People   Service   Connection

AGENDA

Meeting of the Board of Directors   April 10*, 2024 at 10:00 AM EST*

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.

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.   March 13, 2024 Board of Directors Meeting Minutes— *Christine Appert, Secretary* Pgs 3-6 of 39
    B.   Safety Committee-- *Mike Murphy, CEO*

VI.   Standing Committee Reports
    A.   Finance Committee--*Jacob Sumner, Treasurer & Robin Munson, CFO* Pgs 7-13 of 39
    B.   Operations and Safety Reports—*Jason Espie, Senior Director Planning* Pgs 14-27 of 39
        - *Spotlight on: Revenue miles; ADA denials; Covid*
    C.   Regional Transit Partnership Update-- *Christine Jacobs/Hal Morgan/Lucas Ames*
    D.   Executive Director Report--*Mike Murphy, CEO* Pgs 37-38 of 39

VII.   New Business –
    A.   Shareholders Update - *Mike Murphy, CEO*
    B.   Jaunt Friends - *Brad Burdette, President*
    C.   Organizational Chart - *Mike Murphy, CEO* Pg 39 of 39
    D.   Future Board Agenda Items - *Mike Murphy, CEO*

VIII. Closed Session- Discuss the performance, assignment, appointment, promotion, demotion, salary, disciplining, or resignation of specific officers or employees of Jaunt, as authorized by section 2.2-3711(A)(1) of the state code. The subject matter of the meeting is the CEO.

IX.   Announcements and Board Member comments

<u>**Adjourn to next meeting:**</u> May *8, 2024, at 10:00 AM EST*

Board Attendance Roster

Month: March   Year: 2024

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

Minutes

Meeting of the Board of Directors   *March 13, 2024 at 10:00 AM EST*

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

Time: 10:05 am

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

See Roster

III.   Introductions — *Brad Burdette, President*

Rachel Jones introduced herself as Louisa County's new representative on Jaunt's Board of Directors. Rachel currently serves on the Louisa Board of Supervisors representing the Green Springs District.

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

None

V. Action Items
       A.   February 14, 2024 Board of Directors Meeting Minutes— *Christine Appert, Secretary*

Motion: Dian M.   Second: Christine A.   Vote: Unanimous to accept

       B.   Approve Attendance Policy -- *Mike Murphy, CEO*

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

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

Robin M. reviewed the January financial reports with the board. She noted that operating revenue is on target, but that contract revenue is still lower than anticipated due to decreased agency trips. Randy P. inquired as to why the amount for professional services was so high on the report; in which Robin stated that this category includes legal counsel, drug testing, physicals, studies, and any other outsourced services that Jaunt pays for. Robin M. also provided a Jaunt projection spreadsheet in her financial packet. This worksheet presents an estimate of where we expect our numbers to stand at the end of fiscal year 2024. Right now, the estimate shows a surplus of a little over a million dollars, but she will do another projection in a few months to see how things look closer to the end of the fiscal year.

B. Operations and Safety Reports—*Jason Espie, Senior Director Planning*

Jason E. provided a brief review of the January 2024 safety reports. He reported that there were no preventable or non-preventable accidents, and no customer related incidents. There was one staff related incident in January in which an operator slipped on ice while stepping off the Jaunt bus. Medical attention was sought from this incident resulting in the operator being off work for a couple of days. Jaunt's revenue miles performance data report was still broken down into ADA, Demand Response, Agency Trips, and Non-Applicable, however, Jason E. included the four connect routes individually as 29N, Buckingham, Crozet, and Lovingston. Jason E. also included a breakdown for each jurisdiction so that residents could see what was being reported in their area. Erik L. mentioned that upon analyzing the January data as well as previous months, it appeared that more miles were claimed than actually reported to the board. Mike M. noted that this could be due to the fact that multiple previous employees were involved in this particular reporting, and that we would evaluate the report for FY2024 and recalculate all of the statistics using Jason E's data for FY2024 revenue miles.

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

Christine J. reported that during the February Regional Transit Partnership Meeting, consultants for the Governance Study presented their findings and final recommendations. The final copy of the plan is available on the TJPDC website. Jen Fleisher of the Blue Ridge Health District will present on the Community Health Plan at an upcoming meeting. Also, in March, TJPDC will also receive a presentation from CAT on the MicroCat Pilot they are running and the results from this pilot.

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

Mike M. informed the board that the week of March 18, 2024 was Transit Appreciation week and that Jaunt had a few events planned, including a cookout on Wednesday, March 20, 2024, which all board members were invited to attend. He informed the board that Jaunt is bringing on several new operators as well as receiving a number of internal candidates for the road supervisor positions. He also stated that around the end of March, Jaunt would be discussing the upgrades from 18 to 21 with our reservations system vendor.

VII. New Business –

A. [Union Update](#) - *Mike Murphy, CEO*

Mike M. displayed a 3-minute video of a public meeting in which ATU's John Ertl discussed Jaunt and unionization. Following the video, he presented the board with a letter of response directed to the city manager and transportation director in reaction to some of Mr. Ertl's statements about Jaunt and unionization. The entirety of this letter as well as the 3-minute clip can be viewed at www.ridejaunt.org, under FY2024 board documents.

B. Classification and Compensation - *Mike Murphy, CEO*

Mike M. presented the board with an updated Classification & Compensation document. In response to market conditions, Mike M. notified the board that Jaunt would be adjusting bottom pay in the coming year, and that on March 24, 2024 CDL pay will be adjusted by 15% while Non-CDL will be adjusted by
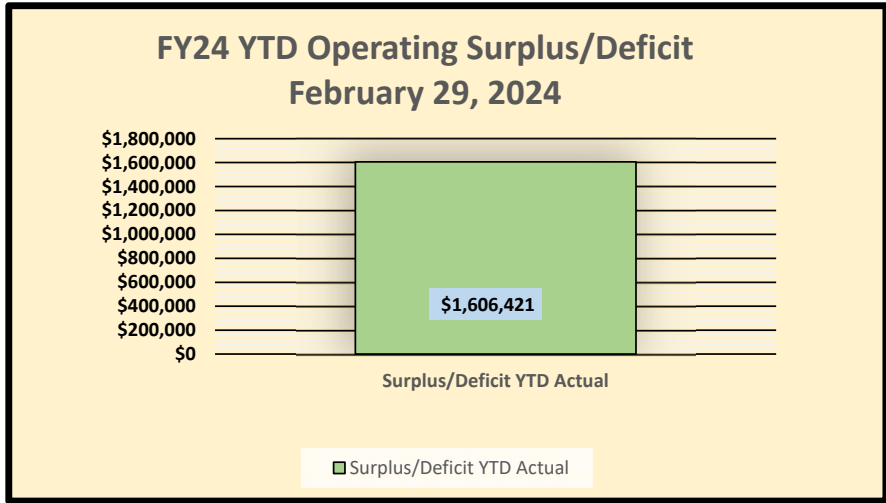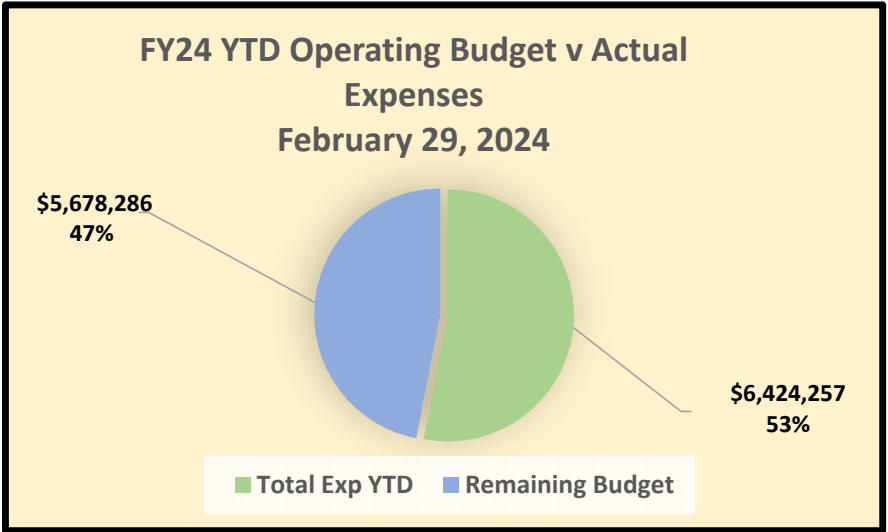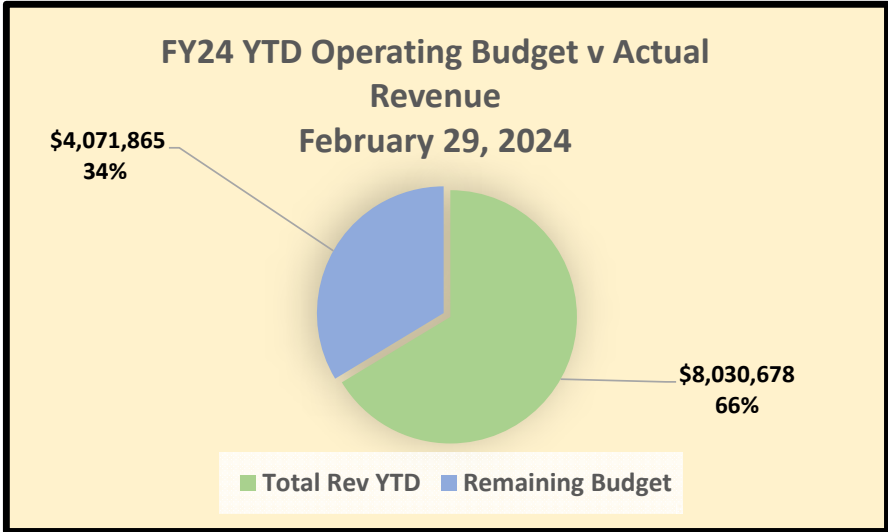
10%; these adjustments will be reflected on the operator's first check in April. While other positions may require minor adjustments as well, the pay adjustments for the operators are currently the main focus.

    C.   Future Board Agenda Items - *Mike Murphy, CEO*

Mike M. stated that Jaunt Friends, which a few board members had inquired about, is more of a board responsibility than a staff responsibility, and that if the board wanted to address what should happen to Jaunt Friends in the future, they could let him know, and he would add it to the board's agenda for April discussion. He then went over a few other items that would be on the April agenda based on points raised by the board regarding data in the board packet. Erik L. pointed out to the board that the number of ADA denials have increased significantly and would like to know why and what we are doing to bring that number down. The ADA denials noted will be investigated and brought back up for discussion at the April board meeting. Another request for the April agenda came from Caetano in regards to the Covid Recovery Data line graph that is currently presented in the board packets each month. Caetano would like to see additional ways of presenting this table that are easier to read and interpret. Mike M. and Jason E. will work together to compile a few different possibilities for this report, which will be presented to the board in April.

VIII. Announcements and Board Member comments

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

FY24 YTD Operating Budget v Actual Revenue
February 29, 2024

- $4,071,865 — 34%
- $8,030,678 — 66%
- ■ Total Rev YTD ■ Remaining Budget

FY24 YTD Operating Budget v Actual Expenses
February 29, 2024

- $5,678,286 — 47%
- $6,424,257 — 53%
- ■ Total Exp YTD ■ Remaining Budget

FY24 YTD Operating Surplus/Deficit
February 29, 2024

$1,606,421

Surplus/Deficit YTD Actual

■ Surplus/Deficit YTD Actual

Jaunt, Inc. FY2024 Monthly Financial Summary

Operating

February 2024 Year To Date						
Sources of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Realized	Comments
Fee Revenue:						
Farebox Fee	$ -	$ -	$ -	$ -		
Contract Revenue	$ 195,563	$ 98,585	$ (96,978)	$ 293,344	34%	Service lower than anticipated, continues to decrease.
Governmental Revenue:						
Federal Operating Grants	$ 2,681,049	$ 2,544,557	$ (136,493)	$ 4,021,574	63%	
Virginia DRPT Operating	$ 1,308,092	$ 1,258,232	$ (49,860)	$ 1,962,138	64%	
Local Government Operating	$ 3,841,592	$ 3,861,135	$ 19,543	$ 5,762,388	67%	
UVA Contribution	$ 22,523	$ 26,667	$ 4,143	$ 33,785	79%	
Other Revenue	$ -	$ 241,504	$ 241,504	$ -		
Account Transfer (Jaunt Reserves)	$ 19,543	$ -	$ (19,543)	$ 29,315	0%	
Total Revenue	$ 8,068,363	$ 8,030,678	$ (37,684)	$ 12,102,544	66%	

Uses of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Used	Comments
Salaries & Wages	$ 4,315,369	$ 3,738,051	$ (577,318)	$ 6,473,053	58%	Not at full staffing level, seasonal variation in service
Fringe Benefits/Staff Development	$ 1,737,820	$ 1,259,984	$ (477,836)	$ 2,606,730	48%	Not at full staffing level, seasonal variation in service
Travel/Business Meals/Meetings	$ 13,657	$ 8,506	$ (5,151)	$ 20,486	42%	Activity lower than expected
Facility/Equipment Maintenance/Utilities	$ 109,599	$ 100,253	$ (9,346)	$ 164,399	61%	
Supplies & Materials	$ 828,209	$ 525,736	$ (302,473)	$ 1,242,313	42%	Fuel prices dropped, actual 68% of budgeted amount
Marketing & Advertising	$ 73,333	$ 12,755	$ (60,578)	$ 110,000	12%	Limited marketing activity
Insurance & Bonding	$ 269,180	$ 243,800	$ (25,380)	$ 403,770	60%	
Professional Services	$ 699,727	$ 512,100	$ (187,627)	$ 1,049,590	49%	Studies just begun or not implemented, surveys postponed
Miscellaneous	$ 21,468	$ 23,073	$ 1,605	$ 32,202	72%	Employee morale activities
Total Expenditure	$ 8,068,362	$ 6,424,257	$ (1,644,105)	$ 12,102,544	53%	

Net change in fund balance	$ (0)	$ 1,606,421	$ 1,606,422	$ -		

Negative Variance   Positive Variance

FY24 YTD Capital Budget v Actual Revenue
February 29, 2024

$2,858,020
47%

$3,266,850
53%

Total Rev YTD | Remaining Budget

FY24 YTD Capital Budget v Actual Expenses
February 29, 2024

$3,403,747
56%

$2,721,123
44%

Total Exp YTD | Remaining Budget
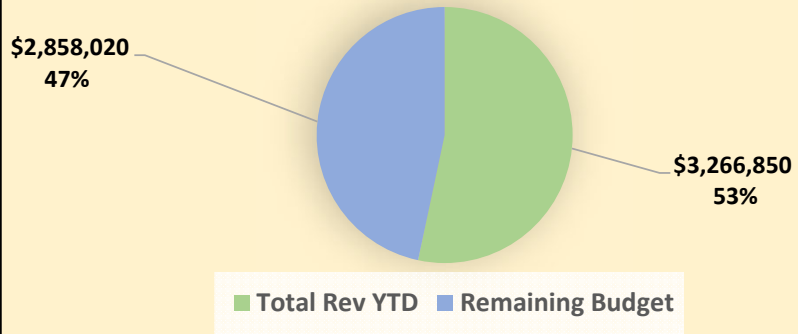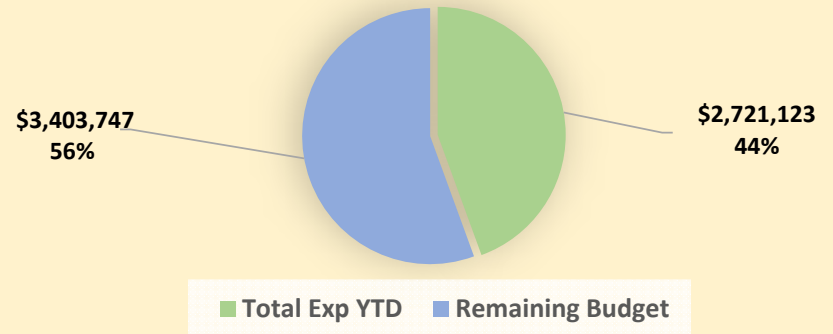
FY24 YTD Capital Surplus/Deficit
February 29, 2024

$600,000
$500,000
$400,000
$300,000
$200,000
$100,000
$0

$545,727

Surplus/Deficit YTD Actual

Surplus/Deficit YTD Actual
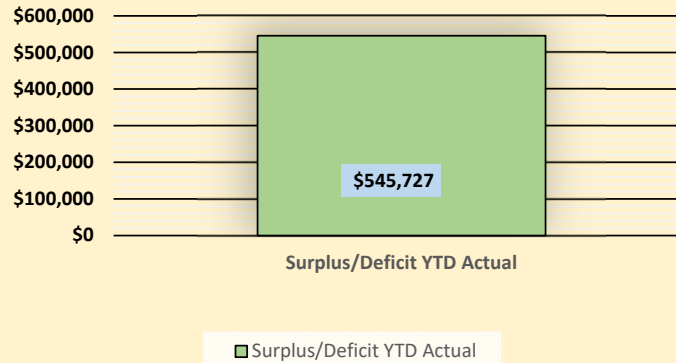
Jaunt, Inc. FY2024 Monthly Financial Summary

Capital

February 2024 Year To Date						
Sources of Financial Resources	**YTD Budgeted**	**YTD Actual**	**Budget Variance**	**Total Budget**	**Budget Realized**	**Comments**
Governmental Revenue:						
Federal Capital Grants	$ 3,195,801	$ 2,718,263	$ (477,537)	$ 4,793,701	57%	FY24 vehicles to be carried over
Virginia DRPT Capital	$ 341,146	$ 2,288	$ (338,859)	$ 511,719	0%	Reimburseable: Little capital spending
Local Government	$ 546,299	$ 546,299	$ -	$ 819,449	67%	
Total Revenue	$ 4,083,246	$ 3,266,850	$ (816,396)	$ 6,124,869	53%	

Uses of Financial Resources	**YTD Budgeted**	**YTD Actual**	**Budget Variance**	**Total Budget**	**Budget Used**	**Comments**
Revenue Vehicles	$ 3,643,434	$ 2,677,458	$ (965,976)	$ 5,465,151	49%	FY21 vehicles purchased, FY24 ordered
Support Vehicles	$ 36,667	$ 7,718	$ (28,949)	$ 55,000	14%	Vehicle purchased FY23
Spare Parts for Vehicles	$ 127,419	$ -	$ (127,419)	$ 191,128	0%	Projects not begun yet
Facility	$ 164,908	$ -	$ (164,908)	$ 247,362	0%	Project to be moved to FY25
Information Technology	$ 110,819	$ 35,947	$ (74,872)	$ 166,228	22%	FY21 Projects underway, not FY24
Total Expenditure	$ 4,083,246	$ 2,721,123	$ (1,362,123)	$ 6,124,869	44%	

Net change in fund balance	$ -	$ 545,727	$ 545,727	$ -		

Negative Variance   Positive Variance

JAUNT, Inc.
Balance Sheet Summary

3/28/2024
4:52 PM

	2/29/2024	2/28/2023
Assets		
Cash and Cash Equivalents	$ 4,757,101.93	$ 5,585,491.47
Receivables, Net of Allowances	55,014.79	55,272.28
Due From Other Governmental Units	4,987,244.87	3,321,664.66
Prepaid Items	133,824.71	131,847.71
Capital Assets	5,028,216.66	6,018,838.05
Total Assets	**$ 14,961,402.96**	**$ 15,113,114.17**
Accounts Payable	$ 281,450.99	$ 154,455.49
Accrued Payroll & Related Liabilities	180,882.01	384,462.92
Lease Liability	85,921.59	100,745.08
Deferred Revenue	230,259.08	195,295.82
Total Liabilities	**778,513.67**	**834,959.31**
Fund Balance/Net Position		
JAUNT Inc. Stock	16.00	16.00
Fund Balance:		
Nonspendable:		
Prepaid Items	133,824.71	131,847.71
Committed:		
Rainy Day	3,000,000.00	3,000,000.00
Capital Reserve	1,000,000.00	1,000,000.00
Unassigned	5,272,796.96	4,383,042.19
Total Fund Balance	9,406,621.67	8,514,889.90
Total Equity	9,406,637.67	8,514,905.90
Total Liabilities and Equity	**$ 10,185,151.34**	**$ 9,349,865.21**
Net Position:		
Investment in Capital Assets	4,942,295.07	5,918,092.97
Unrestricted	9,240,578.22	8,360,045.89
Total Net Position	14,182,873.29	14,278,138.86
Total Net Position and Equity	14,182,889.29	14,278,154.86
Total Liabilities and Net Position	**$ 14,961,402.96**	**$ 15,113,114.17**

Jaunt, Inc.

Statement of Cash Flows for month ended February 29, 2024

Cash flows from Operations for February 2024
Local Match	$	-
DRPT Receipts		1,026,565
CAT Receipts		-
Agency Receipts		1,760
Other Receipts		1,302
Transfer from Investment Account		500,000
Payroll		(647,337)
Capital Payments		(866,771)
Other Payments		(374,433)
Total cash flows from Operations		(358,914)

Cash flows from Investing for February 2024
Interest	19,364
Transfer from Operating Account	-
Transfer to Operating Account	(500,000)
Total cash flows from Investing	(480,636)

Net change in cash	(839,549)
Beginning cash balance 2/1/2024	5,584,737
Ending cash balance 2/29/2024	$ 4,745,187

Days of cash on hand	196.08
Months of cash on hand	6.54

Mike Murphy Monthly Expenses
Paid between 2/1/24 - 2/29/24

Direct Reimbursement

Date	Check #	Amount	Purpose
		$ -	Total Reimbursement

Credit Card Charges

Date	Check #	Amount	Purpose
		$ -	Total Monthly Charges

	$ -	**Total Expenses**

Jaunt Safety Report February 2024

Preventable vehicle accident(s): 0

Non-preventable vehicle accident(s): 1

Operator was parked getting gas, when a truck hit the right side of vehicle. There were no passengers or injuries at the time of the incident.

Customer related incident(s): 0

Staff related incident(s): 0

Jaunt traveled 112,488   revenue miles and had 0 preventable accident from 2/1/2024 to 2/29/2024. 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 884,225 revenue travel miles.

**After analyzing the data from 7/1/2023 to 2/29/2024, it was discovered that some information about revenue miles for the month and overall revenue miles for the year was improperly reported in earlier reports. The above data represents the actual numbers for both the revenue miles for the month and for the year. **

Safety Concerns Shared and Investigated

There were no safety concerns reported in February 2024.

Site Visits

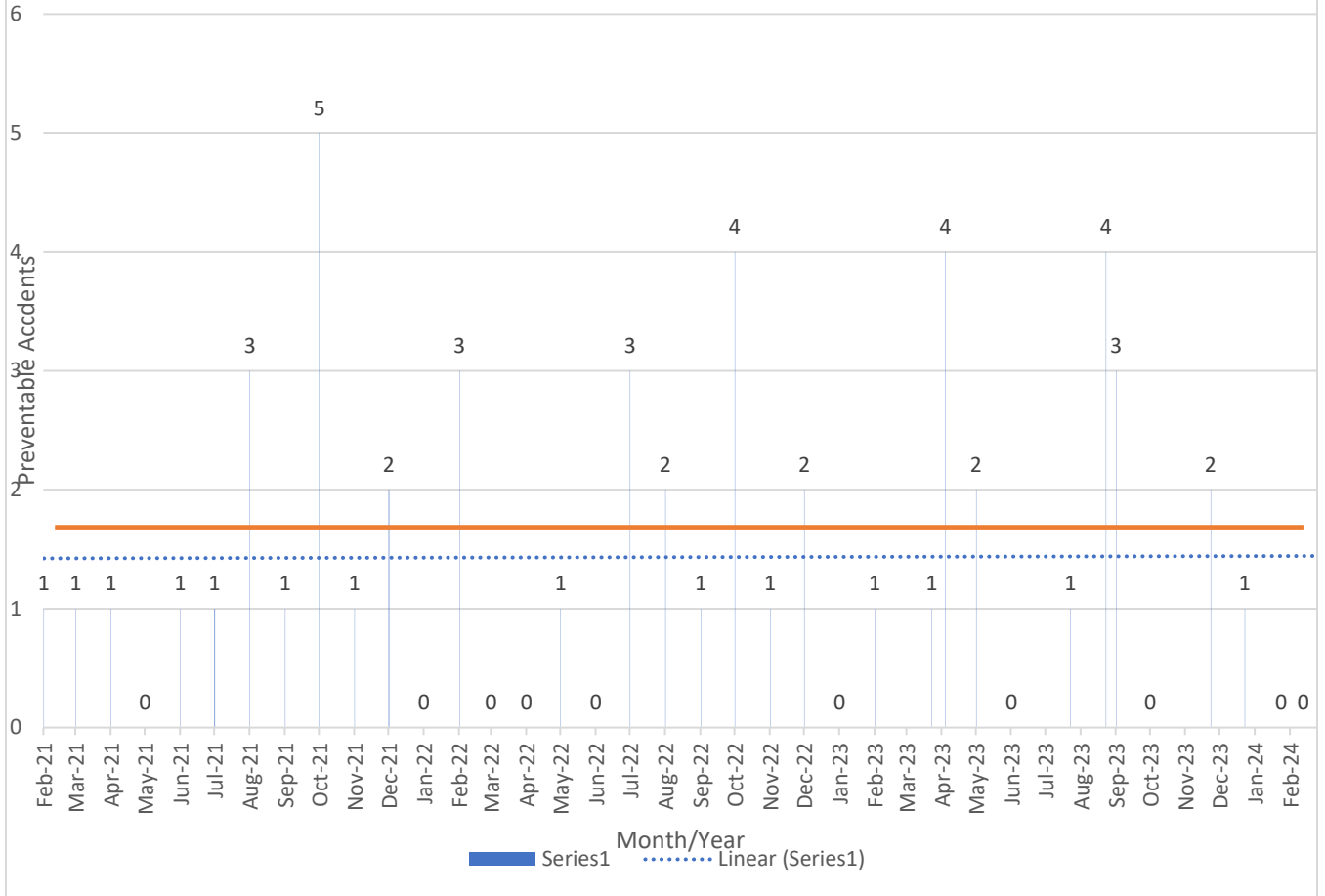During the month of February 2024, Jaunt conducted 2 site visits.

National Transit Database Reporting

Jaunt had 0 NTD reportable safety event for the month of February 2024

Upcoming Monthly Safety Initiative

Jaunt Preventable Accidents

Preventable Accdents

6

5 — 5 (Oct-21)

4 — 4 (Oct-22) 4 (Dec-22) 4 (Sep-23)

3 — 3 (Aug-21) 3 (Feb-22) 3 (Jul-22) 3 (Sep-23)

2 — 2 (Dec-21) 2 (Aug-22) 2 (Nov-22) 2 (Apr-23) 2 (Dec-23)

1 — 1 (Feb-21) 1 (Mar-21) 1 (Apr-21) 1 (Jun-21) 1 (Jul-21) 1 (Sep-21) 1 (Nov-21) 1 (Jun-22) 1 (Sep-22) 1 (Dec-22) 1 (Feb-23) 1 (Mar-23) 1 (Jul-23) 1 (Jan-24)

0 — 0 (May-21) 0 (Jan-22) 0 (Mar-22) 0 (Apr-22) 0 (May-22) 0 (Jan-23) 0 (May-23) 0 (Oct-23) 0 (Feb-24) 0

Month/Year

Feb-21 Mar-21 Apr-21 May-21 Jun-21 Jul-21 Aug-21 Sep-21 Oct-21 Nov-21 Dec-21 Jan-22 Feb-22 Mar-22 Apr-22 May-22 Jun-22 Jul-22 Aug-22 Sep-22 Oct-22 Nov-22 Dec-22 Jan-23 Feb-23 Mar-23 Apr-23 May-23 Jun-23 Jul-23 Aug-23 Sep-23 Oct-23 Nov-23 Dec-23 Jan-24 Feb-24

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Jaunt Performance Statistics		2023						2024
Reporting Category		Jul	Aug	Sep	Oct	Nov	Dec	Jan
ADA	Passengers	7995	8964	8791	9377	8590	7559	7822
	Revenue Hours	3133	3475	3380	3656	3166	2867	3057
	Revenue Miles	33102	36813	37055	39261	35007	30919	33727
Demand Response	Passengers	5684	6918	5977	6149	5792	4959	5302
	Revenue Hours	2910	3329	2789	3030	2787	2455	2625
	Revenue Miles	52828	63015	55204	57610	53584	46331	49563
Agency Trips	Passengers	1215	635	603	461	514	458	263
	Revenue Hours	251	207	177	143	114	132	100
	Revenue Miles	4414	3671	3362	2738	1991	2376	1767
N/A	Passengers	61	53	111	93	87	70	98
	Revenue Hours	33	24	32	40	34	28	47
	Revenue Miles	309	256	392	424	418	320	691
Connect 29 North	Passengers	1035	1432	1665	1555	1349	1080	1340
	Revenue Hours	145	148	163	144	137	126	143
	Revenue Miles	2381	2420	2715	2245	2204	1981	2242
Connect Buckingham	Passengers	643	770	1105	936	854	849	898
	Revenue Hours	137	156	181	153	140	132	144
	Revenue Miles	3985	4449	5005	4196	4011	3705	3937
Connect Crozet	Passengers	1036	1302	1527	1521	1160	1017	1227
	Revenue Hours	408	477	530	458	429	399	421
	Revenue Miles	9108	10405	11952	9974	9422	8836	9263
Connect Lovingston	Passengers	298	328	412	374	326	264	324
	Revenue Hours	54	55	66	54	49	53	51
	Revenue Miles	1364	1535	1704	1436	1445	1286	1383

	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Previously Reported Data	107454	121152	114190	117973	107915	93276	85748
Correct Data	107491	122564	117389	117884	108082	95754	102573

Total Revenue Miles From July 2023 to January 2024 - 771,737

Jaunt Performance Statistics		**2023**											**2024**		
Reporting Category		Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	**Total FY24**
ADA	Passengers	8,341	9,286	8,238	8,828	8,218	7,995	8,964	8,791	9,377	8,590	7,559	7,822	8,783	67,881
	Revenue Hours	3,294	3,784	3,397	3,579	3,293	3,133	3,475	3,380	3,656	3,166	2,867	3,057	3,238	25,972
	Revenue Miles	36,004	41,358	36,154	38,027	35,274	33,102	36,813	37,055	39,261	35,007	30,919	33,727	37,303	283,187
Demand Response	Passengers	6,569	7,422	6,674	7,519	6,853	5,684	6,918	5,977	6,149	5,792	4,959	5,302	6,073	46,854
	Revenue Hours	3,130	3,600	3,139	3,436	3,272	2,910	3,329	2,789	3,030	2,787	2,455	2,625	2,878	22,803
	Revenue Miles	58,882	67,576	59,909	66,860	62,597	52,828	63,015	55,204	57,610	53,584	46,331	49,563	55,620	433,755
Agency Trips	Passengers	1,016	1,432	983	1,361	1,183	1,215	635	603	461	514	458	263	243	4,392
	Revenue Hours	303	372	280	327	320	251	207	177	143	114	132	100	94	1,218
	Revenue Miles	5,249	6,406	4,471	5,755	5,332	4,414	3,671	3,362	2,738	1,991	2,376	1,767	1,612	21,930
N/A	Passengers	127	158	148	184	92	61	53	111	93	87	70	98	139	712
	Revenue Hours	44	45	45	61	37	33	24	32	40	34	28	47	61	299
	Revenue Miles	487	532	547	759	453	309	256	392	424	418	320	691	862	3,673
Connect 29 North	Passengers	1,249	1,549	1,318	1,374	1,211	1,035	1,432	1,665	1,555	1,349	1,080	1,340	1,510	10,966
	Revenue Hours	139	160	132	153	143	145	148	163	144	137	126	143	136	1,142
	Revenue Miles	2,562	2,739	2,233	2,656	2,419	2,381	2,420	2,715	2,245	2,204	1,981	2,242	2,068	18,256
Connect Buckingham	Passengers	811	944	864	927	838	643	770	1,105	936	854	849	898	1,028	7,083
	Revenue Hours	169	200	183	184	173	137	156	181	153	140	132	144	146	1,188
	Revenue Miles	4,721	5,405	4,915	5,174	4,936	3,985	4,449	5,005	4,196	4,011	3,705	3,937	4,071	33,360
Connect Crozet	Passengers	1,595	1,459	1,321	1,385	1,046	1,036	1,302	1,527	1,521	1,160	1,017	1,227	1,591	10,381
	Revenue Hours	416	449	408	451	437	408	477	530	458	429	399	421	435	3,557
	Revenue Miles	9,162	10,298	9,112	10,037	9,592	9,108	10,405	11,952	9,974	9,422	8,836	9,263	9,495	78,454
Connect Lovingston	Passengers	217	401	318	655	351	298	328	412	374	326	264	324	382	2,708
	Revenue Hours	34	54	49	95	51	54	55	66	54	49	53	51	47	430
	Revenue Miles	880	1,574	1,406	2,882	1,467	1,364	1,535	1,704	1,436	1,445	1,286	1,383	1,457	11,609

This is a new area chart that visualizes the Jaunt Performance Statistics in the previous table, but only for UPT (Unlinked Passenger Trips).
Percentage of total passenger trips for the period February 2023-February 2024 by service is as follows: **ADA 43%, Demand Response 32%, Agency 4%, NA 1%, all Commuter Bus 20%**

Jaunt Service Performance - UPT Area Chart
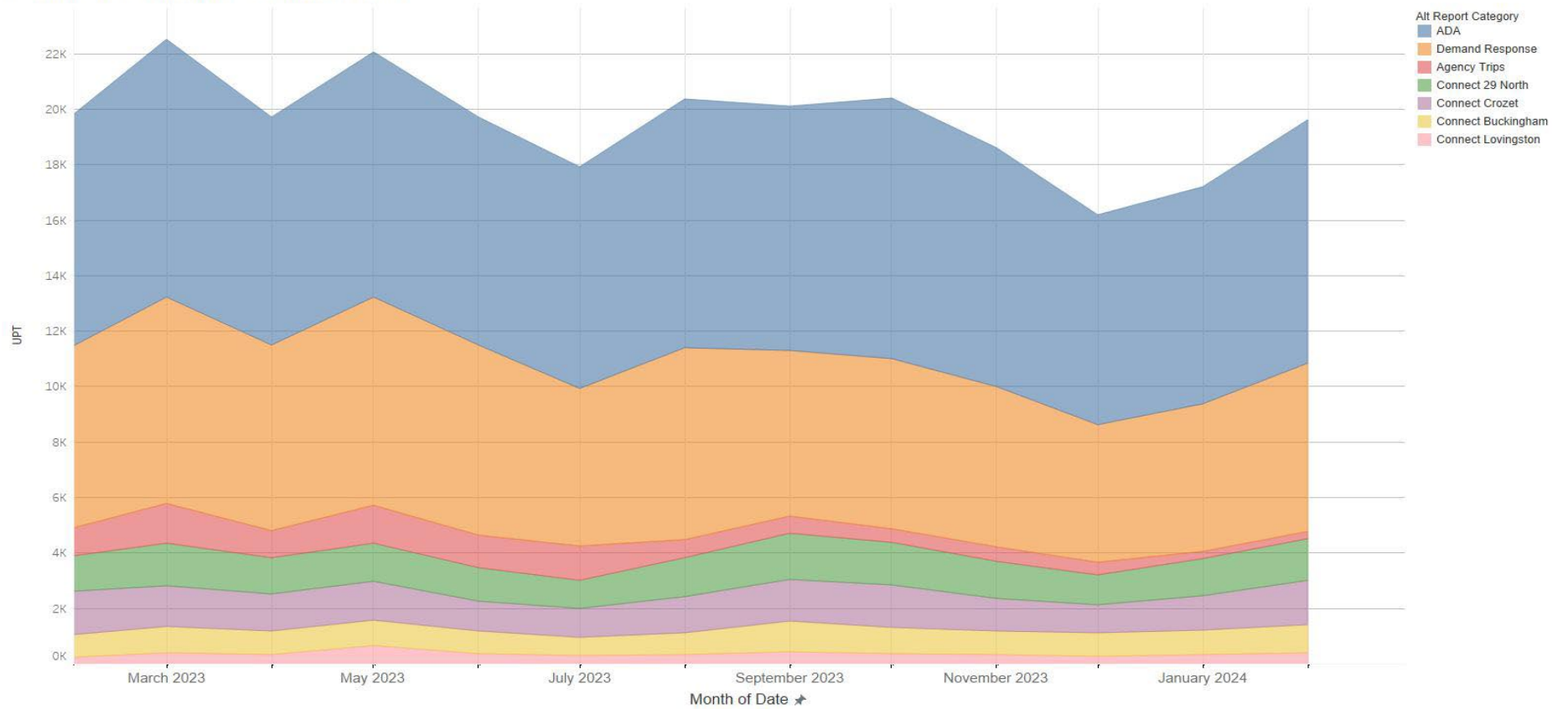
The plot of sum of UPT for Date Month. Color shows details about Alt Report Category. The data is filtered on Date, Exclusions (MONTH(Date),Reporting Category), Reporting Category and Reporting Category Name. The Date filter includes dates on or after 12/1/2019. The Exclusions (MONTH(Date),Reporting Category) filter keeps 224 members. The Reporting Category filter keeps ADA, CB and DR. The Reporting Category Name filter keeps ADA, Agency, CB and DR. The view is filtered on Date Month, which ranges from February 2023 to February 2024.

Albemarle Statistics

Reporting Category		2023 Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2024 Jan	Feb	FY24
ADA	Passengers	4,232	4,803	4,238	4,582	4,095	3,896	4,507	4,398	4,571	4,298	3,722	3,902	4,465	33,759
	Revenue Hours	1,655	1,934	1,775	1,840	1,632	1,537	1,756	1,691	1,841	1,648	1,452	1,558	1,694	13,176
	Revenue Miles	19,599	23,037	20,477	21,165	18,704	17,286	19,939	20,064	21,117	19,345	16,902	18,225	20,801	153,679
Demand Response	Passengers	1,994	2,311	1,994	2,176	2,135	1,931	2,265	1,922	2,148	2,212	1,812	2,051	2,401	16,742
	Revenue Hours	933	1,111	949	1,066	1,034	903	1,101	930	1,049	999	866	954	1,060	7,863
	Revenue Miles	16,970	20,367	16,995	18,699	18,529	16,281	20,181	16,994	18,925	18,070	15,637	17,786	20,103	143,976
Connect 29 North	Passengers	1,249	1,549	1,318	1,374	1,211	1,035	1,432	1,665	1,555	1,349	1,080	1,340	1,510	10,966
	Revenue Hours	139	160	132	153	143	145	148	163	144	137	126	143	136	1,142
	Revenue Miles	2,562	2,739	2,233	2,656	2,419	2,381	2,420	2,715	2,245	2,204	1,981	2,242	2,068	18,256
Connect Crozet	Passengers	1,595	1,459	1,321	1,385	1,046	1,036	1,302	1,527	1,521	1,160	1,017	1,227	1,591	10,381
	Revenue Hours	416	449	408	451	437	408	477	530	458	429	399	421	435	3,557
	Revenue Miles	9,162	10,298	9,112	10,037	9,592	9,108	10,405	11,952	9,974	9,422	8,836	9,263	9,495	78,454

Buckingham Statistics

Reporting Category		2023 Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2024 Jan	Feb	FY24
Connect Buckingham	Passengers	811	944	864	927	838	643	770	1,105	936	854	849	898	1,028	7,083
	Revenue Hours	169	200	183	184	173	137	156	181	153	140	132	144	146	1,188
	Revenue Miles	4,721	5,405	4,915	5,174	4,936	3,985	4,449	5,005	4,196	4,011	3,705	3,937	4,071	33,360

Charlottesville Statistics

Reporting Category		2023 Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2024 Jan	Feb	FY24
ADA	Passengers	4,109	4,483	4,000	4,246	4,123	4,099	4,457	4,393	4,806	4,292	3,837	3,920	4,318	34,122
	Revenue Hours	1,582	1,790	1,572	1,677	1,604	1,541	1,680	1,655	1,784	1,501	1,387	1,481	1,529	12,558
	Revenue Miles	16,405	18,321	15,677	16,862	16,570	15,816	16,874	16,992	18,144	15,662	14,018	15,502	16,502	129,508
Demand Response	Passengers	204	177	178	151	178	191	232	181	177	212	150	170	129	1,442
	Revenue Hours	88	79	83	74	89	84	93	71	85	88	68	80	63	633
	Revenue Miles	1,311	1,117	1,130	1,071	1,172	1,145	1,189	1,130	1,349	1,391	1,087	1,244	1,036	9,570

Fluvanna Statistics

Reporting Category		2023 Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2024 Jan	Feb	FY24
Demand Response	Passengers	269	295	279	291	269	219	314	304	341	329	268	294	297	2,366
	Revenue Hours	96	110	94	100	124	111	138	135	134	136	103	113	117	987
	Revenue Miles	2,071	2,386	2,045	2,278	2,372	2,269	2,737	2,712	2,641	2,830	2,374	2,414	2,523	20,501

Greene Statistics

Reporting Category		2023 Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2024 Jan	Feb	FY24
Demand Response	Passengers	2,547	2,809	2,570	2,850	2,427	1,673	2,070	1,672	1,467	1,272	1,138	1,186	1,405	11,883
	Revenue Hours	1,066	1,214	1,030	1,112	1,033	878	929	671	689	597	531	577	657	5,529
	Revenue Miles	18,452	20,561	18,332	19,596	17,373	11,979	14,168	11,144	10,371	9,317	8,314	9,014	10,560	84,868

Louisa Statistics

Reporting Category		2023 Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2024 Jan	Feb	FY24
Demand Response	Passengers	1,384	1,589	1,466	1,807	1,643	1,522	1,903	1,736	1,858	1,627	1,459	1,507	1,712	13,324
	Revenue Hours	819	938	854	941	863	822	974	885	973	892	822	847	907	7,122
	Revenue Miles	18,035	20,566	18,882	22,403	20,548	18,994	22,824	21,227	22,021	20,229	17,254	17,717	19,752	160,019

Nelson Statistics

Reporting Category		2023 Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2024 Jan	Feb	FY24
Demand Response	Passengers	153	188	156	208	162	148	131	160	158	140	132	94	129	1,092
	Revenue Hours	77	84	85	91	78	85	74	77	87	60	56	48	70	558
	Revenue Miles	1,818	2,199	2,223	2,429	2,201	2,161	1,904	1,986	2,302	1,747	1,665	1,389	1,646	14,800
Connect Lovingston	Passengers	217	401	318	655	351	298	328	412	374	326	264	324	382	2,708
	Revenue Hours	34	54	49	95	51	54	55	66	54	49	53	51	47	430
	Revenue Miles	880	1,574	1,406	2,882	1,467	1,364	1,535	1,704	1,436	1,445	1,286	1,383	1,457	11,609

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.

At the March 2024 Board Meeting, the Board requested some alternative visualizations of the COVID recovery data. The following pages containing these alternatives.

Jaunt Covid Recovery Per Service (Original from previous board reports)
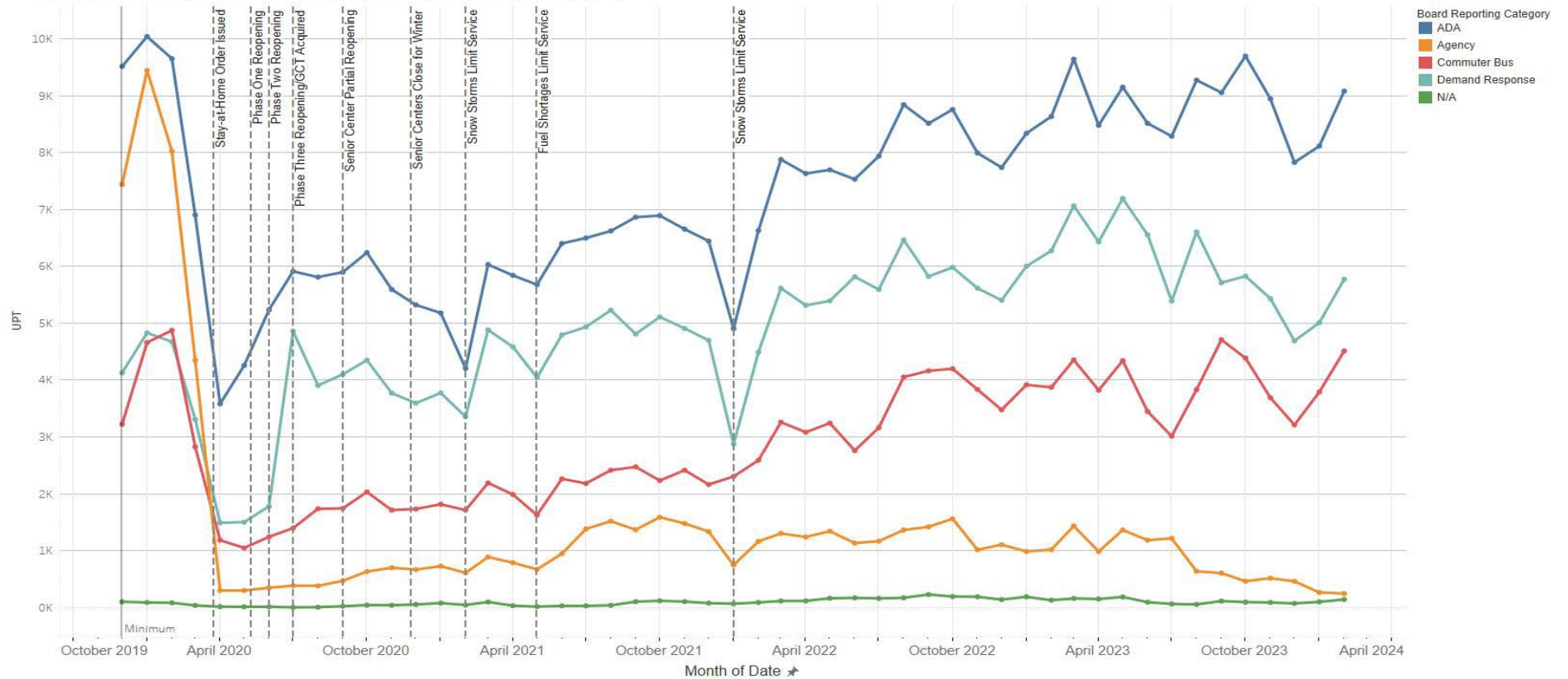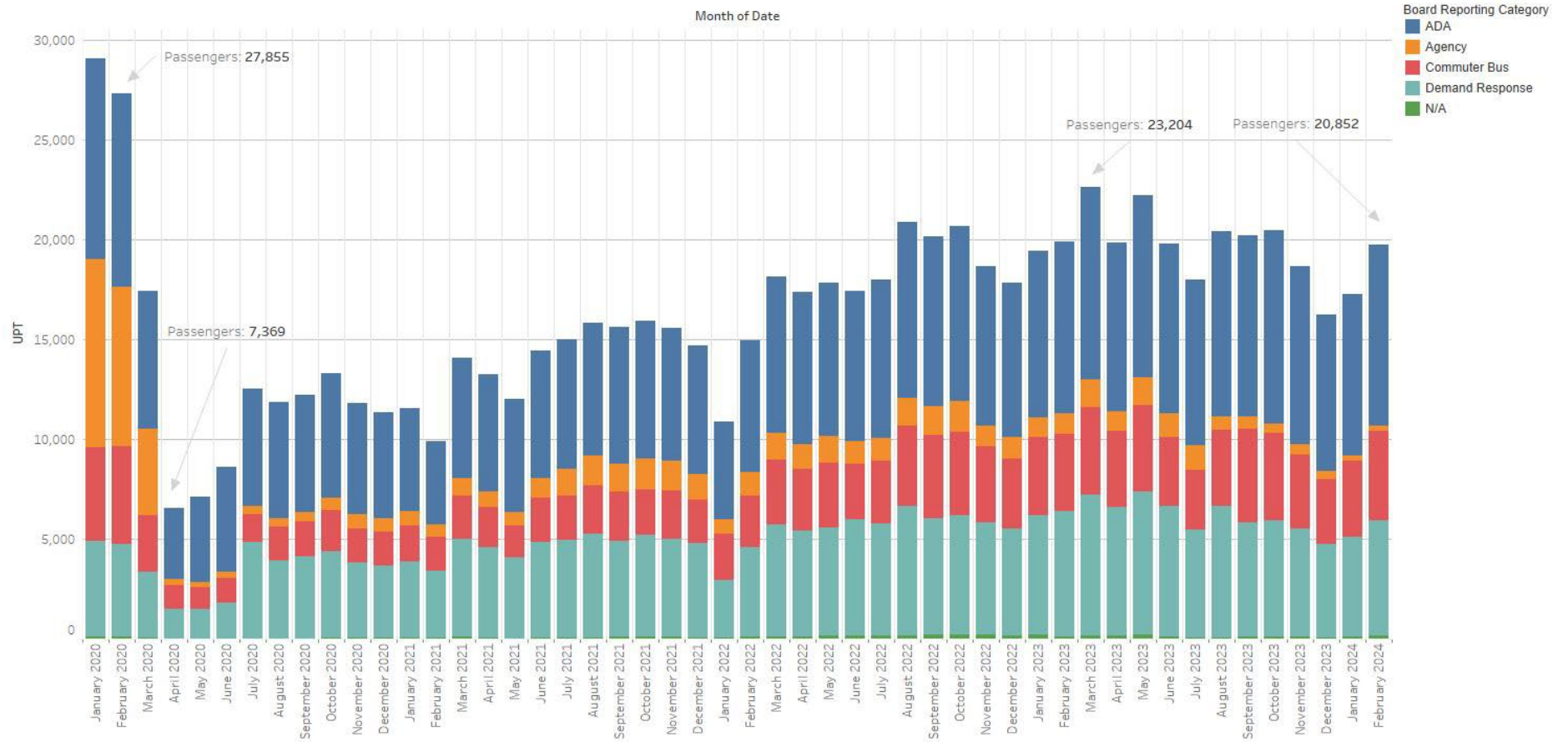

The trend of sum of UPT for Date Month. Color shows details about Board Reporting Category. The data is filtered on Date, Exclusions (MONTH(Date),Reporting Category), Reporting Category and Reporting Category Name. The Date filter includes dates on or after 12/1/2019. The Exclusions (MONTH(Date),Reporting Category) filter keeps 224 members. The Reporting Category filter keeps no members. The Reporting Category Name filter keeps no members. The view is filtered on Date Month, which ranges from December 2019 to February 2024.

This is an alternative of the previous graphic, cleaned up with fewer reference marks, no NA trips, and with trend lines added. The trend lines since COVID all are consistency upward for ADA, Commuter Bus and Demand Response. Agency ridership has trended down and continues to do so. Demand Response has reach above pre-COVID levels for nearly every month, with a few exceptions, since March 2021.

Jaunt Covid Recovery Per Service - With Trend Lines
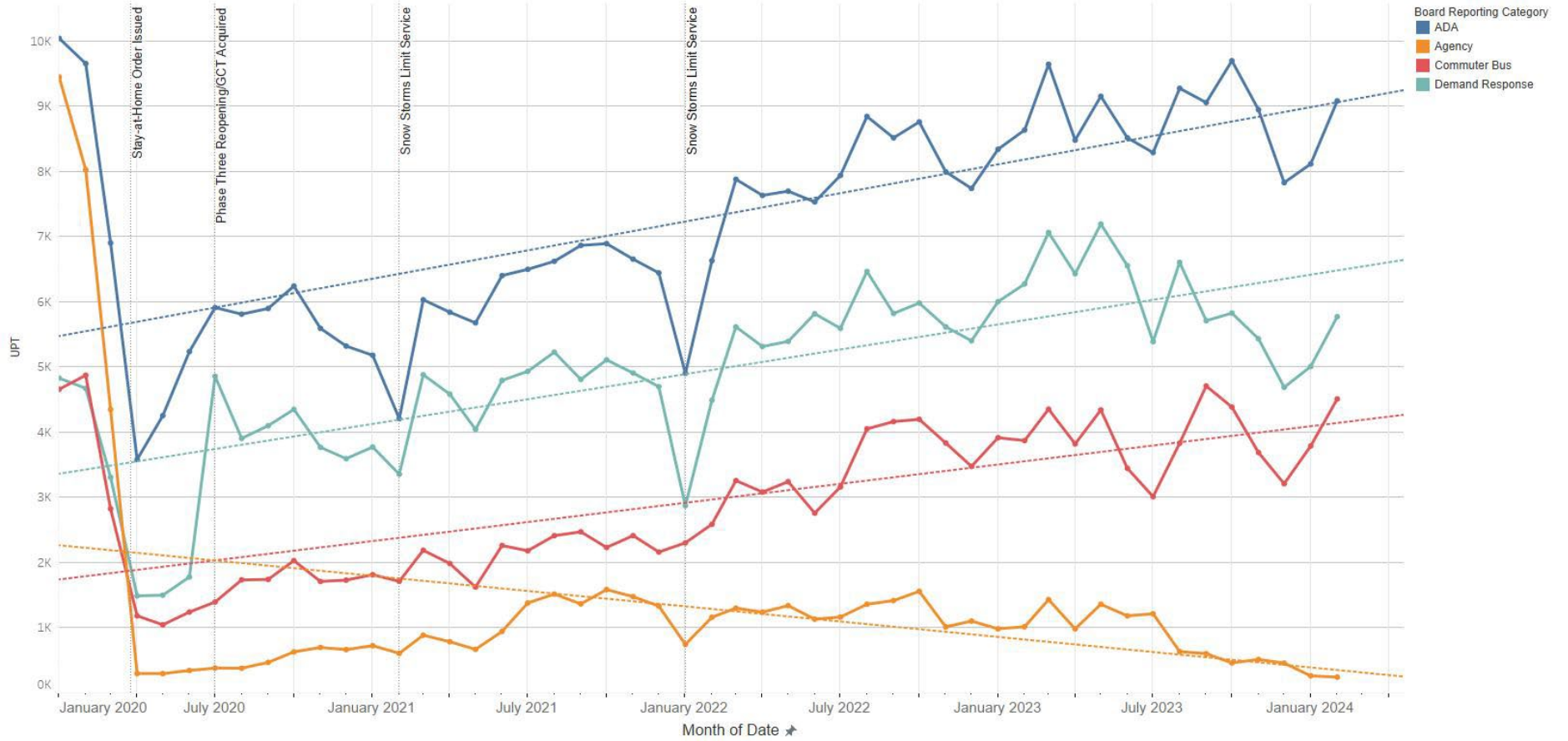
The trend of sum of UPT for Date Month. Color shows details about Board Reporting Category. The data is filtered on Date, Exclusions (MONTH(Date),Reporting Category), Reporting Category and Reporting Category Name. The Date filter includes dates on or after 12/1/2019. The Exclusions (MONTH(Date),Reporting Category) filter keeps 224 members. The Reporting Category filter keeps ADA, CB and DR. The Reporting Category Name filter keeps no members. The view is filtered on Date Month, which ranges from December 2019 to February 2024.

This area chart shows total passenger ridership per month, with color coded bands to differentiate ridership by service.

Jaunt Covid Recovery Per Service - Area Chart
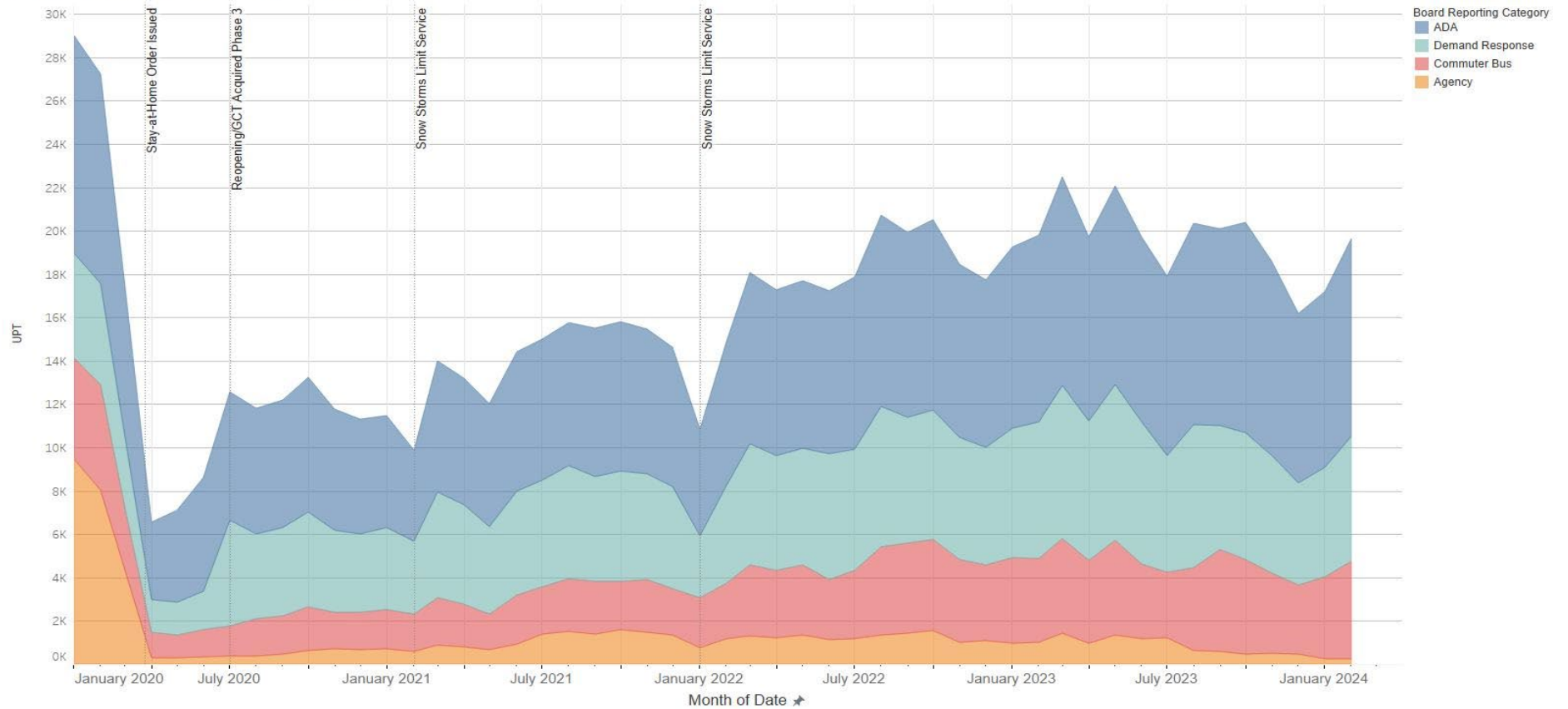
The plot of sum of UPT for Date Month. Color shows details about Board Reporting Category. The data is filtered on Date, Exclusions (MONTH(Date),Reporting Category), Reporting Category and Reporting Category Name. The Date filter includes dates on or after 12/1/2019. The Exclusions (MONTH(Date),Reporting Category) filter keeps 224 members. The Reporting Category filter keeps ADA, CB and DR. The Reporting Category Name filter keeps ADA, Agency, CB and DR. The view is filtered on Date Month, which ranges from December 2019 to February 2024.

Similar to the previous area chart, this bar chart shows total passenger trips per month, with color coded bars to differentiate ridership by service.
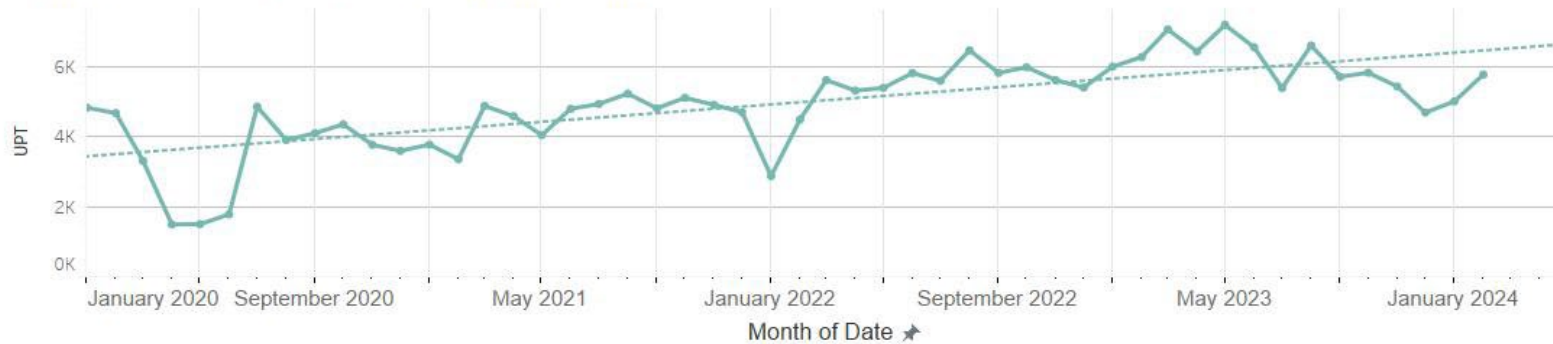

Jaunt Covid Recovery UPT Bar Graph

All three major services are trending steadily upward, with ADA and Commuter Bus nearing pre-COVID levels. Demand Response has mostly performed above pre-COVID levels since March 2021.

Jaunt Covid Recovery - ADA Trend Line
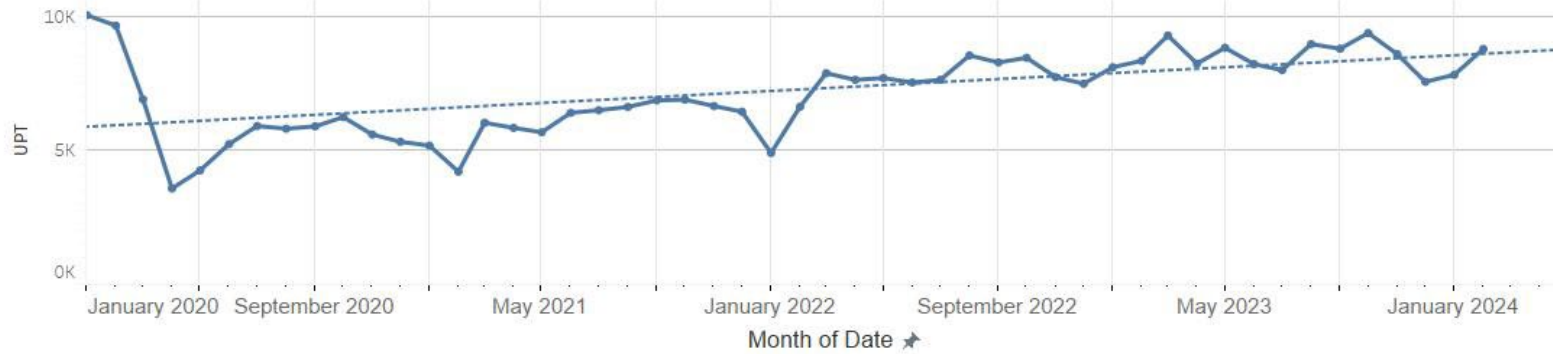
Jaunt Covid Recovery - Demand Response Trend Line

Jaunt Covid Recovery - Commuter Bus Trend Line

FY 24 ADA Compliance Report - April 10, 2024 Board Meeting

Item				FY 2024					
	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	**FY24 YTD**
ADA Unlinked Passenger Trips	7,995	8,964	8,791	9,377	8,590	7,559	7,822	8,783	**67,881**
All Demand Response UPT	14,894	16,517	15,371	15,987	14,896	12,976	13,387	15,099	**119,127**
ADA Revenue Miles	33,102	36,813	37,055	39,261	35,007	30,919	33,727	37,303	**283,187**
All Demand Response Revenue Miles ^	90,344	103,499	95,621	99,609	90,582	79,627	85,056	94,535	**738,873**
ADA Revenue Hours	3,181	3,549	2,979	3,185	2,910	2,597	2,734	2,980	**24,114**
All Demand Response Revenue Hours ^	6,295	7,010	6,346	6,829	6,067	5,455	5,782	6,209	**49,992**
ADA No Shows	291	313	315	360	315	315	310	305	**2,524**
All Demand Responses No Shows	585	626	605	654	531	531	554	525	**4,611**
ADA Missed Trips	8	4	16	10	4	5	6	8	**61**
All Demand Responses Missed Trips	13	31	31	20	27	8	10	9	**149**
ADA Denials *	0	2	6	9	2	4	9	13	**45**
All Demand Responses Denials	24	26	78	175	147	94	153	145	**842**
ADA On Time Performance	92%	92%	88%	91%	90%	90%	91%	88%	**90%**
All Demand Responses OTP	90%	90%	86%	89%	89%	88%	89%	87%	**89%**
ADA Passenger Complaints	0	1	0	0	0	0	0	0	**1**
ADA Lifts Determined Inoperable	1	1	0	0	0	0	0	0	**2**
ADA Passenger Incidents/Accidents	3	0	0	0	0	1	0	0	**4**
ADA Vehicle Accidents	1	0	2	0	0	0	0	0	**3**
Excessively Long ADA Trips	22	23	29	19	19	33	19	37	**201**
Demand Response Reservations Hold Times	3:12	3:00	2:35	2:47	2:27	2:22	2:20	1:48	**2:33**

^ *DR Revenue Hours & Miles don't include NA trips. NA trips are not reported to NTD/DRPT*

* *All ADA denial entries were audited. Patterns of coding errors were found, and corrected for FY24. Reservationist have been trained to properly code denials going forward and to prioritize ADA requests.*

Previously Reported	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	**FY24 YTD**
ADA Denials	0	2	7	17	28	42	58	85	**239**
All Demand Responses Denials	24	26	88	188	181	140	213	230	**1,090**

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

- **TJPDC:** 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 aunt 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 t 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

People   Service   Connection

April 2024
Interim CEO Report

We had an active March and I can report we celebrated our employees in a number of ways during National Transit Employee Appreciation Week. We had quite a cookout, you won't want to miss the next one! Thanks to Amanda, Nancy, Janet, Angie, Lizete, and others, for their efforts to make it a special event. Now it is April and Spring has arrived. I've had a little break this week and am writing you between Puerto Rico and the Dominican Republic. Don't worry though, Jaunt is in good hands (and I may also be hearing from folks every day as well).

The Board meeting will include an action item this month to disband the current Safety Committee. There are two main reasons that I am requesting this action from the Board. The first, is that I believe we can provide more robust updates to the Board during regular meetings for items that may include policy or liability concerns. The second, is my strong belief that nearly all work in the safety domain, should be an operational rather than a governance issue.

On the personnel front we are currently at capacity for drivers that do not hold a CDL. I am pleased to announce that we have filled all vacancies for reservations, scheduling, and dispatch. We are in the final stage for the Fleet Manager role. We are currently recruiting for additional leadership in the area of IT. We recently named a new Road Supervisor and will be posting a Safety Coordinator role in the near future. Phyllis Williams has been promoted to Senior Supervisor Operator Training and Performance. She will lead a team of three Road Supervisors and the Safety Coordinator. Phyllis has already begun training for her new responsibilities with DRPT. The new classification and compensation system has been initiated and pay changes will be seen in the checks issued on 4/12/24.

We continue to work with consultants on Microtransit, Fleet Electrification and the Rural Transit Needs Assessment. Microtransit is currently focusing on the Crozet area to potentially pilot changes. I will update the Board if that idea advances. The latest fleet electrification meetings have focused on the operational needs and constraints at Jaunt to ensure that the consultants design is practical and actionable. The Rural Transit Needs Assessment group met on

3/26/24. That work is entering a phase that discusses service recommendations. The team from NDSU currently plans to make a final report to our regional stakeholders by the end of June. Finally, I signed a letter supporting an interesting Federal grant application spearheaded by Virginia Tech looking at the use of autonomous vehicles in rural settings for public transit.

I hope you noticed something a little different about your Board agenda and this report. If you look at the top of the page, you will see three new words:

PEOPLE   SERVICE   CONNECTION

These values tell the story of Jaunt and will anchor our work internally and externally going forward. You can expect to hear more about how this will influence employee recognition and performance ratings in the future and perhaps you will get a chance to model one of our newly designed shirts!

Thank you for your service to Jaunt and the community; and thank you for allowing me to be a part of fulfilling the mission.

Be well   -   Mike

Jaunt
Organizational Chart

Board of Directors

Shareholders

CEO

Senior Specialist Office

Chief People & Operations

Chief Finance & Administration

Senior Director Planning

Director Operations

Director Information Technology

Director Procurement

Senior Manager GIS / Planning

Senior Manager Fleet

Senior Manager Information Technology

Senior Supervisor Reservations & Dispatch

Senior Supervisor Operator Training & Performance

Supervisor Road

Supervisor Road

Supervisor Road

Senior Specialist Mechanics

Senior Specialist CDL Operators

Senior Specialist Human Resources

Specialist Office

Specialist Dispatch

Specialist Scheduler

Specialist Customer Service

Specialist Non CDL Operators

Coordinator Reservations

Coordinator Safety

Coordinator Bookkeeper

Associate Facilities

Associate Reception

39