



AGENDA

Meeting of the Board of Directors

April 12, 2023, at 10:00 AM EST

PUBLIC ARE ENCOURAGED TO ATTEND REMOTELY USING THE BELOW LINKS

- Webinar: <https://us02web.zoom.us/j/82077207859>
- Or One tap mobile: US: +19292056099, 82077207859#
- Or Telephone Only: +1 312 626 6799
- Webinar ID: 820 7720 7859

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

I. **Call to Order** – *Bill Wuensch, President*

II. **Roll Call** – *Christine Appert, Secretary*

III. **Introductions** – *Bill Wuensch, President*

- Rev. Adam Blagg, Co-Chair Strategy Team of Valley Interfaith Action (Rockingham County)

IV. **Public Comments** – *Bill Wuensch, 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. March 8, 2023, Board of Directors Meeting Minutes– *Christine Appert, Secretary* Pgs. 2-6 of 35
- B. Resolution 20230401 Authorizing Disposal of Vehicles--*Randy Cantor, COO* Pgs 7-8 of 35
- C. Amendment to Telecommuting Policy--*Janet Jackson, HR Director* Pgs 9-11 of 35
- D. Proposed Buckingham Service Reduction for FY2024--*Ted Rieck, CEO* Pgs 12-15 of 35

VI. **Standing Committee Reports**

1. Finance Committee--*Jacob Sumner, Treasurer & Robin Munson, CFO* Pgs 16-21 of 35
 - Excess Funds Policy Update--*Robin Munson, CFO*
2. Operations and Safety Reports--*Randy Cantor, COO and Brooke Solderich, GIS Data Analyst* Pgs 22-25 of 35
 - Customer Service Policy Changes--*Randy Cantor, COO*
3. Regional Transit Partnership Update-- *Christine Jacobs/Hal Morgan/Lucas Ames*
4. Executive Director Report--*Ted Rieck, CEO* Pg 35 of 35

VII. **New Business**

VIII. **Announcements and Board Member comments**

Adjourn to next meeting: May 10, 2023, at 10:00 AM EDT



Minutes

Meeting of the Board of Directors

March 8, 2023, at 10:00 AM EST

Directors	Present In person	Present virtual	Absent
William Wuensch, [President], Albemarle			X
Hal Morgan [Vice President], Fluvanna	X		
Christine Appert [Secretary], Charlottesville	X		
Jacob Sumner [Treasurer], Albemarle	X		
Mike Murphy, Albemarle			X
Caetano de Campos Lopes, Albemarle	X		
Lucas Ames, Charlottesville	X		
Erik Larson, Charlottesville	X		
Ray Heron, Charlottesville	X		
Randy Parker [Immed. Past President], Louisa	X		
Willie Gentry, Louisa	X		
Brad Burdette, Nelson	X		
Dian McNaught, Nelson	X		
Vacant, Fluvanna			X
Ex Officio Directors			
Christine Jacobs, TJPDC		X	
Kevin Hickman, Buckingham			X
Garland Williams, CAT		X	
Katy Miller, DRPT	X		
Steve Bowman, Greene County BofS		X	
Staff			
Ted Rieck, CEO	X		
Robin Munson, CFO	X		
Randy Cantor, COO	X		
Mike Mills, Dir of Procurement		X	
Cassy Kelly, Market/Comm Coord	X		
Ben Rutherford, Sys Admin	X		
Brooke Solderich, GIS Data Analyst		X	
Zadie Lacy, Transit Planner			X
Janet Jackson, Director of HR		X	
Ben Nemece, Director of Maintenance			X
Amanda Powell, Admin Assist	X		
Jordan Bowman (Legal Counsel)	X		
Public			

I. **Call to Order** – *Hal Morgan, Vice President – (in Bill Wuensch’s absence, Hal Morgan presided)*

Hal Morgan called to order at 10:00am

II. **Roll Call** – *Christine Appert, Secretary*

Christine Appert read the roster. A quorum was reached.

III. **Introductions** – *Hal Morgan*

Ted R. welcomed Ben Rutherford, IT Systems Administrator as well as DRPT’s Katy Miller (replacing Mike Mucha) and Neil Sherman.

IV. **Public Comments** – *Hal Morgan*

None

V. **Action Items**

A. February 8, 2023, Board of Directors Meeting Minutes– *Christine Appert, Secretary*
Motion: Dian M. Second: Brad B. Vote: Unanimous to accept

There was a correction made to the February 2023. minutes including Steve Bowman’s attendance. Dian M. and Brad B. made a motion to approve the corrected minutes. The minutes were accepted by the Board.

B. Three-year Phase-In Plan for Jurisdictions--*Ted Rieck, CEO*

Discussion: Ted explained the Three-Year Phase-In Plan to the board which was provided a presentation that included the proposed motion.

Erik L asked if we were reducing the amount that the localities have to contribute each year and if this would affect the 80/20 local match that is necessary for FTA funding. Ted responded that it would not affect the 80/20%.

Dian M. asked if the numbers shown included amount for current systems that we have now or off the anticipation of new services. Ted stated that all the numbers included only current services and nothing new.

Lucas A. asked if the amounts for Buckingham and Charlottesville for FY2025 were switched by accident (slide 6). They were. Buckingham would get \$15,243 in FY2025 as part of the phase in plan and Charlottesville \$149,604.

Willie G. gave recognition to Cassy for pulling together followers that used our services, bus drivers, and employees for Jaunt at the Board of Supervisor meeting on 2/21/2023. He also stated that Louisa was on board for the 3-year phase-In plan.

Caetano asked if he had voting rights; Ted said yes as the shareholders approved of his appointment.

- Motion: Authorize a three-year jurisdictional phase-in plan contingent upon the availability of excess working capital of up to \$650,712 as determined from the FY2023 audit and to be disbursed no sooner than FY2025. The decision to make such a disbursement, as well as jurisdictional shares, will be brought to the Board of Directors and Jaunt shareholders for final approval. Before June 30, 2023, staff is to inform the respective jurisdictions of this plan noting the possibility that projected local contributions in Table 2 (baseline projections shown in the presentation) may be higher due to costs, a smaller amount of excess working capital, and/or the availability of federal and/or state funding.

Motion: Randy P. Second: Dian M. Vote: Unanimous Vote

VI. Standing Committee Reports

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

1. Update on FY2024 Funding Requests

Jacob Sumner made an opening remark that for the next fiscal year (FY2024) the Finance Committee - to be more transparent - would be reporting operations and capital separately as opposed to all together.

Robin provided an overview of the financial reports. She explained that marketing was high because for several months we had a consultant rather than a staff employee therefore meaning we were having to pay a consultant fee rather than a salary. Some expenses that were not included in the budget also contributed to the increase for marketing.

Robin also mentioned that there were projects such as the parking lot and security gates that were included in the budget that probably will not happen this year.

Caetano asked about the drop in ridership in relation to our agency contracts. Ted, Robin, Lucas, Randy and others explained the history of our relationship with these agencies. Also mentioned was the drop in riders lost during the pandemic that just have not been recovered.

Erik L. asked about the new phone system and if it was included in the budget. Robin confirmed that the phones were in fact already included in the budget.

B. Operations and Safety Reports--*Randy Cantor, COO and Brooke Solderich, GIS Data Analyst*

Randy Cantor let everyone know that Kyle Trissel had left Jaunt for a new opportunity with DRPT. Randy said that he would be stepping in to take over the Safety report until a replacement for Kyle was hired. Randy stated that he is currently working on revamping driving training for new hires. He would like to have new hires ride with several different senior drivers so that they can see how various drivers handle certain situations.

Erik L. asked Randy if his predecessor Kyle had left detailed information for him or if he was having to go back and reinvestigate himself. Randy stated that Kyle in fact left very detailed notes/records and that he had access to everything he needed. Erik told Randy that he believed Jaunt had gotten off track and that the preventable accident per 100,000 mile goal was achievable and offered any help he could as Jaunt works toward that goal. He also asked that the Safety Committee be kept up to date on new policies, trainings, etc.

Brooke S. provided the Operations Report and mentioned that we will begin to enforce our no-show policy again that became kind of lax during the pandemic. She also mentioned that she is planning on beginning to implement Greene with rural demand response because we are currently fully implemented with Greene and there is no longer a reason to have it separated.

Caetano asked again about agency ridership decline, and it was explained to him in further detail.

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

Christine J. made a few announcements during the board meeting. She mentioned that the consultants for the Governance Study will be meeting in March to go over two tech memos. The memos they will be addressing existing conditions and other comparing regions. The Governance Study Steering Committee will also meet in March. Her final announcement was that the TJPDC awarded a US Department of Transportation safe streets & roads for all grant. This grant will create a comprehensive safety action plan for each of our 6-member jurisdictions.

D. Executive Director Report-- *Ted Rieck, CEO*

Ted introduced Ben Rutherford as our new IT Systems Administrator and Amanda Powell our new Administrative Assistant. He briefly went over upcoming work sessions that are scheduled. The City Council of Charlottesville will be held 3/16/2023 and Albemarle will be held on 3/22/2023.

Ted plans on trying to implement town hall meetings twice a year after the success of the one that was held last week which brought out around 100 employees in 4 sessions. This is a way to go over policy updates, and answer questions.

The phone system agreement should be signed by the end of this week, and we should be implementing the new service by May of 2023.

Jaunt is looking to implement a passenger portal, which is an online booking system to help cut down wait times through reservations and dispatching. There was a demo video to show some of the ways this portal would be beneficial, but it would not play. Ted promised to email this out to the Board after the meeting.

Christine A. asked if the passenger portal is ADA compatible and that this was something Jaunt needs to consider before deciding.

Erik. L recommended that we set up focus groups for the demo or beta testing to gather feedback on the portal and to confirm it's ADA compatibility.

VII. New Business

None

VIII. Announcements and Board Member comments

Ray Herron opined that the decrease in agency ridership may be due to Jaunt's free fares encourage riders to shift to Jaunt's regular service.

Erik wanted to comment that he was very pleased with the 3 Year Phase-in plan. He felt the versatility it provided our partner jurisdictions was very much in line with Jaunt's mission statement.

Willie again complimented the effort in Louisa.

Adjourn to next meeting: April 12, 2023, at 10:00 AM EST

Motion: Brad B. Second: Randy P. Vote: Unanimous to adjourn

Time: 11:24am



Resolution 2023041201

AUTHORIZING THE DISPOSAL OF VEHICLES

WHEREAS, Jaunt has used the vehicles listed below and the vehicles have reached their useful life in accordance with the Federal Transit Administration (FTA) and the Virginia Department of Rail and Public Transportation (VDRPT);

WHEREAS, in accordance with 2 CFR 200, FTA and VDRPT requirements Jaunt will dispose of the vehicles, the following buses have been identified for replacement;

Vehicle#	Asset ID	VIN	Odometer	Year Model	Vehicle Type	Purchase Date
124	12963	1GB6GUBG2G1133519	151713	2016	Chevrolet Senator II	2016-01-06
126	13632	1GB6GUBG1G1135696	105587	2016	Chevrolet Senator II	2016-01-21
128	12966	1GB6GUBG3G1135215	146931	2016	Chevrolet Senator II	2016-01-06
129	13633	1GB6GUBG9G1133209	136540	2016	Chevrolet Senator II	2016-02-12
131	13634	1GB6GUBG0G1135625	82646	2016	Chevrolet Senator II	2016-02-12
132	12968	1GB6GUBG3G1134730	131879	2016	Chevrolet Senator II	2016-01-06
134	12970	1GB6GUBG1G1131633	115440	2016	Chevrolet Senator II	2016-01-11
135	13635	1GB6GUBG8G1136280	187828	2016	Chevrolet Senator II	2016-03-14
136	13636	1GB6GUBG9G1135560	136732	2016	Chevrolet Senator II	2016-03-14
137	13637	1FD4E4FS8HDC10308	114697	2017	Ford E350 Senator II	2017-03-20
138	13638	1FD4E4FSXHDC10312	153477	2017	Ford E350 Senator II	2017-03-20
139	13639	1GB6GUBG6H1129927	132831	2017	Chevrolet Senator II	2017-03-20
140	13640	1GB6GUBG8H1131050	138801	2017	Chevrolet Senator II	2017-03-20
142	13642	1GB6GUBG8H1130870	173587	2017	Chevrolet Senator II	2017-03-10
143	13643	1GB6GUBGXH1130224	84217	2017	Chevrolet Senator II	2017-03-10
144	13644	1GB6GUBG9H1130036	110524	2017	Chevrolet Senator II	2017-03-10
145	13645	1GB6GUBG3H1130307	114208	2017	Chevrolet Senator II	2017-03-20
146	13646	1GB6GUBG1H1130659	118495	2017	Chevrolet Senator II	2017-03-10
147	13647	1GB6GUBGXH1131180	120187	2017	Chevrolet Senator II	2017-03-10
148	13648	1GB6GUBG6H1130236	103780	2017	Chevrolet Senator II	2017-03-20
149	13649	1GB6GUBG9H1130991	126378	2017	Chevrolet Senator II	2017-03-10
150	13560	1GB6GUBG2H1130928	97479	2017	Chevrolet Senator II	2017-03-20
158	13661	1FD4E4FS4HDC66133	94843	2018	Ford E350 Senator II	2018-01-25
159	13662	1FD4E4FS6HDC66148	102784	2018	Ford E350 Senator II	2018-02-02
160	13663	1FD4E4FS6HDC66103	119668	2018	Ford E350 Senator II	2018-01-25
161	13664	1FD4E4FSXHDC66105	84505	2018	Ford E350 Senator II	2018-01-25
162	13665	1FD4E4FS5HDC66108	145662	2018	Ford E350 Senator II	2018-02-02
163	13669	1FD4E4FS4HDC66116	88826	2018	Ford E350 Senator II	2018-02-09
164	13666	1HA6GUBGXHN007460	105594	2018	Chevrolet Senator II	2018-01-25
165	13667	1HA6GUBG5HN007379	78650	2018	Chevrolet Senator II	2018-02-02
166	13668	1HA6GUBG3HN007705	136471	2018	Chevrolet Senator II	2018-02-02

167	13670	1HA6GUBG2HN009204	111442	2018	Chevrolet Senator II	2018-02-09
168	13671	1HA6GUBG3HN009244	118680	2018	Chevrolet Senator II	2018-02-09
169	13672	1HA6GUBG8HN009109	100521	2018	Chevrolet Senator II	2018-02-09
171	13675	1FD4E4FS2HDC67183	146271	2018	Ford E350 Senator II	2018-02-28
172	13673	1FD4E4FS6HDC67185	87391	2018	Ford E350 Senator II	2018-02-20
173	13674	1HA6GUBG1HN007900	97413	2018	Chevrolet Senator II	2018-02-20
174	13676	1HA6GUBG0HN009069	111129	2018	Chevrolet Senator II	2018-02-20
717	4044	2C4RDGBG9HR647495	10225	2017	Dodge Caravan	2017-01-03
207	13684	1GCUYGED7KZ326763	48329	2019	Chevrolet Silverado 1500	2019-05-10

NOW THEREFORE, the Jaunt Board of Directors hereby authorizes the disposal of the vehicles listed above.

William Wuensch, President

Date

TELECOMMUTING POLICY

may 12, 2021, Rev _____
Adopted by Jaunt, Inc. Board of Directors



Jaunt considers telecommuting to be a viable, flexible work option when both the employee and the job are suited to such an arrangement. Telecommuting may be appropriate for some employees and jobs but not for others. Jaunt will allow [eligible](#) employees to work from home two days per week [subject to approval from the employee's supervisor and review by Human Resources](#). The schedule of those days will be determined by the employee's supervisor. [Any telecommuting arrangement that allows an employee to work from home more than two days per week must be approved by Jaunt's Chief Executive Officer](#). Telecommuting is not an entitlement, it is not a companywide benefit, and in no way changes the terms and conditions of employment with Jaunt.

PROCEDURES

Any telecommuting arrangement made will be on a trial basis for the first three months and may be discontinued at will and at any time at the request of either the telecommuter or the organization. Every effort will be made to provide 30 days' notice of such change to accommodate commuting, and other issues that may arise from the termination of a telecommuting arrangement. There may be instances, however, when no notice is possible.

ELIGIBILITY

Individuals requesting telecommuting arrangements must have a satisfactory performance record. Before entering into any telecommuting agreement, the employee and supervisor, with the assistance of the human resource department, will evaluate the suitability of such an arrangement, reviewing the following areas:

- Employee suitability. The employee and manager will assess the needs and work habits of the employee, compared to traits customarily recognized as appropriate for successful telecommuters.

- Job responsibilities. The employee and manager will discuss the job responsibilities and determine if the job is appropriate for a telecommuting arrangement.
- Equipment needs, workspace design considerations and scheduling issues. The employee and manager will review the [physical workspace needs and the appropriate location for the telework](#).
- Tax and other legal implications. The employee must determine any tax or legal implications under IRS, state and local government laws, and/ or restrictions of working out of a home-based office. Responsibility for fulfilling all obligations in this area rests solely with the employee.

If the employee and supervisor agree, and the human resource department concurs, a draft telecommuting agreement will be prepared and signed by all parties, and a three-month trial period will commence. At the end of the trial period, the employee and manager will each complete an evaluation of the arrangement and make recommendations for continuance or modifications. [A telecommunications agreement may be terminated at any time by Jaunt if, in Jaunt's determination, there is a change in the employee's eligibility or other business reasons for doing so.](#)

EQUIPMENT

On a case-by-case basis, Jaunt will determine, with information supplied by the employee and the supervisor, the appropriate equipment needs for each telecommuting arrangement. The human resource and information system departments will serve as resources in this matter. Equipment supplied by the organization will be maintained by the organization. Equipment supplied by the employee, if deemed appropriate by the organization, will be maintained by the employee. Jaunt accepts no responsibility for damage or repairs to employee-owned equipment. Jaunt reserves the right to make determinations as to appropriate

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equipment, subject to change at any time. Equipment supplied by the organization is to be used for business purposes only. The telecommuter must sign an inventory of all property received and agree to take appropriate action to protect the items from damage or theft. Upon termination of employment, all company property will be returned to the company, unless other arrangements have been made. Any employee who is found to have neglected or misused Jaunt's equipment will be subject to disciplinary action up to and including termination.

The employee will establish an appropriate work environment within his or her home for work purposes. Jaunt will not be responsible for costs associated with the setup of the employee's home office, such as remodeling, furniture or lighting, nor for repairs or modifications to the home office space. Jaunt will not be responsible for operational expenses such as electricity, Internet etc.

SECURITY

Consistent with the organization's expectations of information security for employees working at the office, telecommuting employees will be expected to ensure the protection of proprietary company and customer information accessible from their home office. Steps include the use of locked file cabinets and desks, regular password maintenance, and any other measures appropriate for the job and the environment.

SAFETY

Employees are expected to maintain their home workspace in a safe manner, free from safety hazards. Telecommuting is not designed to be a replacement for

appropriate child care. Although an individual employee's schedule may be modified to accommodate child care needs, the focus of the arrangement must remain on job performance and meeting business demands. Prospective telecommuters are encouraged to discuss expectations of telecommuting with family members prior to entering a trial period.

TIME WORKED

Telecommuting employees who are not exempt from the overtime requirements of the Fair Labor Standards Act will be required to accurately record all hours worked using Jaunt's time clock. Hours worked in excess of those scheduled per day and per workweek require the advance approval of the employee's supervisor. Failure to comply with this requirement may result in the immediate termination of the telecommuting agreement.

AD HOC ARRANGEMENTS

Temporary telecommuting arrangements may be approved for circumstances such as inclement weather, special projects or business travel. These arrangements are approved on an as-needed basis only, with no expectation of ongoing continuance.

Other informal, short-term arrangements may be made for employees on family or medical leave to the extent practical for the employee and the organization and with the consent of the employee's health care provider, if appropriate.

All informal telecommuting arrangements are made on a case-by-case basis, focusing first on the business needs of the organization.

Proposed Buckingham Service Reduction for FY2024

Summary of Action

This presents options to reduce or eliminate service to Buckingham County. Jaunt submitted an FY2024 funding request to Buckingham County earlier in 2023. County staff has indicated that they are recommending flat funding the services. This will require either the reduction or elimination of some services to Buckingham County. Another alternative would be for Jaunt to absorb the difference by using carry forward funding from FY2023.

Jaunt staff is seeking direction from the Board of Directors to anticipate a service reduction. As reduction take some time to implement, a decision at this time would be timely.

Background

Jaunt provides a commuter service from Buckingham to Charlottesville using two basic but similar routes. Each route has one AM (inbound) and one PM (outbound) trip; riders have two opportunities to get to work which is mostly to UVa. Jaunt was planning on combining these in one route but retaining the service frequency. See Figure 1 and Figure 2 on pages 3 and 4, respectively.

Jaunt submitted an FY2024 funding request to Buckingham County on February 9, 2023. After some discussion and a presentation to the Board of Supervisors, County staff has indicated that they are recommending flat funding the services. This will require either the reduction or elimination of service for Buckingham County.

Table 1 below summarizes Jaunt's request which also includes efforts to offset the initial increase.

Table 1: Jaunt FY2024 Buckingham Funding Request

Item	FY2024 Request	FY2023 Approved	Change
Requested Funding	\$125,130	\$40,497	\$84,633 (209.0%)
<i>Operating</i>	\$120,920	\$39,383	
<i>Capital</i>	\$4,210	\$1,114	
Offsets (applied to invoices)			
<i>Surplus Distribution (1 time)*</i>	\$29,313	0	\$29,313
<i>UVa Assistance</i>	\$35,000	0	\$35,000
<i>Total Offsets</i>	\$64,313	0	\$64,313
Net Buckingham Cost	\$60,817	\$40,497	\$20,320 (50.2%)

As seen in the table, Jaunt has requested a significant increase in the top-line funding in FY2024 versus FY2023. As has been discussed with other communities, previous Jaunt service funding requests have been unevenly distributed among its funding partners. Buckingham has been an acute example of this practice. FY2024 is Jaunt's first attempt to rectify this situation for all funding partners. Last year, Jaunt informed the County that this cross-subsidy was not sustainable.

In recognition of the financial challenge imposed by Jaunt's request two mitigating funding opportunities were presented to Buckingham and are shown in Table 1. The first is the surplus working capital distribution approved by the shareholders last month. Second is funding provided by UVA to assist its employees in affording transportation to the grounds. Combined these reduce the bottom-line request by 75% to a \$20,320 increase instead of the original \$84,633 request.

Table 2: Buckingham Average Ridership--January 1 to March 19, 2023

Trip	Weekday	Saturday	Sunday
Buckingham East			
AM (inbound)	8	2	2
PM (outbound)	17	2	2
Buckingham North			
AM (inbound)	7	1	0.2
PM (outbound)	10	1	0.2

There are three basic options to address this issue:

1. Fund the difference from expected carry forward funding from FY2023.
2. Eliminate Buckingham weekend service.
3. Eliminate either Buckingham East or North service entirely but keeping a weekend option for the remaining service.

The first option is for Jaunt to absorb the difference from expected carry forward funds from FY2023. Per financial projections, Jaunt is expected to end the fiscal year with almost a \$1 million surplus. However, that surplus may be needed to implement the phase-in plan approved last month to cushion the increases in local contributions being experienced by all Jaunt funding partners. There may be other needs for the surplus including maintenance of working capital and other reserves. Also, it would set a precedent for Jaunt to similarly fund other communities.

The second option is to balance the budget would require eliminating weekend service. As seen in Table 2, Saturday and Sunday ridership is very low. The elimination of weekend service would balance the budget by reducing net expenses by \$20,290.

The third option would be to eliminate either the Buckingham East or North service all days. It would allow Jaunt to use vehicles and drivers to other funding partners. This option would reduce net operating expenses by \$35,130.

Proposed Motion:

If Buckingham County is unable to fully fund Jaunt services as requested, Jaunt staff is authorized to eliminate weekend services and take necessary actions to comply with applicable Federal and state regulations including public notice of the elimination.

Figure 1: Buckingham East Service

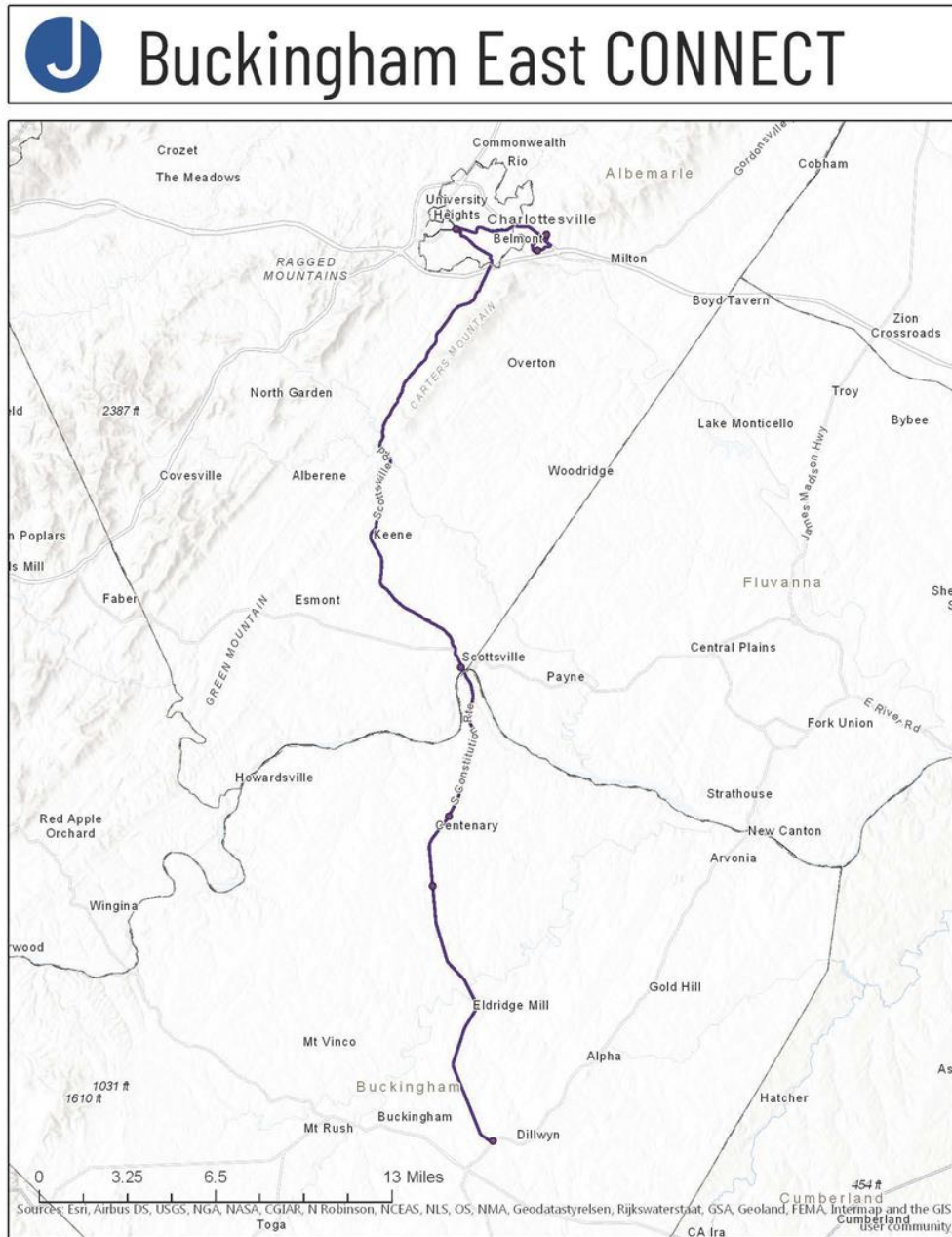
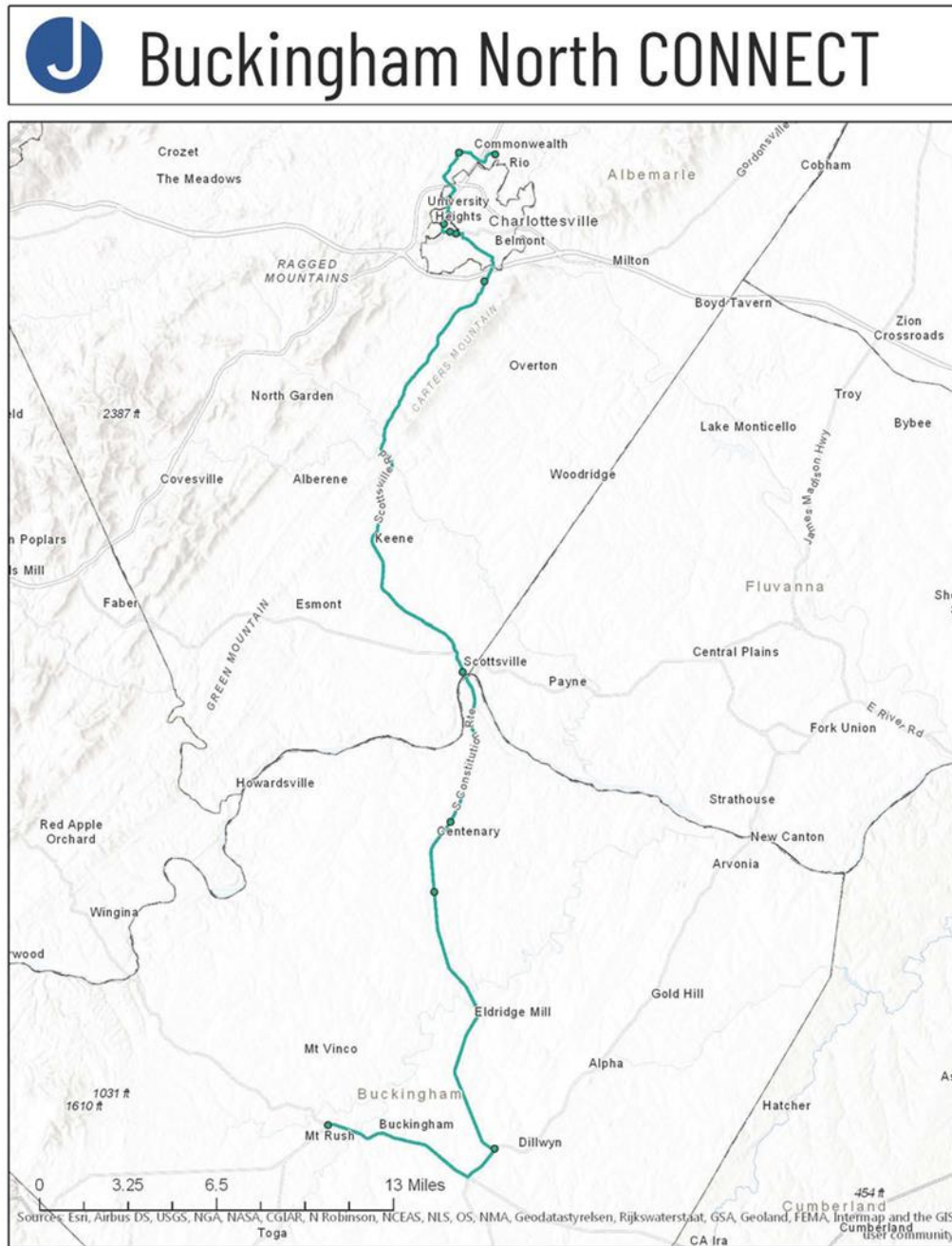
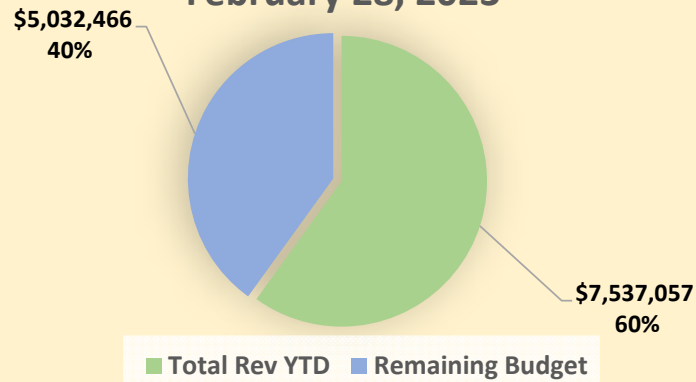


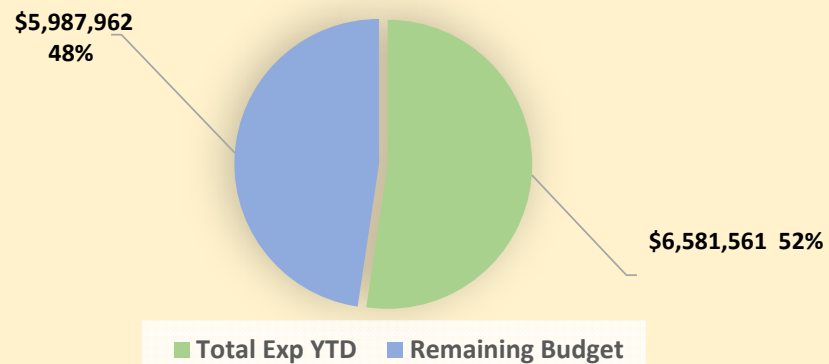
Figure 2: Buckingham North Service



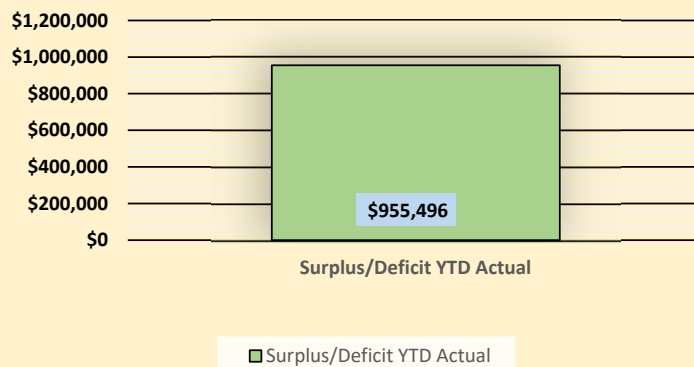
FY23 YTD Budget v Actual Revenue February 28, 2023



FY23 YTD Budget v Actual Expenses February 28, 2023



FY23 YTD Surplus/Deficit February 28, 2023



Jaunt, Inc. FY2023 Monthly Financial Summary

February 2023										
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)	
Fee Revenue:										
Farebox Fee	\$ -	\$ -	\$ -	\$ -	\$ -					
Contract Revenue	\$ 49,132	\$ 16,200	\$ (32,932)	\$ -	\$ -	\$ -	\$ 15,750	\$ 450	\$ -	
Governmental Revenue:										
Federal Operating Grants	\$ 339,925	\$ 242,360	\$ (97,565)	\$ 65,431	\$ 176,929	\$ -				
Federal Capital Grants	\$ 53,668	\$ -	\$ (53,668)						\$ -	
Virginia DRPT Operating	\$ 212,655	\$ 211,529	\$ (1,126)	\$ 57,107	\$ 154,422	\$ -				
Virginia DRPT Capital	\$ 4,689	\$ -	\$ (4,689)							
Local Government	\$ 387,391	\$ 387,391	\$ 0	\$ 103,343	\$ 279,447	\$ 4,601				
In Lieu of Local	\$ -	\$ -	\$ -	\$ -	\$ -					
Other Revenue	\$ -	\$ 46,752	\$ 46,752				\$ 46,752	\$ -		
Total Revenue	\$ 1,047,460	\$ 904,232	\$ (143,228)	\$ 225,881	\$ 610,798	\$ 4,601	\$ 62,502	\$ 450	\$ -	
Uses of Financial Resources	Total Budgeted	Total Actual	Budget Variance	Admin (011)	Operations (012)	Special Grants (015, 017, 019)	Agency Program (040)	Accident Fund (041)	Capital (020)	
Salaries & Wages	\$ 509,823	\$ 441,171	\$ (68,652)	\$ 87,292	\$ 353,880	\$ -	\$ -	\$ -	\$ -	
Fringe Benefits/Staff Development	\$ 218,035	\$ 158,146	\$ (59,888)	\$ 21,729	\$ 131,816	\$ 4,601	\$ -	\$ -	\$ -	
Travel/Business Meals/Meetings	\$ 1,608	\$ 1,000	\$ (609)	\$ 270	\$ -	\$ -	\$ 729	\$ -	\$ -	
Facility/Equipment Maintenance/Utilities	\$ 13,359	\$ 12,608	\$ (751)	\$ 11,233	\$ 1,375	\$ -	\$ -	\$ -	\$ -	
Supplies & Materials	\$ 140,590	\$ 67,303	\$ (73,287)	\$ 3,571	\$ 63,732	\$ -	\$ -	\$ -	\$ -	
Marketing & Advertising	\$ 9,167	\$ 4,713	\$ (4,453)	\$ 4,713	\$ -	\$ -	\$ -	\$ -	\$ -	
Insurance & Bonding	\$ 32,375	\$ 33,060	\$ 685	\$ 33,060	\$ -	\$ -	\$ -	\$ -	\$ -	
Professional Services	\$ 60,741	\$ 38,620	\$ (22,121)	\$ 36,707	\$ 208	\$ -	\$ 1,255	\$ 450	\$ -	
Miscellaneous	\$ 2,233	\$ 5,372	\$ 3,139	\$ 5,194	\$ -	\$ -	\$ 178	\$ -	\$ -	
Equipment (Capital)	\$ 59,530	\$ -	\$ (59,530)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Reconciliation - Agency Transit Operating				\$ (11,879)	\$ (32,121)	\$ -	\$ 44,000	\$ -	\$ -	
Total Expenditure	\$ 1,047,460	\$ 761,994	\$ (285,467)	\$ 191,892	\$ 518,889	\$ 4,601	\$ 46,162	\$ 450	\$ -	
Net change in fund balance	\$ (0)	\$ 142,238	\$ 142,238	\$ 33,989	\$ 91,909	\$ -	\$ 16,340	\$ -	\$ -	



Jaunt, Inc. FY2023 Monthly Financial Summary

February 2023 Year To Date						
Sources of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Realized	Comments
Fee Revenue:						
Farebox Fee	\$ -	\$ -	\$ -	\$ -		
Contract Revenue	\$ 393,058	\$ 161,240	\$ (231,818)	\$ 589,587	27%	Ridership lower than expected
Governmental Revenue:						
Federal Operating Grants	\$ 2,719,400	\$ 2,359,988	\$ (359,412)	\$ 4,079,100	58%	Reimbursable: operating expenses lower
Federal Capital Grants	\$ 429,347	\$ 102,855	\$ (326,492)	\$ 644,021	16%	Reimbursable: capital expenses lower
Virginia DRPT Operating	\$ 1,701,239	\$ 1,692,232	\$ (9,007)	\$ 2,551,858	66%	
Virginia DRPT Capital	\$ 37,512	\$ 17,747	\$ (19,765)	\$ 56,268	32%	Reimbursable: capital expenses lower
Local Government	\$ 3,099,126	\$ 3,099,126	\$ 0	\$ 4,648,689	67%	
In Lieu of Local	\$ -	\$ -	\$ -	\$ -		
Other Revenue	\$ -	\$ 103,870	\$ 103,870	\$ -		
Total Revenue	\$ 8,379,682	\$ 7,537,057	\$ (842,625)	\$ 12,569,523	60%	
Uses of Financial Resources						
Uses of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Used	Comments
Salaries & Wages	\$ 4,078,587	\$ 3,654,412	\$ (424,175)	\$ 6,117,880	60%	Not at full staffing level
Fringe Benefits/Staff Development	\$ 1,744,278	\$ 1,202,889	\$ (541,389)	\$ 2,616,417	46%	Not at full staffing level/Health premiums lower
Travel/Business Meals/Meetings	\$ 12,867	\$ 16,227	\$ 3,360	\$ 19,300	84%	Employee banquet/Staff meetings-onboarding
Facility/Equipment Maintenance/Utilities	\$ 106,874	\$ 100,534	\$ (6,339)	\$ 160,310	63%	Telephone under, supplies slightly over
Supplies & Materials	\$ 1,124,718	\$ 579,455	\$ (545,263)	\$ 1,687,077	34%	Fuel prices dropped, actual 47% of budgeted amount
Marketing & Advertising	\$ 73,333	\$ 84,845	\$ 11,512	\$ 110,000	77%	Unexpected invoices - TV ads, consultant
Insurance & Bonding	\$ 259,000	\$ 263,606	\$ 4,606	\$ 388,500	68%	
Professional Services	\$ 485,926	\$ 471,825	\$ (14,101)	\$ 728,889	65%	
Miscellaneous	\$ 17,862	\$ 19,156	\$ 1,294	\$ 26,794	71%	UVA Sports Sponsorship
Equipment (Capital)	\$ 476,237	\$ 188,612	\$ (287,625)	\$ 714,356	26%	Supply chain delays, other projects in planning stage
Total Expenditure	\$ 8,379,682	\$ 6,581,561	\$ (1,798,121)	\$ 12,569,523	52%	
Net change in fund balance	\$ (0)	\$ 955,496	\$ 955,496	\$ (0)		



JAUNT, Inc.
Balance
Sheet
Summary

3/21/2023

6:48 PM

	2/28/2023	2/28/2022
Assets		
Cash and Cash Equivalents	\$ 5,585,491.47	\$ 3,830,117.23
Receivables, Net of Allowances	55,272.28	38,703.82
Due From Other Governmental Units	3,321,664.66	3,360,382.63
Prepaid Items	131,847.71	143,410.40
Capital Assets	6,018,838.05	7,237,496.74
Total Assets	\$ 15,113,114.17	\$ 14,610,110.82
Liabilities		
Accounts Payable	\$ 154,455.49	\$ 111,752.88
Accrued Payroll & Related Liabilities	384,462.92	344,793.17
Lease Liability	100,745.08	-
Deferred Revenue	195,295.82	193,640.28
Total Liabilities	834,959.31	650,186.33
Fund Balance/Net Position		
JAUNT Inc. Stock	16.00	16.00
Fund Balance:		
Nonspendable:		
Prepaid Items	131,847.71	143,410.40
Committed:		
Rainy Day	3,000,000.00	531,000.00
Capital Reserve	1,000,000.00	450,600.00
Unassigned	4,383,042.19	5,754,403.60
Total Fund Balance	8,514,889.90	6,879,414.00
Total Equity	8,514,905.90	6,879,430.00
Total Liabilities and Equity	\$ 9,349,865.21	\$ 7,529,616.33
Net Position:		
Investment in Capital Assets	5,918,092.97	7,237,496.74
Unrestricted	8,360,029.89	6,722,395.75
Total Net Position	14,278,122.86	13,959,892.49
Total Net Position and Equity	14,278,122.86	13,959,892.49
Total Liabilities and Net Position	\$ 15,113,114.17	\$ 14,610,110.82

Jaunt, Inc.

Statement of Cash Flows for month ended February 28, 2023

Cash flows from Operations for February 2023	
Local Match	\$ 405,564
DRPT	425,129
CAT	-
Agency	36,024
Other	40,784
Payroll	(487,962)
Capital Payments	-
Other Payments	(439,875)
Total cash flows from Operations	<u>(20,336)</u>
Cash flows from Investing for February 2023	
Interest	9,492
Transfer from Operating Account	-
Total cash flows from Investing	<u>9,492</u>
Net change in cash	(10,844)
Beginning cash balance 2/1/2023	<u>5,584,643</u>
Ending cash balance 2/28/2023	<u><u>\$ 5,573,799</u></u>
Days of cash on hand	230.31
Months of cash on hand	7.68

Ted Rieck Monthly Expenses
Paid between 2/1/23 - 2/28/23

Direct Reimbursement

Date	Check #	Amount	Purpose
		\$ -	Total Reimbursement

Credit Card Charges

Date	Check #	Amount	Purpose
2/9/2023	53042	\$ 37.26	Lunch Timberwood - R. Munson check-in
		\$ 9.37	Lunch Exec Comm - R. Parker
		\$ 36.19	Lunch Randy Cantor
		\$ 2.35	Lanier Parking - RTAC meeting at TJPDC
		\$ 85.17	Total Monthly Charges
		\$ 85.17	Total Expenses

Safety Report February 2023:

Preventable vehicle accident(s): 1

- A temporary road construction sign fell, due to wind, and hit a moving Jaunt bus. No damage to either. Driver should have been more aware and took measures to avoid.

Non-preventable vehicle accident(s): 1

- The bus waiting to pick up a customer was grazed by private individuals' car. No damage to either vehicle.

Customer related incident(s): 3

Staff related incident(s): 0

Jaunt traveled 117,891 revenue miles and had 3 preventable accidents from 2/1/23 to 2/28/23. Jaunt has a goal of less than 1 preventable accident every 100,000 revenue miles driven. Jaunt has had 20 preventable accidents since 7/1/22 and recorded 947,803 revenue miles travelled. We are 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 2023, Jaunt conducted no site visits.

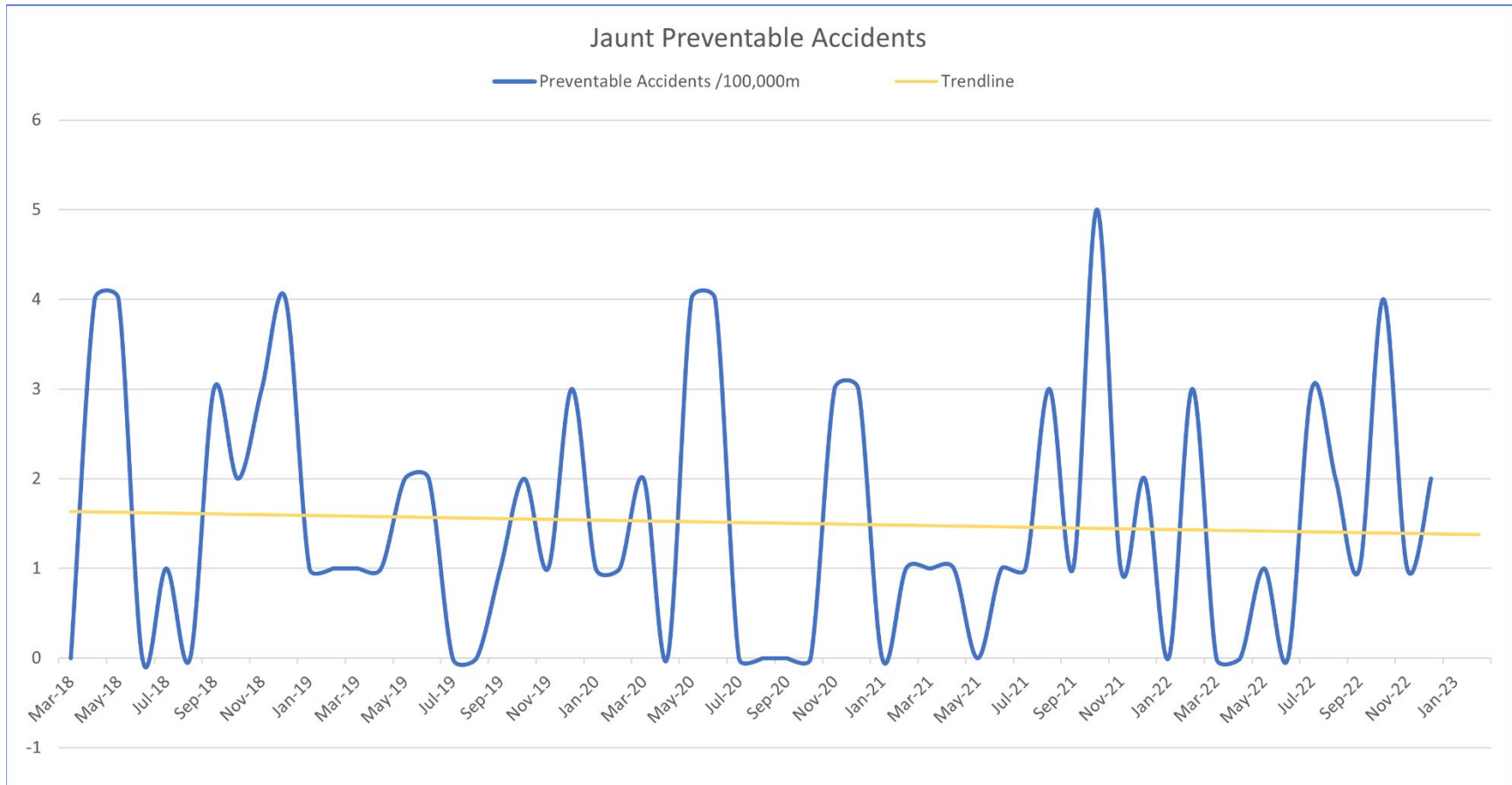
National Transit Database Reporting

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

New Safety / Training Manager joining Jaunt

We'd like to announce that a new Safety / Training Manager has been selected and will be starting soon.

Matthew Crawford comes to Jaunt with over 10 years of experience and training in the transportation industry as a safety expert.



Meeting of the Board of Directors

April 12, 2023 at 10:00 A.M. EST

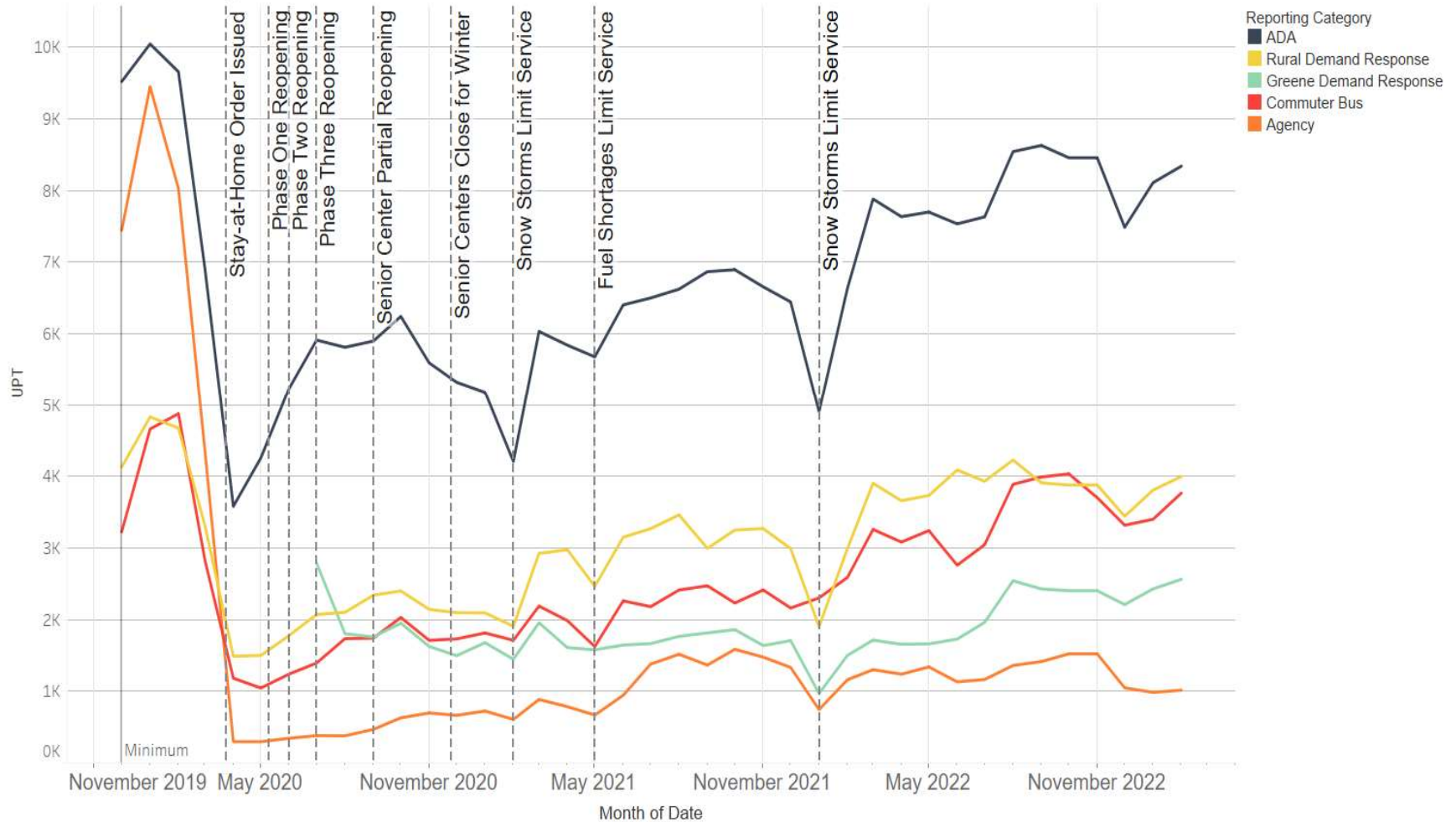
February 2023 ADA Report

	FY 2022						FY 2023								
	Feb-22	Mar-22	Apr-22	May-22	Jun-22	FY22 Year End	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	FY23 YTD
ADA Unlinked Passenger Trips	6,631	7,880	7,633	7,698	7,533	82,258	7,631	8,535	8,627	8,455	7,735	7,485	8,108	8,339	64,915
All Demand Response UPT	12,283	14,798	14,187	14,431	14,482	166,692	14,846	16,794	16,616	16,450	14,806	14,323	15,515	16,043	125,393
ADA Revenue Miles	31,265	35,473	34,022	33,667	33,395	377,149	33,425	37,494	37,976	38,629	35,052	33,601	36,055	36,010	288,242
All Demand Response Revenue Miles	85,658	101,433	96,176	95,270	95,787	1,156,398	96,096	107,542	105,216	105,634	95,933	91,762	100,060	100,566	802,809
ADA Revenue Hours	2,827	3,223	3,084	3,172	3,232	34,836	3,102	3,388	3,339	3,373	3,253	3,126	3,241	3,237	26,059
All Demand Response Revenue Hours	5,782	6,801	6,435	6,545	6,483	75,397	6,602	7,213	6,984	6,947	6,633	6,400	6,626	6,669	54,074
ADA No Shows	166	189	202	202	186	2,082	197	210	231	273	216	249	247	212	1,835
All Demand Responses No Shows	347	385	381	435	427	4,522	461	460	478	552	532	523	536	525	4,067
ADA Missed Trips	0	0	1	0	1	2	0	0	2	0	0	0	2	1	5
All Demand Responses Missed Trips	0	0	0	1	3	4	1	5	5	1	0	1	4	0	17
ADA Denials	0	1	0	0	0	247	0	1	5	2	1	1	0	4	14
All Demand Responses Denials	29	70	39	102	168	1,216	30	88	63	59	23	54	20	50	387
ADA On Time Performance	95%	96%	95%	93%	94%	93%	95%	94%	91%	89%	91%	91%	91%	90%	91%
All Demand Responses OTP	95%	96%	95%	92%	93%	93%	94%	94%	91%	89%	91%	90%	91%	90%	91%
ADA Passenger Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ADA Lifts Determined Inoperable	0	0	0	0	0	1	0	0	0	0	0	0	1	1	2
ADA Passenger Incidents/ Accidents	0	0	0	1	0	1	0	1	0	1	0	0	0	0	2
ADA Vehicle Accidents	1	0	3	1	1	6	1	1	1	2	1	0	0	0	6
Excessively Long ADA Trips	3	8	5	14	6	92	7	17	20	13	15	21	6	14	113
Demand Response Reservations Hold Times	2:37	2:12	2:32	1:57	2:04	2:17	2:15	2:09	2:15	3:40	3:36	2:46	3:45	2:37	2:52



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. Jaunt’s agency services were hardest hit by this impact, with a 90-95% reduction in service. Public services fared better, with only a 50-75% reduction in service.

Jaunt Covid Recovery Timeline





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

Executive Director Report

1. We are pleased to welcome Jacquelyn Charles-Spence, Director of Operations.
2. Jaunt staff met with jurisdictional elected officials regarding its FY2024 budget.
 - a. We made a budget presentation to the Buckingham Board of Supervisors on March 13.
 - b. We discussed our FY2024 budget request during a work session of the Charlottesville City Council on March 16th. Thanks to Director Ray Heron for being present at the session.
 - c. Staff participated in a transit budget workshop with the Albemarle County Board of Supervisors on March 22.
 - d. On March 28th, staff updated the Greene County Board of Supervisors on Jaunt's adherence to the FY2023 MOU as well as made an FY2024 budget presentation.
3. We celebrated "Transit Employee Appreciation" during the week of March 20th.
4. We participated in a community event on March 21st in Bridgewater hosted by Valley Interfaith Action, a faith-based organization advocating for transit in Rockingham County. The event attracted over 500 people representing churches and other organizations who pledged to support efforts to start transit in the County.
 - a. In discussions about providing a privately financed demo service
 - b. Pursuing a Virginia Transit Association grant targeting TANF eligible to provide work and job training trips. We would use grant to help kick-start the Rockingham demo project.
5. We are continuing to work on chronic phone system issues. We have executed a contract for a new system from Ring Central. We expect the new phone system to be in operation by June 2023 depending on supply availability.
6. Jaunt continues to work with the Texas A&M Transportation Institute to implement recommendations it made to improve Jaunt's reservations, scheduling, dispatching, and supervisory functions. We are coordinating this work with various Trapeze upgrades including the installation of a "passenger portal" for on-line booking and management of reservations.
7. Staff is responding to a Request for Proposals to operate CAT's microtransit pilot service.
8. We are currently still recruiting for a Call Center Manager and Planning Manager/Director. We have hired a new Safety Manager who will start at the end of April.

