

BOARD OF DIRECTORS REGULAR MEETING

April 14, 2021

Prepared for Jaunt, Inc. Board of Directors



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AGENDA

I. CALL FOR ATTENDANCE/AGENDA CHANGES

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

II. MATTERS FROM THE PUBLIC

III. ACTION ITEMS/PUBLIC HEARINGS

- a. Approve meeting minutes – *March 10, 2021*

IV. INFORMATION AND DISCUSSION

- a. Public Relations and Marketing Quarterly Report – *Jody Saunders, Director of Public Relations*
- b. Report Mission and Vision – *Karen Davis, Interim CEO*

V. NEW BUSINESS

- a. Planning the CEO Search – *Randy Parker, Board President*
- b. Board Governance Next Steps – *Randy Parker, Board President*

VI. STANDING REPORTS

- a. Executive Report
- b. Safety Report
- c. Operation Report
- d. Financial Report

VII. FUTURE AGENDA ITEMS FROM BOARD MEMBERS

VII. OTHER BUSINESS

- a. Closed Session – legal matters

INFORMATION AND DISCUSSION

Public Relations Quarterly Report

SOCIAL MEDIA

Jaunt's PR department oversees six social media accounts. With an increased emphasis on regular posting, followers and engagement on most of our platforms remain consistent. The numbers below compare the 4th quarter of 2020 with the first quarter of 2021.



/ridejaunt
/FindYourConnect
/GreeneTransit

In the 1st quarter of 2021, Jaunt's Facebook post engagement was **858, a 34% decrease** from 2020's 4th quarter. However, our followers grew **1.5% from 534 to 542**.

The CONNECT Facebook page continues to show signs of life. While post engagement decreased **10%, from 20 to 18**, followers grew **5% from 55 to 58**.

Greene County Transit's Facebook page is healthy and continues to experience growth. Post engagement grew **25% from 199 to 249** and followers grew **13% from 321 to 363**.



@rideJAUNT
@FindYourCONNECT

Engagement with Jaunt's Twitter account grew **11%** in the first quarter of 2021. Followers on the platform remained steady at **130**.

There are currently **54 followers**, on the CONNECT Twitter account, a decrease of one from the previous quarter. There was **16 engagements on 83 tweets** in the same time period.



/ridejaunt

Jaunt's Instagram account is enjoying some growth. The platform has **55 followers**, up from 53 in the final quarter of 2020, a **4% growth rate**. Post impressions increased **44% from 831 to 1,200** and reach grew **42% from 706 to 1,000**.

BEST PERFORMING POSTS

The /ridejaunt Facebook page remains the best performing social media platform for Jaunt. All of our top performing posts in the first quarter of 2021 were on that account.

02.17: ICE, ICE, BABY

319 Reached, 55 Engagements, 2 Shares, 6 Likes, 10 Reactions, 4 Comments

01.28: BERNIE RIDES JAUNT

781 Reached, 99 Engagements, 5 Shares, 8 Likes, 9 Reactions, 1 Comment

01.07: LOST PUP

623 Reached, 46 Engagements, 11 Shares, 2 Likes, 2 Comments

GLOSSARY

Facebook Engagement: sum of reactions, comments and shares received

Twitter Engagement: sum of interactions received: retweets, replies and likes

Instagram Post Impression: total number of times post was shown to users on Instagram

INFORMATION AND DISCUSSION

Public Relations Quarterly Report



NEWS RELEASE

For Immediate
Release

Thursday, March 11, 2021

OFFICIAL STATEMENT REGARDING JAUNT, INC. FY20 AUDIT

JAUNT CONTACT

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Director of Public Relations

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Because Jaunt is funded in part by state and federal monies, the organization undergoes a financial audit every year, as outlined in Title 2 U.S. Code of Federal Regulations (CFR) Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards. The audit involves an evaluation of financial statements and federal awards. It reviews grant management and ensures we follow the rules for funds associated with the grant or award.

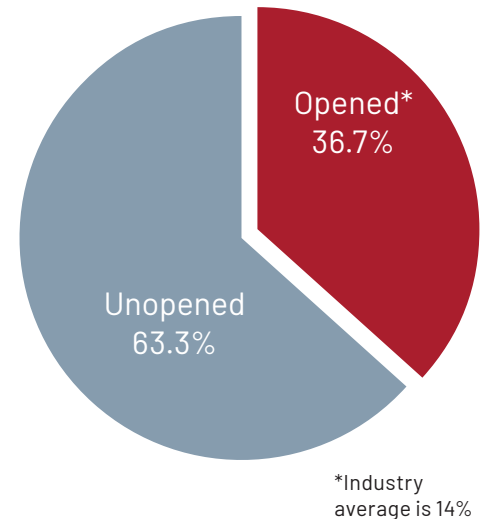
On August 31, 2020, Jaunt began our typical audit process for FY20 (for year ending June 30, 2020) with Robinson, Farmer, Cox (RFC). RFC has been assisting Jaunt for over a decade. During a random sampling of cash disbursements, they came across some irregularities which they found questionable. They brought their concerns to Jaunt's Board of Directors and executive leadership and a deeper audit was initiated.

On Wednesday, March 10, 2021 we received the final audit. RFC's findings specify:

- The findings of the audits of both Jaunt's Financial Statement and Federal Awards concluded that the CEO purchased numerous expenses for goods, services, and travel which violated internal control policies of the corporation.
- The finding of the audit of Jaunt's Program Income concluded that the total amount of questioned costs could not be determined because program income was pooled with other local revenues.

**Press release sent
Mar. 11, 2021.**

*128 emails successfully
delivered to local media &
Board of Directors*



KEY MESSAGES

In a demonstration of integrity and commitment to transparency, Jaunt is sharing FY20 audit and findings in its entirety.

Jaunt is firmly committed to operating from a place of honesty and integrity and has taken a number of steps to ensure strict financial and ethical oversight moving forward.

Jaunt has been a committed and steadfast pillar in our community for 45 years. We deeply regret the loss of confidence that these audit findings have created. We hope that the steps we have already taken, along with the future plans we have shared, will help restore community trust.

IMPACT

- Read the press release [here](#).
- See the story on NBC [here](#).
- See the story on CBS [here](#).
- Read the article in the Daily Progress [here](#).
- Read the article in Charlottesville Tomorrow [here](#).

INFORMATION AND DISCUSSION

Public Relations Quarterly Report

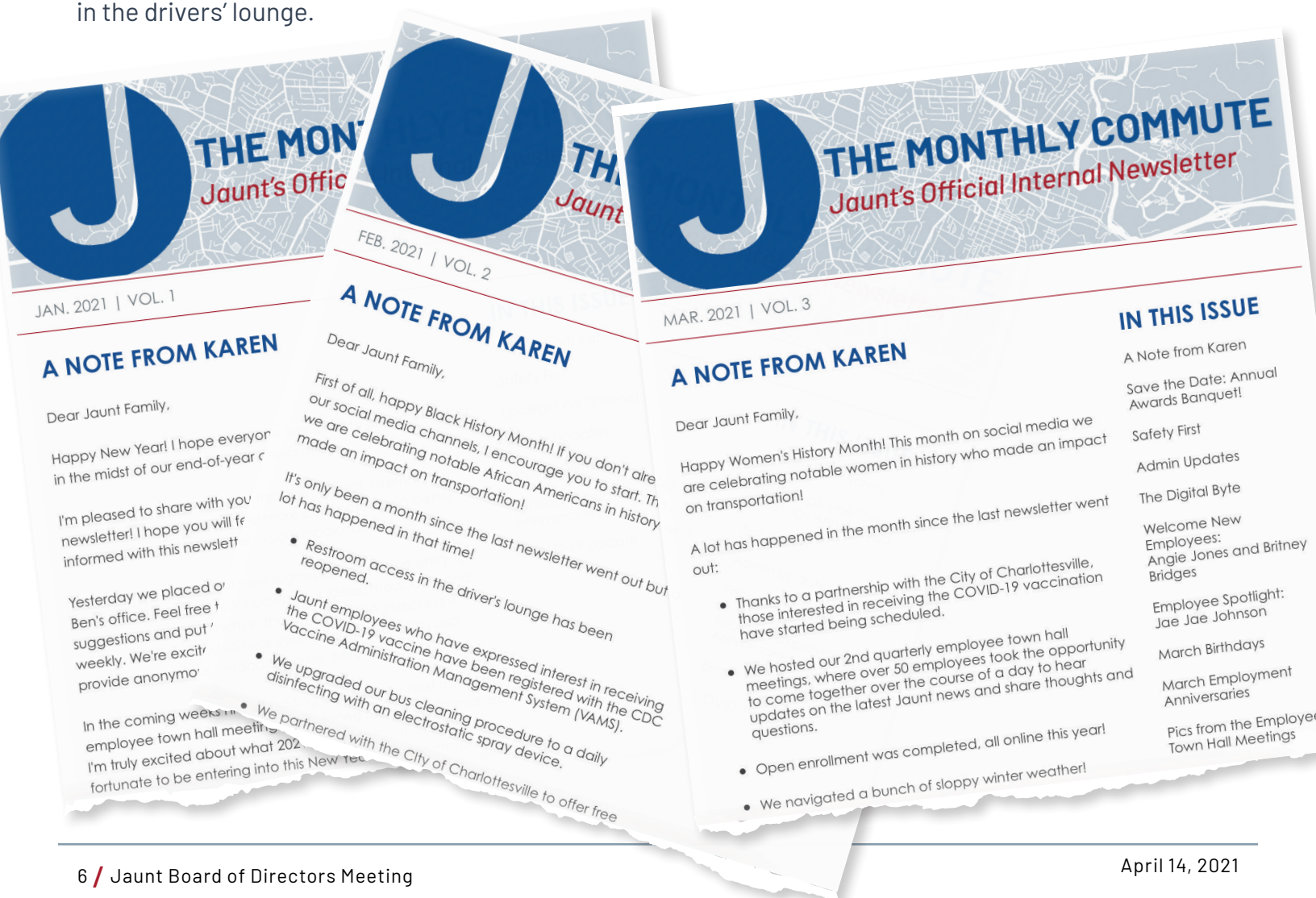
INTERNAL COMMUNICATIONS

The official internal newsletter for Jaunt was relaunched in January. Delivered on the 5th of the month, topics include a note from Karen, a segment on safety, welcoming new employees, a celebration of birthdays and employment anniversaries, and more.

The newsletter has been received with enthusiasm. It had a 60% open rate in January, 65% in February, and 62% in March. In addition to arriving in employee inboxes, the newsletter is turned into slides that display in the drivers' lounge.

The newsletter includes a link to an anonymous feedback form. There is also a box in the garage to collect feedback from those who are more comfortable with a pen and paper.

In addition to the newsletter, staff has received regular communication regarding Jaunt's COVID-19 vaccination and policy updates. We also shared the FY20 audit statement and findings, encouraged feedback on the next Tom Tom City Art bus, and invited everyone to vote on Jaunt's next mission and vision statements.



STANDING REPORTS

Executive Report

FINANCIAL OVERSIGHT

The Finance Committee will report out regarding the April 12th meeting. At this meeting a draft of Jaunt's Finance and Grants Management Policy will be reviewed and discussed. Discussion will also encompass the appropriate use of Program revenue.

FARE FREE?

CAT Director, Garland Williams, is studying the feasibility of having CAT remain fare free over the next 3 years using CARES money and the American Rescue Plan money. It is my opinion that Jaunt needs to study the feasibility of this as well. There is no question that removing fares will have a positive impact on ridership. It is my opinion that if the local fixed route system is fare free, the community would expect the ADA service to remain fare free as well. I would welcome discussion on this matter. What would the impact be in our rural areas and how to sustain it long term without an additional burden on the localities is worthy of study.

REGIONAL TRANSIT PARTNERSHIP (RTP)

The Regional Transit Partnership (RTP) serves as an official advisory board, created by the City of Charlottesville, Albemarle County and Jaunt, in partnership with the Virginia Department of Rail and Public Transportation to provide recommendations to decision-makers on transit-related matters. Jaunt representation includes voting members Lucas Ames (urban) and Randy Parker (rural), as well as, non-voting member Karen Davis.

There are several technical studies that will be of interest to Jaunt:

Regional Transit Vision Plan - Local leaders, transit agencies, and a wide variety of stakeholders will collaboratively develop a clear vision for the future of transit in our region. Their collaborative work will result in a Charlottesville Area Transit Vision Plan document that identifies goals, objectives, strategies, and time-specific recommendations for local transit. The RTP will serve as the official advisory group for this visioning process.

STANDING REPORTS

Executive Report

Corridor Study - The corridor study for Route 29 between Airport Road and Route 33 in Ruckersville (the study area will also include the airport itself and the UVA Research Park. Jaunt Planning Manager, Stephen Johnson, will be a member of the advisory committee for this project.

Albemarle County Transit Expansion - This will develop a feasibility study and implementation plan for expanded service to population and employment centers in Albemarle County - specifically, Pantops, Monticello, and along Route 29 between the City/County line and the UVA Research Park). Interim CEO, Karen Davis, will serve on the advisory committee.

[More information about the RTP and these projects can be found on its website.](#)

JAUNT FY21 CAPITAL PROJECT OVERVIEW

Vehicles:

Chief Mechanic, Ben Nemec, is preparing the bus orders. He will move forward with the purchase of the staff vehicles once Jaunt's Procurement Specialist is in place.

1. Purchase Three Replacement Support Vehicles - staff vehicles
2. Purchase of 9 Replacement Buses less than 30-feet in length
3. Purchase 1 Replacement Support Vehicle (Greene County)
4. Purchase of 6 Replacement Buses less than 30-feet in length
5. Purchase of 13 Replacement Buses less than 30-feet in length (Greene County)
6. Purchase and Install 6 Transmissions

Facility:

1. Repave Parking Lot at Maintenance Facility - Chief Mechanic, Ben Nemec will oversee this project.
2. Rehabilitation and Renovation of Handicap Parking Spaces at Administration and Maintenance Facility - an initial design has been completed. Karen to meet with EPC designer, Lynette Wuensch, to review the plans and discuss next steps.
3. Purchase and Install Access Control Gates - Safety Officer, Kyle Trissel, will oversee this project.

STANDING REPORTS

Executive Report

Technology:

IT Manager, Matt Anderson, will be overseeing the following projects:

1. Purchase Add-On to Phone System – IPC Technologies system to allow for recording calls in Reservations & Dispatch. Has been purchased and installed.
2. Purchase Computer Tablets – Procurement is out for bid. A fleet replacement.
3. Purchase Replacement Workstations at Greene County Transit – Quotes have been solicited. Completed in May.
4. Purchase and Install Scheduling and Dispatch System at Greene County Transit – In the queue

Studies:

1. Louisa to Charlottesville Feasibility Study – Jaunt will procure technical assistance to better assess and plan for public transit services between the Town of Louisa and Zion Crossroads in Louisa County, Virginia and Zion Crossroads to Charlottesville. Consultants are expected to actively collaborate with Jaunt staff to produce planning documents which detail (1) Market Analysis and (2) Proposed Transit Service Model Alternatives. There has been repeated requests from elected officials and residents for service between these areas. A study will help Jaunt determine the level of need, and the resources needed to implement the service.
2. Facility Capacity and Needs Study – Jaunt will conduct a facility capacity and needs study that assesses the existing facility, capacity to accommodate existing services, and the impact of Jaunt's future plans for new services and growth. Jaunt has exceeded the capacity of its current facility. Most notably, the co-operation of private vehicles and transit vehicles continues to present a significant safety issue. Further, Jaunt is unable to sufficiently expand services with the current limitations of the current facility. A study will aid Jaunt in understanding if it needs a whole new facility, multiple facilities, or a diversity of remote locations throughout the region.

BUDGET UPDATES:

- Albemarle: recommended acceptance of request
- Buckingham: recommended acceptance of request
- Charlottesville: recommended acceptance of request
- Louisa: Jaunt request tentatively approved
- Greene: Public hearing April 27th, adopt budget May 11th
- Nelson: Next work session April 1st, May 4th public hearing
- Fluvanna: April 7th next work session, April 14th public hearing

STANDING REPORTS

Safety Report

SUMMARY / HIGHLIGHTS

During the month February 2021:

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

Jaunt traveled 65,511 revenue miles and had no preventable accidents by the close of business February 28, 2021. Jaunt has a goal of one preventable accident every 100,000 revenue miles driven. Jaunt has had four preventable accidents since July 1, 2020 and recorded 565,336 revenue miles travelled. Jaunt has successfully achieved its goal to date.

Greene County Transit traveled 11,672 revenue miles and had no preventable accidents by the close of business February 28, 2021. Greene County Transit shares Jaunt's goal of one preventable accident every 100,000 miles driven. Greene County Transit achieved its goal for the month of February 2021.

SAFETY CONCERNS SHARED AND INVESTIGATED

Jaunt and Greene County Transit are responsive to safety concerns brought forth by staff and members of the community.

No concerns were raised during the month of February 2021.

SAFETY BASED GOALS FOR FUTURE

BOARD REPORTS:

- "What does the data mean?"
Including how Jaunt compare to other transit agencies
 - Agencies within Jaunt's region
 - Agencies with similar ridership

OPERATIONALLY:

- In-house Drug & Alcohol Testing
 - Less scheduling headaches
 - Greater internal control
- In-house CDL Testing
 - Convenience for Road-Supervisors
 - Shorter
- Local Rodeo in June
- Safety Award Banquet in October

STANDING REPORTS

Operations Report

FEBRUARY SUMMARY ACROSS ALL JAUNT SERVICES

COVID-19 hit Central Virginia in March 2020, resulting in the closure of many human service agencies and businesses which in turn caused a dramatic decrease in public transit ridership. The graph shows the fall in ridership as context for the following months of steady incline as the state partially reopened, and finally, relative stabilization of ridership across all types of service.

Holidays and winter weather in December, January, and February decreased ridership for the week they fell on. With only five weeks of data after our last big snow storm, it's hard to say confidently what the trend is, but it appears that urban ridership is declining slightly from pre-holiday/weather levels, rural ridership has inclined slightly, and both agency and fixed route ridership has returned to similar levels.

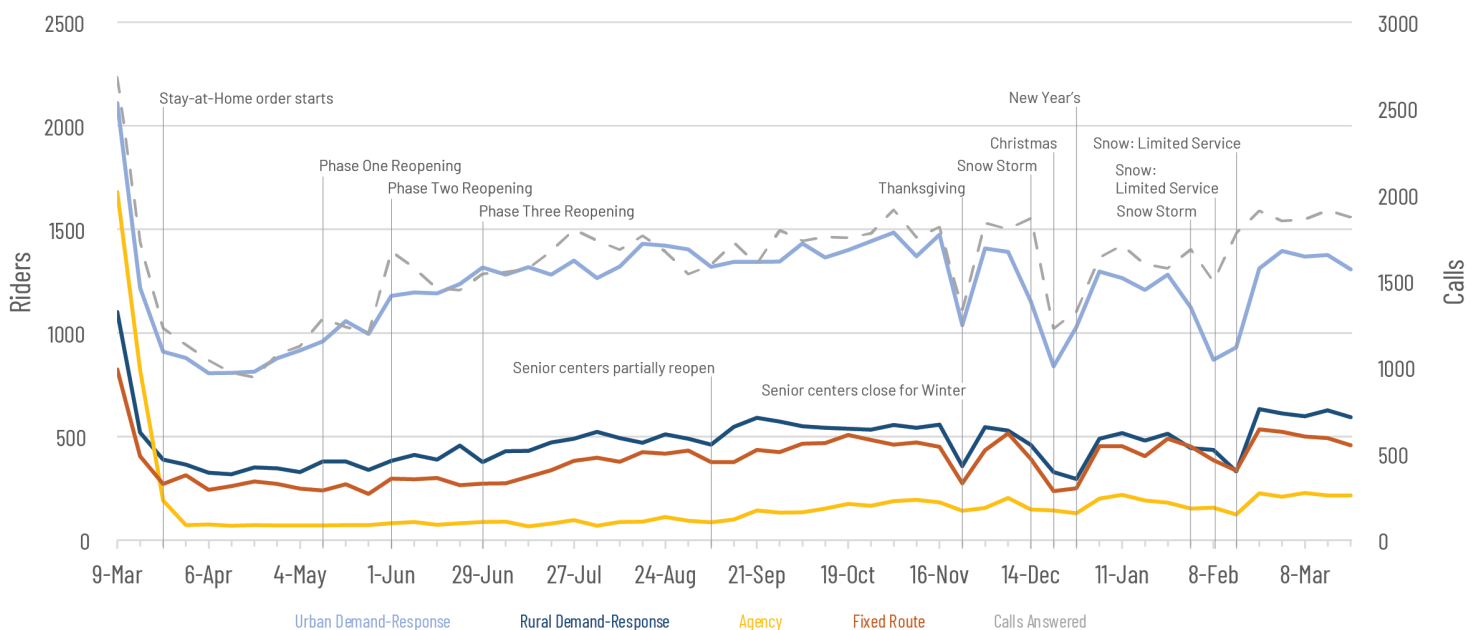
8,348
PASSENGER
TRIPS

3,952
REVENUE
HOURS

2.11
PASSENGERS
PER HOUR

▲ .05% from January

THE STATE OF JAUNT SERVICES SINCE COVID-19¹

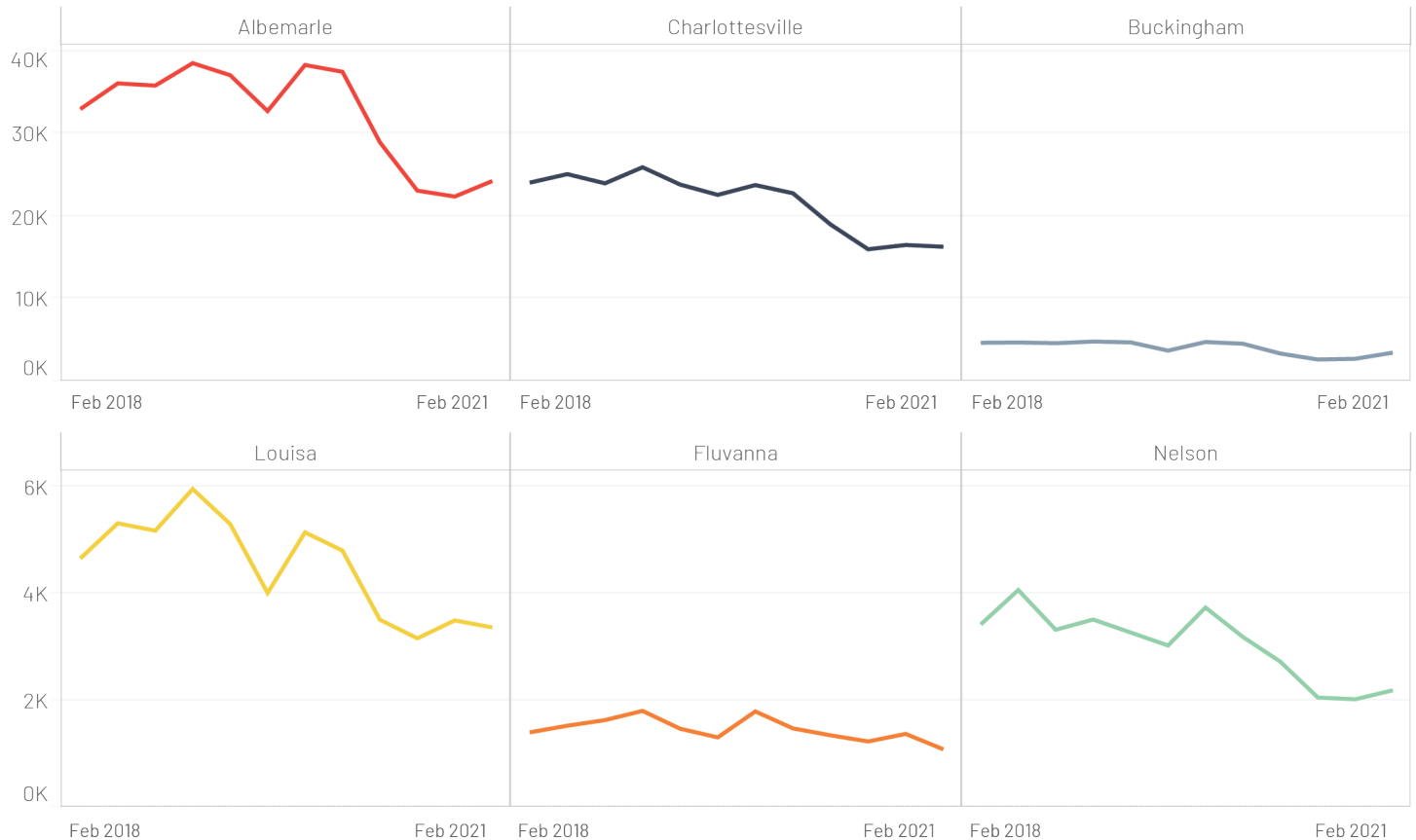


¹Data amended 3/4/2021 to include no-show trips which slightly increased ridership totals compared to previous versions

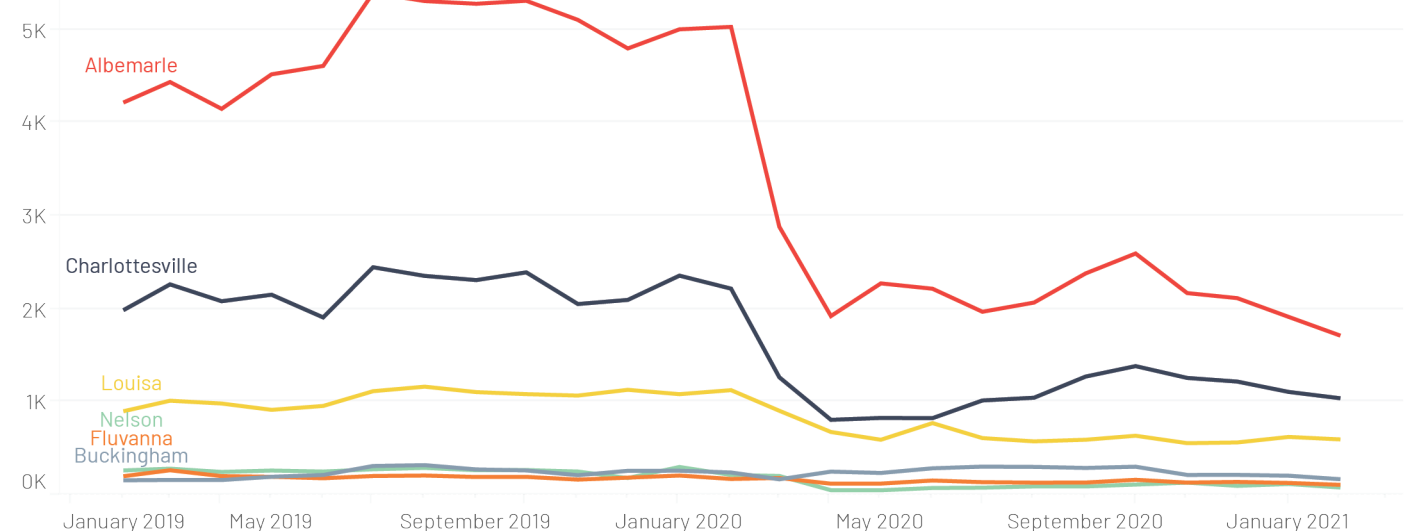
STANDING REPORTS

Operations Report

PASSENGER TRIPS BY LOCALITY



REVENUE HOURS



STANDING REPORTS

Operations Report

AMERICANS WITH DISABILITIES ACT COMPLIANCE REPORT – PROVIDED BY JAUNT

Monthly Statistical and Performance Summary – July 2020 to Feb. 2021

	FY2020 Performance Data					FY2021 Performance Data									
	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	FY2021 Year-to-Date	
ADA Unlinked Passenger Trips Provided:	12,180	8,461	3,600	4,518	5,282	5,912	5,811	5,898	6,242	5,593	5,322	5,180	4,207	44,165	
All Services Unlinked Pass Trips Provided:	28,440	18,402	6,890	7,349	8,648	12,456	12,527	12,052	12,927	11,816	11,320	11,515	9,796	94,409	
ADA Revenue Miles Operated:	42,762	26,705	20,183	22,787	25,650	24,562	23,910	26,621	29,395	26,025	24,861	23,554	20,782	199,709	
All Services Revenue Miles Operated:	129,437	83,706	59,623	62,363	70,671	84,809	81,707	86,302	92,566	88,777	85,749	85,950	73,664	679,524	
ADA Revenue Hours Operated:	4,313	2,488	1,830	1,820	1,835	2,060	2,127	2,510	2,803	2,527	2,407	2,174	1,989	18,596	
All Services Revenue Hours Operated:	9,998	5,999	3,963	4,124	4,399	6,030	5,770	5,859	6,422	5,588	5,380	5,273	4,644	44,966	
ADA No Shows:	252	182	182	52	76	159	136	142	181	164	143	130	113	1,168	
All Services No Shows	366	272	366	272	77	199	177	254	332	279	272	262	258	2,033	
ADA Denials:	0	0	0	0	0	0	0	1	0	0	0	0	0	1	
All Services Denials/Turndowns	1	0	1	0	0	0	0	14	5	6	2	0	0	27	
ADA On-time Performance	88%	94%	98%	98%	92%	92%	92%	94%	96%	92%	93%	94%	92%	93%	
All Services On-Time Performance	89%	96%	98%	98%	96%	96%	96%	96%	96%	90%	92%	93%	92%	94%	
Number of ADA related Complaints:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
ADA Missed Trips:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
ADA Lifts Determined Inoperable:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
ADA Passenger Incidents/Accidents:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
ADA Vehicle Accidents:	0	0	0	0	0	0	0	0	0	1	0	0	0	1	
Excessively Long ADA Trips: (exceeds 60 Min)	50	12	0	0	0	3	13	16	13	8	4	3	2	8	
Call Hold Times:	1:12	1:52	:54	:52	1:06	0:45	0:41	0:44	0:32	1:54	1:59	1:38	1:38	1:13	

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

STANDING REPORTS

Financial Performance Report: July 2020 – February 2021

	Budget	Non-ADA	ADA	Special Grants	Capital	Agency	YTD FY21	Projected Variance (Excluding Capital)
SOURCES OF FINANCIAL RESOURCES								
Revenues								
Fee Revenues:								
Transportation Fees:	\$ 121,893					\$ 105,193	\$ 105,193	\$ (35,896)
Farebox Fees:	\$ -	\$ -	\$ -				\$ -	\$ -
Intergovernmental								
Federal Grants:	\$ 10,715,814	\$ 3,395,695	\$ 878,485	\$ 51,631	\$ 689,616		\$ 5,015,426	\$ 4,227,099
VDRPT:	\$ 1,150,499	\$ -	\$ 402,580	\$ 8,826	\$ 137,923		\$ 549,329	n/a
Local:	\$ 4,669,148	\$ -	\$ 1,740,968	\$ 10,324	\$ 127,130	\$ 242,085	\$ 2,120,507	n/a
Other								
Total Revenues	\$ 16,657,354	\$ 3,395,695	\$ 3,022,033	\$ 70,781	\$ 954,669	\$ 347,278	\$ 7,790,455	\$ 4,191,202
USES OF FINANCIAL RESOURCES								
Expenditures								
Salaries and wages	\$ 5,816,118	\$ 1,960,652	\$ 1,503,820	\$ 48,642		\$ 119,987	\$ 3,633,101	\$ 366,467
Fringe benefits	\$ 3,035,467	\$ 671,402	\$ 514,965	\$ 14,639		\$ 41,088	\$ 1,242,094	\$ 1,172,326
Travel/Business Meals/Meetings	\$ 9,882	\$ 9,888	\$ 7,584	\$ 7,500		\$ 19,211	\$ 44,183	\$ (56,393)
Facility/Equipment Maintenance/Utilities	\$ 380,374	\$ 76,709	\$ 58,836			\$ 6,653	\$ 142,199	\$ 167,076
Supplies & Materials	\$ 1,547,480	\$ 203,640	\$ 156,192			\$ 17,068	\$ 376,900	\$ 982,130
Marketing & Advertising	\$ 23,222	\$ 22,495	\$ 17,254			\$ 1,377	\$ 41,126	\$ (38,467)
Insurance & Bonding	\$ 374,975	\$ 134,542	\$ 103,194			\$ 9,926	\$ 247,661	\$ 3,483
Professional Services	\$ 867,014	\$ 310,467	\$ 238,129			\$ 129,767	\$ 678,363	\$ (150,530)
Miscellaneous	\$ -	\$ 5,899	\$ 4,525			\$ 2,201	\$ 12,625	\$ (18,937)
Accidents	\$ -					\$ -	\$ -	n/a
Capital Outlay					\$ 954,669	\$ -	\$ 954,669	n/a
Total expenditures	\$ 12,054,533	\$ 3,395,695	\$ 2,604,498	\$ 70,781	\$ 954,669	\$ 347,278	\$ 7,372,921	\$ 2,427,156

BOARD MEETING CALENDAR

2021 Dates and Future Agenda Items

JANUARY 13:	Public Hearing: Application for State and Federal Funding Board Strategic Plan Update
FEBRUARY 10:	Audit Update Capital Project Planning Update
MARCH 10:	Audit
APRIL 14:	Public Relations and Marketing Quarterly Report
MAY 12:	FY22 Budget Update: Tentative Review, discuss, and approve Jaunt's Financials and Grants Management Policy Nomination Committee Annual Update EEO, Title VI Policy, and DBE Goal
JUNE 9:	Adoption of FY22 Budget
JULY 14:	Annual Shareholders Meeting Board of Directors Annual Meeting – Election of Officers and Committees 2022 Transit Development Plan Update Chief Executive Officer Evaluation
AUGUST 11:	TBD
SEPTEMBER 8:	Draft FY23 Budget for Discussion FY23-29 Capital Project Discussion
OCTOBER 13:	TBD
NOVEMBER 10:	Audit Review
DECEMBER 8:	Board Strategic Plan Update Capital Project Planning Update