



AGENDA

Meeting of the Board of Directors
EDST

July 12, 2023, at 10:00 AM

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 — *Brad Burdette, President*

II. Roll Call — *Christine Appert, Secretary*

III. Introductions — *Brad Burdette, President*

IV. Public Comments — *Brad Burdette, 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. June 14, 2023, Board of Directors Meeting Minutes— *Christine Appert, Secretary* Pgs 2-7 of 39
- B. Cancel August 9, 2023 Board Meeting-- *Brad Burdette, President*
- C. Excess Funds Policy-- *Robin Munson, CFO & Jacob Sumner, Treasurer* Pgs 8-10 of 39
- D. [Amendment to Jaunt Retirement Plan](#)--*Robin Munson, CFO* Pg 11 of 39 (Document Hyperlinked)
- E. [Changes to Code of Ethics and Business Conduct](#)-- *Janet Jackson, Dir. of Human Resources*
Pgs 12-13 of 39 (Pg 12 Document Hyperlinked)

VI. Standing Committee Reports

1. Finance Committee--*Jacob Sumner, Treasurer & Robin Munson, CFO* Pgs 14-20 of 39
2. Operations and Safety Reports—*Jacquelyn Spence Sr Dir of Operations & Brooke Solderich, GIS/Data Analyst* Pgs 21-29 of 39
 - *Update on Service Operations Efficiency (Texas A&M)*--*Jacquelyn Spence*
3. Regional Transit Partnership Update-- *Christine Jacobs/Hal Morgan/Lucas Ames*
4. Executive Director Report--*Ted Rieck, CEO* Pg 39 of 39

VII. New Business

VIII. Announcements and Board Member comments

Adjourn to next meeting: August 9, 2023, or September 13, 2023, at 10:00 AM EDST

Board Attendance Roster

Month: June

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- 15 Minutes Late	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		
Jacquelyn Spence, Director of Operations	X		
Levine Hedgepeth, Safety & Training Manager	X		
Mike Mills, Dir of Procurement			X
Cassy Kelly, Market/Comm Coord- Juliana Scott		X	
Ben Rutherford, Sys Admin	X		
Brooke Solderich, GIS Data Analyst		X	
Zadie Lacy, Transit Planner			X
Janet Jackson, Director of HR	X		
Ben Nemecc, Director of Maintenance		X	
Amanda Powell, Admin Assist	X		
Jordan Bowman (Legal Counsel)	X		
Sanata Hedgepeth, Operations Manager	X		
Public			



Meeting Minutes

Annual Meeting of the Board of Directors

June 14, 2023, at 10:00 AM EST

I. **Call to Order** — *Hal Morgan, Vice President*

Declare annual meeting

TIME: 10:00am

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

See Roster for checking

III. **Introductions** — *Hal Morgan, Vice President*

Intro Levine Hedgepeth Safety and Training Manager; Sonata Hedgepeth OPs Manager

IV. **Public Comments** — *Hal Morgan, Vice President*

None

V. **Action Items**

A. May 10, 2023, Board of Directors Meeting Minutes— *Christine Appert, Secretary*

MOTION: Dian M.

SECOND: Ray H.

VOTE: Unanimous to accept

B. Election of Officers--*Randy Parker, Immediate President*

The FY2024 Board of Directors Officers slate was brought to the board as follows:

Brad Burdette-President
Hal Morgan- Vice President
Christine Appert- Secretary
Jacob Sumner- Treasurer

The four officers will serve on the executive committee. As the immediate president William Wuensch will also serve on the executive committee along with Lucas Ames. These changes will take affect 7/1/2023.

MOTION: Randy P.

SECOND: Dian M.

VOTE: Unanimous to accept

C. Adoption of FY2024 Jaunt Budget--*Ted Rieck, CEO*
[FY2024 Budget Statement](#)
[FY2024 Budget Presentation](#)

Ted R. delivered a quick presentation to the board to go over the FY2024 budget. He continued by mentioning that 5 of the jurisdictions we serve have completely funded Jaunt for the fiscal year 2024. He also indicated that Buckingham and Greene counties were unable to fully finance us for the upcoming fiscal year, and that actions had been taken to align our services in these jurisdictions to reflect the money available. He reviewed some of the budget's highlights, including the fact that supplies were down from last year due to lower fuel prices, as well as a large increase in capital due to carryover projects from FY2023. The budget also recommended a 4% compensation raise for all Jaunt employees. He also cited a 1.3% rise in benefits, which he credited Janet J. and Robin M. for managing. He ended the presentation by mentioning other budgeted needs, such as the addition of a senior accountant and communications specialist positions in September 2023.

MOTION: Jacob S.

SECOND: Brad B.

VOTE: Unanimous to accept

VI. Standing Committee Reports

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

Robin M. provided an overview of the financial reports. Jacob S. reviewed the excess working capital policy draft with the board. He clarified that they were simply requesting the board to study the draft and provide feedback on the information supplied by emailing Robin M. personally with any comments or questions. He added that their intention is to review all of the comments at the next finance committee meeting in July, make any necessary adjustments, and bring the final version back to the July board meeting for approval.

2. Operations and Safety Reports—*Jacquelyn Spence, Director of Operations and Brooke Solderich, GIS/Data Analyst*

Jacquelyn S. reviewed the April 2023 safety report. There were three preventable incidents, one non-preventable incident, three customer-related incidents, and one staff-related incident. According to Jacquelyn S., the operators involved in the avoidable accidents were all retrained as a result of the incidents. Erik L. noted that he would still like a copy of the March 2023 safety report, which was missing from the packet for the May board meeting. He added that, although being presented at the May board meeting, it was not included in the packet and that he would need a printed copy of the report, which Jacquelyn agreed to provide.

Brooke started by looking through the revenue miles table and informing the board that she had discovered an issue where November was showing the same miles as October. She responded that the information on the table had been updated and that all figures were correct. She remarked that March had more mileage than February and April since March had 23 weekdays vs 20 weekdays in February and April. She next reviewed the ADA report which Hal asked about the missed trips in March and April and asked if there was any explanation for that or any idea as to what the cause of the missed trips were. Jacquelyn said that miss trips were trips where the operator was either arriving before or after the scheduled window and the client not needing the trip any longer due to this. She stated that the cause is from the number of operators being out and others having to double trips to cover.

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

In the May regional transit partnership meeting presentations were made by Jaunt staff and CAT on their alternative fuel feasibility studies. The Department of Rail and Public Transportation also gave presentations on their modernizing transit fleets. VDOT also spoke on their electric vehicle infrastructure plan. The TJPDC staff is continuing to work on the transit government study and currently meeting with each of the individual jurisdictions.

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

Ted R provided a brief presentation concerning some noteworthy events that occurred previous to the board meeting, as well as noting that service reductions in both Greene and Buckingham would begin on July 1, 2023. He indicated that the new phone system was having some porting issues but that it should be fully operational by the week of the 23rd. He also notified the board that the job of call center supervisor had been filled.

5. Code of Ethics and Business Conduct Review--*Janet Jackson, Dir. of Human Resources*
[Code of Ethics and Business Conduct](#)

Janet J. presented a quick presentation on the Jaunts Code of Ethics, explaining that we are not asking for any revisions, but rather to review and sign. She also mentioned to the board that the Code of Ethics were adopted by the board 11/10/2021 and that the review date was to be In October 2022. She admitted to the board that this review had been overlooked, but that it would not be repeated in the future.

VII. New Business

None

VIII. Announcements and Board Member comments

Hal Morgan informed the board that Willie G. would be leaving the board at the end of December 2023. It was also announced that Steve Bowman would be leaving the Greene County Board of Supervisors at the end of this calendar year and that Jaunt will have a new Greene County representative assigned to the board. Erik L. Inquired on the status of hiring a new COO for Jaunt, to which Ted responded that it was currently in process.

CLOSED SESSION

“Motion to enter into a closed meeting as authorized by Virginia Code Section 2.2-3711(A)(1) for discussion and consideration of the performance and salary of a specific public officer and employee of Jaunt. The subject matter of the closed meeting is the Chief Executive Officer.”

Motion Hal M. Second: Jacob S. Unanimous approval to enter closed session

“By a roll call vote, all directors present certified that to the best of each member’s knowledge (i) only public business matters lawfully exempted from open meeting requirements under this chapter and (ii) only such public business matters as were identified in the motion by which the closed meeting was convened were heard, discussed, or considered in the meeting by the public body.

A record of the roll call vote is as follows:

Hal Morgan- "aye"
Christine Appert- "aye"
Jacob Sumner- "aye"
Caetano de Campos Lopes- "aye"
Lucas Ames- "aye"
Erik Larson- "aye"
Ray Heron- "aye"
Randy Parker- "aye"
Willie Gentry- "aye"
Brad Burdette- "aye"
Dian McNaught- "aye"

Adjourn to next meeting: July 12, 2023, at 10:00 AM EDST

TIME: 11:45 am



**Resolution Establishing
EXCESS WORKING CAPITAL POLICY**

Resolution 2023071201—EXCESS WORKING CAPITAL POLICY

WHEREAS Jaunt receives local funding to match state and federal funds, and

WHEREAS the Jaunt Board of Directors desires fidelity and commitment to sound financial management to its local funding partners,

WHEREAS, the Jaunt Board of Directors oversees the approval of Jaunt policies,

NOW, THEREFORE, the Jaunt Board of Directors, in a meeting duly assembled on July 12, 2023, hereby adopts the aforementioned policy, and directs staff to implement the program using all necessary resources at their disposal.

Brad Burdette, President

Date



EXCESS WORKING CAPITAL POLICY

July 12, 2023

1. INTRODUCTION

Working Capital is the liquid funds that an organization has available to meet its short-term financial obligations. Adequate working capital is required to ensure that Jaunt can continue its operations efficiently and without interruption, and that it has the capacity to cover current and future expenses. To ensure this, Jaunt must retain sufficient funds in its operating and investment accounts to be able to conduct daily business which can include unanticipated expenditures. Jaunt cannot rely on a smooth inflow of cash from its funding sources, as funding disbursements from governmental partners may be episodic.

To this end, Jaunt has established a Working Capital Fund (WCF) recorded as an Unassigned Fund Balance within its General Fund. Jaunt's Financial Reserve Policy requires that this fund balance shall be at least equal to 10% of the normal operating expenses at each fiscal-year end and sets a target of approximately 25% as recommended by the Federal Transit Administration (FTA). Jaunt has also established two Committed Fund Balance funds: a Rainy-Day Fund (RDF) to protect it from financial risk and a Capital Reserve Fund (CRF) that is maintained for capital purchases. The Capital Improvement Fund which contains the CRF is not subject to the excess working capital calculation.

2. PURPOSE

Jaunt receives most of its funding from federal, state, and local governmental sources. Operational and capital expenses are applied against these revenue sources in that order. The purpose of this policy is to improve Jaunt's cash flow management through the efficient use of its resources and to determine its amount of excess working capital funds, if any. It sets forth the operational policies for Jaunt's excess working capital Funds. These guidelines will articulate:

- The calculation of excess working capital.
- The potential uses of excess working capital.

3. DEFINITIONS

- Excess Working Capital – any working capital remaining after all federal and state funding has been applied to operating expenses, after subtracting the amounts listed in in **Section 4. Calculation of Excess Working Capital**. No federal or state funding will be deemed excess working capital eligible for potential distribution to the local government funding partners.
- Federal Transit Administration (FTA) – provides federal financial assistance to local public transit systems.
- Working Capital – the pool of resources available from Jaunt's operations to meet its obligations.

4. CALCULATION OF EXCESS WORKING CAPITAL

An analysis of excess working capital will be performed after the fiscal year has been closed and the Audited Financial Statements have been produced by an Independent Auditor. All Federal and State funding will be applied to operational expenses in their entirety and not be part of the excess working capital formula.

The calculation of excess working capital will be determined by subtracting the following items from the Unassigned Fund Balance at June 30th:

- Twenty-five percent (25%) of the prior year's operating expenses, excluding one-time or unusual costs.
- Use of Fund Balance included in the subsequent year's approved budget.

The results of the excess working capital calculation will be shared with the Board of Directors when reporting the final, audited financial statements.

5. USES OF EXCESS WORKING CAPITAL

If, at the end of a fiscal year the excess working capital as calculated in accordance with this policy is less than zero there will be no disbursements or credits offered to local jurisdictions for the next budget year.

If, at the end of a fiscal year the excess working capital as calculated in accordance with this policy is greater than zero, the following uses are permissible:

- A refund to the local jurisdictions. The breakdown of amounts assigned to each jurisdiction will be prorated based on each one's share of the operating expenses from that fiscal year .
- Increasing the Rainy-Day Fund
- Other as may be determined by Board of Directors

Any uses of the excess working capital shall be approved by the Board of Directors.

6. DISTRIBUTION OF EXCESS WORKING CAPITAL

If it is recommended by the Board of Directors (subject to approval by the Shareholders) that distributions are to be issued to the local jurisdictions, the distributions can be either in the form of a full refund in the first month of the second fiscal year after the calculation was made, or the distributions can be issued as quarterly credits against a jurisdiction's funding remittance in the new budget cycle (e.g., the calculation for FY2022's excess working capital would be refunded in July 2023 or credited during the year in FY2024). The timing of the distribution will be decided upon by each jurisdiction. If no preference is stated by a jurisdiction, the quarterly credit method will be utilized.



JAUNT, Inc.
104 Keystone Place
Charlottesville, VA 22902-6200

Resolution# 2023071202

**Adopting Resolution
Updated Retirement Plan**

The undersigned authorized representative of Jaunt, Inc. (the Employer) hereby certifies that the following resolutions were duly adopted by the Employer on _____, and that such resolutions have not been modified or rescinded as of the date hereof:

RESOLVED, that the form of amended 457 Plan and Trust effective July 1, 2023, presented to this meeting is hereby approved and adopted and that an authorized representative of the Employer is hereby authorized and directed to execute and deliver to the Administrator of the Plan one or more counterparts of the Plan.

The undersigned further certifies that attached hereto as Exhibits A and B, respectively, are true copies of Deferred Compensation Plan for Employees of Jaunt, Inc. as amended and restated and the Summary of 457 Provisions, which are hereby approved and adopted.

Brad Burdette, President

Date

Code of Ethics and Business Conduct Review

As part of Jaunt's effort to operate with integrity and fidelity, a Code of Ethics was adopted in November 2021. The Code of Ethics is to be reviewed periodically. Board members will be asked to sign the ethics acknowledgement form that follows the Code of Ethics document in this item.

Only these minor changes were made:

- Page 4, second paragraph, first line, "w" in "will" is capitalized.
- Contacts on page 11 were updated to reflect current management.

Other comments made by Dian McNaught with staff response:

- page 5.... last half of second paragraph - Do we need an optional anonymous reporting system?? Text that reads 'concerns, or threats or challenges to their authority' could be tough for done people.

Staff: [There are options for people to seek help that can protect them from retaliation]

- across from the above paragraph - 'Confront the decisions or behaviors of others' could become abusive ????? Is confront the correct word here ???

Staff: [I think we want to empower people to speak up]

- end of next to last paragraph on the page....He or she knowingly provides false information... By whom or how is false information determined??

Staff: [An investigation will reveal the veracity of a given issue]

- page 6 again...should not consider employees' ethics concerns as threats or challenges to their authority. Should we have a confidential way to report??

Staff: [The code provides for a retaliation free environment]

- page 7. (4)...substantial interest 'with' a competitor, supplier etc.

Staff: [Either way works]

The Code of Ethics and Business Conduct as revised is attached by [hyperlink](#).



CODE OF ETHICS

The Code of Ethics is established in order to protect the well-being and rights of Jaunt employees, Board members, and passengers as well as to assist in assuring the honest and efficient administration of Jaunt and compliance with local, state and federal laws. Jaunt is a public service corporation organized to safely deliver caring, attentive, and inclusive service through convenient, innovative, sustainable transit solutions and therefore all those associated with it must be impartial; must not use their association for personal gain; and must instill confidence in the integrity of the organization.

1. Jaunt employees and Board members will conduct themselves at all times in such a manner as to create respect for themselves, as public servants, and the organization they represent.
2. Jaunt employees and Board members will place public interest above the individual, group, or special interests and will consider their positions as an opportunity to serve the citizens of Central Virginia.
3. Employees and Board members will not discriminate because of race, color, religion, age, sex, disabling condition, political affiliation, sexual orientation, or national ancestry, or any other non-job-related factors. Board members and employees will work to prevent and eliminate such discrimination in providing services, and in executing all personnel actions.
4. Employees and Board members will not have any material financial interest in any private business or professional activity which would be in conflict with the responsibilities of their position. They will not engage in any business activity or professional activity that could be perceived as in conflict with their responsibilities or that would tend to impair independence of judgment or action in the performance of official duties.
5. Employees and Board members will refrain from using their positions for personal gain, and will keep confidential all information not available to all citizens that is acquired by virtue of their position with the organization.
6. Employees and Board members will not accept any personal gift, favor, service, meals, money or anything in excess value of \$100 from the public, which might reasonably tend to influence the impartial discharge of duties. In particular, they may not solicit nor accept gratuities, favors, or anything of monetary value from present or potential contractors or sub recipients.
7. Jaunt as an organization will refrain from real and apparent organizational conflicts of interest in all contracting activities.

Acknowledgement:

I hereby acknowledge that I have received a copy of both, the Jaunt's Code of Ethics and the Ethics & Business Conduct Policy and that I have read and understand all of my obligations, duties, and responsibilities under each principle and provision of both documents.

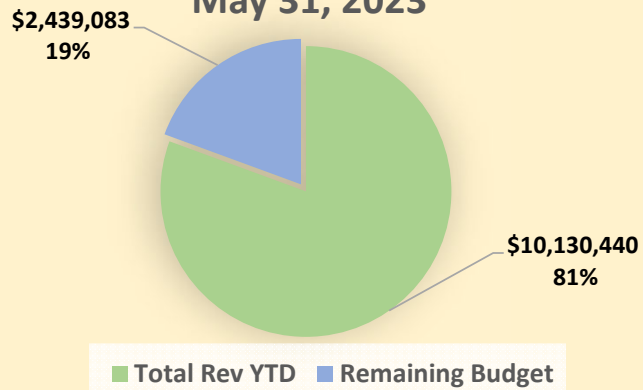
I certify that this is a true and correct statement by my signature below:

Signature

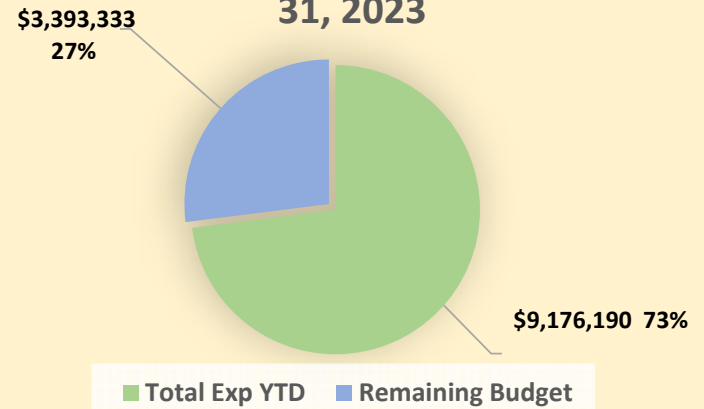
Print

Date

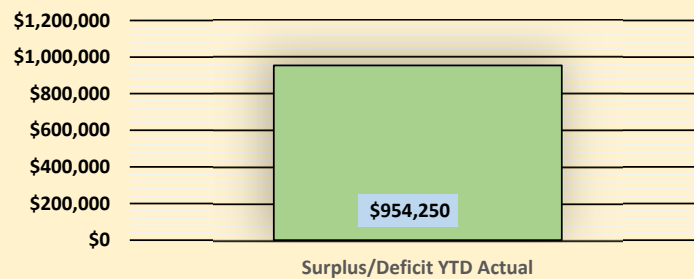
**FY23 YTD Budget v Actual Revenue
May 31, 2023**



**FY23 YTD Budget v Actual Expenses May
31, 2023**



**FY23 YTD Surplus/Deficit
May 31, 2023**



Jaunt, Inc. FY2023 Monthly Financial Summary

May 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	\$ 17,154	\$ (31,979)	\$ -	\$ -	\$ -	\$ 4,724	\$ 12,429	\$ -	
Governmental Revenue:										
Federal Operating Grants	\$ 339,925	\$ 188,068	\$ (151,857)	\$ 45,123	\$ 142,945	\$ -				
Federal Capital Grants	\$ 53,668	\$ 13,092	\$ (40,576)						\$ 13,092	
Virginia DRPT Operating	\$ 212,655	\$ 211,529	\$ (1,126)	\$ 50,752	\$ 160,777	\$ -				
Virginia DRPT Capital	\$ 4,689	\$ 2,618	\$ (2,071)						\$ 2,618	
Local Government	\$ 387,391	\$ 387,391	\$ 0	\$ 91,979	\$ 291,377	\$ 763			\$ 3,273	
In Lieu of Local	\$ -	\$ -	\$ -	\$ -	\$ -					
Other Revenue	\$ -	\$ 28,376	\$ 28,376				\$ 28,376	\$ -		
Total Revenue	\$ 1,047,460	\$ 848,227	\$ (199,233)	\$ 187,854	\$ 595,098	\$ 763	\$ 33,100	\$ 12,429	\$ 18,983	
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	\$ 489,236	\$ (20,588)	\$ 96,124	\$ 393,112	\$ -	\$ -	\$ -	\$ -	
Fringe Benefits/Staff Development	\$ 218,035	\$ 160,311	\$ (57,724)	\$ 26,426	\$ 133,122	\$ 763	\$ -	\$ -	\$ -	
Travel/Business Meals/Meetings	\$ 1,608	\$ 710	\$ (898)	\$ 3	\$ -	\$ -	\$ 707	\$ -	\$ -	
Facility/Equipment Maintenance/Utilities	\$ 13,359	\$ 11,460	\$ (1,899)	\$ 10,016	\$ 1,444	\$ -	\$ -	\$ -	\$ -	
Supplies & Materials	\$ 140,590	\$ 74,276	\$ (66,314)	\$ 1,818	\$ 72,458	\$ -	\$ -	\$ -	\$ -	
Marketing & Advertising	\$ 9,167	\$ 1,316	\$ (7,850)	\$ 325	\$ -	\$ -	\$ 991	\$ -	\$ -	
Insurance & Bonding	\$ 32,375	\$ 31,996	\$ (379)	\$ 31,996	\$ -	\$ -	\$ -	\$ -	\$ -	
Professional Services	\$ 60,741	\$ 85,875	\$ 25,134	\$ 30,486	\$ 38,960	\$ -	\$ 4,000	\$ 12,429	\$ -	
Miscellaneous	\$ 2,233	\$ 4,945	\$ 2,712	\$ 4,548	\$ -	\$ -	\$ 397	\$ -	\$ -	
Equipment (Capital)	\$ 59,530	\$ 16,365	\$ (43,165)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 16,365	
Total Expenditure	\$ 1,047,460	\$ 876,490	\$ (170,971)	\$ 190,041	\$ 602,024	\$ 763	\$ 54,869	\$ 12,429	\$ 16,365	
Net change in fund balance	\$ (0)	\$ (28,262)	\$ (28,262)	\$ (2,186)	\$ (6,926)	\$ -	\$ (21,768)	\$ -	\$ 2,618	



Jaunt, Inc. FY2023 Monthly Financial Summary

May 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	\$ 540,455	\$ 213,076	\$ (327,378)	\$ 589,587	36%	Ridership lower than expected
Governmental Revenue:						
Federal Operating Grants	\$ 3,739,175	\$ 2,898,894	\$ (840,281)	\$ 4,079,100	71%	Reimbursable: operating expenses lower
Federal Capital Grants	\$ 590,353	\$ 207,959	\$ (382,394)	\$ 644,021	32%	Reimbursable: capital expenses lower
Virginia DRPT Operating	\$ 2,339,203	\$ 2,326,819	\$ (12,384)	\$ 2,551,858	91%	
Virginia DRPT Capital	\$ 51,579	\$ 38,767	\$ (12,812)	\$ 56,268	69%	Reimbursable: capital expenses lower
Local Government	\$ 4,261,298	\$ 4,261,298	\$ 0	\$ 4,648,689	92%	
In Lieu of Local	\$ -	\$ -	\$ -	\$ -		
Other Revenue	\$ -	\$ 183,627	\$ 183,627	\$ -		
Total Revenue	\$ 11,522,063	\$ 10,130,440	\$ (1,391,622)	\$ 12,569,523	81%	
Uses of Financial Resources						
Salaries & Wages	\$ 5,608,057	\$ 5,076,047	\$ (532,010)	\$ 6,117,880	83%	Not at full staffing level
Fringe Benefits/Staff Development	\$ 2,398,382	\$ 1,680,624	\$ (717,758)	\$ 2,616,417	64%	Not at full staffing level/Health premiums lower
Travel/Business Meals/Meetings	\$ 17,692	\$ 21,251	\$ 3,560	\$ 19,300	110%	Employee banquet/Staff meetings/Transit Appreciation
Facility/Equipment Maintenance/Utilities	\$ 146,951	\$ 133,626	\$ (13,326)	\$ 160,310	83%	Telephone under, Electricity & Water/Sewer/Refuse over
Supplies & Materials	\$ 1,546,487	\$ 802,863	\$ (743,624)	\$ 1,687,077	48%	Fuel prices dropped,actual 43% of total budgeted amount
Marketing & Advertising	\$ 100,833	\$ 92,600	\$ (8,233)	\$ 110,000	84%	
Insurance & Bonding	\$ 356,125	\$ 361,295	\$ 5,170	\$ 388,500	93%	
Professional Services	\$ 668,149	\$ 629,618	\$ (38,531)	\$ 728,889	86%	MSP over, Texas A&M not in budget, Bus Wraps started
Miscellaneous	\$ 24,561	\$ 33,376	\$ 8,815	\$ 26,794	125%	UVA Sports Sponsorship
Equipment (Capital)	\$ 654,826	\$ 344,889	\$ (309,937)	\$ 714,356	48%	Supply chain delays, other projects in planning stage
Total Expenditure	\$ 11,522,063	\$ 9,176,190	\$ (2,345,873)	\$ 12,569,523	73%	
Net change in fund balance	\$ (0)	\$ 954,250	\$ 954,250	\$ (0)		



JAUNT, Inc.
Balance
Sheet
Summary

6/23/2023

6:31 PM

	5/31/2023	5/31/2022
Assets		
Cash and Cash Equivalents	\$ 6,360,776.19	\$ 5,317,091.68
Receivables, Net of Allowances	38,750.66	92,775.29
Due From Other Governmental Units	2,695,700.91	2,720,461.32
Prepaid Items	72,855.27	84,879.60
Capital Assets	6,018,838.05	7,237,496.74
Total Assets	\$ 15,186,921.08	\$ 15,452,704.63
Accounts Payable	\$ 174,251.44	\$ 159,309.19
Accrued Payroll & Related Liabilities	425,941.47	417,716.29
Lease Liability	100,745.08	-
Deferred Revenue	209,073.57	365,139.76
Total Liabilities	910,011.56	942,165.24
Fund Balance/Net Position		
JAUNT Inc. Stock	16.00	16.00
Fund Balance:		
Nonspendable:		
Prepaid Items	72,855.27	84,879.60
Committed:		
Rainy Day	3,000,000.00	531,000.00
Capital Reserve	1,000,000.00	450,600.00
Unassigned	4,440,789.29	6,363,549.30
Total Fund Balance	8,513,644.56	7,430,028.90
Total Equity	8,513,660.56	7,430,044.90
Total Liabilities and Equity	\$ 9,423,672.12	\$ 8,372,210.14
Net Position:		
Investment in Capital Assets	5,918,092.97	7,237,496.74
Unrestricted	8,358,784.55	7,273,010.65
Total Net Position	14,276,877.52	14,510,507.39
Total Net Position and Equity	14,276,877.52	14,510,507.39
Total Liabilities and Net Position	\$ 15,186,921.08	\$ 15,452,704.63

Jaunt, Inc.

Statement of Cash Flows for month ended May 31, 2023

Cash flows from Operations for May 2023	
Local Match	\$ 90,301
DRPT	\$ 391,904
CAT	\$ 1,334,222
Agency	\$ 19,642
Other	\$ 15,955
Payroll	(465,448)
Capital Payments	(6,675.54)
Other Payments	<u>(1,326,652)</u>
Total cash flows from Operations	53,248
Cash flows from Investing for May 2023	
Interest	12,637
Transfer from Operating Account	<u>1,000,000</u>
Total cash flows from Investing	1,012,637
Net change in cash	1,065,885
Beginning cash balance 5/1/2023	<u>5,283,027</u>
Ending cash balance 5/31/2023	<u><u>\$ 6,348,912</u></u>
Days of cash on hand	262.34
Months of cash on hand	8.74

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JAUNT, Inc.
 VENDOR CHECK REGISTER REPORT

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Payables Management

Ranges: From: To: From: To:
 Check Number First Last Check Date 5/1/2023 5/31/2023
 Vendor ID First Last Last Checkbook ID First Last
 Vendor Name First
 Sorted By: Check
 Date

* Voided Checks

Check Number	Vendor	ID	Vendor Check Name	Check Date	Checkbook	ID	Audit Trail Code	Amount	
ELECTRONIC	AET001		Aetna	5/2/2023	OPERATING		PMPAY00001375	\$86,335.05	Health Insurance
ELECTRONIC	MAN003		Mansfield Oil Company	5/3/2023	OPERATING		PMPAY00001376	\$26,231.43	Fuel
ELECTRONIC	CRE003		EFT Transfer Suntrus Bank	5/5/2023	OPERATING		PMPAY00001378	\$223,831.81	Payroll
ELECTRONIC	SEL001		Selective Insurance	5/9/2023	OPERATING		PMPAY00001383	\$31,903.00	Liability Insurance
ELECTRONIC	MUT001		Mutual Of America	5/11/2023	OPERATING		PMPAY00001385	\$19,701.04	Retirement
ELECTRONIC	MAN003		Mansfield Oil Company	5/17/2023	OPERATING		PMPAY00001384	\$26,445.23	Fuel
53342	LGI001		LGIP	5/18/2023	OPERATING		PMCHK00002162	\$1,000,000.00	Transfer to LGIP
ELECTRONIC	CRE003		EFT Transfer Suntrus Bank	5/19/2023	OPERATING		PMPAY00001387	\$237,639.09	Payroll
ELECTRONIC	MUT001		Mutual Of America	5/22/2023	OPERATING		PMPAY00001392	\$21,538.31	Retirement

Ted Rieck Monthly Expenses
Paid between 5/1/23 - 5/31/23

Direct Reimbursement

Date	Check #	Amount	Purpose
5/11/2023	53328	\$ 50.96	Mileage - Buckingham Board of Supervisors
		\$ 60.00	Gym Fee Reimbursement - Mar + Apr 2023
		\$ 110.96	Total Reimbursement

Credit Card Charges

Date	Check #	Amount	Purpose
5/11/2023	53333	\$ 3.35	Lanier Parking - RTP Meeting
		\$ 9.95	Public Trans - APA Conference, Philadelphia, PA
		\$ 131.15	Meals - Reimb - APA Conference
		\$ 1,355.87	Hotel - APA Conference
		\$ 24.16	Moose's - Lunch mtg - R Cantor
		\$ 33.55	Beer Run - Lunch mtg - R Cantor
		\$ 25.02	Guadalajara - Lunch - J Charles Spense
		\$ 1,583.05	Total Monthly Charges
		\$ 1,694.01	Total Expenses

Jaunt Safety Report March 2023:

Preventable vehicle accident(s): 2

- 03/08/2023 Operator made contact with a mailbox while picking up a passenger. No injuries (DR)

Non-preventable vehicle accident(s): 2

- 03/29/2023 Adverse vehicle made contact with bus mirror. No damage (DR)
- 03/29/2023 Rock hit window while bus was enroute to pick up passenger. (DR)

Customer related incident(s): 2

- 03/27/2023 Passenger stumbled while entering vehicle. No injuries
- 03/30/2023 Passenger fell on sidewalk while approaching bus. Minor injuries
- 03/31/2023 Passenger tripped at on step while entering bus. No injuries

Staff related incident(s): None

Jaunt traveled 135,879 revenue miles and had 1 preventable accident from 3/1/23 to 3/30/23. Jaunt has a goal of less than 1 preventable accident for every 100,000 revenue miles driven. Jaunt has had 17 preventable accidents since 7/1/22 and recorded 1,083,868 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. There were no safety concerns reported for March.

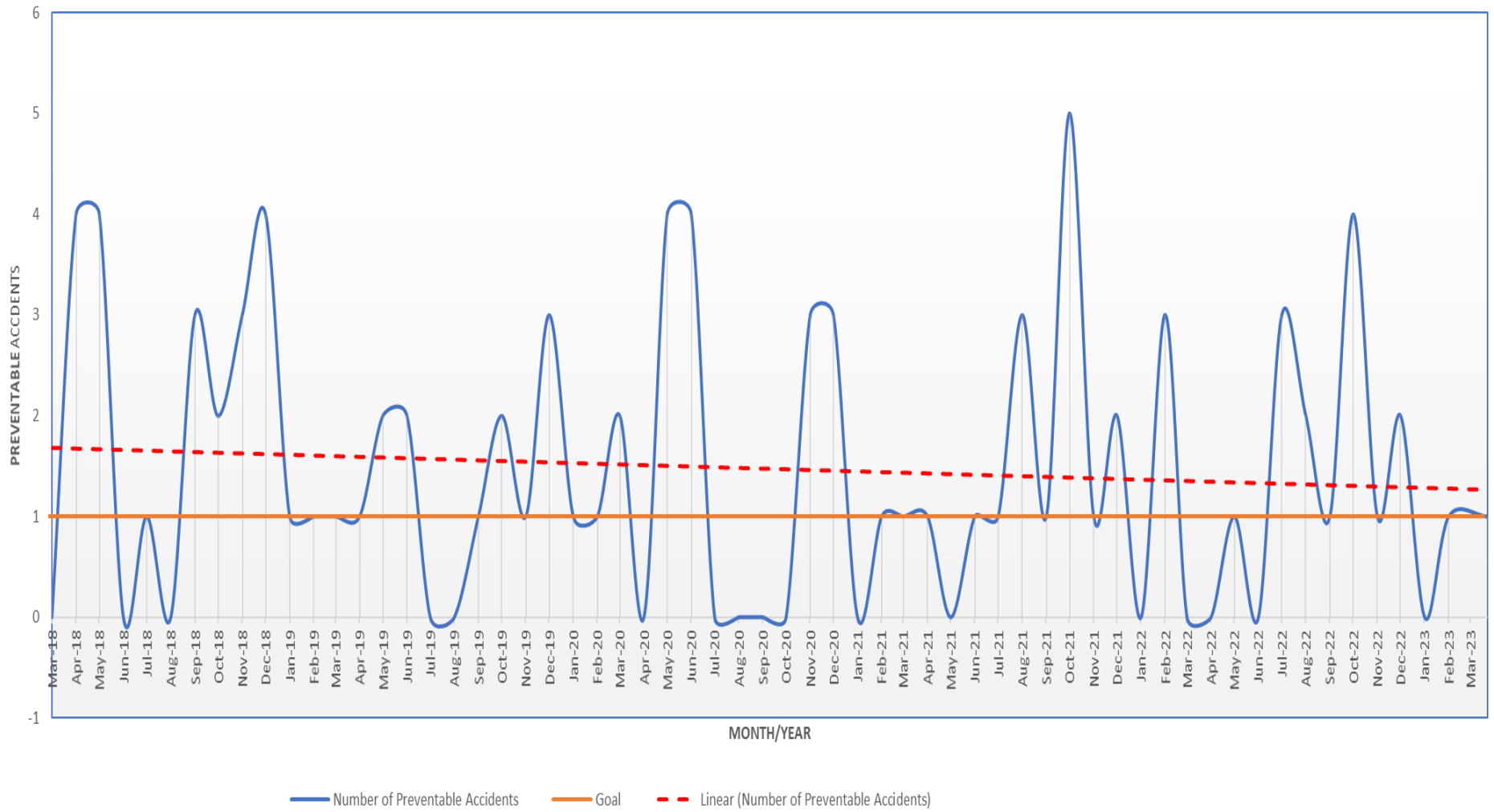
During the month of March 2023, Jaunt conducted 3 site visits.

National Transit Database Reporting

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

Upcoming Monthly Safety Initiatives

Jaunt Preventable Accidents



Safety Report April 2023 (revised):

Preventable vehicle accident(s): 4

- On 4/4 during a demand-response trip an operator hit a parked car, no injuries
- On 4/7 an operator swung a turn to wide and hit a yellow parking bollard which pulled the bumper off a commuter bus.
- On 4/11 during a demand response trip, an operator was taking a client home, and while passing a roadside tree work removal site, a branch scraped the side of the bus.

Non-preventable vehicle accident(s): 1

- On 4/3 an operator was unloading a client in a parking lot while a car was backing up simultaneously. The car hit the rear end of the bus, no injuries

Customer related incident(s): 3

Staff related incident(s): 1

Jaunt traveled 117,264 revenue miles and had 4 preventable accidents from 4/1/23 to 4/30/23. Jaunt has a goal of less than 1 preventable accident for every 100,000 revenue miles driven. Jaunt has had 20 preventable accidents since 7/1/22 and recorded 1,202,698 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. None reported for April

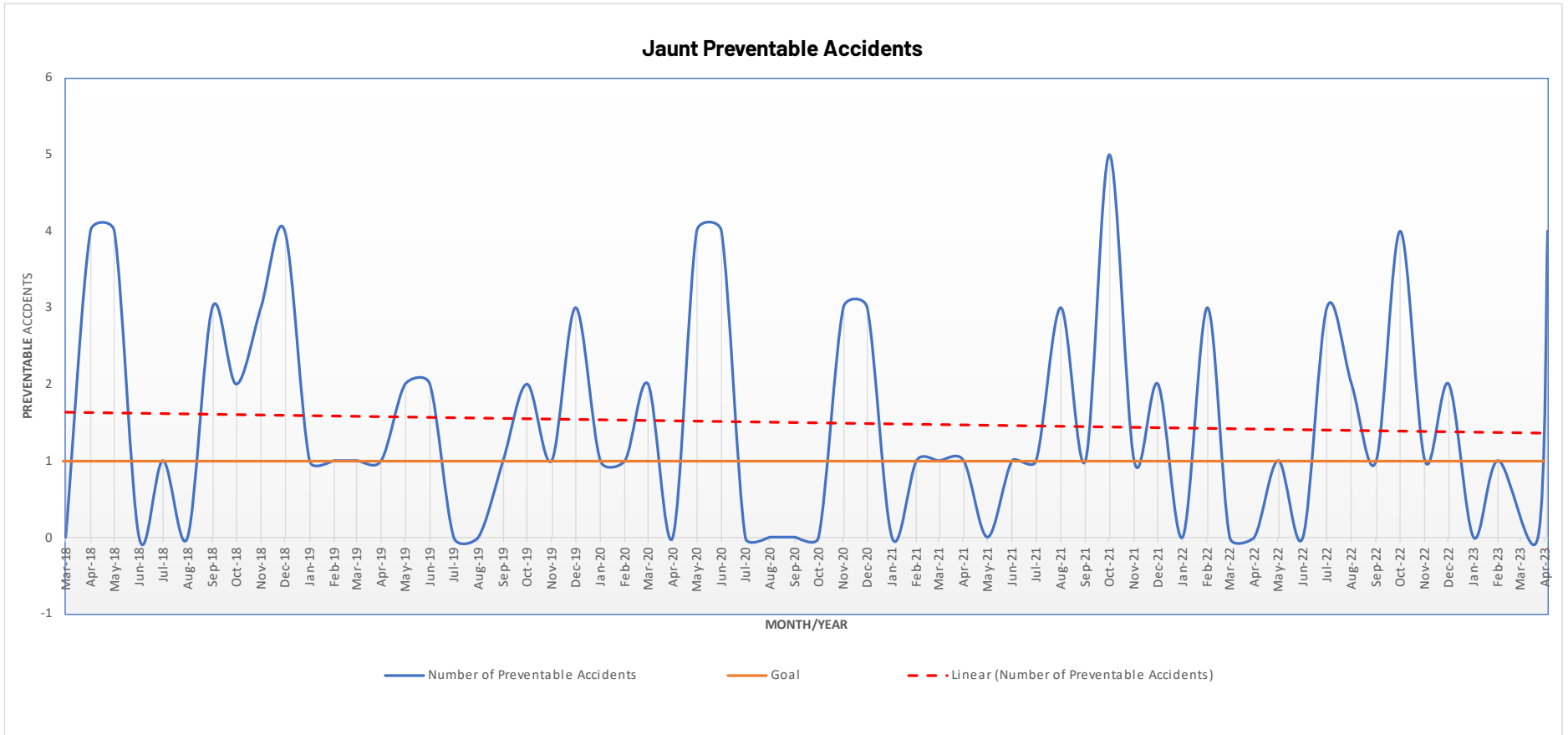
During the month of April 2023, Jaunt conducted four site visits.

National Transit Database Reporting

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

New Safety / Training Manager joining Jaunt/

Safety and Training Manager has Joined Jaunt.



Jaunt Safety Report May 2023:

Preventable vehicle accident(s): 2

- On 05/13/2023 Operator parked too close to a pole and made contact while departing from location. No Injuries (Demand Response)
- On 05/15/2023 Operator backed into parked car. No Injuries. (ADA)

Non-preventable vehicle accident(s): None

Customer related incident(s): None

Staff related incident(s): None

Jaunt traveled 130,855 revenue miles and had 2 preventable accidents from 5/1/23 to 5/30/23. Jaunt has a goal of less than 1 preventable accident for every 100,000 revenue miles driven. Jaunt has had 22 preventable accidents since 7/1/22 and recorded 1,333,552 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. There were no safety concerns reported for May.

During the month of May 2023, Jaunt conducted 2 site visits.

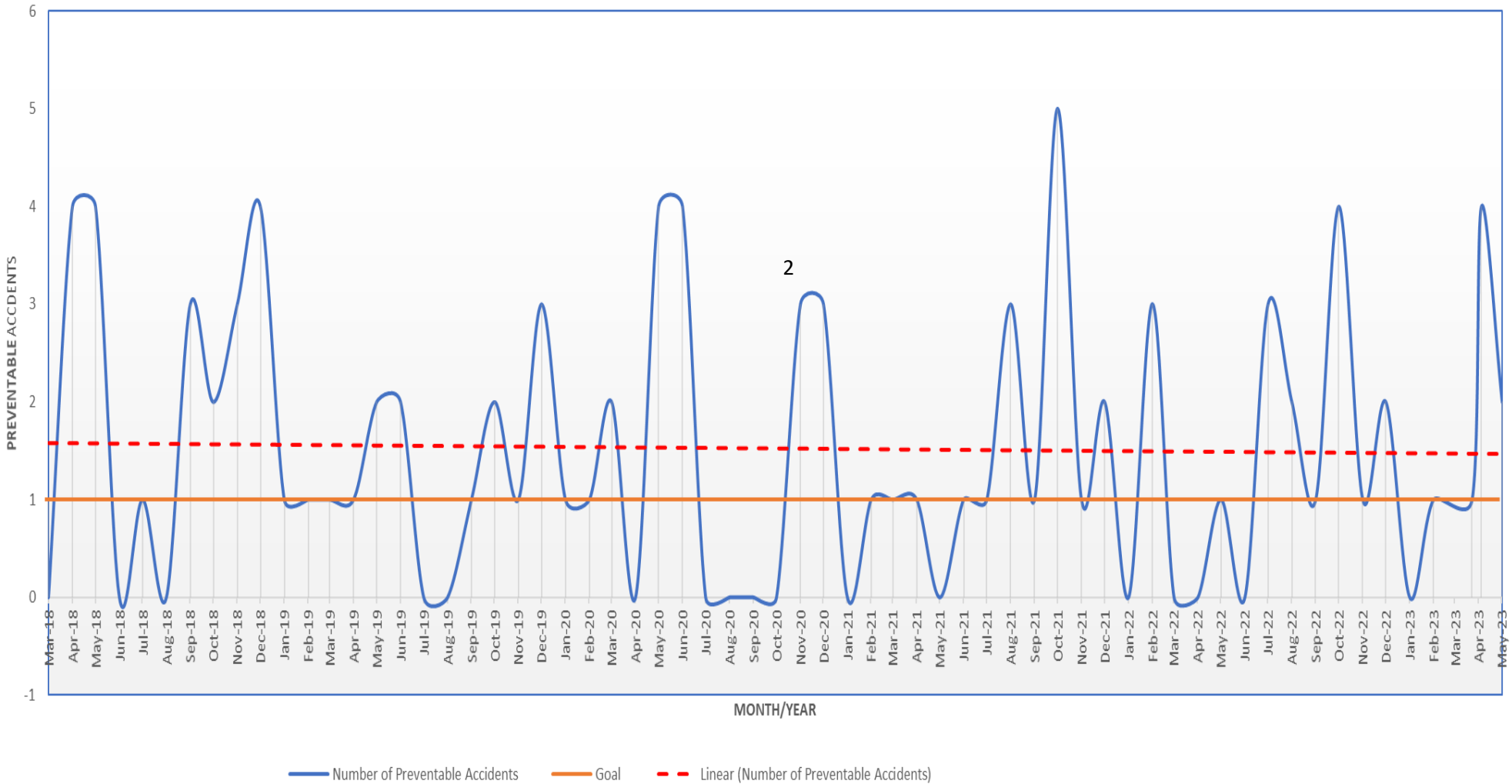
National Transit Database Reporting

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

Upcoming Monthly Safety Initiatives

- Annual Refresher Training
- Safety Blitz-focusing on pre-trip/post trip inspections

Jaunt Preventable Accidents



Meeting of the Board of Directors

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

The table below depicts different reporting categories split up the same way as the “Jaunt Covid Recovery Timeline” chart. The ADA Report includes only revenue miles from Demand response services, but this chart encompasses all of the different reporting categories.

Reporting Category Name	2022								2023				
	May	Jun	Jul	Aug	Sep	Oct	Nov *	Dec	Jan	Feb	Mar	Apr	May
ADA	33,667	33,395	33,425	37,519	37,976	38,629	35,052	33,601	36,055	36,010	41,370	36,164	38,059
Agency	9,155	7,755	8,229	9,209	8,998	8,801	6,098	6,340	6,602	5,735	6,925	5,018	6,518
Commuter Bus	18,144	14,543	17,648	19,611	18,108	18,014	17,918	18,177	18,192	17,325	20,015	17,664	19,404
Rural Demand Response	53,059	55,571	54,442	61,000	58,242	58,204	54,783	51,822	57,402	58,821	67,569	59,984	66,874
Grand Total	114,025	111,264	113,745	127,339	123,324	123,649	113,851	109,939	118,252	117,891	135,879	118,829	130,855

*Data has been corrected



Meeting of the Board of Directors

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

May 2023 ADA Report

	FY 2022			FY 2023											
	May-22	Jun-22	FY22 Year End	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	FY23 YTD
ADA Unlinked Passenger Trips	7,698	7,533	82,258	7,631	8,535	8,627	8,455	7,735	7,485	8,108	8,339	9,289	8,254	8,837	91,295
All Demand Response UPT	14,431	14,482	166,692	14,846	16,794	16,616	16,450	14,806	14,323	15,515	16,043	18,297	16,078	17,912	177,680
ADA Revenue Miles	33,667	33,395	377,149	33,425	37,494	37,976	38,629	35,052	33,601	36,055	36,010	41,370	36,164	38,059	403,835
All Demand Response Revenue Miles	95,270	95,787	1,156,398	96,096	107,542	105,216	105,634*	95,933	91,762	100,060*	100,566	115,864	101,165	111,451	925,595
ADA Revenue Hours	3,172	3,232	34,836	3,102	3,388	3,339	3,373	3,253	3,126	3,241	3,237	3,724	3,348	3,520	36,651
All Demand Response Revenue Hours	6,545	6,483	75,397	6,602	7,213	6,984	6,947	6,633	6,400	6,626	6,669	7,694	6,788	7,310	75,866
ADA No Shows	202	186	2,082	197	210	231	273	216	249	247	212	348	230	264	2,677
All Demand Responses No Shows	435	427	4,522	461	460	478	552	532	523	536	525	759**	531	641	5,239
ADA Missed Trips	0	1	2	0	0	2	0	0	0	2	1	3	16	10	34
All Demand Responses Missed Trips	1	3	4	1	5	5	1	0	1	4	0	18	19	23	77
ADA Denials	0	0	247	0	1	5	2	1	1	0	4	5	2	0	21
All Demand Responses Denials	102	168	1,216	30	88	63	59	23	54	20	50	60	43	43	533
ADA On Time Performance	93%	94%	93%	95%	94%	91%	89%	91%	91%	91%	90%	91%	88%	86%	91%
All Demand Responses OTP	92%	93%	93%	94%	94%	91%	89%	91%	90%	91%	90%	90%	88%	83%	90%
ADA Passenger Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ADA Lifts Determined Inoperable	0	0	1	0	0	0	0	0	0	1	1	0	1	1	4
ADA Passenger Incidents/Accidents	1	0	1	0	1	0	1	0	0	0	0	3	0	0	2
ADA Vehicle Accidents	1	1	6	1	1	1	2	1	0	0	0	0	1	1	8
Excessively Long ADA Trips	14	6	92	7	17	20	13	15	21	6	14	24	18	21	176
Demand Response Reservations Hold Times	1:57	2:04	2:17	2:15	2:09	2:15	3:40	3:36	2:46	3:45	2:37	3:02	2:36	2:28	2:49

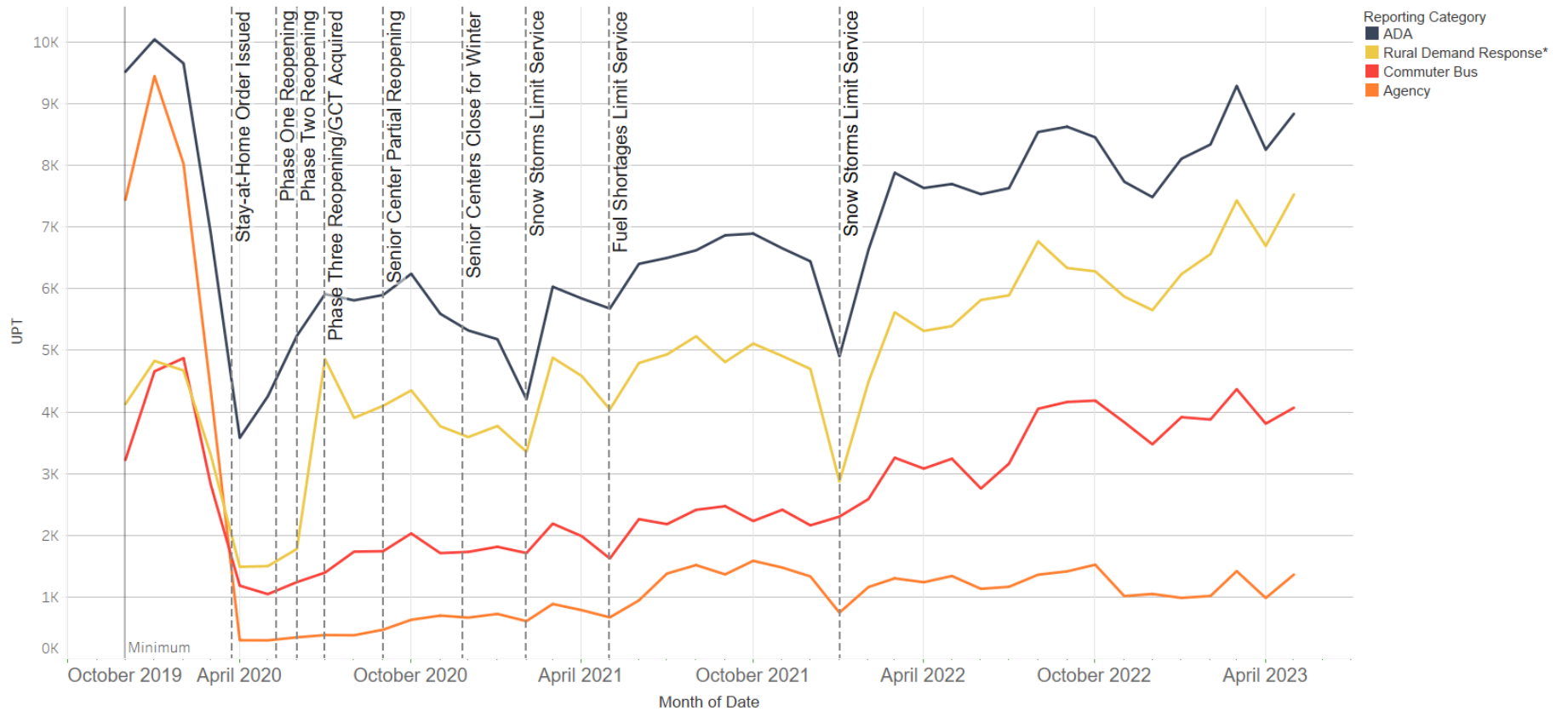
*Numbers have been adjusted as of March 2023 Board Meeting

**Numbers have been adjusted as of June 2023 Board Meeting



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



*Greene County Transit (GCT) merged into “Rural Demand Response” as of March 2023





434.296.3184

www.ridejaunt.org

104 Keystone Place
Charlottesville, VA 22902



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 have implemented the new phone system from Ring Central. We had some transition challenges, but we have mostly worked through them.
2. 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 management of reservations. Staffing training took place in June. This project is being led by Jacquelyn Spence, Sr. Director of Operations.
3. On May 22nd, Ted Rieck and Robin Munson met with the chair of Goochland's Community Action Program who is interested in possibly starting a transit service.
4. We will be launching our Rural Transit Needs Assessment study with North Dakota State University's Small Urban and Rural Center On Mobility (SURCOM).
 - We are forming a study stakeholder group; Hal Morgan has volunteered to serve on the group.
5. We are working with AECOM on a scope and fee for these projects which we expect to initiate in the next two months:
 - Microtransit market analysis
 - Board strategy development
 - Implementation of battery electric buses
 - Partnering on a grant opportunity with Dominion Energy
6. Ted is working with a nonprofit consultant to develop a board member on-boarding process and plan. More details will be provided soon.
7. We are currently still recruiting a Planning Manager/Director.

