

BOARD OF DIRECTORS REGULAR MEETING

June 9, 2021

Prepared for Jaunt, Inc. Board of Directors



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AGENDA

I. CALL FOR ATTENDANCE/AGENDA CHANGES

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

II. MATTERS FROM THE PUBLIC

III. ACTION ITEMS/PUBLIC HEARINGS

- a. Approve meeting minutes – May 12, 2021
- b. Resolution 2021060901 - Adoption of FY2022 Budget – to be provided on 5/7/21 after the Finance Committee meets
- c. Resolution 2021060902 - Facility Maintenance Policy
- d. Resolution 2021060903 - Public Transportation Agency Safety Plan
- e. Resolution 2021060904 - Vehicle Maintenance Policy
- f. Resolution 2021060905 - ADA Paratransit Policy
- g. Resolution 2021060906 - COVID-19 Policy
- h. Resolution 2021060907 - Security Policy
- i. Resolution 2021060908 - Drug and Alcohol Zero Tolerance Policy
- j. Resolution 2021060909 - Resolution for Hiring Search Committee

IV. INFORMATION AND DISCUSSION

- a. Karl to provide a short FOIA overview

IV. NEW BUSINESS

- a. Nominating Committee Recommendations

VI. STANDING REPORTS

- a. Executive Report
- b. Safety Report
- c. Operation Report
- d. Financial Report – to be provided May 7, 2021
- e. Regional Transit Partnership Update

VII. FUTURE AGENDA ITEMS FROM BOARD MEMBERS

VIII. OTHER BUSINESS

- a. Closed Session – legal and personnel matters

ACTION ITEMS

Resolution 2021060902

FACILITY MAINTENANCE POLICY

WHEREAS, the Jaunt Board recognizes the requirement that Jaunt have a comprehensive Facility Maintenance Policy;

WHEREAS, the Jaunt Board of Directors desires to demonstrate its commitment to abide by federal and state law,

WHEREAS, the Jaunt Board of Directors oversees the approval of Jaunt policies,

NOW, THEREFORE, the Jaunt Board of Directors, in a meeting duly assembled on June 9, 2021 hereby adopts the aforementioned policy, and directs staff to implement the program using all necessary resources at their disposal.

J. Randolph Parker, President

June 9, 2021

Date

ACTION ITEMS

Resolution 2021060903

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

WHEREAS, the Jaunt Board recognizes the requirement that Jaunt have a Public Transportation Agency Safety Plan,

WHEREAS, the Jaunt Board of Directors desires to demonstrate its commitment to abide by federal and state law,

WHEREAS, the Jaunt Board of Directors oversees the approval of Jaunt policies,

NOW, THEREFORE, the Jaunt Board of Directors, in a meeting duly assembled on June 9, 2021 hereby adopts the aforementioned policy, and directs staff to implement the program using all necessary resources at their disposal.

J. Randolph Parker, President

June 9, 2021

Date

ACTION ITEMS

Resolution 2021060904

VEHICLE MAINTENANCE POLICY

WHEREAS, the Jaunt Board recognizes the requirement that Jaunt have a Vehicle Maintenance Policy,

WHEREAS, the Jaunt Board of Directors desires to demonstrate its commitment to abide by federal and state law,

WHEREAS, the Jaunt Board of Directors oversees the approval of Jaunt policies,

NOW, THEREFORE, the Jaunt Board of Directors, in a meeting duly assembled on June 9, 2021 hereby adopts the aforementioned policy, and directs staff to implement the program using all necessary resources at their disposal.

J. Randolph Parker, President

June 9, 2021

Date

ACTION ITEMS

Resolution 2021060905

ADA PARATRANSIT POLICY

WHEREAS, the Jaunt Board recognizes the requirement that Jaunt have an ADA Paratransit Policy,

WHEREAS, the Jaunt Board of Directors desires to demonstrate its commitment to abide by federal and state law,

WHEREAS, the Jaunt Board of Directors oversees the approval of Jaunt policies,

NOW, THEREFORE, the Jaunt Board of Directors, in a meeting duly assembled on June 9, 2021 hereby adopts the aforementioned policy, and directs staff to implement the program using all necessary resources at their disposal.

J. Randolph Parker, President

June 9, 2021

Date

ACTION ITEMS

Resolution 2021060906

COVID-19 POLICY

WHEREAS, the Jaunt Board recognizes the requirement that Jaunt have a COVID-19 Policy to safeguard the health and wellbeing of Jaunt staff, passengers, and visitors,

WHEREAS, the Jaunt Board of Directors desires to demonstrate its commitment to abide by federal and state law and to following the guidance of the Centers for Disease Control and Prevention,

WHEREAS, the Jaunt Board of Directors oversees the approval of Jaunt policies,

NOW, THEREFORE, the Jaunt Board of Directors, in a meeting duly assembled on June 9, 2021 hereby adopts the aforementioned policy, and directs staff to implement the program using all necessary resources at their disposal.

J. Randolph Parker, President

June 9, 2021

Date

ACTION ITEMS

Resolution 2021060907

SECURITY POLICY

WHEREAS, the Jaunt Board recognizes that access to information systems and networks owned or operated by Jaunt, Inc. imposes certain responsibilities and obligations and is granted subject to local, state, and federal laws,

WHEREAS, the Jaunt Board of Directors recognizes that acceptable use must be ethical, reflect honesty, and shows restraint in the consumption of shared resources,

WHEREAS, the Jaunt Board of Directors oversees the approval of Jaunt policies,

NOW, THEREFORE, the Jaunt Board of Directors, in a meeting duly assembled on June 9, 2021 hereby adopts the aforementioned policy, and directs staff to implement the program using all necessary resources at their disposal.

J. Randolph Parker, President

June 9, 2021

Date

ACTION ITEMS

Resolution 2021060908

DRUG AND ALCOHOL ZERO TOLERANCE POLICY

WHEREAS, Jaunt receives both state and federal funding, and

WHEREAS, the Jaunt Board of Directors desires to comply with state and federal drug and alcohol testing laws, and

WHEREAS, the Jaunt Board of Directors oversees the approval of Jaunt policy updates,

NOW, THEREFORE, the Jaunt Board of Directors, in a meeting duly assembled on June 9, 2021 hereby adopts the aforementioned policy, and directs staff to implement the program using all necessary resources at their disposal.

J. Randolph Parker, President

June 9, 2021

Date

ACTION ITEMS

Resolution 2021060909

RESOLUTION FOR HIRING SERACH COMMITTEE

WHEREAS, Jaunt has a vacant Chief Executive Officer position that needs to be filled,

WHEREAS, the Jaunt Board of Directors is responsible for hiring said position,

WHEREAS, KL2 followed Jaunt's procurement process in good faith and provided a proposal that demonstrated fiscal constraint, as well as, depth of experience,

NOW, THEREFORE, the Jaunt Board of Directors, in a meeting duly assembled on June 9, 2021 hereby adopts the aforementioned proposal and to move forward with executive search.

J. Randolph Parker, President

May 12, 2021

Date

STANDING REPORTS

Executive Report

SAFETY INCIDENT

On May 12th a safety incident occurred in a Jaunt service bay. No one was injured. Safety Manager, Kyle Trissel conducted a thorough investigation. He will report out at the board meeting discussing corrective actions that will be put into place so this will be prevented from happening again.

GAS SHORTAGE

The sabotage of the Colonial Pipeline on May 11, 2021 affected Jaunt services through May 15th. I directed staff to work from home or stay home if personal gas shortage was a concern. Services were immediately reduced to critical ADA and rural medical trips only. This shortage highlighted a vulnerability in our service structure. With the encouragement of DRPT, CAT director Garland Williams initiated discussions between the City's Public Works Dept. and Jaunt recognizing the contractual agreement regarding the ADA service the Jaunt provides. I believe that there is a need to have this conversation with all of our localities. In short, what level of support do you want to have for your community given this type of situation and how can we plan for that?

FARE FREE STUDY UPDATE

Transit Consultant, Ben Chambers provided two scopes of study. One specifically for Jaunt's ADA service and the other for Jaunt's rural service. A kick off meeting is scheduled for May 15th.

COMMUNITY PANEL DISCUSSION

Jaunt Transit Planning Manager, Stephen Johnson, participated on panel discussion on May 20, the Central Virginia Regional Housing Partnership (CVRHP) and Bramante Homes hosted and sponsored a webinar discussing the connection between reliable transportation and affordable housing with panelists Todd Litman, Executive Director of the Victoria Policy Institute and Stephen Johnson, Planning Manager at Jaunt, Inc., and Albemarle County Supervisor Diantha McKeel moderated the panel discussion.

Interested? [You may watch it here.](#)

STANDING REPORTS

Executive Report

COMMUNITY CONNECTIONS

Thomas Jefferson Planning District Committee (TJPDC)Visit

Gretchen Thomas, Sandy Shackelford, Sara Pennington, and Interim Director, Christine Jacobs boarded a Jaunt bus downtown and came to Jaunt headquarters. A great first step towards strengthening ties in preparation for future collaboration. [More information regarding the TJPDC can be found here.](#)

Botanical Garden of the Piedmont

On May 25th, PR Director Jody Saunders and I had a positive and fruitful discussion with Executive Director Jill Trischman-Marks. She was interested in learning how Jaunt's ADA and rural services could help support the programs at the garden as well as regular visits to appreciate the beauty of the gardens. [More information regarding the gardens can be found here.](#)



The Fralin Museum of Art at the University of Virginia

Mathew McLendon, Museum Director and Director of Development, Elizabeth Wright requested a meeting to discuss how Jaunt services could help support the mission of the museum. There is a desire to broaden the audience that visits the museum. The Fralin is nearing completion of a major renovation, which included better ADA access to the museum. The respective PR personnel will be working together to spread the word when the museum reopens in late summer/early fall. [More information about the Fralin museum can be found here.](#)



Communities of Strength Spring Drive-Thru Celebration

On May 22nd Mobility Manger, Mary Honeycutt, participated in the Communities of Strength Spring Drive-Thru Celebration hosted by JABA. This marked the first spring outreach event post-COVID.

STANDING REPORTS

Safety Report

SUMMARY / HIGHLIGHTS

During the month April 2021:

- There was one (1) preventable vehicle accident
- There were zero (0) non-preventable accident
- There one (1) customer-related incident
- There was one (1) staf-related incident

Jaunt traveled 84,935 revenue miles and had 1 preventable accident by the close of business 4/30/21. Jaunt has a goal of 1 preventable accident every 100,000 revenue miles driven. Jaunt has had 6 preventable accidents since 7/1/20 and recorded 724,495 revenue miles travelled. Jaunt has successfully achieved its goal to date.

Greene County Transit traveled 13,589 revenue miles and had no preventable accidents by the close of business 4/30/21. GCT shares the Jaunt goal of 1 preventable accident every 100,000 miles driven. GCT achieved its goal for the month of April 2021.

SAFETY CONCERNS SHARED AND INVESTIGATED

Jaunt and Greene County Transit are responsive to safety concerns brought forth by staff and members of the community.

During the month of April 2021, the Safety Manager investigated:

- Concern of Jaunt drivers leaving buses to assist passengers into UVA Main Entrance
 - **Solution:** utilizing a calling system when drivers approach the bus stop
Now, drivers will radio dispatch and request that they call UVA transportation who have agreed to transport clients to and from our buses.
- Concern of UVA Emergency Room and Cancer Center drop off locations
 - Under investigation
- Concern of Carlton Views II Apartments drop off location
 - **Solution:** Found a new ADA friendly rear entry that will allow our drivers to safely pickup and drop-off Jaunt passengers
- Concern of a private residence in Fluvanna that is tight for our buses to reach
 - **Solution:** utilize our new Jaunt Ford Transit vans for these kinds of rural pickups and drop-offs

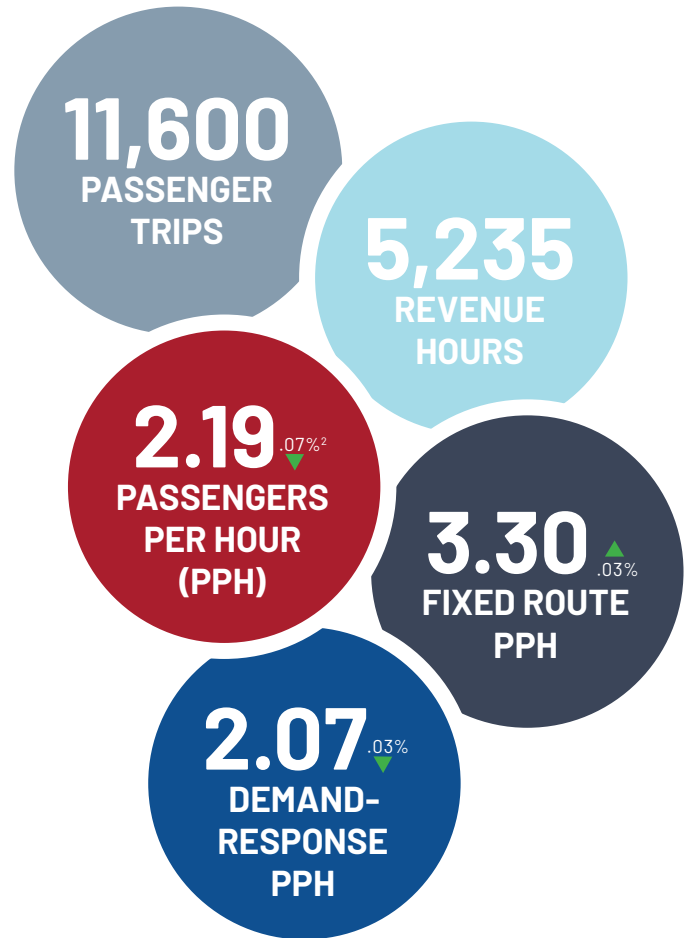
STANDING REPORTS

Operations Report

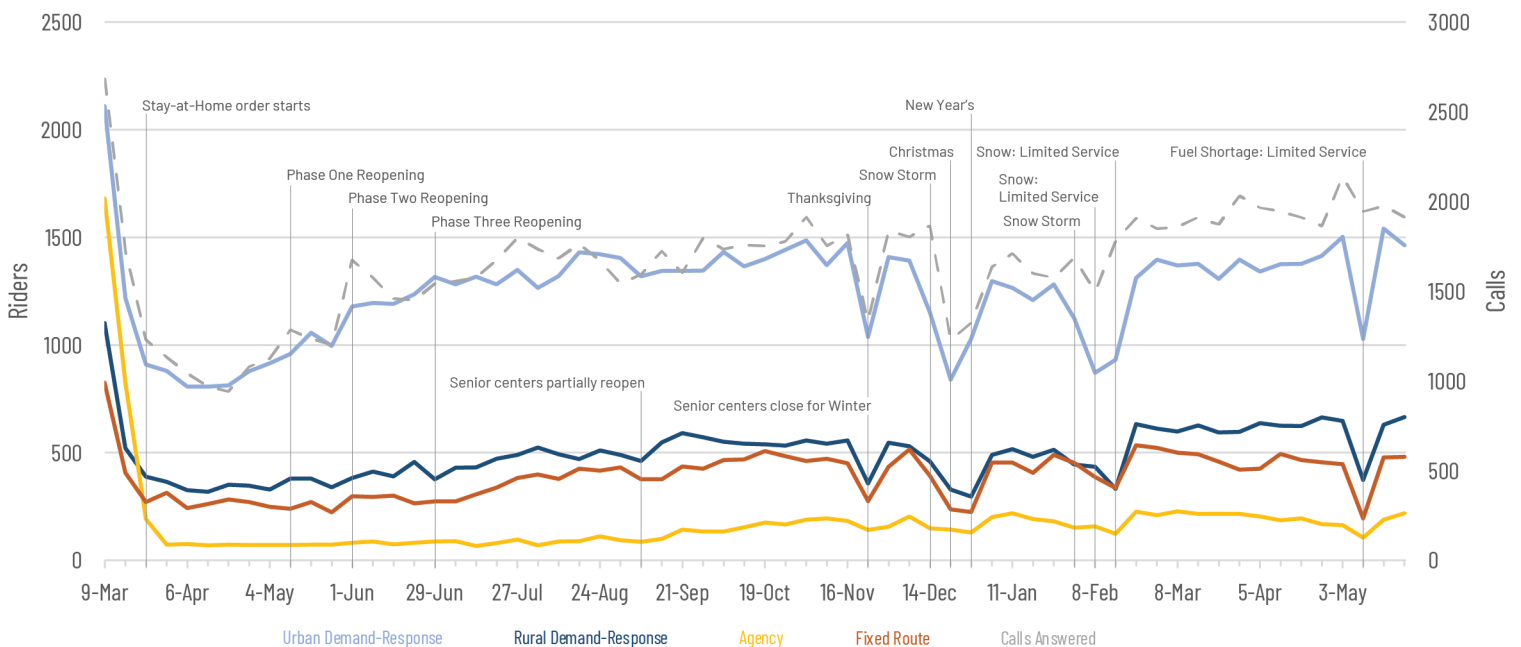
APRIL SUMMARY ACROSS ALL JAUNT SERVICES ¹

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 below shows the fall in ridership as context for the following months of steady incline as the state implemented reopenings phases, and finally, the relative stabilization of weekly ridership.

Over the past two months, ridership has had reasonable fluctuations up and down, increasing slightly, by an average of twenty-three riders each week, or a handful each day. Though still quite far from pre-COVID-19 levels, ridership has changed notably over the past year. and, having weathered a whole year under pandemic conditions, we can now begin making meaningful year-over-year comparisons again!.



THE STATE OF JAUNT SERVICES SINCE COVID-19



¹ Data on this page does not include Greene County Transit

² Methodology for passengers/hour was solidified for this April Performance report. Under this approach, March passengers/hour was 2.20 (instead of the previously reported 2.10), a 4.7% increase from February. This number is the basis for the 0.7% decrease between March and April.

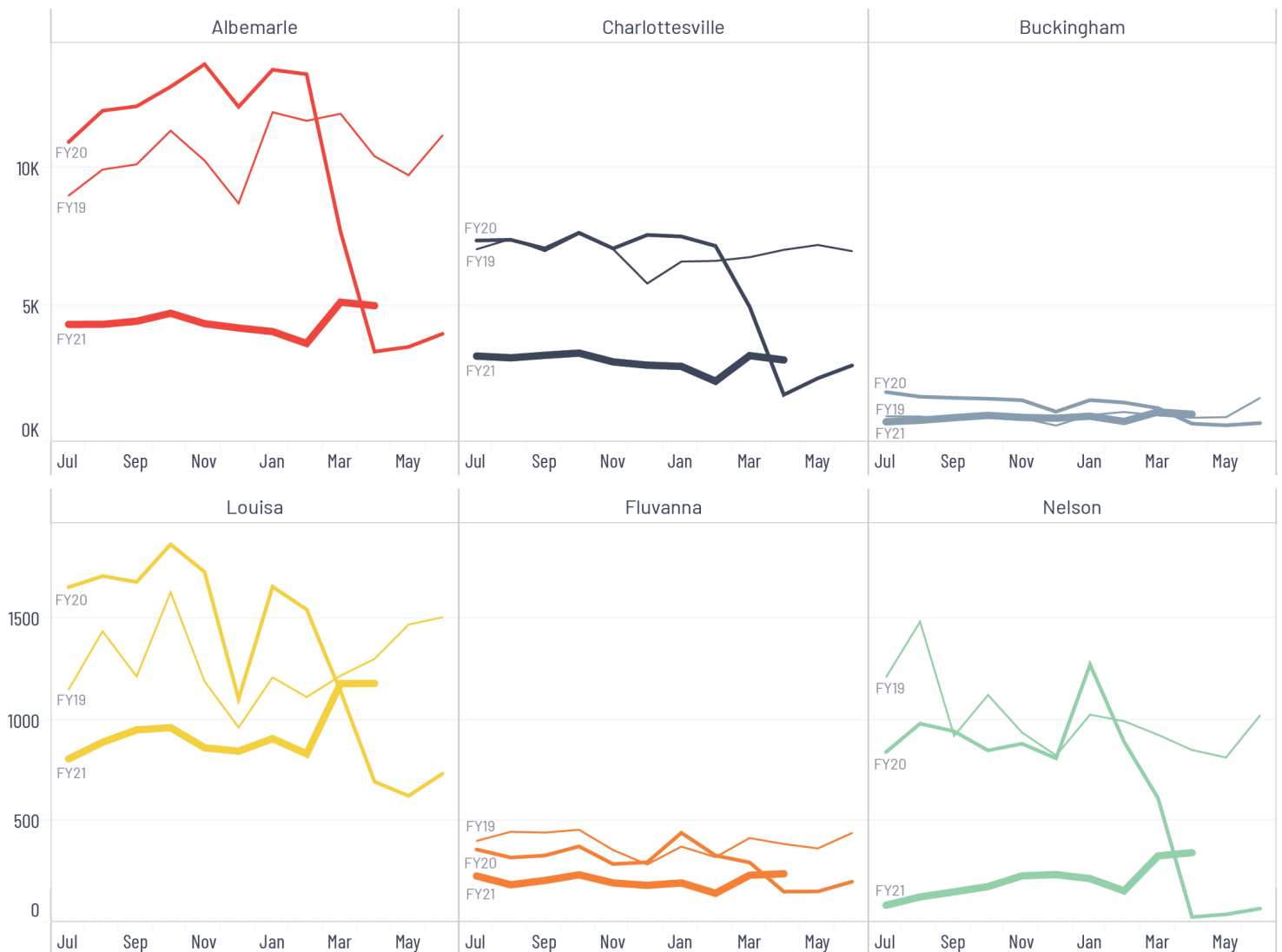
STANDING REPORTS

Operations Report

Passenger trips counts the number of passengers transported. In the below graphs, the totals for each month represent public ridership on both demand-response and fixed route services.

By looking at three years of data over the fiscal year, it's easy to compare trends. We can visually see if ridership was increasing or decreasing year-over-year, as well as the impact of COVID-19 in each locality. Aggregating by month and drawing lines between each month can sometimes be misleading since the totals can be significantly impacted by fewer/more days of regular service. For example, it appears like there was a decrease in ridership in February—which strickly speaking, there was—and this can easily be explained by the three snow storms which reduced service from normal to limited levels three weekdays.

PASSENGER TRIPS BY LOCALITY



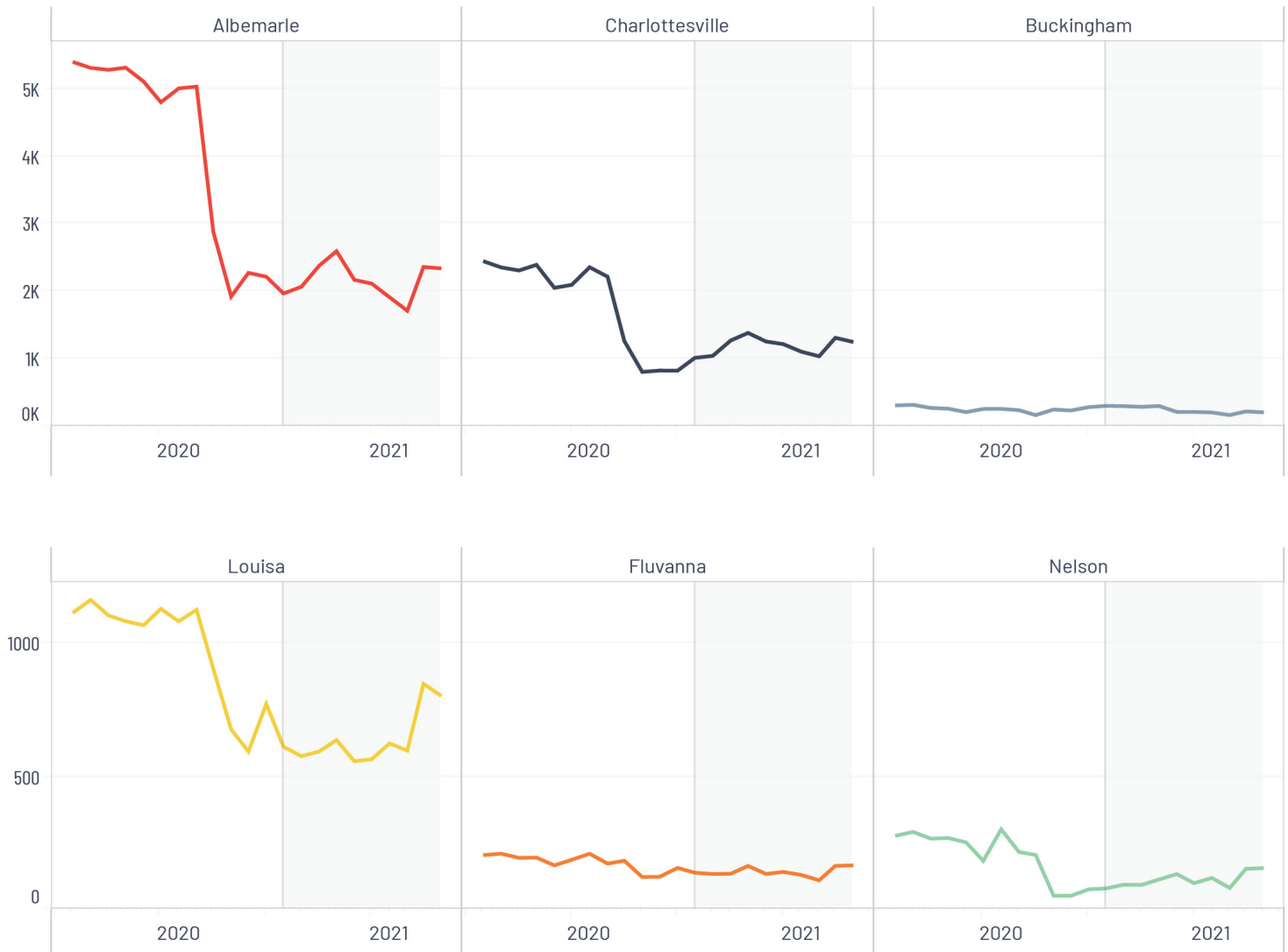
STANDING REPORTS

Operations Report

Revenue hours measures the time each driver is available to transport passengers. They include travel time, ride time, and time between trips that is not spent on break.

A continuous view of revenue hours over the previous and current fiscal years allows us to notice similarities and differences in hours of revenue service in each locality. It is important to note that (except in Buckingham) since the below data is heavily weighted with demand-response data, revenue hours are closely correlated with ridership demand. Though ridership is steady and thriving, Jaunt only offers fixed route service in Buckingham, which means that service follows a fixed schedule and revenue hours are expected to be quite consistent, independent from ridership fluctuations.

REVENUE HOURS: PREVIOUS AND CURRENT FISCAL YEAR



STANDING REPORTS

Operations Report

AMERICANS WITH DISABILITIES ACT COMPLIANCE REPORT

Monthly Statistical and Performance Summary - July 2020 to February 2021

	FY2020 Performance Data			FY2021 Performance Data										FY2021 Year-to-Date
	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	
ADA Unlinked Passenger Trips Provided:	3,600	4,518	5,282	5,912	5,811	5,898	6,242	5,593	5,322	5,180	4,213	6,067	5,914	56,152
<i>All Services Unlinked Pass Trips Provided:</i>	6,890	7,349	8,648	12,456	12,527	12,052	12,927	11,816	11,320	11,515	9,819	13,999	13,209	121,640
ADA Revenue Miles Operated:	20,183	22,787	25,650	24,562	23,910	26,621	29,395	26,025	24,861	23,554	20,795	28,832	27,665	256,220
<i>All Services Revenue Miles Operated:</i>	59,623	62,363	70,671	84,809	81,707	86,302	92,566	88,777	85,749	85,950	74,182	105,863	98,515	884,421
ADA Revenue Hours Operated:	1,830	1,820	1,835	2,060	2,127	2,510	2,803	2,527	2,407	2,174	2,011	2,607	2,561	23,786
<i>All Services Revenue Hours Operated:</i>	3,963	4,124	4,399	6,030	5,770	5,859	6,422	5,588	5,380	5,273	4,686	6,337	6,019	57,364
ADA No Shows:	182	52	76	159	136	142	181	164	143	130	113	158	144	1,470
<i>All Services No Shows</i>	366	272	77	199	177	254	332	279	272	262	258	338	228	2,599
ADA Denials:	0	0	0	0	0	1	0	0	0	0	0	19	12¹	32
<i>All Services Denials/Turndowns</i>	1	0	0	0	0	14	5	6	2	0	0	56	48	131
ADA On-time Performance²	98%	98%	92%	92%	92%	94%	96%	92%	93%	94%	92%	89%	89%	92%
<i>All Services On-Time Performance</i>	98%	98%	96%	96%	96%	96%	96%	90%	92%	93%	92%	89%	89%	93%
Number of ADA related Complaints:	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ADA Missed Trips:	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ADA Lifts Determined Inoperable:	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ADA Passenger Incidents/Accidents:	0	0	0	0	0	0	0	0	0	0	0	0	1	1
ADA Vehicle Accidents:	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Excessively Long ADA Trips:³ (exceeds 60 Min)	0	0	0	3	13	16	13	8	4	3	2	3	2	7
Call Hold Times:	:54	:52	1:06	0:45	0:41	0:44	0:32	1:54	1:59	1:38	1:46	2:14	2:39	1:29

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

¹ Denials have increased due to strained capacity and driver availability, particularly in the late afternoon and evening

² A trip is considered On Time if the pickup occurs inside the interval 15 minutes before and 10 minutes after the trip's scheduled time. A trip is considered Late if the pickup occurs more than 10 minutes after the scheduled time. A trip is considered Early if the pickup occurs more than 15 minutes before the scheduled time. On Time Performance is calculated using the formula: (On Time + Early) / (On Time + Early + Late)

³ A trip performed in the ADA area is considered long if the total ride time exceeds 1 hour. A trip performed within a single rural service area is considered long if the total ride time exceeds 1.5 hours. A trip performed between a rural area and the urban area is considered long if the total ride time exceeds 2.5 hours.

STANDING REPORTS

Financial Report

Financial Report Document will be provided seperately on Monday, June7, 2021.

FY2022 OFFICER NOMINATIONS

The Jaunt Nominations Committee Fran Hooper, Audrey Dannenberg and Christine Jacobs provides the following slate of officers for Jaunt starting at July 2021:

JAUNT OFFICERS:

- President – Randy Parker
- Vice President – Hal Morgan
- Treasurer – Ray East
- Secretary – Christine Appert

JAUNT EXECUTIVE COMMITTEE:

- Lucas Ames
- Karl Carter

JAUNT FINANCE COMMITTEE:

- Chair – Ray East
- Ray Heron
- Fran Hooper

JAUNT FRIENDS:

- Chair – Dian McNaught
- Secretary – Audrey Dannenberg
- Treasurer – Ray East

REGIONAL TRANSIT PARTNERSHIP

- Rural Representative – Hal Morgan
- Urban Representative – Lucas Ames