



AGENDA

Meeting of the Board of Directors

November 9, 2022, at 10:00 AM EST

PUBLIC ARE ENCOURAGED TO ATTEND REMOTELY USING THE BELOW LINKS

- Webinar: <https://us02web.zoom.us/j/85869234258>
- Or One tap mobile: ++13126266799,,85869234258# US
- Or Telephone Only:+1 312 626 6799
- Webinar ID: 858 6923 4258

Do not use both computer and phone audio together: use one only to avoid audio distortion

For connection problems contact help desk at (636)-485-2920 or marijean@jaggerscommunications.com

I. **Call to Order** – Bill Wuensch, President

II. **Roll Call** – Christine Appert, Secretary

III. **Introductions** – Bill Wuensch, President

IV. **Public Comments** – Bill Wuensch, President

The public may address the board by first making a contacting Nancy Hunt to the start of the meeting. Comments are limited to three minutes at the discretion of the board president. Contact Nancy Hunt at nancyh@ridejaunt.org or (434) 296-3184, extension 114.

V. **Action Items**

- A. October 12, 2022 Board of Directors Meeting Minutes– Christine Appert, Secretary **page 2 of 46**
- B. 2023 Meeting Calendar–Ted Rieck **page 6 of 46**
- C. 2023 Service Calendar–Starr Morris, Director of Service Operations **page 7 of 46**
- D. Appoint *Ex Officio* Directors–Ted Rieck **page 10 of 46**
- E. Appoint Brad Burdette to Finance Committee–Bill Wuensch **page 11 of 46**

VI. **Standing Committee Reports**

- A. Finance Committee--Jacob Sumner, Treasurer & Robin Munson, CFO **page 12 of 46**
 - FY2022 Audit Report
 - FY2024 Budget Update
- B. Operations and Safety Reports–Kyle Trissel, Safety Manager and Brooke Solderich, GIS Data Analyst **page 19 of 46**
- C. Regional Transit Partnership Update-- Christine Jacobs/Hal Morgan/Lucas Ames
- D. Executive Director Report--Ted Rieck, CEO **page 32 of 46**
 - Upcoming presentations (Alt Fuels, TDP)
- E. Executive Committee–Bill Wuensch, President

VII. **New Business**

VIII. **Announcements and Board Member comments**

Adjourn to next meeting: December 14, 2022, at 10:00 AM EST



MINUTES

104 Keystone Place, Charlottesville, VA 22902

Meeting of the Board of Directors

October 12, 2022, at 10:00 AM EDST

Director	Present In person	Present virtual	Absent
William Wuensch [President], Albemarle	X		
Hal Morgan [Vice President], Fluvanna	X		
Christine Appert [Secretary], Charlottesville			X
Jacob Sumner [Treasurer], Albemarle	X		
Mike Murphy, Albemarle	X		
Vacant, Albemarle			
Lucas Ames, Charlottesville	X		
Erik Larson, Charlottesville	X		
Ray Heron, Charlottesville	X		
Willie Gentry, Louisa	X		
Randy Parker [Immediate Past President], Louisa			X
Brad Burdette, Nelson	X		
Dian McNaught, Nelson			X
Leslie Woodfolk			X
Non-voting Director			
Sandy Shackelford for Christine Jacobs, TJPDC		X	
Kevin Hickman, Buckingham			X
Garland Williams, CAT		X	
Michael Mucha, DRPT		X	
Steve Bowman, Greene		X	
Staff			
Ted Rieck, CEO	X		
Robin Munson, CFO	X		
Starr Morris		X	
Mike Mills, Procurement Director		X	
Kyle Trissel, Safety Manager		X	
Zadie Lacy, Planner		X	
Brooke Solderich, GIS Data Analyst	X		
Jordan Bowman, Attorney	X		
Public			
Nancy Schlichting, Flora & Pettit	X		

I. **Call to Order** – *Bill Wuensch, President* Time: 10:19 AM

II. **Roll Call** – *Ted Rieck, CEO*

Quorum present (9 of 13 as 14th seat is unfilled).

III. **Introductions** – *Bill Wuensch, President*

None.

IV. **Public Comments** – *Bill Wuensch, President*

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None.

V. **Action Items**

A. September 6, 2022, Board of Directors Meeting Minutes– *Bill Wuensch, President*

Motion: Jacob 2nd: Hal pass unanimously.

B. Jaunt Bylaws –Ted Rieck/Nancy Schlichting

Ted reviewed the highlights of the bylaws that are changing notably the board’s election of its officers and creation of ex officio directors who are non-voting. Nancy added that bylaws can be amended by the board.

Mike Murphy asked if the ex officio director provision intended to provide flexibility on the number and membership. Nancy: Yes. Bill: does board decide on ex officio members? Yes. Mike asked if paragraph 2.14 could be changed to non-binary language (from “his or her”). Yes. Lucas mentioned that Greene and Buckingham should be added as *ex officio* directors.

Jordan reminded the board that an amendment to the bylaws requires a 2/3 majority (normally 9.38—rounding to 10 out of 14). But since one position is not filled, the threshold is 8.7 rounded to 9 out of 13 filled seats).

Motion: Hal 2nd: Ray Passed unanimously with revision to use non-binary language.

VI. **Standing Committee Reports**

A. Finance Committee--Jacob Sumner, Treasurer & Robin Munson, CFO

Robin reviewed the financial statements included in the board packet. There was some discussion on the microphone purchased on Ted’s credit card. The microphones were purchased to test communication in Greene County. Some of the microphones were returned when they proved unneeded. There was some confusion that in the prior

meeting there was a note of returned microphones as a credit. Robin said she would clarify the transactions at the next board meeting.

B. Operations and Safety Reports—Kyle Trissel, Safety Manager

Kyle presented the safety report that includes the trend in accidents. There has been an uptick in accidents in July and August. Erik asked if clearance issues were a common thread. Erik noted that the trend in accidents is unfavorable.

C. Regional Transit Partnership Update-- Christine Jacobs/Hal Morgan/Lucas Ames

Sandy reported on the previous RTP meeting included a presentation from the northern Virginia RTA. Lucas there was quite a bit of discussion that needs to take place about the direction of an RTA that hopefully will be resolved through the governance study. Ted said that a common theme of Virginia RTA's is that they are multi-modal (e.g., transit and highway) and that was a factor in securing funding via the legislature. The RTA considered for Charlottesville/Albemarle is a single mode (transit only). Ted thought that an assessment of whether a single purpose RTA could secure necessary approvals should be made.

Willie said he was appointed by the Louisa Board of Supervisors to serve as one of two Louisa representatives on the advisory committee for the governance study. He expressed puzzlement that Jaunt is not included in the committee.

D. Executive Director Report--Ted Rieck, CEO

Ted mentioned that Willie, Dian, Ray, and Hal attended an October 8th Jaunt event celebrating the achievements of frontline employees. Willie said that the employees he spoke to were upbeat about Jaunt. Hal said he had similar feedback.

Erik said he viewed Ted's presentation to the Charlottesville City Council and liked the comment that Jaunt was having less problems in recruiting drivers because we had competitive pay.

VII. New Business

None.

VIII. Announcements and Board Member comments

Bill said that in one of the upcoming board meetings it is Jaunt's intention to recognize the service of Fran Hooper and Ray East for their long-time service on the Board.

IX. Closed Sessions

Closed meetings as authorized by Virginia Code Section 2.2-3711(A)(1) to discuss and consider the assignment, appointment, promotion, performance, demotion, salaries, disciplining, or resignation of specific public officers, appointees, or employees of Jaunt.

Go into Closed Session 1 to discuss an employee resignation: Motion: Jacob. 2nd: Willie

Come out of Closed Session 1: Jordan requested a motion to certify that to the best of each member's knowledge (i) only public business matters lawfully exempted from open meeting requirements under this chapter and (ii) only such public business matters as were identified in the motion by which the closed meeting was convened were heard, discussed, or considered in the meeting by the public body.

Motion by Brad 2nd: Hal Each present director in a roll call voted yes to certify the first closed session.

Go into Closed Session 2 to discuss an employee evaluation: Motion: Willie. 2nd: Brad

Come out of Closed Session 2: Jordan requested a motion to certify that to the best of each member's knowledge (i) only public business matters lawfully exempted from open meeting requirements under this chapter and (ii) only such public business matters as were identified in the motion by which the closed meeting was convened were heard, discussed, or considered in the meeting by the public body.

Motion by Willie 2nd: Hal Each present director in a roll call voted yes to certify the second closed session.

Meeting adjourned at 12:36 PM.

Next meeting: November 9, 2022, at 10:00 AM EST

2023 Board Meeting Schedule

This formally establishes regular board meeting dates for 2023. The dates will be published as a public notice. The purpose is to give the public notification of Jaunt meetings as an effort for greater transparency. Establishing meeting dates does not prevent changes in the dates as well as the establishment of special meetings.

Dates

All meetings, unless specified otherwise, will begin at 10:00 AM Eastern Time.

January 11, 2023

February 8, 2023

March 8, 2023

April 12, 2023

May 10, 2023

June 14, 2023

July 12, 2023

August 9, 2023 cancel?

September 13, 2023

October 11, 2023

November 8, 2023

December 13, 2023



Holiday Service Schedule

This presents the services Jaunt operates on key holidays in calendar year 2023.

Jaunt Holiday Services 2023		
New Year's Day, Sunday, January 1st, 2023		
Service	Level of Service	Hours
ADA	Full Service	Limited; 6am - 10pm
Rural	Medical Only	Regular
29 North CONNECT	Limited	Holiday Hours
Crozet CONNECT	Limited	Holiday Hours
Buck East CONNECT	Full Service	Regular
Buck North CONNECT		No Service
Lovingston CONNECT		No Service
Martin Luther King's Birthday, Monday, January 16th, 2023		
Service	Level of Service	Hours
ADA	Full Service	Limited; 6am - 10pm
Rural	Medical Only	Regular
29 North CONNECT	Limited	Holiday Hours
Crozet CONNECT	Limited	Holiday Hours
Buck East CONNECT	Full Service	Regular
Buck North CONNECT		No Service
Lovingston CONNECT		No Service
Memorial Day, Monday, May 29, 2023		
Service	Level of Service	Hours
ADA	Full Service	Limited; 6am - 10pm
Rural	Medical Only	Regular
29 North CONNECT	Limited	Holiday Hours
Crozet CONNECT	Limited	Holiday Hours
Buck East CONNECT	Full Service	Regular
Buck North CONNECT		No Service
Lovingston CONNECT		No Service

Continued

Continued

Juneteenth, Monday, June 19th,2023		
Service	Level of Service	Hours
ADA	Full Service	Limited; 6am - 10pm
Rural	Medical Only	Regular
29 North CONNECT	Limited	Holiday Hours
Crozet CONNECT	Limited	Holiday Hours
Buck East CONNECT	Full Service	Regular
Buck North CONNECT		No Service
Lovingston CONNECT		No Service
Independence Day, Tuesday, July 4th,2023		
Service	Level of Service	Hours
ADA	Full Service	Limited; 6am - 10pm
Rural	Medical Only	Regular
29 North CONNECT	Limited	Holiday Hours
Crozet CONNECT	Limited	Holiday Hours
Buck East CONNECT	Full Service	Regular
Buck North CONNECT		No Service
Lovingston CONNECT		No Service
Labor Day, Monday, September 4th, 2023		
Service	Level of Service	Hours
ADA	Full Service	Limited; 6am - 10pm
Rural	Medical Only	Regular
29 North CONNECT	Limited	Holiday Hours
Crozet CONNECT	Limited	Holiday Hours
Buck East CONNECT	Full Service	Regular
Buck North CONNECT		No Service
Lovingston CONNECT		No Service
Thanksgiving Thursday November 23rd, 2023		
Service	Level of Service	Hours
ADA	Full Service	Limited; 6am - 10pm
Rural	Medical Only	Regular
29 North CONNECT	Limited	Holiday Hours
Crozet CONNECT	Limited	Holiday Hours
Buck East CONNECT	Full Service	Regular
Buck North CONNECT		No Service
Lovingston CONNECT		No Service

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Continued

Black Friday, November 24th, 2023		
Service	Level of Service	Hours
ADA	Full Service	Limited; 6am - 10pm
Rural	Medical Only	Regular
29 North CONNECT	Limited	Holiday Hours
Crozet CONNECT	Limited	Holiday Hours
Buck East CONNECT	Full Service	Regular
Buck North CONNECT		No Service
Lovingston CONNECT		No Service
Christmas Eve Sunday December 24th, 2023		
Service	Level of Service	Hours
ADA	Full Service	Limited; 6am - 10pm
Rural	Medical Only	Regular
29 North CONNECT	Limited	Holiday Hours
Crozet CONNECT	Limited	Holiday Hours
Buck East CONNECT	Full Service	Regular
Buck North CONNECT		No Service
Lovingston CONNECT		No Service
Christmas Day, Monday, December 25th, 2023		
Service	Level of Service	Hours
ADA		Closed
Rural		Closed
29 North CONNECT		Closed
Crozet CONNECT		Closed
Buck East CONNECT		Closed
Buck North CONNECT		No Service
Lovingston CONNECT		No Service
New Year's Eve, Sunday, December 31st, 2023		
Service	Level of Service	Hours
ADA	Full Service	Limited; 6am - 10pm
Rural	Medical Only	Regular
29 North CONNECT	Limited	Holiday Hours
Crozet CONNECT	Limited	Holiday Hours
Buck East CONNECT	Full Service	Regular
Buck North CONNECT		No Service
Lovingston CONNECT		No service

Appointment of *Ex Officio* Directors

The adoption of Jaunt’s Third Amended Stock Purchase Agreement and Bylaws in October 2022, a new category of board directors was created. These are called “*ex officio* directors” whose role is to represent key Jaunt stakeholders and to advise the Board of Directors on matters brought to it. *Ex Officio* Directors have no voting privileges.

The following positions are nominated to be created and appointed as *Ex Officio* Directors. The position holder can delegate a designee.

Representation	Position (or designee)	Current Position Holder
Buckingham County	Finance Director	Kevin Hickman
Charlottesville Area Transit	Director of Transit	Garland Williams
Greene County Board of Supervisors	Board Supervisor Liaison	Steve Bowman
Thomas Jefferson Planning District Commission	Executive Director	Christine Jacobs
Virginia Department of Rail and Public Transportation	Transit Programs Manager for Jaunt	Mike Mucha



Appointment of Brad Burdette to Finance Committee

With the departure of Ray East from the Board and the Finance Committee, another director is needed to fully staff the committee.

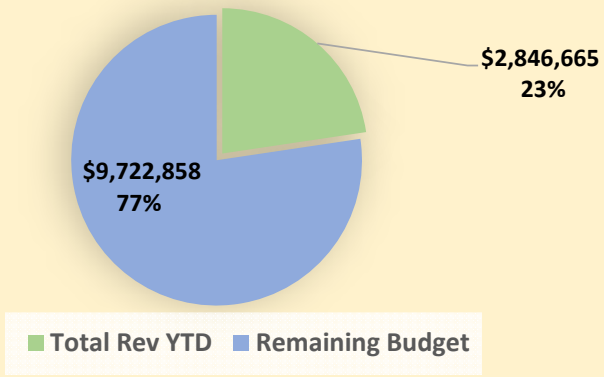
Bill Wuensch nominates Brad Burdette, Director from Nelson County, to serve on the Finance Committee.

Brad has been an agent of change in the Human Services field for more than 20 years. He has worked at various Local Department of Social Services in rural and urban communities. He currently serves as the Director of Appomattox Social Services. He leads an agency of passionate human service professional executing many Federal, State and Local programs that enhance the well-being of citizens. Mr. Burdette serves on many different boards and is engaged in many civic activities in the community.

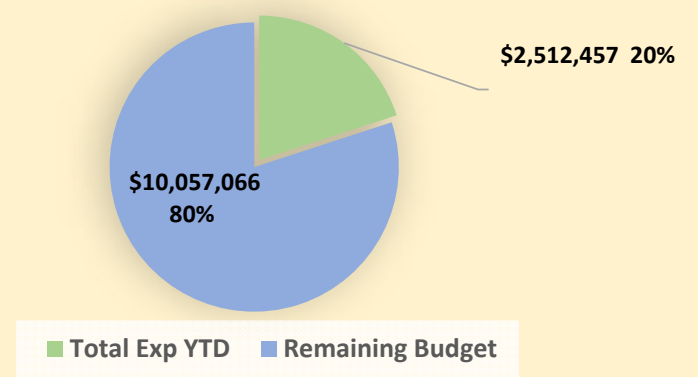
As Director of the DSS and his community service, he brings both executive and programmatic relevant experiences.



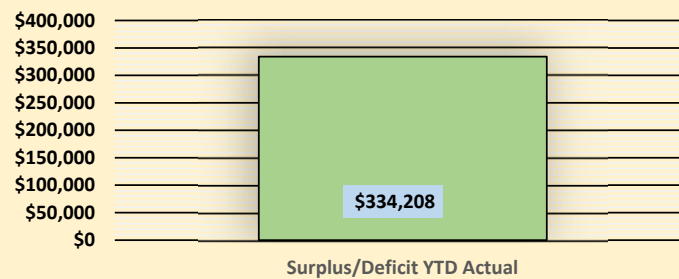
FY23 YTD Budget v Actual Revenue September 30, 2022



FY23 YTD Budget v Actual Expenses September 30, 2022



FY23 YTD Surplus/Deficit September 30, 2022



Jaunt, Inc. FY2023 Monthly Financial Summary

September 2022										
Sources of Financial Resources	Total Budgeted	Total Actual	Budget Variance	Admin (011)	Operations (012, 050)	Special Grants (015, 017, 019)	Agency Program (040)	Accident Fund (041)	Capital (020)	
Fee Revenue:										
Farebox Fee	\$ -	\$ -	\$ -	\$ -	\$ -					
Contract Revenue	\$ 49,132	\$ 23,395	\$ (25,737)	\$ -	\$ -	\$ -	\$ 23,395	\$ -	\$ -	
Governmental Revenue:										
Federal Operating Grants	\$ 339,925	\$ 311,566	\$ (28,359)	\$ 88,285	\$ 223,281	\$ -				
Federal Capital Grants	\$ 53,668	\$ -	\$ (53,668)						\$ -	
Virginia DRPT Operating	\$ 212,655	\$ 211,529	\$ (1,126)	\$ 59,939	\$ 151,590	\$ -				
Virginia DRPT Capital	\$ 4,689	\$ -	\$ (4,689)						\$ -	
Local Government	\$ 387,391	\$ 385,745	\$ (1,646)	\$ 109,304	\$ 276,440	\$ -			\$ -	
In Lieu of Local	\$ -	\$ -	\$ -	\$ -	\$ -					
Other Revenue	\$ -	\$ 26,270	\$ 26,270				\$ 20,563	\$ 5,707		
Total Revenue	\$ 1,047,460	\$ 958,505	\$ (88,956)	\$ 257,528	\$ 651,312	\$ -	\$ 43,958	\$ 5,707	\$ -	
Uses of Financial Resources	Total Budgeted	Total Actual	Budget Variance	Admin (011)	Operations (012)	Special Grants (015, 017, 019)	Agency Program (040)	Accident Fund (041)	Capital (020)	
Salaries & Wages	\$ 509,823	\$ 465,066	\$ (44,757)	\$ 89,057	\$ 376,009	\$ -	\$ -	\$ -	\$ -	
Fringe Benefits/Staff Development	\$ 218,035	\$ 151,815	\$ (66,220)	\$ 18,629	\$ 133,266	\$ (181)	\$ 101	\$ -	\$ -	
Travel/Business Meals/Meetings	\$ 1,608	\$ 3,957	\$ 2,349	\$ 1,887	\$ -	\$ -	\$ 2,070	\$ -	\$ -	
Facility/Equipment Maintenance/Utilities	\$ 13,359	\$ 12,616	\$ (743)	\$ 11,241	\$ 1,375	\$ -	\$ -	\$ -	\$ -	
Supplies & Materials	\$ 140,590	\$ 81,845	\$ (58,745)	\$ 2,712	\$ 79,040	\$ -	\$ -	\$ 93	\$ -	
Marketing & Advertising	\$ 9,167	\$ 10,412	\$ 1,246	\$ 10,412	\$ -	\$ -	\$ -	\$ -	\$ -	
Insurance & Bonding	\$ 32,375	\$ 32,926	\$ 551	\$ 32,926	\$ -	\$ -	\$ -	\$ -	\$ -	
Professional Services	\$ 60,741	\$ 65,082	\$ 4,341	\$ 62,800	\$ 1,481	\$ -	\$ 801	\$ -	\$ -	
Miscellaneous	\$ 2,233	\$ 1,556	\$ (677)	\$ 1,364	\$ -	\$ -	\$ 192	\$ -	\$ -	
Equipment (Capital)	\$ 59,530	\$ -	\$ (59,530)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Total Expenditure	\$ 1,047,460	\$ 825,275	\$ (222,186)	\$ 215,397	\$ 544,758	\$ (181)	\$ 65,208	\$ 93	\$ -	
Net change in fund balance	\$ (0)	\$ 133,230	\$ 133,230	\$ 42,131	\$ 106,554	\$ 181	\$ (21,250)	\$ 5,613	\$ -	



Jaunt, Inc. FY2023 Monthly Financial Summary

September 2022 Year To Date						
Sources of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Realized	Comments
Fee Revenue:						
Farebox Fee	\$ -	\$ -	\$ -	\$ -		
Contract Revenue	\$ 147,397	\$ 69,488	\$ (77,908)	\$ 589,587	12%	Ridership lower than expected
Governmental Revenue:						
Federal Operating Grants	\$ 1,019,775	\$ 923,676	\$ (96,099)	\$ 4,079,100	23%	Reimbursable: operating expenses lower
Federal Capital Grants	\$ 161,005	\$ 27,833	\$ (133,172)	\$ 644,021	4%	Reimbursable: capital expenses lower
Virginia DRPT Operating	\$ 637,965	\$ 634,587	\$ (3,378)	\$ 2,551,858	25%	
Virginia DRPT Capital	\$ 14,067	\$ 5,567	\$ (8,500)	\$ 56,268	10%	Reimbursable: capital expenses lower
Local Government	\$ 1,162,172	\$ 1,157,234	\$ (4,938)	\$ 4,648,689	25%	
In Lieu of Local	\$ -	\$ -	\$ -	\$ -		
Other Revenue	\$ -	\$ 28,279	\$ 28,279	\$ -		
Total Revenue	\$ 3,142,381	\$ 2,846,665	\$ (295,716)	\$ 12,569,523	23%	
Uses of Financial Resources						
Uses of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Used	Comments
Salaries & Wages	\$ 1,529,470	\$ 1,410,061	\$ (119,409)	\$ 6,117,880	23%	Not at full staffing level
Fringe Benefits/Staff Development	\$ 654,104	\$ 457,139	\$ (196,965)	\$ 2,616,417	17%	Not at full staffing level/Health premiums lower
Travel/Business Meals/Meetings	\$ 4,825	\$ 8,106	\$ 3,281	\$ 19,300	42%	Employee Banquet/New Hire Onboarding
Facility/Equipment Maintenance/Utilities	\$ 40,078	\$ 37,553	\$ (2,525)	\$ 160,310	23%	
Supplies & Materials	\$ 421,769	\$ 246,715	\$ (175,055)	\$ 1,687,077	15%	Fuel prices dropping, actual 55% of budgeted amount
Marketing & Advertising	\$ 27,500	\$ 48,923	\$ 21,423	\$ 110,000	44%	Market research and TV ads front loaded
Insurance & Bonding	\$ 97,125	\$ 99,054	\$ 1,929	\$ 388,500	25%	
Professional Services	\$ 182,222	\$ 144,650	\$ (37,573)	\$ 728,889	20%	Large projects not started yet
Miscellaneous	\$ 6,698	\$ 5,465	\$ (1,234)	\$ 26,794	20%	
Equipment (Capital)	\$ 178,589	\$ 54,791	\$ (123,798)	\$ 714,356	8%	Supply chain delay, other projects in planning stage
Total Expenditure	\$ 3,142,381	\$ 2,512,457	\$ (629,924)	\$ 12,569,523	20%	
Net change in fund balance	\$ (0)	\$ 334,208	\$ 334,208	\$ (0)		



JAUNT, Inc.
Balance
Sheet
Summary

10/25/2022

11:20 AM

	9/30/2022	9/30/2021
Assets		
Cash and Cash Equivalents	\$ 6,219,291.00	\$ 5,150,754.59
Receivables, Net of Allowances	103,974.05	80,655.17
Due From Other Governmental Units	1,983,024.02	1,839,323.54
Prepaid Items	50,944.28	72,954.82
Capital Assets	5,921,310.84	7,237,496.74
Total Assets	<u>\$ 14,278,544.19</u>	<u>\$ 14,381,184.86</u>
Liabilities		
Accounts Payable	\$ 163,055.27	\$ 1,094,344.71
Accrued Payroll & Related Liabilities	405,830.90	360,427.97
Deferred Revenue	49,572.75	30,328.48
Total Liabilities	<u>\$ 618,458.92</u>	<u>\$ 1,485,101.16</u>
Fund Balance/Net Position		
JAUNT Inc. Stock	\$ 16.00	\$ 16.00
Fund Balance:		
Nonspendable:		
Prepaid Items	50,944.28	72,954.82
Committed:		
Rainy Day	3,000,000.00	531,000.00
Capital Reserve	1,000,000.00	450,600.00
Unassigned	3,842,658.16	4,761,018.39
Total Fund Balance	<u>7,893,602.44</u>	<u>5,815,573.21</u>
Total Equity	<u>7,893,618.44</u>	<u>5,815,589.21</u>
Total Liabilities and Equity	<u>\$ 8,512,077.36</u>	<u>\$ 7,300,690.37</u>
Net Position:		
Investment in Capital Assets	5,921,310.84	7,237,496.74
Unrestricted	7,738,742.43	5,658,554.96
Total Net Position	<u>13,660,053.27</u>	<u>12,896,051.70</u>
Total Net Position and Equity	<u>13,660,053.27</u>	<u>12,896,051.70</u>
Total Liabilities and Net Position	<u>\$ 14,278,544.19</u>	<u>\$ 14,381,184.86</u>

Jaunt, Inc.

Statement of Cash Flows for month ended September 30, 2022

Cash flows from Operations for September 2022

Local Match	\$	40,497
DRPT/CAT		407,412
Agency		31
Other		24,847
Payroll		(495,169)
Capital Payments		(4,050)
Other Payments		<u>(332,316)</u>
Total cash flows from Operations		(358,748)

Cash flows from Investing for September 2022

Interest		<u>1,297</u>
Total cash flows from Investing		1,297

Net change in cash (357,450)

Beginning cash balance 9/1/2022 6,565,160

Ending cash balance 9/30/2022 \$ 6,207,709

Days of cash on hand 256.51

Months of cash on hand 8.55

Ted Rieck Monthly Expenses
Paid between 9/1/22 - 9/30/22

Direct Reimbursement

Date	Check #	Amount	Purpose
		0.00	Total Reimbursement

Credit Card Charges

Date	Check #	Amount	Purpose
9/15/2020	52664	3.35	Parking - TJPDC MPO Meeting
		3.35	Total Monthly Charges

3.35	Total Expenses
-------------	-----------------------

Safety Report Sept 2022:

Preventable vehicle accident(s): 2

- One accident occurred where an operator made contact with a parked vehicle on the side of a street.
 - Insurance claim: Yes
- The other accident occurred in the Wegman's parking lot. A bus collided with a pole which caused minor damage to the pole and major damage to the bus.
 - Insurance claim: Yes

Non-preventable vehicle accident(s): 0

Customer related incident(s): 0

Staff related incident(s): 0

Jaunt traveled 123,302 revenue miles and had 2 preventable accidents from 9/1/22 to 9/30/22. Jaunt has a goal of less than 1 preventable accident every 100,000 revenue miles driven. Jaunt has had 9 preventable accidents since 7/1/21 and recorded 364,266 revenue miles travelled. We are currently trailing the goal.

Jaunt is currently analyzing potential trends between causal factors that may have contributed to this influx of recent events.

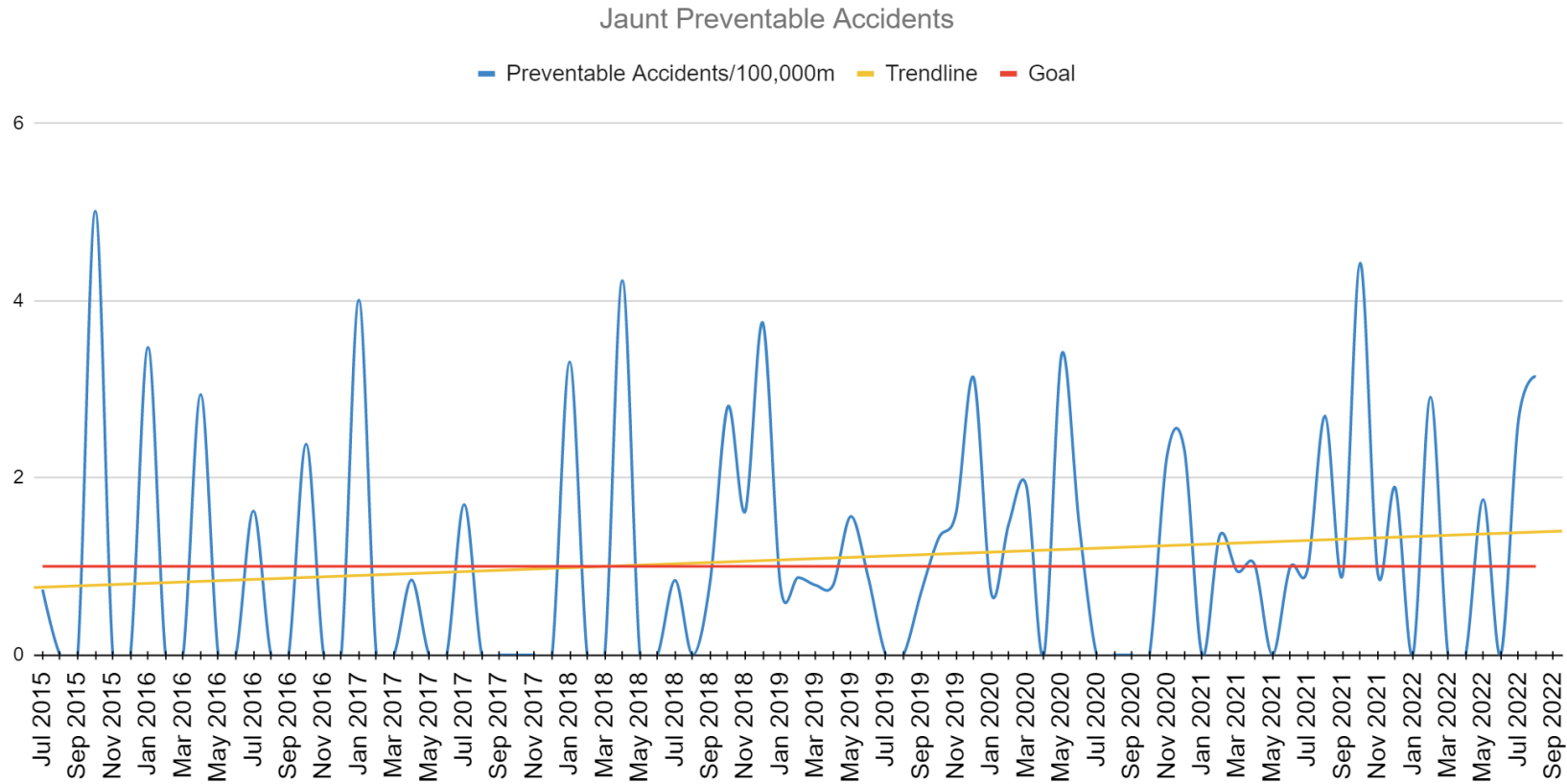
Safety Concerns Shared and Investigated

Jaunt is responsive to safety concerns brought forth by staff and members of the community.

During the month of September 2022, we investigated one location in Greene County. This area was deemed serviceable.

National Transit Database Reporting

Jaunt had 0 NTD reportable safety events for the month of September 2022.



Meeting of the Board of Directors

November 9, 2022 at 10:00 A.M. EST

September 2022 ADA Report

	FY 2022											FY 2023			
	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	FY22 Year End	Jul-22	Aug-22	Sep-22	FY23 YTD
ADA Unlinked Passenger Trips	6,866	6,893	6,655	6,444	4,904	6,631	7,880	7,633	7,698	7,533	82,258	7,631	8,535	8,627	24,793
All Demand Response UPT	15,625	15,937	13,040	12,550	8,522	12,283	14,798	14,187	14,431	14,482	166,692	14,846	16,794	16,616	48,256
ADA Revenue Miles	32,431	31,982	30,667	29,629	24,319	31,265	35,473	34,022	33,667	33,395	377,149	33,425	37,494	37,976	108,895
All Demand Response Revenue Miles	112,435	113,377	90,135	87,437	62,284	85,658	101,433	96,176	95,270	95,787	1,156,398	96,096	107,542	105,216	308,854
ADA Revenue Hours	3,132	2,897	2,755	2,627	2,287	2,827	3,223	3,084	3,172	3,232	34,836	3,102	3,388	3,339	9,829
All Demand Response Revenue Hours	7,121	6,939	5,953	5,666	4,390	5,782	6,801	6,435	6,545	6,483	75,397	6,602	7,213	6,984	20,799
ADA No Shows	166	191	166	188	152	166	189	202	202	186	2,082	197	210	231	638
All Demand Responses No Shows	357	411	361	397	314	347	385	381	435	427	4,522	461	460	478	1,399
ADA Missed Trips	0	0	0	0	0	0	0	1	0	1	2	0	0	2	2
All Demand Responses Missed Trips	0	0	0	0	0	0	0	0	1	3	4	1	5	5	11
ADA Denials	18	43	29	71	26	0	1	0	0	0	247	0	1	5	6
All Demand Responses Denials	90	122	92	121	67	29	70	39	102	168	1,216	30	88	63	181
ADA On Time Performance	92%	90%	93%	92%	94%	95%	96%	95%	93%	94%	93%	95%	94%	91%	93%
All Demand Responses OTP	93%	91%	93%	92%	95%	95%	96%	95%	92%	93%	93%	94%	94%	91%	93%
ADA Passenger Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ADA Lifts Determined Inoperable	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0
ADA Passenger Incidents/Accidents	0	0	0	0	0	0	0	0	1	0	1	0	1	0	1
ADA Vehicle Accidents	0	0	0	0	0	1	0	3	1	1	6	1	1	1	3
Excessively Long ADA Trips	9	13	5	9	6	3	8	5	14	6	92	7	17	20	44
Demand Response Reservations Hold Times	2:11	2:24	2:23	2:12	2:40	2:37	2:12	2:32	1:57	2:04	2:17	2:15	2:09	2:15	2:13

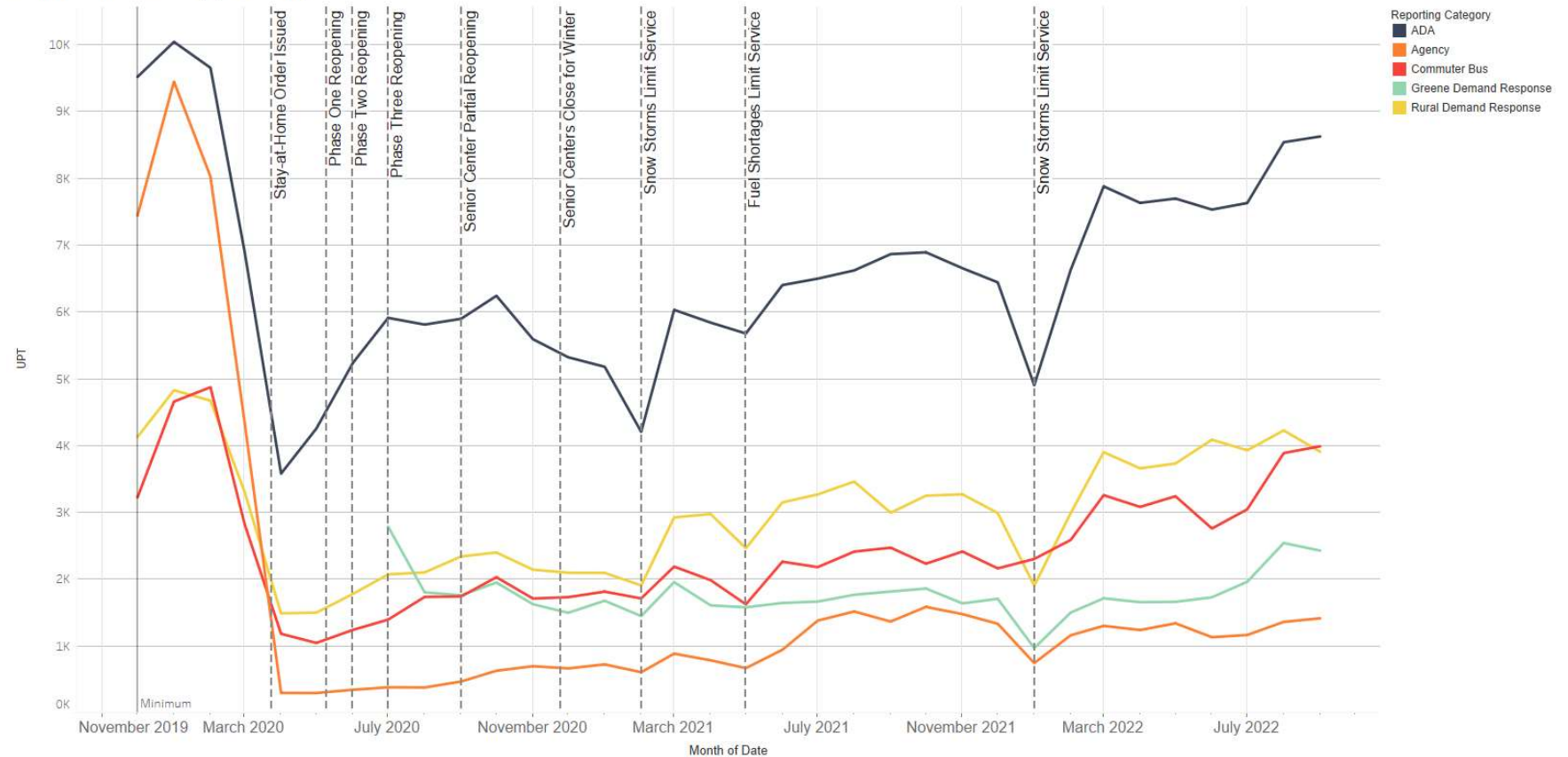


Meeting of the Board of Directors

November 9, 2022 at 10:00 A.M. EST

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. Jaunt’s agency services were hardest hit by this impact, with a 90-95% reduction in service. Public services fared better, with only a 50-75% reduction in service.

Jaunt COVID Recovery per County



The trend of sum of UPT for Date Month. Color shows details about Reporting Category. The data is filtered on Date, which includes dates on or after 12/1/2019. The view is filtered on Reporting Category and Exclusions (MONTH(Date),Reporting Category). The Reporting Category filter keeps ADA, Agency, Commuter Bus, Greene Demand Response and Rural Demand Response. The Exclusions (MONTH(Date),Reporting Category) filter keeps 230 members.





ACRONYMS AND DEFINITIONS

- **ACFR:** Albemarle County Fire Rescue
- **ADA:** Americans with Disabilities Act
- **AE:** Accountable Executive
- **AED:** Automated External Defibrillator
- **AHS:** Albemarle High School
- **APTA:** American Public Transportation Association
- **APC:** Automated Passenger Counter
- **ARC:** Arc of the Piedmont
- **AV:** Autonomous vehicle
- **BMP:** Best Management Practice
- **BOC:** Body-on-Chassis
- **BOS:** Board of Supervisors
- **BRT:** Bus Rapid Transit
- **BRHD:** Blue Ridge Health District
- **CARS:** Charlottesville-Albemarle Rescue Squad
- **CAT:** Charlottesville Area Transit
- **CB:** Commuter Bus
- **CCTV:** Closed-Circuit Television
- **CDL:** Commercial Driver's License

- **CEO:** Chief Executive Officer
- **CFD:** Charlottesville Fire Department
- **CHO:** Charlottesville-Albemarle Airport
- **CHS:** Charlottesville High School
- **CIP:** Capital Improvement Program
- **CFR:** Code of Federal Regulations
- **CLRP:** Constrained Long-Range Plan
- **CMAQ:** Congestion Mitigation and Air Quality
- **COOP:** Continuity of Operations Plan
- **CPR:** Cardio-Pulmonary Resuscitation
- **CSO:** Chief Safety Officer
- **CTAA:** Community Transportation Association of America
- **CTAC:** Citizen’s Transportation Advisory Committee
- **CTAV:** Community Transportation Association of Virginia
- **CTB:** Commonwealth Transportation Board
- **CTF:** Commonwealth Transportation Fund
- **D&A:** Drug and Alcohol
- **DDI:** Diverging Diamond Interchange
- **DMV:** Department of Motor Vehicles
- **DO:** Directly Operated
- **DOT:** Department of Transportation
- **DR:** Demand Response
- **DRPT:** Virginia Department of Rail and Public Transit

- **DVIR:** Daily Vehicle Inspection Report
- **DVR:** Digital Video Recorder
- **EOP:** Emergency Operations Plan
- **EPA:** Environmental Protection Agency
- **ESF:** Emergency Support Function
- **ETA:** Estimated Time of Arrival
- **EV:** Electric Vehicle
- **FEMA:** Federal Emergency Management Agency
- **FHWA:** Federal Highway Administration
- **FMCSA:** Federal Motor Carrier Administration
- **FR:** Fixed Route Service
- **FTA:** Federal Transit Administration
- **FY:** Fiscal Year
- **HOS:** Hours of Service
- **HUD:** Housing and Urban Development, U.S. Department of
- **ICS:** Incident Command System
- **ISR:** Internal Safety Review
- **IT:** Information Technology
- **JARC:** FTA Job Access and Reverse Commute Program
- **Jaunt:** not an acronym, just Jaunt
- **JPA:** Jefferson Park Avenue
- **LEPC:** Local Emergency Planning Committee
- **LMS:** Learning Management System

- **LRTP:** Long Range Transportation Plan
- **LR:** Light Rail Transit
- **MAACA:** Monticello Area Community Action Agency
- **MAP-21:** Moving Ahead for Progress in the 21st Century
- **MDC:** Mobile Data Computer
- **MDT:** Mobile Data Terminal
- **MJH:** Martha Jefferson Hospital
- **MMIS:** Maintenance Management Information System
- **MPO:** Metropolitan Planning Organization
- **NGIC:** National Ground Intelligence Center
- **NIMS:** National Incident Management System
- **NS:** No Show
- **NTD:** National Transit Database
- **OE:** Operating Expense
- **OJT:** On-the-Job Training
- **OSHA:** Occupational Safety and Health Administration
- **OTP:** On-time Performance
- **PACE:** Program of All-Inclusive Care for the Elderly
- **PASS:** Passenger Service and Safety; for fire extinguisher use – point-aim-squeeze-sweep
- **PASS:** Passenger Assistance, Safety and Sensitivity
- **PCA:** Personal Care Attendant
- **PM:** Preventative Maintenance
- **PMT:** Passenger Miles Traveled
- **POV:** Personally Owned/Operated Vehicle

- **PT:** Purchased Transportation
- **PTASP:** Public Transportation Agency Safety Plan
- **PTSCTP:** Public Transportation Safety Certification Training Program
- **RideShare:** Free carpool matching service for the City of Charlottesville and Albemarle, Fluvanna, Louisa, Nelson, and Greene counties
- **RLRP:** Rural Long Range Transportation Plan
- **RTA:** Regional Transit Authority; also Rail Transit Agency
- **RTP:** Regional Transit Partnership
- **SA:** Safety Assurance
- **SAFETEA-LU:** Safe, Accountable, Flexible, Efficient, Transportation Equity Act: A Legacy for Users (legislation governing the metropolitan planning process)
- **Section 5307:** FTA Urbanized Area Formula Grants
- **Section 5310:** FTA Enhanced Mobility of Seniors and Individuals with Disabilities Grants
- **Section 5311:** FTA Formula Grants for Rural Areas
- **Section 5337:** FTA State of Good Repair Program
- **SGR:** State of Good Repair
- **SMP:** Safety Management Policy
- **SMS:** Safety Management System
- **SP:** Safety Promotion
- **SRM:** Safety Risk Management
- **SOV:** Single Occupant Vehicle
- **STIC:** FTA Small Transit Intensive Cities Formula (Section 5307)
- **STIP:** Statewide Transportation Improvement Plan
- **SYIP:** Six-Year Improvement Plan

- **TAM:** Transit Asset Management
- **TCRP:** Transit Cooperative Research Program
- **TDP** – Transportation Development Plan
- **TIP:** Transportation Improvement Plan
- **TJPCD:** Thomas Jefferson Planning District
- **TRB:** Transportation Research Board
- **TSA:** Transportation Security Administration
- **TSSP:** Transportation Safety and Security Professional
- **TWG:** Technical Working Group
- **UPT:** Unlinked Passenger Trips
- **UTS:** University Transit System
- **UVA:** University of Virginia
- **UZA:** Urbanized Area
- **VAMS** - Vehicles Available for Maximum Service
- **VEC:** Virginia Employment Commission
- **VGA:** Virginia General Assembly
- **VIB:** Virginia Industries for the Blind
- **VMT** – Vehicle Miles Traveled
- **VP:** Vanpool
- **VRH:** Vehicle Revenue Hours
- **VRM:** Vehicle Revenue Miles
- **VOMS:** Vehicles Operated in Annual Maximum Service
- **VTA:** Virginia Transit Association
- **WC:** Wheelchair

Glossary for Jaunt's ADA Monthly Performance Summary

The Americans with Disabilities Act (ADA) The [Americans with Disabilities Act \(ADA\)](#) prohibits discrimination against people with disabilities in several areas, including employment, transportation, public accommodations, communications and access to state and local government' programs and services. Source: US Department of Labor

Jaunt's ADA Monthly Performance Summary report includes metrics for both Jaunt's ADA Service and the sum of all Demand Response service Jaunt performs (including ADA). Rows labeled as "ADA" are those pertinent to Jaunt's ADA Service.

Unlinked Passenger Trip – Passenger travels one-way; picked up from one destination, transported, and dropped off at a different destination. If a passenger books round-trip transportation to a destination and back home, that is two unlinked passenger trips. If the passenger transfers as part of their trip, each time they transfer marks the beginning of a new unlinked trip (this is more common for fixed-route transit). Source: National Transit Database

Revenue Miles – The miles that a vehicle is available to the general public and there is an expectation of carrying passengers (NTD Glossary). Vehicle revenue miles are calculated as the miles traveled between the first pickup after leaving the depot and the last drop-off before returning to the depot, excluding breaks and travel to/from breaks. Vehicle revenue miles are allocated to individual demand response trips in proportion to passenger ride distance. Source: Jaunt

Revenue Hours - The hours that a vehicle travels while in revenue service. Source: NTD Glossary

Vehicle revenue hours are calculated as the time between the first pickup after leaving the depot, or starting location, and the last drop-off before returning to the depot, excluding breaks and travel to/from breaks. Vehicle revenue hours are allocated to individual demand response trips in proportion to passenger ride time. Source: Jaunt

No-Show: A no-show occurs when a Jaunt vehicle arrives at the scheduled location, per GPS/AVL, within the 25-minute pickup window (15 minutes before the scheduled time to 10 minutes after the scheduled time) and the rider fails to appear to board the vehicle within a five-minute wait time. Source: Jaunt

Missed Trips – A missed trip occurs when a Jaunt bus arrives outside of the 25-minute pick up window (15 minutes before the scheduled time to 10 minutes after the scheduled time) and the passenger chooses not to ride. A missed trip is not counted against a passenger because it was Jaunt's error. If the passenger is unavailable or no longer wishes to ride, a "Missed Trip No-Show" is recorded. If the passenger rides with Jaunt regardless of the arrival time, or finds alternative transportation, a "Missed Trip but Transported" is recorded. When a passenger has additional trips scheduled after a missed trip, Jaunt will work with the customer to see if they still plan to take those trips. Jaunt strives to minimize Missed Trips to the greatest extent possible.

Missed trips, which are caused by agencies and not by riders, result from trips that are requested, confirmed, and scheduled, but do not take place

because:

- The vehicle arrives and leaves before the beginning of the pickup window without picking up the rider and without any indication from the rider that he or she no longer wants to make the trip. Note that a rider is not obligated to board until the beginning of the pickup window or—for transit agencies that have a 5-minute wait-time policy—from the start of the pickup window until 5 minutes have elapsed.
- The vehicle does not wait the required time within the pickup window, there is no contact with the rider, and the vehicle departs without the rider. Note that if during the wait time the rider indicates he or she no longer wants to take the trip, this is typically recorded as a “cancel at the door.”
- The vehicle arrives after the end of the pickup window and departs without picking up the rider (either because the rider is not there or declines to take the trip because it is now late).
- The vehicle does not arrive at the pickup location.

Source: FTA C 4710.1

A transit agency cannot have substantial numbers of trip denials and missed trips, as they are also considered capacity constraints and are not permitted under FTA ADA Circular § 37.131(f)(3)(i)(B).

Denials—Trip denials result when agencies do not accept trip requests.

Examples of trip denials include:

- A rider requests a next-day trip and the transit agency says it cannot provide that trip.
- A rider requests a next-day trip and the transit agency can only offer a trip that is outside of the 1-hour negotiating window. This represents a denial regardless of whether the rider accepts such an offer.
- A rider requests a round-trip and the agency can only provide one leg of the trip. If the rider does not take the offered one-way trip, both portions of the trip are denials. Source: 8.5.4 of the FTA ADA Circular C_4710.1:

Per § 37.131(b)(2), while a transit agency may negotiate pickup times with the individual, it may not require an ADA paratransit eligible individual to schedule a trip to begin more than 1 hour before or after the individual’s desired departure time.

If Jaunt is unable to provide an ADA trip at the requested time, an alternative time will be offered 60 minutes before or after the requested time. Source: Jaunt

On-Time Performance – The percentage of passenger events performed where a rider arrived within the customer’s established time window(s). For most trips, this just refers to the 25-minute pickup window, but some trips also have a specified drop-off window, such as to reach a medical appointment on-time. In those cases, the pickup and drop-off are counted as two separate events for calculating on-time performance.

Note: FTA considers pickups as on time when a driver arrives at the pickup location within the established pickup window.

- Early – FTA considers pickups early if a driver arrives and departs with the rider before the established pickup window begins.
- Late – FTA considers pickups late if a driver arrives after the end of the established pickup window and the rider boards the

vehicle. Source: 8.5.4 of the FTA ADA Circular C_4710.1:

ADA Passenger Complaints – An ADA complaint is when an individual (verbal or written) who has been certified as an ADA rider, indicates that the service provided is inaccessible to someone with a disability or someone with a disability has been denied service due to discrimination of the disability. This measures Jaunt’s adherence to the ADA regulations. Source: Jaunt

Lifts Determined Inoperable – The number of times a vehicle was put into service with a lift that was inoperable that prevented Jaunt from providing service to the rider that required the lift for transport. Source: Jaunt

ADA Passenger Incidents/Accidents – Accidents or incidents that result in an injury to a passenger who is ADA certified. Source: Jaunt

ADA Vehicle Accidents – Accidents that resulted in monetary damage of any size or a service disruption to a vehicle being used for ADA service. Source: Jaunt

Excessively Long ADA Trips – It is important to understand that “excessive” is in comparison to the time required to make a similar trip using the fixed route system; while a 1-hour travel time for a 5-mile complementary paratransit trip may seem excessive in the abstract, if the same trip takes an hour using the fixed route system, it is comparable, not excessive. Complementary paratransit service is by nature a shared-ride service. The standard of service is not intended to reflect that of a taxi service, which typically transports passengers directly to their destination. Source: Section 8.5.5 of ADA circular C_4710.1:

Call Hold Times – Average length of time a caller is placed on hold while scheduling a demand response trip. Source: Jaunt

Executive Director Report

1. Jaunt is continuing to review proposals in response to our Request for Proposals (RFP) soliciting teaming partners for microtransit.
2. Jaunt met with a non-profit organization, Faith in Action, who advocating for transit in Rockingham County. Jaunt is working with FIA to stage a transit community event on November 19th.
3. Ted attended the TJPDC RTP meeting on October 27th. The committee discussed the draft transit vision plan.
4. Also on October 27th, Jaunt employees recognized Breast Cancer Awareness Day by wearing pink.
5. On November 10th, Jaunt will be presenting progress on its compliance with its MOU with Greene County. Attached is presentation to be delivered to the Greene County Board of Supervisors.
6. At the December 14 board meeting, the work of our Alternative Fuels Study and the Transit Development Plan will be presented.
7. We are currently still recruiting for a Chief Operations Officer, Call Center Manager, IT Systems Administrator, and Planning Manager. We recently hired a new Marketing and Communications Coordinator who starts November 16.



Purpose

- Follows up September 13 Board of Supervisors report
- Ask for remaining funding for FY2023
 - Current funding runs out January 31, 2023

Greene County Service Updates

OPERATIONS

- **June 30, 2022:** Consolidated Greene County office with Jaunt's Charlottesville headquarters
- **July 11, 2022:** Expanded hours offered for service to and from Charlottesville (*Link service*)
- **July 16, 2022:** Saturday service reintroduced for trips within Greene County
- **September 12, 2022:** Same day service (times, days)

COMMUNICATIONS

- **July 7, 2022:** Poster installed, and handout passed out onboard Greene County buses alerting clients of upcoming service enhancements
- **July 11, 2022:** Passenger satisfaction survey mailed to every Greene County rider since July 1, 2020 (*when Jaunt took over operations*)
- **July 18, 2022:** Service update postcard mailed to same list, included list of all the feedback mechanisms Jaunt has in place.
- **September/October 2022:** Second passenger satisfaction survey.

MOU checklist

MOU Milestone	Goal	Progress
Jaunt reports to Greene BoS	Sept 13 and Nov 10	
Complaint feedback mechanism	August 1, 2022	
Customer Satisfaction Survey (1)	End of July	
Customer Satisfaction Survey (2)	End of October	
On-time performance	88%	
Safety	1 preventable accident/mon.	
Customer Complaints	No standard	
Ridership	1% Increase vs. 2021	
Early/late Link Service	By July 25	
Implement Saturday service	By July 30	
Same day service	September 12	
Initiate microtransit planning	January 2023	
15 vehicles at GC Maintenance	July 2022	

MOU checklist

MOU Milestone	Goal	Sept Progress	Nov Update
Jaunt reports to Greene BoS	Sept 13 and Nov 10	Sept 13	Nov 10
Complaint feedback mechanism	August 1, 2022	★	★
Customer Satisfaction Survey (1)	End of July 2022	★	★
Customer Satisfaction Survey (2)	End of October 2022	Not Due	★
On-time performance	88%	95%	95.53% (3 mos.)
Safety	1 preventable accident/mon.	None	None
Customer Complaints	No standard	1 pax/month	1 pax/month
Ridership	1% Increase vs. 2022	On track	+38.2% (3 mos.)
Early/later Link Service	By July 25	Jul 12 th	★
Implement Saturday service	By July 30	July 16 th	★
Same day service	September 12	On target	★
Initiate microtransit planning	January 2023	In process	Reviewing proposals
15 vehicles at GC Maintenance	July 2022	★	★

Second Passenger Satisfaction Survey

(September 2022)

- 1,150 Surveys mailed with self-addressed, stamped envelopes to return them
- 50 responses returned
- 925 returned undeliverable (moved, deceased, etc.)
- ~22% response rate of net surveys delivered (225)
- Largely positive



Jaunt is conducting a survey of residents in Greene County who have used our transit service in the past two years. With this survey we hope to gain insights into what we are doing well and where we can improve. This survey will take about four minutes to complete. Your response is vital to our improvement initiatives. Thank you in advance for participating.

1. When was the last time you rode Greene County Transit / Jaunt?

- Less than a week ago 2-3 months ago
 1-4 weeks ago More than 3 months ago

2. How often do you ride Greene County Transit / Jaunt?

- At least 2-3 times/week At least 1 or 2 times/month Almost Never
 At least once every 1-2 weeks At least 1 or 2 time/year

3. Which Greene County Transit / Jaunt service did you last use?

- Link Circulator Not Sure

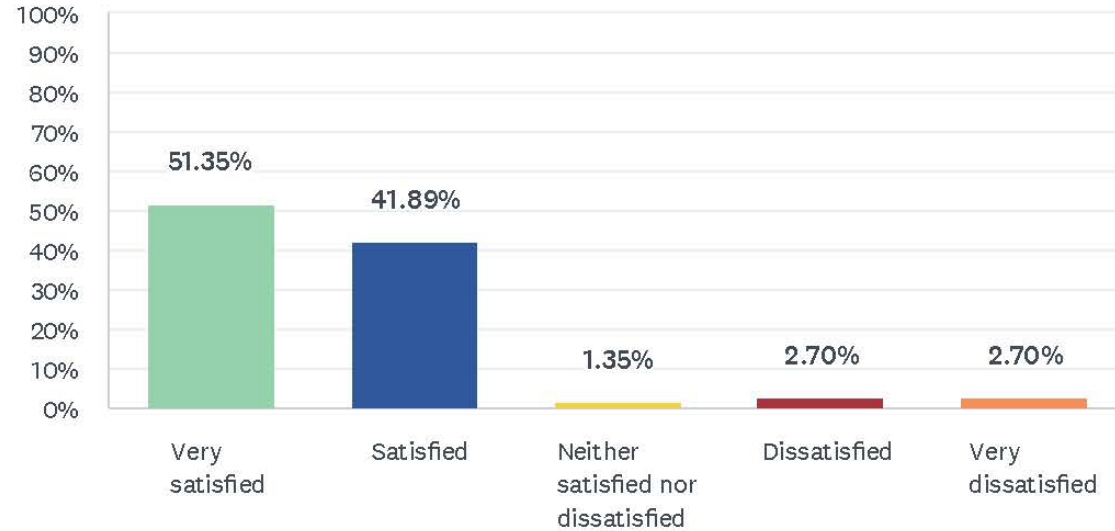
4. In general, how satisfied are you with:

	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied
Promptness of your reservations experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy of reservations staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy of bus operators	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety of bus operators	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness of buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comfort of buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timeliness of your trips	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to get you where you need to go	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jaunt / Greene County Transit overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

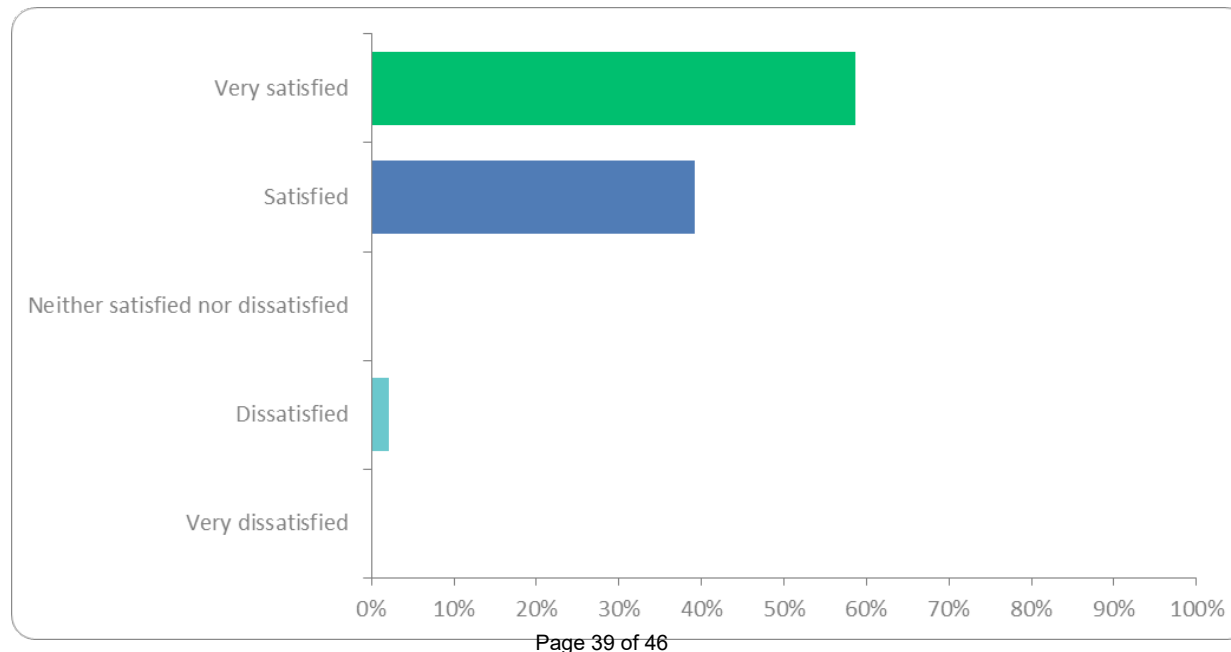
How satisfied are you with the promptness of your reservations experience?

July 2022
Answered: 74
Skipped: 10

September 2022
Answered: 46
Skipped: 3



July 2022

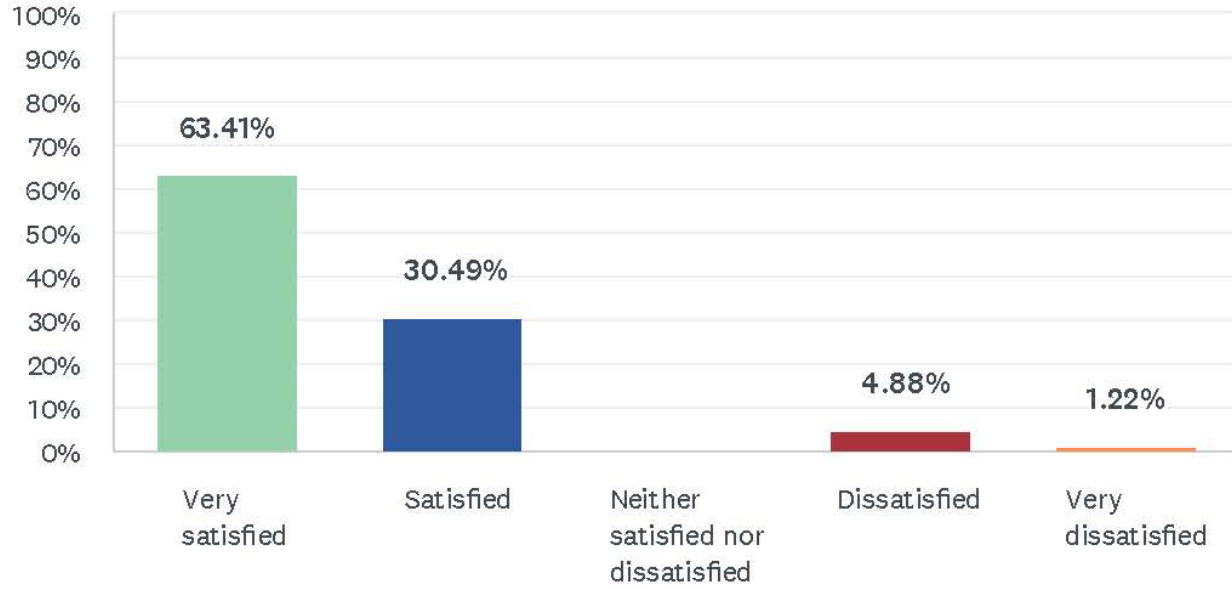


September 2022

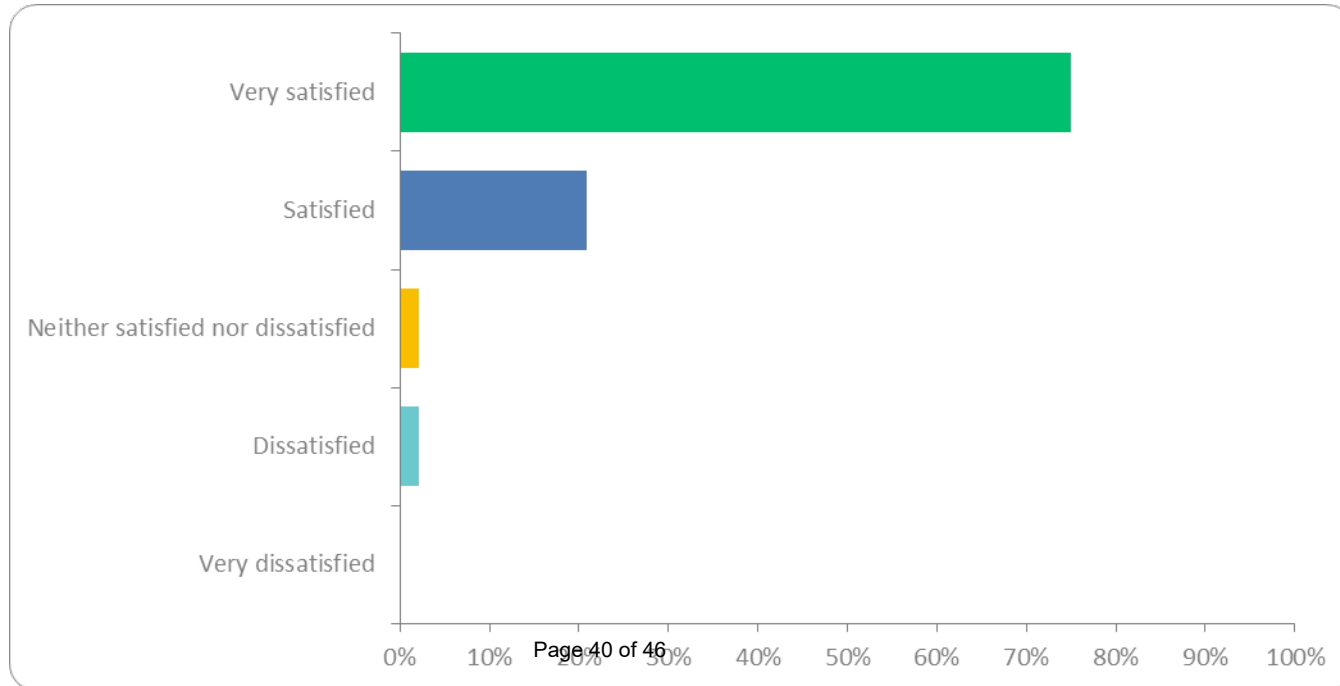
How satisfied are you with the courtesy of Jaunt's reservations staff?

July 2022
Answered: 82
Skipped: 2

September 2022
Answered: 48
Skipped: 1



July 2022

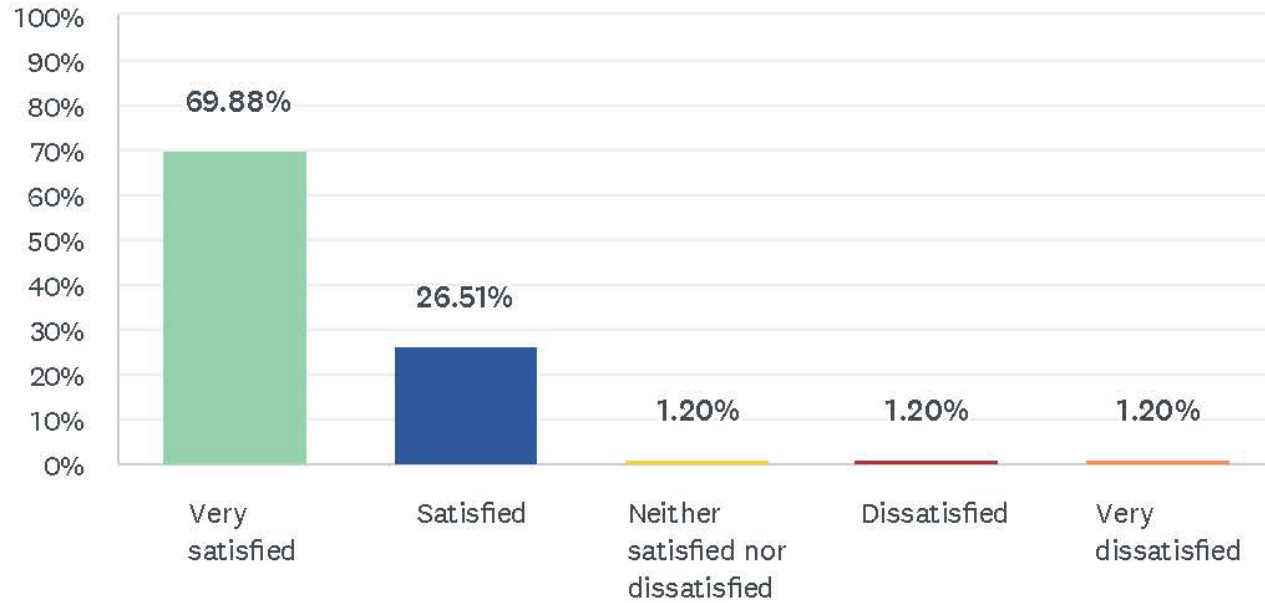


September 2022

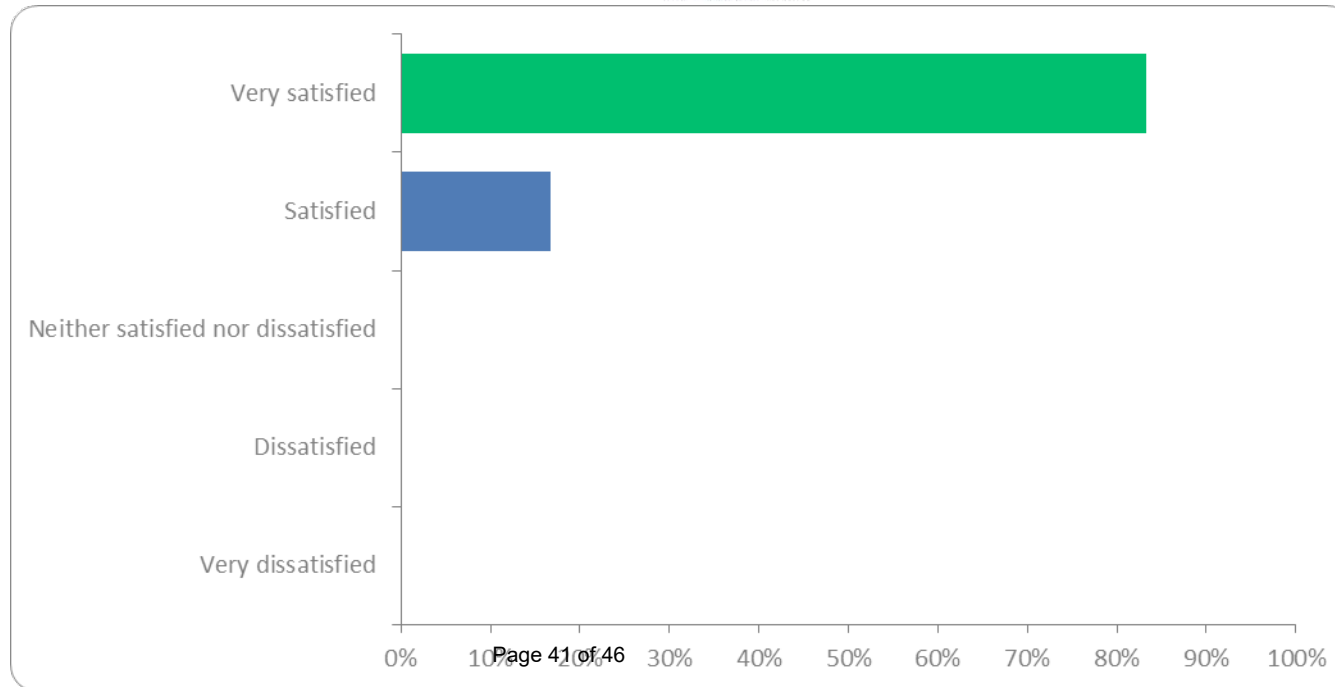
How satisfied are you with the courtesy of Jaunt's bus operators?

July 2022
Answered: 83
Skipped: 1

September 2022
Answered: 48
Skipped: 1



July 2022

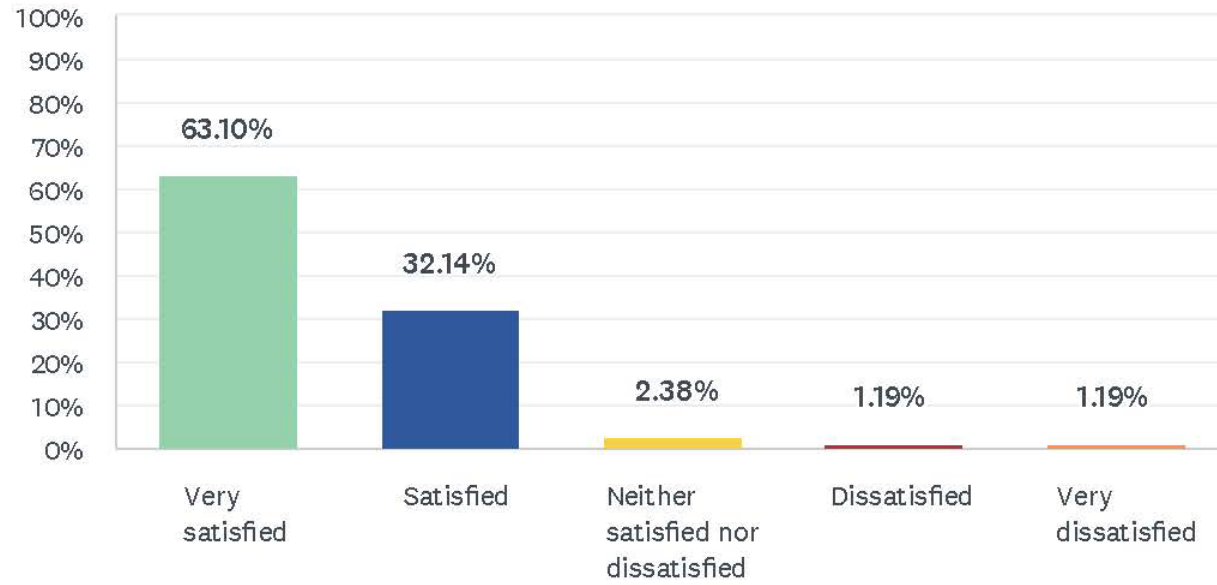


September 2022

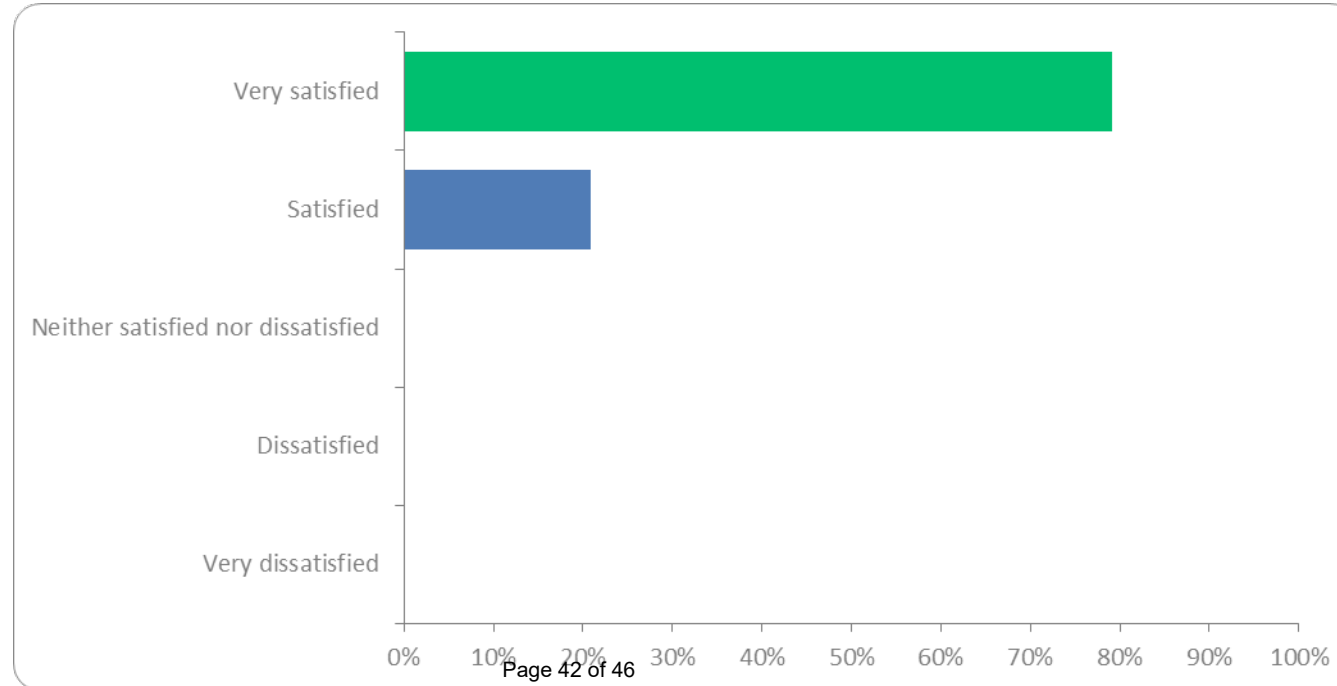
How satisfied are you with the cleanliness of our buses?

July 2022
Answered: 84
Skipped: 0

September 2022
Answered: 48
Skipped: 1



July 2022

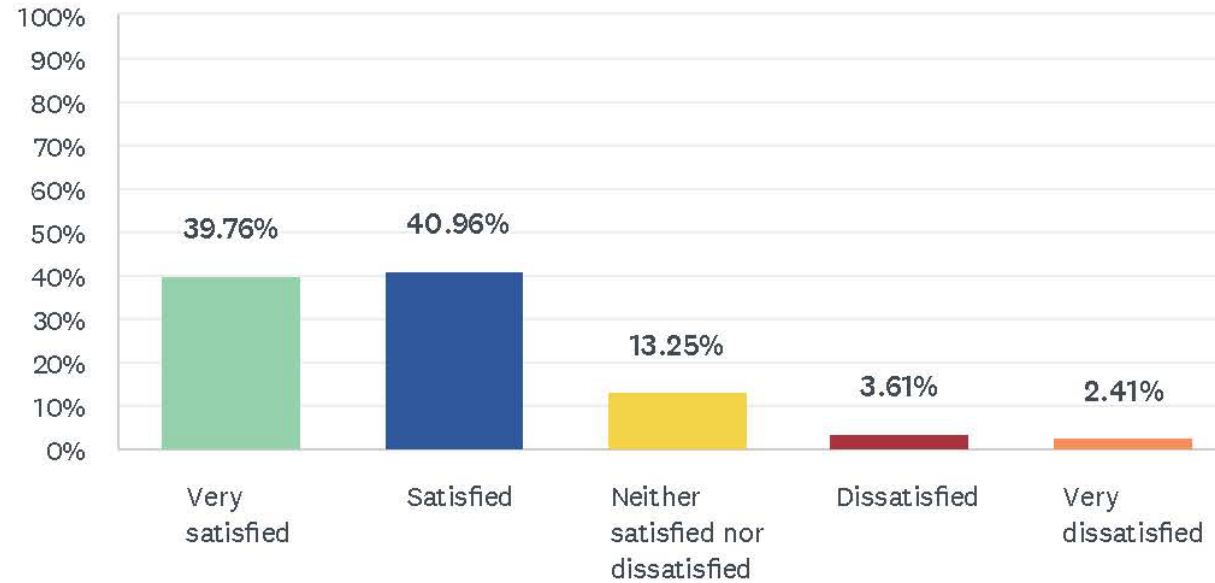


September 2022

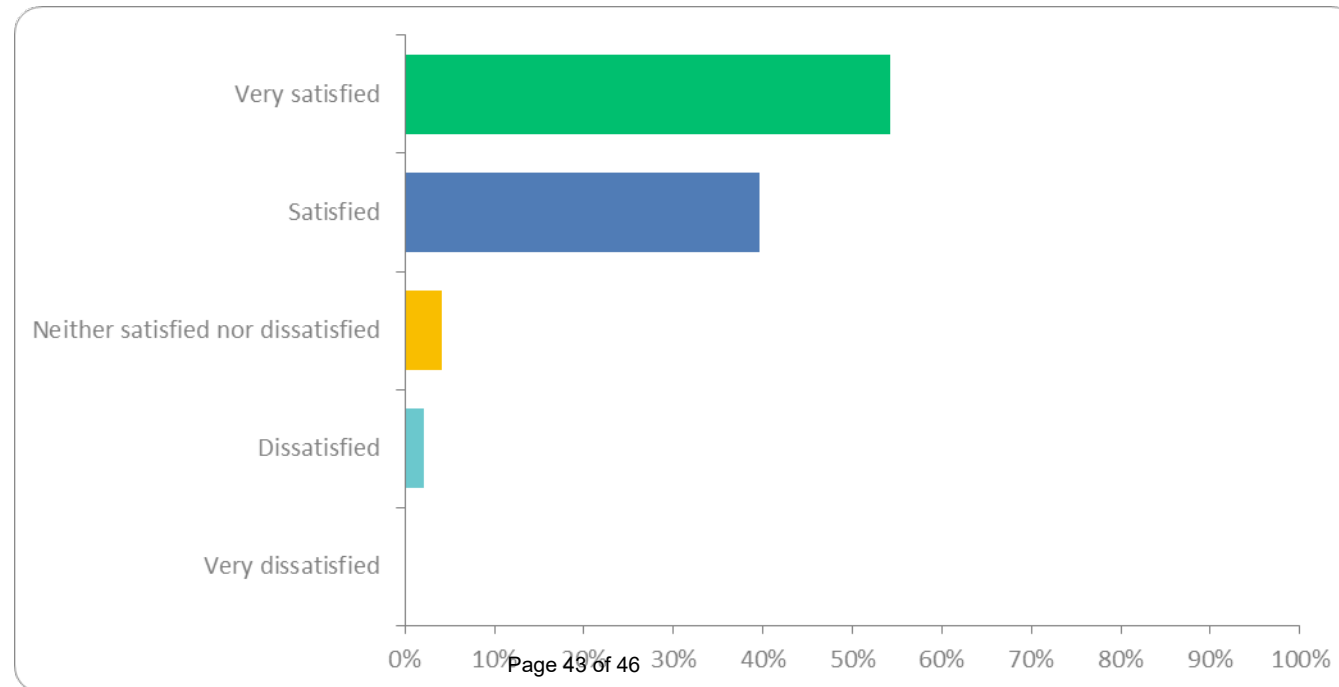
How satisfied are you with the timeliness of your trips?

July 2022
Answered: 83
Skipped: 1

September 2022
Answered: 48
Skipped: 1



July 2022

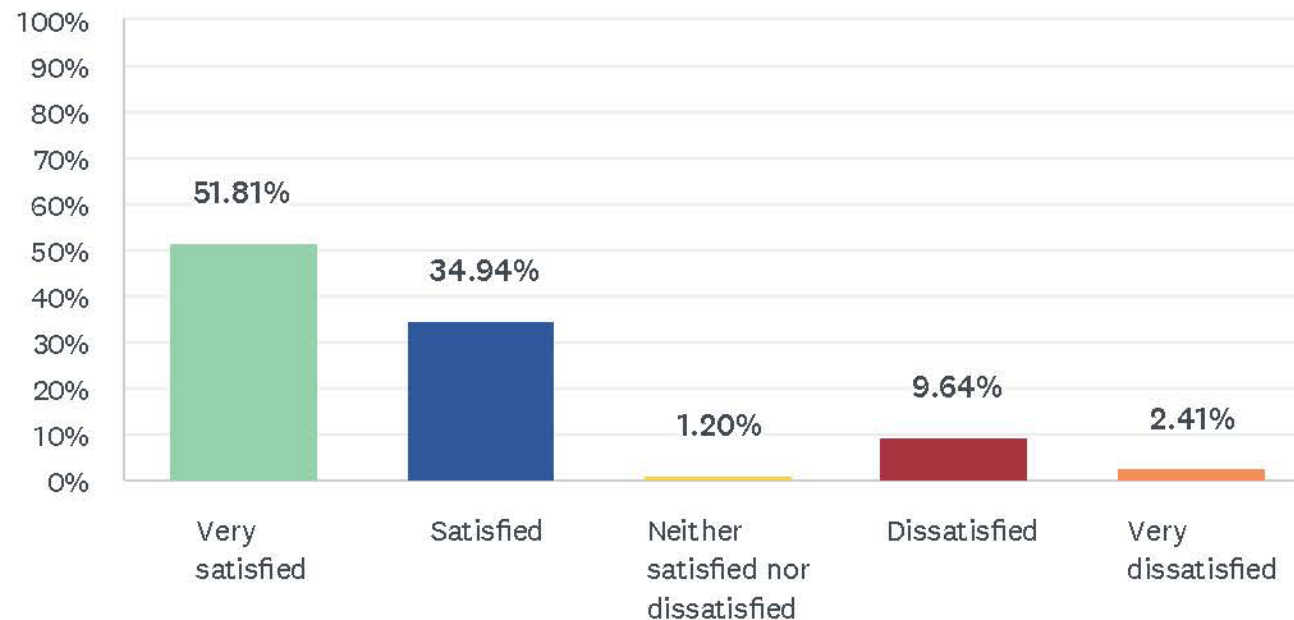


September 2022

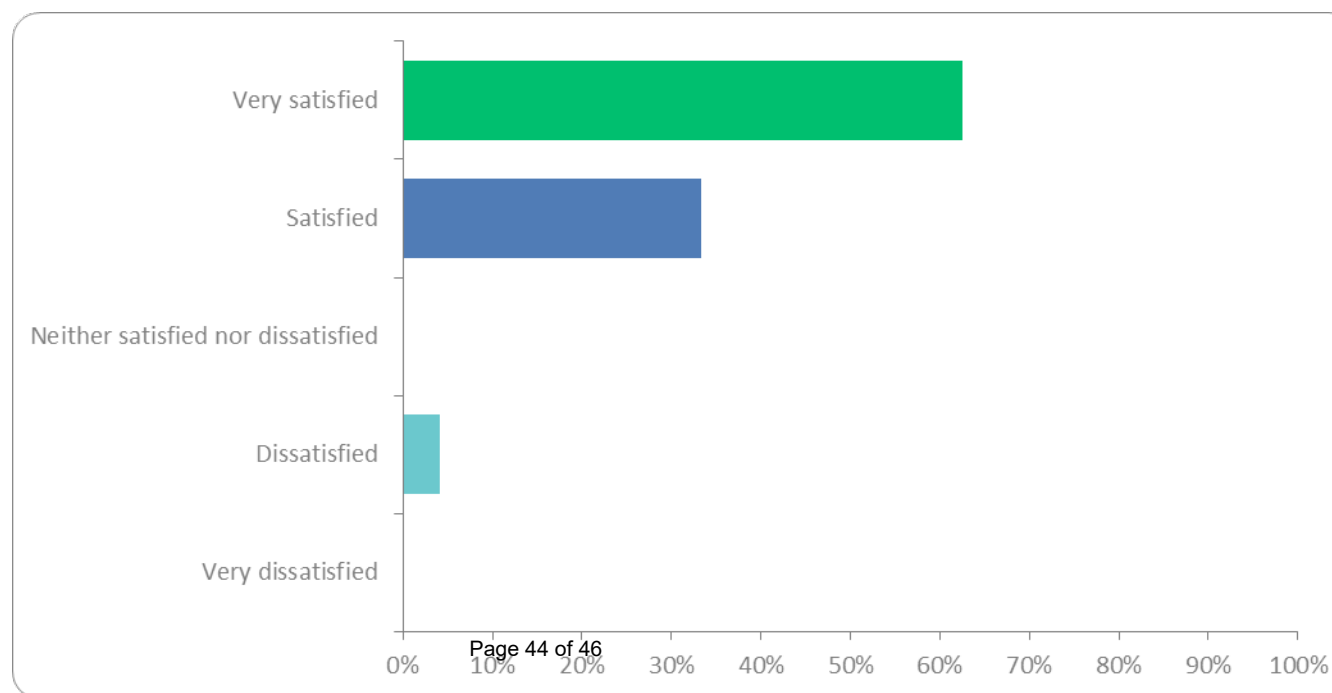
How satisfied are you with our ability to get you where you need to go?

July 2022
Answered: 83
Skipped: 1

September 2022
Answered: 48
Skipped: 1



July 2022

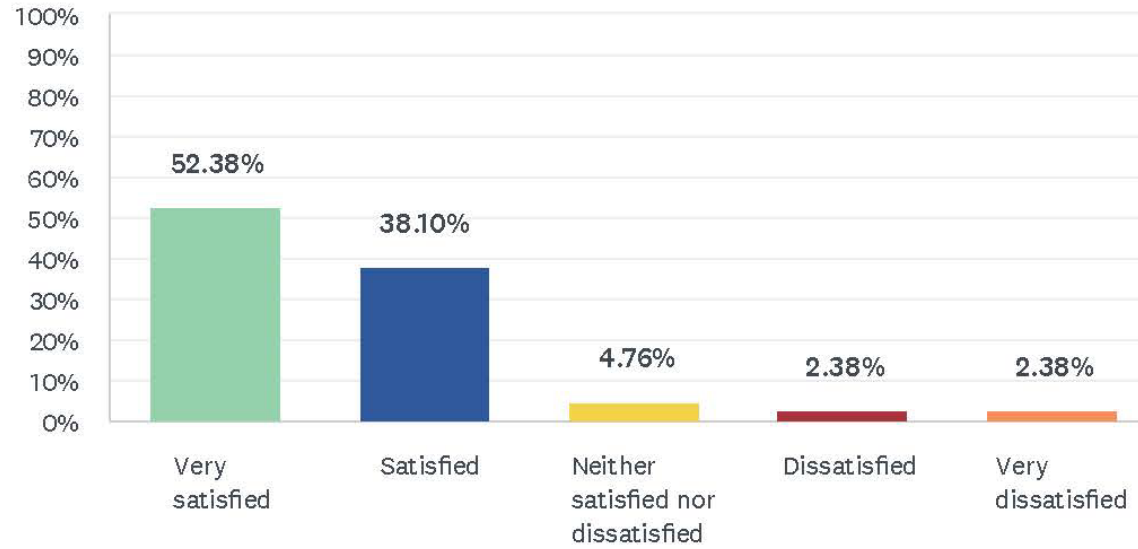


September 2022

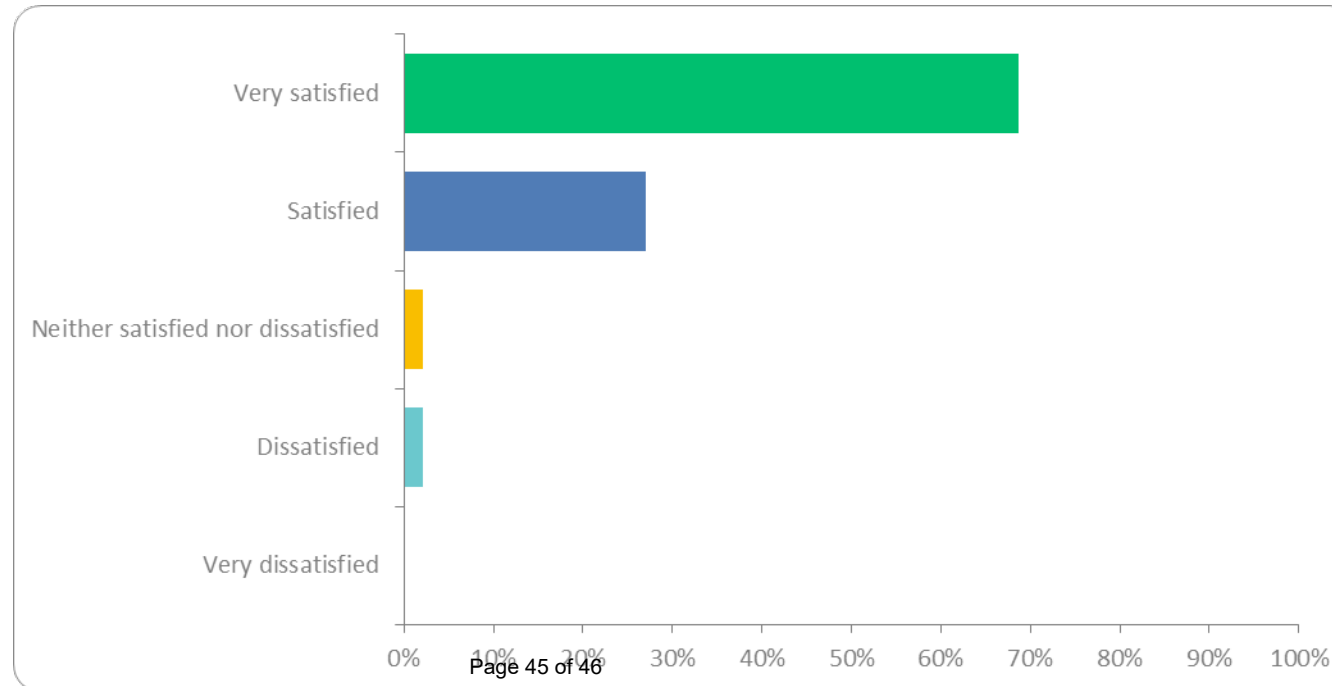
How satisfied are you with Jaunt overall?

July 2022
Answered: 84
Skipped: 0

September 2022
Answered: 48
Skipped: 1



July 2022



September 2022

QUESTIONS?