



## Board of Directors – Regular Meeting

104 Keystone Place - Charlottesville, VA 22902  
Wednesday, January 13, 2020 - 10:00 am

Virtual Meeting - Zoom Software Platform  
<https://us02web.zoom.us/j/4342963184>  
Meeting ID - 4342963184

### Agenda

#### Call for Attendance/Agenda Changes

- a. Announcements – from Board Members, from Staff
- b. Agenda Additions/Changes – from Board Members, from Staff

#### Matters from the Public

#### Action Items/Public Hearings

- a. Approve meeting minutes – November 11, 2020
- b. Public Hearing
  - i. Public comment on Jaunt’s intent to apply for FY22 Operating and Capital Grants
- c. Review, discuss, and approve COVID policy changes

#### Information and Discussion

#### New business

- a. Free Transit Fare for Working Families Grant Program

#### Standing Reports

- a. Executive Report
- b. Operations Report
- c. Financial Report

#### Future Agenda Items from Board Members

#### Other Business

- a. Closed Session – legal matters



## **Resolution #2021011301**

### **Resolution Authorizing The Application for FY2022 Operating and Capital Grants**

Resolution authorizing the submission of state and federal funding grant applications to the Virginia Department of Rail and Public Transportation and, under an anticipated sub-recipient agreement with the Virginia Department of Rail and Public Transportation and the City of Charlottesville, to the United State Department of Transportation, for assistance to purchase capital assets and operate public transportation services under Section 5311 of the federal transit laws, Chapter 53 of Title 49 U.S.C.

**WHEREAS**, the Federal Transit Administration and the Virginia Department of Rail and Public Transportation are authorized to make grants to non-urbanized (rural) areas for mass transportation projects; and

- **WHEREAS**, the Federal Transit Administration authorizes the City of Charlottesville to make grants to sub-recipients for mass transportation projects; and

**WHEREAS**, the agreements for financial assistance will impose certain obligations upon Jaunt, Inc., including the provision of the local share of project costs; and

**WHEREAS**, it is required by the United States Department of Transportation, the Virginia Department of Rail and Public Transportation and the City of Charlottesville in accord with the provisions of Title VI of the Civil Rights Act of 1964, that in connection with the filing of an application for assistance under the Federal Transit Act, the applicant gives an assurance that it will comply with Title VI of the Civil Rights Act of 1964 and under the United States Department of Transportation requirements thereunder; and

**NOW THEREFORE, BE IT RESOLVED BY THE JAUNT BOARD OF DIRECTORS**  
(hereinafter referred to as the "Applicant"),

1. That Karen Davis, Interim Chief Executive Officer, hereinafter referred to as the "Official" is authorized to execute and file an application on the behalf of the Applicant, a public transportation agency, with the Virginia Department of Rail and Public Transportation and the City of Charlottesville to aid in the financing of public transportation assistance pursuant to Section 5311 and Section 5307 of the Federal Transit Act.
2. That the Official is authorized to execute and file such application and assurances or any other document required by the U.S. Department of Transportation, the Virginia Department of Rail and Public Transportation and the City of Charlottesville effectuating the purpose of Title VI of the Civil Rights Act of 1964

3. That the Official is authorized to furnish such additional information as the U.S. Department of Transportation, the Virginia Department of Rail and Public Transportation and the City of Charlottesville may require in connection with the application of the project.
4. That the Official is authorized to execute grant contract agreements on behalf of the Applicant with the Virginia Department of Rail and Public Transportation and the City, of Charlottesville in connection with the application for public transportation assistance.
5. That the applicant while making application to or receiving grants, directly or indirectly, from the Federal Transit Administration will comply with FTA Circular 9040.1G, FTA Certifications and Assurances for Federal Assistance as listed in this grant application.
6. That the applicant has have available in the General Fund the required non- Federal funds to meet local share requirements, and certifies that the funds shall be used in accordance with the requirements of Section 58.1-638.A.4 of the Code of Virginia.

APPROVED AND ADOPTED this 13<sup>th</sup> day of January, 2021

\_\_\_\_\_  
Signature of Authorized Official

Randy Parker, Board President  
Type Name and Title

CERTIFICATION is provided by the undersigned that, in their presence, this resolution was signed, sealed and delivered this 13<sup>th</sup> day of January, 2021

\_\_\_\_\_  
Signature of Certifying/Attesting Officer

Lucas Ames, Board Vice President

\_\_\_\_\_  
Name and Title of Certifying/Attesting Officer

THE NOTARY PUBLIC undersigned, duly qualified and acting Notary Public of JAUNT, Inc., certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting held on January 13, 2021

## Recommended Changes to Jaunt COVID Policy

### New statement regarding vaccination policy:

#### Paragraph for COVID-19 Policy:

Jaunt responsibility as a business is the safety of employees, Jaunt responsibility as a business is the safety of employees, customers, and the community. As such, Jaunt highly encourages employees to obtain the COVID-19 vaccination. Employees who do obtain the vaccine must provide proof to Alex Arce, HR Generalist. If an employee decides not to receive the vaccine, s/he must continue to follow Jaunt's COVID-19 Policy until the Centers for Disease Control and Prevention declares that the pandemic has come to a conclusion.

#### Form for employees:

### COVID-19 Vaccination Policy

In accordance with Jaunt's duty to provide and maintain a workplace that is free of known hazards, we are adopting this policy to safeguard the health of our employees and their families; our customers and visitors; and the community at large from infectious diseases such as COVID-19 that may be reduced by vaccinations. This policy will comply with all applicable laws and is based on guidance from the Centers for Disease Control and Prevention and local health authorities, as applicable.

All employees are encouraged to receive vaccinations as determined by the human resources department.

Employees will be notified by the human resources department as to the type of vaccination(s) covered by this policy and the timeframe(s) for having it/them administered. Jaunt will provide a list of locations to assist employees in receiving vaccines on their own.

Jaunt will pay for all vaccinations covered by this policy. When not received in-house, vaccinations should be run through employees' health insurance where applicable and otherwise be submitted for reimbursement.

All employees will be paid for time taken to receive vaccinations. For offsite vaccinations, employees are to work with their supervisors to schedule appropriate time to comply with this policy.

Employees who decide to get the vaccine should provide proof of vaccination to the human resource department. Employees who do not provide proof of vaccination will be expected to wear an approved face covering at all times while in the workplace and when engaging with customers, unless an approved exemption from wearing a face covering has been provided.

All employees must complete this [form](#) by January 31st, 2021, to determine if they are interested in obtaining the COVID-19 vaccine.

Please direct any questions regarding this policy to the Alex Arce in human resources department.

I hereby acknowledge that I have read, understand and agree to the terms of this Policy.

Employee's Name

Employee's Signature

Date

## **Bus Cleaning, deep cleaning**

Jaunt will enter a contract for a professional cleaning service to deep clean buses once a week.

New:

To prevent the spread of COVID on the surface of the buses, Jaunt will use an electrostatic spray application developed by [Annihilare](#) each day.

## **Kitchen**

Jaunt's kitchen will be unavailable until further notice. The use of the refrigerator, microwave, sink, and coffee maker are not allowed.

New:

The use of the refrigerator, microwave, sink, and coffee maker will be allowed by a single individual at a time. At this time, other items may not be used including but not limited, to the oven, stove, and/or dishwasher. Employees may not leave any food or items in the refrigerator overnight. The person using the kitchen must be wearing a mask and follow proper COVID protocols. Gloves, hand sanitizer, and disinfecting wipes will be made available.

## **While at the Jaunt office**

Drivers should only enter the office if necessary. Drivers must remain within the lounge area and use the bathrooms located there. All staff will use the bathrooms one at a time.

New:

Drivers are allowed to use the bathroom only in the lounge area. At this time, other areas remain off-limits. All staff will use the bathrooms one at a time. Two "keys" will hang outside on the rear employee entrance door handle; one for the women's room and one for the men's room. If you see that the key is there you may take the key and enter the building.

In addition, there will be a log inside the back door near the drivers' lounge area. A mask must be worn at all times and disinfecting wipes will be provided. Staff members are expected to take appropriate COVID precautions and leave the bathroom clean for the next employee.



## Proud

I would like to begin by recognizing our incredibly dedicated staff. Losing two significant senior members in short succession has an impact. But this team rose up, took charge, and leaned into the work so that our passengers would continue to receive the excellent service they expect from Jaunt. The lights are on, the buses are rolling, and once again this team has showed its mettle.

## This past month Jaunt staff has:

- Developed and submitted the Nelson budget
- Responded to 22 issue corrections in a previous National Transit Database submission
- Successfully survived a DRPT Drug and Alcohol review
- Reconstructed Jaunt's budgeting spreadsheets and methodology
- Responded to questions regarding the FY20 audit
- Took delivery of a new Ford BOC
- Developed and resubmitted budget to Albemarle and Charlottesville
- Launched the "Monthly Commute"
- Met with DRPT

## Financial Oversight Accountability and Transparency

A timeline

Immediate steps:

- CFO will report to both to finance committee and CEO
- CFO to report independently to board on finances which also provides a pathway to raise concerns
- Board chair to approve C-Suite travel
- CEO and CFO will conduct quarterly review of agency money with finance committee

Suggested next steps:

- Establish written contracts for CEO and CFO
- Update, review, and approve Financial and Grants Management Policies and Procedures
- The CEO and CFO will develop guidelines for the use of agency money.

Future steps

- Develop a comprehensive and consistent evaluation process for CEO which will include an annual 360 review.
- Formal evaluation plan for C-suite developed by CEO
- Developing Board governance, policy
- Review, update, discuss, and approve Jaunt Personnel Policy

## Diversity, Equity and Inclusion



This remains an important priority for Jaunt. I have asked Human Resource Generalist, Alex Arce, to head this effort. He will attend an online Diversity & Inclusion class at Cornell. Steps have been taken to reach out to new, diverse markets to post employment opportunities. He will chair the Diversity, Equity, and Inclusion Council. This council has taken steps to develop a draft scope of structure and work for the council which will be reported on and discussed with the board at a future time.

### **Public Relations & Marketing**

The rebranding effort continues to move forward. Jody will be reaching out to board members individually to review the proposed redesign of the bus wrap. Starting in March this department will be reporting quarterly.

### **Innovage**

Debbie Taylor has stepped up and taken charge of bringing Jaunt into compliance with the new standards. Mike Sisler, Kelly Forloines, and Starr Morris have contributed time and attention to this effort as well.

### **Insight Strategies**

I have asked Kevin Catlin to submit a proposal to boost staff confidence during this time of transition.

#### **Upcoming Meetings and Important Dates**

January 12<sup>th</sup> @7:30 PM - Greene County Board presentation

January 20<sup>th</sup> @4:00 PM – Fluvanna County Board presentation

January 19<sup>th</sup> @5:00 PM – Louisa County Board presentation

February - Staff Town hall meetings



**BOARD MEETING CALENDAR**  
***Dates and Future Agenda Items***

January	Public Hearing: Application for State and Federal Funding Board Strategic Plan Update
February	Audit update Capital Project Planning Update FY22 Budget Update: <i>Tentative</i>
March	Annual update EEO, Title IV Policy and DBE Goal
April	<i>TBD</i>
May	Nominating Committee
June	Adoption of FY22 Budget
July	Annual Shareholders Meeting Board of Directors Annual Meeting - Election of Officers and Committees 2022 Transit Development Plan Update Chief Executive Officer Evaluation
August	<i>TBD</i>
September	Draft FY23 Budget for Discussion FY23-29 Capital Project Discussion
October	<i>TBD</i>
November	Audit Review
December	Board Strategic Plan Update Capital Project Planning Update

**Upcoming Board Meetings**

January 13<sup>th</sup>, 2021  
February 10<sup>th</sup>, 2021  
March 10<sup>th</sup>, 2021  
April 14<sup>th</sup>, 2021  
May 12<sup>th</sup>, 2021  
June 9<sup>th</sup>, 2021

July 14<sup>th</sup>, 2021  
August 11<sup>th</sup>, 2021  
September 8<sup>th</sup>, 2021  
October 13<sup>th</sup>, 2021  
November 10<sup>th</sup>, 2021  
December 8<sup>th</sup>, 2021



## FY2021 Financial Performance Report

July 2020 to November 2020

	Budget	Non-ADA	ADA	Special Grants	Capital	NonTransit	YTD FY21	Projected Variance <i>(Excluding Capital)</i>
<b>SOURCES OF FINANCIAL RESOURCES</b>								
Revenues								
Fee Revenues:								
Transportation Fees:	\$ 121,893					\$ 60,920	\$ 60,920	\$ (24,314)
Farebox Fees:	\$ -	\$ (251)	\$ -				\$ (251)	\$ -
Intergovernmental								
Federal Grants:	\$ 10,715,814	\$ 2,288,249	\$ 657,720	\$ 36,341	\$ 559,458		\$ 3,541,768	\$ 3,558,271
VDRPT:	\$ 1,150,499	\$ -	\$ 187,956	\$ 5,768	\$ 111,892		\$ 305,616	n/a
Local:	\$ 4,669,148	\$ -	\$ 1,073,252	\$ 8,120	\$ 120,622	\$ 54,963	\$ 1,256,957	n/a
Other								
<b>Total Revenues</b>	<b>\$ 16,657,354</b>	<b>\$ 2,287,997</b>	<b>\$ 1,918,928</b>	<b>\$ 50,229</b>	<b>\$ 791,973</b>	<b>\$ 115,882</b>	<b>\$ 5,165,009</b>	<b>\$ 3,533,956</b>
<b>USES OF FINANCIAL RESOURCES</b>								
Expenditures								
Salaries and wages	\$ 5,816,118	\$ 1,352,796	\$ 999,911	\$ 33,202		\$ 46,123	\$ 2,432,032	\$ (20,760)
Fringe benefits	\$ 3,035,467	\$ 455,704	\$ 336,831	\$ 9,526		\$ 15,537	\$ 817,598	\$ 1,073,233
Travel/Business Meals/Meetings	\$ 9,882	\$ 4,926	\$ 3,641	\$ 7,500		\$ 9,015	\$ 25,082	\$ (50,315)
Facility/Equipment Maintenance/Utilities	\$ 380,374	\$ 51,661	\$ 38,185			\$ 3,720	\$ 93,566	\$ 155,816
Supplies & Materials	\$ 1,547,480	\$ 147,779	\$ 109,230			\$ 9,644	\$ 266,653	\$ 907,512
Marketing & Advertising	\$ 23,222	\$ 9,855	\$ 7,284			\$ 336	\$ 17,475	\$ (18,718)
Insurance & Bonding	\$ 374,975	\$ 85,642	\$ 63,302			\$ 4,612	\$ 153,556	\$ 6,440
Professional Services	\$ 867,014	\$ 175,749	\$ 129,904			\$ 25,339	\$ 330,992	\$ 72,633
Miscellaneous	\$ -	\$ 3,885	\$ 2,872			\$ 1,556	\$ 8,313	\$ (19,952)
Accidents	\$ -					\$ -	\$ -	n/a
Capital Outlay					\$ 791,973	\$ -	\$ 791,973	n/a
<b>Total expenditures</b>	<b>\$ 12,054,533</b>	<b>\$ 2,287,997</b>	<b>\$ 1,691,160</b>	<b>\$ 50,229</b>	<b>\$ 791,973</b>	<b>\$ 115,882</b>	<b>\$ 4,937,241</b>	<b>\$ 2,105,889</b>

## FY2021 Service Performance Report

### SUMMARY/HIGHLIGHTS:

A year-to-date comparison of FY20 to FY21 shows public ridership has decreased 59% and hours decreased 39%. This is largely due to the impact of COVID-19 and it is consistent with the previous months.

### Year To Date Comparison – Ridership and Revenue Hours

Public Ridership - Decreased	<b>-59%</b>	FY21	61,145	vs FY20	149,498
Public Revenue Hours - Decreased	<b>-39%</b>	FY21	34,575	vs FY20	56,321
Public Passengers/ Revenue Hour - Decreased	<b>-33%</b>	FY21	1.77	vs FY20	2.65
ADA Ridership - Decreased	<b>-50%</b>	FY21	30,172	vs FY20	60,726
ADA Passengers/Revenue Hour - Decreased	<b>-20%</b>	FY21	2.22	vs FY20	2.79
Paratransit Denials - Decreased	<b>-50%</b>	FY21	1	vs FY20	2
Public OnTime Performance - Increased	<b>4%</b>	FY21	95%	vs FY20	91%

### 12 Month Comparison - Ridership and Revenue Hours

Passengers per Revenue Hour	Nov-18	Nov-19	Nov-20
City of Charlottesville	3.21	3.02	2.14
Albemarle County	2.20	2.42	1.85
Nelson County	3.49	3.17	1.44
Louisa County	2.23	1.41	1.49
Fluvanna County	2.67	1.82	1.39
Buckingham County	6.21	6.55	4.24

12 Months Nov 17' to 18'	12 Months Nov 18' to 19'	12 Months Nov 19' to 20'	Year-over-Year Change
2.95	3.20	2.94	-8%
2.31	2.45	2.10	-14%
3.22	3.41	2.64	-23%
1.50	1.46	1.18	-19%
2.12	1.80	1.45	-19%
5.81	6.08	3.77	-38%

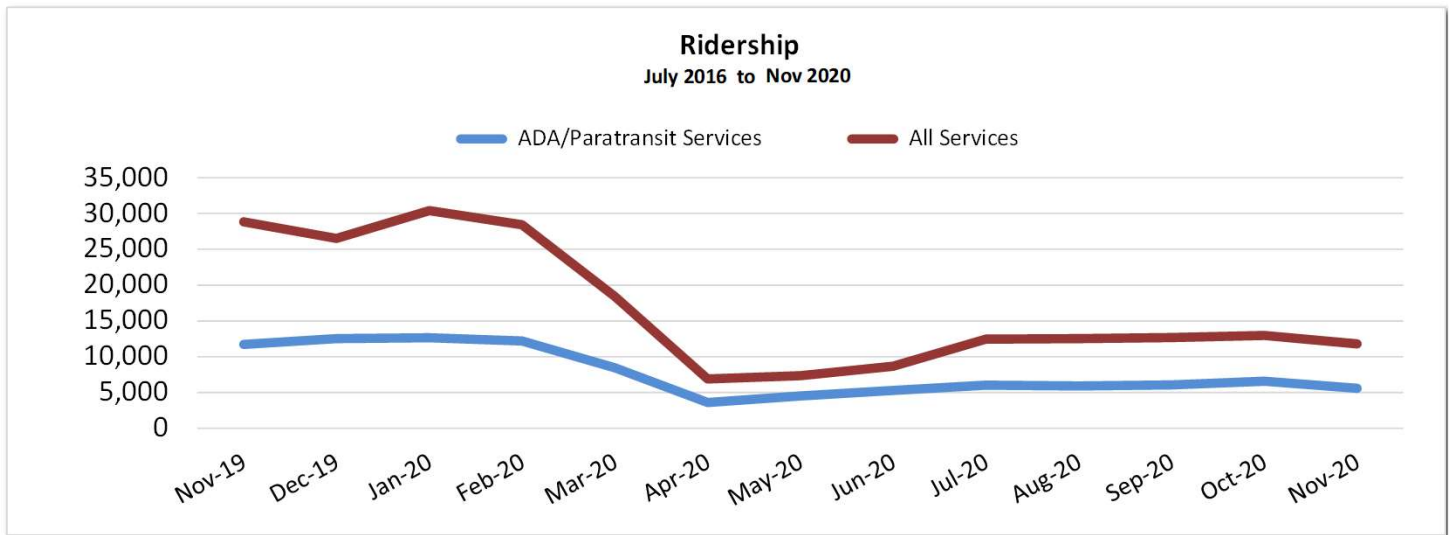
Revenue Hours	Nov-18	Nov-19	Nov-20
City of Charlottesville	2,113	2,336	1,374
Albemarle County	4,367	4,254	2,339
Nelson County	350	296	160
Louisa County	682	842	579
Fluvanna County	235	197	141
Buckingham County	225	136	216
<b>Total</b>	<b>7,972</b>	<b>8,061</b>	<b>4,809</b>

12 Months Nov 17' to 18'	12 Months Nov 18' to 19'	12 Months Nov 19' to 20'	Year-over-Year Change
28,594	26,126	17,076	-35%
51,432	56,406	38,341	-32%
4,291	3,209	1,728	-46%
10,143	11,963	10,190	-15%
3,174	2,376	2,028	-15%
2,223	2,540	3,125	23%
<b>99,857</b>	<b>102,620</b>	<b>72,489</b>	<b>-29%</b>

Passengers	Nov-18	Nov-19	Nov-20
City of Charlottesville	6,779	7,054	2,938
Albemarle County	9,594	10,287	4,328
Nelson County	1,220	937	231
Louisa County	1,519	1,189	862
Fluvanna County	628	358	196
Buckingham County	1,396	891	915
<b>Total</b>	<b>21,136</b>	<b>20,716</b>	<b>9,470</b>

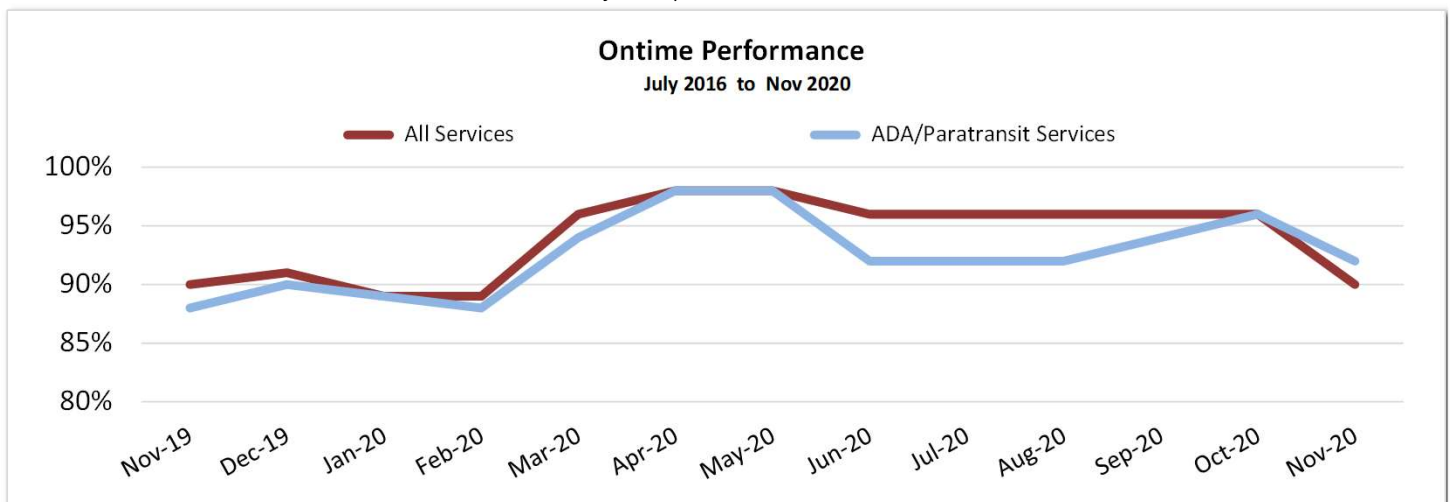
12 Months Nov 17' to 18'	12 Months Nov 18' to 19'	12 Months Nov 19' to 20'	Year-over-Year Change
84,268	83,598	50,251	-40%
118,798	138,056	80,542	-42%
13,818	10,950	4,559	-58%
15,240	17,406	12,042	-31%
6,731	4,276	2,941	-31%
12,922	15,453	11,784	-24%
<b>251,777</b>	<b>269,738</b>	<b>162,119</b>	<b>-40%</b>

## Ridership Trends



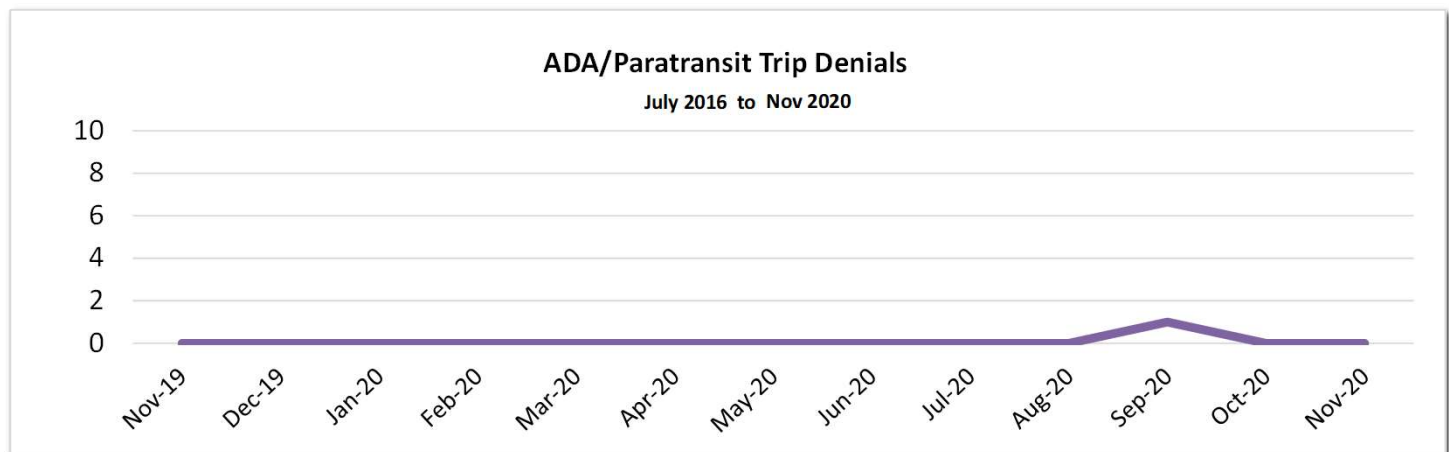
## OnTime Performance

Note: JAUNT is "On-Time" when it arrives within a 25 min window of the requested time.



## ADA/Paratransit Trip Denials

Note: A "Denial" is when a trip cannot be provided within 2-hours of time requested.

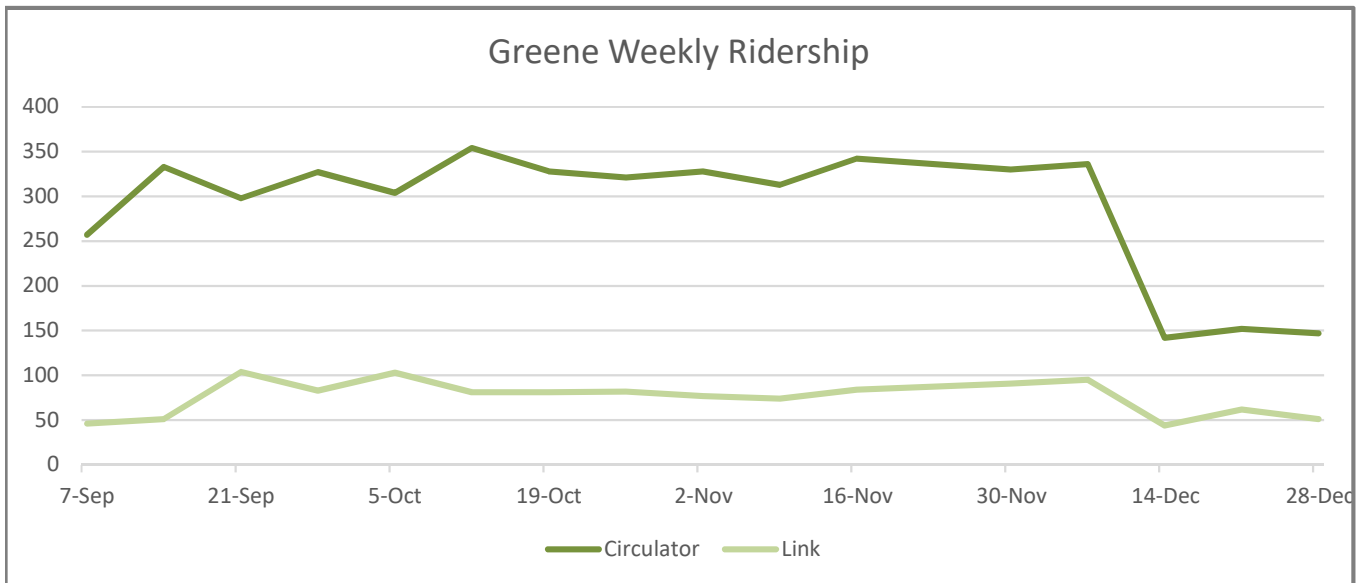


## Greene County Service Summary

### SUMMARY/HIGHLIGHTS:

In September, scheduling and dispatching software was implemented in Greene, bolstering data and laying the foundation for enhanced monitoring and analytics. We are looking forward to sharing a more robust story in the near future about public transportation in Greene County, the impact of COVID-19, and how technology is helping us better serve Greene riders.

November 2020	
Passenger Trips	1,626
Revenue Hours	863
Revenue Miles	14,305



# Safety Report

## SUMMARY/HIGHLIGHTS:

*During the months November and December 2020:*

- There were 3 preventable vehicle accidents
- There were 3 non-preventable accidents
- There were 0 preventable passenger injuries
- There was 0 staff injuries

Jaunt traveled 119,403 miles and had three preventable accidents by the close of business 12/31/20. Jaunt has a goal of 1 preventable accident every 100,000 miles driven. Jaunt did not achieve its goal for the months of November and December 2020.

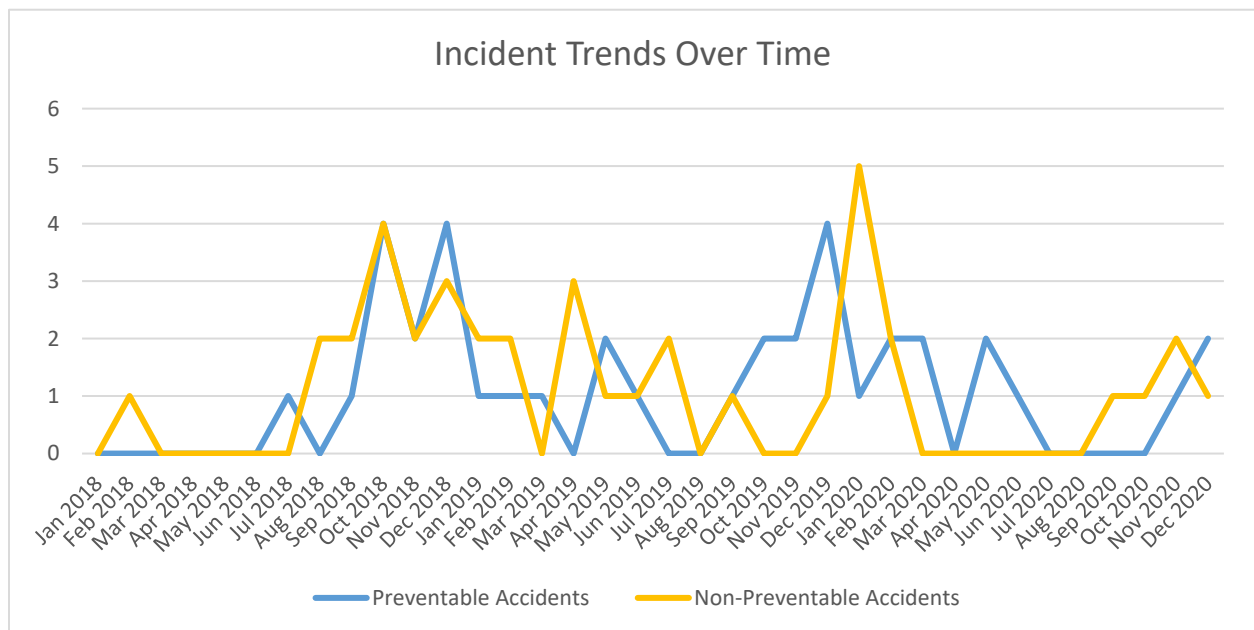
## Safety Concerns Shared and Investigated (November & December)

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

During the months of November and December:

- There were no concerns brought forth to the Safety & Training Manager to investigate.

## Incident Trends Over Time





#### **SUMMARY/HIGHLIGHTS:**

*During the months of November and December 2020:*

- There were 1 preventable vehicle accidents
- There were 0 non-preventable accidents
- There were 0 preventable passenger injuries
- There were 0 staff injuries

GCT traveled 26,012 miles and had one preventable accidents by the close of business 12/31/20. GCT shares the Jaunt goal of 1 preventable accident every 100,000 miles driven.

#### **Safety Concerns Shared and Investigated (November and December)**

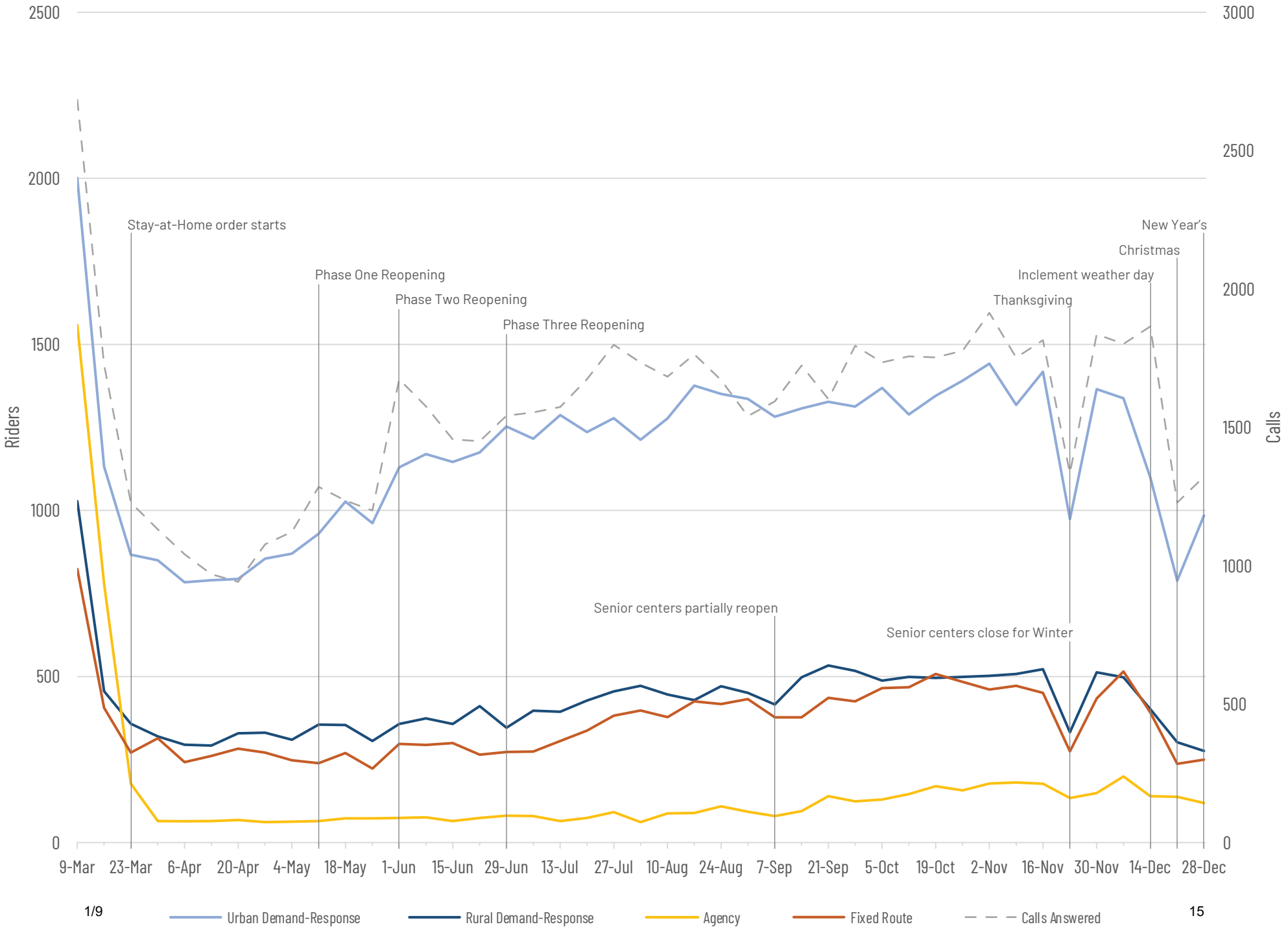
*GCT is responsive to safety concerns brought forth by staff and members of the community*

During the months of November and December:

- There was one concern brought forth to the Vehicle Maintenance Tech to investigate.  
Road was in very rough condition and not recommended for travel past the turn around.

**Note:** GCT had 1 preventable accident in FY20.

# Ridership and Call Volume by Date



## Americans with Disabilities Act Compliance Report - Provided by Jaunt

### Monthly Statistical and Performance Summary - July 2020 to Nov-2020

	FY2020 Performance Data								FY2021 Performance Data					FY2021 Year-to-Date
	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	
<b>ADA Unlinked Passenger Trips Provided:</b>	<b>11,720</b>	<b>12,519</b>	<b>12,644</b>	<b>12,180</b>	<b>8,461</b>	<b>3,600</b>	<b>4,518</b>	<b>5,282</b>	<b>6,021</b>	<b>5,924</b>	<b>6,067</b>	<b>6,567</b>	<b>5,593</b>	<b>30,172</b>
<i>All Services Unlinked Pass Trips Provided:</i>	<i>28,826</i>	<i>26,529</i>	<i>30,409</i>	<i>28,440</i>	<i>18,402</i>	<i>6,890</i>	<i>7,349</i>	<i>8,648</i>	<i>12,457</i>	<i>12,531</i>	<i>12,677</i>	<i>12,965</i>	<i>11,803</i>	<i>62,433</i>
<b>ADA Revenue Miles Operated:</b>	<b>46,552</b>	<b>48,076</b>	<b>49,009</b>	<b>42,762</b>	<b>26,705</b>	<b>20,183</b>	<b>22,787</b>	<b>25,650</b>	<b>31,289</b>	<b>29,057</b>	<b>32,698</b>	<b>30,311</b>	<b>29,521</b>	<b>152,875</b>
<i>All Services Revenue Miles Operated:</i>	<i>137,134</i>	<i>139,996</i>	<i>134,708</i>	<i>129,437</i>	<i>83,706</i>	<i>59,623</i>	<i>62,363</i>	<i>70,671</i>	<i>101,679</i>	<i>93,795</i>	<i>102,559</i>	<i>94,964</i>	<i>92,519</i>	<i>485,515</i>
<b>ADA Revenue Hours Operated:</b>	<b>4,270</b>	<b>4,049</b>	<b>4,346</b>	<b>4,313</b>	<b>2,488</b>	<b>1,830</b>	<b>1,820</b>	<b>1,835</b>	<b>2,183</b>	<b>2,398</b>	<b>2,989</b>	<b>3,197</b>	<b>2,795</b>	<b>13,561</b>
<i>All Services Revenue Hours Operated:</i>	<i>9,793</i>	<i>9,686</i>	<i>10,009</i>	<i>9,998</i>	<i>5,999</i>	<i>3,963</i>	<i>4,124</i>	<i>4,399</i>	<i>6,698</i>	<i>6,818</i>	<i>7,572</i>	<i>8,072</i>	<i>5,869</i>	<i>35,028</i>
<b>ADA No Shows:</b>	<b>336</b>	<b>347</b>	<b>319</b>	<b>252</b>	<b>182</b>	<b>182</b>	<b>52</b>	<b>76</b>	<b>159</b>	<b>136</b>	<b>142</b>	<b>181</b>	<b>164</b>	<b>782</b>
<i>All Services No Shows</i>	<i>392</i>	<i>457</i>	<i>439</i>	<i>366</i>	<i>272</i>	<i>366</i>	<i>272</i>	<i>77</i>	<i>199</i>	<i>177</i>	<i>254</i>	<i>332</i>	<i>279</i>	<i>1,241</i>
<b>ADA Denials:</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<i>All Services Denials/Turndowns</i>	<i>0</i>	<i>0</i>	<i>1</i>	<i>1</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>14</i>	<i>5</i>	<i>6</i>	<i>25</i>
<b>ADA On-time Performance</b>	<b>88%</b>	<b>90%</b>	<b>89%</b>	<b>88%</b>	<b>94%</b>	<b>98%</b>	<b>98%</b>	<b>92%</b>	<b>92%</b>	<b>92%</b>	<b>94%</b>	<b>96%</b>	<b>92%</b>	<b>93%</b>
<i>All Services On-Time Performance</i>	<i>90%</i>	<i>91%</i>	<i>89%</i>	<i>89%</i>	<i>96%</i>	<i>98%</i>	<i>98%</i>	<i>96%</i>	<i>96%</i>	<i>96%</i>	<i>96%</i>	<i>96%</i>	<i>90%</i>	<i>95%</i>
<b>Number of ADA related Complaints:</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>		<b>0</b>
<b>ADA Missed Trips:</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>ADA Lifts Determined Inoperable:</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>ADA Passenger Incidents/Accidents:</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>ADA Vehicle Accidents:</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>
<b>Excessively Long ADA Trips: (exceeds 60 Min)</b>	<b>50</b>	<b>52</b>	<b>55</b>	<b>50</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>13</b>	<b>16</b>	<b>13</b>	<b>8</b>	<b>11</b>
<b>Call Hold Times:</b>	<b>1:28</b>	<b>1:19</b>	<b>1:51</b>	<b>1:12</b>	<b>1:52</b>	<b>:54</b>	<b>:52</b>	<b>1:06</b>	<b>0:45</b>	<b>0:41</b>	<b>0:44</b>	<b>0:32</b>	<b>1:54</b>	<b>0:55</b>

**Standards:**

On-Time Performance Within Stated Window: 85%

ADA Trip Denials: 5 or less per month

ADA Missed Trips: 5 or less per month

Excessively Long ADA Trips: 65 or less per month

Call Hold Times: Average 2 min or less per month, per call

Date This Report was Created: 1/6/2021