

MEETING MINUTES – *Draft*

VENUE: Zoom Virtual Meeting Platform
DATE/TIME: Wednesday, March 10, 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

NON-VOTING BOARD MEMBERS PRESENT

Christine Jacobs, TJPDC/MPO
Mike Mucha, VDRPT
Karl Carter, Buckingham

NON-VOTING BOARD MEMBERS ABSENT

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

Minutes submitted by Kelly Forloines.

STAFF PRESENT

Karen Davis
Robin Munson
J’riah Guerrero
Matthew Anderson
Stephen Johnson
Jody Saunders
Kelly Forloines
Marnissa Claflin
Mary Honeycutt
Rena Thomas

PUBLIC

Nancy Schlichting - Attorney
Matt McClearn - Auditor
Dave Foley - Auditor
Nick Stone - Web Development
Christina Muller - Web Development

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1. CALL FOR ATTENDANCE/AGENDA CHANGES

- I. Roll Call: Attendance was taken through Zoom and dial-in contacts.
- II. Announcements:
- III. Agenda Additions/Changes: Finance Committee put forward the Audit for approval

2. MATTERS FROM THE PUBLIC

- I. None

3. ACTION ITEMS/PUBLIC HEARINGS:

- I. Approve Meeting Minutes: January 13, 2021
 - a. Ray East made a motion that the minutes be approved. Lucas Ames provided the second. The minutes were approved without dissent.
- II. Approve Audit
 - a. Finance Committee presented audit to the Board for approval
 - b. Roll Call vote – none opposed, audit adopted

4. INFORMATION AND DISCUSSION

- I. Discussion
 - a. Website Redesign- Nick Stone and Christina Muller, with Charlottesville SEO, presented the changes and future plans for the website design overhaul that they have been working on with Jody Saunders. This will improve ease and accessibility, optimize the search engine, and combine the relationship between the Jaunt/Connect/Greene Transit brands and websites. Board members were impressed with the new design features to date and questions were asked regarding compliance with accessibility. The Web Design team (Jody, Stephen, Mary and Rena) has made great accomplishments.
 - b. Bus Wrap – Darker colors and enlarged fonts were added into the new design. Two buses are being wrapped currently.
 - c. Anatomy of Performance Reports – Marnissa Claflin presented a potential for a new reporting system that is easy to follow and easy to understand. This new reporting style would include trend reports, multi-year data comparison, and incorporate financial reports in the same update style. Marnissa questioned the Board on the most important pieces of performance they would like to see. Ray Heron would like to see trend lines. Lucas Ames would like to tie the reports to goals, with Ops relying on data metrics.

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- d. Phone System – Matthew Anderson presented the Board with an update to the Centurylink infrastructure that was causing multiple outages with JAUNT phones. A squirrel had chewed through a cable that has now been repaired. The ticket is closed and phones should continue to work well. Matt would like to have a back up phone plan using cell phones for unexpected outages. He expressed a future goal of having the phone systems linked and changed over to SIP (cloud based).

II. New Business

- a. Insight Strategies – Terri Fisher conducted two workshops with Board members. Staff will be reviewing and wordsmithing Jaunt’s mission and vision statements. These will be put to an agency-wide vote including all staff and board members.

III. Standing Reports

- a. Executive Report
Karen reviewed the Executive Director’s report that was included in the board packet. She highlighted the town hall meetings, budgets, and Covid vaccination update.
- b. Fraud Report
The bank picked up on suspicious payroll checks. Ten checks were written over a ten day period totaling \$26,000. Positive Pay (an anti-fraud system) is being put into use.
- c. Operations Report
Alex Arce has been appointed as Ethics Officer for financial oversight. Park Connect has been suspended at this time. Jaunt will participate in the Rio Corridor Plan Study. J’riah updated the Board on working with the Blue Ridge Health District for transportation to Covid testing and vaccine locations. Randy Parker suggested that there be more information pushed out that JAUNT is available for vaccine transportation.
- d. Financial Report
Information provided in the Board packet. Working on updating reports to better show income. There is an increase in agency revenue and in professional services. Bus purchases are beginning to take place. Randy Parker suggested working with the finance committee for more financial oversight and Karen Davis suggested quarterly meetings with the finance committee.

5. FUTURE AGENDA ITEMS

- 6. **CLOSED MEETING:** Willy Gentry read proclamation to enter into closed session.