



## AGENDA

### Meeting of the Board of Directors

March 13, 2024 at 10:00 AM EST

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PUBLIC ARE ENCOURAGED TO ATTEND REMOTELY USING THE BELOW LINKS

- Webinar: <https://us02web.zoom.us/j/84728922538>
- Or One tap mobile: US: +13092053325, 84728922538#
- Or Telephone Only: +1 312 626 6799
- Webinar ID: 847 2892 2538

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

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#### 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](mailto:amandap@ridejaunt.org) or (434) 296-3184, extension 115.

#### V. Action Items

- February 14, 2024 Board of Directors Meeting Minutes— *Christine Appert, Secretary* Pgs 2-5 of 38
- Approve Attendance Policy -- *Mike Murphy, CEO* Pgs 6-9 of 38

#### VI. Standing Committee Reports

- Finance Committee--*Jacob Sumner, Treasurer & Robin Munson, CFO* Pgs 10-18 of 38
- Operations and Safety Reports—*Jason Espie, Senior Director Planning* Pgs 19-26 of 38
- Regional Transit Partnership Update-- *Christine Jacobs/Hal Morgan/Lucas Ames*
- Executive Director Report--*Mike Murphy, CEO* Pgs 36-37 of 38

#### VII. New Business –

- [Union Update](#) - *Mike Murphy, CEO* Pg 38 of 38 (hyperlinked video)
- Classification and Compensation - *Mike Murphy, CEO*
- Future Board Agenda Items - *Mike Murphy, CEO*

#### VIII. Announcements and Board Member comments

Adjourn to next meeting: April 10, 2024, at 10:00 AM EST

## Board Attendance Roster

Month: February      Year: 2024

<b>Directors</b>	<b>Present In Person</b>	<b>Present Virtual</b>	<b>Absent</b>
Brad Burdette, [President], Nelson	<b>X</b>		
Hal Morgan, [Vice President], Fluvanna	<b>X</b>		
Christine Appert, [Secretary], Charlottesville	<b>X</b>		
Jacob Sumner, [Treasurer], Albemarle	<b>X</b>		
William Wuensch, [Immed. Past President], Albemarle		<b>X</b>	
Caetano de Campos Lopes, Albemarle (Arrived at 10:09)	<b>X</b>		
Lucas Ames, Charlottesville	<b>X</b>		
Erik Larson, Charlottesville	<b>X</b>		
Ray Heron, Charlottesville	<b>X</b>		
Randy Parker, Louisa	<b>X</b>		
Dian McNaught, Nelson	<b>X</b>		
Iscella Wittich, Fluvanna	<b>X</b>		
<b>Ex Officio Directors</b>			
Christine Jacobs, TJPDC		<b>X</b>	
Garland Williams, CAT		<b>X</b>	
Katy Miller, DRPT		<b>X</b>	
<b>Staff</b>			
Mike Murphy, Interim CEO	<b>X</b>		
Robin Munson, CFO	<b>X</b>		
Levine Hedgepeth, Safety & Training Manager			<b>X</b>
Mike Mills, Dir of Procurement		<b>X</b>	
Ben Rutherford, Sys Admin	<b>X</b>		
Janet Jackson, Director of HR	<b>X</b>		
Amanda Powell, Executive Asst	<b>X</b>		
Jason Espie, Director of Planning	<b>X</b>		
Jordan Bowman (Legal Counsel)	<b>X</b>		
<b>Public</b>			



## Minutes

### Meeting of the Board of Directors

February 14, 2024 at 10:00 AM EST

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#### I. Call to Order — Brad Burdette, President

Time: 10:05am

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

See Roster

#### III. Introductions — Brad Burdette, President

None

#### IV. Public Comments — Brad Burdette, President

None

#### V. Action Items

##### A. January 10, 2024 Board of Directors Meeting Minutes— Christine Appert, Secretary

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

##### B. Approve Changes to Drug & Alcohol Policy -- Mike Murphy, CEO

Motion: Randy P.                      Second: Jacob S.                      Vote: Unanimous to accept

##### C. Approve Appeals Process Policy -- Mike Murphy, CEO

There was a brief discussion about the appeals procedure policy, which was presented to the board for approval. Randy P. wanted some clarification on what happens to the client's service while under appeal. Jaunt's legal counsel, Jordan B., responded that if someone applied through CAT for ADA transit and was denied, they could appeal but would not be able to use service pending the appeals decision. However, if a current client is suspended due to no shows, they would be allowed to continue services with Jaunt pending the decision of the appeal. Erik L. expressed that he would like to see members outside of the operations team be on the appeals committee.

Motion: Randy P.                      Second: Hal M.                      Vote: Unanimous to accept

##### D. Approve No Show / Suspension Letter Template -- Mike Murphy, CEO

It was determined by the board that no vote was needed to approve the No Show/Suspension letter

E. Approve 2023 Excess Working Capital Strategy -- *Mike Murphy, CEO*

With the new policy adopted last year, the board can now decide how much of the Excess Working Capital to distribute back to the localities. He pointed out that this year's numbers differed slightly from the previous years since they were calculated using their contributions whereas last year was calculated by their expenses. He presented the board with three calculated and assembled options and asked the board to consider the middle option, which would return a portion of the money to each locality while also allowing us to retain what we anticipated will cover half of the local match for future capital projects.

Motion: Jacob S.

Second: Hal M.

Vote: Unanimous to accept middle option

**VI. Standing Committee Reports**

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

Robin M. presented a summary of the financial reports for December 2023. She advised the board that contract revenue was declining and would most likely continue to decline. This is due in large part to one of our largest agencies, PACE, informing us that they are currently only using us as back up transportation and not for their primary source of transportation.

B. Operations and Safety Reports—*Levine Hedgepeth, Safety and Training Manager*

Mike M. presented the board with the December 2023 safety reports. There were one preventable accident and three non-preventable accidents reported in December, as well as one customer related incident and one staff related incident. There were no safety concerns during the month, and no site visits were conducted. He also notified the board that during our Safety Meeting on January 25, 2024, all operators received refresher training on safe wheelchair securement. He also presented the board with a new report prepared by Jaunt's Director of Planning, Jason E. This report provides a breakdown of each locality and its specific ridership.

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

Christine J. reported that at the most recent Regional Transit Partnership meeting, they welcomed some new members. RTP will convene on February 22, 2024, and they will hear from the consultants about their final presentation on the Governance Study and recommendations. TJPDC has also begun a soft launch on its new Mobility Management Program, which has so far received 44 calls, 26 of which were referred to Jaunt for their transit needs.

D. Executive Director Report--*Mike Murphy, CEO*

Mike M. informed the board that there are multiple staff vacancies that we are seeking to fill. He also informed the board that he plans on traveling to Louisa near the end of February to meet with Rachel Jones, who will be the new board member representing Louisa. Mike M. was in Greene County the earlier part of the week meeting with their new county executive and finance director about budget requests. He intends to attend any budget work session they invite him to, which should be sometime in early March. He also stated that Jaunt is working on creating an employee highlight page with pictures and insights from employees to help build a stronger sense of community throughout. He informed the

board that he would be delighted to conduct a 10-minute interview with any members who would also like to volunteer for this highlight page.

#### **VII. New Business –**

Mike M. presented a draft of Jaunt’s history to the board, stating that this is an ongoing project that will include any further information discovered from the past as well as new information as it becomes available. Caetano appreciated this information and requested that it be shared with all new board members during onboarding. Mike M. then reviewed the survey findings from Jaunt’s January Safety Meeting, which were collected from all staff. Erik L. offered two requests that he would like to be considered, the first to reconvene the Safety and Operations Committee that Jaunt used to have, and the second was to reassemble the Jaunt Friends Board.

#### **VIII. Announcements and Board Member comments**

Erik L. offered two requests that he would like to be considered, the first to reconvene the Safety and Operations Committee that Jaunt used to have, and the second was to reassemble the Jaunt Friends Board.

**Adjourn to next meeting: March 13, 2024, at 10:00 AM EST**

Time: 11:51am



**JAUNT Inc.**  
**Attendance Policy**  
**Revision Date: 3/1/24**

Employees are hired to perform important functions at Jaunt. Operating effectively takes cooperation and commitment from everyone. Attendance and punctuality are very important. Unnecessary absences and lateness are expensive, disruptive and place an unfair burden on fellow employees and team members. We expect excellent attendance from all employees.

All non-exempt staff are expected to report to work as scheduled and be ready for work at the scheduled start time. We understand that certain situations may arise that cause an employee to miss time at work, but good attendance is an essential requirement to the success of our team and unscheduled absences must be kept to a minimum.

If any employee is absent from work for three (3) consecutive working days without informing their supervisor by following the call-off procedure in this policy, Jaunt will assume that the employee voluntarily resigned, and employment will be terminated as of the last day worked by the employee unless Jaunt determines there was good cause for the employee's failure to inform their supervisor.

**Attendance Records:**

For reasons of consistency and fairness, all instances of absence, tardiness, and leaving early (including those for which an employee receives personal, sick, or vacation pay) will be recorded in the timekeeping system or an attendance log, regardless of the reason for the absence and whether prior approval was granted.

- Employees may view their attendance record by request to the Chief – People & Operations.

**Requests for Time Off Procedures:**

- A request for time off does not guarantee time off. All requests for time off will be considered based on operational and business needs. The maximum number of employees allowed off will be determined based on operational needs.
- Time off requests will be approved based on submission date.
- All requests for time off must be made electronically. Individuals who require an alternative method of request can do so through their direct supervisor.

- A time off request must be submitted a minimum of three (3) business days in advance, and requests will not be considered more than 90 days in advance requests unless approved by the Chief – People & Operations.

### **Call-Off Notification Procedures:**

You must follow these call-off notification procedures any time you have an unscheduled absence:

- If you are unable to report to work as scheduled, it is your responsibility to **call** and speak to your manager or supervisor. If they are unavailable, contact another manager or supervisor on the Operations team.
- **You are required to speak directly with a supervisor.** Your manager or supervisor will let you know if text messaging, emails, or any other form of communication besides phone calls are acceptable.
- Leaving a voicemail message is considered insufficient to comply with the attendance policy. If you leave messages and receive no response, you must call back until you speak directly with a supervisor.
- Having another person call on your behalf is not acceptable, unless there are extenuating circumstances that prevent you from personally calling.
- If you will be late, you must call your supervisor or manager and let them know prior to the start of your shift to avoid a documented violation of the attendance policy.
- All absences of longer than two days will require written documentation from a medical professional if the employee desires to use sick leave for such absence.

### **Absence:**

An absence includes all unscheduled, lost work time, whether avoidable or unavoidable, regardless of the reason or the lack of fault of the employee. Leave must be used for any absence. Any absence that occurs without available leave is considered unexcused. Leave types may include vacation, sick, personal, jury duty, funeral leave, military leave, family and medical leave, and work-injury related leave.

- Unless otherwise specified in this policy, single day absences equal one (1) occurrence. Any unscheduled call off from work or missing more than 50% of your scheduled work time due to a late arrival or leaving early will be considered a single-day absence.
- An absence of multiple consecutive days due to the same illness or injury will be counted as one (1) occurrence for purposes of this policy. All absences of longer

than two days will require written documentation from a medical professional if the employee desires to use sick leave for such absence.

**Occurrence** - A numeric value assigned to an attendance or call-out violation. Occurrences accumulate and may trigger disciplinary action.

**No call/no show** - An unscheduled absence from work without notifying management before or within the first hour of the shift. This is considered a very serious infraction.

- Any one day of no call/no show will be considered as three (3) occurrences.

**Tardy/leaving early** - Reporting to work five (5) or more minutes after your scheduled starting time or leaving work five (5) or more minutes prior to your scheduled ending time, unless approved by your manager or supervisor in advance. Each “tardy or leaving early” will earn occurrences as follows:

- 1/2 occurrence: Any tardiness, or leaving early, greater than five minutes and less than 50% of your shift
- 1 occurrence: Missing more than 50% of your shift, as defined under “Absence” above.

### **Attendance Points:**

Unexcused absences, no call, no shows, tardy/leaving early instances are accumulated and counted in a rolling twelve (12) month period of actual time worked and will expire twelve months from the date of the initial incident. For example, an unexcused absence in July of the current year will roll-off in July of the following year worked.

Constructive counseling for absenteeism will be as follows:

- After accumulating 4 occurrences in a rolling 12-month period: Written Coaching
- After accumulating 6 occurrences in a rolling 12-month period: Written Warning
- After accumulating 8 occurrences in a rolling 12-month period: 1 day Suspension
- After accumulating 10 occurrences in a rolling 12-month period: Termination

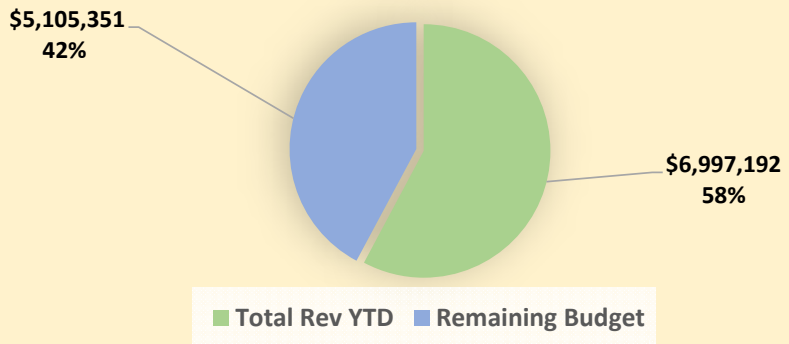
### **Other Attendance Policies**

- You will not be eligible for holiday pay if you have an unscheduled absence the day prior to, the day of, and/or the day after a holiday.
- We reserve the right to require a medical clearance and/or verification from your health care provider any time you miss work due to medical reasons not protected by the FMLA. Absences due to qualifying reasons protected by FMLA will not be counted and will not result in the accumulation of occurrences, provided you comply with your responsibilities under FMLA.
- Military leave with proper documentation will not be counted as an occurrence.

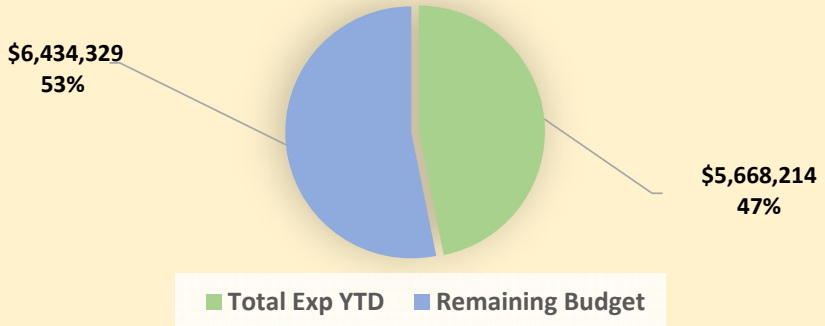


- Proper documentation and notification will be required for Jury Duty or any court summons. If such documentation and notification has been provided, the time off necessary to comply with the jury duty or court summons will not be counted as an occurrence.
- Employees who display a pattern of absenteeism, tardies, or leaving early within the 12-month rolling period, or from year to year, may be subject to additional disciplinary action.

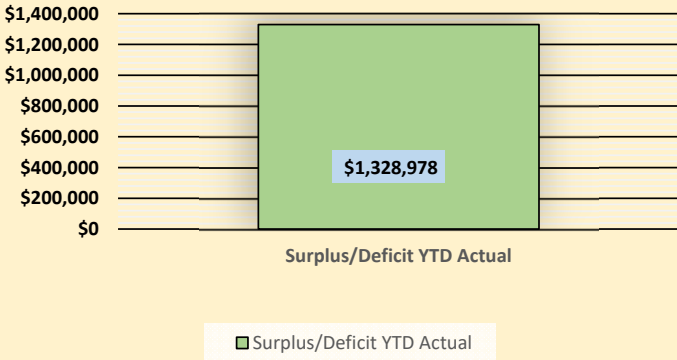
**FY24 YTD Operating Budget v Actual  
Revenue  
January 31, 2024**



**FY24 YTD Operating Budget v Actual  
Expenses  
January 31, 2024**



**FY24 YTD Operating Surplus/Deficit  
January 31, 2024**



## Jaunt, Inc. FY2024 Monthly Financial Summary

### Operating

#### January 2024 Year To Date

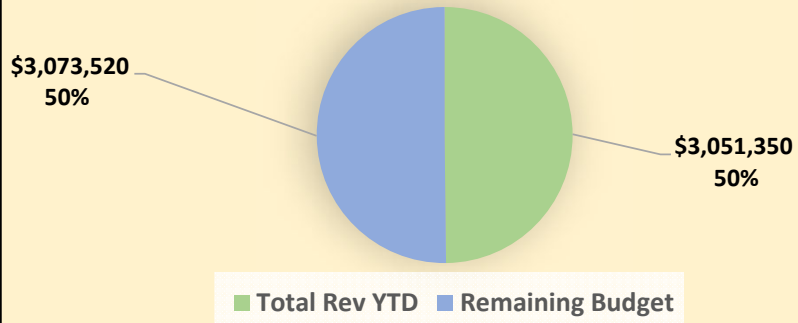
Sources of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Realized	Comments
<b>Fee Revenue:</b>						
Farebox Fee	\$ -	\$ -	\$ -	\$ -		
Contract Revenue	\$ 171,117	\$ 90,528	\$ (80,589)	\$ 293,344	31%	Service lower than anticipated, continues to decrease.
<b>Governmental Revenue:</b>						
Federal Operating Grants	\$ 2,345,918	\$ 2,182,622	\$ (163,297)	\$ 4,021,574	54%	
Virginia DRPT Operating	\$ 1,144,581	\$ 1,100,076	\$ (44,505)	\$ 1,962,138	56%	
Local Government Operating	\$ 3,361,393	\$ 3,378,493	\$ 17,100	\$ 5,762,388	59%	
UVA Contribution	\$ 19,708	\$ 23,333	\$ 3,625	\$ 33,785	69%	
Other Revenue	\$ -	\$ 222,140	\$ 222,140	\$ -		
Account Transfer (Jaunt Reserves)	\$ 17,100	\$ -	\$ (17,100)	\$ 29,315	0%	
<b>Total Revenue</b>	<b>\$ 7,059,817</b>	<b>\$ 6,997,192</b>	<b>\$ (62,626)</b>	<b>\$ 12,102,544</b>	<b>58%</b>	

Uses of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Used	Comments
Salaries & Wages	\$ 3,775,948	\$ 3,308,032	\$ (467,915)	\$ 6,473,053	51%	Not at full staffing level, seasonal variation in service
Fringe Benefits/Staff Development	\$ 1,520,593	\$ 1,112,614	\$ (407,979)	\$ 2,606,730	43%	Not at full staffing level, seasonal variation in service
Travel/Business Meals/Meetings	\$ 11,950	\$ 6,664	\$ (5,286)	\$ 20,486	33%	Activity lower than expected
Facility/Equipment Maintenance/Utilities	\$ 95,899	\$ 88,763	\$ (7,136)	\$ 164,399	54%	
Supplies & Materials	\$ 724,683	\$ 462,119	\$ (262,564)	\$ 1,242,313	37%	Fuel prices dropped, actual 60% of budgeted amount
Marketing & Advertising	\$ 64,167	\$ 12,117	\$ (52,050)	\$ 110,000	11%	Limited marketing activity
Insurance & Bonding	\$ 235,533	\$ 211,568	\$ (23,965)	\$ 403,770	52%	
Professional Services	\$ 612,261	\$ 445,239	\$ (167,022)	\$ 1,049,590	42%	Studies just begun, surveys postponed
Miscellaneous	\$ 18,785	\$ 21,098	\$ 2,313	\$ 32,202	66%	Employee morale activities
<b>Total Expenditure</b>	<b>\$ 7,059,817</b>	<b>\$ 5,668,214</b>	<b>\$ (1,391,602)</b>	<b>\$ 12,102,544</b>	<b>47%</b>	

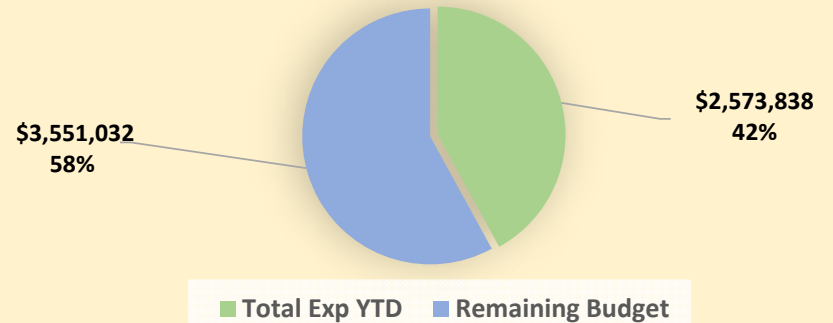
<b>Net change in fund balance</b>	\$ (0)	\$ 1,328,978	\$ 1,328,978	\$ -		
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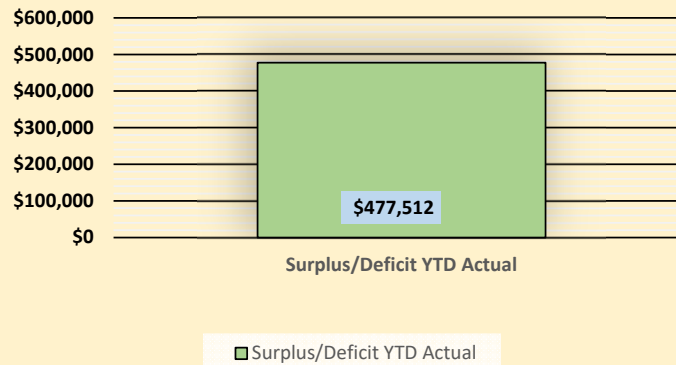
**FY24 YTD Capital Budget v Actual  
Revenue  
January 31, 2024**



**FY24 YTD Capital Budget v Actual  
Expenses  
January 31, 2024**



**FY24 YTD Capital Surplus/Deficit  
January 31, 2024**



## Jaunt, Inc. FY2024 Monthly Financial Summary

### Capital

#### January 2024 Year To Date

January 2024 Year To Date						
Sources of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Realized	Comments
<b>Governmental Revenue:</b>						
Federal Capital Grants	\$ 2,796,326	\$ 2,571,340	\$ (224,985)	\$ 4,793,701	54%	Reimbursable: Little capital spending
Virginia DRPT Capital	\$ 298,503	\$ 1,998	\$ (296,505)	\$ 511,719	0%	
Local Government	\$ 478,012	\$ 478,012	\$ -	\$ 819,449	58%	
<b>Total Revenue</b>	\$ 3,572,840	\$ 3,051,350	\$ (521,490)	\$ 6,124,869	50%	
Uses of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Used	Comments
Revenue Vehicles	\$ 3,188,005	\$ 2,531,983	\$ (656,022)	\$ 5,465,151	46%	Most FY21 purchased, FY24 ordered
Support Vehicles	\$ 32,083	\$ 7,718	\$ (24,365)	\$ 55,000	14%	Vehicle purchased FY23
Spare Parts for Vehicles	\$ 111,491	\$ -	\$ (111,491)	\$ 191,128	0%	Projects not begun yet
Facility	\$ 144,295	\$ -	\$ (144,295)	\$ 247,362	0%	Project to be moved to FY25
Information Technology	\$ 96,966	\$ 34,137	\$ (62,829)	\$ 166,228	21%	FY21 Projects underway, not FY24
<b>Total Expenditure</b>	\$ 3,572,840	\$ 2,573,838	\$ (999,002)	\$ 6,124,869	42%	
<b>Net change in fund balance</b>	\$ -	\$ 477,512	\$ 477,512	\$ -		



**JAUNT, Inc.**  
**Balance**  
**Sheet**  
**Summary**

2/29/2024

4:41 PM

	<b>1/31/2024</b>	<b>1/31/2023</b>
<b>Assets</b>		
Cash and Cash Equivalents	\$ 5,596,651.35	\$ 5,596,276.04
Receivables, Net of Allowances	46,005.34	75,650.91
Due From Other Governmental Units	5,034,828.20	3,207,116.66
Prepaid Items	126,092.74	104,561.86
Capital Assets	5,028,216.66	6,018,838.05
<b>Total Assets</b>	<b><u>\$ 15,831,794.29</u></b>	<b><u>\$ 15,002,443.52</u></b>
Accounts Payable	\$ 1,044,768.85	\$ 244,088.86
Accrued Payroll & Related Liabilities	399,976.70	430,093.19
Lease Liability	85,921.59	100,745.08
Deferred Revenue	463,896.92	91,541.91
<b>Total Liabilities</b>	<b><u>1,994,564.06</u></b>	<b><u>866,469.04</u></b>
<b>Fund Balance/Net Position</b>		
JAUNT Inc. Stock	16.00	16.00
Fund Balance:		
Nonspendable:		
Prepaid Items	126,092.74	104,561.86
Committed:		
Rainy Day	3,000,000.00	3,000,000.00
Capital Reserve	1,000,000.00	1,000,000.00
Unassigned	4,934,869.87	4,268,147.66
Total Fund Balance	<u>9,060,962.61</u>	<u>8,372,709.52</u>
Total Equity	<u>9,060,978.61</u>	<u>8,372,725.52</u>
<b>Total Liabilities and Equity</b>	<b><u>\$ 11,055,542.67</u></b>	<b><u>9,239,194.56</u></b>
Net Position:		
Investment in Capital Assets	4,942,295.07	5,918,092.97
Unrestricted	8,894,919.16	8,217,865.51
Total Net Position	<u>13,837,214.23</u>	<u>14,135,958.48</u>
Total Net Position and Equity	<u>13,837,230.23</u>	<u>14,135,974.48</u>
<b>Total Liabilities and Net Position</b>	<b><u>\$ 15,831,794.29</u></b>	<b><u>\$ 15,002,443.52</u></b>

## Jaunt, Inc.

### Statement of Cash Flows for month ended January 31, 2024

Cash flows from Operations for January 2024	
Local Match	\$ 695,424
DRPT Receipts	1,826,985
CAT Receipts	-
Agency Receipts	1,599
Other Receipts	16,771
Payroll	(421,710)
Capital Payments	(1,672,453)
Other Payments	(310,484)
Total cash flows from Operations	<u>136,132</u>
Cash flows from Investing for January 2024	
Interest	21,356
Transfer from Operating Account	-
Total cash flows from Investing	<u>21,356</u>
Net change in cash	157,488
Beginning cash balance 1/1/2024	<u>5,427,249</u>
Ending cash balance 1/31/2024	<u><u>\$ 5,584,737</u></u>
Days of cash on hand	230.77
Months of cash on hand	7.69

**Ted Rieck Monthly Expenses**  
**Paid between 1/1/24 - 1/31/24**

**Direct Reimbursement**

Date	Check #	Amount	Purpose
		\$ -	<b>Total Reimbursement</b>

**Credit Card Charges**

Date	Check #	Amount	Purpose
1/11/2024	53940	\$ 161.32	Jimmy Johns - Rockingham meeting
		\$ 161.32	<b>Total Monthly Charges</b>
		\$ 161.32	<b>Total Expenses</b>



## Jaunt, Inc. FY2024 Monthly Financial Summary

### Operating

#### Projection at 6/30/24 (actuals through January)

Projection at 6/30/24 (actuals through January)						
Sources of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Realized	Comments
<b>Fee Revenue:</b>						
Farebox Fee	\$ -	\$ -	\$ -	\$ -		
Contract Revenue	\$ 293,344	\$ 126,898	\$ (166,446)	\$ 293,344	43%	
<b>Governmental Revenue:</b>						
Federal Operating Grants	\$ 4,021,574	\$ 3,313,723	\$ (707,851)	\$ 4,021,574	82%	
Virginia DRPT Operating	\$ 1,962,138	\$ 1,962,136	\$ (2)	\$ 1,962,138	100%	
Local Government Operating	\$ 5,762,388	\$ 5,791,706	\$ 29,318	\$ 5,762,388	101%	
UVA Contribution	\$ 33,785	\$ 40,000	\$ 6,215	\$ 33,785	118%	
Other Revenue	\$ -	\$ 322,140	\$ 322,140	\$ -		
Account Transfer (Jaunt Reserves)	\$ 29,315	\$ -	\$ (29,315)	\$ 29,315	0%	
<b>Total Revenue</b>	<b>\$ 12,102,544</b>	<b>\$ 11,556,602</b>	<b>\$ (545,942)</b>	<b>\$ 12,102,544</b>	<b>95%</b>	
<b>Uses of Financial Resources</b>						
	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Used	Comments
Salaries & Wages	\$ 6,473,053	\$ 6,064,468	\$ (408,585)	\$ 6,473,053	94%	
Fringe Benefits/Staff Development	\$ 2,606,730	\$ 1,932,516	\$ (674,214)	\$ 2,606,730	74%	
Travel/Business Meals/Meetings	\$ 20,486	\$ 16,425	\$ (4,061)	\$ 20,486	80%	
Facility/Equipment Maintenance/Utilities	\$ 164,399	\$ 152,166	\$ (12,233)	\$ 164,399	93%	
Supplies & Materials	\$ 1,242,313	\$ 831,573	\$ (410,740)	\$ 1,242,313	67%	
Marketing & Advertising	\$ 110,000	\$ 20,771	\$ (89,229)	\$ 110,000	19%	
Insurance & Bonding	\$ 403,770	\$ 372,688	\$ (31,082)	\$ 403,770	92%	
Professional Services	\$ 1,049,590	\$ 1,064,542	\$ 14,952	\$ 1,049,590	101%	
Miscellaneous	\$ 32,202	\$ 36,168	\$ 3,966	\$ 32,202	112%	
<b>Total Expenditure</b>	<b>\$ 12,102,543</b>	<b>\$ 10,491,317</b>	<b>\$ (1,611,226)</b>	<b>\$ 12,102,544</b>	<b>87%</b>	
<b>Net change in fund balance</b>	<b>\$ -</b>	<b>\$ 1,065,285</b>	<b>\$ 1,065,285</b>	<b>\$ -</b>		



## Jaunt, Inc. FY2024 Monthly Financial Summary

### Capital

#### Projection at 6/30/24 (actuals through January)

Projection at 6/30/24 (actuals through January)						
Sources of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Realized	Comments
<b>Governmental Revenue:</b>						
Federal Capital Grants	\$ 4,793,701	\$ 2,884,225	\$ (1,909,476)	\$ 4,793,701	60%	
Virginia DRPT Capital	\$ 511,719	\$ 54,480	\$ (457,239)	\$ 511,719	11%	
Local Government	\$ 819,449	\$ 819,449	\$ -	\$ 819,449	100%	
<b>Total Revenue</b>	<b>\$ 6,124,869</b>	<b>\$ 3,758,154</b>	<b>\$ (2,366,715)</b>	<b>\$ 6,124,869</b>	<b>61%</b>	
Uses of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Used	Comments
Revenue Vehicles	\$ 5,465,151	\$ 2,678,938	\$ (2,786,213)	\$ 5,465,151	49%	FY24 awards to be carried over to FY25
Support Vehicles	\$ 55,000	\$ 7,718	\$ (47,282)	\$ 55,000	14%	
Spare Parts for Vehicles	\$ 191,128	\$ 191,128	\$ -	\$ 191,128	100%	To be carried over to FY25
Facility	\$ 247,362	\$ -	\$ (247,362)	\$ 247,362	0%	
Information Technology	\$ 166,228	\$ 171,023	\$ 4,795	\$ 166,228	103%	
<b>Total Expenditure</b>	<b>\$ 6,124,869</b>	<b>\$ 3,048,807</b>	<b>\$ (3,076,062)</b>	<b>\$ 6,124,869</b>	<b>50%</b>	
<b>Net change in fund balance</b>	<b>\$ -</b>	<b>\$ 709,347</b>	<b>\$ 709,347</b>	<b>\$ -</b>		



## Jaunt Safety Report January 2024

Preventable vehicle accident(s): 0

Non-preventable vehicle accident(s): 0

Customer related incident(s): 0

Staff related incident(s): 1

- 1/23/2024, Jaunt operator sought medical attention after stepping off of a Jaunt bus, slipping on ice, and falling.

Jaunt traveled 85,748 revenue miles and had 0 preventable accident from 1/1/2024 to 1/31/2024. Jaunt has a goal of less than 1 preventable accident for every 100,00 revenue miles driven. Jaunt has had 11 preventable accidents since 7/1/23 and recorded 749,985 revenue travel miles.

\*\* There is a little difference in the amount of preventable accidents from July 1, 2023 to January 31, 2024 due to miscalculations on the December reporting.

\*\* The total revenue travel miles have been updated to include 2,277 miles that were not included in the December report for agency revenue miles. The number now reflects both the missing miles from December and the current mileage for January.

### Safety Concerns Shared and Investigated

There were no safety concerns reported in January 2024.

### Site Visits

During the month of January 2024, Jaunt conducted 0 site visits.

**National Transit Database Reporting**

Jaunt had 1 NTD reportable safety event for the month of January 2024

**Upcoming Monthly Safety Initiatives**



Jaunt Performance Statistics		2023												2024
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
ADA	Passengers	8,102	8,341	9,286	8,238	8,828	8,218	7,995	8,964	8,791	9,377	8,590	7,559	7,822
	Revenue Hours	3,287	3,294	3,784	3,397	3,579	3,293	3,133	3,475	3,380	3,656	3,166	2,867	3,057
	Revenue Miles	35,986	36,004	41,358	36,154	38,027	35,274	33,102	36,813	37,055	39,261	35,007	30,919	33,727
Demand Response	Passengers	6,242	6,569	7,422	6,674	7,519	6,853	5,684	6,918	5,977	6,149	5,792	4,959	5,302
	Revenue Hours	3,030	3,130	3,600	3,139	3,436	3,272	2,910	3,329	2,789	3,030	2,787	2,455	2,625
	Revenue Miles	57,480	58,882	67,576	59,909	66,860	62,597	52,828	63,015	55,204	57,610	53,584	46,331	49,563
Agency Trips	Passengers	984	1,016	1,432	983	1,361	1,183	1,215	635	603	461	514	458	263
	Revenue Hours	328	303	372	280	327	320	251	207	177	143	114	132	100
	Revenue Miles	5,810	5,249	6,406	4,471	5,755	5,332	4,414	3,671	3,362	2,738	1,991	2,376	1,767
N/A	Passengers	186	127	158	148	184	92	61	53	111	93	87	70	98
	Revenue Hours	62	44	45	45	61	37	33	24	32	40	34	28	47
	Revenue Miles	791	487	532	547	759	453	309	256	392	424	418	320	691
Connect 29 North	Passengers	1,288	1,249	1,549	1,318	1,374	1,211	1,035	1,432	1,665	1,555	1,349	1,080	1,340
	Revenue Hours	152	139	160	132	153	143	145	148	163	144	137	126	143
	Revenue Miles	2,464	2,562	2,739	2,233	2,656	2,419	2,381	2,420	2,715	2,245	2,204	1,981	2,242
Connect Buckingham	Passengers	842	811	944	864	927	838	643	770	1,105	936	854	849	898
	Revenue Hours	174	169	200	183	184	173	137	156	181	153	140	132	144
	Revenue Miles	4,989	4,721	5,405	4,915	5,174	4,936	3,985	4,449	5,005	4,196	4,011	3,705	3,937
Connect Crozet	Passengers	1,475	1,595	1,459	1,321	1,385	1,046	1,036	1,302	1,527	1,521	1,160	1,017	1,227
	Revenue Hours	423	416	449	408	451	437	408	477	530	458	429	399	421
	Revenue Miles	9,361	9,162	10,298	9,112	10,037	9,592	9,108	10,405	11,952	9,974	9,422	8,836	9,263
Connect Lovingston	Passengers	311	217	401	318	655	351	298	328	412	374	326	264	324
	Revenue Hours	54	34	54	49	95	51	54	55	66	54	49	53	51
	Revenue Miles	1,378	880	1,574	1,406	2,882	1,467	1,364	1,535	1,704	1,436	1,445	1,286	1,383



Albemarle Statistics		2023												2024
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Reporting Category	Passengers	4,096	4,232	4,803	4,238	4,582	4,095	3,896	4,507	4,398	4,571	4,298	3,722	3,902
	Revenue Hours	1,666	1,655	1,934	1,775	1,840	1,632	1,537	1,756	1,691	1,841	1,648	1,452	1,558
	Revenue Miles	19,821	19,599	23,037	20,477	21,165	18,704	17,286	19,939	20,064	21,117	19,345	16,902	18,225
Demand Response	Passengers	1,847	1,994	2,311	1,994	2,176	2,135	1,931	2,265	1,922	2,148	2,212	1,812	2,051
	Revenue Hours	914	933	1,111	949	1,066	1,034	903	1,101	930	1,049	999	866	954
	Revenue Miles	16,329	16,970	20,367	16,995	18,699	18,529	16,281	20,181	16,994	18,925	18,070	15,637	17,786
Connect 29 North	Passengers	1,288	1,249	1,549	1,318	1,374	1,211	1,035	1,432	1,665	1,555	1,349	1,080	1,340
	Revenue Hours	152	139	160	132	153	143	145	148	163	144	137	126	143
	Revenue Miles	2,464	2,562	2,739	2,233	2,656	2,419	2,381	2,420	2,715	2,245	2,204	1,981	2,242
Connect Crozet	Passengers	1,475	1,595	1,459	1,321	1,385	1,046	1,036	1,302	1,527	1,521	1,160	1,017	1,227
	Revenue Hours	423	416	449	408	451	437	408	477	530	458	429	399	421
	Revenue Miles	9,361	9,162	10,298	9,112	10,037	9,592	9,108	10,405	11,952	9,974	9,422	8,836	9,263

Buckingham Statistics		2023												2024
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Reporting Category	Passengers	842	811	944	864	927	838	643	770	1,105	936	854	849	898
	Revenue Hours	174	169	200	183	184	173	137	156	181	153	140	132	144
	Revenue Miles	4,989	4,721	5,405	4,915	5,174	4,936	3,985	4,449	5,005	4,196	4,011	3,705	3,937

Charlottesville Statistics		2023												2024
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Reporting Category	Passengers	4,006	4,109	4,483	4,000	4,246	4,123	4,099	4,457	4,393	4,806	4,292	3,837	3,920
	Revenue Hours	1,571	1,582	1,790	1,572	1,677	1,604	1,541	1,680	1,655	1,784	1,501	1,387	1,481
	Revenue Miles	16,166	16,405	18,321	15,677	16,862	16,570	15,816	16,874	16,992	18,144	15,662	14,018	15,502
Demand Response	Passengers	153	204	177	178	151	178	191	232	181	177	212	150	170
	Revenue Hours	71	88	79	83	74	89	84	93	71	85	88	68	80
	Revenue Miles	1,015	1,311	1,117	1,130	1,071	1,172	1,145	1,189	1,130	1,349	1,391	1,087	1,244



Fluvanna Statistics		2023												2024
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Demand Response	Passengers	259	269	295	279	291	269	219	314	304	341	329	268	294
	Revenue Hours	100	96	110	94	100	124	111	138	135	134	136	103	113
	Revenue Miles	2,311	2,071	2,386	2,045	2,278	2,372	2,269	2,737	2,712	2,641	2,830	2,374	2,414

Greene Statistics		2023												2024
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Demand Response	Passengers	2,414	2,547	2,809	2,570	2,850	2,427	1,673	2,070	1,672	1,467	1,272	1,138	1,186
	Revenue Hours	1,004	1,066	1,214	1,030	1,112	1,033	878	929	671	689	597	531	577
	Revenue Miles	17,807	18,452	20,561	18,332	19,596	17,373	11,979	14,168	11,144	10,371	9,317	8,314	9,014

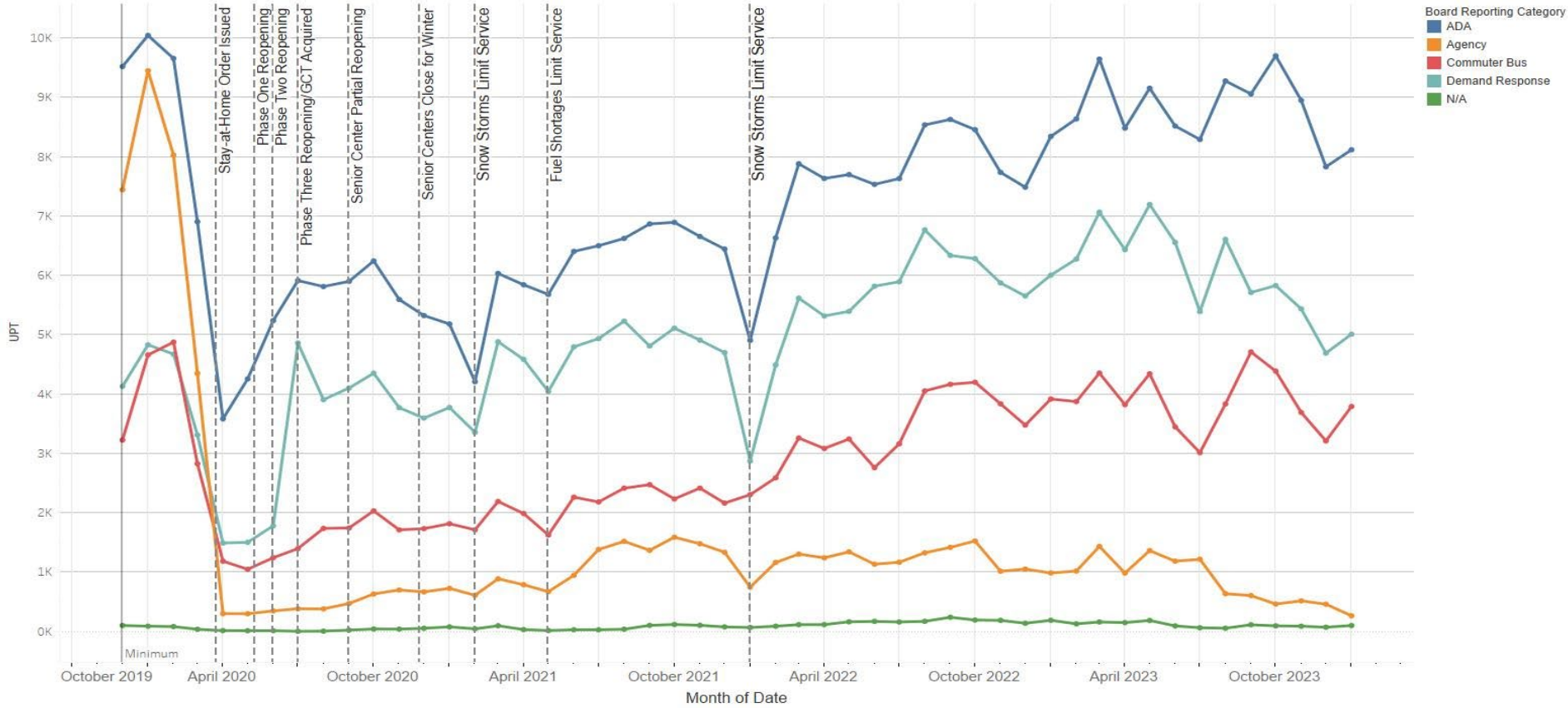
Louisa Statistics		2023												2024
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Demand Response	Passengers	1,422	1,384	1,589	1,466	1,807	1,643	1,522	1,903	1,736	1,858	1,627	1,459	1,507
	Revenue Hours	830	819	938	854	941	863	822	974	885	973	892	822	847
	Revenue Miles	18,018	18,035	20,566	18,882	22,403	20,548	18,994	22,824	21,227	22,021	20,229	17,254	17,717

Nelson Statistics		2023												2024
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Demand Response	Passengers	129	153	188	156	208	162	148	131	160	158	140	132	94
	Revenue Hours	68	77	84	85	91	78	85	74	77	87	60	56	48
	Revenue Miles	1,721	1,818	2,199	2,223	2,429	2,201	2,161	1,904	1,986	2,302	1,747	1,665	1,389
Connect Lovington	Passengers	311	217	401	318	655	351	298	328	412	374	326	264	324
	Revenue Hours	54	34	54	49	95	51	54	55	66	54	49	53	51
	Revenue Miles	1,378	880	1,574	1,406	2,882	1,467	1,364	1,535	1,704	1,436	1,445	1,286	1,383





Jaunt Covid Recovery Per Service



**FY 24 ADA Compliance Report - March 13, 2024 Board Meeting**

Item	FY 2024							
	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	FY24 YTD
ADA Unlinked Passenger Trips	7,995	8,964	8,791	9,377	8,590	7,559	7,822	59,098
All Demand Response UPT	14,894	16,517	15,371	15,987	14,896	12,976	13,387	104,028
ADA Revenue Miles	33,102	36,813	37,055	39,261	35,007	30,919	33,727	245,884
All Demand Response Revenue Miles	90,344	103,499	95,621	99,609	90,582	79,627	85,056	644,338
ADA Revenue Hours	3,181	3,549	2,979	3,185	2,910	2,597	2,734	21,134
All Demand Response Revenue Hours	3,181	3,549	2,979	3,185	2,910	2,597	2,734	21,134
ADA No Shows	322	346	332	364	346	314	310	2,639
All Demand Responses No Shows	631	688	646	668	342	534	558	4,595
ADA Missed Trips	8	4	16	10	4	5	6	61
All Demand Responses Missed Trips	13	31	31	20	27	8	10	149
ADA Denials	0	2	7	17	28	42	58	239
All Demand Responses Denials	24	26	88	188	181	140	213	1,090
ADA On Time Performance	92%	92%	88%	91%	90%	90%	91%	90%
All Demand Responses OTP	90%	90%	86%	89%	87%	88%	89%	88%
ADA Passenger Complaints	0	1	0	0	0	0	*	1
ADA Lifts Determined Inoperable	1	1	0	0	0	0	*	2
ADA Passenger Incidents/Accidents	3	0	0	0	0	1	*	4
ADA Vehicle Accidents	1	0	2	0	0	0	*	3
Excessively Long ADA Trips	22	23	29	19	19	33	19	164
Demand Response Reservations Hold Times	3:12	3:00	2:35	2:47	2:27	2:22	2:20	2:40
							*	Pending



## ACRONYMS AND DEFINITIONS

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- **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 21<sup>st</sup> 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



## March 2024 Interim CEO Report

It is March, and maybe that groundhog was right after all because it has been pretty darn nice outside. Fingers crossed that it stays that way! This March we are celebrating Women's History and National Transit Employee Appreciation among other things. We will have a few ways we will show our employees some love the week of March 18<sup>th</sup>. More to come, I could get in trouble if I ruin any surprises. A special shout out to some of the women who lead the way at Jaunt, consistently going above and beyond. Robin Munson, Janet Jackson, Angie Jones, and Phyllis Williams bring heart and positive energy to Jaunt every day. They are the glue that makes this all work. Please be sure to join me in thanking them.

The Board meeting will include an action item this month to approve an attendance policy. This is a new approach for Jaunt, but necessary to ensure continuity of operations and a fair and consistent approach to managing employee time. Other items that the Board may decide to act on during the April meeting are the disbanding of the Board's safety committee and the future of the Jaunt Friends.

On the personnel front we continue to onboard new Operators and will be hiring a Dispatcher. We now have great candidates for the Fleet Manager role, and I hope we will name finalists soon. Our Safety and Training Manager's last day was on 3/1/24. We have plans in place to assume all the duties of the position. I have completed a new personnel plan for Jaunt that revises our classification and compensation practices. Positions that will see changes in the new system will be notified in the weeks ahead and new pay will be in place for the first full paycheck in April. The changes will reset Operator pay in a way that is very responsive to recent changes in the Charlottesville transit market. On February 29<sup>th</sup> I met with an employee committee to engage in dialogue and answer any questions they may have. Topics ranged widely and included pay, equipment, uniforms, signage, and more. I hope a quarterly cadence will keep open lines of communication.

Many of you are aware that ATU representative, John Ertl made public comment to City Council on 2/20/24 and encouraged the Council to end the relationship with Jaunt for ADA riders. You can watch the video [here](#). The comments are made between the time stamps at 17:25-20:40. We will make time for the Board to listen to the remarks during our meeting and my response has been shared as part of the Board packet.

Jason Espie and I have been working with consultants on Microtransit, Fleet Electrification and Rural Transit Needs Assessment. We have launched the

process of updating the reservation software system. My hope is that testing will begin by May. We hosted our consultant team for fleet electrification on 3/7/24. Next steps are to look at 10% design based on our physical plant characteristics and decide about feasibility. The Rural Transit Needs Assessment group will meet on 3/26/24. That work is entering a phase that discusses service gaps. Work on Microtransit continues. We are working with the consultant to determine areas that have the appropriate density and need to consider pilots or service changes.

In an effort to expand transit knowledge and network, I spent the day in Richmond on 3/4/24. The CEO and team at GRTC were very generous with their time and talent. Jaunt is already benefiting from the connections made and resources provided. My goal is to build an organization that is focused on growth and development. We are on our way!

It is a pleasure to work with people dedicated to serving our community. Please make a point to thank a team member while you are on site and during National Transit Employee Appreciation Week. Thank you for the opportunity to serve.

Be well - Mike



02/28/24

PO Box 911  
Charlottesville Va. 22902

**Via email**

Mayor Wade and members of Council:

I am writing to address any questions or concerns you may have based on the comments made by Mr. Ertl during the Community Matters agenda item at your February 20, 2024 meeting. As you may know, Jaunt has served the community for 49 years and has partnered with the City of Charlottesville to meet ADA paratransit needs for 37 years. Mr. Ertl did contact the Jaunt CEO and Board of Directors in the Fall of 2023. He received correspondence from the Board Chair on 9/26/23 and an email from the CEO on 11/1/2023. I have served as Jaunt's CEO since January 2, 2024 and have never been contacted by Mr. Ertl. We have previously communicated the complex structure of Jaunt as a public service corporation. The organization's structure is crucial to understanding our key messaging that Jaunt does not believe it has the legal authority to recognize or bargain with the ATU. This has been affirmed by our attorney, outside counsel, and members of the General Assembly. I consulted with Delegate Callsen on the language for [HB 780](#) that would have provided clarity to the eligibility of Jaunt to recognize and bargain and designate a decision-making authority. This legislation was later incorporated into [HB 1001](#) and was left in appropriations. I reject Mr. Ertl's inferences that Jaunt does not care for our employees or share the values of the City of Charlottesville. The wellness of our team members and the growth of a positive and inclusive culture are top priorities. We have created new pathways for employee communication and have a strategy to address compensation concerns. We are committed to a future for Jaunt and transit in our region that emphasizes service through collaboration. I welcome the opportunity to discuss Jaunt and our partnership at any time with members of Council, Mr. Sanders, and/or his team. My thanks for all you do to serve the community.

Be well,



Michael C. Murphy  
Interim CEO

Cc: Jordan Bowman, Brad Burdette, Sam Sanders, Garland Williams