



People

Service

Connection

AGENDA

Meeting of the Board of Directors

May 8, 2024, at 10:00 AM EST

PUBLIC ARE ENCOURAGED TO ATTEND REMOTELY USING THE BELOW LINKS

- Meeting Link: <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. April 10, 2024, Board of Directors Meeting Minutes— *Christine Appert, Secretary* Pgs 3-7 of 37
- B. Establish Board Nominating Committee – *Brad Burdette, President*

VI. Standing Committee Reports

- A. Finance Committee--*Jacob Sumner, Treasurer & Robin Munson, CFO* Pgs 8-16 of 37
- B. Safety Committee-- *Mike Murphy / Jason Espie / Erik Larson / Hal Morgan*
- C. Operations and Safety Reports—*Jason Espie, Senior Director Planning* Pgs 17-25 of 37
- D. Regional Transit Partnership Update-- *Christine Jacobs/Hal Morgan/Lucas Ames*
- E. CEO Report--*Mike Murphy, CEO* Pgs 35-36 of 37

VII. New Business –

- A. Jaunt Friends - *Brad Burdette, President; Dian McNaught*
- B. Organizational Chart - *Mike Murphy, CEO* Pg 37 of 37
- C. Unaccompanied Minors - *Mike Murphy, CEO*
- D. Future Board Agenda Items - *Mike Murphy, CEO*

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.

VIII. Announcements and Board Member comments

Adjourn to next meeting: June 12, 2024, at 10:00 AM EST

Board Attendance Roster

Month: April Year: 2024

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		
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		
Rachel Jones, Louisa	X		
Dian McNaught, Nelson	X		
Iscella Wittich, Fluvanna	X		
Ex Officio Directors			
Christine Jacobs, TJPDC		X	
Garland Williams, CAT		X	
Katy Miller, DRPT		X	
Staff			
Mike Murphy, Interim CEO	X		
Robin Munson, CFO	X		
Mike Mills, Dir of Procurement		X	
Ben Rutherford, Sys Admin	X		
Janet Jackson, Director of HR	X		
Amanda Powell, Executive Asst			X
Jason Espie, Director of Planning	X		
Jordan Bowman (Legal Counsel)	X		
Angie Jones Call Center Supervisor	X		
Public			



People

Service

Connection

Minutes

Meeting of the Board of Directors

April 10, 2024 at 10:00 AM EST

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

Time: 10:02 am

II. Roll Call — *Christine Appert, Secretary*

See Roster

III. Introductions — *Brad Burdette, President*

The members of the board introduced themselves briefly to Louisa's newest representative, Rachel Jones, including their names and the jurisdictions they each represented.

IV. Public Comments — *Brad Burdette, President*

None

V. Action Items

A. March 13, 2024 Board of Directors Meeting Minutes— *Christine Appert, Secretary*

Motion: Jacob S.

Second: Dian M.

Vote: Unanimous to accept

B. Safety Committee-- *Mike Murphy, CEO*

Mike M. informed the board that he had met with Erik L. and Hal M. about Jaunt's safety committee and that they had all agreed to reconvene in May and June to examine this action item further, and that no action was requested of the board at this time pertaining to the safety committee.

VI. Standing Committee Reports

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

Robin M. provided a brief summary of the financial reports for February 2024. She stated that contract revenue was still declining due to the decreasing number of agency trips being taken. Lucas A. inquired whether the reduction in agency trips had been factored into the future budget; Robin said that it had, and that the amount for contract revenue will be cut for the FY2025 budget.

B. Operations and Safety Reports—*Jason Espie, Senior Director Planning*

- *Spotlight on: Revenue miles; ADA denials; Covid*

Jason E. briefly reviewed the February 2024 safety report with the board. He reported that there were no preventable or non-preventable accidents in February, as well as no customer or staff related incidents. He did indicate that the revenue miles were investigated after some concerns were raised at the March board meeting concerning numbers that did not match between the data sheets and what was represented on the safety reports. Jason performed a full audit on this data, and some of the numbers for previous months changed as a result, as well as it was found that a few months' agency revenue miles were not calculated into total revenue miles as they should have been. He informed the board that the data being presented on the February report for revenue miles for the month, as well as total revenue miles from the beginning of FY2024, are now showing accurate.

In response to Caetano's request at the March board meeting, Jason provided the board with several different visual representations of the Covid data that is reported monthly. Option 1 was fairly similar to the visual aid that is now used for the Covid data; the only difference was that some of the measure points were decreased to make more visible, and a statistical trend line was added for reach service. Option 2 was presented as an area chart depicting total passenger ridership per month, with color-coded bands to differentiate by service. Option 3 was comparable to the area chart in terms of color coding by service, but was displayed as a bar graph. The final option used trend lines for the three largest major services: ADA, Commuter Bus, and Demand Response. Following the presentation, there was a consensus among the board to move forward with the option 1 graph, which can be found on page 23 of the April board packet.

Jason E. next briefly reviewed the ADA compliance data and addressed Erik L.'s concern about the rise in reported ADA denials. After reviewing the ADA denial records, patterns of coding errors were identified. These inaccuracies were fixed, and the data displayed showed the proper figures for the FY2024 ADA denials. He informed the board that reservations would be re-trained on proper coding to help prevent these errors in the future.

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

Jen Fleisher of the Blue Ridge Health Department spoke at the recent TJPDC's RTP meeting about their Community Health Improvement plan. Evan Price, a statistics and policy specialist with DRPT, presented a summary at the same meeting about rail & public transportation related bills and where they stood. Garland Williams of CAT also provided an update on the Microcat program, stating that it has been warmly accepted thus far and is exceeding expectations.

D. Executive Director Report--*Mike Murphy, CEO*

Mike M. informed the board that Jaunt is still working with consultants on Microtransit, Fleet Electrification, and the Rural Transit Needs Assessment. We hope to be able to deliver presentations to both the Jaunt board and DRPT in July for all three. He did add that we are at the point with Rural Transit where we are moving past the gaps and into recommendations, so we are anticipating possibly receiving a draft from them in May and potentially wrapping up in June. He also noted that on this month's agenda, the words People, Service, Connection were added, and that these terms are being used to anchor employee, behavior, and purpose to a value system, and that we would be updating the board on these principles in the near future.

VII. New Business –

A. Shareholders Update - *Mike Murphy, CEO*

Mike M. provided a brief summary of what happened at the Shareholders meeting prior to this board meeting. Rachel Jones has officially been appointed to serve as Louisa's representative on the board as well as their shareholder proxy. He also notified the board that their decision for the excess capital was brought to the table, and that the shareholders approved and authorized the release of the funds from excess capital, and that checks will be going out to the jurisdictions in the near future.

B. Jaunt Friends - *Brad Burdette, President*

The board discussed which direction Jaunt Friends should move in the future. Previously, contributions from donations and small fund raisers were used to pay trip fares for clients who may not have had the means; however, Jaunt is now fare free, and a small amount of funds from such donations and contributions remains in the Jaunt Friends account. It was decided that at this time, the remaining officials on the Jaunt Friends board would conduct their own meeting to go over the bylaws and the current structure of Jaunt Friends and will bring a plan back to the board at a later date with how they would like to see Jaunt Friends move forward.

C. Organizational Chart - *Mike Murphy, CEO*

Mike M. reviewed the Organization chart that he included in this month's board packet. He added that this chart mirrors the Classification & Compensation chart that was provided at the March board meeting.

D. Future Board Agenda Items - *Mike Murphy, CEO*

Mike M. provided a brief overview of some items that will be on the May agenda. He stated that research would be conducted to determine Jaunt's present student rider policy, and if none exists, one will be developed. A discussion about Jaunt Friends may be brought to the table in May, depending on how quickly the current board members for Jaunt Friends are able to meet and get information and ideas together.

VIII. **Closed Session-** “Motion to enter into closed session to discuss the performance, assignment, appointment, promotion, demotion, salary, disciplining, or resignation of specific public 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.”

Motion: Randy P.

Second: Hal M.

Vote: Unanimous

The Board of Directors reconvened in open session, and the following certification was adopted by a roll call vote:

“To the best of each member’s knowledge (i) only public business matters lawfully exempted from open meeting requirements under this chapter and (ii) only such public business matters as were identified in the motion by which the closed meeting was convened were heard, discussed or considered in the meeting by the Board of Directors of Jaunt, Inc.”

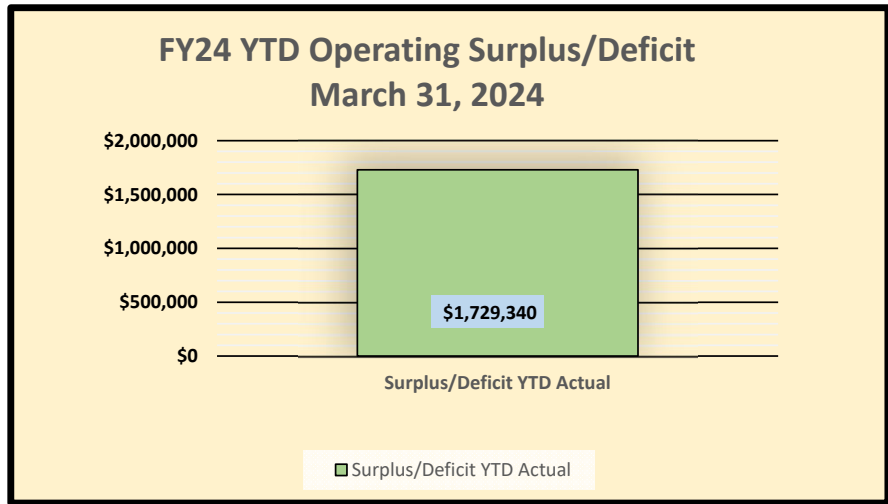
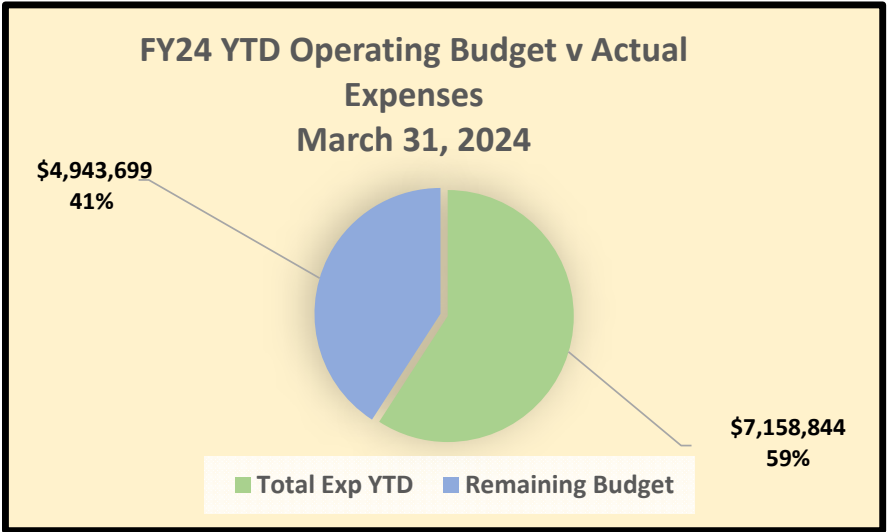
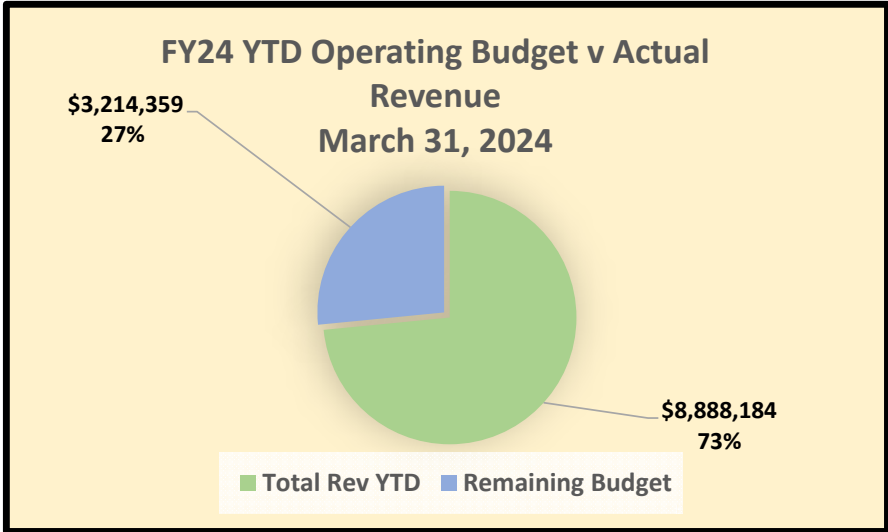
Record of Roll Call Vote of the Certification

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
			X	Rachel Jones

IX. Announcements and Board Member comments

None

Adjourn to next meeting: May 8, 2024, at 10:00 AM EST



Jaunt, Inc. FY2024 Monthly Financial Summary

Operating

March 2024 Year To Date

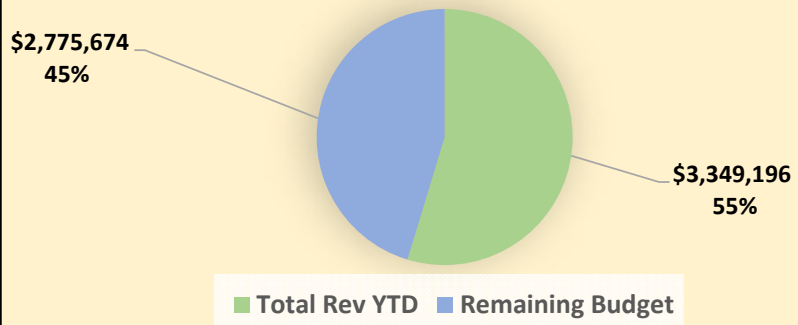
Sources of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Realized	Comments
Fee Revenue:						
Farebox Fee	\$ -	\$ -	\$ -	\$ -		
Contract Revenue	\$ 220,008	\$ 107,070	\$ (112,938)	\$ 293,344	36%	Service lower than anticipated, continues to decrease.
Governmental Revenue:						
Federal Operating Grants	\$ 3,016,181	\$ 2,715,681	\$ (300,500)	\$ 4,021,574	68%	
Virginia DRPT Operating	\$ 1,471,604	\$ 1,431,513	\$ (40,090)	\$ 1,962,138	73%	
Local Government Operating	\$ 4,321,791	\$ 4,343,776	\$ 21,985	\$ 5,762,388	75%	
UVA Contribution	\$ 25,339	\$ 30,000	\$ 4,661	\$ 33,785	89%	
Other Revenue	\$ -	\$ 260,143	\$ 260,143	\$ -		
Account Transfer (Jaunt Reserves)	\$ 21,986	\$ -	\$ (21,986)	\$ 29,315	0%	
Total Revenue	\$ 9,076,908	\$ 8,888,184	\$ (188,724)	\$ 12,102,544	73%	

Uses of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Used	Comments
Salaries & Wages	\$ 4,854,790	\$ 4,160,730	\$ (694,059)	\$ 6,473,053	64%	Not at full staffing level, seasonal variation in service
Fringe Benefits/Staff Development	\$ 1,955,048	\$ 1,383,130	\$ (571,917)	\$ 2,606,730	53%	Not at full staffing level, seasonal variation in service
Travel/Business Meals/Meetings	\$ 15,365	\$ 10,636	\$ (4,729)	\$ 20,486	52%	Activity lower than expected
Facility/Equipment Maintenance/Utilities	\$ 123,299	\$ 110,746	\$ (12,553)	\$ 164,399	67%	
Supplies & Materials	\$ 931,735	\$ 588,010	\$ (343,725)	\$ 1,242,313	47%	Fuel prices dropped, actual 68% of budgeted amount
Marketing & Advertising	\$ 82,500	\$ 13,242	\$ (69,258)	\$ 110,000	12%	Limited marketing activity
Insurance & Bonding	\$ 302,828	\$ 275,704	\$ (27,124)	\$ 403,770	68%	
Professional Services	\$ 787,193	\$ 590,846	\$ (196,346)	\$ 1,049,590	56%	Studies just begun or not implemented, surveys postponed
Miscellaneous	\$ 24,152	\$ 25,800	\$ 1,648	\$ 32,202	80%	Employee morale activities
Total Expenditure	\$ 9,076,907	\$ 7,158,844	\$ (1,918,063)	\$ 12,102,544	59%	

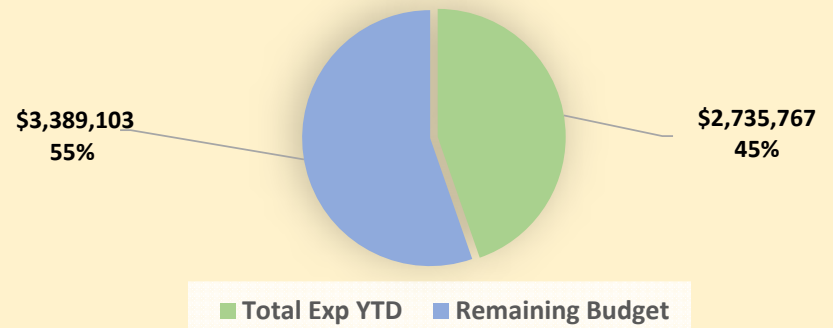
Net change in fund balance	\$ (0)	\$ 1,729,340	\$ 1,729,340	\$ -		
-----------------------------------	--------	--------------	--------------	------	--	--



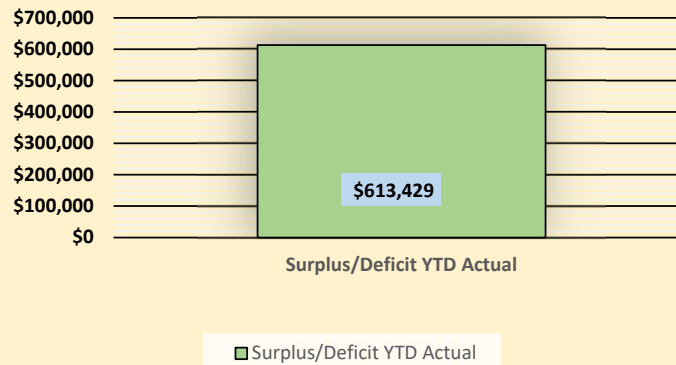
**FY24 YTD Capital Budget v Actual
Revenue
March 31, 2024**



**FY24 YTD Capital Budget v Actual
Expenses
March 31, 2024**



**FY24 YTD Capital Surplus/Deficit
March 31, 2024**



Jaunt, Inc. FY2024 Monthly Financial Summary

Capital

March 2024 Year To Date

March 2024 Year To Date						
Sources of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Realized	Comments
Governmental Revenue:						
Federal Capital Grants	\$ 3,595,276	\$ 2,729,979	\$ (865,297)	\$ 4,793,701	57%	FY24 vehicles to be carried over
Virginia DRPT Capital	\$ 383,789	\$ 4,631	\$ (379,159)	\$ 511,719	1%	FY24 vehicles to be carried over
Local Government	\$ 614,587	\$ 614,587	\$ -	\$ 819,449	75%	
Total Revenue	\$ 4,593,652	\$ 3,349,196	\$ (1,244,456)	\$ 6,124,869	55%	
Uses of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Used	Comments
Revenue Vehicles	\$ 4,098,863	\$ 2,677,458	\$ (1,421,405)	\$ 5,465,151	49%	FY21 vehicles purchased, FY24 ordered
Support Vehicles	\$ 41,250	\$ 7,718	\$ (33,532)	\$ 55,000	14%	Vehicle purchased FY23
Spare Parts for Vehicles	\$ 143,346	\$ -	\$ (143,346)	\$ 191,128	0%	Projects not begun yet
Facility	\$ 185,522	\$ -	\$ (185,522)	\$ 247,362	0%	Project to be moved to FY25
Information Technology	\$ 124,671	\$ 50,591	\$ (74,080)	\$ 166,228	30%	FY21/FY23 Projects underway, not FY24
Total Expenditure	\$ 4,593,652	\$ 2,735,767	\$ (1,857,884)	\$ 6,124,869	45%	
Net change in fund balance	\$ -	\$ 613,429	\$ 613,429	\$ -		



JAUNT, Inc.
Balance
Sheet
Summary

4/29/2024

2:30 PM

	3/31/2024	3/31/2023
Assets		
Cash and Cash Equivalents	\$ 4,327,152.30	\$ 5,111,961.88
Receivables, Net of Allowances	45,230.57	42,078.07
Due From Other Governmental Units	5,251,566.13	3,703,392.48
Prepaid Items	127,199.60	90,431.43
Capital Assets	5,028,216.66	6,018,838.05
Total Assets	\$ 14,779,365.26	\$ 14,966,701.91
Liabilities		
Accounts Payable	\$ 166,141.63	\$ 99,293.68
Accrued Payroll & Related Liabilities	150,619.60	446,741.95
Lease Liability	85,921.59	100,745.08
Deferred Revenue	3,173.28	35,522.91
Total Liabilities	405,856.10	682,303.62
Fund Balance/Net Position		
JAUNT Inc. Stock	16.00	16.00
Fund Balance:		
Nonspendable:		
Prepaid Items	127,199.60	90,431.43
Committed:		
Rainy Day	3,000,000.00	3,000,000.00
Capital Reserve	1,000,000.00	1,000,000.00
Unassigned	5,470,041.94	4,430,701.90
Total Fund Balance	9,597,241.54	8,521,133.33
Total Equity	9,597,257.54	8,521,149.33
Total Liabilities and Equity	\$ 10,003,113.64	\$ 9,203,452.95
Net Position:		
Investment in Capital Assets	4,942,295.07	5,918,092.97
Unrestricted	9,431,198.09	8,366,289.32
Total Net Position	14,373,493.16	14,284,382.29
Total Net Position and Equity	14,373,509.16	14,284,398.29
Total Liabilities and Net Position	\$ 14,779,365.26	\$ 14,966,701.91

Jaunt, Inc.

Statement of Cash Flows for month ended March 31, 2024

Cash flows from Operations for March 2024	
Local Match	\$ 105,550
DRPT Receipts	301,184
CAT Receipts	-
Agency Receipts	20,596
Other Receipts	18
Transfer from Investment Account	500,000
Payroll	(430,360)
Capital Payments	(143,255)
Other Payments	(302,322)
Total cash flows from Operations	<u>51,411</u>
Cash flows from Investing for March 2024	
Interest	18,639
Transfer from Operating Account	-
Transfer to Operating Account	(500,000)
Total cash flows from Investing	<u>(481,361)</u>
Net change in cash	(429,950)
Beginning cash balance 3/1/2024	<u>4,745,187</u>
Ending cash balance 3/31/2024	<u><u>\$ 4,315,238</u></u>
Days of cash on hand	178.31
Months of cash on hand	5.94

Mike Murphy Monthly Expenses

Paid between 3/1/24 - 3/31/24

Direct Reimbursement

Date	Check #	Amount	Purpose
		\$ -	Total Reimbursement

Credit Card Charges

Date	Check #	Amount	Purpose
3/14/2024	54091	\$ 299.88	Mentimeter Pro - interactive presentation software
		\$ 2.00	Lanier Parking - Regional Transit Planning meeting
		\$ 301.88	Total Monthly Charges
		\$ 301.88	Total Expenses

Jaunt, Inc. FY2024 Monthly Financial Summary

Operating

Projection at 6/30/24 (actuals through March)

Projection at 6/30/24 (actuals through March)						
Sources of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Realized	Comments
Fee Revenue:						
Farebox Fee	\$ -	\$ -	\$ -	\$ -		
Contract Revenue	\$ 293,344	\$ 131,315	\$ (162,029)	\$ 293,344	45%	
Governmental Revenue:						
Federal Operating Grants	\$ 4,021,574	\$ 3,410,067	\$ (611,507)	\$ 4,021,574	85%	
Virginia DRPT Operating	\$ 1,962,138	\$ 1,962,136	\$ (2)	\$ 1,962,138	100%	
Local Government Operating	\$ 5,762,388	\$ 5,791,706	\$ 29,318	\$ 5,762,388	101%	
UVA Contribution	\$ 33,785	\$ 40,000	\$ 6,215	\$ 33,785	118%	
Other Revenue	\$ -	\$ 322,140	\$ 322,140	\$ -		
Account Transfer (Jaunt Reserves)	\$ 29,315	\$ -	\$ (29,315)	\$ 29,315	0%	
Total Revenue	\$ 12,102,544	\$ 11,657,364	\$ (445,180)	\$ 12,102,544	96%	
Uses of Financial Resources						
	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Used	Comments
Salaries & Wages	\$ 6,473,053	\$ 5,856,233	\$ (616,820)	\$ 6,473,053	90%	
Fringe Benefits/Staff Development	\$ 2,606,730	\$ 1,796,994	\$ (809,736)	\$ 2,606,730	69%	
Travel/Business Meals/Meetings	\$ 20,486	\$ 19,181	\$ (1,305)	\$ 20,486	94%	
Facility/Equipment Maintenance/Utilities	\$ 164,399	\$ 147,662	\$ (16,737)	\$ 164,399	90%	
Supplies & Materials	\$ 1,242,313	\$ 823,670	\$ (418,643)	\$ 1,242,313	66%	
Marketing & Advertising	\$ 110,000	\$ 17,656	\$ (92,344)	\$ 110,000	16%	
Insurance & Bonding	\$ 403,770	\$ 384,910	\$ (18,860)	\$ 403,770	95%	
Professional Services	\$ 1,049,590	\$ 1,053,390	\$ 3,800	\$ 1,049,590	100%	
Miscellaneous	\$ 32,202	\$ 34,400	\$ 2,198	\$ 32,202	107%	
Total Expenditure	\$ 12,102,543	\$ 10,134,095	\$ (1,968,448)	\$ 12,102,544	84%	
Net change in fund balance	\$ -	\$ 1,523,268	\$ 1,523,268	\$ -		



Jaunt, Inc. FY2024 Monthly Financial Summary

Capital

Projection at 6/30/24 (actuals through March)

Projection at 6/30/24 (actuals through March)						
Sources of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Realized	Comments
Governmental Revenue:						
Federal Capital Grants	\$ 4,793,701	\$ 2,808,047	\$ (1,985,654)	\$ 4,793,701	59%	
Virginia DRPT Capital	\$ 511,719	\$ 30,070	\$ (481,649)	\$ 511,719	6%	
Local Government	\$ 819,449	\$ 819,449	\$ -	\$ 819,449	100%	
Total Revenue	\$ 6,124,869	\$ 3,657,567	\$ (2,467,302)	\$ 6,124,869	60%	
Uses of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Used	Comments
Revenue Vehicles	\$ 5,465,151	\$ 2,678,938	\$ (2,786,213)	\$ 5,465,151	49%	FY24 awards to be carried over to FY25
Support Vehicles	\$ 55,000	\$ 7,718	\$ (47,282)	\$ 55,000	14%	
Spare Parts for Vehicles	\$ 191,128	\$ 47,782	\$ (143,346)	\$ 191,128	25%	To be carried over to FY25
Facility	\$ 247,362	\$ -	\$ (247,362)	\$ 247,362	0%	To be carried over to FY25
Information Technology	\$ 166,228	\$ 171,023	\$ 4,795	\$ 166,228	103%	
Total Expenditure	\$ 6,124,869	\$ 2,905,461	\$ (3,219,408)	\$ 6,124,869	47%	
Net change in fund balance	\$ -	\$ 752,106	\$ 752,106	\$ -		



Jaunt Safety Report March 2024**Preventable vehicle accident(s): 0****Non-preventable vehicle accident(s): 0****Customer related incident(s): 1**

- A Jaunt operator was lowering the lift for a client when their foot slipped between stepping stones and the sidewalk edge, resulting in the client falling on their right side. The client reported having pain in their hip and shoulder following the fall, and an ambulance was dispatched to the incident.

Staff related incident(s): 0

Jaunt traveled 115,147 revenue miles and had 0 preventable accident from 3/1/2024 to 3/31/2024. Jaunt has a goal of less than 1 preventable accident for every 100,00 revenue miles driven. Jaunt has had 11 preventable accidents since 7/1/23 and recorded 995,203 revenue travel miles.

**** The total revenue travel miles for July 2023 to March 2024 have been revised to correct several report inaccuracies discovered in the September 2023 data. It appears that the revenue miles on the report were duplicated, resulting in incorrect numbers. This has been corrected, and the revenue miles are now displayed correctly**.**

Safety Concerns Shared and Investigated

There were no safety concerns reported in March 2024.

Site Visits

During the month of March 2024, Jaunt conducted 1 site visits.

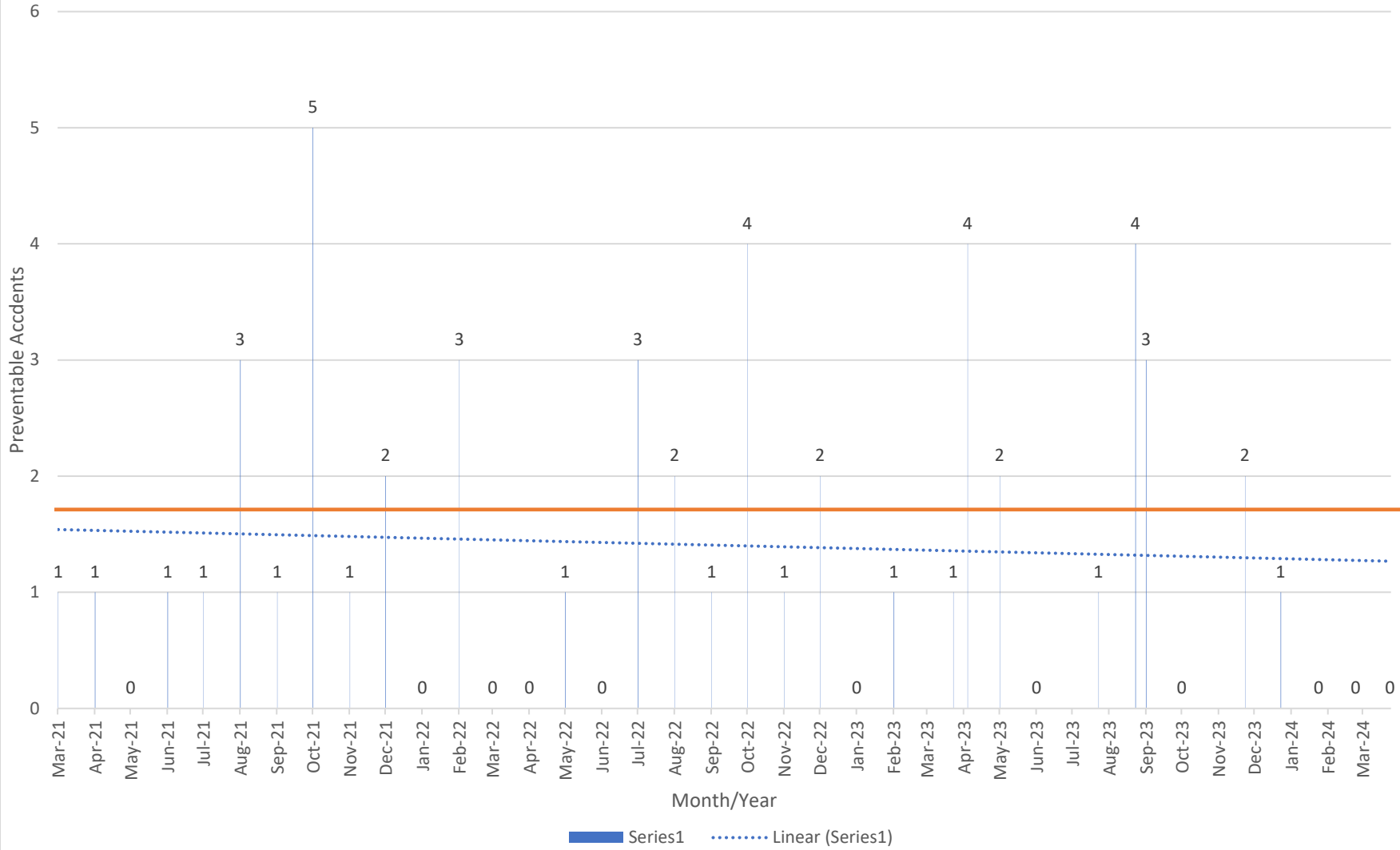
- Site visit was conducted at the Fontaine Research Park 400 building to determine a new location for the Crozet connect bus due to construction at this location.

National Transit Database Reporting

Jaunt had 0 NTD reportable safety event for the month of March 2024



Jaunt Preventable Accidents



Jaunt Board of Directors Meeting

May 8, 2024, 10AM

Staff continue to audit and review data for integrity. The Connect routes data revealed duplicate entries for the first eight days of September 2023. Passenger On / Off data errors were found and corrected in the months of July and August 2023. The yellow cells below represent areas of difference from the April 10, 2024 board report. They are all less than 5% change from the previous month's report.

Jaunt Performance Statistics		2023										2024			Total FY24
		Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
ADA	Passengers	9,286	8,238	8,828	8,218	7,995	8,964	8,791	9,377	8,590	7,559	7,822	8,783	8,873	76,754
	Revenue Hours	3,784	3,397	3,579	3,293	3,133	3,475	3,380	3,656	3,166	2,867	3,057	3,238	3,561	29,532
	Revenue Miles	41,358	36,154	38,027	35,274	33,102	36,813	37,055	39,261	35,007	30,919	33,727	37,303	37,299	320,486
Demand Response	Passengers	7,422	6,674	7,519	6,853	5,684	6,918	5,977	6,149	5,792	4,959	5,302	6,073	6,262	53,116
	Revenue Hours	3,600	3,139	3,436	3,272	2,910	3,329	2,789	3,030	2,787	2,455	2,625	2,878	3,037	25,840
	Revenue Miles	67,576	59,909	66,860	62,597	52,828	63,015	55,204	57,610	53,584	46,331	49,563	55,620	58,187	491,942
Agency Trips	Passengers	1,432	983	1,361	1,183	1,215	635	603	461	514	458	263	243	310	4,702
	Revenue Hours	372	280	327	320	251	207	177	143	114	132	100	94	100	1,318
	Revenue Miles	6,406	4,471	5,755	5,332	4,414	3,671	3,362	2,738	1,991	2,376	1,767	1,612	1,845	23,776
N/A	Passengers	158	148	184	92	61	53	111	93	87	70	98	139	143	855
	Revenue Hours	45	45	61	37	33	24	32	40	34	28	47	61	60	359
	Revenue Miles	532	547	759	453	309	256	392	424	418	320	691	862	841	4,513
Connect 29 North	Passengers	1,549	1,318	1,374	1,211	1,035	1,441	1,385	1,555	1,349	1,080	1,340	1,510	1,580	12,275
	Revenue Hours	160	132	153	143	145	148	129	144	137	126	143	136	140	1,248
	Revenue Miles	2,739	2,233	2,656	2,419	2,381	2,420	2,152	2,245	2,204	1,981	2,242	2,068	2,130	19,823
Connect Buckingham	Passengers	944	864	927	838	643	770	931	936	854	849	898	1,028	956	7,865
	Revenue Hours	200	183	184	173	137	156	145	153	140	132	144	146	144	1,297
	Revenue Miles	5,405	4,915	5,174	4,936	3,985	4,449	4,005	4,196	4,011	3,705	3,937	4,071	4,035	36,394
Connect Crozet	Passengers	1,459	1,321	1,385	1,046	1,039	1,302	1,264	1,521	1,160	1,017	1,227	1,591	1,552	11,673
	Revenue Hours	449	408	451	437	408	477	428	458	429	399	421	435	429	3,884
	Revenue Miles	10,298	9,112	10,037	9,592	9,108	10,405	9,643	9,974	9,422	8,836	9,263	9,495	9,357	85,503
Connect Lovingson	Passengers	401	318	655	351	298	328	328	374	326	264	324	382	398	3,022
	Revenue Hours	54	49	95	51	54	55	54	54	49	53	51	47	44	462
	Revenue Miles	1,574	1,406	2,882	1,467	1,364	1,535	1,407	1,436	1,445	1,286	1,383	1,457	1,453	12,766



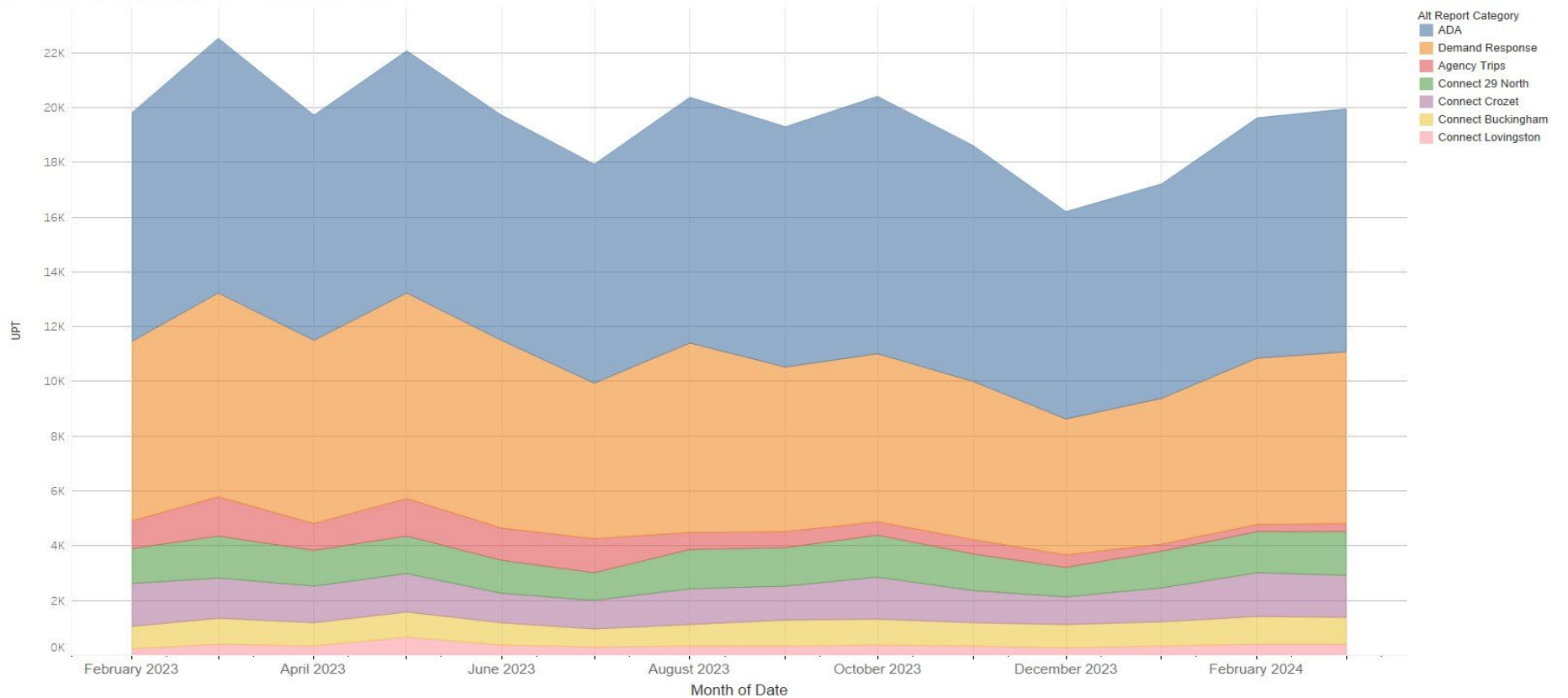
Jaunt Board of Directors Meeting

March 8, 2024, 10AM

This is a new area chart that visualizes the Jaunt Performance Statistics in the previous table, but only for UPT (Unlinked Passenger Trips).

Percentage of total passenger trips for the period February 2023-February 2024 by service is as follows: **ADA 45%, Demand Response 31%, Agency 4%, NA 0%, all Commuter Bus 21%**

Jaunt Service Performance - UPT Area Chart



The plot of sum of UPT for Date Month. Color shows details about Alt Report 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 after 12/1/2019. The Exclusions (MONTH(Date),Reporting Category) filter keeps 228 members. The Reporting Category filter keeps ADA, CB and DR. The Reporting Category Name filter keeps no members. The view is filtered on Date Month, which ranges from February 2023 to March 2024.



Albemarle Statistics		2023										2024			FY24
		Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
ADA	Passengers	4,803	4,238	4,582	4,095	3,896	4,507	4,398	4,571	4,298	3,722	3,902	4,465	4,221	37,980
	Revenue Hours	1,934	1,775	1,840	1,632	1,537	1,756	1,691	1,841	1,648	1,452	1,558	1,694	1,738	14,914
	Revenue Miles	23,037	20,477	21,165	18,704	17,286	19,939	20,064	21,117	19,345	16,902	18,225	20,801	19,390	173,069
Demand Response	Passengers	2,311	1,994	2,176	2,135	1,931	2,265	1,922	2,148	2,212	1,812	2,051	2,401	2,338	19,080
	Revenue Hours	1,111	949	1,066	1,034	903	1,101	930	1,049	999	866	954	1,060	1,112	8,975
	Revenue Miles	20,367	16,995	18,699	18,529	16,281	20,181	16,994	18,925	18,070	15,637	17,786	20,103	20,384	164,360
Connect 29 North	Passengers	1,549	1,318	1,374	1,211	1,035	1,441	1,385	1,555	1,349	1,080	1,340	1,510	1,580	12,275
	Revenue Hours	160	132	153	143	145	148	129	144	137	126	143	136	140	1,248
	Revenue Miles	2,739	2,233	2,656	2,419	2,381	2,420	2,152	2,245	2,204	1,981	2,242	2,068	2,130	19,823
Connect Crozet	Passengers	1,459	1,321	1,385	1,046	1,039	1,302	1,264	1,521	1,160	1,017	1,227	1,591	1,552	11,673
	Revenue Hours	449	408	451	437	408	477	428	458	429	399	421	435	429	3,884
	Revenue Miles	10,298	9,112	10,037	9,592	9,108	10,405	9,643	9,974	9,422	8,836	9,263	9,495	9,357	85,502

Buckingham Statistics		2023										2024			FY24
		Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Connect Buckingham	Passengers	944	864	927	838	643	770	1,105	936	854	849	898	1,028	956	8,039
	Revenue Hours	200	183	184	173	137	156	181	153	140	132	144	146	144	1,332
	Revenue Miles	5,405	4,915	5,174	4,936	3,985	4,449	5,005	4,196	4,011	3,705	3,937	4,071	4,035	37,395

Charlottesville Statistics		2023										2024			FY24
		Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
ADA	Passengers	4,483	4,000	4,246	4,123	4,099	4,457	4,393	4,806	4,292	3,837	3,920	4,318	4,652	38,774
	Revenue Hours	1,790	1,572	1,677	1,604	1,541	1,680	1,655	1,784	1,501	1,387	1,481	1,529	1,805	14,363
	Revenue Miles	18,321	15,677	16,862	16,570	15,816	16,874	16,992	18,144	15,662	14,018	15,502	16,502	17,909	147,417
Demand Response	Passengers	177	178	151	178	191	232	181	177	212	150	170	129	171	1,613
	Revenue Hours	79	83	74	89	84	93	71	85	88	68	80	63	76	709
	Revenue Miles	1,117	1,130	1,071	1,172	1,145	1,189	1,130	1,349	1,391	1,087	1,244	1,036	1,151	10,721



Fluvanna Statistics		2023										2024			FY24
		Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Reporting Category															
Demand Response	Passengers	295	279	291	269	219	314	304	341	329	268	294	297	295	2,661
	Revenue Hours	110	94	100	124	111	138	135	134	136	103	113	117	116	1,103
	Revenue Miles	2,386	2,045	2,278	2,372	2,269	2,737	2,712	2,641	2,830	2,374	2,414	2,523	2,390	22,891

Greene Statistics		2023										2024			FY24
		Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Reporting Category															
Demand Response	Passengers	2,809	2,570	2,850	2,427	1,673	2,070	1,672	1,467	1,272	1,138	1,186	1,405	1,416	13,299
	Revenue Hours	1,214	1,030	1,112	1,033	878	929	671	689	597	531	577	657	686	6,215
	Revenue Miles	20,561	18,332	19,596	17,373	11,979	14,168	11,144	10,371	9,317	8,314	9,014	10,560	10,811	95,679

Louisa Statistics		2023										2024			FY24
		Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Reporting Category															
Demand Response	Passengers	1,589	1,466	1,807	1,643	1,522	1,903	1,736	1,858	1,627	1,459	1,507	1,712	1,848	15,172
	Revenue Hours	938	854	941	863	822	974	885	973	892	822	847	907	954	8,076
	Revenue Miles	20,566	18,882	22,403	20,548	18,994	22,824	21,227	22,021	20,229	17,254	17,717	19,752	21,393	181,412

Nelson Statistics		2023										2024			FY24
		Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Reporting Category															
Demand Response	Passengers	188	156	208	162	148	131	160	158	140	132	94	129	194	1,286
	Revenue Hours	84	85	91	78	85	74	77	87	60	56	48	70	85	643
	Revenue Miles	2,199	2,223	2,429	2,201	2,161	1,904	1,986	2,302	1,747	1,665	1,389	1,646	2,058	16,858
Connect Lovingson	Passengers	401	318	655	351	298	328	328	374	326	264	324	382	398	3,022
	Revenue Hours	54	49	95	51	54	55	54	54	49	53	51	47	44	462
	Revenue Miles	1,574	1,406	2,882	1,467	1,364	1,535	1,407	1,436	1,445	1,286	1,383	1,457	1,453	12,766

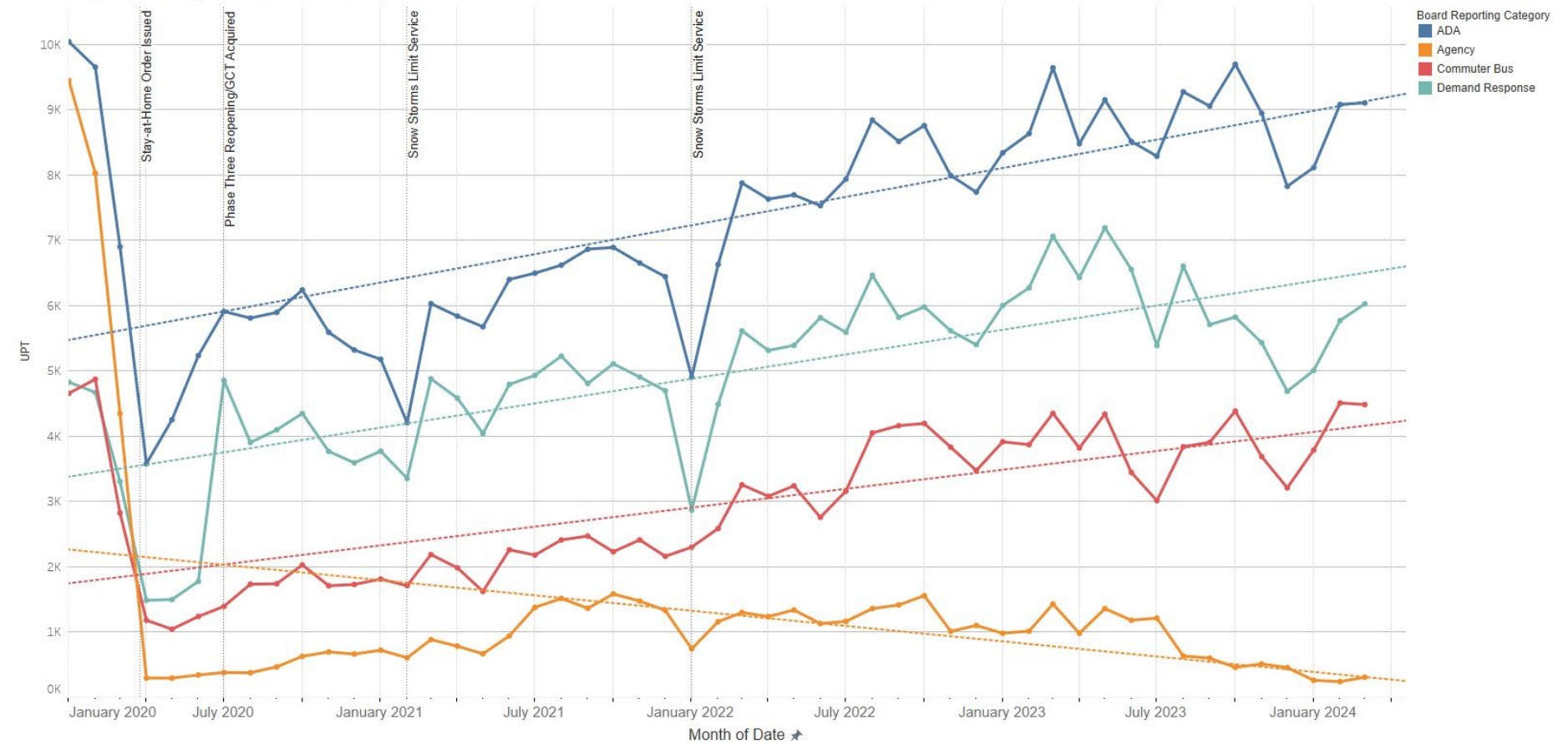


Jaunt Board of Directors Meeting

May 8, 2024, 10AM

This is the revised graphic favored and approved at the April 10, 2024 Board Meeting. It is cleaned up with fewer reference marks, no NA trips, and with trend lines added. The trend lines since COVID all are consistency upward for ADA, Commuter Bus and Demand Response. Agency ridership has trended down and continues to do so. Demand Response has reach above pre-COVID levels for nearly every month, with a few exceptions, since March 2021.

Jaunt Covid Recovery Per Service - With Trend Lines



The trend of sum of UPT for Date Month. Color shows details about Board 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 after 12/1/2019. The Exclusions (MONTH(Date),Reporting Category) filter keeps 228 members. The Reporting Category filter keeps ADA, CB and DR. The Reporting Category Name filter keeps no members. The view is filtered on Date Month, which ranges from December 2019 to March 2024.



FY 24 ADA Compliance Report - May 8, 2024 Board Meeting

Item	FY 2024									
	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	FY24 YTD
ADA Unlinked Passenger Trips	7,995	8,964	8,791	9,377	8,590	7,559	7,822	8,783	8,873	76,754
All Demand Response UPT	14,894	16,517	15,371	15,987	14,896	12,976	13,387	15,099	15,445	134,572
ADA Revenue Miles	33,102	36,813	37,055	39,261	35,007	30,919	33,727	37,303	37,299	320,486
All Demand Response Revenue Miles ^	90,344	103,499	95,621	99,609	90,582	79,627	85,056	94,535	97,331	836,204
ADA Revenue Hours	3,181	3,549	2,979	3,185	2,910	2,597	2,734	2,980	3,144	27,258
All Demand Response Revenue Hours ^	6,295	7,010	6,346	6,829	6,067	5,455	5,782	6,209	6,698	56,690
ADA No Shows	291	313	315	360	315	315	310	305	258	2,782
All Demand Responses No Shows	585	626	605	654	531	531	554	525	439	5,050
ADA Missed Trips	8	4	16	10	4	5	6	8	5	66
All Demand Responses Missed Trips	13	31	31	20	27	8	10	9	9	158
ADA Denials	0	2	6	9	2	4	9	13	13	58
All Demand Responses Denials	24	26	78	175	147	94	153	145	206	1,048
ADA On Time Performance	92%	92%	88%	91%	90%	90%	91%	88%	93%	91%
All Demand Responses OTP	90%	90%	86%	89%	89%	88%	89%	87%	92%	89%
ADA Passenger Complaints	0	1	0	0	0	0	0	0	0	1
ADA Lifts Determined Inoperable	1	1	0	0	0	0	1	0	0	3
ADA Passenger Incidents/Accidents	3	0	0	0	0	1	0	0	0	4
ADA Vehicle Accidents	1	0	2	0	0	0	0	0	0	3
Excessively Long ADA Trips	22	23	29	19	19	33	19	37	33	234
Demand Response Reservations Hold Times	3:12	3:00	2:35	2:47	2:27	2:22	2:20	1:48	1:40	2:27

^ DR Revenue Hours & Miles don't include NA trips. NA trips are not reported to NTD/DRPT



434.296.3184

www.ridejaunt.org

104 Keystone Place
Charlottesville, VA 22902



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



People

Service

Connection

May 2024 Interim CEO Report

I do not know about April showers, but we had plenty of April pollen! May has arrived and there are many celebrations and observations to note. May is Mental Health Awareness Month. I will be sharing reminders with our team about making use of their benefits, good self-care, and how to support one another. This is Military Appreciation Month, and we will celebrate Memorial Day. Jaunt employs many veterans who bring valuable skills and experience to our team, and we thank them for their service. May is also Asian American and Pacific Islander Heritage Month. This month pays tribute to Americans who trace their heritage to countries across the Asian continent, Native Hawaiians, and descendants of the Pacific islands of Melanesia and Polynesia. But did you know that May was chosen in part because of transportation? The month of May was chosen to commemorate AAPI heritage due to the significant developments labored and led by Asian Americans and Pacific Islanders, specifically the completion of the transcontinental railroad in May of 1869, with most workers hailing from China. In April, we celebrated Ashlee Haythe as Jaunt Employee of the Month and in May we recognized Judy Tillman for her outstanding contributions. If you see them, please share your thanks and congratulations.

The Board meeting will include an action item this month to establish a nominating committee for Board Officers and representatives to the Regional Transit Partnership (RTP). Thanks to all those who are currently serving! I hope many of you will continue to serve, and that we will identify new members who have the time and willingness for Fiscal Year 25 which begins July 1st.

As requested at the April Board meeting, during New Business we will discuss an updated version of the Organizational Chart that highlights vacant roles. I will also provide the Board with an update on the question raised by Ms. Jones re: school-aged riders. My recommendation will be to address unaccompanied minors with a written policy in the June or July Board meeting. Also, in New Business, the Board will consider the future purpose of Jaunt Friends and I will highlight potential upcoming Board agenda items.

We continue to work with consultants on Microtransit, Fleet Electrification and the Rural Transit Needs Assessment. As I have stated previously, Microtransit was focusing on the Crozet area to potentially pilot changes. We

advanced some interesting ideas this month that investigated the possibility of altering service delivery to Greene County and the implementation of Microtransit for ADA riders who can navigate curb to curb service. Fleet electrification discussions are moving beyond physical plant changes and are now focusing on the practical percentage of the fleet that can be transitioned in a 15-to-20-year period. The Rural Transit Needs Assessment group still plans to make a final report to our regional stakeholders by the end of June.

A quick note on some ways new values relate to ongoing work:

PEOPLE: We are working on elevating our People Practices and will create a new Employee Handbook in the next 60 days (about 2 months). The Handbook will clarify and enhance our current offerings.

SERVICE: A special shout out to our Greene Operators who initiated a meeting with me and the Ops Team to share their observations and discussions with riders. Looking to improve in the interest of others is what service is all about!

CONNECTION: We are studying route changes, efficiencies, & enhancements. I am developing some team building and leadership opportunities to strengthen our relationships and communication.

As always thank you, you are appreciated!

Be well - Mike

Jaunt

Organizational Chart

= Vacant Positions

