



## People

## Service AGENDA

## Connection

### Meeting of the Board of Directors

June 12, 2024, at 10:00 AM EST

PUBLIC ARE ENCOURAGED TO ATTEND REMOTELY USING THE BELOW LINKS

- Meeting Link: <https://us02web.zoom.us/j/84728922538>
- Or One tap mobile: US: +19292056099, 82077207859#
- 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](mailto:amandap@ridejaunt.org) or (434) 296-3184, extension 115.

#### V. Action Items

- May 8, 2024, Board of Directors Meeting Minutes— *Christine Appert, Secretary* Pgs 2-6 of 33
- Elect Officers of the Board – Brad Burdette, President; Hal Morgan, Randy Parker
- Elect RTP Representatives – Brad Burdette, President; Hal Morgan, Randy Parker
- [Approve FY2025 Budget](#) - *Mike Murphy, CEO; Robin Munson, CFO* Pg 7 of 33

#### VI. Standing Committee Reports

- Finance Committee--*Jacob Sumner, Treasurer & Robin Munson, CFO* Pgs 8-14 of 33
- Safety Committee- *Mike Murphy /Jason Espie /Erik Larson /Hal Morgan /Phyllis Williams*
- Operations and Safety Reports—*Jason Espie, Senior Director Planning; Phyllis Williams, Senior Supervisor Operator Training & Performance* Pgs 15-22 of 33
- CEO Report--*Mike Murphy, CEO* Pgs 32-33 of 33

#### VII. New Business –

- Agency Rides - *Mike Murphy, CEO*
- Website & Communication updates - *Mike Murphy, CEO*
- Board Annual Calendar – *Mike Murphy, CEO*
- Future Board Agenda Items - *Mike Murphy, CEO*

#### VIII. Announcements and Board Member comments

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

## Board Attendance Roster

Month: May 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 (Arrived at 10:16am)	X		
William Wuensch, [Immed. Past President], Albemarle			X
Caetano de Campos Lopes, Albemarle	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		
<b>Ex Officio Directors</b>			
Christine Jacobs, TJPDC		X	
Garland Williams, CAT			X
Katy Miller, DRPT		X	
<b>Staff</b>			
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
Melissa Michelsen (Legal Counsel)	X		
Angla Jones, Call Center Supervisor		X	
Phyllis Williams, Operator, Training, and Performance		X	
<b>Public</b>			

**People****Service****Connection****Minutes****Meeting of the Board of Directors**May 8, 2024, at 10:00 AM EST

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

10:01am

**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.** April 10, 2024, Board of Directors Meeting Minutes— *Christine Appert, Secretary*

Motion: Dian M.

Second: Iscella W.

Vote: Unanimous to accept minutes

**B.** Establish Board Nominating Committee – *Brad Burdette, President*

Mike M. mentioned to the board that with the new fiscal year approaching a nominating committee needed to be established in order to propose candidates for the board's officers. Hal M. and Randy P. both offered their services as members of the nominating committee.

Motion: Iscella W.

Second: Ray H.

Vote: Unanimous to accept volunteers

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

Robin M. gave the board a quick rundown of the March 2024 financial reports. While expenses are currently only making up 59% of the FY2024 budget, she pointed out that operating revenue is currently at 73% and close to being on target for the year. With fewer agency trips, contract revenue is still coming in under budget at 36%. When Randy P. questioned why the Farebox Fee was still being included in the operating financial reports, Robin clarified that it was merely a placeholder for now but could be removed from the report if needed. Randy P. was also curious about what the financial reports' other

revenue category contained. According to Robin, this category is essentially only for interest. Randy P. suggested that in the future, the Farebox line might be removed from the reports and perhaps an interest line added. Robin also presented the board with the projection for the end of the 2024 fiscal year. Based off of this projection, Jaunt is looking at around 1.5 million in surplus, and that while we are hoping to spend our awards before the close of FY2024, any excess could be carried into FY2025 if needed.

*B. Safety Committee-- Mike Murphy / Jason Espie / Erik Larson / Hal Morgan*

Regarding safety, Mike M. met with Erik L., Hal M., and Jason E. in a subcommittee meeting. In this meeting safety-related statistics that would be covered at the board meeting was discussed. Additionally, Mike M. reported to the safety committee some of the equipment malfunctions and electrical failures that our newest vehicles – which arrived this year – have been experiencing over the last few months.

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

Jason E. provided an overview of the safety report for March 2024. He reported that in March, there was one customer related incident and 0 staff related incidents. He also reported that there were 0 preventable and 0 non-preventable accidents for the month of March. Jason continued his report by going over the performance statistics for March. He started by informing the board that some figures were different between this report and previous reports. The reason for this change is due to him noticing a spike in Septembers' figures. After some research it was found that there were duplicate entries made for that month. The numbers were corrected and the information being reported for March was accurate.

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

Garland W. and his consulting team gave a presentation on CAT's Transit Strategic Plan to TJPDC in April's meeting. The May RTP meeting has been canceled due to the Virginia Transit Associations Conference that multiple staff members would be attending. The Regional Transit Authority Work Group, which consists of representatives from the City of Charlottesville, Albemarle County, and TJPDC personnel, will present to the TJPDC in June. Christine concluded by announcing that their Mobility Management Program is now officially branded as PATH.

*E. CEO Report--Mike Murphy, CEO*

Mike M. informed the board that during the last few weeks, Jaunt has identified certain issues with our phone system. There have been hold periods for reservation; calls are not going through even when a reservationist is available. Jaunt has been working diligently with Ring Central to find a solution for this problem. Additionally, he informed the board that himself and a few other staff members met with the Greene County operators to gain insight on their thoughts and ideas on how to improve service in that area.

## VII. New Business –

### A. Jaunt Friends - *Brad Burdette, President; Dian McNaught*

In order to learn more about the goals and by-laws of Jaunt Friends, Dian M. and Erik L. met with Donna Shaunesy, who had initially helped create Jaunt Friends. It was discovered that any member of the Jaunt board could serve on the Jaunt Friends board if they wished to do so, in addition individuals outside of board members could be invited to serve. Although they currently do not have a clear vision for where they want Jaunt Friends to go, they do believe it is a valuable organization and intend to collaborate on creating a plan for its future.

### B. Organizational Chart - *Mike Murphy, CEO*

Mike M. redesigned the organizational chart in response to the board's request during the April board meeting. He included a key and indicated which vacant positions are either under recruitment or will be under recruitment in the near future in white on the chart.

### C. Unaccompanied Minors - *Mike Murphy, CEO*

Mike M. looked into unaccompanied minors using the Jaunt bus after Rachel Jones called the board's attention to a social media post in April regarding a parent who was suggesting to other parents to contact Jaunt if their child was kicked off of the school bus. The inquiry revealed that, for school purposes, we do have riders under the age of 18 in Greene, Louisa, Charlottesville, and Albemarle. Based on these results, Mike M. intends to consult with legal and transit partners to establish a more comprehensive policy defining the minimum age to ride Jaunt alone. He will keep the board updated on the progress of this policy.

### D. Future Board Agenda Items - *Mike Murphy, CEO*

Mike M. gave a quick run down of some of the topics he intends to cover at the board meeting in June. He stated that the new employee handbook is close to being completed and hopefully will be presented to the board in the next couple of months. Regarding Jaunt Friends, he asked Dian M. whether she thought she would have more to share in June or if it should wait until July. The decision was made to talk more about Jaunt Friends at the board meeting in July.

**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.

Motion: Hal M.

Second: Randy P.

Vote: Unanimous to enter closed session

The Board of Directors reconvened in open session, and the following certification was adopted by a roll call vote:

“With respect to the just-concluded closed session, and to the best of each member’s knowledge, (i) only public business matters lawfully exempted from open meeting requirements under The Virginia Freedom of Information Act and (ii) only such public business matters as were identified in the motion by which the closed meeting was convened were heard, discussed or considered in the meeting by the Board of Directors of Jaunt, Inc.”

Record of Roll Call Vote of the Certification

AYE	NAY	ABSTAIN	NOT PRESENT	MEMBER
X				Brad Burdette, President
X				Hal Morgan, Vice President
			X	Christine Appert, Secretary
X				Jacob Sumner, Treasurer
			X	William Wuensch
X				Caetano de Campos Lopes
			X	Lucas Ames
X				Erik Larson
X				Ray Heron
X				Randy Parker
X				Dian McNaught
X				Iscella Wittich
			X	Rachel Jones

**VIII. Announcements and Board Member comments**

A. Motion authorizing the President to execute the Employment Agreement with Mike Murphy with Section 3.4 of the Agreement Reserved

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

B. Motion authorizing the Secretary/President to execute the Resolution amending the Eligible Deferred Compensation Plan as presented

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

**Adjourn to next meeting: June 12, 2024, at 10:00 AM EST**

# JAUNT

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

## **Resolution Adopting Jaunt's FY25 Budget**

Resolution #2024061201 - Adoption of FY2025 Budget

**WHEREAS**, the Jaunt Board of Directors desires to establish a responsible and responsive financial plan for Fiscal Year 2025 for the delivery of regional public transportation services; and

**WHEREAS**, the Finance Committee of the Board of Directors has considered and recommends the proposed budget for the FY25 fiscal year that identifies \$18,344,106.00 in expenses and revenues; and

**WHEREAS**, the Board of Directors has accepted the Finance Committee's recommendation;

**NOW, THEREFORE**, the Jaunt Board of Directors hereby adopts the FY25 budget, which identifies funds for operating services between July 1, 2024 and June 30, 2025.

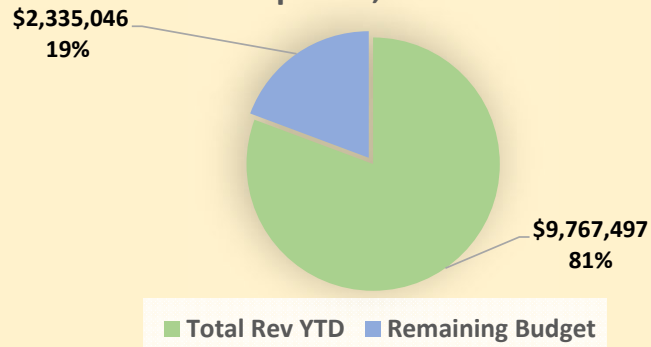
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**Brad Burdette, President**

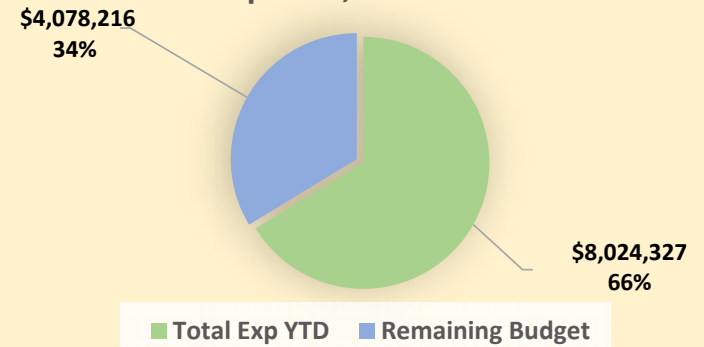
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**Date**

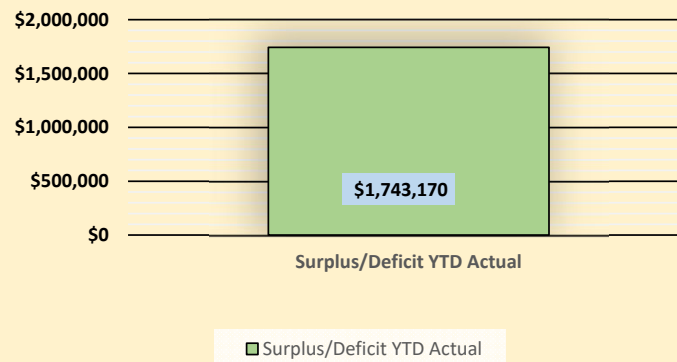
**FY24 YTD Operating Budget v Actual Revenue  
April 30, 2024**



**FY24 YTD Operating Budget v Actual Expenses  
April 30, 2024**



**FY24 YTD Operating Surplus/Deficit  
April 30, 2024**





## Jaunt, Inc. FY2024 Monthly Financial Summary

### Operating

#### April 2024 Year To Date

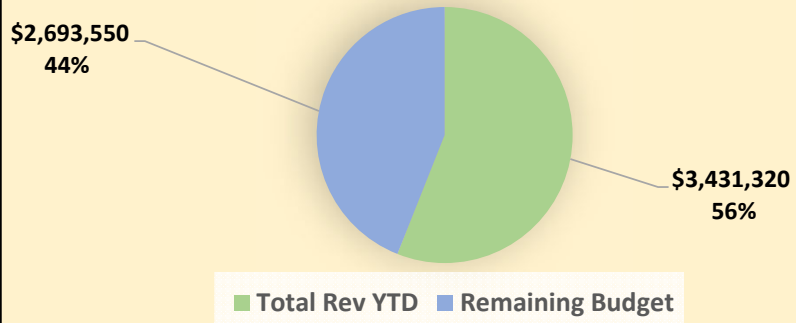
Sources of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Realized	Comments
<b>Fee Revenue:</b>						
Contract Revenue	\$ 244,453	\$ 115,378	\$ (129,075)	\$ 293,344	39%	Service lower than anticipated, continues to decrease.
<b>Governmental Revenue:</b>						
Federal Operating Grants	\$ 3,351,312	\$ 2,924,629	\$ (426,683)	\$ 4,021,574	73%	Reimbursable, expenses under budget.
Virginia DRPT Operating	\$ 1,635,115	\$ 1,591,284	\$ (43,831)	\$ 1,962,138	81%	
Local Government Operating	\$ 4,801,990	\$ 4,826,418	\$ 24,428	\$ 5,762,388	84%	
UVA Contribution	\$ 28,154	\$ 33,333	\$ 5,179	\$ 33,785	99%	
Other Revenue	\$ -	\$ 276,454	\$ 276,454	\$ -		
Account Transfer (Jaunt Reserves)	\$ 24,429	\$ -	\$ (24,429)	\$ 29,315	0%	
<b>Total Revenue</b>	<b>\$ 10,085,453</b>	<b>\$ 9,767,497</b>	<b>\$ (317,956)</b>	<b>\$ 12,102,544</b>	<b>81%</b>	

Uses of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Used	Comments
Salaries & Wages	\$ 5,394,211	\$ 4,627,371	\$ (766,840)	\$ 6,473,053	71%	Not at full staffing level, seasonal variation in service.
Fringe Benefits/Staff Development	\$ 2,172,275	\$ 1,552,381	\$ (619,894)	\$ 2,606,730	60%	Not at full staffing level, seasonal variation in service.
Travel/Business Meals/Meetings	\$ 17,072	\$ 11,387	\$ (5,684)	\$ 20,486	56%	Activity lower than expected.
Facility/Equipment Maintenance/Utilities	\$ 136,999	\$ 124,523	\$ (12,476)	\$ 164,399	76%	
Supplies & Materials	\$ 1,035,261	\$ 683,030	\$ (352,231)	\$ 1,242,313	55%	Fuel prices dropped, actual 68% of budgeted amount.
Marketing & Advertising	\$ 91,667	\$ 14,001	\$ (77,666)	\$ 110,000	13%	Limited marketing activity.
Insurance & Bonding	\$ 336,475	\$ 312,106	\$ (24,369)	\$ 403,770	77%	
Professional Services	\$ 874,658	\$ 670,498	\$ (204,160)	\$ 1,049,590	64%	Studies expected to be complete by 6/30/24, surveys postponed.
Miscellaneous	\$ 26,835	\$ 29,031	\$ 2,196	\$ 32,202	90%	
<b>Total Expenditure</b>	<b>\$ 10,085,453</b>	<b>\$ 8,024,327</b>	<b>\$ (2,061,126)</b>	<b>\$ 12,102,544</b>	<b>66%</b>	

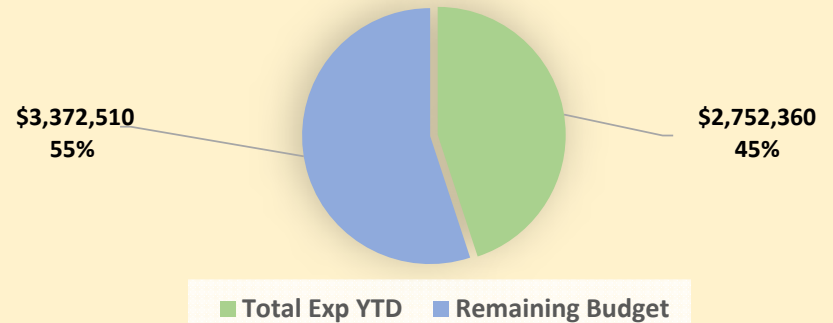
<b>Net change in fund balance</b>	\$ (0)	\$ 1,743,170	\$ 1,743,170	\$ -		
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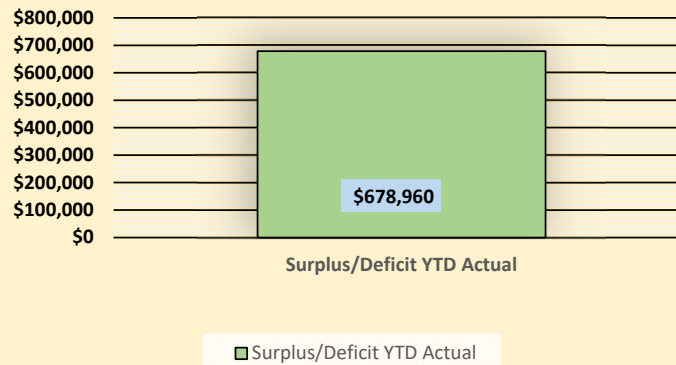
**FY24 YTD Capital Budget v Actual  
Revenue  
April 30, 2024**



**FY24 YTD Capital Budget v Actual  
Expenses  
April 30, 2024**



**FY24 YTD Capital Surplus/Deficit  
April 30, 2024**



## Jaunt, Inc. FY2024 Monthly Financial Summary

### Capital

#### April 2024 Year To Date

April 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	\$ 3,994,751	\$ 2,741,160	\$ (1,253,591)	\$ 4,793,701	57%	FY24 vehicles/spare parts to be carried over to FY25
Virginia DRPT Capital	\$ 426,433	\$ 7,285	\$ (419,147)	\$ 511,719	1%	FY24 vehicles/spare parts to be carried over to FY25
Local Government	\$ 682,874	\$ 682,874	\$ -	\$ 819,449	83%	
<b>Total Revenue</b>	<b>\$ 5,104,058</b>	<b>\$ 3,431,320</b>	<b>\$ (1,672,738)</b>	<b>\$ 6,124,869</b>	<b>56%</b>	
Uses of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Used	Comments
Revenue Vehicles	\$ 4,554,293	\$ 2,677,458	\$ (1,876,835)	\$ 5,465,151	49%	FY21 vehicles purchased, FY24 ordered
Support Vehicles	\$ 45,833	\$ 7,718	\$ (38,115)	\$ 55,000	14%	Vehicle purchased FY23
Spare Parts for Vehicles	\$ 159,273	\$ 6,540	\$ (152,733)	\$ 191,128	3%	Majority of project to be carried over to FY25
Facility	\$ 206,135	\$ -	\$ (206,135)	\$ 247,362	0%	Project to be moved to FY25
Information Technology	\$ 138,523	\$ 60,644	\$ (77,879)	\$ 166,228	36%	All projects to be completed by 6/30/24
<b>Total Expenditure</b>	<b>\$ 5,104,058</b>	<b>\$ 2,752,360</b>	<b>\$ (2,351,697)</b>	<b>\$ 6,124,869</b>	<b>45%</b>	
<b>Net change in fund balance</b>	<b>\$ -</b>	<b>\$ 678,960</b>	<b>\$ 678,960</b>	<b>\$ -</b>		Surplus to be carried over to FY25



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

5/30/2024

1:24 PM

	<b>4/30/2024</b>	<b>4/30/2023</b>
<b>Assets</b>		
Cash and Cash Equivalents	\$ 7,723,121.73	\$ 5,294,852.75
Receivables, Net of Allowances	48,016.64	41,481.80
Due From Other Governmental Units	2,987,631.18	3,809,002.32
Prepaid Items	119,864.01	85,895.62
Capital Assets	5,028,216.66	6,018,838.05
<b>Total Assets</b>	<b>\$ 15,906,850.22</b>	<b>\$ 15,250,070.54</b>
<b>Liabilities</b>		
Accounts Payable	\$ 198,534.76	\$ 139,112.33
Accrued Payroll & Related Liabilities	152,639.10	396,395.19
Lease Liability	85,921.59	100,745.08
Deferred Revenue	1,016,885.86	308,645.99
<b>Total Liabilities</b>	<b>1,453,981.31</b>	<b>944,898.59</b>
<b>Fund Balance/Net Position</b>		
JAUNT Inc. Stock	16.00	16.00
Fund Balance:		
Nonspendable:		
Prepaid Items	119,864.01	85,895.62
Committed:		
Rainy Day	3,000,000.00	3,000,000.00
Capital Reserve	1,000,000.00	1,000,000.00
Unassigned	5,556,737.28	4,456,011.37
Total Fund Balance	9,676,601.29	8,541,906.99
Total Equity	9,676,617.29	8,541,922.99
<b>Total Liabilities and Equity</b>	<b>\$ 11,130,598.60</b>	<b>\$ 9,486,821.58</b>
Net Position:		
Investment in Capital Assets	4,942,295.07	5,918,092.97
Unrestricted	9,510,557.84	8,387,062.98
Total Net Position	14,452,852.91	14,305,155.95
Total Net Position and Equity	14,452,868.91	14,305,171.95
<b>Total Liabilities and Net Position</b>	<b>\$ 15,906,850.22</b>	<b>\$ 15,250,070.54</b>

## Jaunt, Inc.

### Statement of Cash Flows for month ended April 30, 2024

Cash flows from Operations for April 2024	
Local Match	\$ 4,013,368
DRPT Receipts	192,303
CAT Receipts	921
Agency Receipts	8,240
Other Receipts	-
Transfer from Investment Account	-
Payroll	(467,173)
Transfer to Investment Account	(1,000,000)
Capital Payments	(12,834)
Other Payments	(355,167)
Total cash flows from Operations	<u>2,379,658</u>
Cash flows from Investing for April 2024	
Interest	16,311
Transfer from Operating Account	1,000,000
Transfer to Operating Account	-
Total cash flows from Investing	<u>1,016,311</u>
Net change in cash	3,395,969
Beginning cash balance 4/1/2024	<u>4,315,238</u>
Ending cash balance 4/30/2024	<u>\$ 7,711,207</u>
Days of cash on hand	318.63
Months of cash on hand	10.62

**Mike Murphy Monthly Expenses**  
**Paid between 4/1/24 - 4/30/24**

**Direct Reimbursement**

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

**Credit Card Charges**

Date	Check #	Amount	Purpose
4/8/2024	3/28/2048	\$ 2.00	Lanier Parking - RTP meeting
		\$ 41.79	Timberwood - Lunch B Burdette
		\$ 57.00	Doma701 - Lunch G Williams, C Jacobs
		\$ 100.79	<b>Total Monthly Charges</b>
		\$ 100.79	<b>Total Expenses</b>

## **Jaunt Safety Report April 2024**

### **Preventable vehicle accident(s): 2**

- 1) 4/2/2024 – An operator struck a low hanging tree limb when backing into a parking spot, which caused minor damage to the bus’s fiberglass top and wrap.
- 2) 4/22/2024 – An operator was leaving base and struck the tree stump in the front parking lot area damaging the bottom of the bus.

### **Non-preventable vehicle accident(s): 0**

### **Customer related incident(s): 0**

### **Staff related incident(s): 1**

4/10/2024 – A pre-trip examination was being conducted by an operator. They were manually checking the lift when they dropped it on their foot.

Jaunt traveled 119,007 revenue miles and had 2 preventable accident from 4/1/2024 to 4/30/2024. Jaunt has a goal of less than 1 preventable accident for every 100,00 revenue miles driven. Jaunt has had 13 preventable accidents since 7/1/23 and recorded 1,114,210 revenue travel miles.

### **Safety Concerns Shared and Investigated**

There were no safety concerns reported in April 2024.

### **Site Visits**

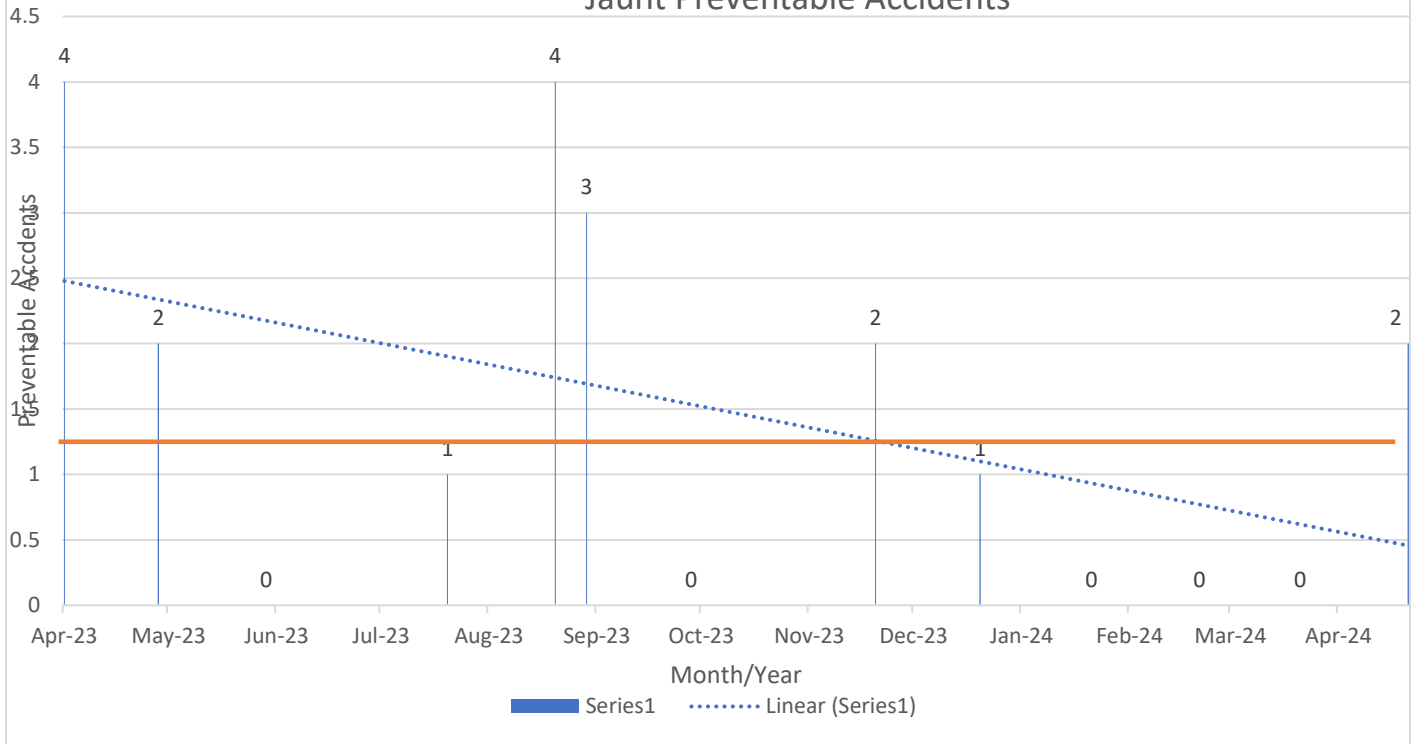
During the month of April 2024, Jaunt conducted 0 site visits.

### **National Transit Database Reporting**

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



### Jaunt Preventable Accidents





## Jaunt Board of Directors Meeting

June 12, 2024, 10AM

The month of April saw very slight increases across most service areas from the previous month, maintaining a steady upwards trajectory that we have see since the start of the calendar year. The graph on the following page presents a visual of the data in this table.

Jaunt Performance Statistics		2023									2024				Total FY24
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	
ADA	Passengers	8,238	8,828	8,218	7,995	8,964	8,791	9,377	8,590	7,559	7,822	8,783	8,873	8,836	85,590
	Revenue Hours	3,397	3,579	3,293	3,133	3,475	3,380	3,656	3,166	2,867	3,057	3,238	3,561	3,688	33,220
	Revenue Miles	36,154	38,027	35,274	33,102	36,813	37,055	39,261	35,007	30,919	33,727	37,303	37,299	37,804	358,290
Demand Response	Passengers	6,674	7,519	6,853	5,684	6,918	5,977	6,149	5,792	4,959	5,302	6,073	6,262	6,510	59,626
	Revenue Hours	3,139	3,436	3,272	2,910	3,329	2,789	3,030	2,787	2,455	2,625	2,878	3,037	3,262	29,102
	Revenue Miles	59,909	66,860	62,597	52,828	63,015	55,204	57,610	53,584	46,331	49,563	55,620	58,187	61,169	553,111
Agency Trips	Passengers	983	1,361	1,183	1,215	635	603	461	514	458	263	243	310	234	4,936
	Revenue Hours	280	327	320	251	207	177	143	114	132	100	94	100	96	1,413
	Revenue Miles	4,471	5,755	5,332	4,414	3,671	3,362	2,738	1,991	2,376	1,767	1,612	1,845	1,708	25,484
N/A	Passengers	148	184	92	61	53	111	93	87	70	98	139	143	114	969
	Revenue Hours	45	61	37	33	24	32	40	34	28	47	61	60	51	410
	Revenue Miles	547	759	453	309	256	392	424	418	320	691	862	841	688	5,201
Connect 29 North	Passengers	1,318	1,374	1,211	1,035	1,441	1,385	1,555	1,349	1,080	1,340	1,510	1,580	1,622	13,897
	Revenue Hours	132	153	143	145	148	129	144	137	126	143	136	140	145	1,392
	Revenue Miles	2,233	2,656	2,419	2,381	2,420	2,152	2,245	2,204	1,981	2,242	2,068	2,130	2,281	22,104
Connect Buckingham	Passengers	864	927	838	643	770	931	936	854	849	898	1,028	956	926	8,791
	Revenue Hours	183	184	173	137	156	145	153	140	132	144	146	144	149	1,445
	Revenue Miles	4,915	5,174	4,936	3,985	4,449	4,005	4,196	4,011	3,705	3,937	4,071	4,035	4,235	40,629
Connect Crozet	Passengers	1,321	1,385	1,046	1,039	1,302	1,264	1,521	1,160	1,017	1,227	1,591	1,552	1,673	13,346
	Revenue Hours	408	451	437	408	477	428	458	429	399	421	435	429	446	4,331
	Revenue Miles	9,112	10,037	9,592	9,108	10,405	9,643	9,974	9,422	8,836	9,263	9,495	9,357	9,594	95,097
Connect Lovington	Passengers	318	655	351	298	328	328	374	326	264	324	382	398	394	3,416
	Revenue Hours	49	95	51	54	55	54	54	49	53	51	47	44	52	514
	Revenue Miles	1,406	2,882	1,467	1,364	1,535	1,407	1,436	1,445	1,286	1,383	1,457	1,453	1,528	14,294

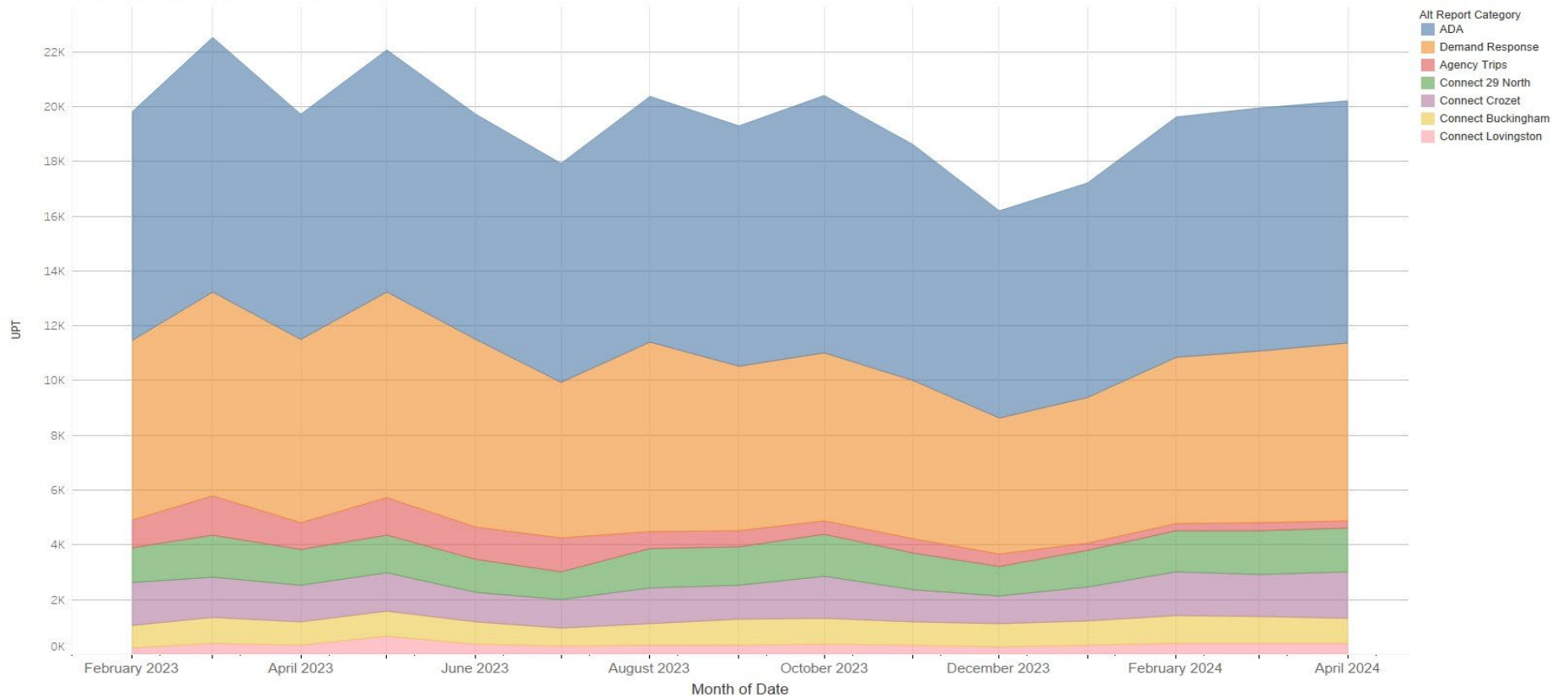


# Jaunt Board of Directors Meeting

June 12, 2024, 10AM

This area chart that visualizes Jaunt Performance Statistics in the previous table, but only for UPT (Unlinked Passenger Trips). Percentage of total passenger trips for February 2023-April 2024 by service is as follows: **ADA 45%, Demand Response 31%, Agency 3%, NA 1%, and Commuter Bus 21%**. DR is 79% and CB is 21% of total service.

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 233 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 February 2023 to April 2024.



Reporting Category		2023									2024				FY24
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	
ADA	Passengers	4,238	4,582	4,095	3,896	4,507	4,398	4,571	4,298	3,722	3,902	4,465	4,221	4,428	42,408
	Revenue Hours	1,775	1,840	1,632	1,537	1,756	1,691	1,841	1,648	1,452	1,558	1,694	1,738	1,896	16,810
	Revenue Miles	20,477	21,165	18,704	17,286	19,939	20,064	21,117	19,345	16,902	18,225	20,801	19,390	20,675	193,744
Demand Response	Passengers	1,994	2,176	2,135	1,931	2,265	1,922	2,148	2,212	1,812	2,051	2,401	2,338	2,467	21,547
	Revenue Hours	949	1,066	1,034	903	1,101	930	1,049	999	866	954	1,060	1,112	1,182	10,157
	Revenue Miles	16,995	18,699	18,529	16,281	20,181	16,994	18,925	18,070	15,637	17,786	20,103	20,384	20,851	185,211
Connect 29 North	Passengers	1,318	1,374	1,211	1,035	1,441	1,385	1,555	1,349	1,080	1,340	1,510	1,580	1,622	13,897
	Revenue Hours	132	153	143	145	148	129	144	137	126	143	136	140	145	1,392
	Revenue Miles	2,233	2,656	2,419	2,381	2,420	2,152	2,245	2,204	1,981	2,242	2,068	2,130	2,281	22,103
Connect Crozet	Passengers	1,321	1,385	1,046	1,039	1,302	1,264	1,521	1,160	1,017	1,227	1,591	1,552	1,673	13,346
	Revenue Hours	408	451	437	408	477	428	458	429	399	421	435	429	446	4,331
	Revenue Miles	9,112	10,037	9,592	9,108	10,405	9,643	9,974	9,422	8,836	9,263	9,495	9,357	9,594	95,096

Reporting Category		2023									2024				FY24
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	
Connect Buckingham	Passengers	864	927	838	643	770	1,105	936	854	849	898	1,028	956	926	8,965
	Revenue Hours	183	184	173	137	156	181	153	140	132	144	146	144	149	1,481
	Revenue Miles	4,915	5,174	4,936	3,985	4,449	5,005	4,196	4,011	3,705	3,937	4,071	4,035	4,235	41,630

Reporting Category		2023									2024				FY24
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	
ADA	Passengers	4,000	4,246	4,123	4,099	4,457	4,393	4,806	4,292	3,837	3,920	4,318	4,652	4,408	43,182
	Revenue Hours	1,572	1,677	1,604	1,541	1,680	1,655	1,784	1,501	1,387	1,481	1,529	1,805	1,792	16,155
	Revenue Miles	15,677	16,862	16,570	15,816	16,874	16,992	18,144	15,662	14,018	15,502	16,502	17,909	17,130	164,547
Demand Response	Passengers	178	151	178	191	232	181	177	212	150	170	129	171	211	1,824
	Revenue Hours	83	74	89	84	93	71	85	88	68	80	63	76	93	802
	Revenue Miles	1,130	1,071	1,172	1,145	1,189	1,130	1,349	1,391	1,087	1,244	1,036	1,151	1,345	12,066



Fluvanna Statistics		2023									2024				FY24
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	
Reporting Category															
Demand Response	Passengers	279	291	269	219	314	304	341	329	268	294	297	295	305	2,966
	Revenue Hours	94	100	124	111	138	135	134	136	103	113	117	116	133	1,237
	Revenue Miles	2,045	2,278	2,372	2,269	2,737	2,712	2,641	2,830	2,374	2,414	2,523	2,390	2,805	25,696

Greene Statistics		2023									2024				FY24
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	
Reporting Category															
Demand Response	Passengers	2,570	2,850	2,427	1,673	2,070	1,672	1,467	1,272	1,138	1,186	1,405	1,416	1,427	14,726
	Revenue Hours	1,030	1,112	1,033	878	929	671	689	597	531	577	657	686	717	6,932
	Revenue Miles	18,332	19,596	17,373	11,979	14,168	11,144	10,371	9,317	8,314	9,014	10,560	10,811	11,429	107,108

Louisa Statistics		2023									2024				FY24
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	
Reporting Category															
Demand Response	Passengers	1,466	1,807	1,643	1,522	1,903	1,736	1,858	1,627	1,459	1,507	1,712	1,848	1,952	17,124
	Revenue Hours	854	941	863	822	974	885	973	892	822	847	907	954	1,051	9,127
	Revenue Miles	18,882	22,403	20,548	18,994	22,824	21,227	22,021	20,229	17,254	17,717	19,752	21,393	22,732	204,144

Nelson Statistics		2023									2024				FY24
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	
Reporting Category															
Demand Response	Passengers	156	208	162	148	131	160	158	140	132	94	129	194	148	1,434
	Revenue Hours	85	91	78	85	74	77	87	60	56	48	70	85	85	728
	Revenue Miles	2,223	2,429	2,201	2,161	1,904	1,986	2,302	1,747	1,665	1,389	1,646	2,058	2,006	18,865
Connect Lovingson	Passengers	318	655	351	298	328	328	374	326	264	324	382	398	394	3,416
	Revenue Hours	49	95	51	54	55	54	54	49	53	51	47	44	52	514
	Revenue Miles	1,406	2,882	1,467	1,364	1,535	1,407	1,436	1,445	1,286	1,383	1,457	1,453	1,528	14,294

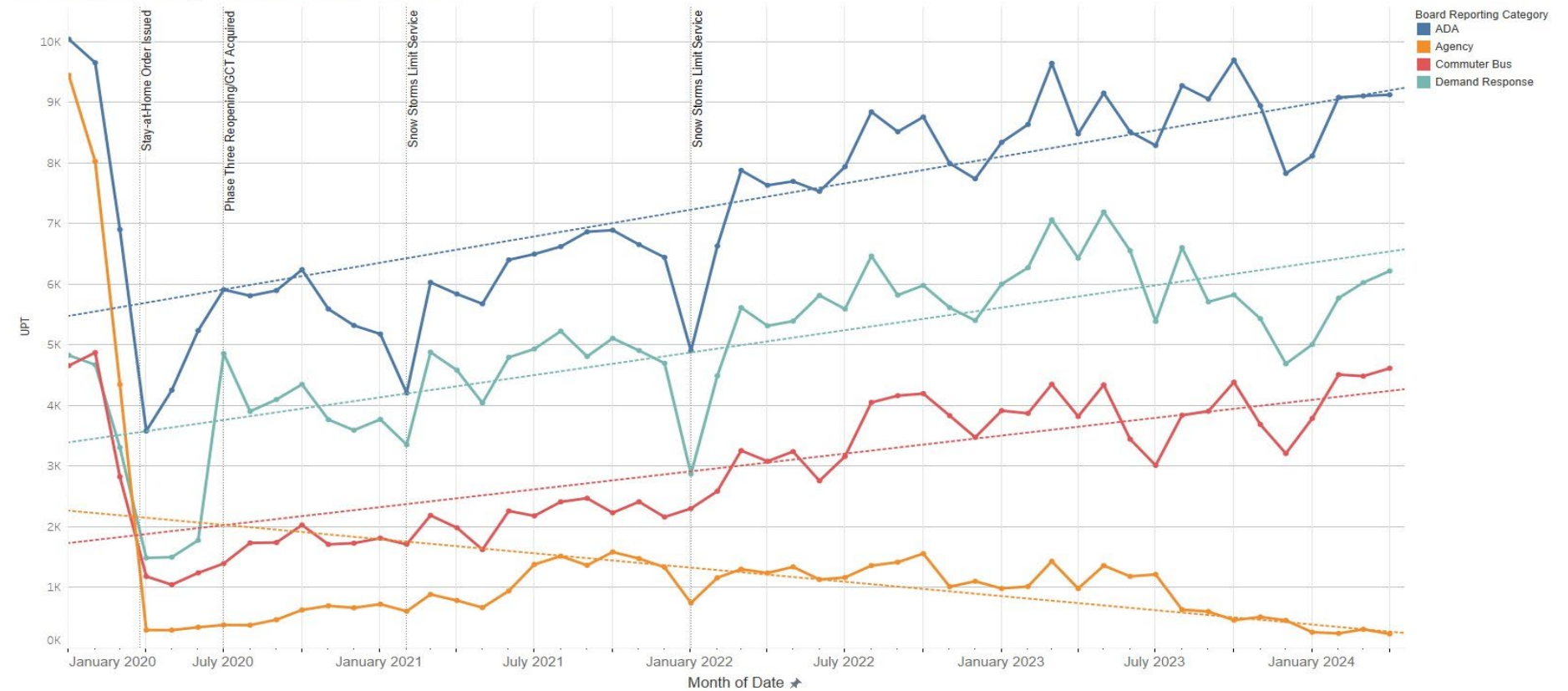


# Jaunt Board of Directors Meeting

June 12, 2024, 10AM

This is the revised graphic favored and approved at the April 10, 2024 Board Meeting. It is 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 remained above pre-COVID levels for nearly every month since June 2021, with a few exceptions.

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 233 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 April 2024.



**FY 24 ADA Compliance Report - June 12, 2024 Board Meeting**

Item	FY 2024										
	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	FY24 YTD
ADA Unlinked Passenger Trips	7,995	8,964	8,791	9,377	8,590	7,559	7,822	8,783	8,873	8,836	<b>85,590</b>
All Demand Response UPT	14,894	16,517	15,371	15,987	14,896	12,976	13,387	15,099	15,445	3,688	<b>138,260</b>
ADA Revenue Miles	33,102	36,813	37,055	39,261	35,007	30,919	33,727	37,303	37,299	37,804	<b>358,291</b>
All Demand Response Revenue Miles ^	90,344	103,499	95,621	99,609	90,582	79,627	85,056	94,535	97,331	6,744	<b>842,948</b>
ADA Revenue Hours	3,181	3,549	2,979	3,185	2,910	2,597	2,734	2,980	3,144	3,358	<b>30,617</b>
All Demand Response Revenue Hours ^	6,295	7,010	6,346	6,829	6,067	5,455	5,782	6,209	6,698	62,877	<b>119,566</b>
ADA No Shows	291	313	315	360	315	315	310	305	258	190	<b>2,972</b>
All Demand Responses No Shows	585	626	605	654	531	531	554	525	439	375	<b>5,425</b>
ADA Missed Trips	8	4	16	10	4	5	6	8	5	4	<b>70</b>
All Demand Responses Missed Trips	13	31	31	20	27	8	10	9	9	8	<b>166</b>
ADA Denials	0	2	6	9	2	4	9	13	13	2	<b>60</b>
All Demand Responses Denials	24	26	78	175	147	94	153	145	206	73	<b>1,121</b>
ADA On Time Performance	92%	92%	88%	91%	90%	90%	91%	88%	94%	94%	<b>91%</b>
All Demand Responses OTP	90%	90%	86%	89%	89%	88%	89%	87%	92%	93%	<b>89%</b>
ADA Passenger Complaints	0	1	0	0	0	0	0	0	0	0	<b>1</b>
ADA Lifts Determined Inoperable	1	1	0	0	0	0	1	0	0	0	<b>3</b>
ADA Passenger Incidents/Accidents	3	0	0	0	0	1	0	0	0	0	<b>4</b>
ADA Vehicle Accidents	1	0	2	0	0	0	0	0	0	0	<b>3</b>
Excessively Long ADA Trips	22	23	29	19	19	33	19	37	33	43	<b>277</b>
Demand Response Reservations Hold Times	3:12	3:00	2:35	2:47	2:27	2:22	2:20	1:48	1:40	1:56	<b>2:24</b>

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

Note: Staff learned some valuable benchmarking thresholds for some of the key ADA performance indicators above, at a National Transit Institute class on Paratransit Management and Operations. Staff are conducting further research into benchmarks and will present these to the Board at the July meeting.



## 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



## People

## Service

## Connection

### June 2024 CEO Report

A very busy May has passed but that doesn't mean we stop exercising good self-care and supporting one another. Take some time for yourself and be a great listener to those around you. In June we will be observing Juneteenth on Wednesday June 19<sup>th</sup>. Many of our staff will be off that day, and some services will be limited. June is Pride Month in the U.S. and while we won't be able to provide special wraps to any vehicles like many transit agencies, we will continue our efforts to make **Jaunt** a place where everyone can thrive. Additionally, June is a time when we provide special recognition to Alzheimer's and Brain Awareness Month and Father's Day. Finally, in June, we recognized Earnest Gaines for his outstanding contributions as Jaunt's Employee of the Month. If you see him, please share your thanks and congratulations. A special note to the Board that on June 20<sup>th</sup> we will have a summer cookout. Please RSVP to Amanda if you intend to join us.

The Board meeting includes an action item to elect Board Officers and representatives to the Regional Transit Partnership (RTP). Again, I extend gratitude to those who have served and will do so for the next year. We will also act on the FY2025 Budget now that our State and Local funds are established.

During New Business I will provide the Board with an update on our approach to Agency Rides moving forward. We will discuss plans for the website and the communications area. Please consider taking a moment for a headshot photo while you are here on Wednesday. Finally, I hope to discuss the July meeting and ask the Board to consider approval of an annual plan and calendar.

In May, Robin, Jason, Phyllis, and I traveled to Harrisonburg for the Virginia Transit Association's Annual Conference. This was a great opportunity for learning and networking. We returned to Charlottesville with knowledge, relationships, and a few new ideas! Met with Garland Williams. To discuss several coordination issues for CAT and Jaunt. Relevant to our most recent board discussions, Garland and I discussed the current approach to unaccompanied minors. Our current policy and strategy will continue until I can research credible alternatives that are agreeable to both organizations. Thanks to Janet for her leadership and to Angie and her team for making a big impact on



our ADA denial numbers. To have continuous improvement we will begin a process where we look each month at every denial during the prior reporting period to brainstorm ways that we could meet future needs. I look forward to celebrating with our team when we get to zero denials!

Our Microtransit study work has focused on paratransit opportunities. I hope to meet with Winchester transit officials on 6/25 to discuss lessons learned from their transition. Fleet electrification discussions are currently showing that with the current battery technology less than 50% of the fleet can reasonably be transitioned based on miles covered daily, number of vehicles, and charging capacity. The Rural Transit Needs Assessment group plans to make a final report on June 26<sup>th</sup> or 27<sup>th</sup>.

On the personnel front we have lots of news to celebrate. I am happy to say that we have welcomed new drivers this month. Corey Houchens agreed to be the Interim Senior Manager of Fleet and Facilities for the next 90 days, and we have started recruiting a new mechanic. Michelle Ford will join us on June 10 as a Senior Specialist Human Resources. Simona Howard was promoted to Interim Road Supervisor this month. I am also pleased to report that we are now advertising for a Director of Operations and a Senior Specialist for Safety.

A quick note on some ways new values relate to ongoing work:

**PEOPLE:** We are not offering mid-year bonuses, which have been common practice at Jaunt in prior years. However, we are always trying to improve the ways we demonstrate care and responsiveness for our employees so we will offer an opportunity for a one-time cash out of annual leave later this month.

**SERVICE:** A special shout out to Sharronda Washington for her exemplary service. We received some wonderful feedback from the welcome team at UVA Hospital. She was commended for her caring, positive attitude, and going the extra mile!

**CONNECTION:** Thanks to Jason for being an ambassador for Jaunt in a variety of community settings. Jason has been using the power of connection to improve relationships and the planning area at Jaunt. I value his efforts and how his curiosity encourages new ways to tell our story.

As always thank you, you are appreciated!

Be well - Mike