

## Board Attendance Roster

Month: October

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			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 (Entered Zoom @ 10;40am)		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 (Sandy Shackelford)		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	
Ben Rutherford, Sys Admin	X		
Janet Jackson, Director of HR		X	
Amanda Powell, Admin Assist	X		
Jordan Bowman (Legal Counsel)	X		
<b>Public</b>			



## Meeting Minutes

**Meeting of the Board of Directors**

*October 11, 2023 at 10:00 AM*

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

TIME: 10:04am

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

See roster

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

None

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

None

**V. Action Items**

A. September 13, 2023, Board of Directors Meeting Minutes— *Christine Appert, Secretary*

MOTION: Dian M.                      2<sup>nd</sup> Iscella W.                      Vote: Unanimous to accept

B. Board of Directors Meeting Schedule for 2024—*Brad Burdette, President*

MOTION: Randy P.                      2<sup>nd</sup> Dian M.                      Vote: Unanimous to accept

C. Formation of Change Management Committee—*Brad Burdette, President*

MOTION: Randy P.                      2<sup>nd</sup> Christine A.                      Vote: Unanimous to accept

## VI. Standing Committee Reports

1. Finance Committee—~~Jacob Sumner, Treasurer~~ & Robin Munson, CFO
  - Financial Audit Update

A summary of the September 2023 financial reports was given by Robin M. She noted that the surplus/deficit for our operational budget is a little on the high side while expenses are a little lower. Additionally, she indicated that we anticipate starting to receive our new buses at the end of October or beginning of November. She concluded by informing the board that we are still awaiting the audit draft reports and that we hope to be able to provide an update to the board at the next board meeting.

2. Operations and Safety Reports—*Jacquelyn Spence, Sr. Director of Operations*

The safety report for August 2023 was examined by Jacquelyn S. For the month of August, there were two non-preventable incidents and four preventable incidents. There were no incidents involving clients or employees for this month. She also mentioned to the board that our target is to have fewer than one preventable accident for every 100,000 revenue miles traveled, in which Jaunt is currently trailing. In order to better comprehend and measure our progress toward the 100,000 objective each month as well as year to date, Mike M. suggested constructing a chart that would display the number of events that occurred and the number of miles that were traveled. Mike M. was given the reassurance by Jacquelyn that she could create this for future tracking. Jacquelyn then continued reading the ADA report. She informed the board that there were presently 348 no-shows and that she had met with the customer service representative who deals with our no-shows to carefully analyze the prior 90 days to see if there was anything we were missing or inaccurately capturing. Through this deep dive, some discrepancies were discovered, such as the fact that some trips that should have been canceled for the whole day were only canceled for the morning trip while the afternoon trip was recorded as a no-show. The customer service representative is currently working on examining this list of trips that were incorrectly recorded and correcting them, so we could start to see a change in the amount of no shows within the last 90 days. Hal M. asked about the one ADA passenger complaint that showed on the August ADA report in which Jacquelyn informed the board that this complaint was found to be invalid. A client put in a complaint stating they were denied the right to proper wheelchair securement, however when the recordings were reviewed they showed that the client was not denied proper wheelchair securement, but unfortunately the wheelchair was improperly secured.

3. Regional Transit Partnership Update-- *Christine Jacobs/Hal Morgan/Lucas Ames*
  - Governance Study Materials

Sandy Shackleford spoke on behalf of TJPDC as Christine Jacobs was not available for the October board meeting. She started out by mentioning that UVA's "Who's Driving Program" had been presented to the

Regional Transit Partnership in September. This driver training program works with prospective drivers who might need further support, such as assistance with enhancing their English fluency. Six to eight drivers have already completed the first cycle of this program thus far, and Hal M. indicated that UTS had nine drivers participating in this program and CAT had three. Lucas A. also wanted the board to know that this program is available to all districts including the rural areas. In October TJPDC will have presentations from CAT regarding their “Transit Strategic Plan” they are developing as well as Albemarle County on their “Micro transit Service Launch”. They are also working diligently to launch their “Regional Mobility Management Program” and are working closely with JABA, who will offer direct assistance to clients in the area needing support to identify transportation options for various travel needs. She wrapped up by giving a brief overview of the “Transit Governance Study”. The full document on this study can be found in the board packet as a hyperlinked document.

4. Executive Director Report--*Ted Rieck, CEO*
  - September 2023 Executive Committee Minutes

Ted R. provided a brief presentation on a few meetings and events that took place prior to the October board meeting, including ongoing meetings with our financial partners to discuss our funding request for FY2025. Jaunt is still collaborating with Texas A&M Transportation Institute on the implementation of the recommendations offered to enhance reservations, scheduling, dispatch, and supervisory processes. He also noted that we are working with ETC Institute to create and implement separate employee and customer surveys, as well as engaging a consultant to assess Jaunt’s “Change Management Program”.

## **VII. New Business**

Jaunt's "Facility Master Plan" and a potential midcycle acquisition that might provide the business with additional financing to complete all of Jaunt's renovation phases for the parking lot and building's exterior were briefly summarized by Ted R. and Robin M. The “Facility Master Plan” currently has three phases, but our standard funding would only cover phases two and three. These phases would involve site upgrades like paving, entry gates, and the installation of a new camera-based security system. Jaunt has been encouraged by DRPT to apply for the Transit Ridership Incentive Program, which offers a facility component that could potentially allow Jaunt the ability to cover all 3 phases of the “Facility Master Plan” if approved. By receiving the extra funding, Jaunt would be in a position to work on drainage improvements on the southern portion of the property, allowing us to wash buses on site, as well as hire a construction management team, allowing us to complete all improvements at once. Due to the fact that the deadline for consideration is October 24, 2023, a resolution was presented to the board for approval to allow Jaunt to continue with the application process.

### Resolution 20231001

#### Resolution Authorizing Application for a Transit Ridership Incentive Program Grant

Motion: Dian M.

2<sup>nd</sup> Randy P.

Vote: Unanimous to accept

**VIII. Announcements and Board Member comments**

Ted R. announced to the board that both Bill Wuensch and Jacob Sumner were reappointed to the board by Albemarle County for a 3-year term.

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

TIME: 10:55am