

# BOARD OF DIRECTORS REGULAR MEETING

**March 10, 2021**

Prepared for Jaunt, Inc. Board of Directors



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# AGENDA

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## **I. CALL FOR ATTENDANCE/AGENDA CHANGES**

- b. Announcements – *from Board Members, from Staff*
- c. Agenda Additions/Changes – *from Board Members, from Staff*

## **II. MATTERS FROM THE PUBLIC**

## **III. ACTION ITEMS/PUBLIC HEARINGS**

- a. Approve meeting minutes – *January 20, 2021*

## **IV. INFORMATION AND DISCUSSION**

- e. New website review – *Jody Saunders, Director of Public Relations*
- f. Bus Wrap update – *Jody Saunders, Director of Public Relations*
- g. “Anatomy of” – *Marnissa Claflin, Operations Analyst*
- h. The phone are down again? – *Matt Anderson, IT Manager*

## **V. NEW BUSINESS**

- a. Report out on Board workshops and next steps

## **VI. STANDING REPORTS**

- a. Executive Report
- b. Operation Report
- c. Financial Report

## **VII. FUTURE AGENDA ITEMS FROM BOARD MEMBERS**

## **VII. OTHER BUSINESS**

- a. Closed Session – legal matters

# MEETING MINUTES

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**VENUE:** Zoom Virtual Meeting Platform  
**DATE/TIME:** Wednesday, January 13, 2021, 10:00 A.M.

## **BOARD MEMBERS PRESENT**

Randy Parker  
Ray East  
Hal Morgan  
Audrey Dannenberg  
Ray Heron  
Fran Hooper  
Dian McNaught  
Christine Appert  
Willie Gentry  
Lucas Ames  
William Wuensch

## **BOARD MEMBERS ABSENT**

*The meeting was called to order at 10:00 A.M.*

*Minutes submitted by Kelly Forloines.*

## **NON-VOTING BOARD MEMBERS PRESENT**

Chip Boyles, TJPDC/MPO  
Mike Mucha, VDRPT  
Karl Carter, Buckingham

## **NON-VOTING BOARD MEMBERS ABSENT**

## **STAFF PRESENT**

Karen Davis  
Robin Munson  
Jody Saunders  
Kelly Forloines

## **PUBLIC**

Alison Wrabel, Daily Progress  
Lee Condor, citizen

# MEETING MINUTES

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## 1. CALL FOR ATTENDANCE/AGENDA CHANGES

- I. Roll Call: Attendance was taken through Zoom and dial-in contacts.
- II. Announcements: Chip announced that TJPDC was awarded two grants from DRPT in December. One was for the Regional Transit Plan and the other was the Albemarle Co. Transit Plan.
- III. Agenda Additions/Changes: None

## 2. MATTERS FROM THE PUBLIC

- I. At the end of the meeting - Lee Condor, calling in, wanted to suggest that credit cards be used for advanced payment and as a non-contact payment method.

## 3. ACTION ITEMS/PUBLIC HEARINGS:

- I. Approve Meeting Minutes: November 11, 2020
  - a. Hal asked that the spelling of his name be corrected. Ray East made a motion that the minutes be approved with that correction. Hal Morgan provided the second. The minutes were approved without dissent.
- II. Resolution 2021011301 Application for FY22 Operating and Capital Grants
  - a. Karen reviewed the resolution, which was included in the board packet. There was no public comment. Willy Gentry made a motion that the policy be adopted. Hal Morgan provided the second. The motion to adopt the resolution was carried without opposition.
- III. COVID Policy Changes
  - a. Karen reviewed the changes with the board. She highlighted the opening of the driver's lounge, for restroom use, and the kitchen area. She also updated the board on the vaccine status, the continuation of COVID protocol and the changes in vehicle cleaning.
  - b. Ray East made a motion that the policy changes be adopted. Hal Morgan provided the second. The motion to approve the policy changes was carried without opposition.

## 4. INFORMATION AND DISCUSSION

- I. New Business
  - a. Website Redesign- Jody is working with consultants to redesign the Jaunt website. Board members Ray East, Audrey, and Christine volunteered to participate in the project.

# MEETING MINUTES

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- b. Free Transit Fare for Working Families Grant Program - Jaunt is participating. Staff will use Trapeze to track trips and data. Testing will roll out in a few weeks.

## II. Standing Reports

### a. Executive Report

Karen reviewed the Executive Director's report which was included in the board packet. She highlighted the team effort of Jaunt staff during this transition and commented on individuals stepping up and filling in with different roles and responsibilities. Ray Heron requested an Org Chart and Karen is working on an updated version.

Equity and Inclusion: Karen also discussed the newly formed Equity and Inclusion Council. Alex will be taking a class on diversity and inclusion and will head up the group. Jody is helping with organization.

### b. Public Relations Report

Bus Wrap Project - Picking up draft bus on Thursday. Would like to meet with board members one-on-one for thoughts and comments.

### c. Operations Report

Information provided in the Board packet, no questions received.

### d. Financial Report

Information provided in the Board packet, Hal asked for non-transit funds to be renamed and Ray Heron said they were previously termed "Agency Revenues."

## 5. OTHER BUSINESS

- a. Inovage - assumed responsibility for PACE compliance. Debbie Taylor is spearheading Jaunt compliance along with Mike Sisler and several other staff.
- b. Insight Strategies - Kevin Caitlin will work with staff to address transition
- c. Lucas Ames questioned the phone system and other ways to communicate if lines are down. Karen will report back to the board with communication information.

- 6. **CLOSED MEETING:** Chair Parker stated that there was no need for a closed meeting session.

*The meeting adjourned by proclamation.*

# INFORMATION & DISCUSSION

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## *Website Redesign Project*

### **PURPOSE:**

A revised website with an emphasis on the user experience will help our customers quickly find what they're looking for, and may reduce the volume of calls we receive as customers become able to self-serve online.

Additionally, an enhanced website with a focus on the user will provide us greater opportunity to engage with our customers through features like FAQs, a chat-bot, blog, public notices, newsletter sign-up, and more. Likewise, an improved website may illuminate Jaunt as an attractive employment option.

Furthermore, with best-practice SEO and analytics in place, we can gain better insights into our visitors and their interests, allowing us to refine and adapt our site/content to respond to user-desires.

Finally, a new website will help us be well-positioned to launch future service initiatives with confidence.

# Where can we take you? →

Flexible, on-demand, comfortable & convenient.  
No matter where you want to go, Jaunt can be a solution for you.

Plan a Trip

Service Updates !

News

Sign up for service updates, news and more

Email Address  →

Charlottesville  
62°

## Make a Reservation: (434) 296-3184 or email [trips@ridejaunt.org](mailto:trips@ridejaunt.org)

Reservations are accepted Monday through Friday from 8:30 a.m. to 5:00 p.m. If you're a first-time rider, please call our friendly and courteous reservationists so they can set you up in our data system. They'll also answer your questions and give you helpful tips.

### Proudly Serving

- Albemarle
- Buckingham
- City of Charlottesville
- Fluvanna
- Greene
- Louisa
- Nelson



Route Map →

### Regional Connections Family of Brands – Powered by Jaunt



Provides three types of services: Connector transports riders on one way AM & PM schedules and is ideal for commuters; Circulator offers door-to-door service within a specific service area and is ideal for shopping and appointments; and Express Fixed Route services designed to reliably serve peak-demand times and locations.

[Information & Route Map](#)



Provides fixed-route Connector services throughout Crozet, 29 North, Buckingham, Lovington and Park CONNECT. Reservations are not required to ride on CONNECT services. Simply be prepared at the advertised stop and time with payment ready.

[CONNECT Website](#)



Provides Intracounty service curb to curb anywhere within Greene County and Link service from anywhere within Greene County to businesses and offices in Charlottesville. Reservations must be made at least one-day prior, and up to two weeks in advance.

[Greene County Transit Website](#)



REGIONAL PUBLIC TRANSIT

### We'd love to hear from you!

[Please provide feedback about your experience](#) →

104 Keystone Place, Charlottesville, VA 22902  
info@ridejaunt.org  
434.296.3184  
434.296.4289 fax



#### Federal Requirements

- EEO
- Title VI
- ADA

#### Transit Partners

RFPs / RFQs / Public Notices

#### Safety

Privacy Statement

#### Policies

- Drugs / Alcohol
- Broceries
- Unaccompanied Children
- Weapons
- Food / Beverages
- COVID-Related
- Lost & Found
- Cancellations
- No Shows



# INFORMATION & DISCUSSION

## Bus Wrap Update

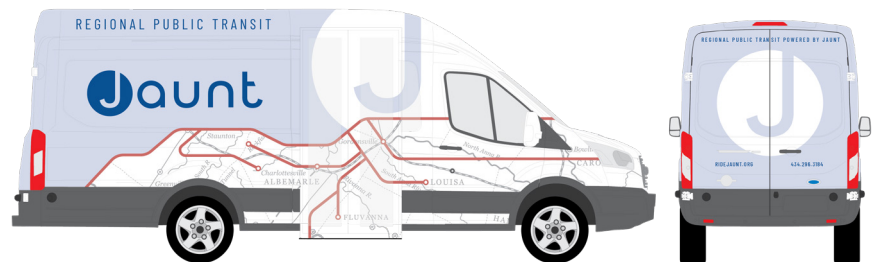
A bus with a proposed new design was delivered to Jaunt on January 21. Board members had a chance to review and provide feedback over the following weeks. Thank you to everyone who weighed in.

The goal of the new design is to showcase the new brand. With a new look and feel, we hope our buses will catch people's attention, and begin to expand the community's (possibly limited) perception of what kind of Company Jaunt is. This is a time to be bold!

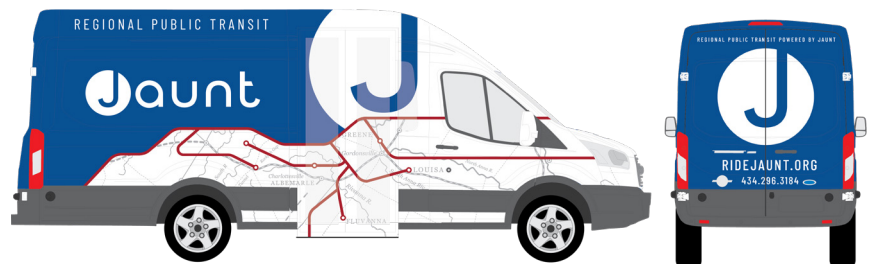
In an attempt to visually connect our "family of brands," the design incorporates components from the CONNECT buses, and translates easily to the Greene County Transit brand.

The feedback we received from Board members indicated a desire for a more bold color on the back of the bus for contrast, and for larger lettering on the back of the bus for legibility.

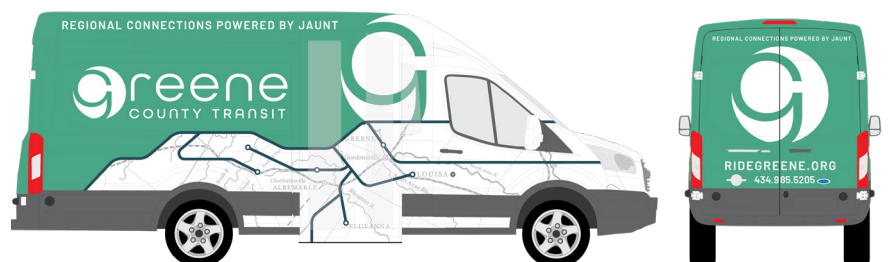
### Original Proposed Design:



### Revised Design Incorporating Feedback:



### Greene County Transit Design:



# INFORMATION & DISCUSSION

## The Anatomy of Performance Reports

The "Anatomy of..." section aims to explain the intent of the charts and tables you're used to seeing in your board packets, some shortcomings we intend to resolve, and break down some best practices as context for our journey forward into a meaningful report.

Data presented with a red banner represents December data, in a way you're used to seeing it. Data presented with a blue banner represents January data, displayed in a way that we hope you will find more useful.

### CURRENT RIDERSHIP TRENDS REPORT

#### Year-to-Date Comparison

##### SUMMARY/HIGHLIGHTS:

A year-to-date comparison of FY20 to FY21 shows public ridership has decreased 60% and hours decreased 40%, reductions that are consistent with previous months due to the impact of COVID-19.

##### Year To Date Comparison – Ridership and Revenue Hours

Public Ridership - Decreased	<b>-60%</b>	FY21	71,782	vs FY20	178,279
Public Revenue Hours - Decreased	<b>-40%</b>	FY21	39,688	vs FY20	66,683
Public Passengers/ Revenue Hour - Decreased	<b>-32%</b>	FY21	1.81	vs FY20	2.67
ADA Ridership - Decreased	<b>-52%</b>	FY21	35,494	vs FY20	73,245
ADA Passengers/Revenue Hour - Decreased	<b>-22%</b>	FY21	2.22	vs FY20	2.84
Paratransit Denials - Decreased	<b>-50%</b>	FY21	1	vs FY20	2
Public OnTime Performance - Increased	<b>4%</b>	FY21	94%	vs FY20	91%

We use a year-to-year comparison because a month-to-month comparison can be deceiving – months are not the same number of days and events such as holidays and inclement weather can distort change between two months.

A year-to-year comparison typically provide a more meaningful comparison by looking at the same month across different years. This helps us evaluate if, compared to last December, our ridership has increased or decreased.

However, because of the COVID-19 pandemic, year-to-year comparison has actually become grossly distorted. To tell if the dramatic decrease is reasonable or not, comparison to prior months' change is necessary. We know that ridership, hours, and miles are down because we're operating at 25% capacity, so basically this just tells us something abnormal happened.

# INFORMATION & DISCUSSION

## The Anatomy of Performance Reports

### CURRENT RIDERSHIP AND REVENUE HOURS REPORT

#### 12-Month Comparison – Ridership and Revenue Hours

Passengers per Revenue Hour	Dec-18	Dec-19	Dec-20	12 Months Dec 17' to 18'	12 Months Dec 18' to 19'	12 Months Dec 19' to 20'	Year-over-Year Change
City of Charlottesville	3.22	2.99	2.32	2.93	3.25	2.81	-14%
Albemarle County	2.06	2.43	1.98	2.34	2.46	2.03	-17%
Nelson County	3.07	2.91	2.41	3.21	3.52	2.42	-31%
Louisa County	1.65	1.33	1.50	1.48	1.42	1.22	-14%
Fluvanna County	2.31	1.79	1.31	2.09	1.78	1.43	-20%
Buckingham County	5.92	5.52	4.09	5.79	5.94	3.75	-37%

Revenue Hours	Dec-18	Dec-19	Dec-20	12 Months Dec 17' to 18'	12 Months Dec 18' to 19'	12 Months Dec 19' to 20'	Year-over-Year Change
City of Charlottesville	1,992	1,944	1,211	28,546	26,279	16,191	-38%
Albemarle County	4,136	3,588	2,112	50,884	57,616	35,656	-38%
Nelson County	376	283	98	4,197	3,108	1,644	-47%
Louisa County	664	723	565	10,202	12,370	9,625	-22%
Fluvanna County	234	160	141	3,100	2,402	1,983	-17%
Buckingham County	189	112	216	2,146	2,688	3,081	15%
<b>Total</b>	<b>7,591</b>	<b>6,810</b>	<b>4,344</b>	<b>99,075</b>	<b>104,463</b>	<b>68,180</b>	<b>-35%</b>

Passengers	Dec-18	Dec-19	Dec-20	12 Months Dec 17' to 18'	12 Months Dec 18' to 19'	12 Months Dec 19' to 20'	Year-over-Year Change
City of Charlottesville	6,405	5,804	2,812	83,667	85,368	45,489	-47%
Albemarle County	8,533	8,727	4,176	118,992	141,579	72,468	-49%
Nelson County	1,156	824	237	13,486	10,936	3,986	-64%
Louisa County	1,099	962	845	15,103	17,547	11,784	-33%
Fluvanna County	540	287	184	6,478	4,287	2,827	-34%
Buckingham County	1,119	618	886	12,421	15,958	11,547	-28%
<b>Total</b>	<b>18,852</b>	<b>17,222</b>	<b>9,140</b>	<b>250,147</b>	<b>275,674</b>	<b>148,101</b>	<b>-46%</b>

The monthly comparison table requires quick math to evaluate if the change between years is up or down, and relies on some (in this case unknown and left out) reference points to know if the change is good or bad.

The 12-month cumulative comparison also requires some math in order to make meaning out of the year-over-year change and the large numbers can be difficult to anchor.

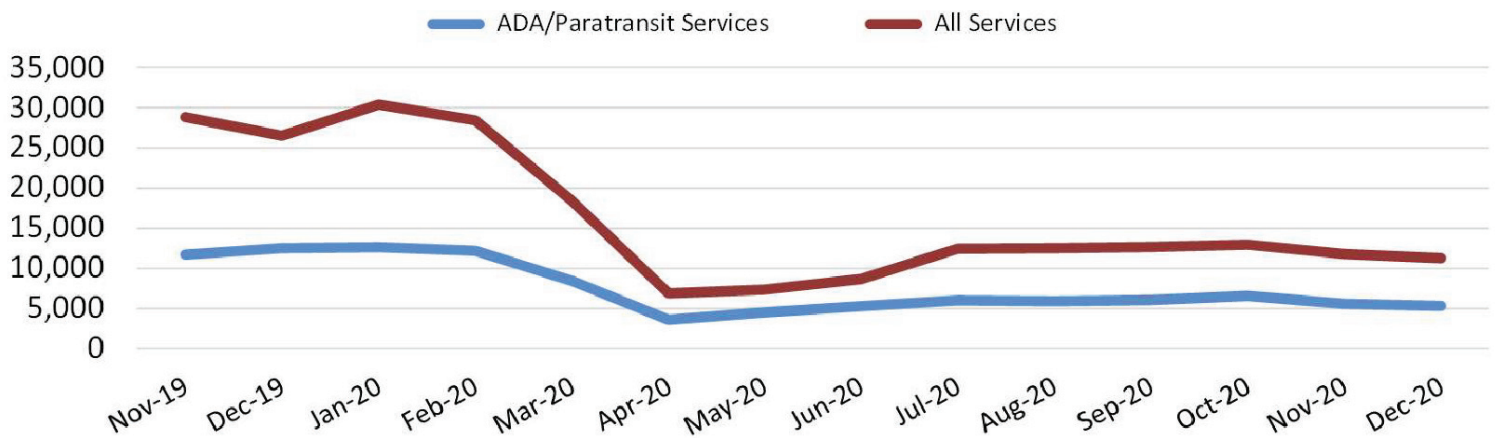
Is 100,000 passengers transported over a year a lot? A little? Normal? Abnormal?

# INFORMATION & DISCUSSION

## The Anatomy of Performance Reports

### CURRENT RIDERSHIP TRENDS REPORT

#### Ridership Trends



Its confusing and misleading (and quite frankly, not a best practice approach) to show a total and only use one of the six subsets that make up the whole.

Also, in case you missed it, we switched perspective from localities to services provided, so there's no meaningful comparison to the data you just saw on the previous page.

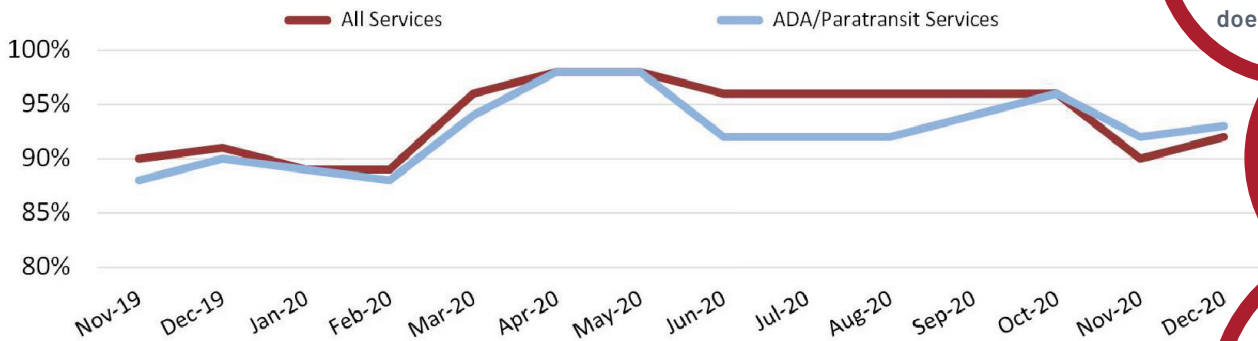
# INFORMATION & DISCUSSION

## The Anatomy of Performance Reports

### CURRENT ON TIME PERFORMANCE REPORT

#### OnTime Performance

Note: Jaunt is "On-Time" when it arrives within a 25 minute window of the requested time.



The idea is to show change in on time performance over time, but what does it tell us?

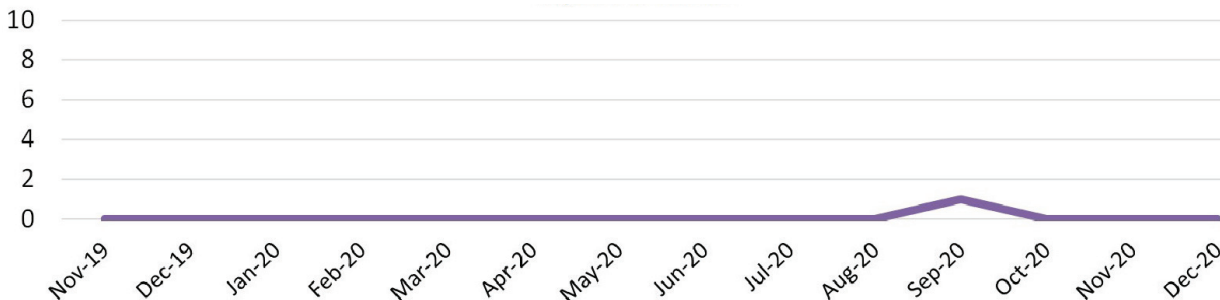
How many late or early trips represent a 1% change in on time performance?

Also, because the bottom axis is not set at zero, the change mapped by the line looks more dramatic than it actually is.

### CURRENT ADA/PARATRANSIT TRIP DENIALS REPORT

#### ADA/Paratransit Trip Denials

Note: A "Denial" is when a trip cannot be provided within two hours of the time requested.



There's not a lot to see here, eh?

It is clear that something different happened in September 2020, but you have no context about why.

Even though this report is focused on December data, if it's on the report, there should be some explanation so you're not on the spot trying to remember something from three months ago.

In the coming months we'll be working to resolve the shortcomings identified in both of these charts.

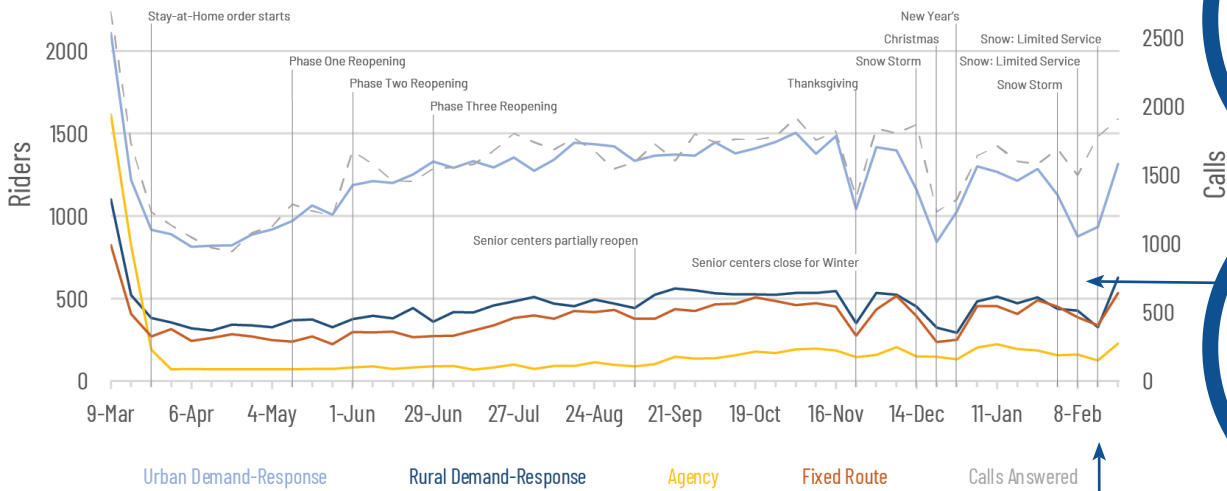
# INFORMATION & DISCUSSION

## The Anatomy of Performance Reports

### PROPOSED NEW RIDERSHIP TRENDS REPORTS

#### Ridership and Call Volume by Week

COVID-19 hit Central Virginia in March 2020, resulting in the closure of many human service agencies and businesses which in turn caused a dramatic decrease in public transit ridership. The graph shows the fall in ridership as context for the following months of steady incline as the state partially reopened, and finally, relative stabilization of ridership.

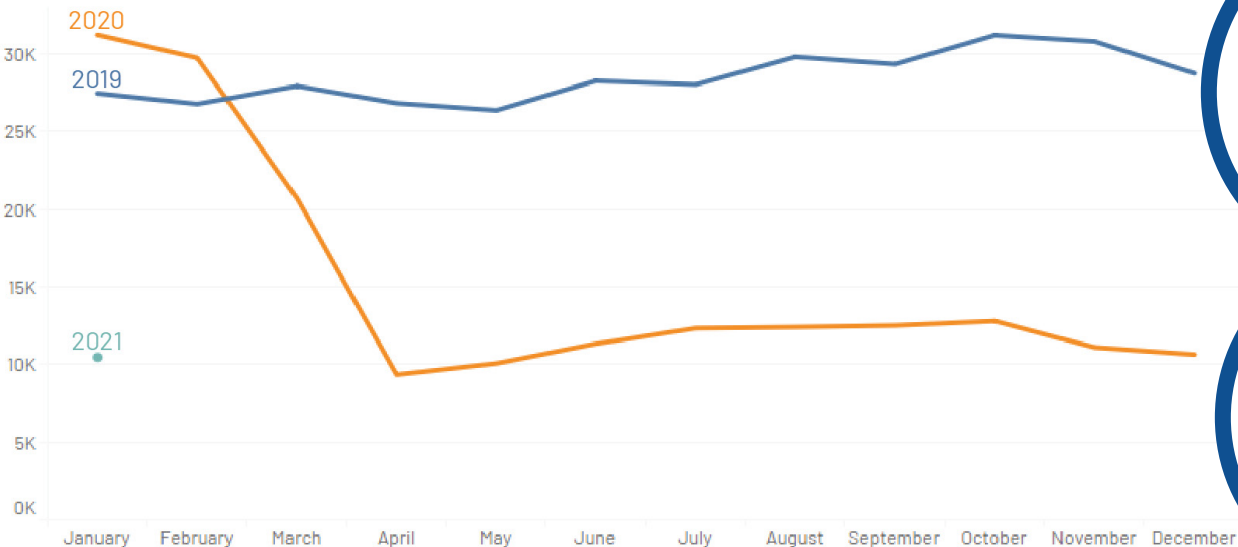


Note: Data amended 3/4/2021 to include no-show trips which slightly increased ridership totals

Aggregating data by week allows each datapoint on the graph to represent the same number of days which lends a more obvious determination of the trend.

Timeline points embed information into the graphic for quick explanations of dips and surges that are inherently more apparent in this aggregation.

#### Ridership by Year



System-wide public ridership grouped by year allows for a quick comparison in trends over multiple years as well as totals for the same months of different years.

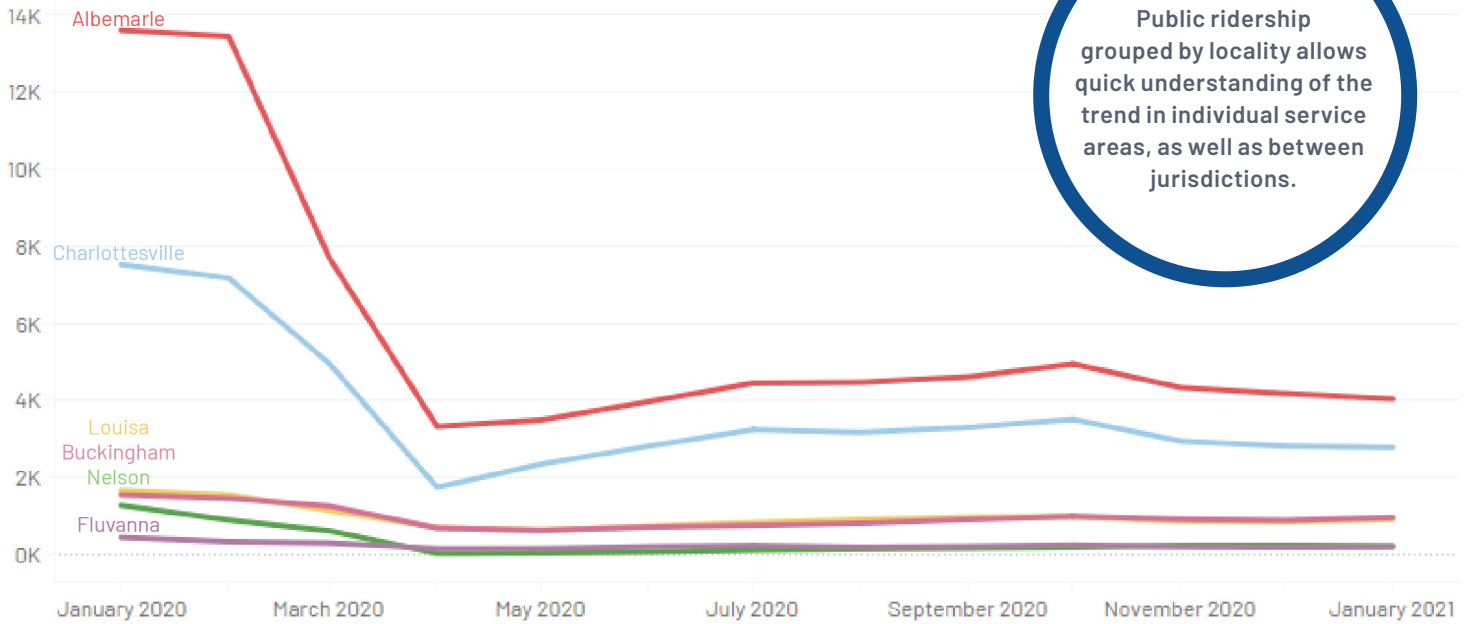
Since this graph is arranged over the calendar year, as 2021 goes on, we will watch the teal line grow and be able to see how it relates to the prior two years.

# INFORMATION & DISCUSSION

## The Anatomy of Performance Reports

### PROPOSED NEW SERVICE METRICS REPORT

#### # of Passengers by Locality



Public ridership grouped by locality allows quick understanding of the trend in individual service areas, as well as between jurisdictions.

The chart above represents a different way to display the "Passengers" table, to the right.

The other two tables "Passengers per Revenue Hour" and "Revenue Hours" can easily be converted to a chart like the one above if you agree that a chart is more visually useful.

Passengers	Jan-19	Jan-20	Jan-21
City of Charlottesville	6,897	6,602	2,777
Albemarle County	9,557	12,052	4,035
Nelson County	1,222	1,025	217
Louisa County	1,370	1,209	907
Fluvanna County	780	375	196
Buckingham County	1,280	1,004	959
<b>Total</b>	<b>21,106</b>	<b>22,267</b>	<b>9,091</b>

12 Months Jan 18' to 19'	12 Months Jan 18' to 19'	12 Months Jan 20' to 21'	Year-over-Year Change
83,372	86,284	40,748	-53%
121,487	143,130	62,900	-56%
13,289	11,183	2,931	-74%
14,942	17,993	11,035	-39%
6,073	4,355	2,581	-41%
12,145	16,502	10,958	-34%
<b>251,308</b>	<b>279,447</b>	<b>131,152</b>	<b>-53%</b>

Passengers per Revenue Hour	Jan-19	Jan-20	Jan-21
City of Charlottesville	2.65	2.95	2.51
Albemarle County	2.07	2.68	2.12
Nelson County	3.17	3.93	1.84
Louisa County	1.87	1.29	1.45
Fluvanna County	2.38	1.87	1.51
Buckingham County	5.43	6.65	4.62

12 Months Jan 18' to 19'	12 Months Jan 18' to 19'	12 Months Jan 20' to 21'	Year-over-Year Change
2.96	3.27	2.73	-17%
2.39	2.46	1.93	-22%
3.26	3.55	2.01	-44%
1.44	1.44	1.20	-16%
2.04	1.81	1.36	-25%
5.89	5.90	3.62	-39%

Revenue Hours	Jan-19	Jan-20	Jan-21
City of Charlottesville	2,599	2,237	1,106
Albemarle County	4,616	4,491	1,899
Nelson County	386	261	118
Louisa County	735	934	624
Fluvanna County	328	201	130
Buckingham County	236	151	207
<b>Total</b>	<b>8,899</b>	<b>8,275</b>	<b>4,085</b>

12 Months Jan 18' to 19'	12 Months Jan 18' to 19'	12 Months Jan 20' to 21'	Year-over-Year Change
28,185	26,398	14,941	-43%
50,758	58,128	32,552	-44%
4,073	3,148	1,461	-54%
10,401	12,519	9,166	-27%
2,974	2,411	1,903	-21%
2,061	2,798	3,028	8%
<b>98,451</b>	<b>105,403</b>	<b>63,050</b>	<b>-40%</b>

# INFORMATION & DISCUSSION

## The Anatomy of Performance Reports

### CURRENT ADA COMPLIANCE REPORT

#### Americans with Disabilities Act Compliance Report – December 2019 – January 2021

Monthly Statistical and Performance Summary – December 2019 to Jan-2021

	FY2020 Performance Data							FY2021 Performance Data							FY2021 Year-to-Date
	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	
<b>ADA Unlinked Passenger Trips Provided:</b>	<b>12,519</b>	<b>12,644</b>	<b>12,180</b>	<b>8,461</b>	<b>3,600</b>	<b>4,518</b>	<b>5,282</b>	<b>6,021</b>	<b>5,924</b>	<b>6,067</b>	<b>6,567</b>	<b>5,593</b>	<b>5,322</b>	<b>5,180</b>	<b>40,674</b>
<i>All Services Unlinked Pass Trips Provided:</i>	26,529	30,409	28,440	18,402	6,890	7,349	8,648	12,457	12,531	12,677	12,965	11,803	11,281	11,171	84,885
<b>ADA Revenue Miles Operated:</b>	<b>48,076</b>	<b>49,009</b>	<b>42,762</b>	<b>26,705</b>	<b>20,183</b>	<b>22,787</b>	<b>25,650</b>	<b>31,289</b>	<b>29,057</b>	<b>32,698</b>	<b>30,311</b>	<b>29,521</b>	<b>24,861</b>	<b>23,552</b>	<b>201,287</b>
<i>All Services Revenue Miles Operated:</i>	139,996	134,708	129,437	83,706	59,623	62,363	70,671	101,679	93,795	102,559	94,964	92,519	83,638	80,298	649,452
<b>ADA Revenue Hours Operated:</b>	<b>4,049</b>	<b>4,346</b>	<b>4,313</b>	<b>2,488</b>	<b>1,830</b>	<b>1,820</b>	<b>1,835</b>	<b>2,183</b>	<b>2,398</b>	<b>2,989</b>	<b>3,197</b>	<b>2,795</b>	<b>2,408</b>	<b>2,173</b>	<b>18,142</b>
<i>All Services Revenue Hours Operated:</i>	9,886	10,009	9,998	5,999	3,963	4,124	4,399	6,698	6,818	7,572	8,072	5,869	5,377	5,057	45,462
<b>ADA No Shows:</b>	<b>347</b>	<b>319</b>	<b>252</b>	<b>182</b>	<b>182</b>	<b>52</b>	<b>76</b>	<b>159</b>	<b>136</b>	<b>142</b>	<b>181</b>	<b>164</b>	<b>143</b>	<b>130</b>	<b>1,055</b>
<i>All Services No Shows</i>	457	439	366	272	366	272	77	199	177	254	332	279	272	262	1,775
<b>ADA Denials:</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<i>All Services Denials/Turndowns</i>	0	1	1	0	1	0	0	0	0	14	5	6	2	0	27
<b>ADA On-time Performance</b>	<b>90%</b>	<b>89%</b>	<b>88%</b>	<b>94%</b>	<b>98%</b>	<b>98%</b>	<b>92%</b>	<b>92%</b>	<b>92%</b>	<b>94%</b>	<b>96%</b>	<b>92%</b>	<b>93%</b>	<b>94%</b>	<b>93%</b>
<i>All Services On-Time Performance</i>	91%	89%	89%	96%	98%	98%	96%	96%	96%	96%	96%	90%	92%	93%	94%
<b>Number of ADA related Complaints:</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>ADA Missed Trips:</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>ADA Lifts Determined Inoperable:</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>ADA Passenger Incidents/Accidents:</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>ADA Vehicle Accidents:</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Excessively Long ADA Trips: (exceeds 60 Min)</b>	<b>52</b>	<b>55</b>	<b>50</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>13</b>	<b>16</b>	<b>13</b>	<b>8</b>	<b>4</b>	<b>3</b>	<b>9</b>
<b>Call Hold Times:</b>	<b>1:19</b>	<b>1:51</b>	<b>1:12</b>	<b>1:52</b>	<b>:54</b>	<b>:52</b>	<b>1:06</b>	<b>0:45</b>	<b>0:41</b>	<b>0:44</b>	<b>0:32</b>	<b>1:54</b>	<b>1:59</b>	<b>1:38</b>	<b>1:10</b>

**Standards:**

On-Time Performance Within Stated Window: 85%  
 ADA Trip Denials: 5 or less per month  
 ADA Missed Trips: 5 or less per month  
 Excessively Long ADA Trips: 65 or less per month  
 Call Hold Times: Average 2 min or less per month, per call

Date This Report was Created: 3/3/2021

The ADA Compliance Report is a vehicle by which we can demonstrate what we are reporting out to CAT.

In the coming months, we will work to supplement it with data visualizations in an attempt to make this information as useful as possible.



# STANDING REPORTS

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## *Executive Report*

### **STAFF UPDATE**

Town hall meetings: These non-mandatory meetings were held in person with COVID protocols in place as well as virtually. Questions were raised about Brad's departure, the impact of the release of the upcoming audit, vaccines, and bonuses. Jody revealed the new banner celebrating our Jaunt heroes. One of the best outcomes of the meetings? Connection.

Move Conference: The MOVE America conference will be held on March 17-18. It has gone virtual this year, is free, and as a result many staff members will be attending some or all of the conference. The agenda may be found [here](#). This conference covers a wide-range of innovative transit topics including: Innovation and new thinking in mobility; New business models; New technology across all transport disciplines; New and under-represented transport modes; The exchange of ideas and knowledge; The evaluation of new technology and solutions. Interested? Feel free to attend!

UITP (International Association of Public Transport): Several staff are attending a free webinar on International Women's Day, 8 March 2021 dedicated to the topic of women in leadership, specifically in public transport. A panel of sector-leading voices will debate and discuss the progress that still needs to be made towards gender balance and equality.

### **FINANCIAL OVERSIGHT**

In addition to the other measures that have already been implemented, I have asked that Jaunt Human Resource Generalist, Alex Arce, to serve as Jaunt's Ethics Officer. This will provide Jaunt staff with an avenue of anonymous and/or other reporting for known violations of policy or ethical concerns. He will have direct access to the Board President and Jaunt's CEO to address concerns.

### **BUDGET UPDATES:**

- Albemarle: recommended acceptance of request
- Buckingham: budget revealed March 15th
- Charlottesville: recommended acceptance of request
- Louisa: Jaunt request tentatively approved
- Greene: request being discussed
- Nelson: still being discussed, workshops begin March/April
- Fluvanna: TBD

### **COVID UPDATE**

As of 2/23/21:

- 76% of the staff expressed an interest in getting the vaccine
- 19% have received the first dose so far
- 24% of the staff have stated that they do not wish to receive the vaccine

# STANDING REPORTS

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## *Executive Report*

### **PARK CONNECT:**

In partnership with the UVA Foundation Jaunt was operating a shuttle for UVA employees to the UVA Research Park, now known as North Fork. This service has been discontinued since March 2020 due to the pandemic. The Foundation plans to participate in the Rio Corridor Plan discussion. At this time, there are no plans to reinstate this service.

### **VACCINATION TRANSPORTATION**

Jaunt has partnered with the Blue Ridge Health District and the University of Virginia to transport individuals who are low income, disabled, or elderly, who do not have the means to transport themselves. This partnership is still in the early stages with a few events happening over the past few months. This service is expected to grow in the coming months.

### **FRAUD:**

In early February we were notified by SunTrust bank about two suspicious checks that were presented for payment out of Jaunt's operating bank account. They were counterfeit payroll checks. Over a ten day period, eight more checks of the same nature were presented. The total amount of the attempted fraud was just over \$26,000. A fraud investigation was opened at the first instance and the money for each check was returned as they were identified as counterfeit. We are in the process of instituting an anti-fraud protection measure called Positive Pay which automates the detection of fraud by matching checks presented for payment at the bank with a list of checks we have issued. Any check that doesn't match our list will be flagged for our review and only be released upon our authorization.

### **UPCOMING MEETINGS & IMPORTANT DATES:**

- March 9, 4:00 P.M.  
Green County budget presentation
- March 11, 6:00 P.M.  
City of Charlottesville budget work session
- March 22, 3:00 P.M.  
Albemarle County budget work session

# STANDING REPORTS

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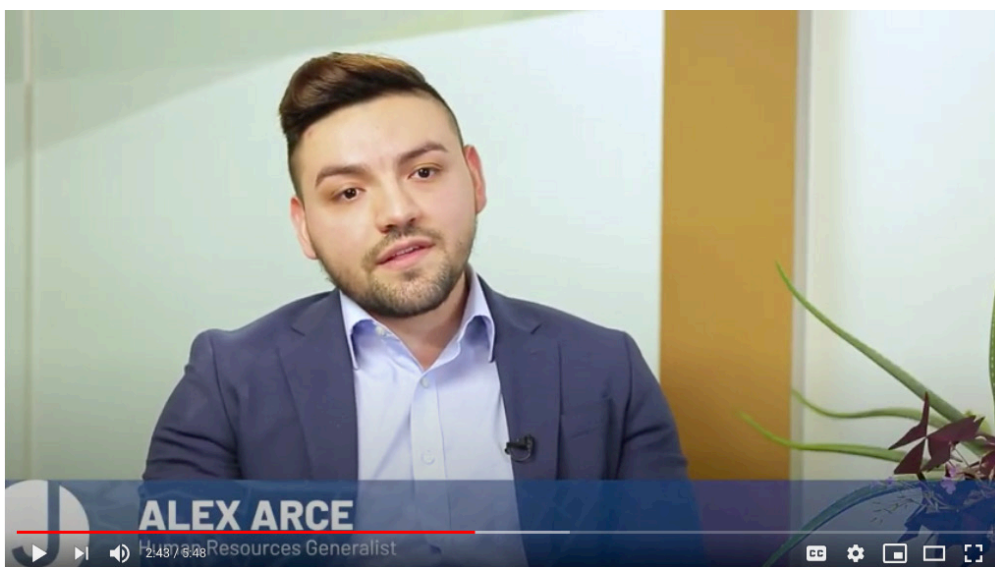
## Executive Report



### **THE FUTURE IS BRIGHT AT JAUNT, INC.**

Hear from Jaunt employees what they're most excited about as we enter into a new year!

<https://youtu.be/fZaBj9cQKrY>



### **JAUNT STAFF HOBBIES & INTERESTS.**

How do Jaunt employees spend their time when they're not being awesome transit nerds? You might be surprised at the wide variety of interests!

<https://youtu.be/18S7mDiJWI>

# STANDING REPORTS

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## *Operations Report*

This month, the Operations Report can be found in the Information and Discussions: Anatomy of Performance Reports section, starting on page 10.

# STANDING REPORTS

## Financial Performance Report: July 2020 – January 2021

	Budget	Non-ADA	ADA	Special Grants	Capital	Agency	YTD FY21	Projected Variance <i>(Excluding Capital)</i>
<b>SOURCES OF FINANCIAL RESOURCES</b>								
Revenues								
Fee Revenues:								
Transportation Fees:	\$ 121,893					\$ 92,403	\$ 92,403	\$ (36,513)
Farebox Fees:	\$ -	\$ -	\$ -				\$ -	\$ -
Intergovernmental								
Federal Grants:	\$ 10,715,814	\$ 3,001,070	\$ 876,902	\$ 45,883	\$ 689,036		\$ 4,612,890	\$ 3,989,206
VDRPT:	\$ 1,150,499	\$ -	\$ 352,257	\$ 7,677	\$ 137,807		\$ 497,741	n/a
Local:	\$ 4,669,148	\$ -	\$ 1,381,804	\$ 9,941	\$ 127,101	\$ 149,660	\$ 1,668,507	n/a
Other								
<b>Total Revenues</b>	<b>\$ 16,657,354</b>	<b>\$ 3,001,070</b>	<b>\$ 2,610,964</b>	<b>\$ 63,500</b>	<b>\$ 953,944</b>	<b>\$ 242,064</b>	<b>\$ 6,871,542</b>	<b>\$ 3,952,694</b>
<b>USES OF FINANCIAL RESOURCES</b>								
Expenditures								
Salaries and wages	\$ 5,816,118	\$ 1,726,801	\$ 1,314,447	\$ 43,190		\$ 93,059	\$ 3,177,498	\$ 368,979
Fringe benefits	\$ 3,035,467	\$ 599,536	\$ 456,369	\$ 12,810		\$ 32,310	\$ 1,101,024	\$ 1,147,998
Travel/Business Meals/Meetings	\$ 9,882	\$ 9,577	\$ 7,290	\$ 7,500		\$ 18,273	\$ 42,640	\$ (63,214)
Facility/Equipment Maintenance/Utilities	\$ 380,374	\$ 70,011	\$ 53,293			\$ 5,732	\$ 129,036	\$ 159,170
Supplies & Materials	\$ 1,547,480	\$ 181,961	\$ 138,509			\$ 14,412	\$ 334,882	\$ 973,396
Marketing & Advertising	\$ 23,222	\$ 18,322	\$ 13,947			\$ 987	\$ 33,257	\$ (33,790)
Insurance & Bonding	\$ 374,975	\$ 118,714	\$ 90,365			\$ 8,090	\$ 217,169	\$ 2,685
Professional Services	\$ 867,014	\$ 270,745	\$ 206,092			\$ 67,083	\$ 543,920	\$ (65,420)
Miscellaneous	\$ -	\$ 5,402	\$ 4,112			\$ 2,118	\$ 11,633	\$ (19,942)
Accidents	\$ -					\$ -	\$ -	n/a
Capital Outlay					\$ 953,944	\$ -	\$ 953,944	n/a
<b>Total expenditures</b>	<b>\$ 12,054,533</b>	<b>\$ 3,001,070</b>	<b>\$ 2,284,425</b>	<b>\$ 63,500</b>	<b>\$ 953,944</b>	<b>\$ 242,064</b>	<b>\$ 6,545,003</b>	<b>\$ 2,469,861</b>

# BOARD MEETING CALENDAR

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## *2021 Dates and Future Agenda Items*

**JANUARY 13:** Public Hearing: Application for State and Federal Funding  
Board Strategic Plan Update

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**FEBRUARY 10:** Audit Update  
Capital Project Planning Update

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**MARCH 10:** Audit

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**APRIL 14:** FY22 Budget Update: Tentative  
Review, discuss, and approve Jaunt's Financials and Grants Management Policy

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**MAY 12:** Nomination Committee  
Annual Update EEO, Title VI Policy, and DBE Goal

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**JUNE 9:** Adoption of FY22 Budget

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**JULY 14:** Annual Shareholders Meeting  
Board of Directors Annual Meeting – Election of Officers and Committees  
2022 Transit Development Plan Update  
Chief Executive Officer Evaluation

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**AUGUST 11:** TBD

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**SEPTEMBER 8:** Draft FY23 Budget for Discussion  
FY23-29 Capital Project Discussion

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**OCTOBER 13:** TBD

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**NOVEMBER 10:** Audit Review

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**DECEMBER 8:** Board Strategic Plan Update  
Capital Project Planning Update