

Board Attendance Roster

Month:

Year: 2023

| 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 | | | |
| <i>Ex Officio Directors</i> | | | |
| Christine Jacobs, TJPDC | | X | |
| Kevin Hickman, Buckingham County | | 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 Nemec, Director of Maintenance | | X | |
| Amanda Powell, Admin Assist | X | | |
| Jordan Bowman (Legal Counsel) | X | | |
| Public | | | |
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Meeting Minutes

Meeting of the Board of Directors

April 12, 2023, at 10:00 AM EST

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

TIME: Called to order at 10:02 am

II. Roll Call — *Christine Appert, Secretary (See roster)*

Christine Appert read the roster

III. Introductions — Bill Wuensch, President

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

Ted introduced Jacqueline Charles-Spence as Jaunts new Director of Operations. She will be working with our Chief of Operations Randy Cantor, and will be over the call center, dispatch, and the bus operators. Jacqueline Charles-Spence also introduced herself to the board members and stated that she comes to us from Fairfax Connector and has 23 years in the transportation industry.

Ted also introduced Rev. Adam Blagg from Valley Interfaith Action and offered the floor to Rev. Adam Blagg to speak to the board about trying to promote public transit Rockingham County. Rev. Adam Blagg stated the Valley Interfaith Action is a group of institutions in Rockingham & Harrisonburg Counties that are working towards impacting change in these communities. He mentioned that in 2022 they had 1,067 conversations with people in the community, and asked them all how they would like to see change within their community. Out of these conversations transportation and child care were the top two. After these conversations and months of research on what it would look like to obtain transit in Rockingham County brought them to Jaunt. After speaking with Ted and some other staff members they concluded that door to door demand response public transit was something they really want to work hard at achieving. On March 22 they were authorized a feasibility study to take place in regards to public transit. They are currently working on the next steps of this study as well as hoping to create a privately funded demonstration grant to put some vehicles on the road.

IV. Public Comments — Bill Wuensch, President

None

V. Action Items

A. March 8, 2023, Board of Directors Meeting Minutes— *Christine Appert, Secretary*

Motion: Brad B. Second: Dian M. Vote: Unanimous to accept

B. Resolution 20230401 Authorizing Disposal of Vehicles--Randy Cantor, COO

Randy Cantor presented the board with a list of vehicles that Jaunt was requesting authorization for disposing of. He explained to the board that most of the vehicles on this list would still remain in use, however the 12 2016 Chevrolets on the list are beyond repair at this point and that we would begin auctioning off these vehicles with this resolution.

Motion: Randy P. Second: Willie G Vote: Unanimous to accept

C. Amendment to Telecommuting Policy--Janet Jackson, HR Director

Janet Jackson presented Jaunts current telecommuting policy which was signed May 2021, with some suggested changes that Human Resources would like the board to review and approve on our current telecommuting policy to help make things clearer for our employees. With these changes our telecommuting policy would now state that Jaunt will allow eligible employees to work from home up to two days per week subject to approval from the employee's supervisor, and that any telecommuting arrangement allowing an employee to work remotely more than two days per week must be approved by Jaunts CEO.

Willie G wanted to know what the basis for the 2 days were, unfortunately this question could not be answered because the policy was created and signed before Ted R took the role of Jaunts Chief Executive Officer.

Mike M. questioned whether, given that there was a procedure in place for working remotely, we had also established an application process, and/or changed or indicated on each employee's job description whether they are eligible or not. He also mentioned that the policy currently indicates that the employee would have to deal with the tax ramifications of working from home, so he further inquired as to whether there was an expectation that Jaunt employees must work within the state or if they could work from a different state on their authorized remote days and how that would affect their taxes. In response Jordan B. stated that working from home was more of a privilege to the employee as opposed to being an expectation. He mentioned that he has actually spoke with Jaunt staff in regards to implementing an application to work from home for employees who are eligible and they are working on that part of the process. He mentioned that unfortunately he did not have an answer for the taxes at this moment but that he doesn't believe that we have anyone at this time that is working from another state. He also mentioned that this is definitely something that we could look into and address at a later time if needed.

Motion: Randy P. Second: Hal M. Vote: Unanimous with qualification

Mike M. asked that staff report back at next board meeting with an application process for working from home and amendments to job descriptions on eligibility.

D. Proposed Buckingham Service Changes for FY2024--*Ted Rieck, CEO*

Ted informed the board that in order to help mitigate the increase that Buckingham is currently facing Jaunt is proposing a one-time distribution payment of excess funds in working capital. In addition to this one-time distribution, UVA has a community program where they make available to communities through Jaunt a subsidy. This subsidy was originally created to help riders pay for their fares. UVA currently has \$40,000 for Jaunt to distribute. Jaunt would like to allocate \$35,000 of this to Buckingham to help reduce their cost as well. Ted explained that we are currently running two morning trips and two evening trips 7 days a week in the Buckingham area and that most of the riders from these trips are either service workers, or entry workers at UVA. He is proposing several options to help Jaunt cut their cost as well with the Buckingham routes by service reduction in the area. The first option would be to absorb the increase by using our surplus which Jaunt has not ever done with any other community so it would be an exception for Buckingham. The second option would be to cut out the weekend routes in Buckingham and only provide services Monday through Friday. The last option would be to keep the weekend route by consolidating the Buckingham East and Buckingham North routes into one route for ridership. Ted then asked Kevin H. if he would like to add to the discussion regarding Buckingham.

Kevin H. stated that right now due to a tax increase due to inflation that at this time the Buckingham board cannot justify doing an increase to an external agency. He mentioned that Jaunt was the highest external agency commitment that Buckingham currently has at \$40,000. He also mentioned that with the options presented by Ted that both the Buckingham County administrators and himself feel that eliminating the weekend service, option 2 would be the best at this time. He said that he feels this would be the best way to balance Buckingham for this year but that unfortunately this is more of just a band aid and that they may be looking at the similar situation for the upcoming year.

Dian M asked if there way anyway we could get those riders to pay a fare even though we are fair free to keep the buses rolling. Ted answered by stating the UVA assistance actually offsets the fares.

Erik L asked what vehicles were currently being used for the Buckingham routes and if it would be possible to switch to a smaller vehicle on the weekend route to help reduce cost. Ted explained that the biggest factor currently is actually the bus operators themselves and that a bigger or smaller bus wouldn't really change the dynamic. Erik L also inquired about where the other \$5,000 from the UVA assistance program would be allocated to in which Ted said he had plans to allocate that amount to Nelson County but had not yet announced it. He said while there was the option to give the full amount to Buckingham he didn't feel that would be the fair thing to do.

Dian M brought up the question about Nelson County possibility coming up with full funding without the \$5,000 from the UVA assistance program and that if that happened where the money would go from that point. Ted said that Fluvanna County would be an option as well. He mentioned that both Nelson County and Fluvanna County were legacy members of Jaunt and voting shareholders.

Mike M. mentioned that with this we would be giving 80% to a locality that is not a shareholder and that there should be some type of formal policy or discussion by the board indicating that there is some type of waiting when there are dollars available for partners, and that regions such as Louisa, Fluvanna, and Nelson should be at the head of the table over regions such as Greene and Buckingham.

Ray H. stated that we should reach out to UVA in regards to the assistance program and see where they would like for the money to be distributed to in which Ted stated that this has actually already been discussed with UVA and they have only requested us to send them an invoice after deciding where to allocate the money to.

Dian M. asked if Buckingham was one of those counties that we would even want to pursue for the future. Ted stated that Buckingham has actually expressed interest in becoming a shareholder with Jaunt in the future. Kevin H. also confirmed that Buckingham is very interested in becoming a voting member and that 90% of their riders to Charlottesville are employees to UVA and Martha Jefferson Hospitals and are depending on that ride back and forth to work. He went on to say that the Buckingham community has very limited work opportunities, and really no other means of transportation other than Jaunt and that we are highly valued in their community.

Erik L wanted to make sure that there was nothing in this resolution that would stop us from reassessing bringing the Buckingham weekend routes back if funding was found and Ted confirmed that if new money was found that that could be an option. Mike M. also wanted to reiterate that if there is new money than we should be revisiting what the process of how to decide allocation of new money.

Motion: Randy P

Second: Willie G.

Vote: Unanimous

VI. Standing Committee Reports

1. Finance Committee--Jacob Sumner, Treasurer & Robin Munson, CFO
 - Excess Funds Policy Update--Robin Munson, CFO

Robin provided an overview of the financial reports. Hal M. asked what the UVA Sports Sponsorship was and Cassy responded that this was something that her predecessor Jody had agreed to do with the UVA baseball team. This sponsorship allows us to be on the radio during baseball season, Jaunt will be in the program, as well as we were able to use it as a pivot towards recruitment opportunities as well.

Erik L wanted to know if the capital was a use it or lose it type deal and the capital was currently so low on the financial reports. Robin stated that the capital was not necessarily a use it or lose type deal because they are in the process of working on extensions with DTRP. She explained that 3 of the projects that were awarded are old awards and that it is not the proper funding for the projects to carry them out at this point. She stated that we should not lose any of the current capital.

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

Randy C went over the Feb 2023 report about preventable and non-preventable accidents that occurred. Erik L. stated that the data given wasn't supporting the timeline and that he had his own spreadsheet that he would be

Brooke indicated that UPT was increasing again. She mentioned that there was a dip in November and December, but that is something that is typical during that time. She stated that we have had increased UPT from last year in March but similar revenue hours which is an indicator that we have increased our efficiency. She also mentioned that there was an influx of denials in February which are being looked into and that reservations hold times are down.

Erik L. made the comment that he noticed that on the March report and the April report that numbers reported to the board had changed specifically the numbers reported for Oct 2022 and Jan 2023. Brooke responded that she actually had went back and adjusted the numbers because they weren't matching up with what was reported federally and to the state as well as she wasn't adding ADA miles plus the other revenue miles that are related to demand response trips. She assured the board that the numbers on the presented report are accurate.

- Customer Service Policy Changes--Randy Cantor, COO

Randy C. presented the board with information on some of the customer service changes that have taken place. Reintroducing our no-show policy is one of the modifications that are currently being worked on. The idea is to put in place a one-week riding suspension for clients who have three no-shows in a 90-day period. The suspension would not cover any type of life sustaining trips but trips like going to the grocery store. Reservations have also been changed from 14 days to 7 days now as well as email and voicemail reservations will only be accepted during working hours Monday through Friday. Cancellations will now go directly through dispatch that way the driver can be informed right away of the cancellation. Randy also presented a video link for Trip Spark that Jaunt will soon be implicating for reservations. Once this software is up and running weekend reservations can be resumed if done through the TripSpark portal. Erik L. asked how the online portal would work with the will call clients (meaning they will call when they are ready for pickup), Jacqueline S. stated that we are not sure what the delay time would be from the portal to dispatch and that these calls should still be handled directly through dispatch so they can be immediately given and estimated arrival time.

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

Sandy Shackelford was standing in for Christine Jacobs at today's board meeting. TJPDC is currently moving from the phase of looking at existing conditions and looking at benchmarking other transit operations to now examining potential funding sources. They plan on meeting with localities individually to talk to them a little more to understand what their goals and priorities might be at this time to participate in a regional organization of some type as well as for funding opportunities. TJPDC also applied for a mobility management grant during the last rounds of applications with DRPT. They are waiting to see what the recommended funding scenario is going to be when the commonwealth transportation board releases the draft 6yr

improvement program. The final thing that Sandy wanted to mention was that on April 27 there will be a Regional Transit Partnership meeting to discuss their recent initiatives as well as discuss what progress has been made over the last year.

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

Ted briefly gave a report on several items as well as gave recognition to Janet J. and Cassy K. for organizing a transit employee appreciation week. He mentioned that this week was full of activities for the employees including a cookout, which left us with leftovers and that Jaunt is considering hosting another cookout in May. Ted informed the board that he would let them know if this happens so that they could attend as well if they would like.

VII. New Business

None

VIII. Announcements and Board Member comments

Erik L. wanted to stress the importance of transparency in accurate reporting to the board of directors, and how if there is a change from one month of reporting to another month of reporting that it be brought to the boards attention prior to going over new data.

William W. commended Ted for working through the budgeting and how we are doing business this fiscal year. Ted gave Robin credit for her help with the budgeting and the numbers. William W. also made note of the conversation that was had last year about rebuilding the Jaunt staff and that by looking around the room how successful Jaunt has been in acquiring a great team.

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

TIME: 11:48 am

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