. Boyles stated that the TDP would feed information to the Long Range Transportation Plan (LRTP) 2045.

**New Business** – Mr. Jones reviewed the upcoming transit capital funding challenges and how they may affect CAT’s ability to maintain its assets and purchase expansion assets in the future. He will have an update for the Board at the December meeting.

**Additional Comment** – Mr. Mann inquired if it was acceptable for him to begin meeting with refugee and disability groups in the communities. Mr. Jones stated he would supply Mr. Mann with the ADA rules and any additional resources as may be required. Mr. Perry stated that the ADA community faces significant challenges with ADA certification and recertification and asked what could be done to address these barriers. Mr. Jones stated he would entertain discussions at the next Working Group and CAB meetings.

**Working Group** – Ms. Seville stated that she would like to further discussions on building ridership and riders education at the work group meetings. She also stated she would like to engage the CAB in outreach to neighborhoods to build participation on the board and seek more input now that the RTP will begin taking the role of looking more at operations data, budgets, and planning.

• The meeting adjourned at 10:25 AM.

Next Advisory Board Meeting 12/12/2017, 8:30 AM, TJPDC, 407 Water Street
CAT Advisory Board Work Group Notes November 8, 2017

- Board Members present were:
  
  L.D. Perry  
  Virginia Chambers  
  James Mann  
  Rebecca White  
  Kristin Szakos  
  Stephen Johnson

- Mr. Jones began the group discussion at 8:40 AM by posing the question about what the group’s vision was for the role of the CAB now that the RTP has formed.
- The members present offered that the CAB may want to weigh in with more concerns over stop amenities – shelters, benches, and lighting – and also a focus on ADA access.
- Mr. Perry also spoke about safety at stops discussing the scenario with the presence of vagrants at the 2nd & Market (Library) stop and how they are hanging around and scaring riders away. Mr. Jones stated he would discuss this again with CPD but that he was told by CPD that if the law isn’t being broken that nothing could really be done. He will ask for more patrols.
- Mr. Perry also asked CAT to try to better manage No Smoking zones around bus stops, especially the DTS. Mr. Jones stated he would discuss a plan of action with Station staff.
- Mr. Perry also stated that he would like to see more consistency with how CAT drivers enforce policies at different levels. Mr. Jones will discuss this with staff and instruct drivers to follow all policies consistently.
- Board members stated they would like to see the RTP documents and Mr. Jones stated he will send these out with the next Board packet (MOU, Framework)
- The Members stated they would like to get more feedback from JAUNT and UTS in the future regarding how they can assist CAT with ridership building and rider satisfaction.
- **Closeout items** – Ms. White spoke about the changes coming to the Fontaine Research park, that the area will be home to more medical offices in the future and that there would be changes to the area to make it more transit service friendly. She also reminded us that the UVA / Virginia Tech home football game would be the Friday evening after Thanksgiving. The kickoff is 8:00 PM. Mr. Jones stated that CAT would run two Trolleys until 1:00 AM if necessary that evening to help folks get back downtown after the game.

  **Next Advisory Board Meeting 10/10/2017, 8:30 AM, TJPDC, 407 Water Street**
Charlottesville Area Transit (CAT) ADA Paratransit General Eligibility Requirements

ADA Complementary Paratransit service for all customers within the Charlottesville Area Transit (CAT) service area is provided by JAUNT, Inc.

Individuals may be ADA paratransit eligible on the basis of a permanent or temporary disability.

The following individuals are ADA paratransit eligible:

(1) Any individual with a disability who is unable, as the result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities.

(2) Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities if the individual wants to travel on a route on the system during the hours of operation of the system at a time, or within a reasonable period of such time, when such a vehicle is not being used to provide designated public transportation on the route.

Customer Bill of Rights

As a CAT paratransit customer, you have a right to:

- Be picked up on time within a 30 - minute window.
- Be transported in a safe manner.
- Be treated with courtesy and respect.
- Travel in a clean, well-maintained vehicle.
- Be heard and expect CAT to investigate, address, and resolve concerns or complaints.
- Have calls answered promptly and courteously.
- Receive quality transportation services that are equivalent to those offered on all CAT buses.

Customer Responsibilities

- Be ready for pick-up throughout the pick-up window of the scheduled trip.
- Display your valid CAT ID Card to the driver before boarding the vehicle.
- Pay exact fare before boarding the vehicle.
• Treat drivers, other riders, and JAUNT staff with respect.
• Keep personal assistance devices in good condition and be able to operate without driver intervention.
• Make sure ramps, sidewalks, and walkways are properly maintained and clear of snow and ice.
• Wear required vehicle restraints at all times during transport.
• Keep service animals under control at all times.
• Cancel reservations two or more hours before the scheduled pick-up.
• Do not eat, drink, or smoke in a JAUNT vehicle.
• Maintain good personal hygiene.
• Do not engage in disruptive or abusive behavior.
• Provide up-to-date information to JAUNT for updates, including your home address, phone number, types of mobility aids you use, and your accessible format needs.

Fares and Service Area

JAUNT fares are two times the fastest comparable CAT fixed-route fare, with a maximum one way fare of $1.50. The lowest available fare 15 minutes before and 15 minutes after the requested pick-up time will be provided during the booking process. Customers are required to pay the fare to the driver prior to boarding the vehicle. Exact fare is required. Drivers do not carry or make change.

Customers may take trips that begin and end 3/4 of a mile or less from the nearest bus stop or transit station in the CAT Service Area. The Service Area is displayed in the CAT Rider’s Guide.

Fare Payment Policy

Full and exact payment of JAUNT fares is required for all trips. Payment should presented in exact change, without request, to JAUNT operators before a customer or their PCA and/or companions board the vehicle.

Service Hours

Monday - Friday 6:30 am to midnight on most routes, consult rider’s guide to confirm the last hour of service in your area
Saturday 6:30 am to midnight on most routes, consult rider’s guide to confirm the last hour of service in your area
Sunday 9 am to 5 pm, service restricted to areas served by the Free Trolley and Route 7

Contacting Us
The following are important telephone numbers and options to contact JAUNT. Calls are answered in the order in which they are received. The JAUNT automated telephone system that allows riders to cancel their JAUNT trips is available 24-hours a day.

**JAUNT, Inc.:**

Main Phone Number: 434-296-3184  
TTY: Virginia Relay 711

**How and When to Schedule a Trip**

To schedule a trip, call JAUNT at 434-296-3184 or TTY 711.

Reservations agents are available seven days a week between the hours of 8 a.m. and 4:30 p.m.

Customers may schedule a trip between one and seven days in advance of the desired travel date. JAUNT does not provide same-day service.

Be prepared to give the reservation agent the exact addresses of your pick-up and drop-off locations. If your pick-up location is at a building with more than one entrance, please indicate which entrance you will use.

Tell the reservation agent if you will be riding with a mobility aid, companion or personal care assistant (PCA). If travelling with a PCA/companion, please also notify the reservations agent if your PCA/companion will be travelling with a mobility aid.

JAUNT highly recommends customers provide a phone number where they may be contacted in case of a delay or problem with their ride.

**Scheduling Tips**

- Arrange your return trip at the same time you make a reservation for pick-up.
- If you need to arrive at your destination no later than a specific time, please tell the reservation agent you would like to book your trip by appointment time. Please take into account for traffic, shared ride with other customers, and other possible delays when booking by appointment time.
- If JAUNT is unable to provide a trip at the time you request, the agent will help you select another time within 30 minutes before or after your originally requested time.
- Provide as much information as possible that can assist the driver in locating your exact pick-up or drop-off location. For example, appropriate entrance, color or type of building, store name, or any other specific description. This information should be kept to no more than 64 typed characters or the equivalent of one short sentence.
• All trips are treated with equal priority. For example, a trip going to a sporting event has
  the same priority as a trip going to a dialysis treatment.
• Please provide a telephone number at which you may be reached at time of pick-up.
• JAUNT does not provide vehicle choice.

**Trip Confirmation Number**

When your reservation has been made, the agent will read back your trip itinerary and give you
a trip confirmation number. When booking online, the trip confirmation number is the same as
the trip identification number. Please make sure your trip is scheduled properly.

Make note of the confirmation number. This is the number you will be asked to provide if there
is a problem with your scheduled trip or if you need to modify or cancel your reservation.

**How to Cancel a Trip**

Customers are expected to cancel trips at least two hours before the beginning of their pick-up
window. Trips not cancelled within two hours are subject to the No Show/Late Cancellation
policy. You may cancel a trip by calling JAUNT automated telephone system, anytime. Call 434-
296-3184, TTY 711 and follow the prompts to cancel your trip.

**Subscription Service**

Do you take the same trip on the same day of the week, at the same time, between the same
addresses? For example, do you have a consistent doctor's appointment or travel to work? If
so, you might qualify for JAUNT subscription service. Once your subscription service is
established, you will not have to call and schedule these pre-arranged trips. Established
subscription service creates the foundation for our scheduling process. To qualify for
subscription service, customers must demonstrate their travel is consistent.

The terms and conditions of the JAUNT Subscription Policy are as follows:

1. Customers must demonstrate travel to the destination consistently over a 30-day period
   before subscription service can begin. This means customers must travel to the same
destination, with similar pick-up and drop-off times, at least once a week, for a 30- day
   period.
2. Customers are allowed to modify their subscription trips once every 30 days in the
   following ways: comment section, pick-up time, and appointment time and phone
number. Modifications to pick-up time will be negotiated per the regular JAUNT reservations process.
3. If the destination and/or origin address changes, the customer has to cancel their current subscription and a new subscription must be implemented. The customer must again demonstrate a pattern of the new subscription, as described above, before it is approved.
4. If you cancel 25% or more of your subscription trips within a 30-day period, it may result in the cancellation of subscription service.
5. Subscription service will be automatically cancelled on all national and federal holidays.
6. Subscription service may take up to seven business days to start. Until subscription service begins, established customers must continue to book trips individually for their travel. Trips may be booked with Reservations from one to seven days in advance.
7. Subscription service may be placed on hold for a maximum of 30 days within a rolling 90-day period. The exact same subscription must be implemented, or it will be treated as a new subscription. Subscriptions that have been inactive for longer than 30 days may be cancelled. The customer is responsible for re-booking inactive subscription trips. If re-booking a previously existing subscription after 30 days and the subscription is identical to the original, the 30-day travel demonstration is not required.

To request a subscription, call JAUNT at 434-296-3184 or TTY 711. Tell the reservations agent that you would like to request subscription service.

**Origin-to-Destination Service**

For the safety of our customers, JAUNT provides origin-to-destination service. Origin-to-Destination service means that JAUNT drivers escort customers from the customer’s pick-up address and onto the vehicle, and from the vehicle to the customer’s drop-off address. Customers should be present at the outermost exterior door with a valid CAT ID Card and exact fare, and be ready to board the vehicle when their pick-up window begins. Upon arrival, if the customer is not present for boarding, the driver will proceed to the door.

Upon arriving at the door for a pick-up, drivers will knock and identify themselves as "JAUNT". Customers are to display a valid CAT ID Card and pay exact fare before boarding the vehicle. At public entrances, drivers may open the first exterior door to announce their arrival; however, they **may not** enter the building.

If the entrance has a second door within the location that leads to a waiting area, drivers may open the second door to announce their arrival, but will **not** proceed into the waiting area. Drivers are not permitted to open doors at private locations or residences.

To receive origin-to-destination service, the following conditions must be met:

- The pickup point must be no more than 150 feet from the vehicle.
- The driver must be able to maintain sight of the vehicle at all times.
• There must be a direct accessible path and safe access from the vehicle to the pickup point.
• There must be safe parking on a public roadway or public parking lot.
• The parked vehicle must not block or impede traffic.

Customers are expected to meet the driver at the pickup point. Customers are responsible for getting to and from the pick-up and drop-off location by themselves.

**Your Pick-Up Window and When to Be Ready**

JAUNT schedules pick-ups within a 30-minute pick-up window to allow for traffic and other delays. Instead of giving you an exact time, we’ll give you a 30-minute period during which your driver should arrive. For example, if you ask to be picked up at 8 a.m., your ride will be scheduled to arrive between 7:45 and 8:15 a.m.

![30-Minute Pick-Up Window](image)

Please be ready at the beginning of the pick-up window with a valid CAT ID Card and exact fare to present to the driver. For example, if your pick-up window begins at 7:45 a.m., be ready at 7:45 a.m. If your driver arrives early, he or she is only required to wait five minutes into the pick-up window. For example, if your pickup window is from 7:45 to 8:15 a.m. and the driver arrives at 7:45 or earlier, you must present yourself for boarding by 7:50 a.m.

You are not required to board the vehicle until the pick-up window begins, but you may board the vehicle early if you wish. JAUNT drivers carry ID badges that are to be visible at all times. If you ever doubt your driver’s identity, call JAUNT at 434-296-3184, TTY 711 and speak with a dispatcher to verify the identity of the driver.

**Late Trip Credits**

Should your JAUNT vehicle arrive late beyond the end of your 30-minute pick-up window, JAUNT will issue two all day ride passes that you may use at any time.
No Show/Cancel at Door/Late Cancellation of Trips

PURPOSE:

Sporadic passenger incidents of no showing, cancelling at the door, and cancelling late for requested trips are an expected cost of doing business for a paratransit system. However, as the cost for providing ADA Complementary Paratransit service is growing and all eligible demand for paratransit trips must be met; excessive no shows, cancels at door, and late cancellations adversely affect the efficiency of service to other customers and significantly adds to the cost of operating the system.

Charlottesville Area Transit / JAUNT Definitions:

**Pattern or Practice of Customer Missing Trips** – When there is intentional, repeated, or regular actions, not isolated, accidental, or singular incidents of not canceling trips; only actions within the control of the individual count as a part of a pattern or practice.

**Be Ready Time** – When the customer calls to reserve their ride, they will be given a 30-minute (15 minutes before to 15 minutes after their schedule time) “pickup window” in which the vehicle will arrive. If a customer requests a 7:00 AM pickup time, they will be advised that their “Be Ready Time” is 6:45 AM. The bus is not late unless it has not arrived by 7:15 AM.

**Advanced Cancellation** – When the customer (or the customer’s advocate/caregiver) calls and cancels a scheduled trip at least 90-minutes prior to Be Ready Time.

- If a customer has an early morning trip scheduled before 7:00 AM, they will need to leave the cancellation message on the voice mail to be retrieved by the JAUNT Reservation Center no later than 5:30 AM.

**Cancel at Door** – When the vehicle arrives at the location designated for a specific scheduled trip within the 30 minute window of the Be Ready Time and the customer (or the customer’s advocate/caregiver) notifies the driver at that time that they no longer need the scheduled trip.

- The driver will verify the need for any other trips scheduled for that day and advise Dispatch accordingly when calling in the cancel at door.

**Cancel Late** – When the customer (or the customer’s advocate/caregiver) does not call and cancel a scheduled trip at least 90-minutes prior to the Be Ready Time (other than early morning trips as identified above).

**No Show** – JAUNT defines a No Show when all of the following criteria have occurred:

- The Driver will go to the door and attempt to make contact;
- If no contact, the Driver will check the manifest to ensure correct location/address;
• The Driver will wait five minutes after the Be Ready Time;
• The Driver will notify Dispatch that the customer is a No Show;
• Dispatch will verify all information and approver the no show;
• The Driver will tag the door with a “No Show” tag.

**No Shows are EXCUSED when the trip is missed for reasons beyond the customer’s control.** A No Show will not be issued for reasons beyond the customer’s control; including situations such as sudden illness, family emergencies, weather conditions, or medical appointments that run longer than expected. The customer (or the customer’s advocate/caregiver) should ALWAYS make every effort to cancel scheduled trips as soon as it is known that the trip is not needed. It is the customer’s (or the customer’s advocate/caregiver) responsibility to provide the reasoning for not canceling the trip when contacting JAUNT so that it can be determined if it is an Excused No Show. Contact should be made with JAUNT as soon as reasonable possible. Lack of any contact will result in a No Show being issued. To contact JAUNT, call (434) 296-3184, TTY 711.

**IMPLEMENTATION:**

A point system has been implemented that reflects less of a penalty for a Cancel Late than for a No Show or Cancel at Door.

1 No Show = 2 Points
1 Cancel at Door = 2 Points
1 Cancel Late = 1 Point

Below is a table indicating the volume of No Show / Cancel at Door / Cancel Late points that may be accumulated per calendar month before action will be taken. Please do not consider this justification for not canceling trips in advance.

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<tr>
<th>Number of Actual Trips Booked per Calendar Month and Not Cancelled in Advance</th>
<th>Number of Points in one (1) calendar month that Establishes that a Pattern or Practice Exists (Once this number of points has been reached, warning letter and/or suspension will occur)</th>
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<td>1 - 14</td>
<td>4</td>
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<td>15 - 39</td>
<td>8</td>
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<td>40 - 59</td>
<td>12</td>
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<td>60 - 79</td>
<td>16</td>
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<td>80 - 99</td>
<td>20</td>
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<td>100 or more</td>
<td>24</td>
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**Outcome when there is an established Pattern or Practice**

As points accumulate throughout the month, calls will be made and reminder notices mailed advising the customer of the process. Reasonable efforts will be made to make the appropriate
contact with the customer and/or their advocate/caregiver. If the customer continues to accumulate and excess number of points as defined above, the following will occur:

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<tr>
<th>Number of Months Within the last Six (6) Months that there has been a Pattern or Practice of not cancelling trips when they are not needed</th>
<th>Consequence (Days Loss of Service will be counted as days that service was available for customer to request a trip)</th>
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<tr>
<td>1</td>
<td>Final Letter of Warning*</td>
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<td>2</td>
<td>2 Days Loss of Service</td>
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<td>3</td>
<td>5 Days Loss of Service</td>
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<td>4</td>
<td>10 Days Loss of Service</td>
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<td>5</td>
<td>20 Days Loss of Service</td>
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<tr>
<td>6</td>
<td>30 Days Loss of Service</td>
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*Warning Letters will contain all recorded incidents of No Shows, Cancel at Doors, or Cancel Lates that have been received. The customer will be advised that if there are additional incidents, a suspension of services could occur. The customer will be advised to contact JAUNT immediately by phone or in writing if a Warning Letter is received and they feel that any of the incidents have been issued in error. Contesting individual incidents should be made by phone or postmarked within ten (10) days of the date of the Warning Letter. The letter will contain contact information.

**SUSPENSIONS:**
If the No Shows have accumulated to the point where a suspension will be activated, the customer (or the customer’s advocate/caregiver) may file a verbal or written appeal. An appeal must be filed or postmarked within ten (10) days of the date of the Suspension Letter:

- **By Mail:** JAUNT Operations Supervisor
  104 Keystone Place
  Charlottesville, VA 22902

- **Verbal:** (434) 296-3184, Ext. 118
  TTY: 711

**Administrative Review** – JAUNT’s Operations Supervisor or other designated JAUNT staff will review the information provided by the customer (or the customer’s advocate/caregiver) and make a decision to either uphold the suspension or to overturn within ten (10) business days.

**JAUNT "No Strand" Policy**

JAUNT is committed to the safety and security of its customers. If we provide transportation for a customer to a given location, we will make every attempt to provide the return trip, even if
the customer fails to appear for boarding within the scheduled pickup window. Return service will be provided as soon as possible but may be delayed depending upon prevailing traffic conditions and scheduling considerations.

If a customer is a no-show for a trip originating from their home, no vehicle will be sent back to the home to perform the trip. The exceptions to this policy include but are not limited to the following:

- The customer booked a one way trip to a location and did not schedule a return trip.
- The customer requests to disembark from the vehicle before reaching his/her destination.
- The customer refuses to follow applicable operational and/or safety policies required for transport.
- The customer demonstrates inappropriate, aggressive, threatening, or abusive behavior toward others.
- At times when transportation is not possible due to weather conditions, Acts of God, acts of terrorism, civil disturbances, work stoppage or any other natural disaster outside of CAT control that may cause the suspension of service.

**CAT Photo ID Cards**

Customers must carry their CAT photo ID cards with them when using the service. You will be required to present your CAT ID card whenever you board a JAUNT vehicle. It is incumbent upon JAUNT to protect the rights and security of our CAT customers by preventing misuse of the system.

**What You Need to Know:**

- You are required to present your CAT ID card before boarding all JAUNT vehicles.
- Your CAT ID card is issued to you for your use only. Your CAT ID card is not transferable. You may not give or lend your CAT ID card to anyone. Your CAT ID card allows you to travel aboard JAUNT vehicles along with one Personal Care Assistant (PCA) who may accompany you free of charge.
- CAT customers who are conditionally eligible may travel aboard JAUNT free of charge. On JAUNT, you may be accompanied by one companion who may ride with you free of charge. Additional persons traveling with you are required to pay the standard fare. To take advantage of this benefit, you must present your CAT ID card to the JAUNT operator.
- Misuse, alteration or counterfeiting of your CAT ID card is a violation of Virginia Code.
- If you lose your CAT ID card or if it is stolen, you must report the loss immediately by calling 434-970-3649. Lost cards will be replaced for a fee. For the first replacement card, the fee is $10 and $25 for the second and subsequent replacement card. This fee is waived if the ID card was stolen and the customer can provide a police report which
documents the theft. Additionally, the fee is waived if the ID card is worn or otherwise unserviceable, such as broken or cracked.

- Customers can request a replacement ID in person on a walk-in basis at the Downtown Transit Center or in writing. When writing for the replacement card, write to:

Charlottesville Area Transit  
1545 Avon Street Extended  
Charlottesville, VA 22902

- Include your name, date of birth, address, contact phone number and CAT ID number. Enclose the appropriate fee in the form of cashier’s check or money order. Do not send cash through the mail. Your replacement ID card will be forwarded to the address provided.

### Seatbelt Securement Policy

For your safety and that of your fellow passengers, the JAUNT Securement Policy requires all passengers to wear both the lap belt and shoulder belts at all times, while riding JAUNT, in compliance with JAUNT policy and applicable state laws. The belts are designed to protect you and others, and to prevent injury.

State laws allow passengers with certain medical conditions to obtain a waiver from wearing the lap and/or shoulder belts, but only if their healthcare provider documents and certifies the medical reason why the lap belt or shoulder belt should not be worn. Those who apply for a waiver (and their doctors) will be fully informed of the safety risks to the customer, other passengers and JAUNT drivers. Proper tie down of mobility devices is always mandatory, while the use of posey belts (those that fit around the passenger and mobility device) continues to be optional.

Waiver applications are available and are valid only upon verification by JAUNT. After verifying the application, we will make a notation of the exception which will appear in the driver’s instructions.

All children seven years old and under must utilize a child safety seat during transport. The customer is responsible for providing and securing the car seat.

**Passengers must comply with the JAUNT Securement Policy, or have an exception on file with JAUNT, or they will not be transported.** Drivers are not permitted to move the vehicle until all passengers are secured, and must stop the vehicle if belts are removed during travel.

For questions about the policy or to obtain a waiver application form, please email dordille@charlottesville.org, or call 434-296-3184.
Driver Assistance for Customers

JAUNT drivers will provide the following assistance to customers:

- Knock on the outermost exterior door and identify themselves as "JAUNT". At public entrances, drivers may open the outermost exterior door to announce their arrival; however they may not enter the building. If the public entrance has a small vestibule with a second door nearby that leads to a waiting area, drivers may open the second door to announce their arrival, but will not proceed into the waiting area. Drivers are not permitted to open doors at private locations or residences.
- Ask customers to show a valid CAT ID card and collect full fare for trip.
- Ask the customer "How may I assist you?" Offer the usage of a posey belt (safety belt for boarding and travel) to customers using a wheelchair or scooter.
- Accompany and assist the customer along the entire path of travel between the first exterior door and the vehicle.
- Guide customers who are blind or have low vision (per customer's approval/ request).
- Maneuver the customer's manual wheelchair (per customer's approval/request).
- Allow customers to hold the driver's arm for balance.
- Carry a limited amount of packages for the customer, not to exceed 40 pounds, and capable being transported in a single trip to the exterior door.
- Escort the customer on/off the vehicle, operate vehicle lift if required, and ensure proper securement of the customer (including seatbelt securement) and mobility devices. Posey belts are optional.

It is important to note that the driver is not a personal care assistant and is not permitted to provide assistance beyond what is outlined in this guide. Customers are responsible for making arrangements for any additional assistance.

Additionally, JAUNT drivers are strictly prohibited from:

- Entering or unlocking a customer's private residence at any time.
- Assisting a customer using a wheelchair up or down steps or curbs.
- Waiting with customers at their destination.
- Handling a service animal.
- Operating the controls of an electronically operated mobility device.
- Making personal unscheduled stops at the request of the customer.

If You Need Additional Assistance

All customers have the right to travel with one personal care assistant (PCA) and should indicate their intent to do so when making a reservation. Depending on the nature and severity of one's disability, customers may require additional assistance from a PCA. Customers who
cannot travel safely or comfortably without being accompanied by or met by a PCA must understand that JAUNT drivers cannot fulfill PCA duties.

Some duties that may be performed by a PCA but not by a JAUNT driver include and are not limited to:

- Assisting a customer in removing a jacket and/or repositioning in a wheelchair.
- Providing physical support for a customer to walk between the vehicle and the outermost exterior door of the pick-up or destination.
- Assisting a customer with changing oxygen canisters.
- Traveling with or meeting a customer who cannot be left unattended at the destination.
- Traveling with customers who cannot be left unattended for a brief time on a JAUNT vehicle without risk to themselves or others.
- Assisting a customer who travels with a service animal but cannot board or disembark that animal from the vehicle without assistance.
- Unlocking and/or opening the door to a customer's private residence.
- Assisting a customer using a wheelchair in navigating up or down any steps or curbs to or from the JAUNT vehicle.
- Operating the controls of an electronically operated mobility device.

What You May Bring with You

Life support equipment.
You may bring a respirator, portable oxygen or other life support equipment as long as it does not violate hazardous material transportation laws. The equipment must be small enough to fit into the vehicle and be secured. Customers must ensure that there is an adequate oxygen supply (3/4 or full) before boarding. Drivers are not authorized to operate life support equipment at any time.

Companions and personal care assistants PCAs).
Companions who are not PCAs may travel with a certified customer when space is reserved. Be sure to notify the reservations agent if a companion will ride with you and if your companion uses a wheelchair or scooter. Companions, including children age five and older, must pay the full fare. PCAs traveling with certified customers ride for free.

Service animals.
You may travel with a service animal, such as a guide dog or miniature horse. Snakes, birds or other exotic animals are not considered service animals under the ADA. Comfort or therapy animals, which are used solely to provide emotional support, are also not considered service animals under the ADA. Be sure to tell the reservation agent when scheduling your trip that you will be traveling with a service animal. There is no fee to bring your service animal. Your service animal must be under your control at all times and cannot ride on a JAUNT seat. Your service animal can ride in an approved animal carrier or can ride on the floor at your feet. If your
service animal displays any aggressive or disruptive behavior, JAUNT can require that the animal be removed from the vehicle.

**JAUNT Vehicles**

JAUNT has lift and ramp equipped vans. JAUNT does not accommodate requests for specific types of vehicles. Accessible vehicles are used to transport both ambulatory customers and customers who use wheelchairs/scooters requiring a lift to board a vehicle.

In general, JAUNT vans and lifts will hold wheelchairs and scooters up to 48" long, 30" wide, and weighing up to 600 pounds including the occupant. Mobility aids beyond these specifications might not be transportable. We reserve the right to refuse transport if the mobility device is in unsafe condition due to broken, inoperable or missing parts. JAUNT will make every effort to accommodate larger, heavier mobility devices up to the capacity of the service vehicle provided. Examples of mobility aids that are not allowed on JAUNT vehicles are shopping carts and "geri" chairs (chairs used in healthcare facilities to mobilize patients). For your safety, please make sure that brakes, batteries, and other parts on your wheelchair or mobility device are in good working condition.

If you need assistance boarding the vehicle, the driver will assist you. All drivers are trained to operate a wheelchair lift and the mobility aid securement devices. Ambulatory customers utilizing the vehicle lift should use provided hand rails for safe boarding.

**Direct Threat and Abusive Behavior**

JAUNT service may be suspended or terminated due to inappropriate, aggressive, threatening or abusive behavior toward other customers or JAUNT employees, any illegal conduct, and non-payment of JAUNT fare. Service suspensions may also result from abusive behaviors such as verbal assault, intentionally tying-up JAUNT telephone lines and repeat violations of JAUNT policies. This policy is not only limited to customers, but also to those acting on behalf of the customers, such as PCAs. If you dispute a suspension under this policy, you have the right to file an appeal. Appeal Requests must be filed in writing, by the deadline and per the instructions within the appeal packet. A copy of the appeal process will be sent to you with your suspension letter.

**Severe Weather or Hazardous Conditions**

During severe weather, icy or otherwise hazardous road conditions or emergency situations, JAUNT may make service modifications. Examples of severe weather or hazardous conditions are icy roads, snow accumulation, high winds and tornados. During severe weather or hazardous conditions, door-to-door service may revert to curb-to-curb service as needed. JAUNT service changes due to severe weather will be announced on local radio, television, the JAUNT phone system, Twitter messages, this website and the CAT Mobile App.
Lost and Found

JAUNT is not responsible for lost or stolen items. If you believe you have lost something on JAUNT, file a report through the customer comment process options listed below.

Commendations, Suggestions, and Complaints

JAUNT employees are trained to provide safe, reliable and courteous service. We always want to hear from our customers, whether it’s a compliment, suggestion, or complaint.

To file a complaint or commendation regarding your CAT service, please use our customer comment form. You can also call 434-296-3184 or TTY 711. Agents are available weekdays (except holidays) from 7 a.m. to 8 p.m. Monday through Saturday. Customers may also write to us at:

Charlottesville Area Transit
1545 Avon Street Extended
Charlottesville, VA 22902

Same-Day Accessible Rides on JAUNT, and Other Transit Providers

CAT and other transit providers offer accessible transportation for which no advanced planning or reservations are required. You might be able to take CAT for some of your trips or portions of trips. JAUNT service is not available for same-day reservation.

JAUNT offers free system orientations to teach people with disabilities how to ride JAUNT. These orientations include trip-planning assistance and highlight the accessibility and safety features of the JAUNT system. To arrange for a free JAUNT system orientation or for more information about bus accessibility, contact JAUNT at 434-296-3184 or TTY 711.

Free Rides for Certified CAT Customers

CAT customers who are conditionally eligible, who show a valid white CAT ID, may ride for free (along with one companion) on JAUNT and CAT.

Reasonable Accommodation

Charlottesville Area Transit and JAUNT, Inc. are committed to providing safe, reliable, courteous, accessible, user-friendly services to their customers. To ensure quality and fairness, CAT and JAUNT are committed to making reasonable modifications to policies, practices, and
procedures to avoid discrimination and ensure that all of our programs and services are accessible to individuals with disabilities. If you require a reasonable modification in order to use our services, please refer to the procedure outlined below.

Procedures for Requests for Reasonable Accommodation

Whenever feasible, requests for modifications shall be made in advance, before the requested modification is expected to be provided in service. Requests will be reviewed by the following authorized staff: CAT Assistant Operations Manager and/or the JAUNT Assistant Executive Director.

CAT acknowledges that, due to the unpredictable nature of transportation, some requests for reasonable modification may be made during transportation. As such, an operating supervisor or dispatcher shall make a determination of whether the modification should be provided at that time.

Reasonable modification requests will be processed in the following manner.

Requests regarding CAT (fixed route), JAUNT (paratransit) and transit facilities may be submitted by email, written mail or phone to:

CAT Assistant Operations Manager
Email: leej@charlottesville.org
Mail: 1545 Avon Street Extended, Charlottesville, VA 22902
Phone: (434) 970-3892

All requests will be logged into a Reasonable Modification/Accommodation spreadsheet noting the requestors name, date, contact information, specific modification request, outcome and requestor date of notification.

Information and forms regarding requesting reasonable modifications will be available on the website www.CatchTheCAT.org; as well printed materials normally provided by our agency (i.e. rider guides, notices).

Individuals requesting modifications will be asked to supply sufficient detail within the request so that agency staff may effectively evaluate the request. Individuals are not required to use the term “reasonable modification” when requesting modifications or accommodations.

5. All requests for modifications (reasonable or otherwise) will be assigned to the CAT Assistant Operations Manager or JAUNT Assistant Executive Director for review and evaluation. Prior to determination, the Assistant Operations Manager or Assistant Executive Director will consult with agency operations staff and/or ADA Eligibility Assessor regarding requests for reasonable modification.

6. Note that some requests for reasonable accommodations may be submitted during the paratransit eligibility process or through other customer service inquiries, and as such, operating personnel are trained and are empowered to determine whether the request should be granted at the time of the
request or whether the request needs to be escalated to operations/agency management before making a determination to grant or deny the request.

7. Training regarding these procedures will be provided to agency staff who interact with the public; specifically CAT staff who determine Paratransit Eligibility and JAUNT staff.

8. All reasonable modification requests will be acknowledged within 3 business days of receipt. The resolution and response to the person who submitted a request will be made timely, within 15 business days, and the response must explain the reasons for the resolution. The response must be documented in the Reasonable Modification/Accommodation log. Any requests requiring more than 15 business days to resolve must be reviewed at the authorized staff level and documented as to why the resolution requires additional time for full resolution.

Denying Request for Modification Requests for modification of CAT policies and practices may be denied only on one or more of the following grounds:

1. Granting the request would fundamentally alter the nature of CAT services, programs, or activities;
2. Granting the request would create a direct threat to the health or safety of others (including drivers and other passengers, but not including the requesting party);
3. Without the requested modification, the individual with a disability is able to fully use CAT services, programs, or activities for their intended purpose; or
4. In the case of recipients of federal financial assistance, granting the request would cause an undue financial and administrative burden.
5. If CAT denies a request for a reasonable modification, CAT shall take, to the maximum extent possible, any other actions (that would not result in a direct threat or fundamental alteration) to ensure that the individual with a disability receives the services or benefit provided by CAT.

EXAMPLES:

The DOT has provided a helpful summary of examples of reasonable modification requests and which requests may/may not be denied because they would result in a fundamental alteration of service or direct threat. For more details regarding examples, refer to 49 CFR Appendix E to Part 37 (in 80 FR 13253).

CAT WILL GRANT THE FOLLOWING REQUESTS, UNLESS

Granting the request (a) poses a direct threat (including resulting in a vehicle being left unattended or out of visual observation for a lengthy period of time), or (b) is a fundamental alteration of service. There may be additional requests that can be granted, but are not listed.

Getting On and Off the Vehicle & to the Door: JAUNT Paratransit

1. Request to be picked up at the front door of their home.
2. Request for the driver to open an exterior entry door to a building in order to provide boarding and/or alighting assistance.

3. Request for a driver to help navigate an incline (e.g., a driveway or sidewalk) with the passenger’s wheeled mobility device.

4. Assistance in traversing a difficult sidewalk (e.g., one where tree roots have made the sidewalk impassible for a wheelchair).

5. Assistance around obstacles (e.g., construction areas) between the vehicle and the door of a passenger’s origin or destination.

6. Request to be assisted between an origin/destination and vehicle during extreme weather conditions.

7. A passenger’s request for assistance means that the driver will need to leave passengers aboard a vehicle unattended (other than for an extended period of time resulting in loss of driver’s visual contact with the vehicle).

**Getting On and Off the Vehicle and to the Door: JAUNT and CAT:**

8. Wheelchair user requests to board a vehicle separately from his or her device when the occupied weight of the device exceeds the design load of the vehicle lift.

**Positioning the Vehicle: CAT Buses:**

9. Position the vehicle to avoid obstructions to the passenger’s ability to enter or leave the vehicle at a designated stop location, such as parked cars, snow banks, and construction.

**Positioning the Vehicle: JAUNT Paratransit:**

10. Pick up and drop off at the entrance requested by the passenger, rather than at a location that has been predetermined by the transportation agency.

11. Pick up on private property with a security barrier. Yes, and operator should work with passenger to get permission of the property owner to access the private property.

12. Request that a paratransit vehicle navigate to a pick-up point to which it is difficult to maneuver a vehicle, but not impossible or impracticable to access (e.g., it is unsafe for the vehicle and its occupants to get to the pick-up point without getting stuck or running off the road).

**Fares: JAUNT Paratransit and CAT:**

13. Handle fare media when the passenger with a disability cannot pay the fare by the generally established means (e.g., in a situation where a bus passenger cannot reach or insert a fare into the farebox).
Food, Medicine & Special Requests: JAUNT and CAT:

14. A passenger with diabetes or another medical condition requests to eat or drink aboard a vehicle or in a transit facility in order to avoid adverse health consequences.

15. Allow individuals to take medicine including administering insulin injections and conducting finger stick blood glucose testing.

16. Request for Personal Care Attendant to travel with a passenger.

17. Provide otherwise-allowed assistance for a return trip regardless of whether the passenger needed it on the initial trip (e.g., reasonable modifications for a dialysis patient who just received treatment).

18. Passenger requests a telephone call 5 minutes (or another reasonable interval) in advance or at time of vehicle arrival.

CAT WILL NOT GRANT THE FOLLOWING REQUESTS

The following requests (a) pose a direct threat, or (b) pose a fundamental alteration of service and will not be granted. There may be additional requests that cannot be granted, but are not listed.

Getting On and Off the Vehicle & to the Door: JAUNT:

1. Request for “door-through-door” service (i.e., assisting the passenger past the door to the building).

Getting On and Off the Vehicle & to the Door: JAUNT & CAT:

2. Request for a driver to assist with luggage or packages may be denied in those instances where it is not the normal policy or practice of the transportation agency to assist with luggage or packages.

3. Except in emergency situations, a passenger’s request for a driver to lift the passenger out of his or her mobility device should generally be denied.

Positioning the Vehicle: CAT:

4. Establish flag stop or route-deviation policies.

Positioning the Vehicle: JAUNT:

5. Violate the law or lawful access restrictions to meet the passenger’s requests to pick them up on private property with a security barrier.
6. Request exposes the vehicle and its occupants to hazards, such as running off the road, getting stuck, striking overhead objects, boarding or alighting from the vehicle driver side when on street, or reversing the vehicle down a narrow alley.

**Fares: JAUNT and CAT:**

7. Reach into pockets or backpacks in order to extract the fare media.

8. Pay the fare for the passenger when the passenger cannot or refuses to pay the fare.

**Food, Medicine & Special Requests: JAUNT and CAT:**

9. Provide medical assistance.

10. Request for service outside the service area or operating hours.

11. Request that a transportation agency provide a Personal Care Attendant.

12. Care for a service animal.

13. Request for a specific driver.

14. Request for special equipment (e.g., the installation of specific hand rails or a front seat in a vehicle for the passenger to avoid nausea or back pain) can be denied so long as the requested equipment is not required by the ADA or DOT rules.

15. Request for a dedicated vehicle (e.g., to avoid residual chemical odors) or a specific type or appearance of vehicle (e.g., a sedan rather than a van, in order to provide more comfortable service).

16. Request for an exclusive paratransit trip as JAUNT is a shared ride service.

17. Request for a specified vehicle model that will result in an exclusive paratransit trip as JAUNT is a shared ride service.

18. Request for a driver to make an intermediate stop that would disrupt schedules and inconvenience other passengers.

19. Request to Avoid Specific Passengers as both JAUNT and CAT are shared ride services.
MEMORANDUM OF UNDERSTANDING
ON THE JEFFERSON AREA
REGIONAL TRANSIT PARTNERSHIP (RTP)

This agreement is made and entered into as of July __, 2017, by and between the Charlottesville-Albemarle Metropolitan Planning Organization hereinafter referred to as the MPO, the City of Charlottesville hereinafter referred to as the CITY, the County of Albemarle hereinafter referred to as the COUNTY, JAUNT, Inc hereinafter referred to as JAUNT, (with JAUNT and Charlottesville Area Transit together hereinafter referred to as the PUBLIC TRANSIT OPERATORS), and the Thomas Jefferson Planning District Commission serving as planning and administrative staff to the MPO, hereinafter referred to as the STAFF.

WHEREAS, in 2016, the Planning and Coordination Council (PACC) asked STAFF to review and recommend opportunities for improved communication, coordination and collaboration on transit matters.; and,

WHEREAS, the STAFF completed work on a Regional Transit Coordination Study, where the main recommendation from this study was to establish a Regional Transit Partnership (RTP) hereinafter referred to as the PARTNERSHIP, consisting of an Advisory Board and whose charge is to provide a venue for continued communication, coordination and collaboration between transit providers, localities and other stakeholders.; and,

WHEREAS, City Council and the Albemarle Board of Supervisors held a joint meeting on February 14th, 2017, where both bodies voted to support development of the PARTNERSHIP and asked STAFF to develop an MOU; and,

NOW THEREFORE, be it recognized and agreed that the MPO, CITY, COUNTY and JAUNT hereby establish the Jefferson Area Regional Transit Partnership (RTP), in accordance with the following articles.

Article 1
Staffing, Funding and Boundaries
The MPO is responsible, as the lead, for staffing and programming for the PARTNERSHIP, with 5303 program funding from the Federal Transit Administration (FTA) and Virginia Department of Rail and Public Transportation (DRPT). Funding will be a regular item in the MPO’s Unified Planning Work Program (UPWP). The PARTNERSHIP’s program area is limited to the Charlottesville-Albemarle metropolitan transportation planning area (MPA) that includes the CITY and the urbanized portions of the COUNTY.

Article 2
Function and Authority
The PARTNERSHIP will be an advisory board that provides recommendations to CITY, COUNTY, PUBLIC TRANSIT OPERATORS and other stakeholders, such as the University of Virginia (UVA). The PARTNERSHIP shall not have any inherent decision-making powers and does not supersede management over the PUBLIC TRANSIT OPERATORS.

Article 3
Membership and Voting Structure
The composition of the PARTNERSHIP may change with time, as the Advisory Board meets and identifies an improved membership structure. At a later date, the Partnership may extend to the University of Virginia, surrounding counties and towns, as needed. Expansion of Advisory Board members will require written amendments to this MOU. The PARTNERSHIP roster includes voting and non-voting membership. Each voting member is permitted one vote, on all matters addressed by the PARTNERSHIP. All individuals on the Advisory Board have equal voting powers, with no weighted privileges given to any members.
Voting membership includes seven representatives, including:

- Charlottesville City Council – two representatives
- Albemarle Board of Supervisors – two representatives
- JAUNT Corporation Board – two representatives
- Department of Rail and Public Transportation (DRPT) – one representative

There shall also be a nonvoting representative as designated by the PARTNERSHIP.

The designating body of each member locality or agency, having appointed the appropriate number of representatives to the PARTNERSHIP, as indicated in this ARTICLE, whether voting or nonvoting, may appoint an alternate member(s). Voting privileges for alternates shall be the same as for the regular member in the absence of the regular member.

There are no set term-limits for members of the PARTNERSHIP Advisory Board. Each member locality or agency shall reassess membership to the PARTNERSHIP, according to their own processes.

Article 4
Meeting Schedule and Bylaws
The PARTNERSHIP will set a meeting schedule that is coordinated with the MPO Policy Board meeting schedule. PARTNERSHIP meetings will be bimonthly, during off-months from the MPO Policy Board. The PARTNERSHIP shall convene at least four times in a given fiscal year.

This MOU will serve as the main guiding documents for the PARTNERSHIP. The PARTNERSHIP may adopt bylaws, to aid in management of meetings. Unless otherwise determined by the PARTNERSHIP, STAFF will facilitate and manage meetings. Voting and parliamentary procedure will be conducted according to simplified Robert’s Rules of Order.

Article 5
Deliverables and Roles
As recurring responsibilities, the PARTNERSHIP will be responsible for the following:

- **Building the CITY/COUNTY Relationship.** The PARTNERSHIP will help the region build relationships and momentum for future successes.
- **Create a formal means of sharing information.** Created by an MOU, the PARTNERSHIP will create and maintain a formal mechanism for exchanging information between transit providers, localities and other stakeholders.
- **Address pressing issues immediately.** The PARTNERSHIP will provide immediate attention to pressing concerns and issues, as laid out in the Regional Coordination Study, conducted by STAFF.
- **Facilitate transit planning.** The PARTNERSHIP will provide recommendations, assessments and guidance on transit-related matters to the CITY, COUNTY and PUBLIC TRANSIT OPERATORS.
- **Integrating transit into other decision-making.** The PARTNERSHIP will ensure that transit will receive increased consideration in regional and local planning efforts.
- **Test an RTA structure.** The PARTNERSHIP will provide a probationary version of a Regional Transit Authority (RTA) that allows all parties to become more familiar with the concept of a consolidated transit system.
- **Preparing for an RTA.** Within the PARTNERSHIP, the region will have a venue for negotiating and studying an RTA that could benefit all partners in the region.

Specific deliverable include but are not limited to:

- **Drafting Formal Agreements:** The PARTNERSHIP will review existing arrangements and transit relationships, reviewing and drafting if necessary, formal contracts and agreements. The initial and primary task would be to address the most pressing problem, the complicated web of arrangements.
• *Integrating Transit into Decision-Making:* The PARTNERSHIP will work to integrate greater transit considerations into planning efforts around the region. The PARTNERSHIP will have involvement with the MPO’s Long Range Transportation Plan (LRTP), vetting transit-related recommendations. It would also provide recommendations to local planning efforts and projects.

• *Coordinated Transit Development Plans:* Currently, the three transit providers have entirely separate planning documents. PUBLIC TRANSIT OPERATORS must update their Transit Development Plan (TPD) every five years. Whether done through the TDP or as a document that later consolidates planning recommendations, the PARTNERSHIP is responsible for overseeing the region’s transit planning process.

• *Update RTA Study:* The PARTNERSHIP, in coordination with the MPO, will update the RTA Study and develop a new report that will help the region determine if an RTA is feasible.

• *RTP Bylaws and Mission:* The PARTNERSHIP may develop bylaws and mission statement.

**ARTICLE 7-AMENDMENTS**

Amendments to this AGREEMENT, as mutually agreed to, may be made by written agreement between all parties of this AGREEMENT.

IN WITNESS WHEREOF, all concerned parties have executed this AGREEMENT on the day and year first written above.

**Signatures:**

__________________________  WITNESS BY ____________________
Kristin Szakos,
Chair
Charlottesville-Albemarle Metropolitan Planning Organization

__________________________  WITNESS BY ____________________
Liz Palmer,
Chair
County of Albemarle Board of Supervisors

__________________________  WITNESS BY ____________________
Mike Signer,
Mayor
City of Charlottesville, and on behalf of the Charlottesville Transit Service

__________________________  WITNESS BY ____________________
Fran Hooper,
President
JAUNT, Inc.

__________________________  WITNESS BY ____________________
Genevieve Keller,
Chair
Thomas Jefferson Planning District Commission
Regional Transit Partnership (RTP)

OPERATIONAL FRAMEWORK
CA-MPO
Regional Transit Partnership (RTP)
Operational Framework

RTP Overview
While conducting work on the Transit Coordination Study, the Thomas Jefferson Planning District Commission (TJPDC) and Charlottesville-Albemarle Metropolitan Planning Organization (CA-MPO) worked closely with City and County staff, Charlottesville City Council, Charlottesville Area Transit (CAT), the Albemarle County Board of Supervisors, JAUNT, and University Transit Services (UTS). As staff facilitated discussions and interpreted feedback, this effort revealed several opportunities for improving continued communication, coordination and collaboration between the identified transit partners. This study explored specific strategies for advancing solutions to recent concerns over transit services, as part of a new policy recommendation. On February 14, 2017, City Council and the Albemarle Board of Supervisors came together for a joint meeting, where both localities supported this proposed policy:

The Charlottesville-Albemarle Urbanized Area should establish a Regional Transit Partnership (RTP), guided by an advisory board whose membership would be consistent to that of a formal authority and whose charge is to provide a venue for continued communication, coordination and collaboration between transit providers, localities and citizens. The RTP could be a precursor to a Regional Transit Authority (RTA) and could serve as an interim body, responsible for ushering the development of an RTA, if the region determines to consolidate transit systems into a single entity.

The following document defines an Operational Framework of the RTP Advisory Board and supports the official Memorandum of Understanding, which formally establishes the Partnership.

Purpose:
The Regional Transit Partnership (RTP) serves as an official advisory board, created by the City of Charlottesville, Albemarle County and JAUNT, in Partnership with the Virginia Department of Rail and Public Transportation to provide recommendations to decision-makers on transit-related matters. There are four main goals of the Partnership, including:

A. Establishing Strong Communication: The Partnership will provide a long-needed venue to exchange information and resolve transit-related matters.
B. Ensuring Coordination between Transit Providers: The Partnership will allow transit providers a venue to coordinate services, initiatives and administrative duties of their systems.
C. Set the Regions Transit Goals and Vision: The Partnership will allow local officials and transit staff to work together with other stakeholders to craft regional transit goals. The RTP will also provide, through MPO staff and updates of the Transit Development Plans (TDPs), opportunities for regional transit planning.
D. Identify Opportunities: The Partnership will assemble decision-makers and stakeholders to identify opportunities for improved transit services and administration, including evaluation of a Regional Transit Authority (RTA).

There are seven main objectives of the RTP:

1. Further the City/County Relationship. As trust appears to be a major obstacle to engaging in a consolidated transit system, the Partnership will help the region build relationships and momentum for future successes.
2. **Create a formal means of sharing information.** Created by an MOU, the Partnership will create a formal mechanism for exchanging information between transit providers, localities and other stakeholders.

3. **Address pressing issues immediately.** The advisory board will provide immediate attention for facing the pressing concerns and issues, as laid out in the Regional Coordination Study.

4. **Facilitate transit planning.** The Partnership will provide recommendations, overview and guidance to transit planning efforts, such as the upcoming development of CAT’s and JAUNT’s Transit Development Plans (TDPs).

5. **Integrating transit into other decision-making:** The Board will ensure that transit would receive increased consideration in regional and local planning efforts.

6. **Test an RTA structure.** The RTP will provide a trial version of an Regional Transit Authority (RTA) that allows all parties to become more familiar with the concept of a consolidated transit system.

7. **Preparing for an RTA.** Within the Partnership, the region will have a venue for negotiating and studying an RTA that could benefit all partners in the region.

If the Partnership determines that a full RTA is infeasible or not timely, then it would still have addressed the problem statement and brought greater communication, cooperation and coordination between transit stakeholders. This approach allows the region to immediately begin work on an RTA, while also tackling pressing issues.

**Function:**

The RTP will be an advisory board that provides recommendations to CAT, JAUNT and stakeholders, which include City and County officials, as well as other institutions, such as the University of Virginia (UVA). As this is a regional effort that focuses on the Charlottesville-Albemarle Metropolitan Planning Area (MPA), the CA-MPO will staff and maintain the RTP. The CA-MPO is also responsible for federal funding to CAT and JAUNT, through the Transportation Improvement Program (TIP) process. The CA-MPO will:

- Provide a meeting space and coordination;
- Take meeting minutes;
- Prepare meeting packets;
- Coordinate studies and analysis for Board consideration;
- Facilitate continued communication, cooperation and coordination on transit matters; and,
- Forward all recommendations to the appropriate entity.

The RTP would send recommendations to:

- CAT and other City staff,
- City Council,
- County staff,
- The Albemarle County Board of Supervisors,
- JAUNT staff,
- The JAUNT Corporation Board,
- UVA Administration and UTS staff, and
- Other applicable stakeholders.
The City will maintain its existing Transit Advisory Board, to provide attention to micro-related issues, collecting feedback from riders and proposing changes to services. The RTP Board would focus on macro-related issues, such as transit policies and coordination between stakeholders. The RTP will occasionally work with the City’s Transit Advisory Board to develop comprehensive recommendations.

**Funding:**
As this is a regional transportation effort, the CA-MPO will staff the RTP Advisory Board with its annual work program funds. The RTP’s administrative work is included in the CA-MPO’s annual Unified Planning Work Program (UPWP), which makes those activities eligible for federal and state funding. While staffing the partnership is covered under existing programs, additional studies and special project development will require additional or alternate funding sources.

**Composition:**
The composition of the RTP may change with time as the Board meets and identifies an improved membership structure. At a later date, the Partnership may extend to the surrounding counties and towns, as needed. Initially, the RTP will include the following membership. The roster includes voting and non-voting membership.

**Voting Members**
Voting membership includes six members, including:

- Charlottesville City Council
  - two representatives
- Albemarle Board of Supervisors
  - two representatives
- JAUNT Corporation Board
  - two representatives
- Department of Rail and Public Transportation
  - one representative

**Non-Voting Members**
There is a larger pool of stakeholders that have non-voting status on the RTP Advisory Board. This will allow them to participate in discussions. One representative each from:

- CA-MPO staff
- RideShare
- CAT staff
- Charlottesville’s Transit Advisory Board
- JAUNT staff
- UTS staff
- Green County Transit
- Martha Jefferson Hospital
- UVA Hospital
- Charlottesville School System
- Albemarle County School System
- Piedmont Virginia Community College
- Charlottesville Area Chamber of Commerce

**Meeting schedule:**
The RTP has a similar voting composition as the MPO Policy Board, which includes two representatives from the City, two members from the County and one from VDOT. The RTP Advisory Board will meet on the off months from the MPO Policy Board, which convenes on the fourth Wednesday of every-other month.
The Partnership will have regular meeting on the fourth Wednesday at 4:00 PM of:

- August
- October
- December* (rescheduled due to holidays)
- February
- April
- June

The Partnership may alter the regular meeting schedule or hold special meetings as approved by the Partnership voting members. All Partnership meetings and advisory committees of the Partnership will be held as public meetings following Virginia Code of Law 2.2-3707.

**Bylaws:**
This Operations Framework and the subsequent MOU serve as the main guiding documents for the Partnership. The RTP Advisory Board may adopt bylaws to aid in management of meetings. Unless otherwise determined by the Partnership, CA-MPO staff will facilitate meetings. Voting will be conducted according to the simplified Robert’s Rules of Order.

**Deliverables:**
In addition to recommendations, the RTP Advisory Board would be responsible for supplemental transit products and deliverables. These deliverables would be focused on ensuring continued communication, coordination and collaboration. Documents and responsibilities include:

- **Drafting Formal Agreements:** The advisory Board would review existing arrangements and transit relationships, reviewing and drafting if necessary, formal contracts and agreements. The initial and primary task would be to address the most pressing problem, the overly complicated web of arrangements.

- **Integrating Transit into Decision-Making:** The RTP Advisory Board would work to integrate greater transit considerations into planning efforts around the region. The Board would have involvement with the MPO’s Long Range Transportation Plan, vetting transit-related recommendations. It would also provide recommendations to local planning efforts and projects.

- **Coordinated Transit Development Plans:** Currently, the three transit providers have entirely separate planning documents. CAT and JAUNT must update their Transit Development Plan (TPD) every five years. In previous years, these were conducted separately but DRPT staff indicated these processes will be coordinated in the upcoming updates for Fiscal Year 2018. Whether completed through the TDP or as a document that later consolidates planning recommendations, the RTP is responsible for overseeing the region’s transit planning process.

- **Update RTA Study:** The last RTA study dates nearly nine years. The RTP Advisory Board, in coordination with the CA-MPO, will consider updating the plan and development of a new
report that will help the region determine if an RTA is feasible. The report should also address the many controversial decisions that are needed to establish an RTA.

- **RTP Bylaws and Mission:** This advisory board may develop bylaws and a refined mission statement and course of work.

**Timeline:**

As there are immediate needs with coordinating transit systems, the City and County governing bodies requested that the RTP Advisory Board be established as soon as possible. The following timeline sets an outline for establishing the RTP and resolving pending concerns, while planning for future opportunities.

**Task 1: Approval of Concept - COMPLETED**
February 2017

The Board of Supervisors and City Council met in a joint meeting on February 14th, to discuss transit coordination. Both bodies approved the concept for further development.

**Task 2: Formalizing Structure and Procedures**
March – June 2017

CA-MPO staff drafted a formal structure for the RTP that includes board membership, procedures, relationships with governing bodies and an MOU. Members of the RTP will have their legal counsel review the proposed structure, to verify legal aspects of the RTP.

**Task 3: Securing MPO Funding**
March – May 2017

The CA-MPO included RTP activities in the Unified Planning Work Program. This secures federal and state funding for staffing and administering the RTP.

**Task 4: Formal Approval**
May and July 2017

All governing boards will need to approve the final RTP proposal and MOUs to formally establish the RTP. The Board of Supervisors, City Council and JAUNT Corporation Board would provide these approvals, through resolution.

**Task 5: Convene the RTP Advisory Board**
August 2017

At the beginning of FY18, the RTP Advisory Board would convene its first meeting, reviewing the Operations Framework and MOU, as well as a work program.

**Task 6: Address Immediate Needs**
October – December 2017

As its first focus, the RTP Advisory Board would work to address and refine the region’s problem statement. Specifically, the Board would:

1. **Formalize Agreements:** The primary objective should be improving the relationship between the City and its biggest client, Albemarle County. The RTP should work with the City and County staff to develop a contract for services, based on examples secured by CA-MPO staff. The RTP Advisory Board should also draft agreements between CAT and UTS, for the Trolley and
reciprocal services. These contracts may be renewed on an annual basis, but they will be critical in formalizing services and compensation. The process will allow all parties to communicate their needs and ensure a more collaborative solution, even if the final arrangement results in no changes to services or costs.

2. **Improve Communication:** The RTP will formalize a venue for CAT, JAUNT and UTS to communicate on new routes, stops, grant applications, driver training and other opportunities for collaboration.

3. **Shared Facilities and Operations:** The RTP will explore opportunities for shared vehicles maintenance and storage, as well as shared office space. Shared facilities could be a transition to a potential RTA, if the region decides to move forward with that option.

**Task 7: Transit Development Plans**

*October – March 2018*

CAT and JAUNT will be working with DRPT to develop their updated Transit Development Plans. The RTP Advisory Board will be a conduit for directing input from the local officials and stakeholders. The Partnership will provide recommendations and guidance through that process.

**Task 8: Pursue RTA Assessment**

*2018-2019*

The next step would be an exploration of an RTA. The County and JAUNT would need to show how the City would benefit from a consolidated system. The RTP Advisory Board would also need to negotiate the many difficult decisions that goes into establishing an RTA. Most notably, the parties would need to focus discussion on funding an RTA.