



## AGENDA

**Meeting of the Board of Directors**  
EST

October 11, 2023 at 10:00 AM

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PUBLIC ARE ENCOURAGED TO ATTEND REMOTELY USING THE BELOW LINKS

- Webinar: <https://us02web.zoom.us/j/82077207859>
- Or One tap mobile: US: +19292056099, 82077207859#
- Or Telephone Only: +1 312 626 6799
- Webinar ID: 820 7720 7859

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

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**I. Call to Order** — *Brad Burdette, President*

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

**III. Introductions** — *Brad Burdette, President*

**IV. Public Comments** — *Brad Burdette, President*

The public may address the board by first contacting Amanda Powell before the start of the meeting. Comments are limited to three minutes at the discretion of the board president. Contact Amanda Powell at [amandap@ridejaunt.org](mailto:amandap@ridejaunt.org) or (434) 296-3184, extension 115.

**V. Action Items**

- A. September 13, 2023, Board of Directors Meeting Minutes— *Christine Appert, Secretary* Pgs 3-7 of 34
- B. Board of Directors Meeting Schedule for 2024—*Brad Burdette, President* Pg 8 of 34
- C. Formation of Change Management Committee—*Brad Burdette, President* Pg 9 of 34

**VI. Standing Committee Reports**

- 1. Finance Committee--*Jacob Sumner, Treasurer & Robin Munson, CFO* Pgs 10-16 of 34
  - Financial Audit Update
- 2. Operations and Safety Reports—*Jacquelyn Spence, Sr. Director of Operations* Pgs 17-22 of 34
- 3. Regional Transit Partnership Update-- *Christine Jacobs/Hal Morgan/Lucas Ames*
  - [Governance Study Materials](#) Pg 32 of 34 (Page Hyperlinked)
- 4. Executive Director Report--*Ted Rieck, CEO* Pg 33 of 34
  - [September 2023 Executive Committee Minutes](#) Pg 34 of 34 (Page Hyperlinked)

**VII. New Business**

**VIII. Announcements and Board Member comments**

**IX. Closed Session**— *Brad Burdette, President*

Discuss the performance, assignment, appointment, promotion, demotion, salary, disciplining, or resignation of specific officers or employees of Jaunt, as authorized by section 2.2-3711(A)(1) of the state code. The subject matter of the meeting is performance evaluation of CEO.

**Adjourn to next meeting: November 8, 2023, at 10:00 AM EST**

## Board Attendance Roster

**Month: September      Year: 2023**

Directors	Present In person	Present virtual	Absent
Brad Burdette, [President], Nelson	X		
Hal Morgan [Vice President], Fluvanna	X		
Christine Appert [Secretary], Charlottesville	X		
Jacob Sumner [Treasurer], Albemarle (Arrived at 10:14)	X		
Mike Murphy, Albemarle	X		
William Wuensch, [Immed. Past President], Albemarle			X
Caetano de Campos Lopes, Albemarle	X		
Lucas Ames, Charlottesville	X		
Erik Larson, Charlottesville	X		
Ray Heron, Charlottesville	X		
Randy Parker Louisa		X	
Willie Gentry, Louisa	X		
Dian McNaught, Nelson	X		
Iscella Wittich, Fluvanna	X		
<b>Ex Officio Directors</b>			
Christine Jacobs, TJPDC		X	
Kevin Hickman, Buckingham County			X
Garland Williams, CAT		X	
Katy Miller, DRPT		X	
Steve Bowman, Greene County BofS		X	
<b>Staff</b>			
Ted Rieck, CEO	X		
Robin Munson, CFO	X		
Jacquelyn Spence Director of Operations	X		
Mike Mills, Dir of Procurement		X	
Cassy Kelly, Market/Comm Coord (Juliana Scott)		X	
Ben Rutherford, Sys Admin	X		
Zadie Lacy, Transit Planner			X
Janet Jackson, Director of HR		X	
Amanda Powell, Admin Assist	X		
Jordan Bowman (Legal Counsel)	X		
<b>Public</b>			
John Ertl, ATU Collective Bargaining		X	
Judy Tillman, Jaunt Employee	X		
Dan Sutton, Wiley Wilson		X	
Jen Fleisher, Department of Health		X	



## Minutes

### Meeting of the Board of Directors

September 13, 2023 at 10:00 AM EST

PUBLIC ARE ENCOURAGED TO ATTEND REMOTELY USING THE BELOW LINKS

- Webinar: <https://us02web.zoom.us/j/82077207859>
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I. **Call to Order** – Brad Burdette, President

TIME: 10:03am

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

See roster.

III. **Introductions** – Brad Burdette, President

None.

IV. **Public Comments** – Brad Burdette, President

Our first speaker was John Ertl who is the collective bargaining administrator for the Amalgamated Transit Union (ATU). ATU represent more than 200,000 transit members at more than 400 local unions in the United States and Canada, ATU is one of the biggest transit unions in North America. The city bus system, CAT, is currently represented by their local 1220 union, and they want Jaunt to follow the example set by the City of Charlottesville by passing a strong collective bargaining ordinance that would allow Jaunt employees the full right to form a union and bargain collectively. Mr. Ertl concluded by letting the Board know that he would love to be put on the agenda for the following board meeting so he could elaborate on his model resolution, which he had written for Jaunt and distributed to the board members.

The second speaker was Judy Tillman who is a Jaunt employee. The first thing she said when she addressed the board was that she had been with Jaunt for nearly 25 years and that she loved working for Jaunt. She explained that she is requesting that the board grant permission for Jaunt employees to organize a union and that her goal is not to harm Jaunt but rather to give the employees more of a voice over how things are carried out.

## V. Action Items

A. July 12, 2023, Board of Directors Meeting Minutes— *Christine Appert, Secretary*

Motion: Dian M. 2<sup>nd</sup>: Lucas A. Vote: Unanimous to accept

B. Call for Annual Shareholder Meeting-- *Brad Burdette, President*

Motion: Christine A. 2<sup>nd</sup>: Dian M. Vote: Unanimous to accept

## VI. Standing Committee Reports

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

- [Compliance Audit](#)

DRPT conducted a compliance review to ensure that Jaunt complies with DRPT agreements and policies for the funding that they provide. The review was done for FY 2018 through FY 2021 period. After the compliance review was complete, it was found that Jaunt materially complied with the various agreements, policies, and procedures, however there were 4 instances of noncompliance found. There were vehicle identification numbers (VIN) discrepancies found for 2 revenue vehicles that were originally obtained from Greene County. The VIN numbers did not match DRPT's TransAm Asset inventory system and Jaunt's fleet roster. While this was found and fixed prior to the onsite visit, it was not in time to be removed from the audit review as a finding. Another discovery involved an invoice from April 2017 that was assigned to the incorrect capital award; it should have been applied to a building rehab award but instead was placed on a vehicle award. To lessen the likelihood of anything like this happening, Robin created a method to better track awards and activity at the end of the same year. Currently, the director of procurement and two members of the accounting department check each and every invoice. A refund in the amount of \$5,400 was made to DRPT in July to correct this finding. The third discovery was that multiple award reimbursements were processed in the same month. According to DRPT policy, you are only permitted to submit one refund request per award every month unless special circumstances apply, such as the simultaneous arrival of new vehicles. In such cases, DRPT must be notified and given permission before you may submit additional reimbursement requests. The last discovery was that a credit card reimbursement was made at the end of 2016, four days ahead of the start of the grant term. Reimbursement invoices must be submitted no earlier than the award period itself. Regarding this discovery, DRPT was given back \$479.99. The full compliance report can be found as a hyperlinked document in the board packet.

- Financial Audit

The financial reports for both June 2023 and July 2023 were summarized by Robin M. The majority of the figures on the income statement for June 2023, she said, were set with the audit being completed, but there were a few that might alter; in that case, she would update and inform the board. She notified the board that the capital and operating reports were now completely independent as of July.

2. Operations and Safety Reports—*Jacquelyn Spence, Sr. Director of Operations and Zadie Lacy, Transit Planner*

Before moving into the operations and safety reports, Ted made a brief announcement to inform the board that Brooke S. who was responsible for helping to put some of the reports together was no longer with us and that Zadie Lacy was stepping in to help with this department. Due to a bit of a learning curve in some of the software that we use to generate the data for these reports, some information was not correct and would be submitted at a later time. The June and July safety reports were then reviewed by Jacquelyn S. She informed the board that customer-related incidents have now been divided into customer-related preventable and customer-related non-preventable incidents on the safety reports. She continued by stating that the safety blitz AM & PM was finished and that the annual refresher training will start in September for safety. She also mentioned that the annual wheelchair training and active shooter training were both completed. CPR recertifications are still in process, and behind the wheel certifications for safety members and anyone assisting with the training of new drivers will begin. There will also be an inclement weather training scheduled to take place on October 23.

### 3. Regional Transit Partnership Update-- *Christine Jacobs/Hal Morgan/Lucas Ames*

Presentations on their transit and transportation efforts were made during the August meeting by Blue Ridge Health District and Charlottesville Area Alliance. There are two future committee sessions for the Regional Transit Government Study, one on September 22 and the other on November 1. By the end of the year, the study's concluding recommendations should be ready. The Mobility Management Program is still not under contract with DRPT and they have selected JABA as partner to help staff the call center. The next RP meeting will be held on September 28 and will include presentations from UVA staff on the partnership of the Who's Driving Program with CAT.

### 4. Executive Director Report--*Ted Rieck, CEO*

Ted presented a quick rundown of recent events. He told the board that we are still working with the Texas A&M Transportation Institute to put the suggestions they provided into practice in order to enhance the reservations, scheduling, dispatching, and supervisory operations of Jaunt. As part of our ongoing efforts to enhance communication and problem-solving with our employees, Jaunt also held a Town Hall meeting and our first labor/management committee meeting.

- Facility Master Plan Presentation
  - [Facility Master Plan](#)
  - [Facility Master Plan Presentation](#)

After giving a brief recap, he introduced Wiley Wilson's Dan Sutton, who had been hired to assist in developing a facility master plan that would address upgrading Jaunt's parking lot, lighting, etc. This plan would assist match facility funds to needs, carry out grant requirements, set a timeline for future enhancements, and get DRPT approval before moving forward with these plans. In an email, Katy Miller from DRPT stated that they would be pleased to see the facilities enhancements take place and that they would cooperate with Jaunt to get the necessary financing. The full master plan and presentation can be viewed through a hyperlinked document in the board packet.

## **VII. New Business**

None

**VIII. Announcements and Board Member comments**

None

**CLOSED SESSION**

“Motion to enter into a closed session pursuant to Va. Code Section 2.2-3711 (A) (7) to discuss probable and current litigation where such consultation in an open meeting would adversely affect the Jaunt in regards to ATU Collective Bargaining.”

Motion: Mike M.                      2<sup>nd</sup>: Hal M.                      Vote: Unanimous to move to closed session

Following the closed session, Jordan Bowman, legal counsel for Jaunt, read the following certification, which was certified by roll call vote:

With respect to the just-concluded closed session, and to the best of each member's knowledge, (i) only public business matters lawfully exempted from open meeting requirements under The Virginia Freedom of Information Act 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 Executive Committee of the Board of Directors of Jaunt, Inc.

**Record of Roll Call Vote of the Certification**

AYE	NAY	Abstain	Not Present	Member
X				Mr. Burdette--President
X				Mr. Ames
X				Mr. Hal Morgan –Vice President
X				Ms. Appert- Secretary
X				Mr. Murphy
X				Mr. Sumner- Treasurer
			X	Mr. Wuensch
X				Mr. Lopes
X				Mr. Larson
X				Mr. Heron
X				Mr. Gentry
X				Ms. McNaught
X				Ms. Wittich
			X	Mr. Parker

**Adjourn to next meeting: October 11, 2023, at 10:00 AM EDT**

Time: 11:35am

**2024 Board Meeting Schedule**

This formally establishes regular board meeting dates for 2024. 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 10, 2024

February 14, 2024

March 13, 2024

April 10, 2024

May 8, 2024

June 12, 2024

July 10, 2024

August 14, 2024 cancel?

September 11, 2024

October 9, 2024

November 13, 2024

December 11, 2024





**Appointment of Change Management Committee**

As Jaunt strives to improve its effectiveness as an organization, changes in policies, procedures, and personnel are sometimes necessary. While change is intended to be positive, it can sometimes be challenging, nonetheless. Board oversight of this process can be helpful to gain high level perspective and guidance on the changes and their impact on internal and external stakeholders.

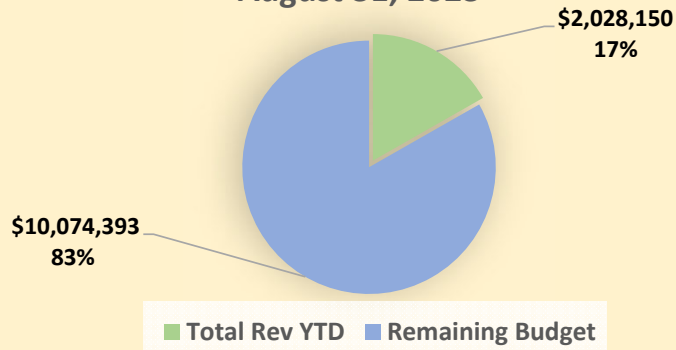
The initial charge of the committee will be to

- Oversee employee survey.
- Interact with change management consultant.
- Review Jaunt’s management strategy to address the turnover and other issues.
- Other initiatives as may be determined.

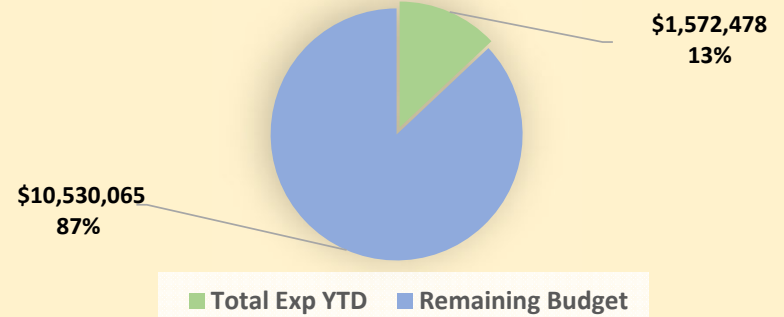
Hal Morgan, Vice President, and Lucas Ames are nominated to serve on the committee.



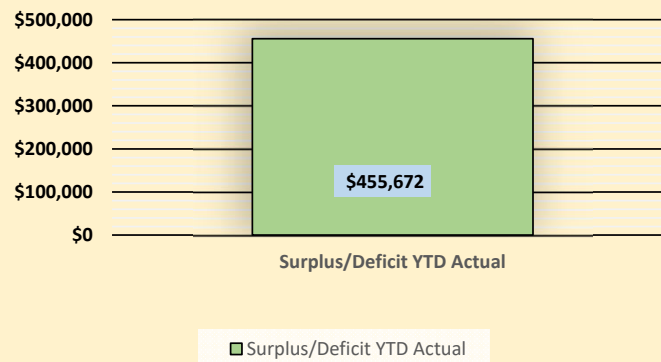
**FY23 YTD Operating Budget v Actual Revenue**  
**August 31, 2023**



**FY23 YTD Operating Budget v Actual Expenses**  
**August 31, 2023**



**FY23 YTD Operating Surplus/Deficit**  
**August 31, 2023**

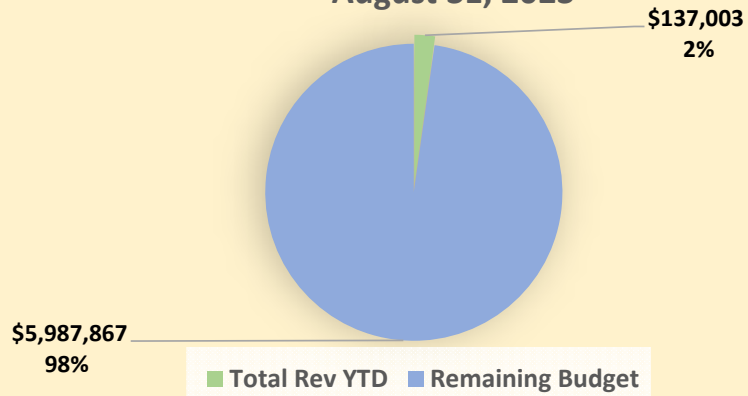


## Jaunt, Inc. FY2024 Monthly Financial Summary

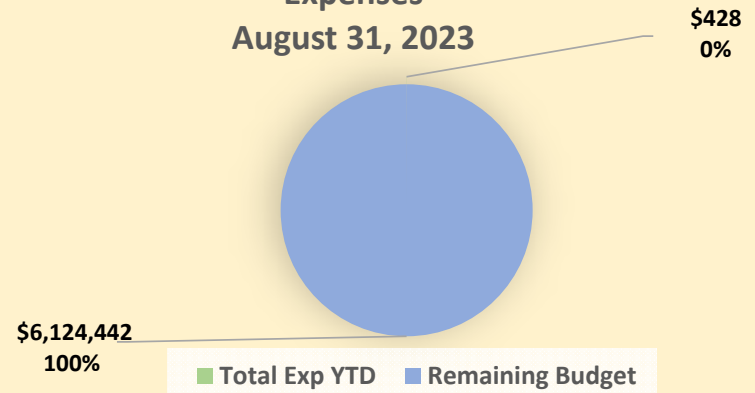
Operating						
August 2023 Year To Date						
Sources of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Realized	Comments
<b>Fee Revenue:</b>						
Farebox Fee	\$ -	\$ -	\$ -	\$ -		
Contract Revenue	\$ 48,891	\$ 39,617	\$ (9,274)	\$ 293,344	14%	
<b>Governmental Revenue:</b>						
Federal Operating Grants	\$ 670,262	\$ 614,178	\$ (56,084)	\$ 4,021,574	15%	
Virginia DRPT Operating	\$ 327,023	\$ 309,064	\$ (17,959)	\$ 1,962,138	16%	
Local Government Operating	\$ 960,398	\$ 963,459	\$ 3,061	\$ 5,762,388	17%	
UVA Contribution	\$ 5,631	\$ 6,667	\$ 1,036	\$ 33,785	20%	
Other Revenue	\$ -	\$ 95,166	\$ 95,166	\$ -		
Account Transfer (Jaunt Reserves)	\$ 4,886	\$ -	\$ (4,886)	\$ 29,315	0%	
<b>Total Revenue</b>	\$ 2,017,091	\$ 2,028,150	\$ 11,060	\$ 12,102,544	17%	
<b>Uses of Financial Resources</b>						
Uses of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Used	Comments
Salaries & Wages	\$ 1,078,842	\$ 938,747	\$ (140,095)	\$ 6,473,053	15%	Not at full staffing level, seasonal variation in service
Fringe Benefits/Staff Development	\$ 434,455	\$ 323,249	\$ (111,206)	\$ 2,606,730	12%	Not at full staffing level, seasonal variation in service
Travel/Business Meals/Meetings	\$ 3,414	\$ 1,213	\$ (2,201)	\$ 20,486	6%	Activity expected later in the year
Facility/Equipment Maintenance/Utilities	\$ 27,400	\$ 26,758	\$ (642)	\$ 164,399	16%	
Supplies & Materials	\$ 207,052	\$ 150,217	\$ (56,836)	\$ 1,242,313	12%	Fuel prices dropped, actual 71% of budgeted amount
Marketing & Advertising	\$ 18,333	\$ 2,008	\$ (16,325)	\$ 110,000	2%	Limited marketing activity
Insurance & Bonding	\$ 67,295	\$ 64,111	\$ (3,184)	\$ 403,770	16%	
Professional Services	\$ 174,932	\$ 62,250	\$ (112,682)	\$ 1,049,590	6%	Studies and surveys not begun yet
Miscellaneous	\$ 5,367	\$ 3,925	\$ (1,442)	\$ 32,202	12%	Miscellaneous low
<b>Total Expenditure</b>	\$ 2,017,091	\$ 1,572,478	\$ (444,613)	\$ 12,102,544	13%	
<b>Net change in fund balance</b>	\$ 0	\$ 455,672	\$ 455,672	\$ -		



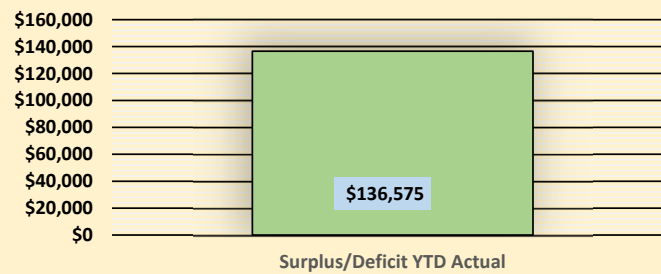
**FY23 YTD Capital Budget v Actual Revenue  
August 31, 2023**



**FY23 YTD Capital Budget v Actual Expenses  
August 31, 2023**



**FY23 YTD Capital Surplus/Deficit  
August 31, 2023**



Surplus/Deficit YTD Actual

## Jaunt, Inc. FY2024 Monthly Financial Summary

<b>Capital</b>						
<b>August 2023 Year To Date</b>						
Sources of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Realized	Comments
<b>Governmental Revenue:</b>						
Federal Capital Grants	\$ 798,950	\$ 428	\$ (798,522)	\$ 4,793,701	0%	Reimbursable: Little capital spending
Virginia DRPT Capital	\$ 85,287	\$ -	\$ (85,287)	\$ 511,719	0%	Reimbursable: No capital spending
Local Government	\$ 136,575	\$ 136,575	\$ -	\$ 819,449	17%	
<b>Total Revenue</b>	<b>\$ 1,020,812</b>	<b>\$ 137,003</b>	<b>\$ (883,809)</b>	<b>\$ 6,124,869</b>	<b>2%</b>	
Uses of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Used	Comments
Revenue Vehicles	\$ 910,859	\$ -	\$ (910,859)	\$ 5,465,151	0%	Projects not begun yet
Support Vehicles	\$ 9,167	\$ 428	\$ (8,739)	\$ 55,000	1%	Vehicle purchased last FY
Spare Parts for Vehicles	\$ 31,855	\$ -	\$ (31,855)	\$ 191,128	0%	Projects not begun yet
Facility	\$ 41,227	\$ -	\$ (41,227)	\$ 247,362	0%	Projects not begun yet
Information Technology	\$ 27,705	\$ -	\$ (27,705)	\$ 166,228	0%	Projects not begun yet
<b>Total Expenditure</b>	<b>\$ 1,020,812</b>	<b>\$ 428</b>	<b>\$ (1,020,384)</b>	<b>\$ 6,124,869</b>	<b>0%</b>	
<b>Net change in fund balance</b>	<b>\$ -</b>	<b>\$ 136,575</b>	<b>\$ 136,575</b>	<b>\$ -</b>		



DRAFT

**JAUNT, Inc.**  
**Balance**  
**Sheet**  
**Summary**

9/28/2023

5:43 PM

	<u>8/31/2023</u>	<u>8/31/2022</u>
<b>Assets</b>		
Cash and Cash Equivalents	\$ 7,081,454.90	\$ 6,576,615.96
Receivables, Net of Allowances	46,540.35	80,527.61
Due From Other Governmental Units	1,446,465.98	1,647,086.68
Prepaid Items	57,101.46	63,757.35
Capital Assets	6,018,838.05	6,018,838.05
<b>Total Assets</b>	<b><u>\$ 14,650,400.74</u></b>	<b><u>\$ 14,386,825.65</u></b>
<b>Liabilities</b>		
Accounts Payable	\$ 299,956.42	\$ 148,829.11
Accrued Payroll & Related Liabilities	442,209.34	439,047.90
Lease Liability	100,745.08	100,745.08
Deferred Revenue	208,704.15	175,598.16
<b>Total Liabilities</b>	<b><u>1,051,614.99</u></b>	<b><u>864,220.25</u></b>
<b>Fund Balance/Net Position</b>		
JAUNT Inc. Stock	16.00	16.00
Fund Balance:		
Nonspendable:		
Prepaid Items	57,101.46	63,757.35
Committed:		
Rainy Day	3,000,000.00	531,000.00
Capital Reserve	1,000,000.00	450,600.00
Unassigned	3,789,618.77	6,713,983.09
Total Fund Balance	<u>7,846,720.23</u>	<u>7,759,340.44</u>
Total Equity	<u>7,846,736.23</u>	<u>7,759,356.44</u>
<b>Total Liabilities and Equity</b>	<b><u>\$ 8,898,351.22</u></b>	<b><u>\$ 8,623,576.69</u></b>
Net Position:		
Investment in Capital Assets	5,918,092.97	5,918,092.97
Unrestricted	7,680,660.78	7,604,480.43
Total Net Position	<u>13,598,753.75</u>	<u>13,522,573.40</u>
Total Net Position and Equity	<u>13,598,753.75</u>	<u>13,522,573.40</u>
<b>Total Liabilities and Net Position</b>	<b><u>\$ 14,650,400.74</u></b>	<b><u>\$ 14,386,825.65</u></b>

## Jaunt, Inc.

### Statement of Cash Flows for month ended August 31, 2023

Cash flows from Operations for August 2023	
Local Match	\$ 139,221
DRPT Receipts	215,220
CAT Receipts	-
Agency Receipts	19,769
Other Receipts	60,267
Payroll	(477,169)
Capital Payments	-
Other Payments	<u>(1,182,470)</u>
Total cash flows from Operations	(1,225,163)
Cash flows from Investing for August 2023	
Interest	17,565
Transfer from Operating Account	<u>750,000</u>
Total cash flows from Investing	767,565
Net change in cash	(457,597)
Beginning cash balance 8/1/2023	<u>7,527,188</u>
Ending cash balance 8/31/2023	<u><u>\$ 7,069,591</u></u>
Days of cash on hand	292.12
Months of cash on hand	9.74

**Ted Rieck Monthly Expenses**  
**Paid between 8/1/23 - 8/31/23**

**Direct Reimbursement**

Date	Check #	Amount	Purpose
		\$ -	<b>Total Reimbursement</b>

**Credit Card Charges**

Date	Check #	Amount	Purpose
8/3/2023	53531	58.22	Lunch - B Burdett & B Wuensch
		\$ 73.93	Lunch Reservations & Dispatch
		\$ 55.10	Lunch - W Gentry, J Manzari
		<b>\$ 187.25</b>	<b>Total Monthly Charges</b>
		<b>\$ 187.25</b>	<b>Total Expenses</b>



## Jaunt Safety Report August 2023

### Preventable vehicle accident(s): 4

- 08/02/2023 Jaunt vehicle backed into a mailbox exiting clients drive way. No Injuries (Demand Response)
- 08/25/2023 Jaunt vehicle backed bus 192 into bus 155 backing into a parking space. No Injuries. (Connect)
- 08/29/2023-Jaunt vehicle got stuck in a ditch turning out of a driveway in North Garden (5346 Wingspread Lane). (Demand Response)
- 08/29/2023-Jaunt vehicle sideswiped adverse vehicle leaving food lion parking lot. (Connect)

### Non-preventable vehicle accident(s): 2

- 08/12/2023-Jaunt vehicle 509 was parked in the parking lot of KFC on Emmet Street on C'ville when adverse vehicle backed into the bus. (Demand Response)
- 08/25/2025 – Jaunt vehicle was traveling and pouring down raining, as he went around a corner, a hanging tree limb, scratched his bus. (Demand Response)

### Customer related incident(s): None

### Staff related incident(s): None

Jaunt traveled 121,152 revenue miles and had 4 preventable accidents from 08/1/23 to 08/31/23. Jaunt has a goal of less than 1 preventable accident for every 100,000 revenue miles driven. Jaunt has had 5 preventable accidents since 7/1/23 and recorded 228,606 revenue miles travelled. We are currently trailing the goal.

### Safety Concerns Shared and Investigated

Jaunt is responsive to safety concerns brought forth by staff and members of the community. There were no safety concerns reported for May.

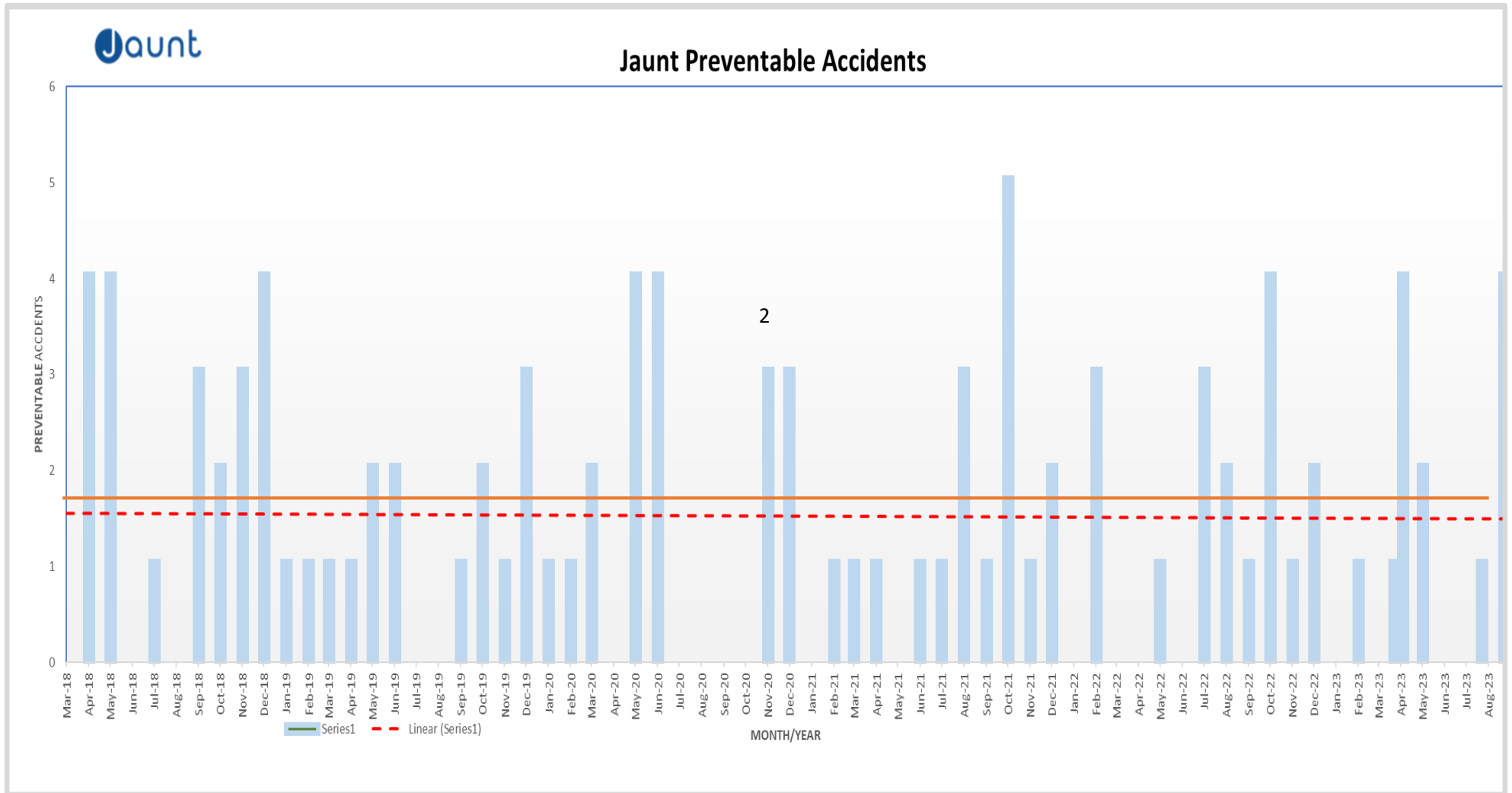
During the month of August 2023, Jaunt conducted 8 site visits.

## **National Transit Database Reporting**

Jaunt had 0 NTD reportable safety events for the month of August 2023

## **Upcoming Monthly Safety Initiatives**

- **Annual Refresher Training**
- **New Hire Training (3 in Class)**
- **Currently Reviewing Policies**
- **Annual MVR Check**
- **Safety Committee Meeting**



The table below depicts different reporting categories split up the same way as the “Jaunt Covid Recovery Timeline” chart. The ADA Report includes only revenue miles from Demand response services, but this chart encompasses all of the different reporting categories.

**Jaunt Revenue Miles**

Reporting Category	2022								2023							
	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
ADA	33,667	33,395	33,425	37,519	37,976	38,629	35,052	33,601	36,055	36,010	41,370	36,164	38,059	35,295	33,114	36,809
Agency	8,544	6,821	7,333	8,343	7,716	7,859	5,200	5,662	5,811	5,249	6,393	4,471	5,754	5,224	4,341	1,470
Commuter Bus	18,144	14,543	17,648	19,611	18,108	18,014	17,811	18,177	18,192	17,325	20,015	17,664	19,404	18,414	16,833	17,287
N/A	635	944	914	867	1,282	943	905	680	791	487	532	547	763	453	309	
Rural Demand Response	53,034	55,561	54,424	61,000	58,242	58,203	54,776	51,819	57,402	58,821	67,569	59,984	66,874	62,634	52,856	101,968
<b>Grand Total</b>	<b>114,025</b>	<b>111,264</b>	<b>113,745</b>	<b>127,339</b>	<b>123,324</b>	<b>123,649</b>	<b>113,744</b>	<b>109,939</b>	<b>118,252</b>	<b>117,891</b>	<b>135,879</b>	<b>118,829</b>	<b>130,855</b>	<b>122,020</b>	<b>107,454</b>	<b>157,534</b>

Sum of Revenue Miles broken down by Date Year and Month Name vs. Reporting Category. The data is filtered on Date (MY), which keeps 16 of 50 members. The view is filtered on Reporting Category, which has multiple members selected.



# Annual Meeting of the Board of Directors

October 11th, 2023 at 10:00 A.M. EST

## April 2023 ADA Report

	FY 2022	FY 2023												FY 2024		
	FY22 Year End	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	FY23 YTD	Aug-23	FY24 Year End
<b>ADA Unlinked Passenger Trips</b>	82,258	8,535	8,627	8,455	7,735	7,485	8,108	8,339	9,289	8,254	8,837	8,229	8,009	107,533	8,976	8,976
All Demand Response UPT	166,692	16,794	16,616	16,450	14,806	14,323	15,515	16,043	18,297	16,078	17,912	16,313	14,956	208,949	16,634	16,634
<b>ADA Revenue Miles</b>	377,149	37,494	37,976	38,629	35,052	33,601	36,055	36,010	41,370	36,164	38,059	35,295	33,114	472,244	36,809	36,809
All Demand Response Revenue Miles	1,156,398	107,542	105,216	105,634*	95,933	91,762	100,060*	100,566	115,864	101,165	111,451	103,606	90,621	1,119,822	103,608	103,608
<b>ADA Revenue Hours</b>	34,836	3,388	3,339	3,373	3,253	3,126	3,241	3,237	3,724	3,348	3,520	3,238	3,084	42,973	3,432	3,432
All Demand Response Revenue Hours	75,397	7,213	6,984	6,947	6,633	6,400	6,626	6,669	7,694	6,788	7,310	6,834	6,252	88,952	6,983	6,983
<b>ADA No Shows</b>	2,082	210	231	273	216	249	247	212	348	230	264	278	322	3,277	346	346
All Demand Responses No Shows	4,522	460	478	552	532	523	536	525	759**	531	641	657	631	6,527	688	688
<b>ADA Missed Trips</b>	2	0	2	0	0	0	2	1	3	16	10	11	8	53	4	4
All Demand Responses Missed Trips	4	5	5	1	0	1	4	0	18	19	23	24	13	114	31	31
<b>ADA Denials</b>	247	1	5	2	1	1	0	4	5	2	0	4	0	25	2	2
All Demand Responses Denials	1,216	88	63	59	23	54	20	50	60	43	43	42	24	599	26	26
<b>ADA On Time Performance</b>	93%	94%	91%	89%	91%	91%	91%	90%	91%	88%	86%	89%	92%	90%	92%	92%
All Demand Responses OTP	93%	94%	91%	89%	91%	90%	91%	90%	90%	88%	83%	84%	90%	89%	90%	
<b>ADA Passenger Complaints</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
<b>ADA Lifts Determined Inoperable</b>	1	0	0	0	0	0	1	1	0	1	1	1	1	6	1	1
<b>ADA Passenger Incidents/Accidents</b>	1	1	0	1	0	0	0	0	3	0	0	3	3	11	0	0
<b>ADA Vehicle Accidents</b>	6	1	1	2	1	0	0	0	0	1	1	0	1	9	0	0
<b>Excessively Long ADA Trips</b>	92	17	20	13	15	21	6	14	24	18	21	15	22	213	23	23
<b>Demand Response Reservations Hold Times</b>	2:17	2:09	2:15	3:40	3:36	2:46	3:45	2:37	3:02	2:36	2:28	2:43	3:12	2:51	3:00	3:00

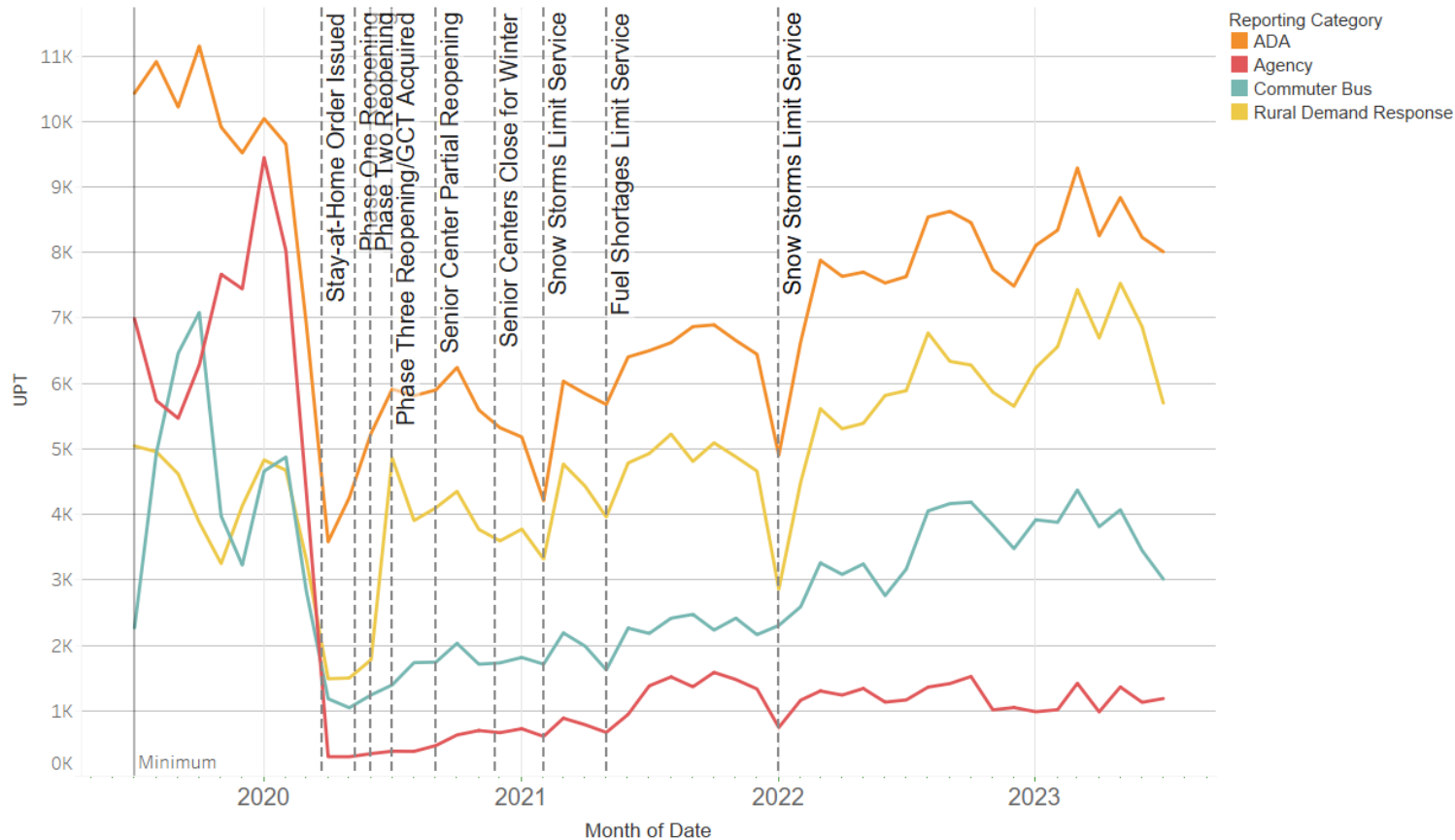
\*Numbers have been adjusted as of March 2023 Board Meeting

\*\*Numbers have been adjusted as of June 2023 Board Meeting



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 Timeline



The trend of sum of UPT for Date Month. Color shows details about Reporting Category. The data is filtered on Date, Exclusions (MONTH(Date),Reporting Category), Reporting Category and Reporting Category Name. The Date filter includes dates on or before 7/31/2023. The Exclusions (MONTH(Date),Reporting Category) filter keeps 50 members. The Reporting Category filter keeps no members. The Reporting Category Name filter keeps no members. The view is filtered on Reporting Category, which has multiple members selected.

\*Greene County Transit (GCT) merged into “Rural Demand Response” as of March 20





434.296.3184

[www.ridejaunt.org](http://www.ridejaunt.org)

104 Keystone Place  
Charlottesville, VA 22902



## ACRONYMS AND DEFINITIONS

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- **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 21<sup>st</sup> 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

## Regional Transit Governance Study Summary

### Introduction

Over the past several years, the Thomas Jefferson Planning District Commission (TJPDC) has worked collaboratively with its member jurisdictions to improve transit service in the region. In the past year, the region undertook a collaborative effort to develop a [Transit Vision Plan](#) to establish a clear, long-term vision for efficient, equitable and effective transit service for the region. Led by the TJPDC and supported by the City of Charlottesville, Albemarle County, and DRPT, the Transit Vision Plan established a unified vision for transit service in Region 10, which is made up of the counties of Albemarle, Fluvanna, Greene, Louisa, Nelson, and the City of Charlottesville. Table 1 provides some brief highlights of the transit vision networks.

*Table 1 Summary of Transit Vision Network Improvements*

Unconstrained Network	Constrained Network
<ul style="list-style-type: none"> <li>• Improved frequency for fixed routes in urban areas including BRT from US 29 through UVA, downtown, to Pantops</li> <li>• Expanded fixed routes serving every jurisdiction in region               <ul style="list-style-type: none"> <li>– Eight new fixed route bus services (hourly service including weekends)</li> </ul> </li> <li>• Supplementary on-demand zones in lower-density areas to connect to regional network</li> <li>• Expanded hours and days of service (seven days a week)               <ul style="list-style-type: none"> <li>– 7am to 8pm on most urban and regional networks (some running to midnight)</li> <li>– More all-day service during morning and evening peak periods and during the middle of the day</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• All fixed routes operate seven days a week               <ul style="list-style-type: none"> <li>– Increased frequency (15, 20, and 30 min) on weekdays and more 20- and 30-min routes on Saturdays.</li> <li>– All fixed routes run on Sundays</li> </ul> </li> <li>• All CONNECT routes to run seven days a week with two additional daily trips               <ul style="list-style-type: none"> <li>– Two new CONNECT routes</li> <li>– Additional weekend service</li> </ul> </li> <li>• Expanded Circulator services in Nelson, Greene, Louisa, and Fluvanna counties to run all day, seven days a week (intra-county)               <ul style="list-style-type: none"> <li>– Expanded Albemarle County rural demand response service</li> </ul> </li> </ul>

Subsequently, this follow-up study on regional transit governance will identify governance options for regional transit and increase transportation investments to achieve regional transit priorities. The study focus is on identifying options for a governance body that can steward any additional transit revenues generated; the scope does not include strategies or approaches for consolidating current transit operations.

This study has two main goals:

1. Identify strategies for dedicated transit funding to augment current jurisdictional costs for transit.
2. Identify a governing structure that can manage and account for the use of the additional transit funds, better capture and allocate the full costs of service, and ensure transparency.

The additional funds will support the implementation of the services in the transit vision plan, increasing transportation services across the region.



**Executive Director Report**

1. On September 8, we met with representatives of the Poultry industry and others regarding initiating transit service in Rockingham County. VIA, the nonprofit group spearheading this effort, has been encouraged by DRPT to work with the Board of Supervisors in putting forth a demonstration grant for FY2025.
2. We presented a Jaunt update at the September 11 meeting of the Buckingham Board of Supervisors. We discussed upcoming changes to the Buckingham route as well as transmitted rider testimonials expressing appreciation for the Board's support of service.
3. Jaunt continues to meet with our funding partners to preview our FY2025 funding requests. Since the September meeting, we met with the City of Charlottesville.
4. Jaunt continues to work with the Texas A&M Transportation Institute to implement recommendations it made to improve Jaunt's reservations, scheduling, dispatching, and supervisory functions. We are coordinating this work with various Trapeze upgrades including the installation of a "passenger portal" for on-line management of reservations. We are targeting late Spring/early Summer 2024 for the initial roll out of the portal. This project is being led by Jacquelyn Spence, Sr. Director of Operations.
5. We launched a microtransit operations analysis led by Benesch.
6. We kicked off a Battery Electric Vehicle (BEV) implementation project with AECOM on September 28.
7. We have hired ETC Institute from our planning bench of consultants to develop and execute an employee survey and a separate customer survey. At this writing we are targeting to have the employee survey finished by the end of November 2023 and the Customer Survey by the end of January 2024.
8. Ted is working with a new consultant to develop a board member on-boarding process and plan. That work is progressing and hope to have a draft this month.
9. We are also in the process of engaging a consultant to evaluate Jaunt's change management process.
10. Ted attended a joint policy committee meeting of the Charlottesville-Albemarle Metropolitan Planning Organization (MPO) and Staunton-Augusta-Waynesboro MPO. The meeting was held in Waynesboro. Presentations on the Afton Express, the Blue Ridge Rail Tunnel, Albemarle County's trail plan as well as various VDOT projects.
11. We are currently recruiting a Planning Manager, Transit Planner, and a GIS/Data Analyst. We are in the process of contracting with a search firm for the manager position.



## Minutes

**Jaunt, Inc.**  
**MEETING OF EXECUTIVE COMMITTEE OF**  
**BOARD OF DIRECTORS**  
 104 Keystone Place,  
 Charlottesville, VA 22902

**September 7, 2023 at 9:00 AM to 11AM EST**

Attendees	
Brad Burdette, President	Hal Morgan, Vice President
Jacob Sumner, Treasurer	Christine Appert, Secretary
Randy Parker, Director (Zoom)	Lucas Ames, Director
Mike Murphy, Director	Bill Wuensch, Immed. Past President
Will Rodman, Texas A&M TTI	Ted Rieck CEO

- I. Call to Order—*Brad Burdette, President*  
Called to order 9am. Physical quorum of EC was present.
  
- II. Action: July 6, 2023 EC Minutes—*Christine Appert, Secretary*  
Motion to approve: Christine Seconded: Jacob  
Approved unanimously by voting members of EC.
  
- III. Review of September 13, 2023 Board Agenda — *Ted Rieck, CEO*  
  
Reviewed agenda: two key items are calling annual meeting of shareholders and review of parking master plan.
  
- IV. Board Strategic Retreat Planning—*Ted Rieck/Will Rodman (Texas A&M TTI)*  
Ted presented a PowerPoint regarding issues facing Jaunt. The goal of the discussion is to help frame the conversation for the rest of the board as part of a strategic planning retreat. Will made remarks about the trend in the industry toward a hybrid service model that agencies similar to Jaunt are considering include microtransit.  
  
Issues facing Jaunt:  
  
Ted introduced Will Rodman of TTI who has been working with Jaunt on improving our operations. Ted presented a PowerPoint presentation regarding issues and challenges facing Jaunt.
  - The purpose is to frame issues, test their viability, and set direction for a board strategic planning retreat.
  - Jaunt is facing changing market conditions in the area with the introduction of microtransit and other trends in how transit services are delivered. A “palette” of service delivery options seems to be an emerging trend for transit agencies.
  - Also discussed future path of Jaunt becoming an RTA as well as how it should approach adopting new service delivery models.