



## AGENDA

### Meeting of the Board of Directors

April 13, 2022 at 10:00 AM EDT

PUBLIC ARE ENCOURAGED TO ATTEND REMOTELY USING THE BELOW LINKS

- ⇒ Webinar: <https://us02web.zoom.us/j/85869234258>
- ⇒ Or One tap mobile: +13017158592,,85869234258#
- ⇒ Or Telephone Only: +1 301 715 8592
- ⇒ Webinar ID: 858 6923 4258

*Do not use both computer and phone audio together: use one only to avoid audio distortion*

- I. **Call to Order** – Randy Parker, President
- II. **Roll Call** – Christine Appert, Secretary & Mariah Powell, Board Assistant
- III. **Introductions** – Randy Parker, President
- IV. **Public Comments** – Randy Parker, President  
The public may address the board by first making a contacting Mariah Powell prior to the start of the meeting. Comments are limited to three minutes at the discretion of the board president. Contact Mariah Powell at [mariahp@ridejaunt.org](mailto:mariahp@ridejaunt.org) or (434) 296-3184, extension 115.
- V. **Action Items**
  - A. March 9, 2022 Board of Directors Meeting Minutes– Christine Appert, Secretary (pg.2)
- VI. **Standing Committee Reports**
  - A. Finance Committee--Ray East, Treasurer & Robin Munson, CFO (pg.6)
  - B. Operations and Safety Reports--Karen Davis, DCEO (pg.11)
    - a. Denials update (pg.12)
    - b. Greene County Update and FY2023 Budget (pg.13)
    - c. Other Updates (glossary and training program revisions)
  - C. Regional Transit Partnership Update--Hall Morgan/Lucas Ames/Christine Jacobs
    - a. GoPass Presentation from Dallas Area Rapid Transit (DART) (pg.28)
    - b. UTS (UVA) microtransit service (pg.40)
  - D. Executive Report--Ted Rieck, CEO (pg.47)
- VII. **New Business** – Randy Parker, President
- VIII. **Announcements and Board Member comments**
- IX. **Adjourn to next meeting:** MAY 11, 2022 at 10:00 AM EST

# MINUTES

## Meeting of the Board of Directors

March 9 2022, at 10:00 A.M. EST

Voting Member	Present In person	Present virtual	Absent
Randy Parker [President], Louisa	X		
Hal Morgan [Vice President], Fluvanna	X		
Christine Appert [Secretary], Charlottesville		X	
Raymond East [Treasurer], Albemarle		X	
Jacob Sumner, Albemarle		X	
Fran Hooper, Albemarle		X	
William Wuensch, Albemarle		X	
Lucas Ames, Charlottesville		X	
Erik Larson, Charlottesville	X		
Ray Heron, Charlottesville		X	
Pamela Bevins, Fluvanna	X		
Willie Gentry, Louisa	X		
Brad Burdette, Nelson		X	
Dian McNaught, Nelson		X	
<b>Non-voting Members</b>			
Kevin Hickman, Buckingham		X	
Garland Williams, CAT		X	
Michael Mucha, DRPT		X	
Christine Jacobs, TJPd		X	
<b>Staff</b>			
Ted Rieck, CEO	X		
Robin Munson, CFO	X		
Jody Saunders, Director of Public Relations	X		
Stephen Johnson, Director of Planning and Process		X	
Alex Arce, Human Resource Generalist		X	
Mike Mills, Procurement Specialist		X	
Ben Nemec, Chief Mechanic		X	
Kelly Fomenko, Transit Planner		X	
Mariah Powell, Administrative Assistant	X		
<b>Public</b>			
Ernie Reed, Nelson BOS		X	

- I. Call to Order—Randy Parker, President
  - A. The meeting was called to order at 10:16 A.M. due to Zoom technical issues.
- II. Roll Call—Christine Appert, Secretary | Mariah Powell, Board Assistant
  - A. Mariah called roll and confirmed a quorum was made.
- III. Introductions—Randy Parker, President
  - A. None.
- IV. Public Comments—Randy Parker, President
  - A. None.
- V. Action Items
  - i. February 9, 2022 Board of Directors Meeting Minutes Adoption—Randy Parker, President
    - No additions or corrections needed.

Motion by Erik, seconded by Hal. Passed unanimously, with no abstentions.
  - ii. Equal Employment Opportunity Plan—Alex Arce, Human Resources
    - No additions or corrections needed.

Motion by Jacob, seconded by Hal. Passed unanimously, with no abstentions.
  - iii. Frontline Employee Pay Raise—Market adjustment—Ted Rieck, CEO
    - Ted presented a PowerPoint to the board regarding pay raises for frontline employees, and enumerated the rationale behind this proposal. Main factors driving the request were: reduction in services due to operator shortage, increasing competition from transportation centric (and partner) industries (that also affect dispatchers, reservationists, and mechanics), and lack of wage progression between new and veteran bus operator staff. Implementation effective April 1, 2022; evidenced on April 18, 2022 paychecks.
    - The presentation showed an average \$3.37-hour increase, increasing Jaunt's appeal against other transportation sectors in the area.
    - The new bus operator wage scale is seniority based by Jaunt tenure. Bus operators that now make over \$21.00 an hour will be grandfathered in.



- The new mechanic wage scale will be skill based. Mechanics will receive a down payment wage percentage and move to a formal pay scale at a later point, as chief mechanic, Ben Nemec, is currently assessing different skill-to-wage-tiers.
- Randy would like staff to look into a bus operator reward schedule for longevity.
- These pay increases have been budgeted into FY23. No budget amendment action is necessary, per Jacob, as Jaunt allocated surplus fund monies towards the wage increases.
- Closing out this action item, Ted noted that director of planning, Stephen Johnson, has undertaken a project with outside consultants studying efficient vehicle utilization, fleet requirement reductions, and dispersing bus operator duties.

Motion by Erik, seconded by Hal. Passed unanimously, with no abstentions.

VI. Standing Committee Reports

A. Finance Committee—Robin Munson, CFO

a. Financial Report

- Robin went over several format changes that were incorporated into the financial report: a total budget column, a color-coded budget realized column, and a comment section to explain variances (pg. 44), plus a detailed balance sheet (pg. 45). She noted the small capital spending increase (bus tablets) within the financial summary, before reviewing the cash flows statement for the month ended January 31, 2022.

b. Ted's Submitted Expenses

- \$9.74 was reimbursed to Ted via check.

c. Reserve Fund Draft Policy Update

- Jacob and Ray East are working through different drafts and different projections with the finance committee. Jacob said when the finance committee finalizes a good product, it will be brought back to the board for approval.

B. Operations and Safety Report—Ted Rieck, CEO

- Trend in ridership steadily recovering from COVID.
- Staff are still focusing on bringing denials, especially ADA denials, down to 0.
- All 5 (minor) non-preventable accidents in the January 2022 safety trendline were weather related. There were 0 preventable accidents.
- A revised training manual for bus operators is in development.
- Hal would like next month's agenda to have a glossary of Jaunt terminology, and to have an overall-style report on Greene County Transit's assimilation into Jaunt at the end of the fiscal year.

- Erik would like next month's agenda to have an update on Jaunt's training overhaul.
- C. Regional Transit Partnership Update—Hal Morgan | Lucas Ames | Christine Jacobs
  - Christine said the Albemarle Transit Expansion study has wrapped up; the consultants presented to the partnership and held the final public meeting on that grant. Regarding the Regional Transit vision plan, consultants held a design workshop with transit agencies to explore different ways the system could look. RTP continues to schedule peer agencies to present at the Regional Transit Partnership to speak about happenings in their region. There will be no speaker in March.
- D. Executive Report—Ted Rieck, CEO
  - Ted thanked Erik and Fran for attending last month's award ceremonies.
  - Ted met with Karl Carter and Kevin Hickman of Buckingham County on February 18<sup>th</sup>. to discuss budget requests for the fiscal year 2023. Salient takeaways from this meeting were the recognition of Buckingham's need for supplemental funding and Buckingham's interest to transition to a voting member on the Jaunt board.
  - Ted, Robin, and Randy will be carefully evaluating the 9 legal services proposals Jaunt received.
  - Preparing solicitation for banking services is still in progress.
  - Jaunt, UTS, CAT, and ACPS met on February 22<sup>nd</sup>. Possibilities for overlapping services between the transit agencies and creating new labor pools via a bus operator institute were discussed.
  - Jaunt met with Charlottesville City's and Albemarle County's budget staff on February 28<sup>th</sup> to discuss budget requests for the fiscal year 2023. The meeting provided Jaunt an opportunity to explain their income sources and cost allocations.
  - Ted and Garland have an upcoming meeting on March 22<sup>nd</sup> with the Albemarle County and Albemarle City assistant managers to discuss transit system coordination.
- VII. New Business—Randy Parker, President
  - Randy reported progress on updating the bylaws. New bylaws are anticipated by next month's (April 13) meeting.
- VIII. Announcements and Board Member Comments
  - Willie said "Jaunt got a big checkmark" during the Louisa board of supervisors' budget work sessions.

Dian moved to adjourn the meeting and Willie seconded. The meeting was adjourned at 11:29 A.M.

**ADJOURNED: *NEXT MEETING: 10:00 AM, APRIL 13, 2022***

## Jaunt, Inc. FY2022 Monthly Financial Summary

	February 2022									
Sources of Financial Resources	Total Budgeted	Total Actual	Budget Variance	Admin (011)	Operations (012, 050)	Special Grants (015, 017, 019)	Agency Program (040)	Accident Fund (041)	Capital (020)	
<b>Fee Revenue:</b>										
Farebox Fee	\$ -	\$ -	\$ -	\$ -	\$ -					
Contract Revenue	\$ 31,083	\$ 22,675	\$ (8,409)	\$ -	\$ -	\$ -	\$ 20,895	\$ 1,780	\$ -	
<b>Governmental Revenue:</b>										
Federal Grants	\$ 702,806	\$ 446,517	\$ (256,289)	\$ 127,719	\$ 298,842	\$ 5,166			\$ 14,790	
Virginia DRPT	\$ 129,428	\$ 102,766	\$ (26,662)	\$ 29,575	\$ 69,200	\$ 1,033			\$ 2,958	
Local Government	\$ 380,990	\$ 380,990	\$ 0	\$ 113,776	\$ 266,217	\$ 258			\$ 739	
In Lieu of Local	\$ -	\$ -	\$ -	\$ -	\$ -					
Other Revenue	\$ -	\$ 351	\$ 351				\$ 351	\$ -		
<b>Total Revenue</b>	\$ 1,244,308	\$ 953,299	\$ (291,009)	\$ 271,069	\$ 634,259	\$ 6,457	\$ 21,247	\$ 1,780	\$ 18,487	
Uses of Financial Resources	Total Budgeted	Total Actual	Budget Variance	Admin (011)	Operations (012, 050)	Special Grants (015, 017, 019)	Agency Program (040)	Accident Fund (041)	Capital (020)	
Salaries & Wages	\$ 524,982	\$ 371,140	\$ (153,842)	\$ 85,971	\$ 280,430	\$ 4,740	\$ -	\$ -	\$ -	
Fringe Benefits/Staff Development	\$ 208,484	\$ 147,531	\$ (60,953)	\$ 32,117	\$ 115,616	\$ 1,717	\$ (1,919)	\$ -	\$ -	
Travel/Business Meals/Meetings	\$ 1,750	\$ 120	\$ (1,630)	\$ 130	\$ -	\$ -	\$ (10)	\$ -	\$ -	
Facility/Equipment Maintenance/Utilities	\$ 17,146	\$ 15,814	\$ (1,333)	\$ 10,812	\$ 5,002	\$ -	\$ -	\$ -	\$ -	
Supplies & Materials	\$ 67,852	\$ 74,685	\$ 6,833	\$ 17,654	\$ 55,980	\$ -	\$ (729)	\$ 1,780	\$ -	
Marketing & Advertising	\$ 5,583	\$ 4,916	\$ (667)	\$ 4,916	\$ -	\$ -	\$ -	\$ -	\$ -	
Insurance & Bonding	\$ 31,690	\$ 30,871	\$ (819)	\$ 26,912	\$ 3,960	\$ -	\$ -	\$ -	\$ -	
Professional Services	\$ 23,004	\$ 20,425	\$ (2,579)	\$ 18,141	\$ 1,399	\$ -	\$ 884	\$ -	\$ -	
Miscellaneous	\$ 3,042	\$ 1,595	\$ (1,447)	\$ 1,230	\$ -	\$ -	\$ 365	\$ -	\$ -	
Equipment (Capital)	\$ 305,032	\$ 18,487	\$ (286,545)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 18,487	
DRPT Refund	\$ -	\$ 103,244	\$ 103,244	\$ -	\$ -	\$ -	\$ 103,244	\$ -	\$ -	
Reconciliation - Agency Transit Operating				\$ (13,366)	\$ (30,650)	\$ -	\$ 44,016	\$ -	\$ -	
<b>Total Expenditure</b>	\$ 1,188,565	\$ 788,828	\$ (399,737)	\$ 184,516	\$ 431,737	\$ 6,457	\$ 145,852	\$ 1,780	\$ 18,487	
<b>Net change in fund balance</b>	\$ 55,743	\$ 164,471	\$ 108,728	\$ 86,554	\$ 202,522	\$ -	\$ (124,605)	\$ -	\$ -	

## Jaunt, Inc. FY2022 Monthly Financial Summary

	February 2022 Year To Date						
Sources of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Realized	Comments	
Fee Revenue:							
Farebox Fee	\$ -	\$ -	\$ -	\$ -			
Contract Revenue	\$ 248,667	\$ 205,478	\$ (43,188)	\$ 373,000	55%	Ridership lower than expected	
Governmental Revenue:							
Federal Grants	\$ 5,622,451	\$ 3,550,514	\$ (2,071,936)	\$ 8,433,676	42%	Reimbursable: expenses lower	
Virginia DRPT	\$ 1,035,427	\$ 949,924	\$ (85,503)	\$ 1,553,140	61%	Small capital exp - reimbursable	
Local Government	\$ 3,047,918	\$ 3,047,918	\$ 0	\$ 4,571,877	67%		
In Lieu of Local	\$ -	\$ -	\$ -	\$ -			
Other Revenue	\$ -	\$ 66,125	\$ 66,125	\$ -		Insurance refund; accident proceeds	
Total Revenue	\$ 9,954,462	\$ 7,819,959	\$ (2,134,502)	\$ 14,931,693	52%		

Uses of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Used	Comments
Salaries & Wages	\$ 4,199,859	\$ 3,214,688	\$ (985,172)	\$ 6,299,789	51%	Not at full staffing level
Fringe Benefits/Staff Development	\$ 1,667,868	\$ 1,191,927	\$ (475,942)	\$ 2,501,802	48%	Not at full staffing level
Travel/Business Meals/Meetings	\$ 14,000	\$ 3,363	\$ (10,637)	\$ 21,000	16%	Limited due to COVID-19 pandemic
Facility/Equipment Maintenance/Utilities	\$ 137,171	\$ 122,783	\$ (14,388)	\$ 205,756	60%	Lower COVID exp than expected
Supplies & Materials	\$ 542,815	\$ 498,186	\$ (44,629)	\$ 814,222	61%	Lower COVID exp than expected
Marketing & Advertising	\$ 44,667	\$ 72,508	\$ 27,841	\$ 67,000	108%	Website, commercials
Insurance & Bonding	\$ 253,518	\$ 246,962	\$ (6,556)	\$ 380,276	65%	
Professional Services	\$ 184,033	\$ 359,427	\$ 175,394	\$ 276,050	130%	2 Studies, Exec Recruit, Bus Wraps
Miscellaneous	\$ 24,333	\$ 14,964	\$ (9,370)	\$ 36,500	41%	lower DOT, memb dues, help wanted
Equipment (Capital)	\$ 2,440,255	\$ 56,196	\$ (2,384,059)	\$ 3,660,382	2%	Delay on availability, no rev vehicles
DRPT Refund	\$ -	\$ 103,244	\$ 103,244	\$ -		
<b>Total Expenditure</b>	\$ 9,508,519	\$ 5,884,245	\$ (3,624,273)	\$ 14,262,778	41%	

<b>Net change in fund balance</b>	\$ 445,943	\$ 1,935,714	\$ 1,489,771	\$ 668,915	
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**JAUNT, Inc.**  
**Balance Sheet**  
**Summary**

1 of 1  
3/29/2022  
5:26 PM

	<u>2/28/2022</u>	<u>2/28/2021</u>
<b>Assets</b>		
Cash and Cash Equivalents	\$3,830,117.23	\$1,376,945.84
Receivables, Net of Allowances	38,703.82	44,245.51
Due From Other Governmental Units	3,506,592.63	4,151,101.79
Prepaid Items	143,410.40	187,908.97
Capital Assets	7,237,496.74	7,798,552.62
<b>Total Assets</b>	<b><u>14,756,320.82</u></b>	<b><u>13,558,754.73</u></b>
Accounts Payable	111,752.88	(4,015.09)
Accrued Payroll & Related Liabilities	344,793.17	497,743.18
Deferred Revenue	193,640.28	-
<b>Total Liabilities</b>	<b><u>650,186.33</u></b>	<b><u>493,728.09</u></b>
<b>Fund Balance/Net Position</b>		
JAUNT Inc. Stock	16.00	16.00
Fund Balance:		
Nonspendable:		
Prepaid Items	143,410.40	187,908.97
Committed:		
Capital/Operations/Fuel Reserve	531,000.00	531,000.00
Assigned:		
Capital Reserve	450,600.00	450,600.00
Unassigned	5,900,613.60	4,273,056.90
Total Fund Balance	<u>7,025,624.00</u>	<u>5,442,565.87</u>
Total Equity	<u>7,025,640.00</u>	<u>5,442,581.87</u>
<b>Total Liabilities and Equity</b>	<b><u>7,675,826.33</u></b>	<b><u>5,936,309.96</u></b>
Net Position:		
Investment in Capital Assets	7,237,496.74	7,798,552.62
Unrestricted	6,868,605.75	5,266,442.02
Total Net Position	<u>14,106,102.49</u>	<u>13,064,994.64</u>
Total Net Position and Equity	<u>14,106,102.49</u>	<u>13,064,994.64</u>
<b>Total Liabilities and Net Position</b>	<b><u>14,756,320.82</u></b>	<b><u>13,558,754.73</u></b>



## Jaunt, Inc.

### Statement of Cash Flows for month ended February 28, 2022

#### Cash flows from Operations for February 2022

Local Match	\$ 21,250
DRPT/CAT	1,087,984
Agency	26,825
Other	3,926
Payroll	(393,996)
Capital Payments	(16,482)
Other Payments	(385,454)
Total cash flows from Operations	<u>344,052</u>

#### Cash flows from Investing for February 2022

Interest	<u>62</u>
Total cash flows from Investing	62

Net change in cash 344,114

Beginning cash balance 2/1/2022 3,474,667

Ending cash balance 2/28/2022 \$ 3,818,781

Days of cash on hand 148.12

Months of cash on hand 4.94

## Ted Rieck Monthly Expenses

Paid between 2/1/22 - 2/28/22

### Direct Reimbursement

Date	Check #	Amount	Purpose
2/14/2022	52049	30.00	Gym Fee Reimbursement - January
2/23/2022	52073	29.95	Mileage Reimb (DRPT, Ride-Along, Fluvanna)
		<b>59.95</b>	<b>Total Reimbursement</b>

### Credit Card Charges

Date	Check #	Amount	Purpose
2/17/2022	52050	792.00	Annual APA membership
		37.95	Lunch - K. Davis (safety plan, board meeting, staffing)
		1.35	Parking - meeting with Mayor Snook
		2.78	Meeting C. Appert
		3.35	Parking - meeting with D. McKeel
		40.50	Lunch - meeting with J. Wade
		14.00	Parking - meeting with J. Wade
		<b>891.93</b>	<b>Total Monthly Charges</b>

<b>951.88</b>	<b>Total Expenses</b>
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## SAFETY REPORT

### Summary / Highlights:

During the month of February 2022:

- There were 3 preventable vehicle accidents
- There were 2 non-preventable accidents
- There were 0 customer related incidents
- There were 0 staff related incidents

Jaunt traveled 103,064 revenue miles and had 3 preventable accidents from 2/1/22 to 2/28/22. Jaunt has a goal of less than 1 preventable accident every 100,000 revenue miles driven. Jaunt has had 16 preventable accidents since 7/1/21 and recorded 835,108 revenue miles traveled. Jaunt is currently trailing the goal.

### Safety Concerns Shared and Investigated:

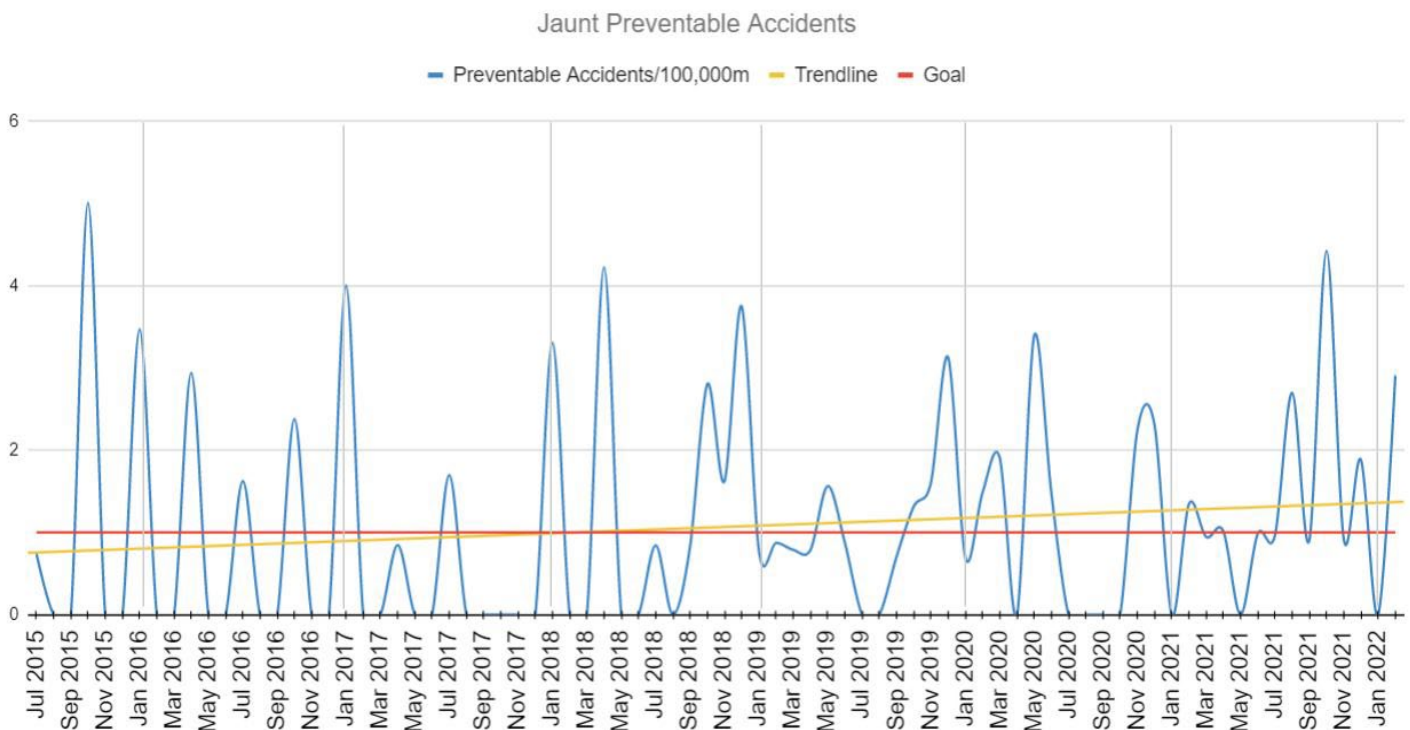
Jaunt is responsive to safety concerns brought forth by staff and members of the community.

During the month of February 2022, the Safety Manager had 4 safety concerns to address.

- An address in Albemarle was investigated due to poor road conditions. An alternative pickup location is being utilized until the road conditions improve.
- A residence in Albemarle was followed up to approve fixed driveway conditions. It was in turn cleared for service.
- A residence in Albemarle County was investigated for deteriorating ramp conditions. A plan is now in place to get this ramp repaired.
- A residence in Louisa County was investigated for poor driveway conditions and not enough clearance for Jaunt vehicles. It was deemed serviceable.

### Safety Reporting:

Jaunt had 0 NTD reportable safety events for the month of February 2022.



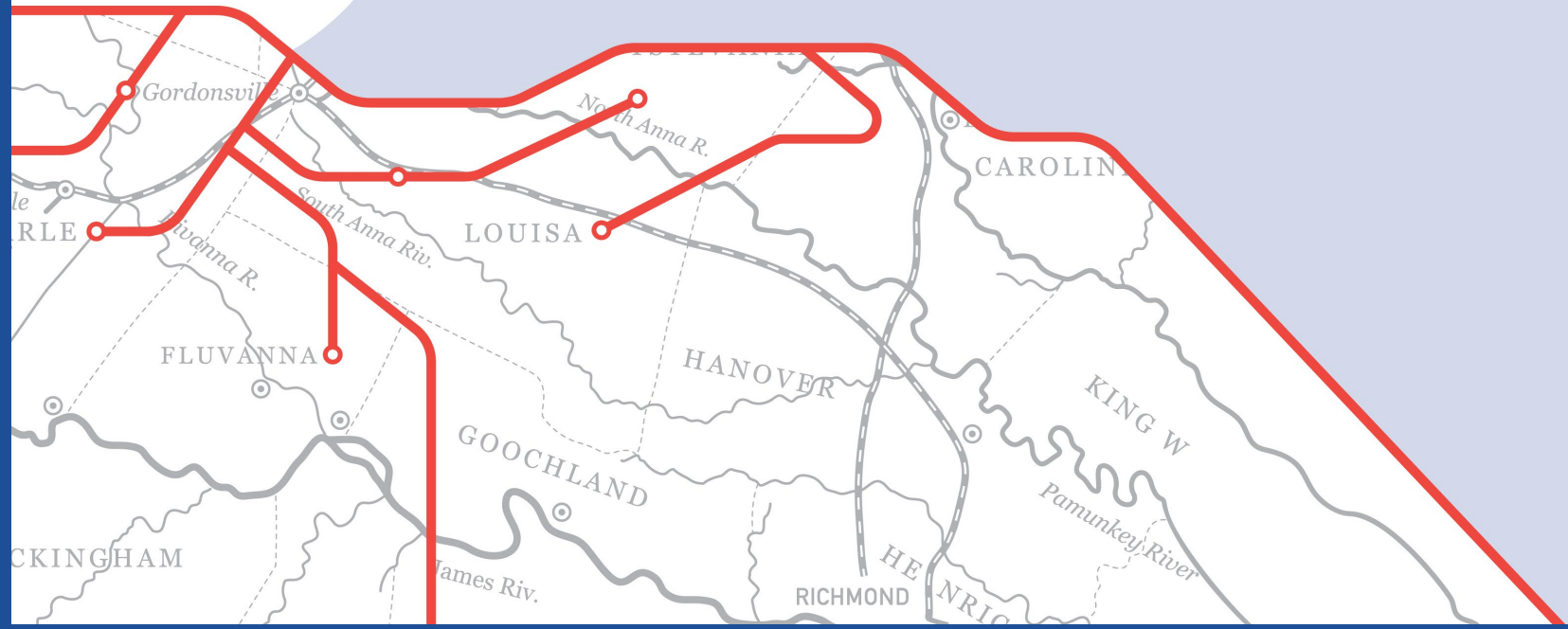
## Americans with Disabilities Compliance Report – Provided by Jaunt

	FY 2021						FY 2022								
	Feb-21	Mar-21	Apr-21	May-21	Jun-21	FY21 Year End	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	FY22 YTD
<b>ADA Unlinked Passenger Trips</b>	4,213	6,067	5,914	5,715	6,403	68,270	6,499	6,622	6,866	6,893	6,655	6,444	4,904	6,631	51,514
All Demand Response UPT	9,819	13,999	13,209	12,027	14,430	148,097	15,021	15,816	15,625	15,937	13,040	12,550	8,522	12,283	108,794
<b>ADA Revenue Miles</b>	20,795	28,832	27,665	27,552	29,740	313,512	29,754	30,545	32,431	31,982	30,667	29,629	24,319	31,265	240,592
All Demand Response Revenue Miles	74,182	105,863	98,515	88,733	101,791	1,074,934	104,109	112,298	112,435	113,377	90,135	87,437	62,284	85,658	767,733
<b>ADA Revenue Hours</b>	2,011	2,607	2,561	2,610	2,783	29,180	2,679	2,921	3,132	2,897	2,755	2,627	2,287	2,827	22,126
All Demand Response Revenue Hours	4,686	6,337	6,019	5,723	6,368	69,455	6,357	6,925	7,121	6,939	5,953	5,666	4,390	5,782	49,133
<b>ADA No Shows</b>	113	158	144	133	141	1,744	137	137	166	191	166	188	152	166	1,303
All Demand Responses No Shows	258	338	228	202	322	3,123	338	369	357	411	361	397	314	347	2,894
<b>ADA Missed Trips</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
All Demand Responses Missed Trips	0	1	0	0	0	7	0	0	0	0	0	0	0	0	0
<b>ADA Denials</b>	0	19	12	16	19	67	37	22	18	43	29	71	26	0	246
All Demand Responses Denials	0	56	48	27	78	236	132	184	90	122	92	121	67	29	837
<b>ADA On Time Performance</b>	92%	89%	89%	92%	94%	92%	90%	92%	92%	90%	93%	92%	94%	95%	92%
All Demand Responses OTP	92%	89%	89%	92%	94%	92%	90%	92%	93%	91%	93%	92%	95%	95%	92%
<b>ADA Passenger Complaints</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>ADA Lifts Determined Inoperable</b>	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
<b>ADA Passenger Incidents/Accidents</b>	0	0	1	0	1	2	0	0	0	0	0	0	0	0	0
<b>ADA Vehicle Accidents</b>	0	0	0	0	0	1	0	0	0	0	0	0	0	1	1
<b>Excessively Long ADA Trips</b>	2	3	2	3	9	79	7	7	9	13	5	9	6	3	59
<b>Demand Response Call Hold Times</b>	1:46	2:14	2:39	2:36	2:27	1:44	2:03	2:13	2:11	2:24	2:23	2:12	2:40	2:37	2:20



# Greene County Update and FY2023 Budget

*April 13, 2022*

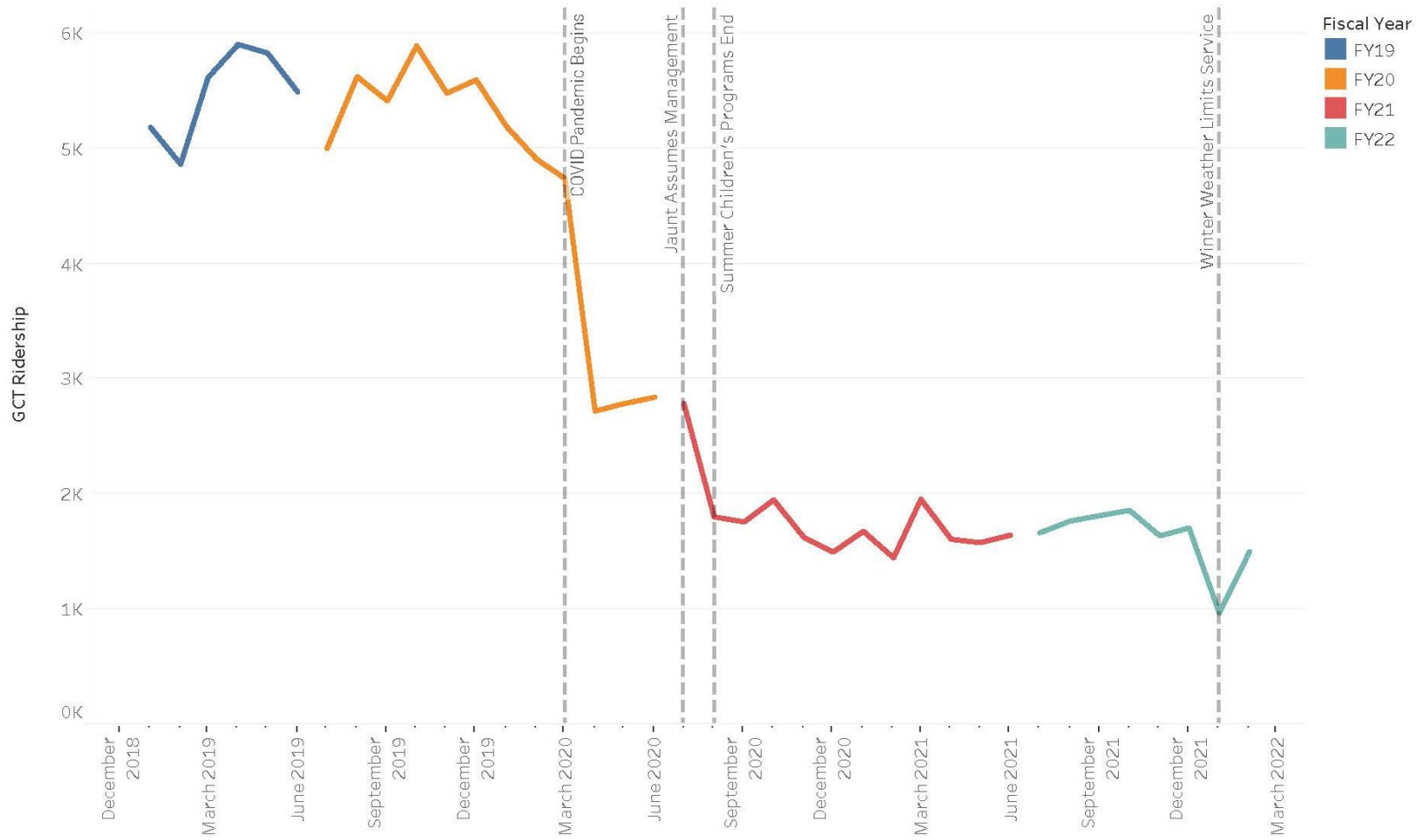


# Jaunt and Greene County Transit

- Assumed Greene County Transit in spring of 2020
- Gave raises to bus operators (*both initially and recently*)
- Upgraded bus operator licensing to CDLs
- Acquired and implemented state-of-the-art of scheduling software and computers
- Services
  - Intra-Greene: Monday to Friday (*except major holidays*) 8:30am to 5:00pm
  - Charlottesville Link: Monday to Friday (*except major holidays*) 7:00am to 3:30pm

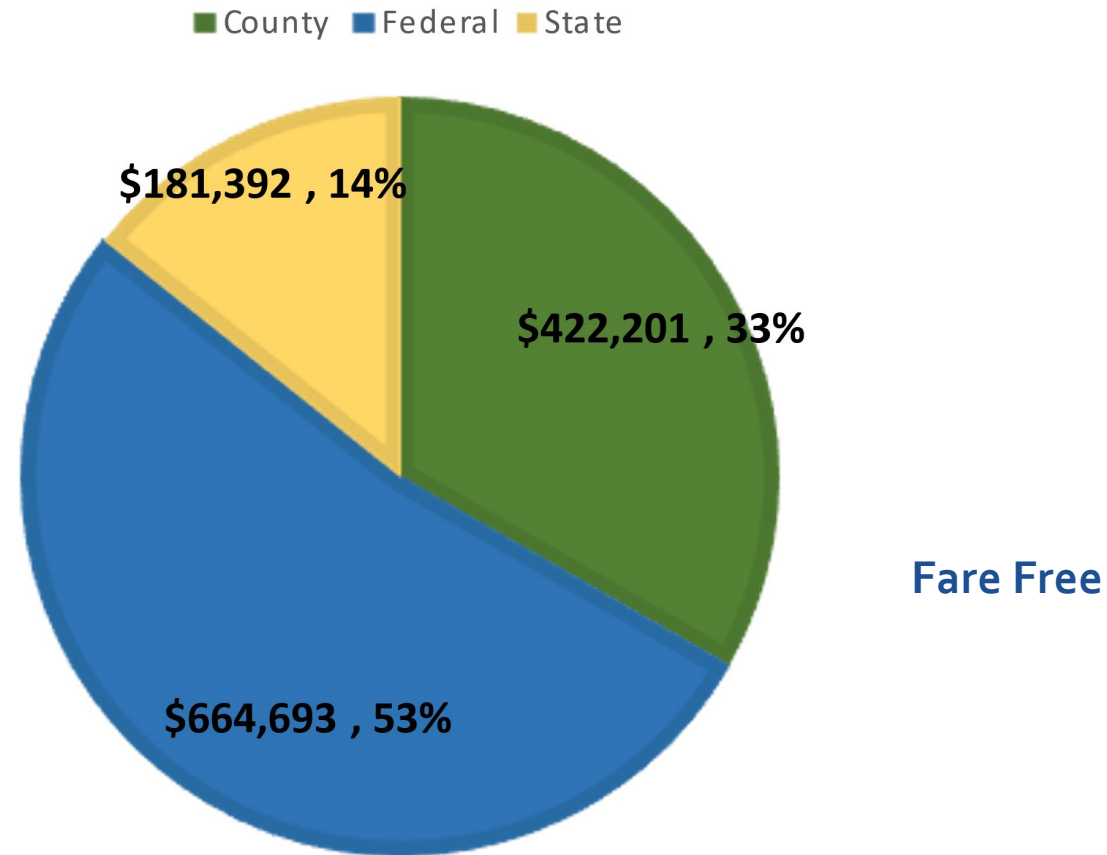
# Ridership

GCT Ridership Over Time



**MULTIPLYING  
GREENE'S  
INVESTMENT**  
*\$1 local = \$3 in  
service*

## FY2023 Requested Greene Public Transit Funding

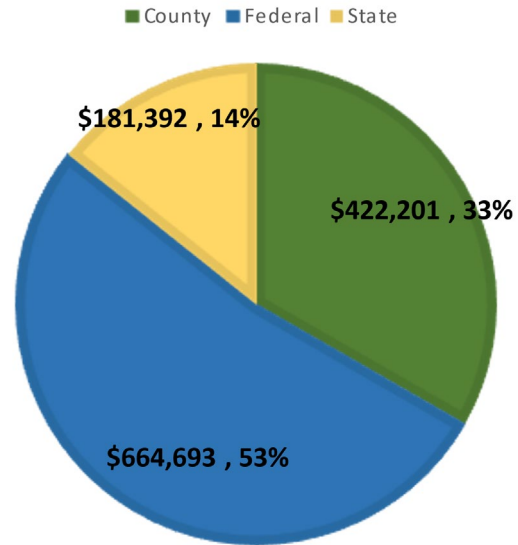


*Total service request=*  
***\$1,268,000***



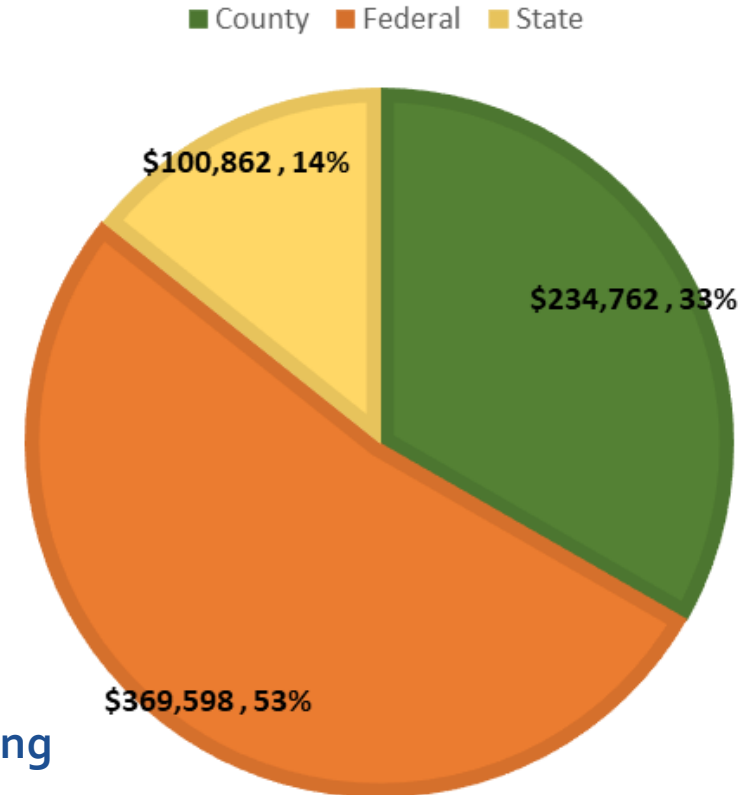
# GREENE'S LEAVES MONEY ON TABLE

## FY2023 Requested v Recommended



Total service request=  
\$1,268,000  
**Fare Free**

**Lose \$375,625 in Federal and State funding**



Total service recommended=  
\$705,000

# Request vs Recommended

sheet6, 2/28/2022 12:53 PM

## County of Greene Operating Budget - FY 2022-23 Expenditure Detail

JAUNT  
Dept #: 081225

|-----22-23-----|

Line Item	Description	Expenses	Budget	Requested	Recommended
		FY 2021	2021-2022	2022-2023	2022-2023
A	5640 Contributions	\$ -	\$ 190,199	\$ 422,201	\$ 234,762
	TOTAL	\$ -	\$ 190,199	\$ 422,201	\$ 234,762

NOTE A: \$232,002 Increase - Recommneded \$44,563 for fuel

# Request vs Recommended

sheet6, 2/28/2022 12:53 PM

## County of Greene Operating Budget - FY 2022-23 Expenditure Detail

JAUNT  
Dept #: 081225

|-----22-23-----|

Line		Expenses	Budget	Requested	Recommended
<u>Item</u>	<u>Description</u>	<u>FY 2021</u>	<u>2021-2022</u>	<u>2022-2023</u>	<u>2022-2023</u>
A	5640 Contributions	\$ -	\$ 190,199	\$ 422,201	\$ 234,762
	TOTAL	\$ -	\$ 190,199	\$ 422,201	\$ 234,762

NOTE A: \$232,002 Increase - Recommended \$44,563 for fuel

**\$187,439 (44.4%) cut  
will require a similar cuts in service**

# Request vs Recommended

County of Greene  
Operating Budget - FY 2022-23  
Expenditure Detail

JAUNT  
Dept #: 081225

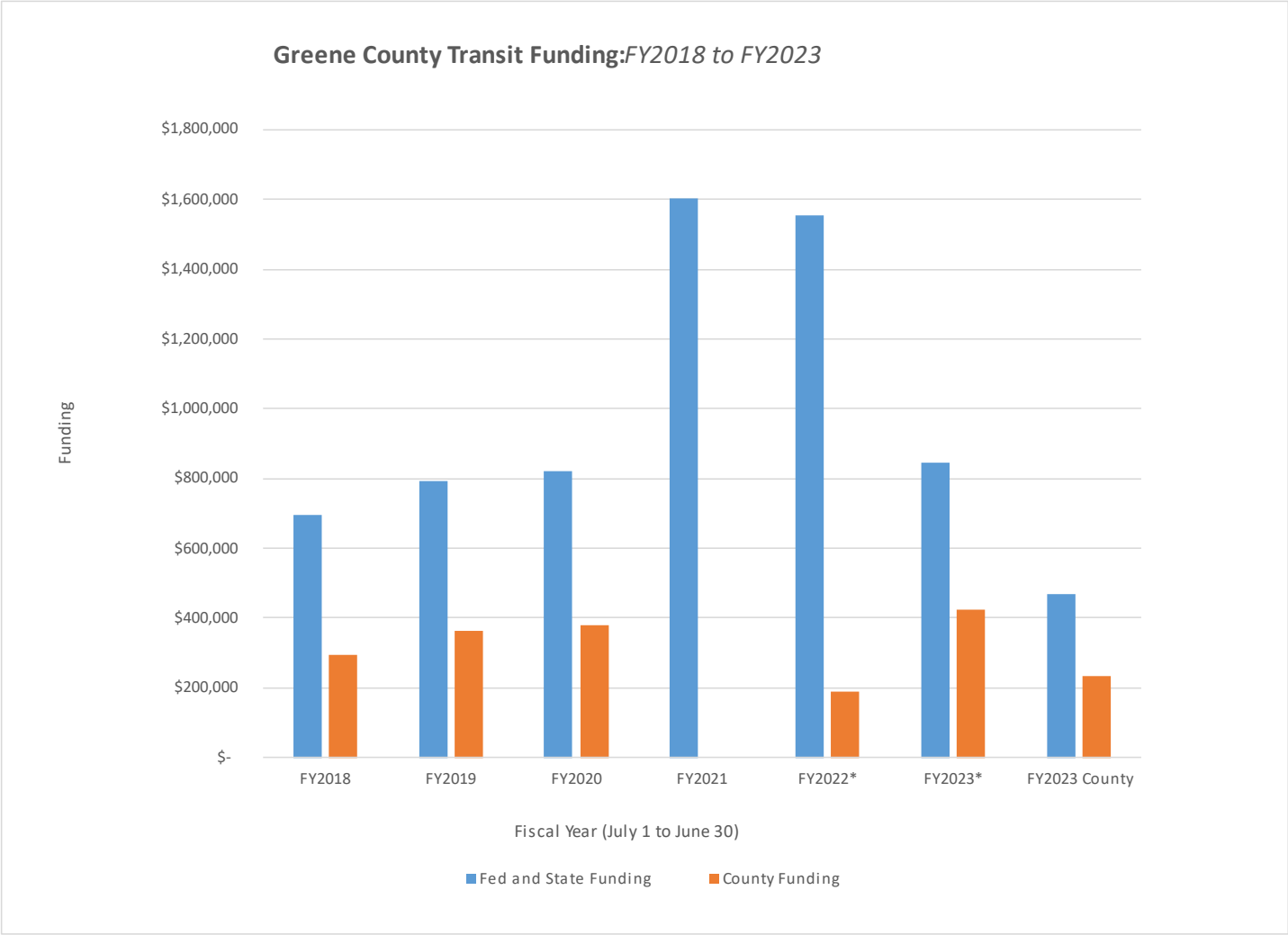
|-----22-23-----|

Line		Expenses	Budget	Requested	Recommended
<u>Item</u>	<u>Description</u>	<u>FY 2021</u>	<u>2021-2022</u>	<u>2022-2023</u>	<u>2022-2023</u>
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TOTAL		\$ -	\$ 190,199	\$ 422,201	\$ 234,762

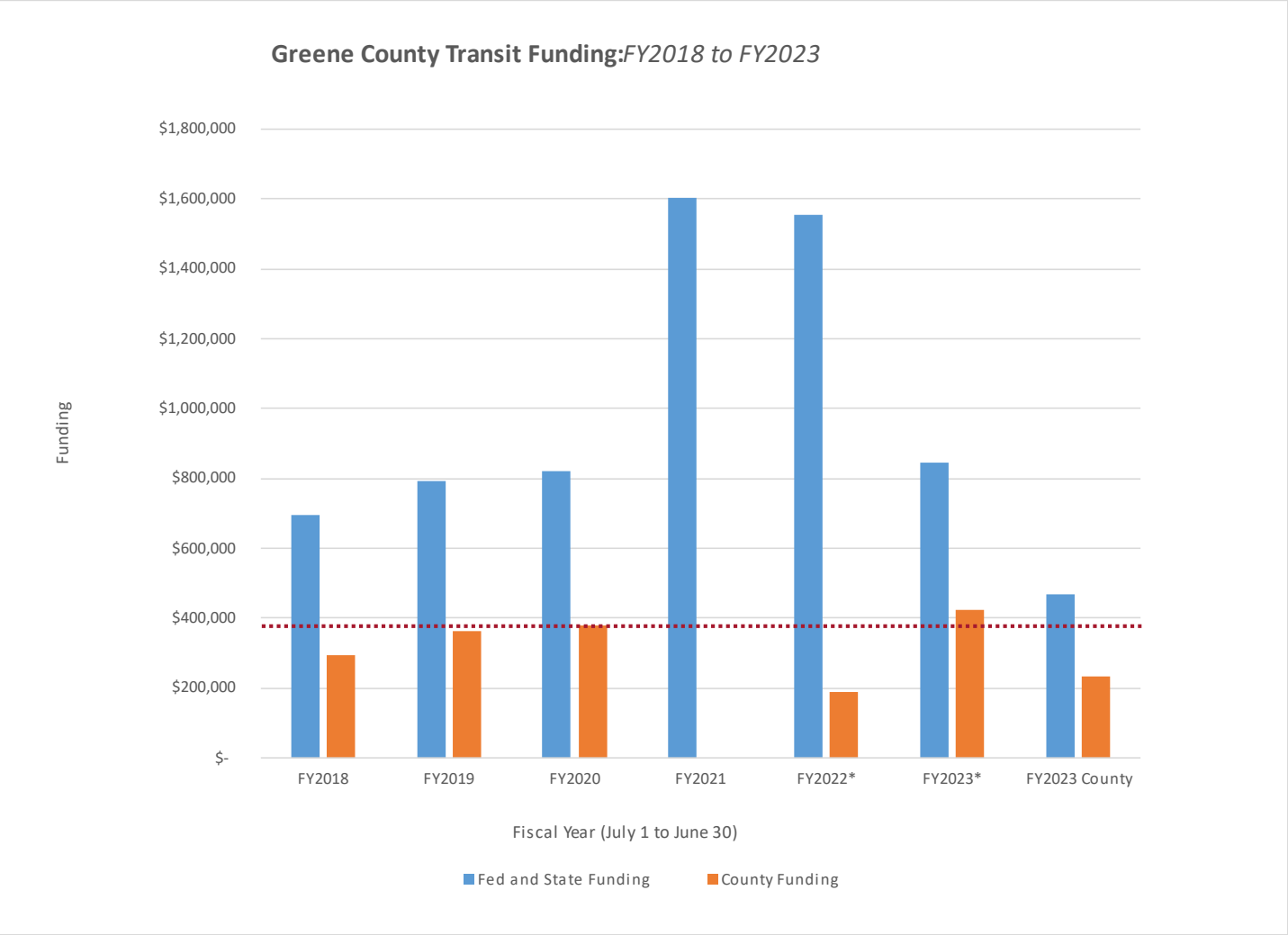
NOTE A: \$232,002 Increase - Recommneded \$44,563 for fuel

\$232,002 (122%) increase  
absence of COVID funding

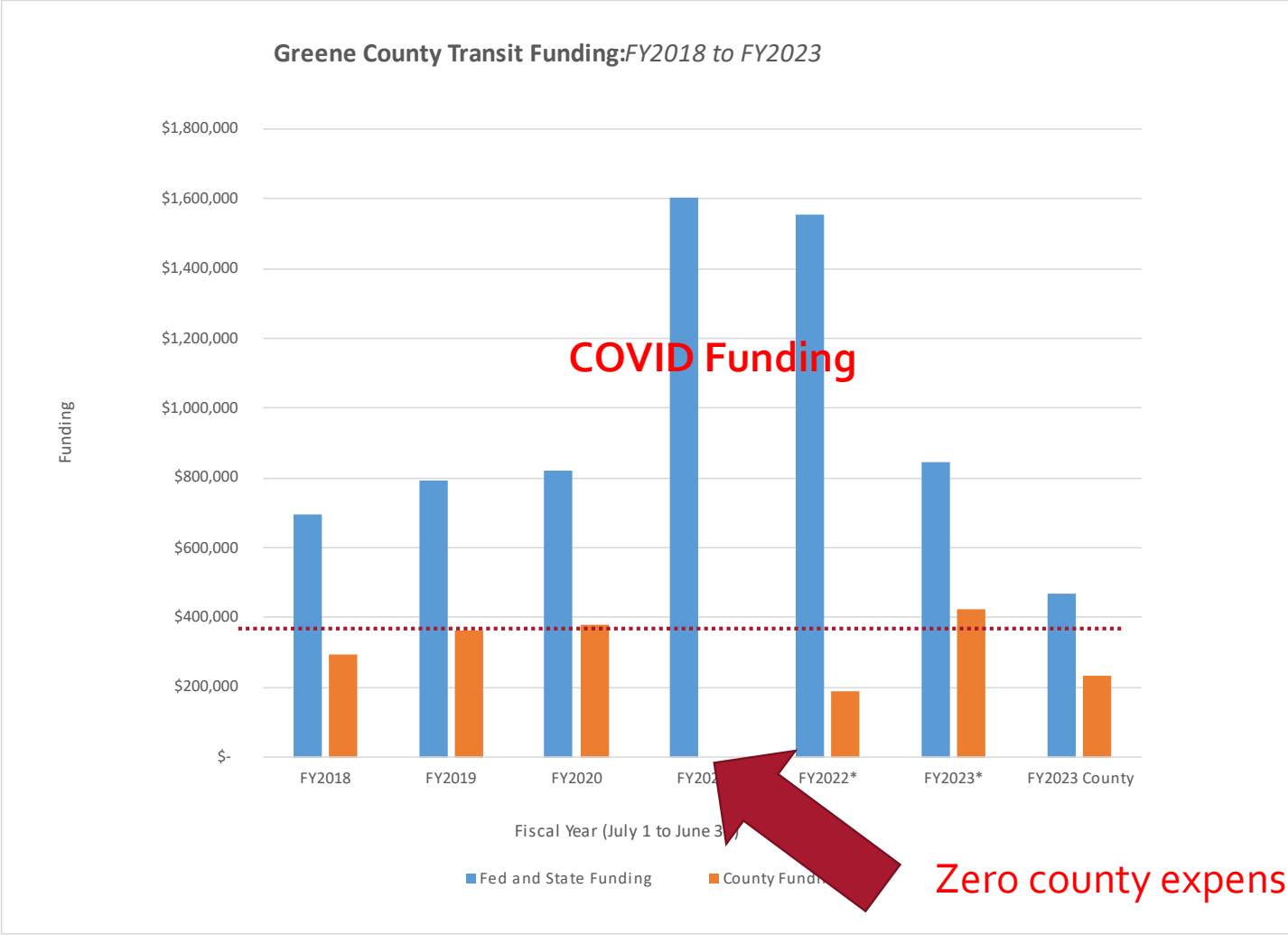
# Historic Funding



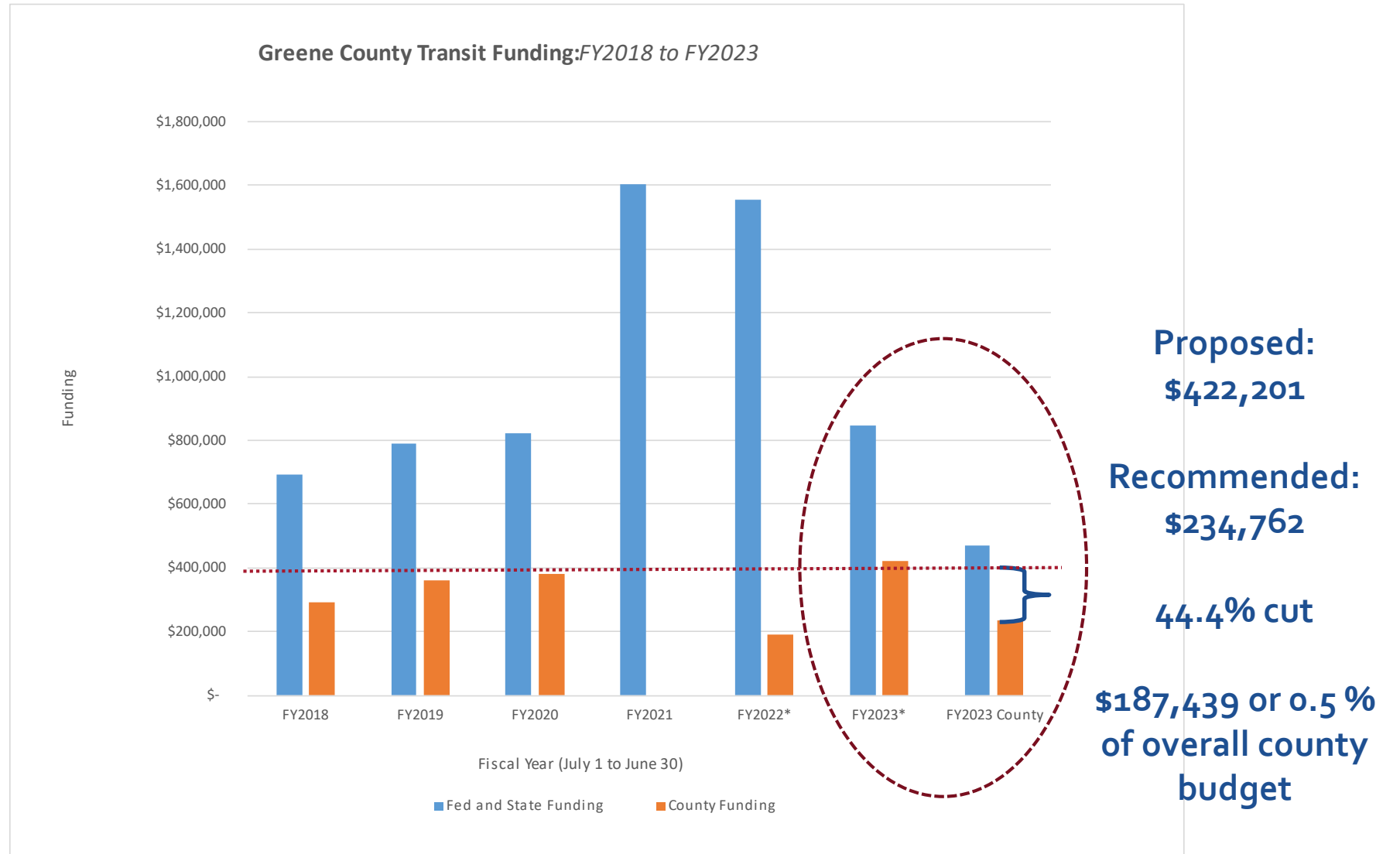
# Historic Funding



# Historic Funding



# Historic Funding





# Consequences

- Services

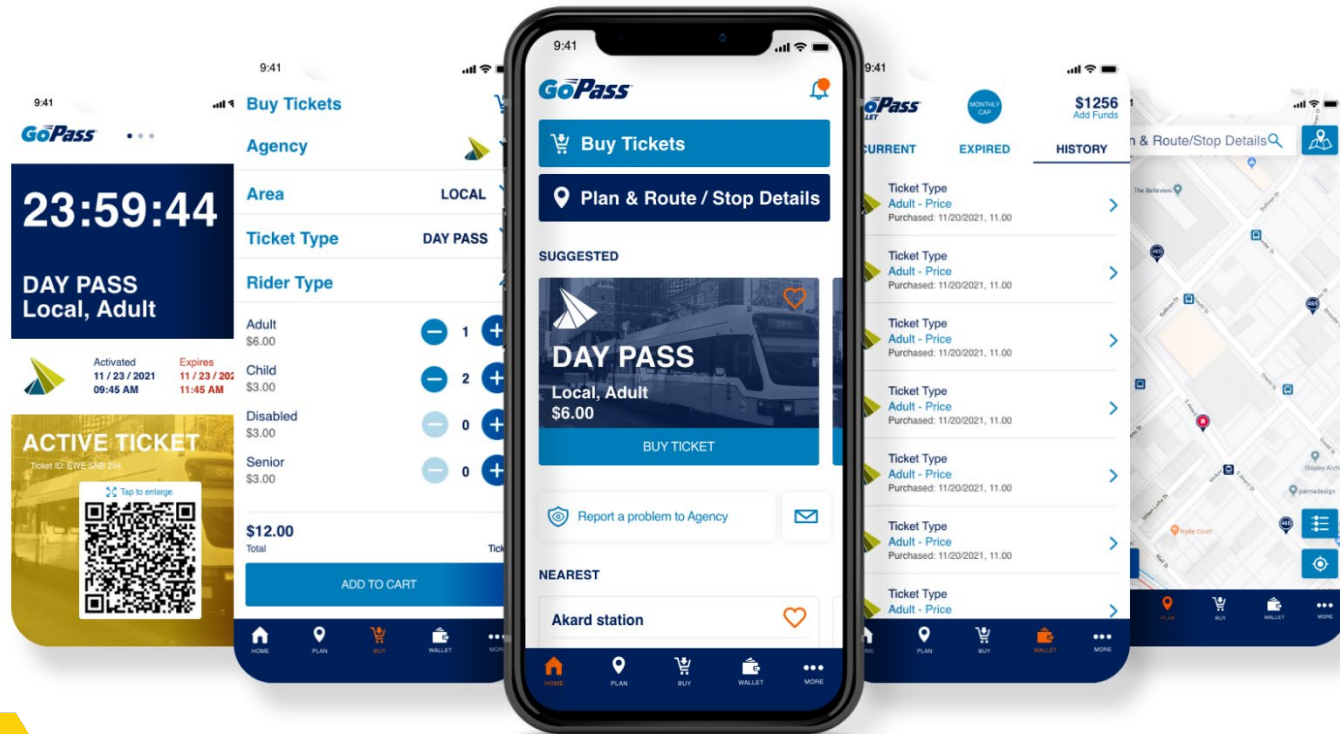
- Intra-Greene: Monday to Friday (except major holidays) 8:30am to 5:00pm
- Charlottesville Link: Monday to Friday (except major holidays) 7:00am to 3:30pm

# Consequences

- Services
  - Intra-Greene: Monday to Friday (except major holidays) 8:30am to 5:00pm (?)
  - ~~Charlottesville Link: Monday to Friday (except major holidays) 7:00am to 3:30pm~~
- Requires public discussions starting in April or May to implement by July 1, 2022

# Greene Board of Supervisors Budget Public Hearing April 26<sup>th</sup>

# Presentation by Dallas Area Rapid Transit to Regional Transportation Partnership on GoPass Unified Mobility Application



Gregory Elsborg

Vice President & Chief Innovation Officer

Dallas Area Rapid Transit

[gelsborg@dart.org](mailto:gelsborg@dart.org)

28 of 47



# DART Introduction

## Dallas Area Rapid Transit (DART)

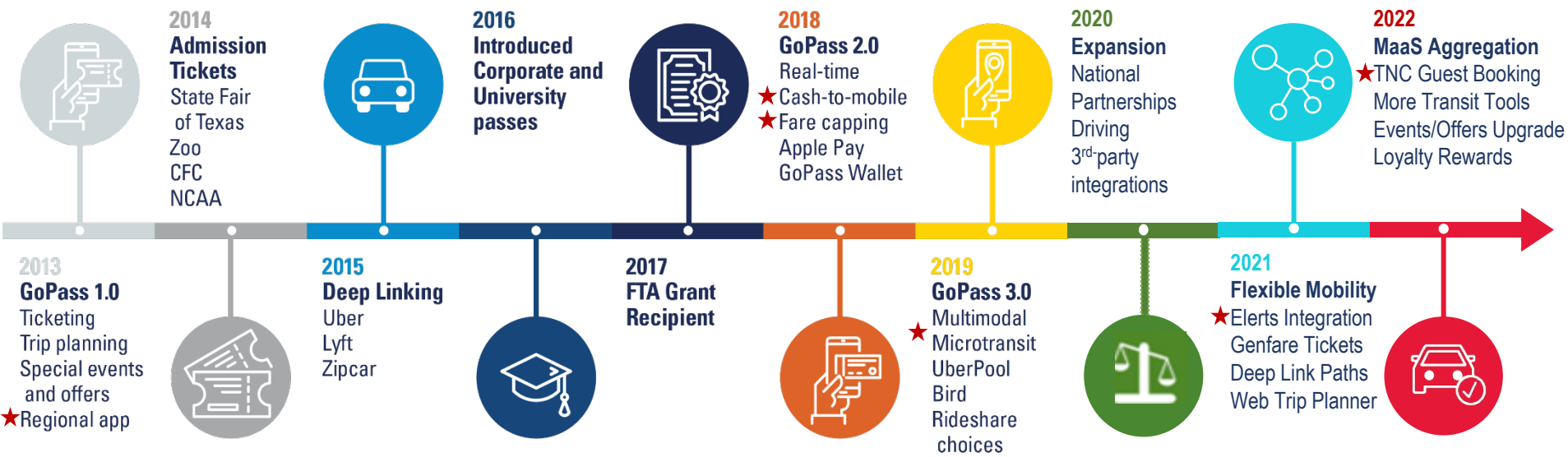
- Formed in 1983
- 13 Service Area Cities
- 15 Board Members and 3,748 budgeted employees
- 700+ square mile service area
- 2.6M people residing in the service area
- \$580.4M Operating Budget for FY22
- 36.1M system ridership for FY21
- Developed and deployed transit's first multi-Agency mobility platform in 2013



# The History of the GoPass® Mobility Platform

GoPass platform has been continually developed since 2013 in direct response to the needs and feedback of riders of the Agencies using the platform.

★ *N. America Industry First*



# GoPass Mobility Platform – Core Features

## Mature Multi-Agency Platform

- ✓ GoPass supports multiple Agencies across multiple regions
- ✓ In operation since 2013, frequent feature additions
- ✓ Currently scaling to different national partners
- ✓ White-label platform version also available

## Multi-Modal Trip Planning

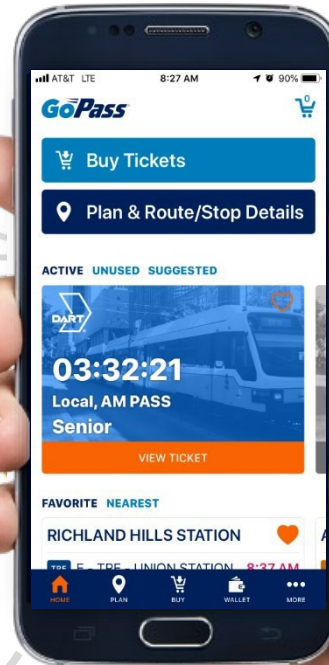
- ✓ Seamless end-to-end directions for Point A – B – C
- ✓ Real-time vehicle status updates
- ✓ Map interface displaying DART vehicles in motion
- ✓ Additional options for TNCs & Micro-Mobility (Uber, Bird)

## Digital Payments & Cash to Mobile

- ✓ Cash-to-Mobile supporting unbanked riders (7-Eleven, Tom Thumb, Ace Cash Express & More)
- ✓ Google Pay, Apple Pay, All Major Credit Cards
- ✓ Digital Wallet solution for loading and storing value

## Rider and Operator Safety & Security

- ✓ Alerts See Something deep integration alerts authorities to incidents and protects rider safety



## Additional Rider Support

- ✓ Support to service riders in transit deserts through on-demand services
- ✓ Integrated Concessions for eligible riders (Low income programs, minors, seniors)
- ✓ Support for riders with additional needs (wheelchair, service animal)

## Regional Events & Wayfinding

- ✓ Presents and sell tickets to key regional events such as State Fair and NCAA events
- ✓ Local events promotion and listings through App

## Fully Integrated Microtransit

- ✓ GoPass includes full integration of GoLink™ Microtransit booking and payments, powered by Spare
- ✓ VIA Microtransit integration (ETA Q2 2022)
- ✓ App intelligently offers Microtransit options for trips with origin or destination within defined zones, linking to transit hubs



## Ratings and Reviews

**4.8** out of 5

34.7K Ratings



**4.7**



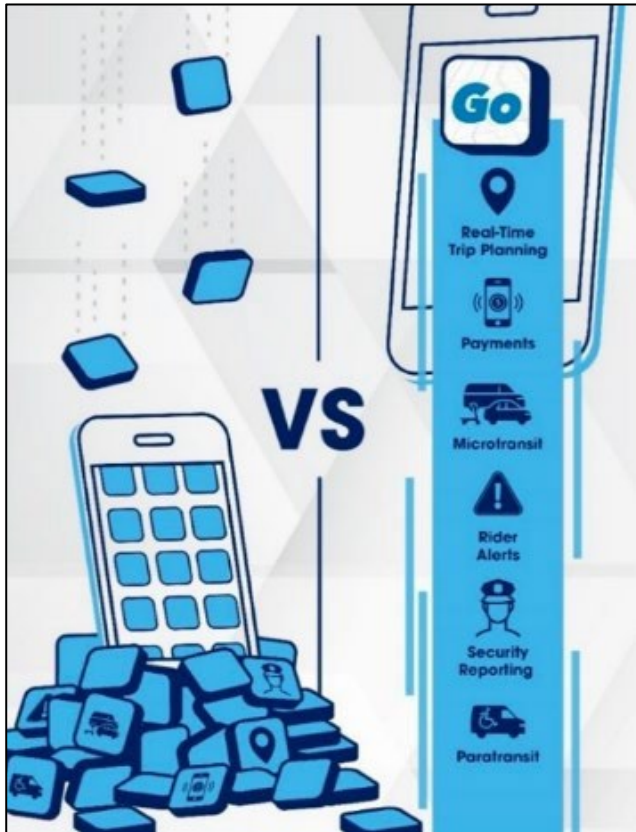
8,917 total





# Today, GoPass is a complete Mobility solution for Transit Agencies and Riders

## *All-In One Customer Facing Travel Tool*



## *Third Party MaaS Integrations*



## *Back Office*



## *Reporting Tools*



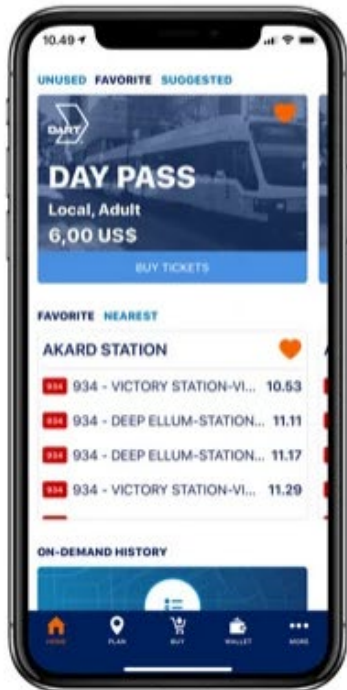
## *Auxiliary Rider Tools*



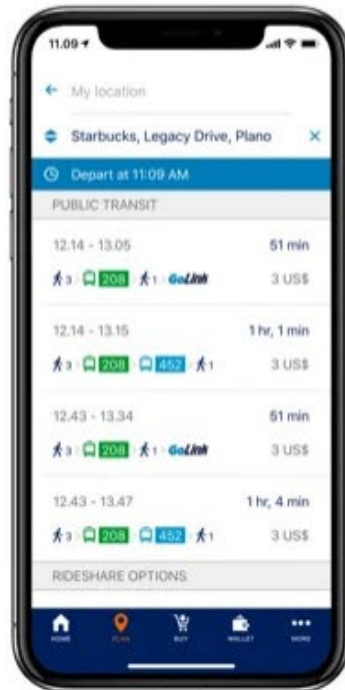


# General App Design and Experience

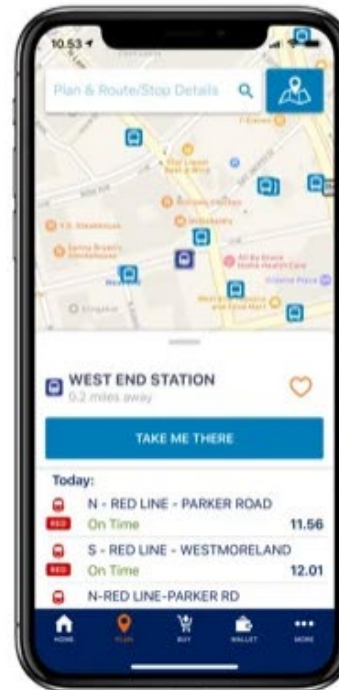
**PERSONALIZE BY SAVING  
YOUR FAVORITE PASSES  
STATIONS AND STOPS.**



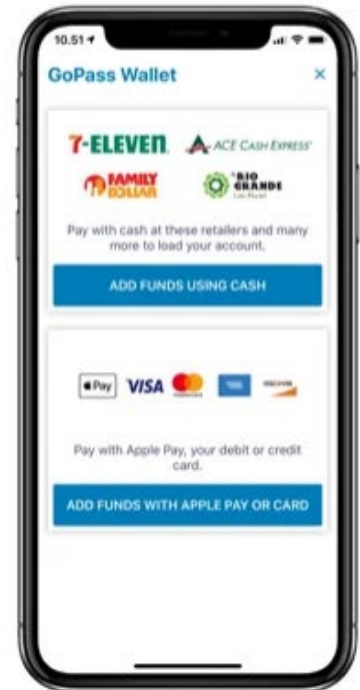
**STEP-BY-STEP  
TRAVEL DIRECTIONS.**



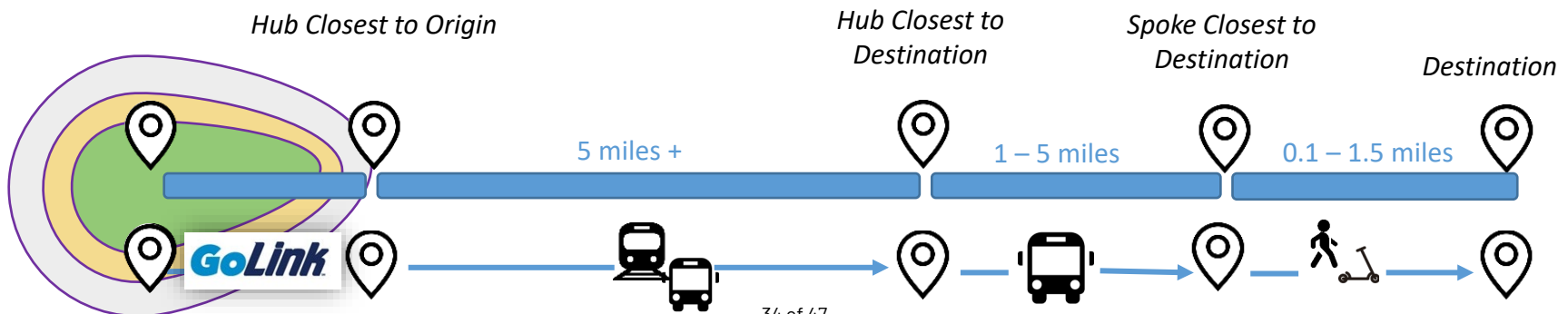
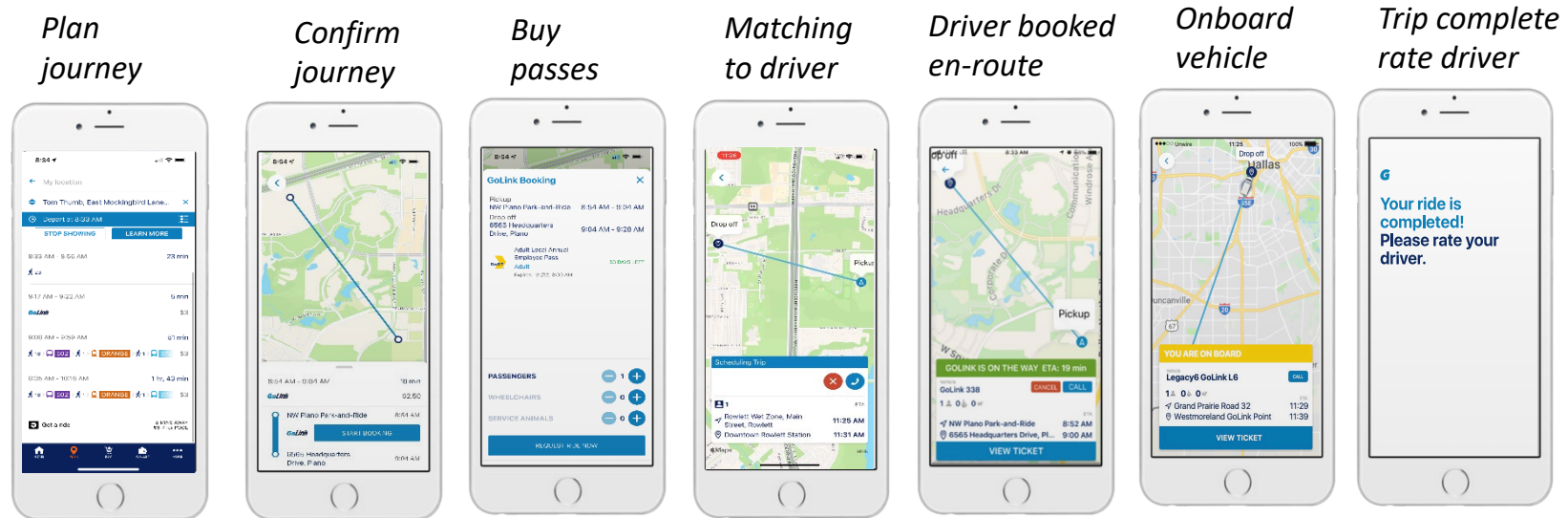
**REAL-TIME TRAVEL  
INFORMATION.**



**LOAD YOUR GOPASS  
WALLET USING CASH AT  
A STORE NEAR YOU.**



# On-Demand / Microtransit is fully integrated to the GoPass Platform



# **Why We Decided to Offer GoPass to Others**

## **Loved by Riders**

1.5m+ Installs

10m+ ticket sales

Leading reviews and customer feedback

## **Platform is respected and acknowledged by the industry**

DART was the recipient of APTA Innovation Award for GoPass

Multiple successful competitively bid contract awards

## **Suitable for Multi-Agency deployment within multiple Regions**

Multi-Tenant Platform with White-Label & Branded Options

Deployed in Multiple Cities

## **More Agencies means more platform features and rider facing capabilities**

Agencies have supported the platform's continued development by funding features and with licensing fees



# Where We are Today

**50+**

Towns & Cities  
Supported



Broadens MaaS  
capabilities of  
GoPass App and  
expand value  
across multiple  
Agencies

**1.5m+**

GoPass App  
Downloads



Advanced  
Segmentation  
and Message  
Targeting

**4.8/5**

App Store Ranking  
from 34k+ Reviews



Platform for  
launching new  
services and  
capabilities

**70%**

on-demand  
Bookings



Multi-Modal  
Trip Planning  
and 3<sup>rd</sup> party  
integrations

# Role of GoPass as a Regional App Solution

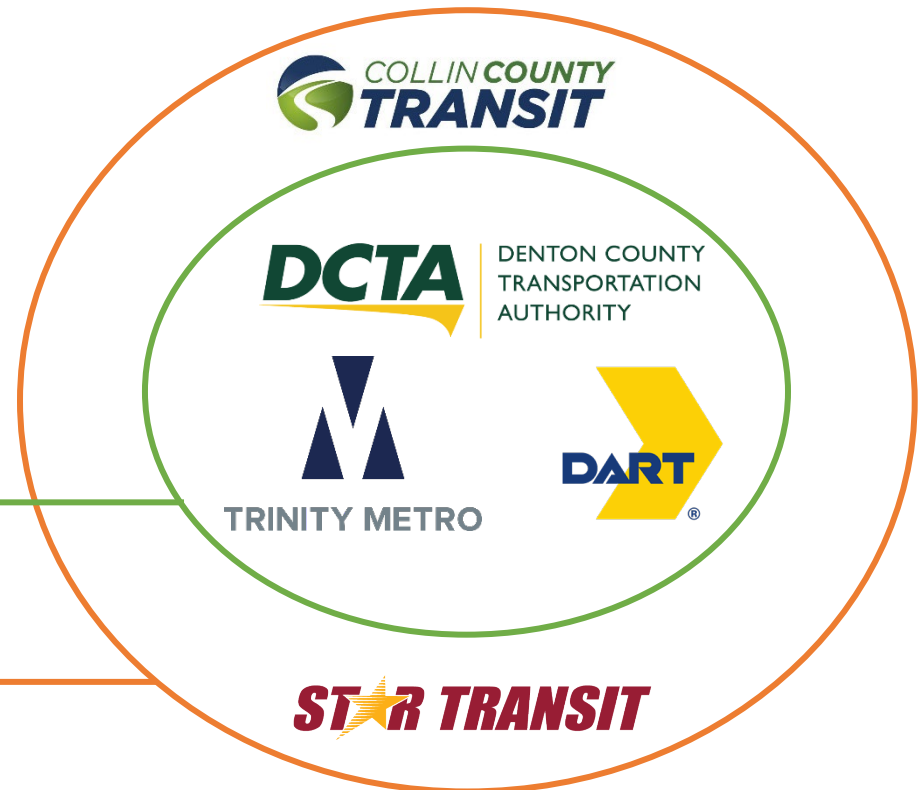
GoPass is designed as a multi-region, multi-Agency solution.

When riders access the App, they select their preferred Agency. This selection determines the display of certain App features, prioritizing and filtering core App areas such as:

- Events
- Ticket Options
- On-Demand Services
- Rider Security Alerts Availability
- And more...

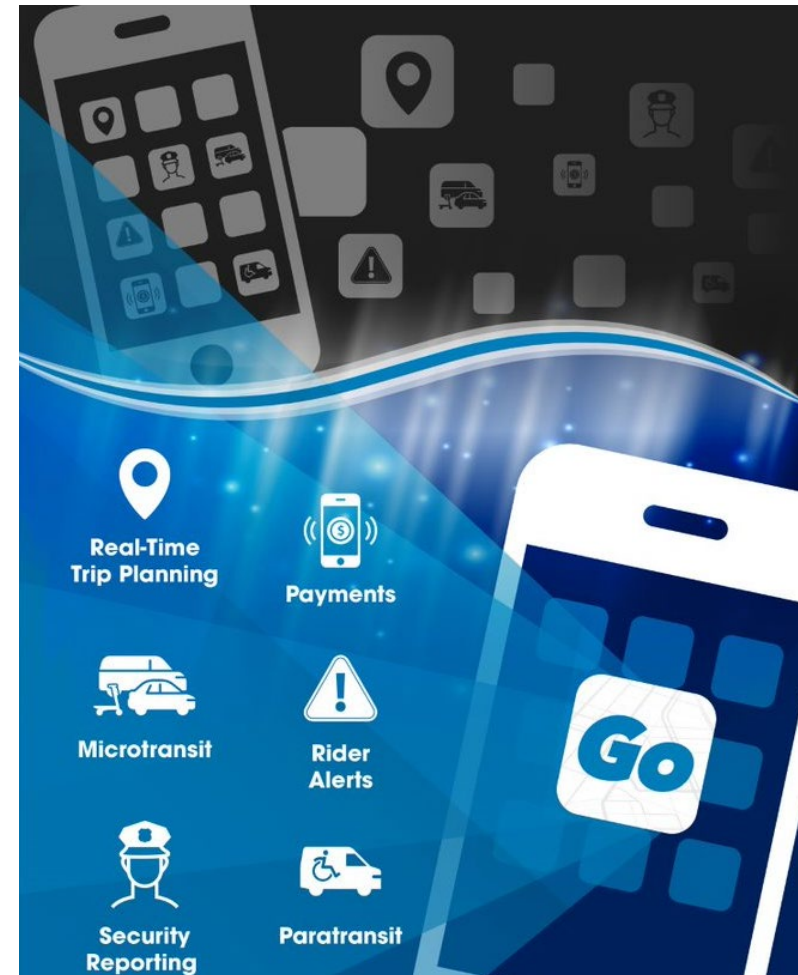
Regional Fare Policy Applies

North Texas GoPass Agencies



# The Impact of a Unified Mobility Platform for Transit Agencies

1. Meeting the rider at their points of need, with one comprehensive solution within their grasp
2. Mobile App role as a 'Gateway' technology for riders
3. Aggregation of mobility operational choices and services into one environment for riders to utilize
4. Pilot and launch new service innovations to riders seamlessly
5. Lower implementation cost and cost to recover revenue than alternative technologies





# Thank You!

Gregory Elsborg

Vice President & Chief Innovation Officer

**Dallas Area Rapid Transit**

[gelsborg@dart.org](mailto:gelsborg@dart.org)



# Blending OnDemand Transportation with Fixed-Route Transit

The Birth of UTS Night Pilot and UTS OnDemand

Patrick Clark and Kendall Howell

3.24.2022





## What is/was Safe Ride?

- Point-to-point transportation service
- Overnight hours
- In service when UTS was out-of-service
- Van operated
- Driving staff provided by RMC Events
- Use TransLoc App to request rides



## Pandemic Response & Consequences

- UTS staffing shortage – CDL drivers
- Had to reallocate drivers to best meet student and hospital demand during the day
  - Resulted in decreased service levels at night, Thu-Sat service ending at 12am instead of 2am
- To ensure there was no gap in service, Safe Ride start time shifted to compensate
  - RMC also facing staffing shortages
  - Not enough drivers, but not as outwardly visible because no specific “route” is missing
- Demand for transportation in Safe Ride’s point-to-point model led to critical failure in service delivery
  - Long wait times
  - Poor trip completion rates

# Fall 2021 Observations

## **UTS bus service (10pm-12am)**

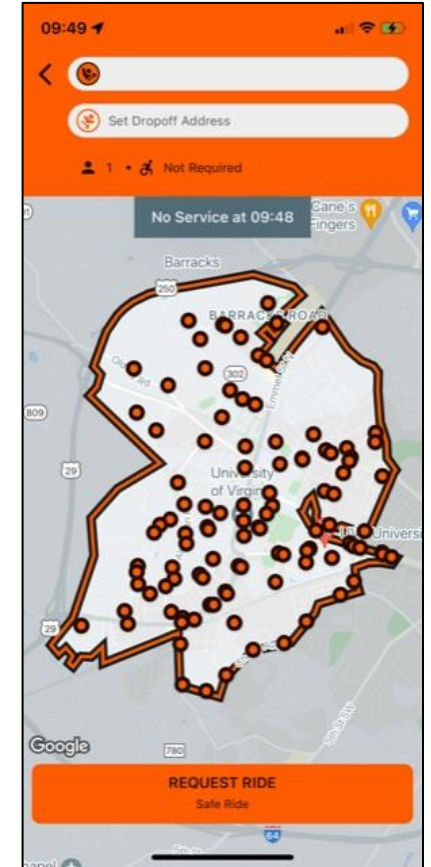
- Roughly 10 passengers per bus per hour
- Staffing: 7 CDL drivers (3 routes, 2 buses each + 1 on call driver)

## **Safe Ride service (12am-7:30am)**

- At the 12am switch over, immediately slammed with ride requests
  - 30-60 unique trip requests/hour
- Avg trip completion rate: 69% (as low as 40% on weekends)
- Avg wait time for completed trips during busiest hours: ~13 mins (18 mins on weekends)
- Staffing: 5 non-CDL drivers (1 dispatcher, 4 van drivers)

## **Takeaways**

- Too much fixed-route – not agile enough to meet trip demand and wasting resources
- Safe Ride too convenient – essentially a taxi service and fails to meet safety standards



# Night Pilot and OnDemand

- APC data showed that 70% of bus trips were between Central Grounds and close-in housing from 10pm-12am
- Safe Ride saw similar trip patterns from 12am-2am

## **Pilot Changes from 10pm-12am**

- Remove the 3 regular fixed routes (6 buses)
- Night Pilot (1 bus)
  - Fixed-route that services the highest-demand trips i.e., the 70%.
- OnDemand
  - Use van shuttles to cover the remaining 30% of trips
  - Not curb-to-curb like Safe Ride, but hub-to-hub
- Multimodal
  - Night Pilot and OnDemand overlap in one spot: Alderman Library
  - It serves as the connection point for the two services





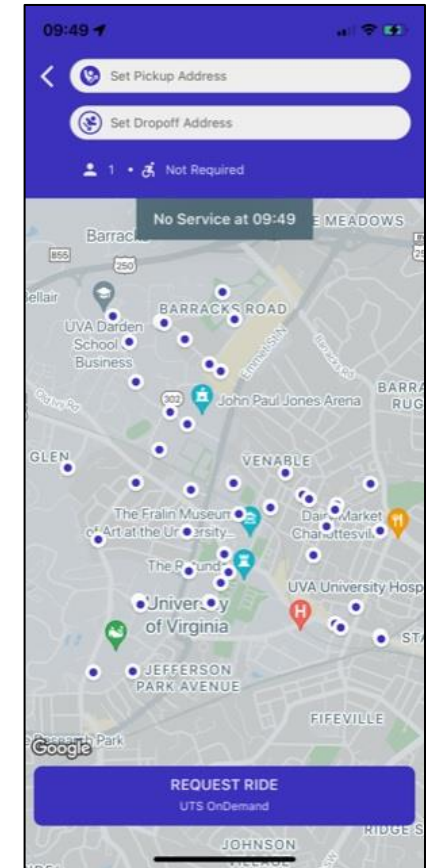
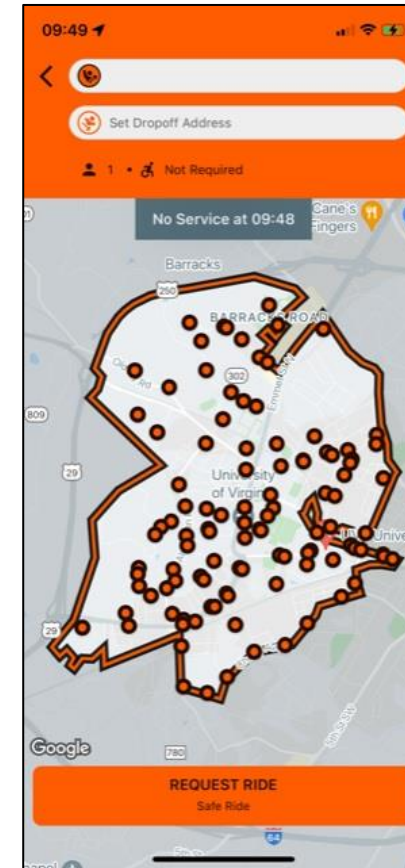
# Results Through Eight Weeks

## Positives

- Avg nightly riders: 92 (Fall avg 113)
- OnDemand
  - Trip completion improved by 13%
  - Wait times decreased by 6 mins
  - Night Pilot relieves a lot of the demand
  - Hubs more effective than curb-to-curb in geofenced area
- Staffing Savings
  - Originally required 12 total staff (7 CDL, 5 non)
  - Now requires 7 total staff (2 CDL, 5 non)

## Pain Points

- Multimodal Component
  - Educating ridership and 20-minute frequency
- Demand surge for Safe Ride shifted to end of Night Pilot service



## Next Steps


# **LATE NIGHT SERVICE**

### **NIGHT PILOT**

**20 MINUTE  
BUS SERVICE**

RIDE FROM CENTRAL GROUNDS  
TO FIRST-YEAR DORMS  
HEREFORD  
JPA & THE CORNER

**NEW HOURS  
10:00PM-2:00AM**




### **UTS ONDEMAND**

**VAN SHUTTLE SERVICE  
FOR ON & OFF GROUNDS  
RIDES**

**REQUEST A RIDE ON  
TRANSLOC**

**NEW HOURS  
10:00PM-2:00AM**

**UNIVERSITY  
TRANSIT  
SERVICE**



- Updated Route
- Extended Hours
- Finish the semester and reevaluate over the summer

## Questions?

Executive Director Report

1. Staff with Board President Randy Parker reviewed 8 proposals for legal services. One firm, Litten and Sipe, LLP of Harrisonburg, VA., was selected to be Jaunt's legal services firm.
2. Staff is working on preparing a solicitation for banking services.
3. Staff is adding an unbudgeted Director position to the team. The operations area which consists of the reservation/call center and dispatchers/road supervisors and bus operators is in need of senior level management attention. The additional position, while unbudgeted, is expected to be paid with surplus funds generated in the last two years.
4. Ted participated with Garland Williams of CAT in a joint meeting of the Albemarle's Assistant County Executive and the Charlottesville Deputy City Manager on March 22. The meeting was called by the Assistant County Executive to discuss coordination of the systems in the context of the transit planning activities occurring in the region.
5. On March 22, staff presented a request to fully fund Jaunt's FY2023 budget request to the Greene County Board of Supervisors. The presentation was in response to Greene County staff recommending a 44% cut in the request. Planning on good turnout for April 26 budget hearing to further make the case.
6. Ted attended the Regional Transportation Partnership meeting on March 24th. The meeting featured a presentation from the Dallas Area Rapid Transit about their GoPass, a smartphone mobility application that creates a centralized information portal for multiple transit providers. Such an application maybe suitable for the Charlottesville area.
7. SRF of Minneapolis, MN was selected as Jaunt's consultant for parking lot workflow study. SRF has extensive experience in transit facilities and operations and will bring a multi-disciplinary approach to our project.
8. On April 1, Jaunt staff met with Albemarle County budget staff to present information about Jaunt finances.
9. On April 2, in Roanoke, Jaunt bus operators participated in a "roadeo" held by CTAV; competing with other bus operators. Our Jae Jae Johnson won the "Judgement Stop" event.

