



AGENDA

Meeting of the Board of Directors

January 10, 2024 at 10:00 AM EST

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.

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 or (434) 296-3184, extension 115.

V. Action Items

- A. October 11, 2023, Board of Directors Meeting Minutes— *Christine Appert, Secretary* Pgs 3-10 of 35
- B. Changes to Covid-19 Policy -- *Mike Murphy, CEO* Pg 11 of 35

VI. Standing Committee Reports

1. Finance Committee--*Jacob Sumner, Treasurer & Robin Munson, CFO* Pgs 12-18 of 35
2. Operations and Safety Reports—*Levine Hedgepeth, Safety and Training Manager* Pgs 19-24 of 35
3. Regional Transit Partnership Update-- *Christine Jacobs/Hal Morgan/Lucas Ames*
4. Executive Director Report--*Mike Murphy, CEO* Pgs 34-35 of 35

VII. New Business -- Rockingham County

VIII. Announcements and Board Member comments

IX. Closed Session: Discuss contract negotiations and legal advice, as authorized by section 2.2-3711(A)(7) of the state code.

Adjourn to next meeting: February 14, 2024, at 10:00 AM EST

Board Attendance Roster

Month: December

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 (Left at 11:17am)	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
Ex Officio Directors			
Christine Jacobs, TJPDC		X	
Lucinda Shannon, TJPDC		X	
Kevin Hickman, Buckingham County		X	
Garland Williams, CAT			X
Katy Miller, DRPT		X	
Steve Bowman, Greene County BofS			X
Staff			
Ted Rieck, CEO	X		
Robin Munson, CFO	X		
Levine Hedgepeth, Safety & Training Manager		X	
Mike Mills, Dir of Procurement		X	
Ben Rutherford, Sys Admin	X		
Janet Jackson, Director of HR		X	
Amanda Powell, Executive Asst	X		
Jordan Bowman (Legal Counsel)	X		
Sanata Hedgepeth, Operations Manager		X	
Public			
Chris Tatum, ETC Institute		X	
David Foley		X	



MINUTES

Meeting of the Board of Directors

December 13, 2023 at 10:00 AM EST

I. Call to Order — Brad Burdette, President

TIME: 10:04

II. Roll Call — Christine Appert, Secretary

See roster

III. Introductions — Brad Burdette, President

Honor Willie Gentry

IV. Public Comments — Brad Burdette, President

None

V. Action Items

A. November 8, 2023, Board of Directors Meeting Minutes— *Christine Appert, Secretary*

Motion: Dian M.

Second: Christine A.

Vote: Unanimous to accept

B. Resolution Authorizing the Application for FY25 Operating and Capital Grants—*Robin Munson, CFO*

Motion: Randy P.

Second: Hal M.

Vote: Unanimous to accept

C. Resolution Accepting FY2023 Financial Audit—*Robin Munson, CFO*

David Foley, the partner in charge of the audit, presented the results of Jaunt's FY2023 audit to the board. Mr. Foley noted that Jaunt's audit for FY2023 was clean, and that Jaunt would be designated as a low risk organization for the FY2024 audit due to two consecutive years of clean audits. The full audit report findings are available as a hyperlinked document in the December 2023 board packet. The board was then asked to approve the audit results for FY2023.

Motion: Jacob S.

Second: Dian M.

Vote: Unanimous to accept

VI. Standing Committee Reports

1. Finance Committee--*Jacob Sumner, Treasurer & Robin Munson, CFO*
 - Budget Statement
 - FY2025 Draft Budget Presentation

Robin M. gave the board a quick presentation on Jaunt's October financial results. She also provided a quick overview of the excess working capital policy, which outlines when and how calculations should be performed to determine how much surplus working capital remains each fiscal year. Jaunt can begin working on these calculations now that the audit has been completed and approved. 25% of the surplus will be preserved, with the remainder subject to discussion on how the surplus should be allocated. Last year, we divided our excess to the communities based on their relative operating costs; this year, Jaunt may do something similar; but, the additional money could also go towards capital expenses and projects. The final distribution proposal will be presented to the board for approval at a later date.

Ted R. began the FY2025 budget presentation by informing the board that what was being presented is what Jaunt is currently working with and what has been submitted to the communities for approval. He indicated that Jaunt will know more about which communities are funding us as well as what government state money we will receive by May or June, and that at that time, Jaunt will ask the board to accept the FY2025 budget. He went on to inform the board that Jaunt has three primary funding sources: federal, state, and local; federal funding is both urban and rural and cannot be combined; Jaunt must evaluate what is urban and what is rural eligible for both operations and capital. State and local money is unrestricted and can be split between urban and rural areas. CAT also provides Jaunt with a set a side amount for urban ADA operations only. Ted R. finished by adding that for the FY2025 budget, we are forecasting an increase in services, around a 12% increase in hours and miles, but total operating costs are expected to remain constant due to the operation assessment we received from Texas A&M. Texas A&M discovered some areas where Jaunt may improve throughout the assessment, and we are now working with another consultant to execute what Texas A&M has identified for us. These enhancements are reflected in the FY2025 budget. The full FY2025 budget statement and presentation are available in the December 2023 board packet as hyperlinked documents.

2. Operations and Safety Reports—*Levine Hedgepeth, TSSP-Bus, PTSCPT, CSSO, Safety and Training Manager*

The October 2023 safety reports were presented to the board by Levine H. He reported that there were no preventable or non-preventable accidents for Jaunt during the month of October, as well as no customer or staff related incidents. He also stated that Jaunt is still conducting annual refresher training for its operators and that BTW certification training for trainers has commenced. We now have one certified trainer and hope to qualify at least two more. Ted R. then proceeded to go over the ADA reports briefly with the board.

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

4. Executive Director Report--*Ted Rieck, CEO*
 - October 31, 2023 Executive Committee Minutes

Ted R. provided a quick update on current meetings and Jaunt projects that occurred in November and early December, including the employment of ETC Institute to create employee and customer surveys. To gather feedback on this survey, a draft employee questionnaire was distributed to a few board members and Jaunt employees. Chris Tatum of ETC Institute, who is in charge of developing these surveys, gave a brief presentation on where the surveys are now at in terms of completion, as well as how the information gathered from the employee questionnaire was used to create Jaunt's surveys. He remarked that this poll can be utilized as a starting point for developing a healthy employee culture in the future. Jaunt hopes to complete the employee survey in December and the customer survey in January.

VII. New Business

None

VIII. Announcements and Board Member comments

Ted R. revealed that Ex Officio Steve Bowman did not run for re-election in Greene County and that December would be his last board meeting. He also stated that Ex Officio Kevin Hickman of Buckingham has accepted a new position with UVA and would be leaving the board as well.

IX. Closed Session: 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 the CEO.

Enter (11:51) Motion: Bill W.

Second: Hal M.

Vote: Unanimous to accept

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 Board of Directors of Jaunt, Inc.

Special Board Meeting

Meeting Location: Zoom

Friday December 22, 2023 @ 10:00am

I. Call to Order – Brand Burdette, President

Time: 10:02

Members in attendance at time of roll call are as follows:

Brad Burdette, President – Nelson County
Hal Morgan, Vice President – Fluvanna County
Christine Appert, Secretary - Charlottesville
Jacob Sumner, Treasurer - Albemarle
William Wuensch - Albemarle
Lucas Ames - Charlottesville
Ray Heron - Charlottesville
Randy Parker – Louisa County
Dian McNaught – Nelson County
Isella Wittich – Fluvanna County

II. Closed Session: To discuss specific personnel matters as authorized by section 2.2-3711(A)(1) of the state code. The subject matter being a personnel matter.

Motion: Dian M. Second: Randy P. 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 Board of Directors of Jaunt, Inc.

Record of Roll Call Vote of the Certification

AYE	NAY	Abstain	Not Present	Member
X				Brad Burdette, President
X				Hal Morgan, Vice President
X				Christine Appert - Secretary
X				Jacob Sumner - Treasurer
X				William Wuensch
			X	Caetano de Campos Lopes
X				Lucas Ames
			X	Erik Larson
X				Ray Heron
X				Randy Parker
X				Dian McNaught
X				Iscella Wittich

- III. Motion to move to appoint a select contract with Mike Murphy as interim CEO with giving Brad Burdette, Board President the authority to negotiate that contract with him on a temporary basis, three-month basis with one-month extensions thereafter.

Motion: Randy P. Second: Jacob S. Vote: Unanimous to accept motion

Record of Roll Call Vote for Motion

AYE	NAY	Abstain	Not Present	Member
X				Brad Burdette, President
X				Hal Morgan, Vice President
X				Christine Appert - Secretary
X				Jacob Sumner - Treasurer
X				William Wuensch
			X	Caetano de Campos Lopes
X				Lucas Ames
			X	Erik Larson
X				Ray Heron
X				Randy Parker
X				Dian McNaught
X				Iscella Wittich



COVID-19 Guidelines for Riders:

This is an updated guideline to control the possible transmission of COVID-19 to our drivers and patrons.

Any Facility or Individual Client:

If you are experiencing any COVID-19 Symptoms, which include fever, chills, coughing, runny nose, shortness of breath, body aches or suspect that you may have been exposed to the virus please stay home and contact your medical provider.

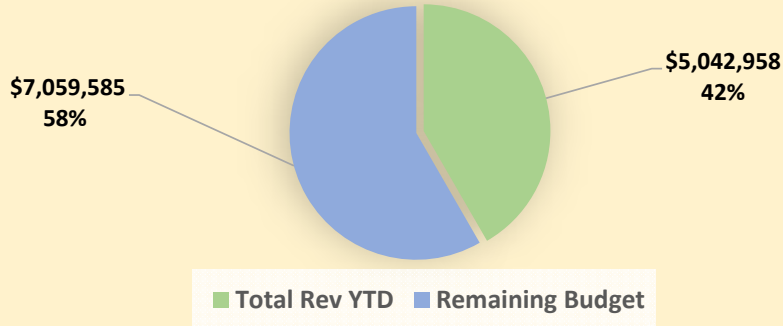
Notify JAUNT to cancel any rides you may have scheduled.

Clients:

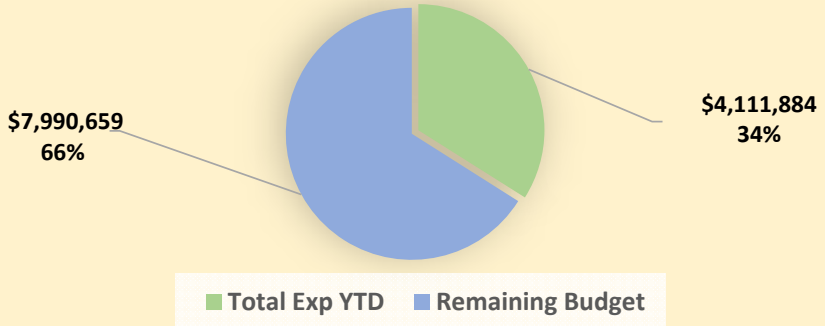
If you have recently tested positive for COVID-19:

- Notify JAUNT so your rides may be cancelled.
- After testing positive, your JAUNT ride must be cancelled for the greater of the following isolation periods in accordance with the CDC guidance: (i) at least 5 days, or (ii) 24 hours after you are fever-free (without the use of fever-reducing medication).
- Your JAUNT rides will be cancelled for at least 5 days for isolation.
- If you are a subscription client, please notify JAUNT of the dates you intend to begin riding again after your isolation period.
- If JAUNT has provided transportation to a medical facility and you test positive at this medical facility, you must cancel your return ride with JAUNT. This is for the safety of our operators and other passengers.
- If you need a ride home after testing positive, please call: Priority Medical Transport at 1-888-774-2621. Or email at info@priambulance.com they may be able to get you home and accept most insurance policies.

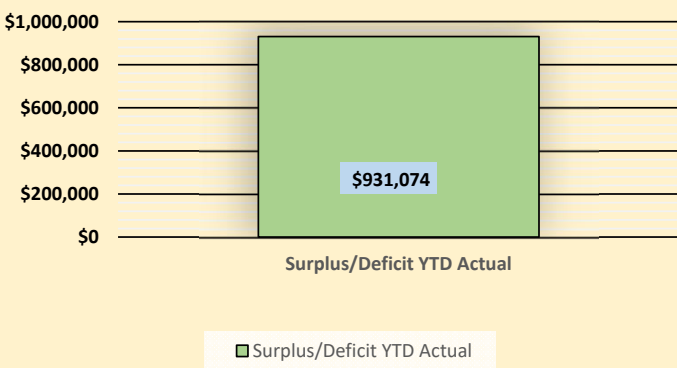
**FY23 YTD Operating Budget v Actual Revenue
November 30, 2023**



**FY23 YTD Operating Budget v Actual Expenses
November 30, 2023**



**FY23 YTD Operating Surplus/Deficit
November 30, 2023**



Jaunt, Inc. FY2024 Monthly Financial Summary

Operating

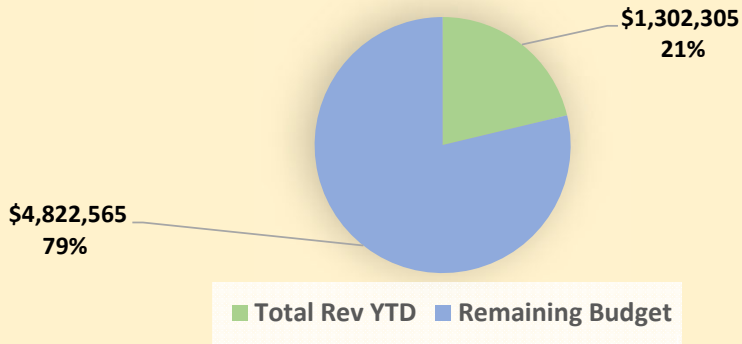
November 2023 Year To Date

November 2023 Year To Date						
Sources of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Realized	Comments
Fee Revenue:						
Farebox Fee	\$ -	\$ -	\$ -	\$ -		
Contract Revenue	\$ 122,227	\$ 74,055	\$ (48,172)	\$ 293,344	25%	Ridership below budgeted amount
Governmental Revenue:						
Federal Operating Grants	\$ 1,675,656	\$ 1,596,093	\$ (79,563)	\$ 4,021,574	40%	
Virginia DRPT Operating	\$ 817,558	\$ 785,849	\$ (31,709)	\$ 1,962,138	40%	
Local Government Operating	\$ 2,400,995	\$ 2,413,209	\$ 12,214	\$ 5,762,388	42%	
UVA Contribution	\$ 14,077	\$ 16,667	\$ 2,590	\$ 33,785	49%	Receipt expected later in the year
Other Revenue	\$ -	\$ 157,085	\$ 157,085	\$ -		Interest, vehicle sales
Account Transfer (Jaunt Reserves)	\$ 12,215	\$ -	\$ (12,215)	\$ 29,315	0%	
Total Revenue	\$ 5,042,727	\$ 5,042,958	\$ 231	\$ 12,102,544	42%	
Uses of Financial Resources						
Salaries & Wages	\$ 2,697,105	\$ 2,440,991	\$ (256,115)	\$ 6,473,053	38%	One time bonus applied to November 2023
Fringe Benefits/Staff Development	\$ 1,086,138	\$ 802,433	\$ (283,705)	\$ 2,606,730	31%	Not at full staffing level, seasonal variation in service
Travel/Business Meals/Meetings	\$ 8,536	\$ 5,785	\$ (2,751)	\$ 20,486	28%	Activity expected later in the year
Facility/Equipment Maintenance/Utilities	\$ 68,500	\$ 61,650	\$ (6,850)	\$ 164,399	37%	Telephone under budget
Supplies & Materials	\$ 517,630	\$ 354,783	\$ (162,847)	\$ 1,242,313	29%	Fuel prices dropped, actual 64% of budgeted amount
Marketing & Advertising	\$ 45,833	\$ 5,014	\$ (40,819)	\$ 110,000	5%	Limited marketing activity, will see more in the fall
Insurance & Bonding	\$ 168,238	\$ 151,483	\$ (16,755)	\$ 403,770	38%	Older vehicles sold, new ones will increase premium
Professional Services	\$ 437,329	\$ 275,807	\$ (161,522)	\$ 1,049,590	26%	One study of three just begun
Miscellaneous	\$ 13,418	\$ 13,938	\$ 521	\$ 32,202	43%	
Total Expenditure	\$ 5,042,726	\$ 4,111,884	\$ (930,842)	\$ 12,102,544	34%	
Net change in fund balance	\$ 0	\$ 931,074	\$ 931,074	\$ -		

Negative Variance Positive Variance



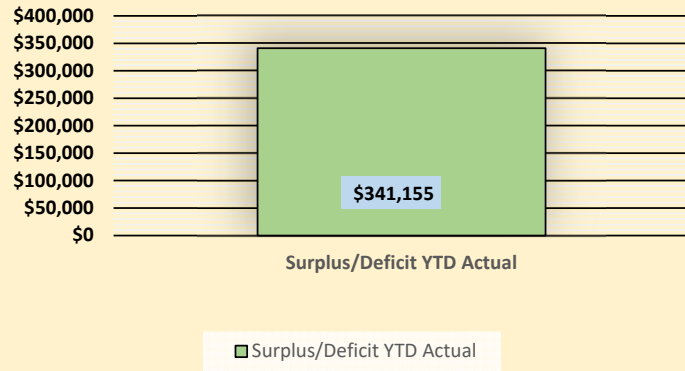
**FY23 YTD Capital Budget v Actual
Revenue
November 30, 2023**



**FY23 YTD Capital Budget v Actual
Expenses
November 30, 2023**



**FY23 YTD Capital Surplus/Deficit
November 30, 2023**



Jaunt, Inc. FY2024 Monthly Financial Summary

Capital

November 2023 Year To Date

Sources of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Realized	Comments
Governmental Revenue:						
Federal Capital Grants	\$ 1,997,375	\$ 959,739	\$ (1,037,636)	\$ 4,793,701	20%	Reimbursable: Six buses rec'd-Five more in December.
Virginia DRPT Capital	\$ 213,216	\$ 1,129	\$ (212,087)	\$ 511,719	0%	Reimbursable: Minimal capital spending
Local Government	\$ 341,437	\$ 341,437	\$ -	\$ 819,449	42%	
Total Revenue	\$ 2,552,029	\$ 1,302,305	\$ (1,249,724)	\$ 6,124,869	21%	

Uses of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Used	Comments
Revenue Vehicles	\$ 2,277,146	\$ 932,016	\$ (1,345,130)	\$ 5,465,151	17%	Five add'l vehicles purchased December
Support Vehicles	\$ 22,917	\$ 428	\$ (22,489)	\$ 55,000	1%	Vehicle purchased last FY
Spare Parts for Vehicles	\$ 79,637	\$ -	\$ (79,637)	\$ 191,128	0%	Projects not begun yet
Facility	\$ 103,068	\$ -	\$ (103,068)	\$ 247,362	0%	Awards to be de-obligated
Information Technology	\$ 69,262	\$ 28,706	\$ (40,555)	\$ 166,228	17%	Some projects not begun yet
Total Expenditure	\$ 2,552,029	\$ 961,150	\$ (1,590,878)	\$ 6,124,869	16%	

Net change in fund balance	\$ -	\$ 341,155	\$ 341,155	\$ -		
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JAUNT, Inc.
Balance
Sheet
Summary

12/27/2023

5:51 PM

	11/30/2023	11/30/2022
Assets		
Cash and Cash Equivalents	\$ 6,086,663.74	\$ 5,710,008.23
Receivables, Net of Allowances	40,333.79	38,566.84
Due From Other Governmental Units	3,988,202.19	2,944,352.43
Prepaid Items	144,023.18	117,043.61
Capital Assets	5,028,216.66	6,018,838.05
Total Assets	<u>\$ 15,287,439.56</u>	<u>\$ 14,828,809.16</u>
Accounts Payable	\$ 1,158,073.30	\$ 227,530.66
Accrued Payroll & Related Liabilities	552,254.64	396,884.48
Lease Liability	85,921.59	100,745.08
Deferred Revenue	188,220.98	208,405.75
Total Liabilities	<u>1,984,470.51</u>	<u>933,565.97</u>
Fund Balance/Net Position		
JAUNT Inc. Stock	16.00	16.00
Fund Balance:		
Nonspendable:		
Prepaid Items	144,023.18	117,043.61
Committed:		
Rainy Day	3,000,000.00	3,000,000.00
Capital Reserve	1,000,000.00	1,000,000.00
Unassigned	4,397,501.74	4,014,934.62
Total Fund Balance	<u>8,541,524.92</u>	<u>8,131,978.23</u>
Total Equity	<u>8,541,540.92</u>	<u>8,131,994.23</u>
Total Liabilities and Equity	<u>\$ 10,526,011.43</u>	<u>\$ 9,065,560.20</u>
Net Position:		
Investment in Capital Assets	4,927,471.58	5,918,092.97
Unrestricted	8,375,481.47	7,977,134.22
Total Net Position	<u>13,302,953.05</u>	<u>13,895,227.19</u>
Total Net Position and Equity	<u>13,302,969.05</u>	<u>13,895,243.19</u>
Total Liabilities and Net Position	<u>\$ 15,287,439.56</u>	<u>\$ 14,828,809.16</u>

Jaunt, Inc.

Statement of Cash Flows for month ended November 30, 2023

Cash flows from Operations for November 2023	
Local Match	\$ -
DRPT Receipts	186,566
CAT Receipts	-
Agency Receipts	11,992
Other Receipts	34
Payroll	(471,790)
Capital Payments	(18,050)
Other Payments	(441,843)
Total cash flows from Operations	<u>(733,090)</u>
Cash flows from Investing for November 2023	
Interest	20,572
Transfer from Operating Account	-
Total cash flows from Investing	<u>20,572</u>
Net change in cash	(712,519)
Beginning cash balance 11/1/2023	<u>6,787,268</u>
Ending cash balance 11/30/2023	<u><u>\$ 6,074,749</u></u>
Days of cash on hand	251.01
Months of cash on hand	8.37

Ted Rieck Monthly Expenses
Paid between 11/1/23 - 11/30/23

Direct Reimbursement

Date	Check #	Amount	Purpose
		\$ -	Total Reimbursement

Credit Card Charges

Date	Check #	Amount	Purpose
53783	11/9/2023	\$ 68.61	Panera Bread - Executive Committee Lunch
		\$ 1.35	Lanier Parking - City Manager meeting
		\$ 2.35	Lanier Parking - RTP meeting
		\$ 22.89	Panera Bread - Operations management meeting
		\$ 95.20	Total Monthly Charges
		\$ 95.20	Total Expenses

Jaunt Safety Report November 2023

Preventable vehicle accident(s): 2

- 11/21/2023 Jaunt vehicle drove under the Louisa library shelter causing damage to the shelter. (Demand Response) No Injuries
- 11/29/2023 Jaunt vehicle sideswiped a yellow pole maneuvering through the gas station. (Connect) No Injuries

Non-preventable vehicle accident(s): 1

- 11/7/2023 Jaunt vehicle came into contact with a deer jumping out in front causing damage to the driver side front bumper, headlight, and grill. (Demand Response) No Injuries

Customer related incident(s): None

Staff related incident(s): None.

Jaunt traveled 107.915 revenue miles and had no preventable accidents from 11/1/2023 to 11/31/2023. Jaunt has a goal of less than 1 preventable accident for every 100,00 revenue miles driven. Jaunt has had 10 preventable accidents since 7/1/23 and recorded 568.684 revenue travel miles.

Safety Concerns Shared and Investigated

There were no safety concerns reported in November.

Site Visits

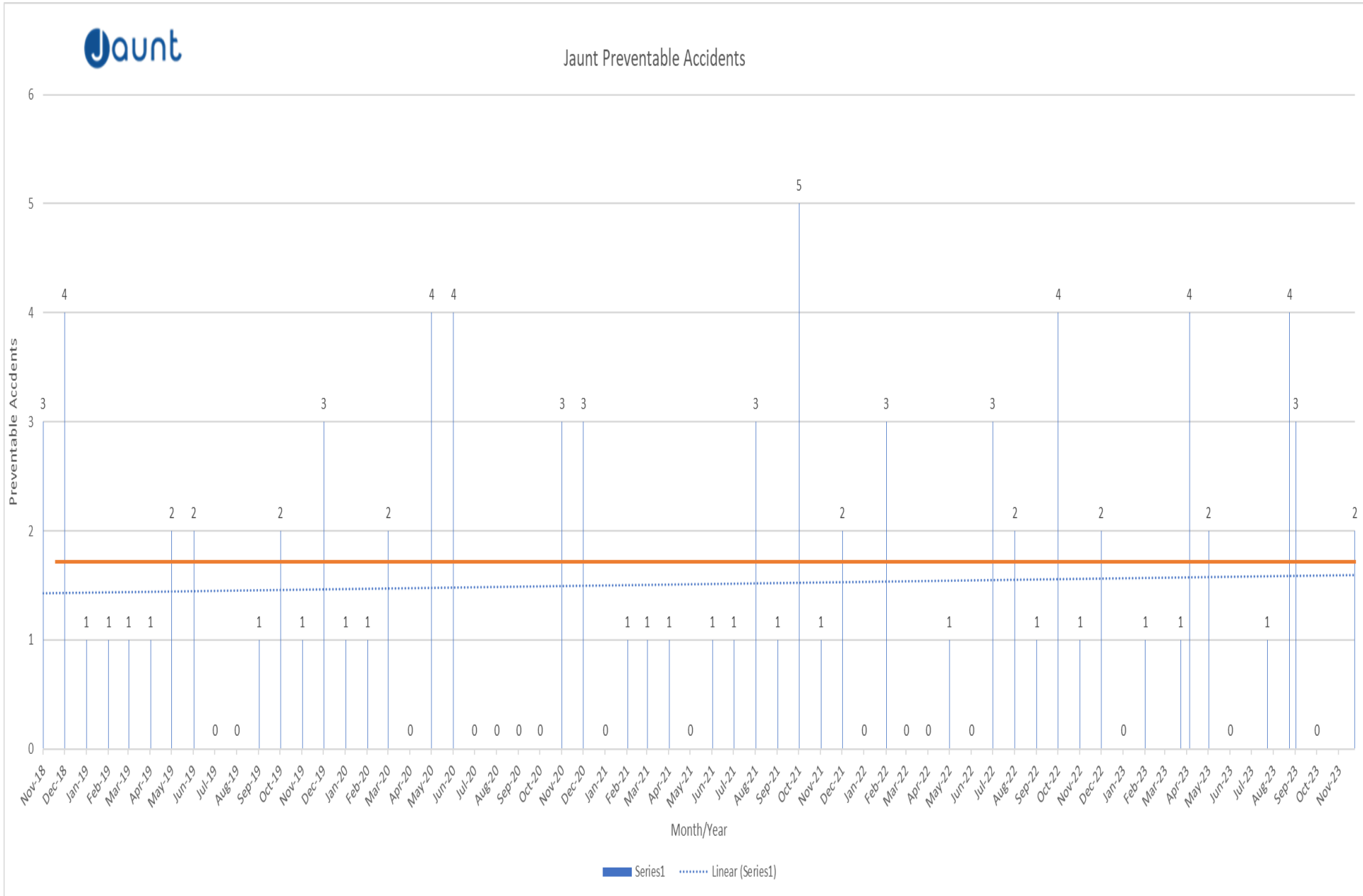
During the month of November 2023, Jaunt conducted 0 site visits.

National Transit Database Reporting

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

Upcoming Monthly Safety Initiatives

- **Annual Refresher Training Ongoing**



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										
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
ADA	38,629	35,052	33,601	36,055	36,010	41,370	36,164	38,059	35,295	33,114	36,820	37,112	39,213	34,998
Agency	7,859	5,200	5,662	5,811	5,249	6,393	4,471	5,754	5,224	4,341	1,175	3,348	2,747	1,870
Commuter Bus	18,014	17,811	18,177	18,192	17,325	20,015	17,664	19,404	18,414	16,833	17,287	18,083	17,852	17,023
N/A	943	905	680	791	487	532	547	763	453	309				
Rural Demand Response	58,203	54,776	51,819	57,402	58,821	67,569	59,984	66,874	62,634	52,856	65,869	55,647	58,162	54,025
Grand Totals	123,649	113,744	109,939	118,252	117,891	135,879	118,829	130,855	122,020	107,454	121,152	114,190	117,973	107,915

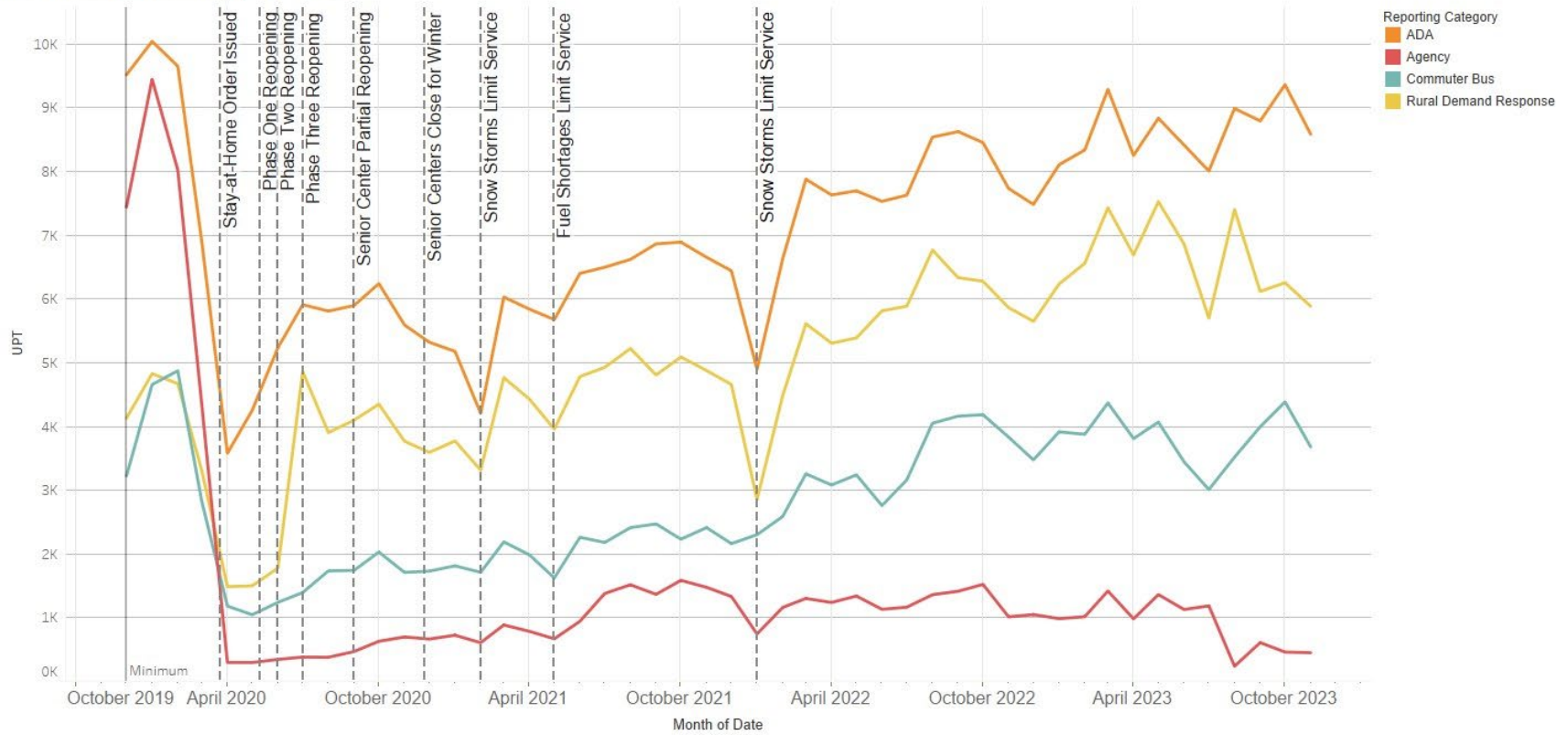


November 2023 ADA Report

Item	FY 2023									FY 2024					
	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	FY23 Year End	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	FY24 YTD
ADA Unlinked Passenger Trips	7,735	7,485	8,108	8,339	9,289	8,254	8,837	8,229	99,524	8,009	8,976	8,799	9,363	8,587	43,734
All Demand Response UPT	14,806	14,323	15,515	16,043	18,297	16,078	17,912	16,313	193,993	14,956	16,634	15,523	16,081	6,338	69,532
ADA Revenue Miles	35,052	33,601	36,055	36,010	41,370	36,164	38,059	35,295	439,130	33,114	36,809	37,119	39,213	34,998	181,253
All Demand Response Revenue Miles	95,933	91,762	100,060*	100,566	115,864	101,165	111,451	103,606	1,029,201	90,621	103,608	96,107	100,121	55,895	446,352
ADA Revenue Hours	3,253	3,126	3,241	3,237	3,724	3,348	3,520	3,238	39,889	3,084	3,432	3,346	3,621	3,144	16,627
All Demand Response Revenue Hours	6,633	6,400	6,626	6,669	7,694	6,788	7,310	6,834	82,700	6,252	6,983	6,343	6,825	2,922	29,325
ADA No Shows	216	249	247	212	348	230	264	278	2,955	322	346	332	364	346	1,710
All Demand Responses No Shows	532	523	536	525	759**	531	641	657	5,896	631	688	646	668	342	2,975
ADA Missed Trips	0	0	2	1	3	16	10	11	45	8	4	16	10	4	42
All Demand Responses Missed Trips	0	1	4	0	18	19	23	24	101	13	31	31	20	27	122
ADA Denials	1	1	0	4	5	2	0	4	25	0	2	7	17	*	26
All Demand Responses Denials	23	54	20	50	60	43	43	42	575	24	26	88	188	*	326
ADA On Time Performance	91%	91%	91%	90%	91%	88%	86%	89%	91%	92%	92%	88%	91%	90%	91%
All Demand Responses OTP	91%	90%	91%	90%	90%	88%	83%	84%	90%	90%	90%	86%	89%	87%	88%
ADA Passenger Complaints	0	0	0	0	0	0	0	0	0	0	1	0	0	*	1
ADA Lifts Determined Inoperable	0	0	1	1	0	1	1	1	5	1	1	0	0	*	2
ADA Passenger Incidents/Accidents	0	0	0	0	3	0	0	3	8	3	0	0	0	*	3
ADA Vehicle Accidents	1	0	0	0	0	1	1	0	8	1	0	2	0	*	3
Excessively Long ADA Trips	15	21	6	14	24	18	21	15	191	22	23	29	19	*	93
Demand Response Reservations Hold Times	3:36	2:46	3:45	2:37	3:02	2:36	2:28	2:43	2:49	3:12	3:00	2:35	2:47	*	2:53

* At the time of data compilation on Jan 4, 2024, these were not readily available. Staff will resolve this and report on November and December at the next meeting.

Jaunt COVID Recovery per Service



The trend of sum of UPT for Date Month. Color shows details about Reporting Category. The data is filtered on Reporting Category, Date, Exclusions (MONTH(Date),Reporting Category) and Reporting Category Name. The Reporting Category filter keeps 0. The Date filter ranges from 12/1/2019 to 11/1/2023. The Exclusions (MONTH(Date),Reporting Category) filter keeps 54 members. The Reporting Category Name filter keeps no members. The view is filtered on Reporting Category, sum of UPT, Date Month and Exclusions (MONTH(Date),Reporting Category 2). The Reporting Category filter keeps ADA, Agency, Commuter Bus and Rural Demand Response. The sum of UPT filter ranges from 4 to 10,043. The Date Month filter ranges from December 2019 to November 2023. The Exclusions (MONTH(Date),Reporting Category 2) filter keeps 263 members.



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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

January 2024 Interim CEO Report

As I write this report, I am in my first full week at Jaunt. Most importantly, I find the staff to be welcoming, engaged, and committed. Janet and Robin have been extraordinary in holding the team together and helping me get acclimated. I am learning from Mike Mills and other team members everyday as well. We were fortunate to welcome Director of Planning Jason Epsie this week. I listen to operators, reservationists, and other team members each day. I am optimistic that Jaunt can build an inclusive culture and team.

That said there are some concerns on the personnel front that we are addressing with urgency. We are very thinly staffed in some places. We need new team members from drivers to the C-suite. There is a particular gap in entry to mid-level supervisory staff. To address this need, we must bring additional clarity to the classification and compensation system and the desired organizational chart to meet our goals. We need to improve the efficiency of our talent acquisition processes to attract and retain individuals' interest in Jaunt. Once individuals join Jaunt, we need to cultivate their connection to the organization and professional growth with talent management practices that span the employee lifecycle. I intend to update the Board on these efforts at our February Board meeting.

Communication needs some changes and additional tools. We are working on a plan to alert team members via text messaging of critical information. We need to blend communication strategies to ensure all staff are receiving messages in a timely fashion. I will work with Janet to schedule a Town Hall style meeting during the month of January. I plan to make myself available for listening hours by appointment with any team member on a weekly basis. Data, access, retention, and reporting is a work in progress. There are reports due to funders and the Board that we are working diligently to produce. I appreciate the Board's patience this month as we prioritize external reporting that drives revenue capture.

There are numerous internal projects that must be started or reignited as they have stalled over time. I am assessing current policies and will be advising the Board of changes and additions. At this meeting we request your adoption of the Covid policy. We have a personnel policy that was completed but there is no evidence that it was appropriately circulated. This leads to confusion and inconsistency for team members. I plan to engage in a full review of our safety and emergency practices, including accident protocols, in the months ahead. We are expecting a weather event as I write this report, and team members have different understandings of what our expectations and practices should be this weekend. We will share a clear communication in advance and refine our message over time.

There are several projects in flight that involve outside agencies and consultants. The outgoing CEO was the key figure in most of these projects and relationships and in many cases the current staff are learning right alongside me. Examples include Microtransit, Fleet Electrification and Rural Transit Needs Assessment. Additionally, we have consultants working with Jaunt staff on personnel policies, board member orientation, run cuts, employee & customer surveys, and our TripSpark portal. I am working to get up to speed on these projects and ensure that

there are other team members assigned so that we are better equipped to have continuity in the future. I am asking the Board for discussion on expansion of services, particularly Rockingham County, on this agenda. DRPT has awarded the funds for the engineering segment of our parking lot improvements.

It is budget season for local governments. I will be working with Robin to establish contacts and attend key meetings in each of the localities. I will be meeting with State officials from DRPT within the next week. I will update the Board on a planned meeting with a local legislator regarding collective bargaining as part of my oral report on January 10. I will be in touch directly if we would benefit from your assistance in building relationships within your respective jurisdictions.

There are many moving parts that I am not highlighting today but will share with the Board over time. I am excited to be working with the team and am confident we can craft a bright future for Jaunt. I look forward to working with the Board during my time as the Interim CEO to accomplish your goals. I would advise that the organization may be best served by holding on the initiation of a search for a new leader for a period of at least 90 days to achieve some stabilization and present an attractive opportunity to credible candidates. I leave this to your discretion and good judgment.

Be well,

Mike