

2025

Year End Report



PATH

Partnership for Accessible Transportation Help





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About **PATH**

PATH, Partnership for Accessible Transportation Help, is a free transportation information and referral service open to the public.

PATH assists anyone with inquiries about local transportation, with a focus on helping older adults and people with disabilities find transportation options when they are unable to drive.

PATH serves Region 10, including the City of Charlottesville and Albemarle, Greene, Fluvanna, Louisa, and Nelson counties.

Letter from the **MOBILITY MANAGER**

Dear Community Member,

Transportation connects us. Over the past year, PATH has continued to serve as a trusted resource for individuals, caregivers, and service providers seeking reliable transportation information and assistance. Our team has worked to ensure that a lack of transportation isn't a barrier to health care, groceries, social engagement, or essential daily needs.

Over the last year, we held 23 Transportation Solution Workshops and travel training sessions, which gathered 234 people - from special education high school students to older adults and people with disabilities - who were willing to learn about public transit and transportation options available in our region.

Thanks to a Twice is Nice grant, we launched the Transportation Assistance Fund, a program that helps people with critical transportation needs. The fund provides financial assistance for non-emergency medical transportation, helping eligible residents access essential healthcare appointments when no other transportation options are available. In FY25, we provided 14 rides through the fund.

We expanded our collaboration with the Cville Village volunteer driver program and, in addition to marketing support, now assume full-time responsibility for answering phone calls and scheduling rides for Cville Village members, as well as providing reimbursement for a part of the program's operating costs.

PATH also participated in the "Listening & Storytelling for Inclusive Transit: Understanding Older Adults' Transportation Needs in Region 10" project, through which PATH and its partners conducted 25 one-on-one interviews and facilitated two focus group sessions, bringing together a total of 48 participants. These conversations provided a unique opportunity for current and potential transit users to share their reflections, experiences, and suggestions regarding transportation in the Charlottesville area and surrounding counties.

None of this work happens in isolation. PATH is grateful for the collaboration of transit agencies, health and aging services partners, volunteer driver programs, caregivers, and advocates who share our commitment to connecting people to the rides they need.

Sincerely,



Lucinda Shannon
PATH Mobility Manager

PATH *Accomplishments* 2025

ONE-STOP TRANSPORTATION RESOURCE CENTER

- Hired and trained an additional Transportation Counselor in January 2025
- Hired and trained a new Transportation Assistant in December 2025
- From October 2024 to September 2025, received 261 calls (114 previous year - 128.9% year-to-year increase) from people looking for transportation help

MARKETING

- Established new Facebook page and PATH Newsletter
- Expanded website - added new sections including News and Resources
- Ran multiple online campaigns, distributed brochures, flyers, magnets and other promotional materials
- Participated in events and activities including tabling at events, hosting focus groups, giving presentations, and running Public Service Announcements on WNRD

OPERATIONS

- Developed and implemented the **Transportation Assistance Fund** thanks to the Twice is Nice Grant - provided 14 rides to people in dire need of transportation.
- Expanded collaboration with Cville Village volunteer program. PATH answers phone calls and manages email correspondence from Cville Village members on a full-time basis. We also reimburse CV with mileage and volunteer drivers' screening costs.

PARTNERS

- Active partners and supporters: JABA, BRHD, CAA, Jaunt, CAT, InnoVage, UVA Parking and Transportation, Charlottesville Area Community Foundation, CRHA, Cville Village, Here to Stay in Wintergreen
- Assisting CAA's AARP's Livable Community Grant project



WORKSHOPS, *TRAVEL TRAINING*, EVENTS

- **23 Workshops and Presentations** gathered **249 participants**
- **10 Travel Training** sessions with **75 participants**
- **9 Community Events** gathered **626 participants**

Our STAFF



LUCINDA SHANNON

Mobility Manager
lshannon@tjpd.org

Lucinda has extensive experience providing technical assistance and planning documents around transportation for underserved communities. In her free time Ms. Shannon enjoys training animals and is a Karen Pryor Academy Certified Training Partner.



IGOR KALINA

Transportation Counselor
ikalina@tjpd.org

With previous experience in project management in government and non-government organizations, as well as in transportation and interpretation services, Igor works within the PATH program, implementing mobility management policies. He is an avid hiker, cyclist, and electronic music enthusiast.



BENNETT HIPPI

Transportation Counselor
bhipp@tjpd.org

Bennett has nonprofit experience working directly with clients from marginalized populations, eliminating transportation barriers for people who are aging or have disabilities, and conducting travel training and workshops, as well as expanding volunteer driving programs.

Ride Report 2025

In 2025, PATH saw a significant rise in the number of inquiries and calls to its one-call/one-click information and referral center, representing a 119% increase. At the same time, demand for volunteer driver program services continued to grow across Virginia's Region 10.

Many of the calls we received (74) came from individuals looking for "general information." These callers were not always seeking immediate transportation but were interested in learning about available options, understanding local services, or asking questions about how PATH could assist them.

As in the prior year, most callers (174) were requesting transportation to medical appointments or procedures. In addition, many contacted PATH for assistance with essential errands such as grocery shopping, food pantry visits, hair appointments, or veterinary care, either alongside medical needs or as separate requests.

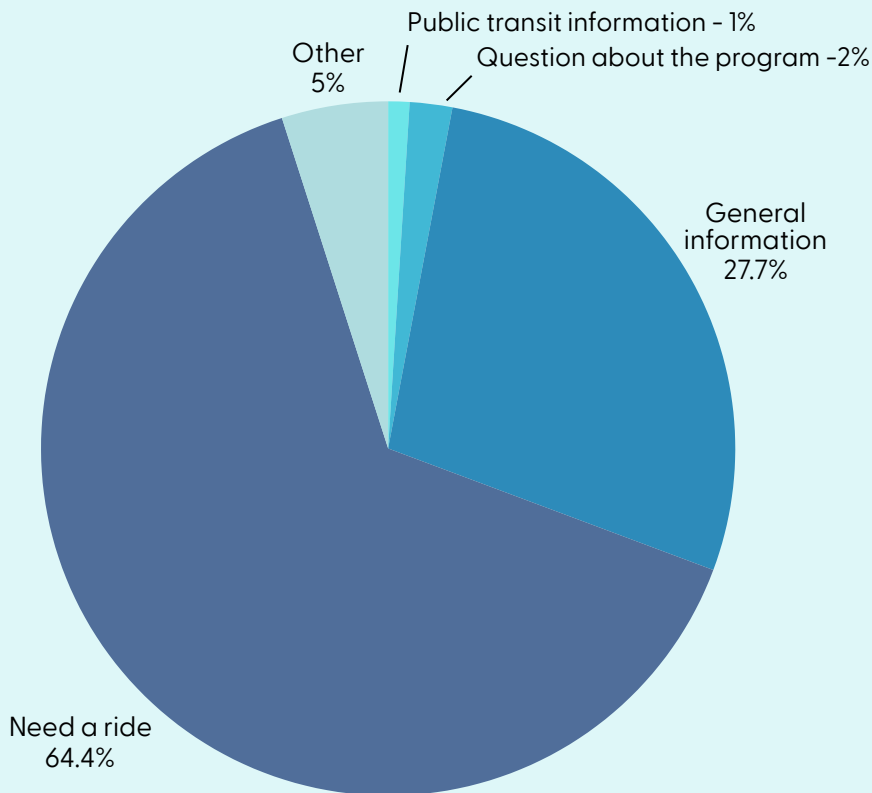
During this timeframe, PATH successfully coordinated 99 rides for individuals in need of transportation. In a small number of cases, we were unable to secure rides for 7 callers, though some later arranged transportation on their own.

With the launch of the Transportation Assistance Fund, PATH provided 14 rides to individuals who would otherwise have been unable to attend critical medical appointments.

Jaunt continued to serve as the primary transportation option for many callers, while the Charlottesville Area Transit remained a dependable choice within its service area. We also observed increased interest in MicroCAT, the micro transit service operated by CAT in Albemarle County's urban areas.

Ride Report 2025

REASON FOR CALL



In 2025, PATH received fewer calls asking about public transit and general information, indicating that PATH's informational workshops and travel training are effective. In 2024, 51% of our callers needed a ride, and 39% had questions about general information, and 4% had questions about public transit services.

STORIES *From the Road*

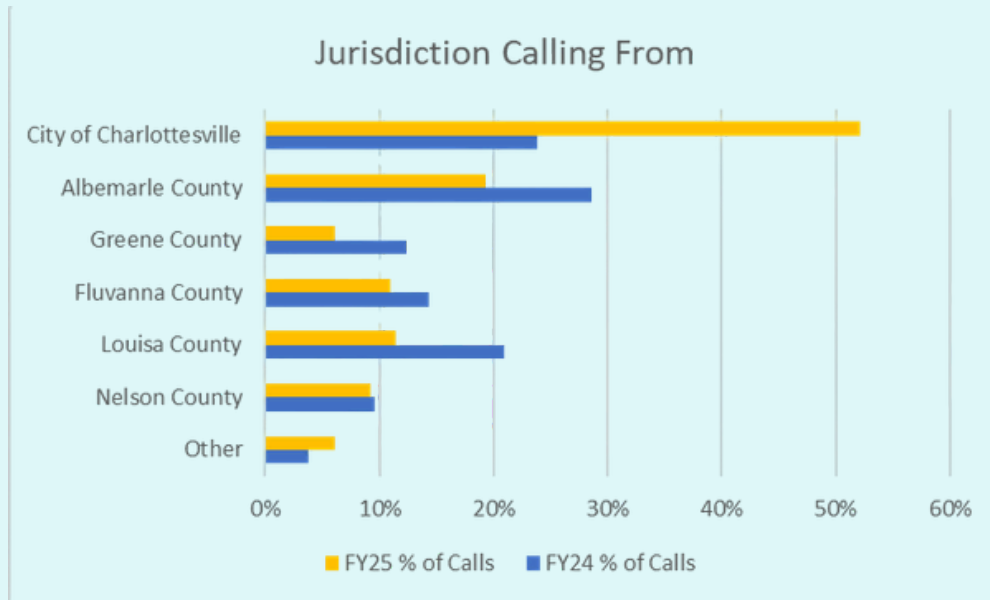
A wheelchair-bound client called, requesting assistance with arranging rides to a dialysis facility. Due to a leg injury, the person wasn't able to drive his car, and his dialysis appointment wasn't in Jaunt's hours of service.

Thanks to the Transportation Assistance Fund, PATH was able to cover the cost of non-emergency transportation to the client's dialysis sessions and a crucial medical appointment in Charlottesville. After removing the splint, this Louisa County resident was able to use his car again.



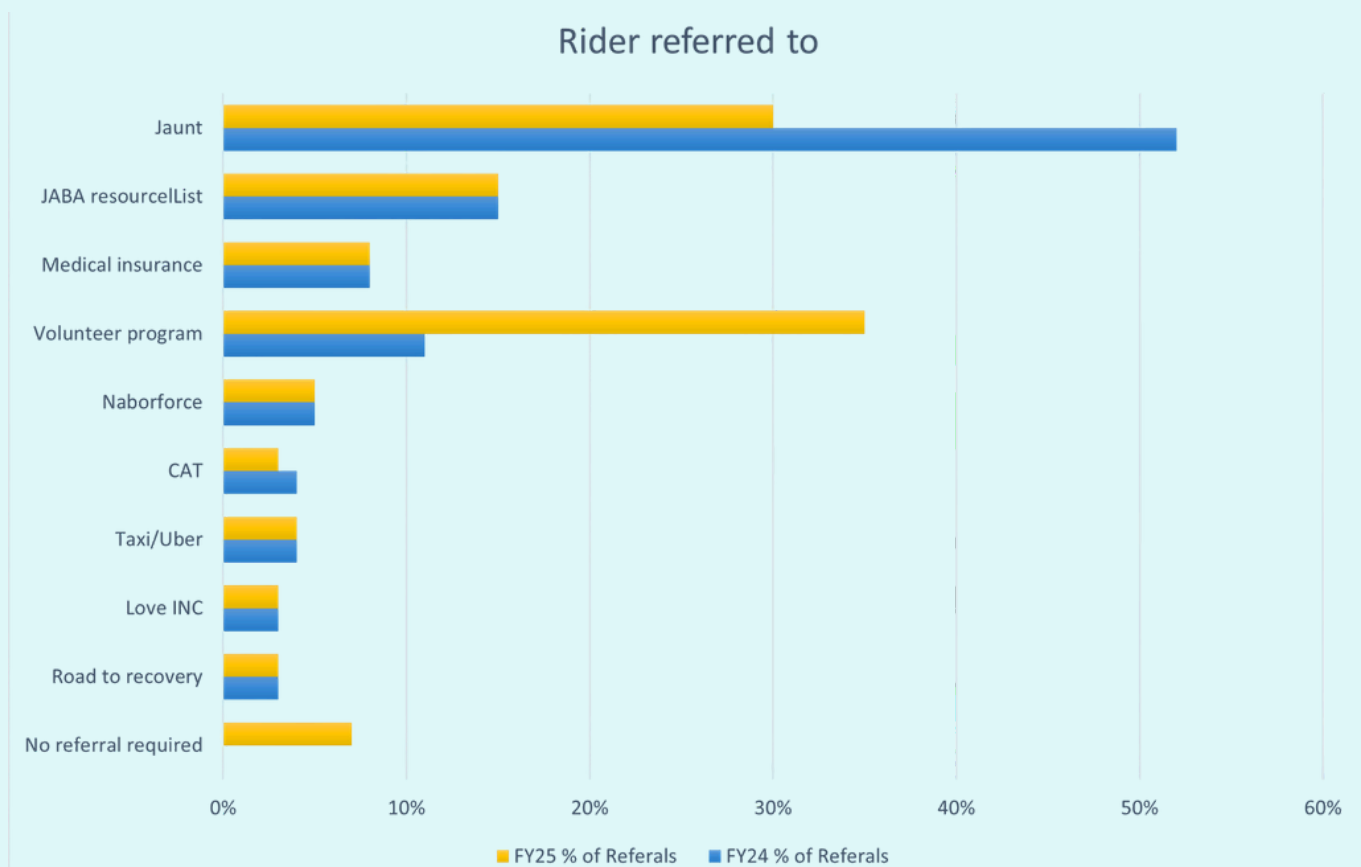
Ride Report 2025

JURISDICTION CALLING FROM



The increase in calls from the City of Charlottesville and the number of callers being referred to volunteer programs is due to PATH's growing partnership with Cville Village, which serves the City of Charlottesville and two miles outside the city boundaries.

RIDER REFERRED TO



Goals for **PATH 2026**

In this coming year PATH is striving to increase the amount of transportation services available for non-drivers through supportive partnerships.

STORIES

From the Road

A person with a disability from rural Nelson County called about transportation to her unplanned medical appointment related to her recently diagnosed diabetes. The appointment was on short notice, and the location was outside Jaunt's service area. PATH was able to quickly arrange transportation to the appointment, otherwise, the client would have missed it, risking a delay in starting her treatment.

A new Fluvanna County resident called the PATH helpline asking for information on transit options in the region. The caller was advised on Jaunt services in Fluvanna County, as well as all public transportation options available in the Charlottesville Area.

EXPAND SUPPORT
volunteer driver programs and other partners with additional staffing, marketing, and mileage reimbursement

EDUCATE potential PATH users and partners through transportation workshops, bus field trips, and marketing efforts

INCREASE capacity and call-volume at the One-Stop Transportation Resource Center; increase the number of riders on Jaunt and CAT through networking and travel trainings



"Listening & Storytelling for Inclusive Transit: Understanding Older Adults' Transportation Needs in Region 10" Project



PATH, together with AARP of Virginia, the Charlottesville Area Alliance members, and MPact conducted a project to collect and elevate the voices of older adults in Region 10 to understand their experiences, challenges better, and needs related to local transportation.

THE PURPOSE

The initiative designed was to humanize transit users and help older adults be open to using transit, address challenges and barriers to older adults' use of transit options within Region 10, and inform future outreach strategies to help overcome perceived barriers. In addition, information gathered through this project will inform future projects to address gaps in service availability and market partner services to older adults and people with disabilities.

INDIVIDUAL INTERVIEWS & FOCUS GROUPS

Throughout the project, PATH and its partners conducted **25 one-on-one interviews** and facilitated **two focus group sessions**, bringing together a total of 23 participants. These conversations provided a unique opportunity for current and potential transit users to share their reflections, experiences, and suggestions regarding transportation in the Charlottesville area and surrounding counties. Participants spoke candidly about the obstacles they face, such as accessibility issues, limited service hours, and difficulty navigating information systems, as well as the positive impact that reliable transit can have on staying connected to community life.

Financial FFY 2025–2026



2026 FUNDING

We're facing a funding gap for the 2026 Fiscal Year, and we need your help to fill it. Your support will ensure older adults in Region 10 can maintain their independence and stay connected to essential services and their communities through reliable transportation.

Here's how your gift can make an impact:

- **Administrative Staffing Costs:** \$10,000
- **Transportation Assistance Fund:** \$10,000
- **Miscellaneous Needs Not Covered by Grants:** \$2,000

Every contribution helps older adults remain active, independent, and engaged. Contact Lucinda Shannon, Mobility Manager, to make your gift today and help make a difference in the lives of Region 10's older adults.

PATH Annual Budgets and Programs

FFY2025

September 2024–October 2025

BUDGET

FY25 Budget: \$215,230
4% Local Match: \$8,609

STAFF

Halftime Manager 12 months
Fulltime Specialist 12 months
Fulltime Specialist 6 months

FFY2026

September 2025–October 2026

BUDGET

FFY24 Budget: \$329,401
4% Local Match: \$13,176

STAFF

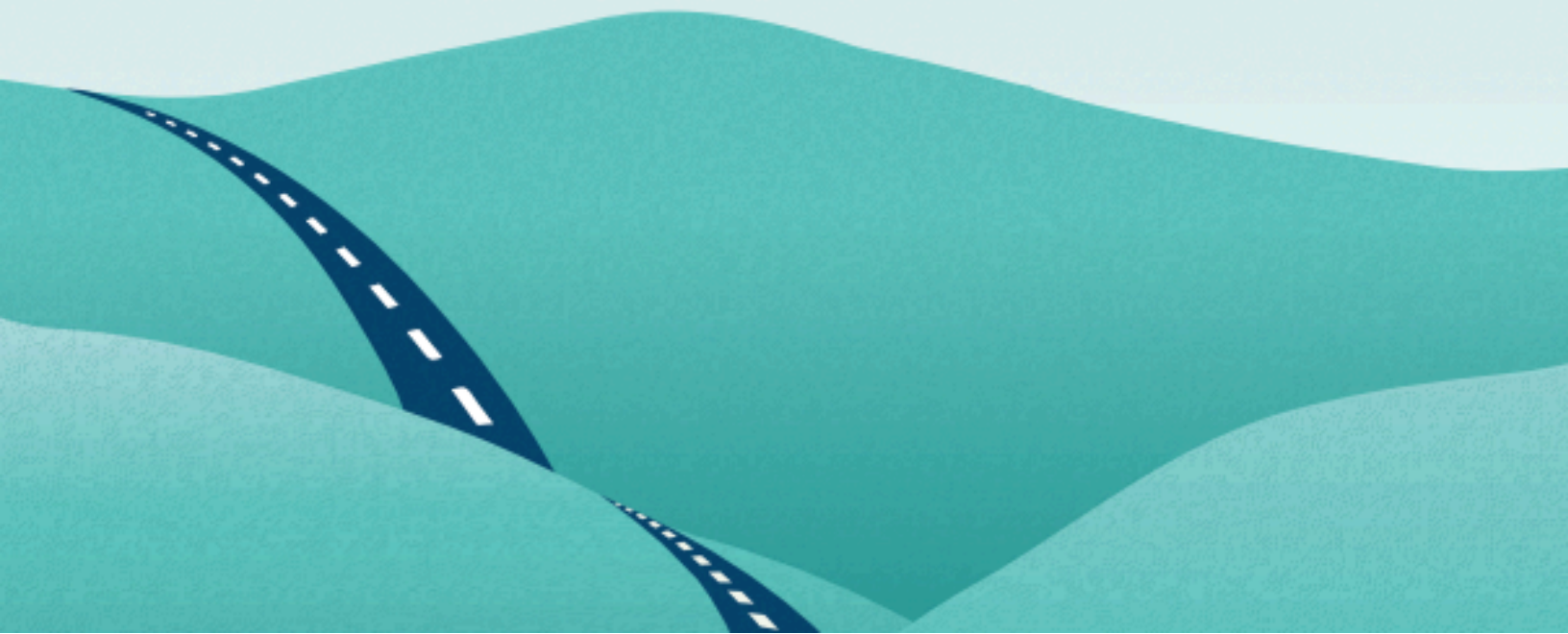
Halftime Manager 12 months
Fulltime Specialist 12 months
Fulltime Specialist 12 months

PARTNER SUPPORT

Financial assistance for marketing, mileage reimbursement, operational costs, and staff time.



FIND YOUR RIDE



PATH

Partnership for Accessible Transportation Help

PATH is a free informational hub for all transportation options in the City of Charlottesville and Albemarle, Nelson, Greene, Louisa, and Fluvanna counties. By centralizing assistance through an accessible and user-friendly platform, PATH aims to ensure that every individual can navigate their journey with confidence and ease.

888-879-7379 • www.pathva.org