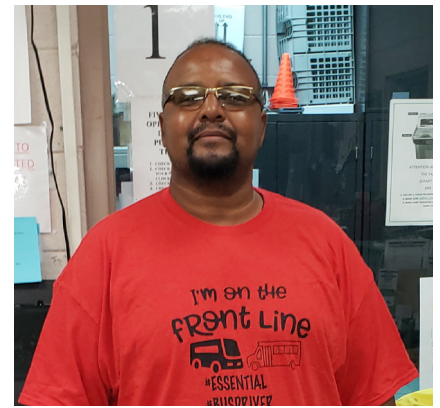




MASKS ARE REQUIRED ON ALL JET VEHICLES

Thank You!

While there were many challenges in 2020, JeT employees, alongside contractor Transdev, did not reduce service to the community during a time when ridership had plummeted. Employees reported to work every day and pulled out on time. These men and women are heroes.



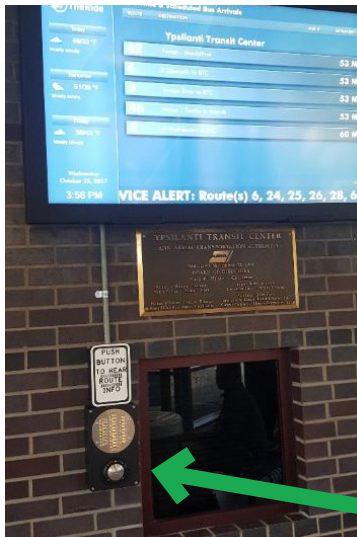
JeT HAS MORE TO COME IN 2021!

2020 was full of challenges for Jefferson Parish Transit. Despite the numerous obstacles that Transit faced this year, we pushed forward with grit and perseverance to improve transit service to our Jefferson Parish riders and community. We now look to 2021 and welcome all of its new challenges.

Despite the scourge of COVID-19, Jefferson Parish Transit has consistently made progress on capital projects as well as operational and organizational goals during 2020. More projects and improvements are on the way for 2021.

CAPITAL PROJECTS UNDERWAY

- New transit facility at 118 David Drive in Metairie
- Bus stop ADA-compliance improvements
- Walkertown terminal renovations
- 911- emergency call towers at Wilty Terminal and Walkertown Terminal for passenger safety
- Wayside signage at Wilty Terminal and Walkertown Terminal to increase efficiency and reduce operation costs while improving the passenger experience
- Fixed-route scheduling software



Electronic signage displaying arrivals and departure times. A button will allow for vision-impaired riders to receive an audio announcement.

2020 ACCOMPLISHMENTS

- Secured Parish fare revenue rooms using biometrics security; created and implemented money room Standard Operating Procedure
- Completed a transit route system-wide audit, which improved on-time performance by 15 percent across all routes
- Launched real-time tracker to inform riders of arrival and departure times
- Designed new fixed-route schedules; discontinued Westbank Sunday Loop service, now covered by Lapalco and Westbank Expressway routes
- Designed a new regional bus system map to include Orleans and St. Bernard parishes
- Improved Hurricane Emergency Transit Plan; designed new Hurricane Evacuation Map
- Designed new bus stop signage to be installed system-wide
- Introduced UVC light and Nano-Septic™ sanitization products in response to COVID-19
- Purchased operator barrier protection shields for all fixed-route vehicles
- Installed hand sanitizer dispensers on all MITS and fixed route vehicles
- Amended and adopted new Transdev services contract for five years
- Launched first Transit Holiday Toy & Food Drive, in partnership with more than 250 foster children in Jefferson Parish's CASA (Court Appointed Special Advocate program), and Second Harvest Food Bank, which serves families in need of food.



The real-time tracker, available as an app for mobile devices, was launched in 2020.



Coming Soon

JANUARY-JUNE, 2021

Accessibility

- Partnership with Louisiana Light House for the Blind
- Oakwood Center Mall

Community Artist Outreach

- Wilty Terminal transit mural to enhance aesthetics

Improving Riders' Experience

- Parish-wide transit kiosks
- Wilty Terminal wayside signage installation
- New Links implementation



Refurbishing 15 outdated transit information kiosks in disrepair.

To learn more about these programs, visit the website at www.JeffersonTransit.org.