



2009 Agency Transportation Evaluation Survey

1. What is the name of your agency?

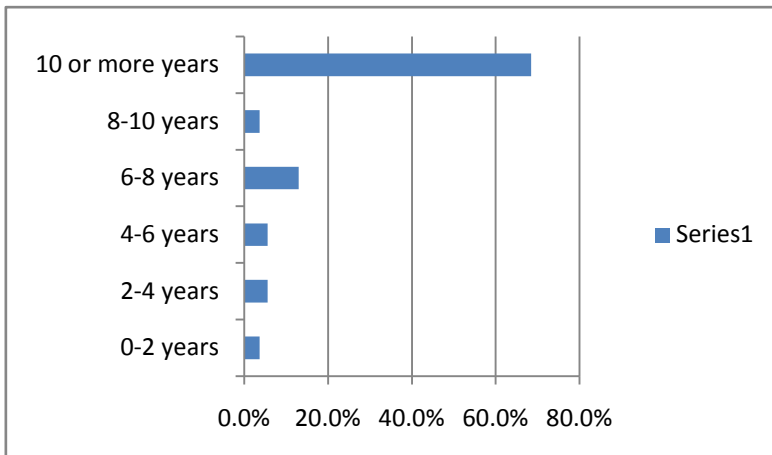
52 agencies responded to our survey representing all of our service areas.

2. What is the primary purpose of your agency?

Answer Options	Response Percent
Program for individuals with disabilities	42.3%
Program for senior citizens	5.8%
Social Services program	5.8%
Educational program	5.8%
Job training program	0.0%
Therapy/medical program	7.7%
Nursing home/adult care home	3.8%
Other	28.8%

3. How long has your agency been using JAUNT?

Answer Options	Response Percent
0-2 years	3.7%
2-4 years	5.6%
4-6 years	5.6%
6-8 years	13.0%
8-10 years	3.7%
10 or more years	68.5%

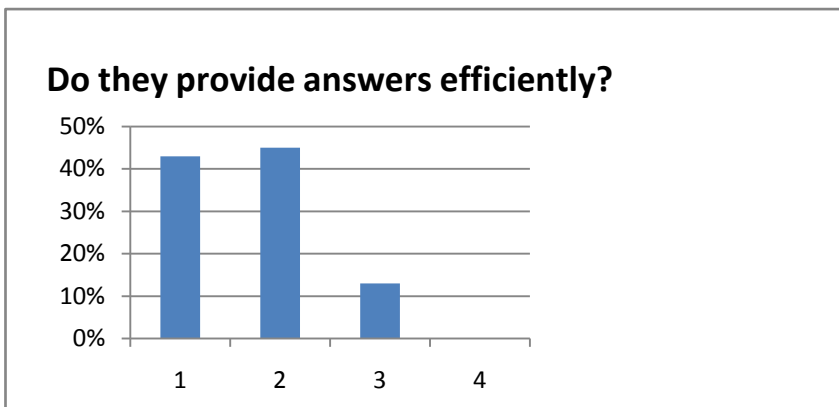
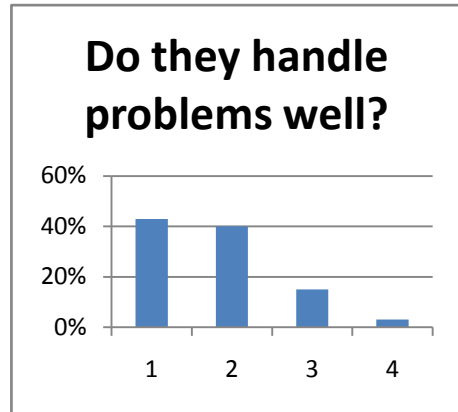
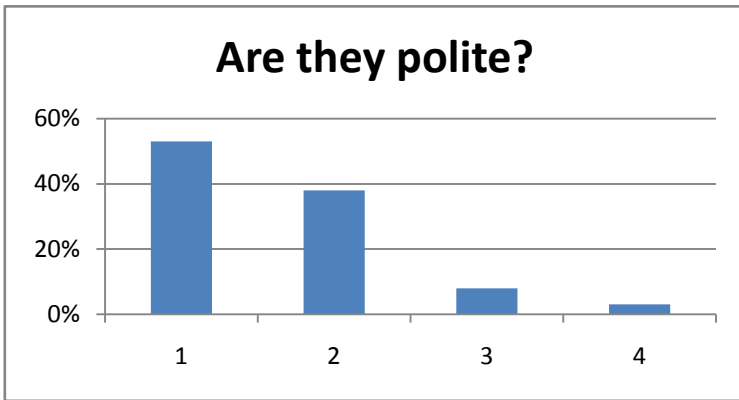


4. Overall, how responsive is JAUNT to the needs of your agency?

Answer Options	Response Percent
JAUNT meets our clients' needs	90.5%
JAUNT does not meet our clients' needs	9.5%

5. JAUNT dispatch staff:

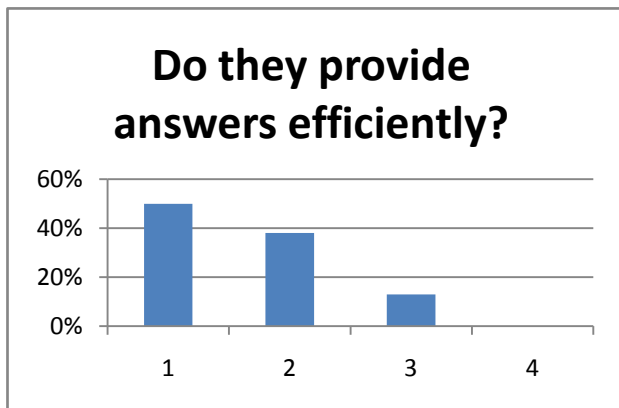
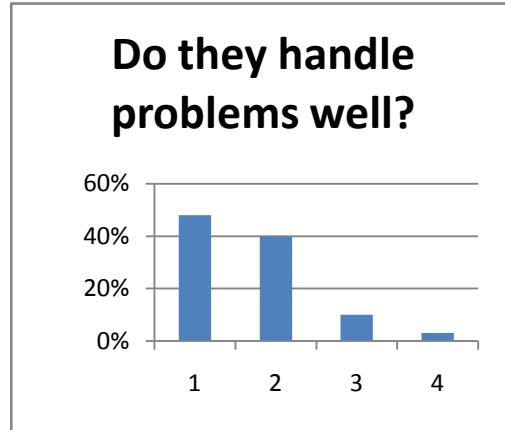
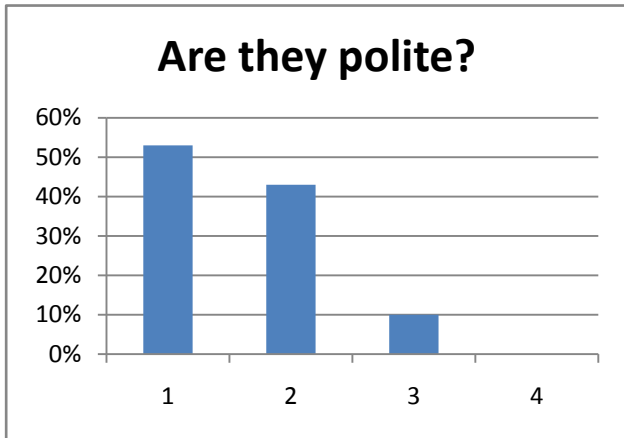
Answer Options	Excellent	Good	Satisfactory	Needs Improvement
Are they polite?	53%	38%	8%	3%
Do they handle problems well?	43%	40%	15%	3%
Do they provide answers efficiently?	43%	45%	13%	0%



- 1. Excellent
- 2. Good
- 3. Satisfactory
- 4. Needs Improvement

6. JAUNT Reservationists:

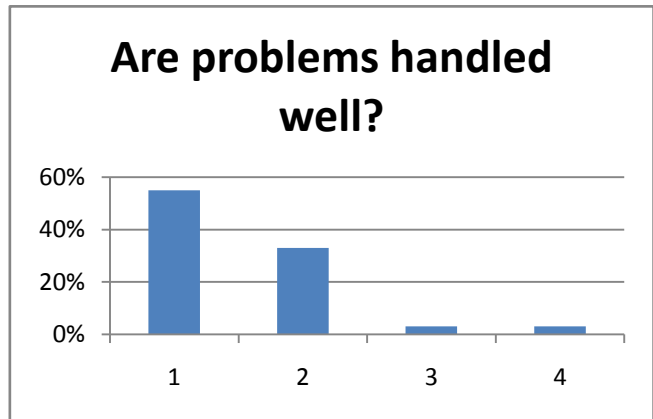
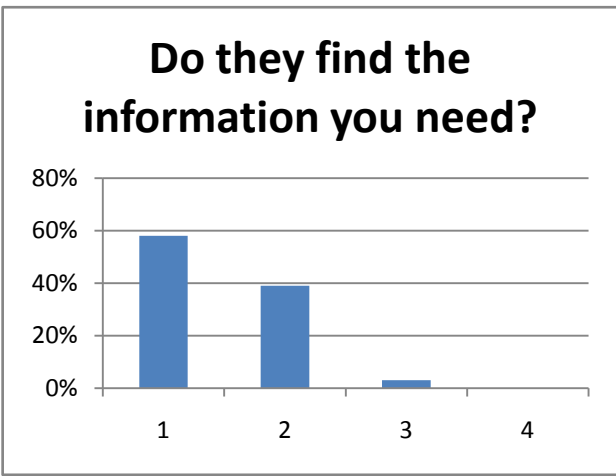
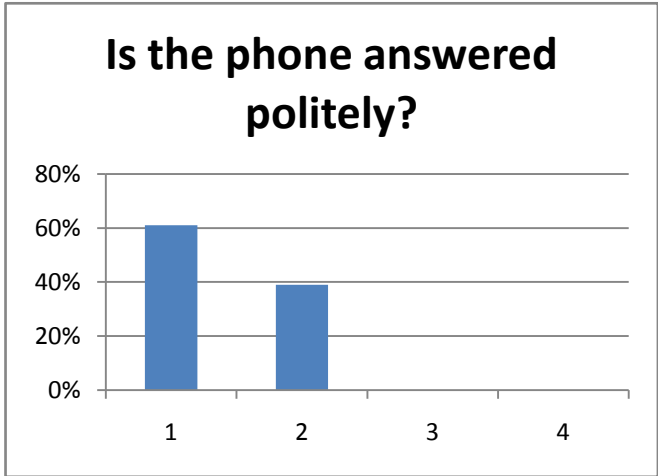
Answer Options	Excellent	Good	Satisfactory	Needs Improvement
Are they polite?	53%	43%	10%	0%
Do they handle problems well?	48%	40%	10%	3%
Do they provide answers efficiently?	50%	38%	13%	0%



- 1. Excellent**
- 2. Good**
- 3. Satisfactory**
- 4. Needs Improvement**

7. JAUNT administrative/business department staff:

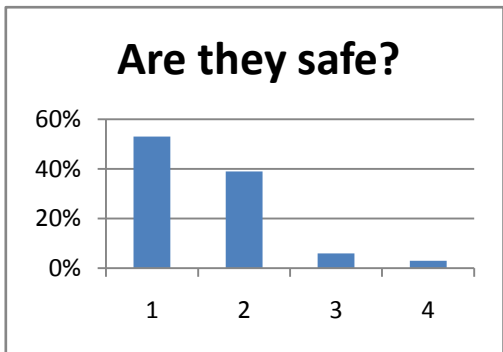
Answer Options	Excellent	Good	Satisfactory	Needs Improvement
Is the phone answered politely?	61%	39%	0%	0%
Do they find the information you need?	58%	39%	3%	0%
Are problems handled well?	55%	33%	3%	3%



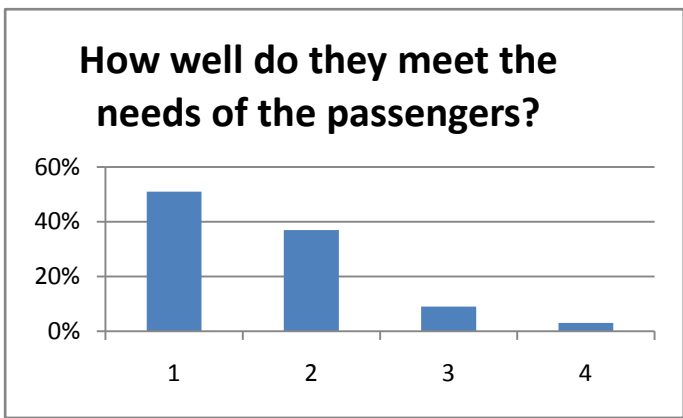
- 1. Excellent**
- 2. Good**
- 3. Satisfactory**
- 4. Needs Improvement**

8. JAUNT drivers:

Answer Options	Excellent	Good	Satisfactory	Needs Improvement
Are they safe?	53%	39%	6%	3%
How well do they meet the needs of the passengers?	51%	37%	9%	3%



- 1. Excellent
- 2. Good
- 3. Satisfactory
- 4. Needs Improvement



9. Please rate JAUNT's billing method:

Answer Options	Excellent	Good	Satisfactory	Needs Improvement
How well do we manage your agency's records?	40%	45%	13%	0%

10. JAUNT's trip scheduling:

Answer Options	Excellent	Good	Satisfactory	Needs Improvement
How well does our scheduling process meet your needs?	39%	39%	15%	7%

11. Knowing that we have an arrival window of 15 minutes before or after the scheduled time; please rate our on time performance:

Answer Options	Yes!	Most of the time	Some of the time	Needs Improvement
Do our JAUNT buses arrive at the scheduled time?	38%	48%	10%	5%

12. Please comment on our buses:

Answer Options	Excellent	Good	Satisfactory	Needs Improvement
Do our vehicles meet your needs?	46%	44%	7%	3%

13. have your clients offered comments about the quality of JAUNT's services?

Response Text

clients express that they feel very safe; like that driver knows them and are friendly late pickin gthem up, drivers care about them, Several patients have said - if not for JAUNT I would not be able to have my treatments. most of them complain when JAUNT is late but they have no idea how lucky they are to have JAUNT services at all which is what I tell them when they complain Concern of losing it. Appreciation for having it. They are mixed sometimes Logisticare problems get mixed up with Jaunt. Most people prefer Jaunt Most appreciate the service and the drivers once in a while somebody complains comments are usually positive Overall very positive. Wish the buses would arrive closer to the scheduled pick-up time (4pm) versus minutes early arriving 10-15 Never on time some of the consumers love to ride the bus, other's complain about the drivers attitudes, and think that they are too mean. Then there are others who say that the fare is to high. Mostly are personal expressions of friendship with the drivers. JJ gets mentioned often by many folks. Also "Bumble Bee" and David. People who are not mentioned should not be excluded from this category based on my limited observations. Many people we support really look forward to having the same Jaunt driver everyday! the time window is a big problem, soem JAUNT drivers are great others can be very rude. I would have to leave my home and move into town, If I didn't have JAUNT I would have to leave my home and move into town, if I did not have JAUNT. Sometimes clients complain about JAUNT not arriving at the scheduled time. I like my driver -- he/she is nice. I miss my driver when they are not here.

14. JAUNT currently charges agencies \$45.00 per hour in order to cover our costs. Is this an affordable fee for your agency?

Answer Options	Response Percent	Of those responding
Yes	31.0%	93%
No	2.4%	7%
N/A	66.7%	

15. Do you think our fares are affordable?

Answer Options	Response Percent
Yes	87.8%
No	12.2%

16. At the present time, what are your unmet needs? (i.e., geographical areas, number of clients, type of vehicles, hours of operation):

Response Text

Agency pick-ups on Saturdays, more service in/around Fluvanna County
 We need to pursue training to be able to rent vehicle; had one consumer who could not use Jaunt and cant ride with others to event because his house has bead access for alarge vehcile; wish ou had a smaller transport option; would like to see a better protacol when client has at times- as you are reliable and only weekend; evening behavior that we could reevaluate in a year to see if access could be reinstated
 Geographic areas for workers - 29 North, Airport, Crozet, Zion's Crossroads
 None
 I wish Greene County would be a part of the JAUNT system and make it more efficient. Public transporation from the valley (Staunton/Waynesboro) to Charlottesville and return would be so helpful to everyone but this is probably not JAUNT's jurisdiction.
 Don't really know of any at the present time.
 More Louisa to Charlottesville route times
 information about operation, areas, how to sign up, etc
 hours of operation, Frequency of stops
 We need more offered transportation to for our consumers to our 500 Old Lynchburg Rd address.
 Clients are unable to attend eveing groups in Louisa county
 1. more scheuled trips to more of the surrounding counties
 2. Would like a partnership to work out how to meet our summer programs needsss for children
 none
 maybe more eving runs for Crozet and Louisa?
 extended weekend hours would be helpful.
 hours of operation
 JAUNT meets the needs of my clients
 I used to have appklication approved every Thursday. Now the time span is two weeks for approval. people need to get to work and to the grocery store. I end up providing transportation in the interim.
 later evening hours sometimes are unavailable due to limited service. same for weekend needs.
 I guess it would be nice if JAUNT ran on Sundays, it would be more convenient for our clients.
 NONE AT THIS TIME

17. We would like to plan appropriately for any changes in your agency's transportation needs. Please tell us of any changes in your agency that you foresee in the next 5 years that may affect your transportation needs.

Response Text

n/a
 If Medicaid goes to hourly billing in the next fiscal year- we would need to change operational times to 8:30- 3:15 for all clients or lose funding; have seen a steady increase in walker and wheelchair needs as population ages
 Unknown
 none
 We are steadily increasing our attendance and may need larger buses if more clients need transportation. Increased services at 502 Old Lynchburg Rd.
 n/a
 We may have some changes in the physical locations of some sites or changes in the particular people using the service.
 na
 I used to have applications approved every Thursday. Now the time frame is two weeks. That is a long time for someone needing transportation to work or the grocery store.
 JAUNT works great as it is.
 none that I am aware of -- more consumers are aging & requiring use of more walkers & wheelchairs.
 None that i know of.
 NONE AT THIS TIME

18. Would you recommend us to another agency?

Answer Options

Yes
 No

Response Percent
97.5%
 2.5%

