

**People****Service****Connection**

## Minutes

**Meeting of the Board of Directors**

July 10, 2024, at 10:00 AM EST

PUBLIC ARE ENCOURAGED TO ATTEND REMOTELY USING THE BELOW LINKS

- Meeting Link: <https://us02web.zoom.us/j/85445056025>
- Or One tap mobile: US: +13052241968, 85445056025#
- Or Telephone Only: +1 312 626 6799
- Webinar ID: 854 4505 6025

*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** – *Erik Larson, Secretary***III. Introductions & Welcome** — *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**

- June 12, 2024, Board of Directors Meeting Minutes— *Erik Larson, Secretary* Pgs 2-5 of 34
- [Accept Rural Transit Needs Study](#) – *Mike Murphy, Jason Espie, Dr. Jeremy Mattson* Pg 6 of 34 (Hyperlinked)
- [Confirm Annual Code of Ethics](#) - *Mike Murphy, CEO; Brad Burdette, President* Pg 7 of 34 (Hyperlinked)
- Approve FY2026 Annual Calendar - *Mike Murphy, CEO;* Pgs 8-10 of 34
- Jaunt Friends – *Dian McNaught, Chair-Jaunt Friends*

**VI. Standing Committee Reports**

- Finance Committee--*Jacob Sumner, Treasurer & Robin Munson, CFO* Pgs 11-16 of 34
- Safety Committee- *Mike Murphy /Jason Espie /Erik Larson /Phyllis Williams*
- Operations and Safety Reports—*Jason Espie, Senior Director Planning; Phyllis Williams, Senior Supervisor Operator Training & Performance* Pgs 17-23 of 34
- Regional Transit Partnership Update—*Christine Jacobs*
- CEO Report--*Mike Murphy, CEO* Pgs 33-34 of 34

**VII. New Business** –

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

**VIII. Announcements and Board Member comments**

**Adjourn to next meeting: September 11, 2024, at 10:00 AM EST**

## Board Attendance Roster

Month: **June** Year: **2024**

<b>Directors</b>	<b>Present In Person</b>	<b>Present Virtual</b>	<b>Absent</b>
Brad Burdette, [President], Nelson	<b>X</b>		
Hal Morgan, [Vice President], Fluvanna	<b>X</b>		
Christine Appert, [Secretary], Charlottesville	<b>X</b>		
Jacob Sumner, [Treasurer], Albemarle (Arrived at 10:16am)	<b>X</b>		
William Wuensch, [Immed. Past President], Albemarle			<b>X</b>
Caetano de Campos Lopes, Albemarle			<b>X</b>
Lucas Ames, Charlottesville	<b>X</b>		
Erik Larson, Charlottesville	<b>X</b>		
Ray Heron, Charlottesville	<b>X</b>		
Randy Parker, Louisa	<b>X</b>		
Rachel Jones, Louisa	<b>X</b>		
Dian McNaught, Nelson	<b>X</b>		
Iscella Wittich, Fluvanna	<b>X</b>		
<b>Ex Officio Directors</b>			
Christine Jacobs, TJPDC		<b>X</b>	
Garland Williams, CAT			<b>X</b>
Katy Miller, DRPT		<b>X</b>	
<b>Staff</b>			
Mike Murphy, Interim CEO	<b>X</b>		
Robin Munson, CFO	<b>X</b>		
Mike Mills, Dir of Procurement		<b>X</b>	
Ben Rutherford, Sys Admin	<b>X</b>		
Janet Jackson, Director of HR	<b>X</b>		
Amanda Powell, Executive Asst	<b>X</b>		
Jason Espie, Director of Planning		<b>X</b>	
Jordan Bowman (Legal Counsel)	<b>X</b>		
Corey Houchens, Interim Fleet Manager		<b>X</b>	
Angla Jones, Call Center Supervisor		<b>X</b>	
Phyllis Williams, Operator, Training, and Performance	<b>X</b>		
Michelle Ford, Senior Specialist of Human Resources		<b>X</b>	
<b>Public</b>			
Lucinda Shannon, TJPDC		<b>X</b>	



**People**

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**Meeting of the Board of Directors Minutes**

June 12, 2024, at 10:00 AM EST

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

10:05am

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

See Roster

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

None

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

None

**V. Action Items**

A. May 8, 2024, Board of Directors Meeting Minutes— *Christine Appert, Secretary*

Motion: Dian M.    Second: Iscella W.    Vote: Unanimous to accept

B. Elect Officers of the Board – Brad Burdette, President; Hal Morgan, Randy Parker

A motion was made to the board to accept the following for FY2025 board officers. Brad Burdette as President; Lucas Ames as Vice President; Erik Larson as Secretary; Jacob Sumner as Treasurer; and Ray Heron as At Large Representative.

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

C. Elect RTP Representatives – Brad Burdette, President; Hal Morgan, Randy Parker

To elect the RTP representatives, a motion was made proposing Caetano de Campos Lopes as the Urban Representative and Randy Parker as the Rural Representative.

Motion: Hal M.    Second: Dian M.    Vote: Unanimous to accept

D. [Approve FY2025 Budget](#) - *Mike Murphy, CEO; Robin Munson, CFO*

Robin M. gave the board a brief overview of Jaunt's FY2025 budget. She stated that with only a 0.64% rise, the budget is essentially unchanged from the previous year. The operating portion of the budget is showing a 3.69% decrease while the capital is up 9.1% overall from FY2024's budget. She reported that service projections for FY2025 were showing ridership remaining flat from FY2024, services hours at a 12.24% increase and a 1.88% increase for service miles. A few highlights for the operating side of FY2025's budget was mentioned by Robin, including interest income has been budgeted for the upcoming year, Jaunt will remain fare free going into FY2025, and there will be no state funded studies, which will also lower the local match needed. Robin concluded the presentation with some highlights from the capital side of the budget. Among these highlights are the fact that Jaunt's FY2024 projects will carry into FY2025, and that the CARES funding is exhausted going into FY2025, which will result in a decrease in federal revenue as well as an increase in state and local match revenue. Jaunt's full FY2025 budget presentation can be found at [www.ridejaunt.org](http://www.ridejaunt.org) under the document center.

Motion: Rachel J.

Second: Jacob S.

Vote: Unanimous to accept

**VI. Standing Committee Reports**

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

Robin provided a quick summary of the April 2024 financial reports. She reported that as of April 30, 2024, operating revenue had reached 81% of the budget, while operating expenses had accounted for 66% of the FY2024 budget thus far. As of April 30, 2024, she also reported capital revenue at 56% and capital expenses at 45% of the FY2024 budget. Randy P. suggested that going forward, the CEO's expenses should only be disclosed to the board if they exceeded a predetermined amount, of \$500.00. The board decided that moving forward, the finance committee would continue to examine the CEO's monthly costs but would only report to the board any that exceeded the predetermined threshold.

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

Erik L. started by presenting a graph that he created to the board. This graph depicted the ratio of preventable accidents to miles driven. Although the graph shows that Jaunt has not yet reached its target of one preventable accident per 100,000 miles, it is undoubtedly heading in the right direction. Based on the trend, Erik L. expressed his confidence in Jaunt's direction and the work being done within the organization. Rachel J. inquired as to what the organization has been doing to achieve these improvements. Janet J. responded to this by stating we have slowed down our process, placed the right people in the right positions, and are conducting more intense trainings as well as more checks to ensure everyone is still operating on the same page, following rules, and continuing to be safe.

C. Operations and Safety Reports—*Jason Espie, Senior Director Planning; Phyllis Williams, Senior Supervisor Operator Training & Performance*

Phyllis W. reviewed the April 2024 safety reports with the board. There were two preventable accidents in April and zero non-preventable. In April, there were zero customer related incidents and one staff related incident. Jason E. then quickly reviewed Jaunt's April 2024 performance data. Revenue miles, revenue hours, and passenger trips slightly increased from previous months. With just two recorded for the month of April, ADA denials are on the decline and on time performance is at 91% overall for ADA trips.

#### D. CEO Report--*Mike Murphy, CEO*

Mike began by extending an invitation to the board members to attend the staff cookout for Jaunt on Tuesday, June 20, 2024. He continued by discussing a few board changes that are coming up for FY2025. At the conclusion of FY2024, Hal M. will step down from the board and in FY2025, the Jaunt board will welcome a new Fluvanna representative. Additionally, Mike Murphy's seat on the board has been filled by Albemarle County, and the new representative will join the Jaunt board in the upcoming fiscal year. Mike M. also intends to meet with Winchester Transit authorities on June 25, 2024, to talk about what they learned throughout their transition into Microtransit, specifically with the paratransit application, since our Microtransit study has concentrated on paratransit potential. In the next 30 days, Jaunt hopes to wrap up our study on battery electrical vehicles, and by the end of June, the Rural Transit Needs assessment group should have their final report towards the end of June. Jaunt will also be providing employees with the opportunity to cash out their annual leave, which will be credited on their July 5, 2024 check, instead of issuing out end of fiscal year bonuses.

#### VII. New Business –

##### A. Agency Rides - *Mike Murphy, CEO*

Mike M. reported that the number of agency rides is currently declining and believes that this trend will continue as there may be adjustments in the near future to the eligibility requirements and hourly rates.

##### B. Website & Communication updates - *Mike Murphy, CEO*

In order to update the Jaunt website with photos of Jaunt's board members, Mike M. requested that each member see Ben R. to have their photos taken if they hadn't already done so. He also mentioned that he would like to get a brief bio from each member to include with their photo.

##### C. Board Annual Calendar – *Mike Murphy, CEO*

Mike M. mentioned to the board that he intends to propose a road map of sorts at the July board meeting. This map would include important fiscal year decisions including projects and objectives, budget drafts, and schedules.

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

The Jaunt Friends discussion will be brought back to the table in the July 2024 board meeting along with the fiscal year calendar concept.

#### VIII. Announcements and Board Member comments

Brad B. announced that he feels there is new life and new energy at Jaunt and he is excited about the direction that Jaunt is heading. Rachel J. added that Jaunt is one of her favorite boards to be apart of.

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

# **Jaunt Rural Transit Needs Assessment**

Draft Report

Jeremy Mattson  
Jill Hough

Small Urban and Rural Center on Mobility  
Upper Great Plains Transportation Institute  
North Dakota State University  
Fargo, North Dakota

June 2024

# CODE OF ETHICS AND BUSINESS CONDUCT

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**July 10, 2024**

Adopted by Jaunt, Inc. Board of Directors

Next Review: July 2025





## People

## Service

## Connection

### FY2025 Jaunt Board Calendar July 1, 2024 – June 30, 2025

July 2024				August 2024			
July 1	3:00	p.m.	Safety Committee	August 22	4:00	p.m.	Regional Transit Partnership
July 2	9:30	a.m.	Executive Committee	August 26	3:00	p.m.	Safety Committee
July 3	2:15	p.m.	Finance Committee				
July 10	9:00	a.m.	Shareholders Meeting				
July 10	10:00	a.m.	Board of Directors Meeting				
<b>Key Actions</b>				<b>Key Actions</b>			
Appoint new Board Members(Shareholders)							
Annual affirmation of Code of Ethics							
Jaunt Friends direction							
Approve Annual Calendar DRAFT							
Accept Rural Transit Needs Assessment							
September 2024				October2024			
Sept. 3	9:30	a.m.	Executive Committee	October 1	9:30	a.m.	Executive Committee
Sept. 5	2:15	p.m.	Finance Committee	October 3	2:15	p.m.	Finance Committee
Sept. 11	10:00	a.m.	Board of Directors Meeting	October 9	9:00	a.m.	Shareholders Meeting
Sept. 26	4:00	p.m.	Regional Transit Partnership	October 9	10:00	a.m.	Board of Directors Meeting
Sept 30	3:00	p.m.	Safety Committee	October 24	4:00	p.m.	Regional Transit Partnership
<b>Key Actions</b>				<b>Key Actions</b>			
Approve Employee Handbook				Jaunt Marketing & Communications Strategy Planning			
Accept Microtransit Study				Review FY26 Budget Concepts			
Accept Battery Electric Vehicle Implementation Study				Authorize Application for Operating and Capital grants			
Call for Annual Shareholder meeting							

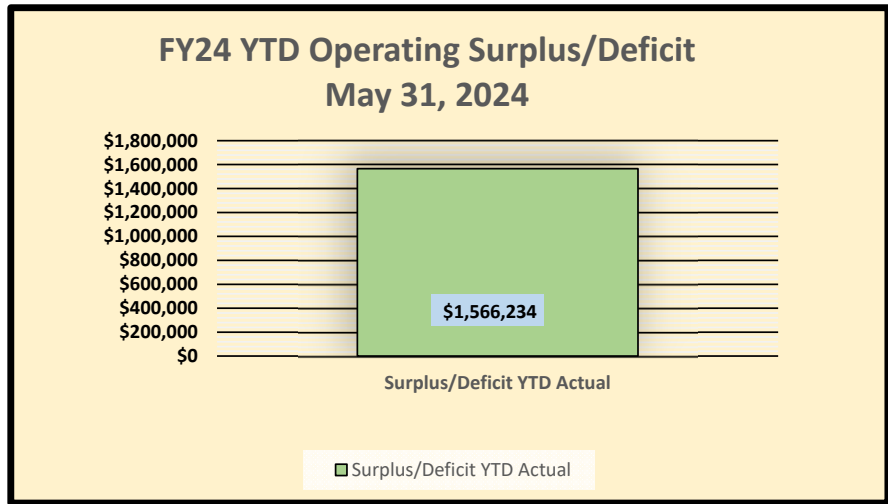
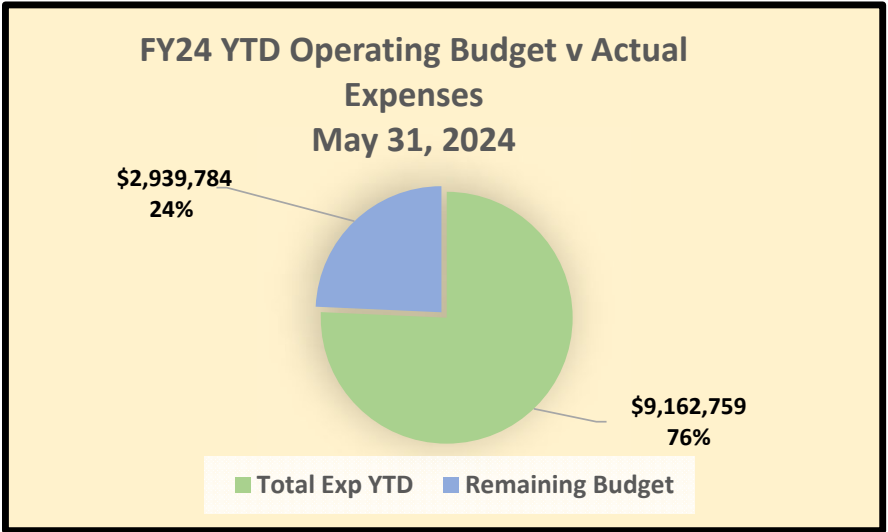
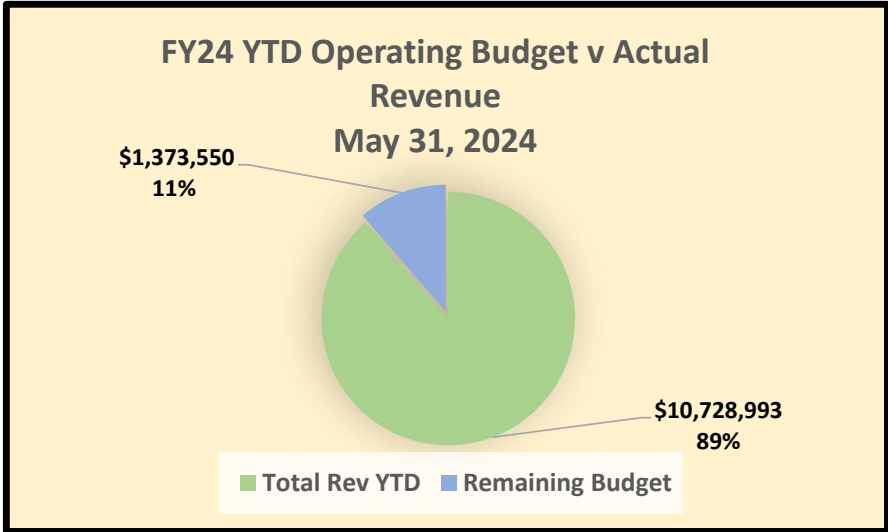


<b>November 2024</b>				<b>December 2024</b>			
November 4	3:00	p.m.	Safety Committee	December 2	3:00	p.m.	Safety Committee
November 5	9:30	a.m.	Executive Committee	December 3	9:30	a.m.	Executive Committee
November 7	2:15	p.m.	Finance Committee	December 5	2:15	p.m.	Finance Committee
November 13	10:00	a.m.	Board of Directors Meeting	December 11	10:00	a.m.	Board of Directors Meeting
TBD			Regional Transit Partnership	TBD			Regional Transit Partnership
<b><u>Key Actions</u></b>				<b><u>Key Actions</u></b>			
Accept Audit				Approve Excess Working Capital Strategy			
Review Jaunt Agency Safety Plan							

<b>January 2025</b>				<b>February 2025</b>			
January 6	3:00	p.m.	Safety Committee	February 3	3:00	p.m.	Safety Committee
January 7	9:30	a.m.	Executive Committee	February 4	9:30	a.m.	Executive Committee
January 9	2:15	p.m.	Finance Committee	February 6	2:15	p.m.	Finance Committee
January 17	8:30	a.m.	Board of Directors Meeting	February 12	9:00	a.m.	Shareholders Meeting
January 23	4:00	p.m.	Regional Transit Partnership	February 12	10:00	a.m.	Board of Directors Meeting
				February 27	4:00	p.m.	Regional Transit Partnership
<b><u>Key Actions</u></b>				<b><u>Key Actions</u></b>			
Board Retreat & Strategy Session (8:30-4:30)				Shareholders Meeting			
Review FY26 Capital Submission							

<b>March 2025</b>				<b>April 2025</b>			
March 3	3:00	p.m.	Safety Committee	April 1	9:30	a.m.	Executive Committee
March 4	9:30	a.m.	Executive Committee	April 3	2:15	p.m.	Finance Committee
March 6	2:15	p.m.	Finance Committee	April 9	9:00	a.m.	Shareholders Meeting
March 12	8:30	a.m.	Board of Directors Meeting	April 9	10:00	a.m.	Board of Directors Meeting
March 27	4:00	p.m.	Regional Transit Partnership	April 24	4:00	p.m.	Regional Transit Partnership
March 31	3:00	p.m.	Safety Committee				
<b>Key Actions</b>				<b>Key Actions</b>			
Board Retreat & Strategy Session follow-up (8:30-12:30)				Shareholders Meeting			

<b>May 2025</b>				<b>June 2025</b>			
May 5	3:00	p.m.	Safety Committee	June 2	3:00	p.m.	Safety Committee
May 6	9:30	a.m.	Executive Committee	June 3	9:30	a.m.	Executive Committee
May 8	2:15	p.m.	Finance Committee	June 5	2:15	p.m.	Finance Committee
May 14	10:00	a.m.	Board of Directors Meeting	June 11	10:00	a.m.	Board of Directors Meeting
TBD			Regional Transit Partnership	June 26	4:00	p.m.	Regional Transit Partnership
<b>Key Actions</b>				<b>Key Actions</b>			
Establish Nominating Committee				FY26 Budget Approval			
FY26 Capital 5 Year Plan Update				Approve FY26 Board Officers			



## Jaunt, Inc. FY2024 Monthly Financial Summary

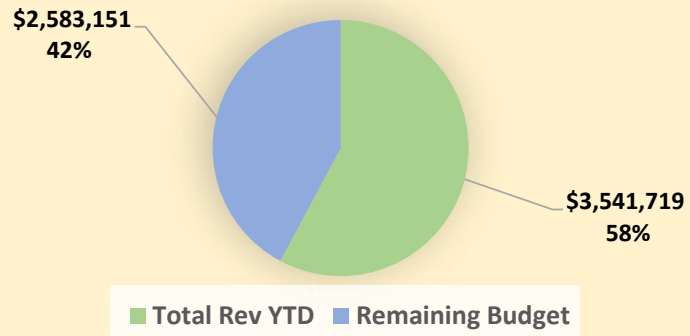
### Operating

#### May 2024 Year To Date

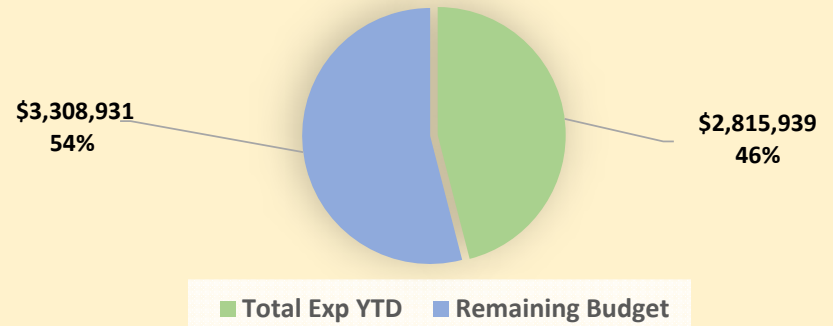
May 2024 Year To Date						
Sources of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Realized	Comments
<b>Fee Revenue:</b>						
Contract Revenue	\$ 268,899	\$ 122,639	\$ (146,260)	\$ 293,344	42%	Service lower than anticipated, continues to decrease.
<b>Governmental Revenue:</b>						
Federal Operating Grants	\$ 3,686,443	\$ 3,203,238	\$ (483,205)	\$ 4,021,574	80%	Reimbursable, expenses under budget.
Virginia DRPT Operating	\$ 1,798,627	\$ 1,755,757	\$ (42,870)	\$ 1,962,138	89%	
Local Government Operating	\$ 5,282,189	\$ 5,309,060	\$ 26,871	\$ 5,762,388	92%	
UVA Contribution	\$ 30,970	\$ 36,667	\$ 5,697	\$ 33,785	109%	
Other Revenue	\$ -	\$ 301,633	\$ 301,633	\$ -		
Account Transfer (Jaunt Reserves)	\$ 26,872	\$ -	\$ (26,872)	\$ 29,315	0%	
<b>Total Revenue</b>	<b>\$ 11,093,999</b>	<b>\$ 10,728,993</b>	<b>\$ (365,004)</b>	<b>\$ 12,102,544</b>	<b>89%</b>	
<b>Uses of Financial Resources</b>						
Uses of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Used	Comments
Salaries & Wages	\$ 5,933,632	\$ 5,328,294	\$ (605,337)	\$ 6,473,053	82%	Not at full staffing level, seasonal variation in service.
Fringe Benefits/Staff Development	\$ 2,389,503	\$ 1,755,207	\$ (634,296)	\$ 2,606,730	67%	Not at full staffing level, seasonal variation in service.
Travel/Business Meals/Meetings	\$ 18,779	\$ 12,207	\$ (6,572)	\$ 20,486	60%	Activity lower than expected.
Facility/Equipment Maintenance/Utilities	\$ 150,699	\$ 137,047	\$ (13,653)	\$ 164,399	83%	
Supplies & Materials	\$ 1,138,787	\$ 751,671	\$ (387,116)	\$ 1,242,313	61%	Fuel prices dropped, actual 61% of budgeted amount.
Marketing & Advertising	\$ 100,833	\$ 14,413	\$ (86,421)	\$ 110,000	13%	Limited marketing activity.
Insurance & Bonding	\$ 370,123	\$ 348,508	\$ (21,615)	\$ 403,770	86%	
Professional Services	\$ 962,124	\$ 784,363	\$ (177,761)	\$ 1,049,590	75%	Studies expected to be complete by 6/30/24, surveys postponed.
Miscellaneous	\$ 29,519	\$ 31,049	\$ 1,531	\$ 32,202	96%	
<b>Total Expenditure</b>	<b>\$ 11,093,998</b>	<b>\$ 9,162,759</b>	<b>\$ (1,931,240)</b>	<b>\$ 12,102,544</b>	<b>76%</b>	
<b>Net change in fund balance</b>	<b>\$ (0)</b>	<b>\$ 1,566,234</b>	<b>\$ 1,566,234</b>	<b>\$ -</b>		



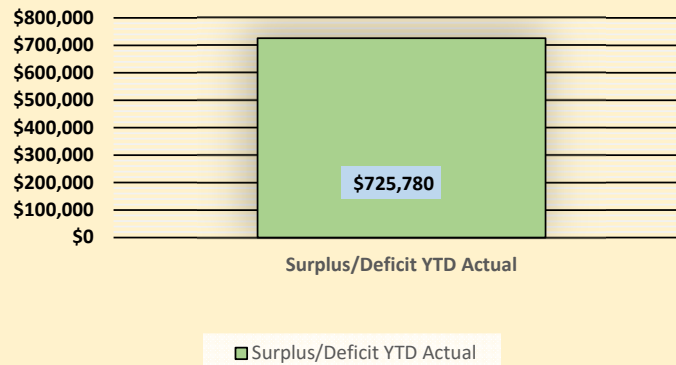
**FY24 YTD Capital Budget v Actual  
Revenue  
May 31, 2024**



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



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



## Jaunt, Inc. FY2024 Monthly Financial Summary

### Capital

#### May 2024 Year To Date

May 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	\$ 4,394,226	\$ 2,772,744	\$ (1,621,482)	\$ 4,793,701	58%	FY24 vehicles/spare parts to be carried over to FY25
Virginia DRPT Capital	\$ 469,076	\$ 17,813	\$ (451,263)	\$ 511,719	3%	FY24 vehicles/spare parts to be carried over to FY25
Local Government	\$ 751,162	\$ 751,162	\$ -	\$ 819,449	92%	
<b>Total Revenue</b>	<b>\$ 5,614,463</b>	<b>\$ 3,541,719</b>	<b>\$ (2,072,745)</b>	<b>\$ 6,124,869</b>	<b>58%</b>	
Uses of Financial Resources	YTD Budgeted	YTD Actual	Budget Variance	Total Budget	Budget Used	Comments
Revenue Vehicles	\$ 5,009,722	\$ 2,675,238	\$ (2,334,484)	\$ 5,465,151	49%	FY21 vehicles purchased, FY24 ordered
Support Vehicles	\$ 50,417	\$ 7,718	\$ (42,699)	\$ 55,000	14%	Vehicle purchased FY23
Spare Parts for Vehicles	\$ 175,201	\$ 46,979	\$ (128,221)	\$ 191,128	25%	Majority of project to be carried over to FY25
Facility	\$ 226,749	\$ -	\$ (226,749)	\$ 247,362	0%	Project to be moved to FY25
Information Technology	\$ 152,376	\$ 86,004	\$ (66,372)	\$ 166,228	52%	All projects to be completed by 6/30/24
<b>Total Expenditure</b>	<b>\$ 5,614,463</b>	<b>\$ 2,815,939</b>	<b>\$ (2,798,524)</b>	<b>\$ 6,124,869</b>	<b>46%</b>	
<b>Net change in fund balance</b>	<b>\$ -</b>	<b>\$ 725,780</b>	<b>\$ 725,780</b>	<b>\$ -</b>		Surplus to be carried over to FY25



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

6/24/2024

5:37 PM

	<b>5/31/2024</b>	<b>5/31/2023</b>
<b>Assets</b>		
Cash and Cash Equivalents	\$ 8,044,531.28	\$ 6,360,776.19
Receivables, Net of Allowances	14,453.86	38,750.66
Due From Other Governmental Units	2,371,768.38	2,695,700.91
Prepaid Items	101,422.61	72,855.27
Capital Assets	5,028,216.66	6,018,838.05
<b>Total Assets</b>	<b>\$ 15,560,392.79</b>	<b>\$ 15,186,921.08</b>
<b>Liabilities</b>		
Accounts Payable	\$ 220,695.41	\$ 174,251.44
Accrued Payroll & Related Liabilities	420,730.73	425,941.47
Lease Liability	85,921.59	100,745.08
Deferred Revenue	510,290.87	209,073.57
<b>Total Liabilities</b>	<b>1,237,638.60</b>	<b>910,011.56</b>
<b>Fund Balance/Net Position</b>		
JAUNT Inc. Stock	16.00	16.00
Fund Balance:		
Nonspendable:		
Prepaid Items	101,422.61	72,855.27
Committed:		
Rainy Day	3,000,000.00	3,000,000.00
Capital Reserve	1,000,000.00	1,000,000.00
Unassigned	5,445,063.96	4,440,789.29
<b>Total Fund Balance</b>	<b>9,546,486.57</b>	<b>8,513,644.56</b>
<b>Total Equity</b>	<b>9,546,502.57</b>	<b>8,513,660.56</b>
<b>Total Liabilities and Equity</b>	<b>\$ 10,784,141.17</b>	<b>\$ 9,423,672.12</b>
Net Position:		
Investment in Capital Assets	4,942,295.07	5,918,092.97
Unrestricted	9,380,443.12	8,358,800.55
<b>Total Net Position</b>	<b>14,322,738.19</b>	<b>14,276,893.52</b>
<b>Total Net Position and Equity</b>	<b>14,322,754.19</b>	<b>14,276,909.52</b>
<b>Total Liabilities and Net Position</b>	<b>\$ 15,560,392.79</b>	<b>\$ 15,186,921.08</b>

## Jaunt, Inc.

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

Cash flows from Operations for May 2024	
Local Match	
DRPT Receipts	161,141
CAT Receipts	975,098
Agency Receipts	7,863
Other Receipts	43,865
Transfer from Investment Account	-
Payroll	465,639
Transfer to Investment Account	-
Capital Payments	20,579
Other Payments	(1,374,102)
Total cash flows from Operations	<u>300,084</u>
Cash flows from Investing for May 2024	
Interest	21,326
Transfer from Operating Account	-
Transfer to Operating Account	-
Total cash flows from Investing	<u>21,326</u>
Net change in cash	321,410
Beginning cash balance 5/1/2024	<u>7,711,207</u>
Ending cash balance 5/31/2024	<u><u>\$ 8,032,617</u></u>
Days of cash on hand	331.92
Months of cash on hand	11.06



**Jaunt Safety Report May 2024**

**Preventable vehicle accident(s): 0**

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

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

**Staff related incident(s): 0**

Jaunt traveled 121,503 revenue miles and had 0 preventable accident from 5/1/2024 to 5/31/2024. 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 1,235,713 revenue travel miles.

**Safety Concerns Shared and Investigated**

There were no safety concerns reported in May 2024.

**Site Visits**

During the month of May 2024, Jaunt conducted 1 site visits.

**National Transit Database Reporting**

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

**Jaunt Board of Directors Meeting**

**July 10, 2024, 10 AM**

The month of May saw very slight increases across most demand response services, but a slight decrease in a few commuter bus routes, which can possibly be attributed to heading into summer. The graph on the following page presents a visual of the data in this table.

Jaunt Performance Statistics		2023								2024					YTD FY23	YTD FY24	YTD Pct Chg
		May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May			
ADA	Passengers	8,828	8,218	7,995	8,964	8,791	9,377	8,590	7,559	7,822	8,783	8,873	8,836	8,721	90,928	94,311	3.7%
	Revenue Hours	3,579	3,293	3,133	3,475	3,380	3,656	3,166	2,867	3,057	3,238	3,561	3,688	3,590	37,151	36,810	-0.9%
	Revenue Miles	38,027	35,274	33,102	36,813	37,055	39,261	35,007	30,919	33,727	37,303	37,299	37,804	37,945	402,246	396,235	-1.5%
Demand Response	Passengers	7,519	6,853	5,684	6,918	5,977	6,149	5,792	4,959	5,302	6,073	6,262	6,510	6,568	70,968	66,194	-6.7%
	Revenue Hours	3,436	3,272	2,910	3,329	2,789	3,030	2,787	2,455	2,625	2,878	3,037	3,262	3,305	34,707	32,408	-6.6%
	Revenue Miles	66,860	62,597	52,828	63,015	55,204	57,610	53,584	46,331	49,563	55,620	58,187	61,169	62,642	646,769	615,753	-4.8%
Agency Trips	Passengers	1,361	1,183	1,215	635	603	461	514	458	263	243	310	234	585	13,395	5,521	-58.8%
	Revenue Hours	327	320	251	207	177	143	114	132	100	94	100	96	97	3,963	1,511	-61.9%
	Revenue Miles	5,755	5,332	4,414	3,671	3,362	2,738	1,991	2,376	1,767	1,612	1,845	1,708	1,888	69,844	27,372	-60.8%
N/A	Passengers	184	92	61	53	111	93	87	70	98	139	143	114	72	1,871	1,041	-44.4%
	Revenue Hours	61	37	33	24	32	40	34	28	47	61	60	51	30	681	440	-35.4%
	Revenue Miles	759	453	309	256	392	424	418	320	691	862	841	688	458	8,708	5,659	-35.0%
Connect 29 North	Passengers	1,374	1,211	1,035	1,441	1,385	1,555	1,349	1,080	1,340	1,510	1,580	1,622	1,561	13,638	15,458	13.3%
	Revenue Hours	153	143	145	148	129	144	137	126	143	136	140	145	163	1,559	1,555	-0.2%
	Revenue Miles	2,656	2,419	2,381	2,420	2,152	2,245	2,204	1,981	2,242	2,068	2,130	2,281	2,510	27,968	24,614	-12.0%
Connect Buckingham	Passengers	927	838	643	770	931	936	854	849	898	1,028	956	926	995	10,591	9,786	-7.6%
	Revenue Hours	184	173	137	156	145	153	140	132	144	146	144	149	154	1,846	1,599	-13.4%
	Revenue Miles	5,174	4,936	3,985	4,449	4,005	4,196	4,011	3,705	3,937	4,071	4,035	4,235	4,322	52,772	44,951	-14.8%
Connect Crozet	Passengers	1,385	1,046	1,039	1,302	1,264	1,521	1,160	1,017	1,227	1,591	1,552	1,673	1,620	15,202	14,966	-1.6%
	Revenue Hours	451	437	408	477	428	458	429	399	421	435	429	446	462	4,425	4,792	8.3%
	Revenue Miles	10,037	9,592	9,108	10,405	9,643	9,974	9,422	8,836	9,263	9,495	9,357	9,594	10,271	102,536	105,368	2.8%
Connect Lovington	Passengers	655	351	298	328	328	374	326	264	324	382	398	394	416	3,756	3,832	2.0%
	Revenue Hours	95	51	54	55	54	54	49	53	51	47	44	52	58	537	572	6.6%
	Revenue Miles	2,882	1,467	1,364	1,535	1,407	1,436	1,445	1,286	1,383	1,457	1,453	1,528	1,467	16,544	15,761	-4.7%

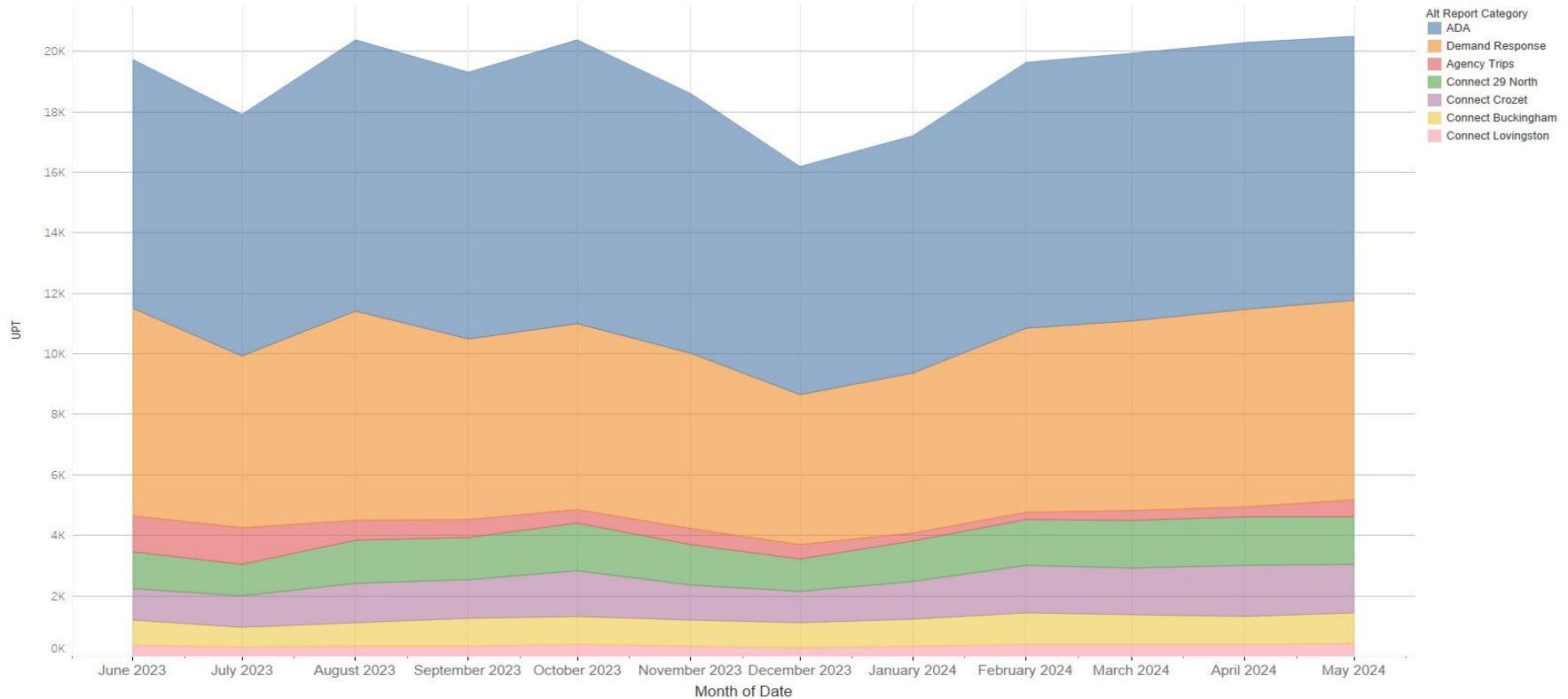


# Jaunt Board of Directors Meeting

July 10, 2024, 10 AM

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 May 31, 2023-May 31, 2024 by service is as follows: **ADA 45%, Demand Response 31%, Agency 3%, NA 0%, 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 236 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 May 2023 to May 2024.



Reporting Category		2023								2024					FY24
		May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	
ADA	Passengers	4,582	4,095	3,896	4,507	4,398	4,571	4,298	3,722	3,902	4,465	4,221	4,428	4,249	46,657
	Revenue Hours	1,840	1,632	1,537	1,756	1,691	1,841	1,648	1,452	1,558	1,694	1,738	1,896	1,826	18,636
	Revenue Miles	21,165	18,704	17,286	19,939	20,064	21,117	19,345	16,902	18,225	20,801	19,390	20,675	20,244	213,987
Demand Response	Passengers	2,176	2,135	1,931	2,265	1,922	2,148	2,212	1,812	2,051	2,401	2,338	2,467	2,559	24,106
	Revenue Hours	1,066	1,034	903	1,101	930	1,049	999	866	954	1,060	1,112	1,182	1,212	11,369
	Revenue Miles	18,699	18,529	16,281	20,181	16,994	18,925	18,070	15,637	17,786	20,103	20,384	20,851	22,049	207,260
Connect 29 North	Passengers	1,374	1,211	1,035	1,441	1,385	1,555	1,349	1,080	1,340	1,510	1,580	1,622	1,561	15,458
	Revenue Hours	153	143	145	148	129	144	137	126	143	136	140	145	163	1,555
	Revenue Miles	2,656	2,419	2,381	2,420	2,152	2,245	2,204	1,981	2,242	2,068	2,130	2,281	2,510	24,614
Connect Crozet	Passengers	1,385	1,046	1,039	1,302	1,264	1,521	1,160	1,017	1,227	1,591	1,552	1,673	1,620	14,966
	Revenue Hours	451	437	408	477	428	458	429	399	421	435	429	446	462	4,792
	Revenue Miles	10,037	9,592	9,108	10,405	9,643	9,974	9,422	8,836	9,263	9,495	9,357	9,594	10,271	105,367

Reporting Category		2023								2024					FY24
		May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	
Connect Buckingham	Passengers	927	838	643	770	1,105	936	854	849	898	1,028	956	926	995	9,960
	Revenue Hours	184	173	137	156	181	153	140	132	144	146	144	149	154	1,635
	Revenue Miles	5,174	4,936	3,985	4,449	5,005	4,196	4,011	3,705	3,937	4,071	4,035	4,235	4,322	45,952

Reporting Category		2023								2024					FY24
		May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	
ADA	Passengers	4,246	4,123	4,099	4,457	4,393	4,806	4,292	3,837	3,920	4,318	4,652	4,408	4,472	47,654
	Revenue Hours	1,677	1,604	1,541	1,680	1,655	1,784	1,501	1,387	1,481	1,529	1,805	1,792	1,745	17,900
	Revenue Miles	16,862	16,570	15,816	16,874	16,992	18,144	15,662	14,018	15,502	16,502	17,909	17,130	17,702	182,249
Demand Response	Passengers	151	178	191	232	181	177	212	150	170	129	171	211	227	2,051
	Revenue Hours	74	89	84	93	71	85	88	68	80	63	76	93	97	898
	Revenue Miles	1,071	1,172	1,145	1,189	1,130	1,349	1,391	1,087	1,244	1,036	1,151	1,345	1,603	13,669



Fluvanna Statistics		2023								2024					FY24
		May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	
Reporting Category															
Demand Response	Passengers	291	269	219	314	304	341	329	268	294	297	295	305	270	3,236
	Revenue Hours	100	124	111	138	135	134	136	103	113	117	116	133	135	1,372
	Revenue Miles	2,278	2,372	2,269	2,737	2,712	2,641	2,830	2,374	2,414	2,523	2,390	2,805	2,819	28,515

Greene Statistics		2023								2024					FY24
		May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	
Reporting Category															
Demand Response	Passengers	2,850	2,427	1,673	2,070	1,672	1,467	1,272	1,138	1,186	1,405	1,416	1,427	1,432	16,158
	Revenue Hours	1,112	1,033	878	929	671	689	597	531	577	657	686	717	734	7,666
	Revenue Miles	19,596	17,373	11,979	14,168	11,144	10,371	9,317	8,314	9,014	10,560	10,811	11,429	10,990	118,098

Louisa Statistics		2023								2024					FY24
		May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	
Reporting Category															
Demand Response	Passengers	1,807	1,643	1,522	1,903	1,736	1,858	1,627	1,459	1,507	1,712	1,848	1,952	1,968	19,092
	Revenue Hours	941	863	822	974	885	973	892	822	847	907	954	1,051	1,063	10,191
	Revenue Miles	22,403	20,548	18,994	22,824	21,227	22,021	20,229	17,254	17,717	19,752	21,393	22,732	23,259	227,403

Nelson Statistics		2023								2024					FY24
		May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	
Reporting Category															
Demand Response	Passengers	208	162	148	131	160	158	140	132	94	129	194	148	111	1,545
	Revenue Hours	91	78	85	74	77	87	60	56	48	70	85	85	58	785
	Revenue Miles	2,429	2,201	2,161	1,904	1,986	2,302	1,747	1,665	1,389	1,646	2,058	2,006	1,914	20,779
Connect Lovingsston	Passengers	655	351	298	328	328	374	326	264	324	382	398	394	416	3,832
	Revenue Hours	95	51	54	55	54	54	49	53	51	47	44	52	58	572
	Revenue Miles	2,882	1,467	1,364	1,535	1,407	1,436	1,445	1,286	1,383	1,457	1,453	1,528	1,467	15,761

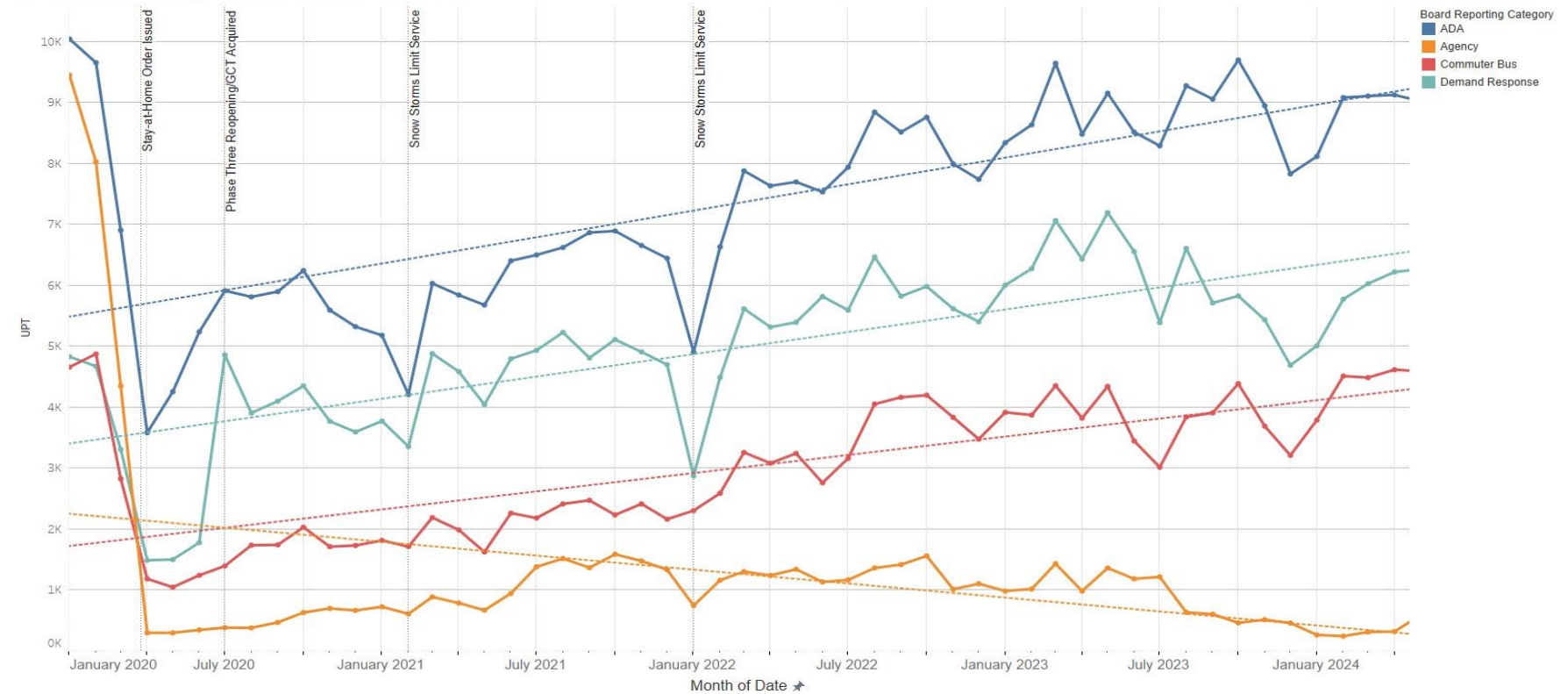


# Jaunt Board of Directors Meeting

July 10, 2024, 10 AM

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 236 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 May 2024.



**FY 24 ADA Compliance Report - July 10, 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	May-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	8,721	<b>94,311</b>
All Demand Response UPT	14,894	16,517	15,371	15,987	14,896	12,976	13,387	15,099	15,445	15,346	15,874	<b>165,792</b>
ADA Revenue Miles	33,102	36,813	37,055	39,261	35,007	30,919	33,727	37,303	37,299	37,804	37,945	<b>396,236</b>
All Demand Response Revenue Miles ^	90,344	103,499	95,621	99,609	90,582	79,627	85,056	94,535	97,331	98,973	102,475	<b>1,037,653</b>
ADA Revenue Hours	3,133	3,475	3,380	3,656	3,166	2,867	3,057	3,238	3,561	3,709	3,590	<b>36,831</b>
All Demand Response Revenue Hours ^	6,314	7,024	6,358	6,841	6,076	5,464	5,791	6,218	6,705	6,972	6,895	<b>70,657</b>
ADA No Shows	291	313	315	360	315	315	256	259	256	190	173	<b>3,043</b>
All Demand Responses No Shows	585	626	605	654	531	531	481	462	437	375	362	<b>5,649</b>
ADA Missed Trips	8	4	16	10	4	5	6	8	5	5	8	<b>79</b>
All Demand Responses Missed Trips	13	31	31	20	27	8	10	9	9	9	9	<b>176</b>
ADA Denials	0	2	5	9	2	4	9	13	7	0	0	<b>51</b>
All Demand Responses Denials	24	26	76	171	145	93	152	149	153	32	50	<b>1,071</b>
ADA On Time Performance	92%	92%	88%	91%	90%	90%	91%	88%	93%	93%	93%	<b>91%</b>
All Demand Responses OTP	90%	90%	86%	89%	89%	88%	89%	87%	92%	92%	92%	<b>89%</b>
ADA Passenger Complaints	0	1	0	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	0	<b>3</b>
ADA Passenger Incidents/Accidents	3	0	0	0	0	1	0	0	0	0	0	<b>4</b>
ADA Vehicle Accidents	1	0	2	0	0	0	0	0	0	0	0	<b>3</b>
Excessively Long ADA Trips	22	23	29	19	19	33	19	37	33	43	25	<b>302</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	1:46	<b>2:21</b>

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



## 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

### July 2024 CEO Report

In June we enjoyed a great employee cookout on the 20<sup>th</sup>. Thanks to all who contributed, and to Brad Burdette for joining us. In July we will be observing Independence Day on Thursday July 4<sup>th</sup>. Many of our staff will be off that day, and some services will be limited. In July, we recognized Nick Bondurant for his outstanding contributions as Jaunt's Employee of the Month. Nick is always looking to lend a hand and is consistently noticed for his helpful attitude and hard work. He also became certified as a Virginia State Inspector. Thank you for all you do Nick! If you see him, please share your thanks and congratulations.

The Board meeting includes an action item to make an annual commitment to our Code of Ethics. Please plan to sign and leave a copy with Amanda. The Rural Transit Needs Assessment has been completed and I am asking the Board to act by accepting the report. Dr. Jeremy Mattson will be with us online to make a presentation. I have developed a draft Annual Calendar and will share the projected schedule, an approach to strategic planning, and anticipated key actions. Finally, the Board will entertain the potential ongoing purpose and structure of Jaunt Friends.

A significant focus in our capital program this year is to secure an engineering firm that will assist us in planning for the improvements to our parking lot areas that were discussed over the last year. Work is underway to select a firm and I am hopeful that we can meet our timelines to request construction funds in FY26.

Relationships and learning are critical to leadership, decision making, growth and ongoing success. I have been fortunate and grateful to network with so many individuals locally and around the State who can help Jaunt evolve and perform. On June 17<sup>th</sup> I spent time in Richmond investigating ways that we can strengthen our relationship with DRPT and conveying our needs as an organization. Grant Sparks continues to be an excellent partner and I am very pleased with the supportive approach he and Katy Miller have taken to our relationship.

Our Microtransit study work is wrapping up with an emphasis on paratransit and additional scenarios that would modify Crozet and/or Greene County service. I met with Winchester transit officials on 6/25 to discuss lessons learned from their transition to an On Demand service for paratransit operations. Our communities have many similarities, and the team at WinReady was very generous with their time. I hope we will be able to pilot a microtransit strategy before the end of the fiscal year. Fleet electrification discussions have moved to the stage of final draft. We will examine the potential of making changes to the fleet while maintaining the current size and with the opportunities that in route charging and increased fleet size might present.

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

**PEOPLE:** Arthur Scott has been praised many times in the past few months for his customer care. Recently Arthur's calm and thoughtful approach during a vehicle breakdown on a Connect route was recognized by riders and our leadership team. Arthur consistently exemplifies how to put people first!

**SERVICE:** Thanks to Lamar Williams for initiating a meeting with me to discuss his observations as a new employee and share his thoughts on opportunities for Jaunt to grow and thrive. Understanding the needs of our community and imagining whether Jaunt can be a part of the solution is a crucial competency that will drive innovation and improve our practice.

**CONNECTION:** Celebration Alert!!! A huge shout out to Janet for her leadership and to Angie and her team for reaching zero on our ADA denial numbers. We will continue our new practice of examining each denial during the prior reporting period to brainstorm ways that we could meet future needs. Creativity and execution keep our customers connected!

As always thank you, you are appreciated!

Be well - Mike