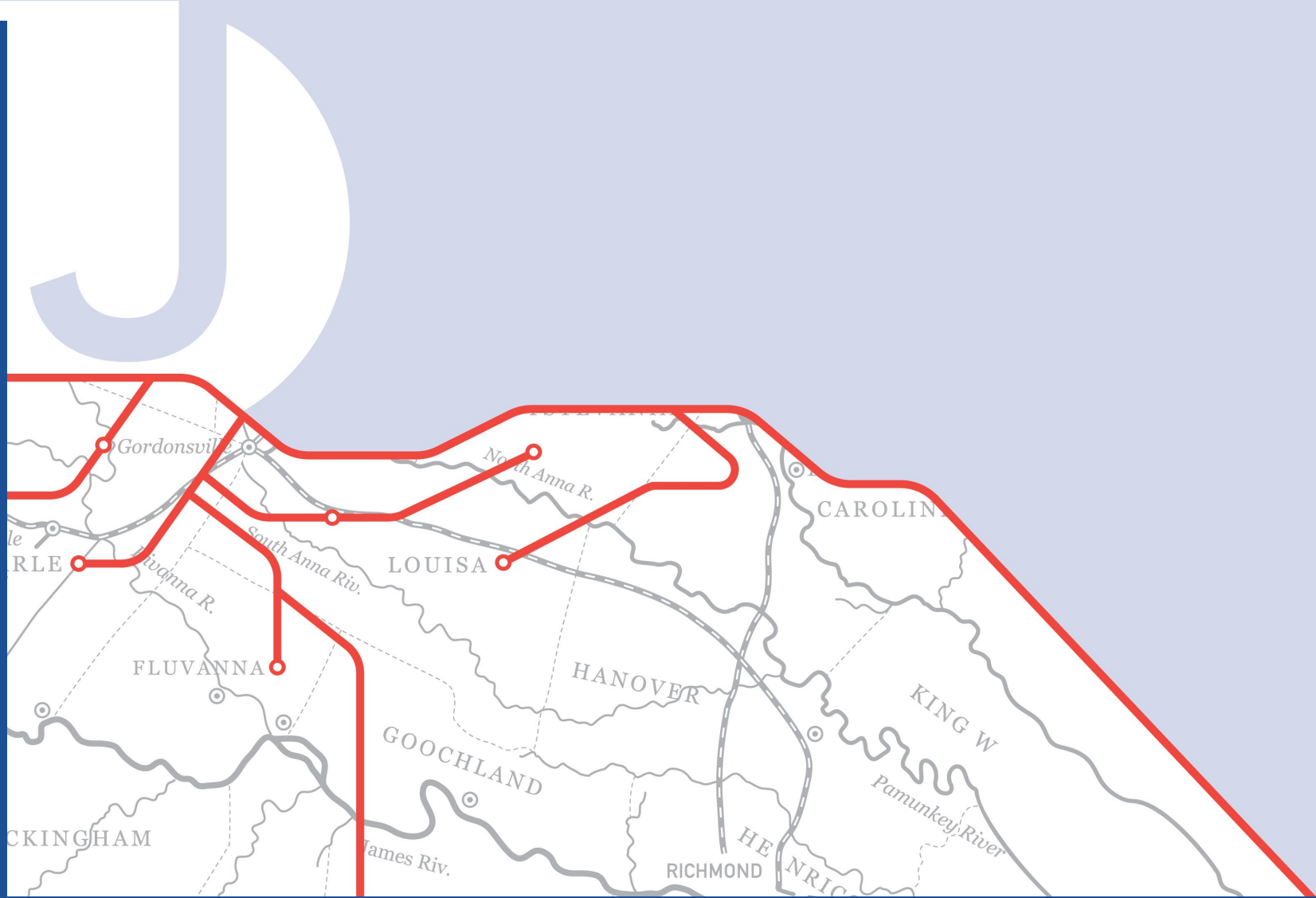


Jaunt Board Strategy Session

March 12, 2025



PEOPLE SERVICE
CONNECTION

**Our Time
Together**

- 8:30-8:40** **Joining and Refreshments**
- 8:40-8:50** **January Recap**
- 8:50-9:10** **Setting Timelines & Metrics**
- 9:10-9:40** **Review Employee Development and Evaluation Strategy**
- 9:40-9:50** **Review Proposed Meeting Cadence**
- 9:50-10:00** **Wrap up and Break**
- 10:00-12:00** **Convene Regular March Board Meeting**

January Recap

- **Review Jaunt's**
 - **Services**
 - **Budget**
 - **Statistics**
- **Review 2021 retreat & scorecard**

2021 Retreat Scorecard

- Improve financial oversight and transparency
- Rebuild trust
- Hire a CEO
- Finalize vision and mission statements
- Better board education, orientation, and onboarding
- Staffing strategies: getting the right people in the right roles
- Develop a CEO Performance evaluation aligned w/ Jaunt's values
- Create & implement messaging and communication strategies
- Jaunt Board Member Advocacy Framework; ideas to help Board members advocate for Jaunt

January Recap

TDP & scorecard

- **Promote Safety First**
- **Promote Operational Excellence**
- **Improve Customer Communication**
- **Promote Financial Stewardship**
- **Make Jaunt a Top-Choice Employer**
- **Contribute to Regional Sustainability**

Suggest May Board meeting review of TDP amendments for DRPT

**January
Recap**

**Workforce & Market
Facilities & Infrastructure
Understanding Our Stakeholders
Changing Local Landscape
Changing State & Federal Funding
Outdated Technology
Eco Friendly Solutions**

January Recap

Initiatives to Prioritize

1. Develop a CEO evaluation
2. Equip Board members for advocacy
3. Complete Communication strategy
4. Create performance evaluation system for all team members
5. Create organizational development system for all team members
6. Select/implement new software technologies for scheduling and planning
7. Select/implement new software technologies for human capital mgmt.
8. Implement Microtransit pilot for ADA customers
9. Implement Microtransit pilot in Greene County
10. Create a sustainable strategy for stakeholder surveys
11. Complete stakeholder surveys
12. Improve call center performance
13. Pursue alternative funding streams
14. Advance safety and security of jaunt facility
15. Maintain competitive classification and compensation system
16. Deliver annual training on Jaunt Values and Inclusion
17. Implement waste reduction and recycling strategies
18. Determine if opportunities exist to reduce fleet size
19. Determine if fleet can be segregated by funding stream
20. Secure written agreement for ADA service in Charlottesville
21. Maintain active presence as CARTA develops
22. Resolve capital expense funding percentage penalties
23. Revise goals for alternative fuels and pursue progress
24. Determine a new cadence for Board meetings and reporting
25. Revisit mission, vision, & values

5 Priorities for next 12-18 months emerged

- **Maintain active presence as CARTA develops**
- **Secure written agreement for ADA service in Charlottesville**
- **Implement Microtransit pilot for ADA customers**
- **Create performance evaluation system for all team members**
- **Select/implement new software technologies for scheduling and planning**

Priority:

CARTA

March 2025 – Appoint Urban representative to the RTP

Ongoing: attend RTP & CARTA meetings

Ongoing: Participate in study of regional priorities

January 2026: Participate in legislative processes as needed

Metric: Jaunt inclusion in regional transit plans

Priority:

**ADA
Agreement**

March/April 2025 – Initial discussions with CAT

May 2025 – Negotiate contract terms

By June 30, 2025 – New agreement in place

Metric: Jaunt ADA Service Provider for 3 year period

Priority:

**ADA
Microtransit
Pilot**

April 2025 – DRPT award results known

May/June 2025 – Navigate procurement issues as necessary

July/August 2025 – New software training

September/October 2025 launch pilot

Metric: Pilot is launched, implementation refines ADA service delivery

Priority:

**Performance
Evaluation**

April 2025 – Document review

May/June 2025 – Develop job guides

July 2025 – Train supervisors

August 2025 - Employee meetings begin

February 2025 – Midyear reviews

Metric: All employees have reviews prior to August 2026

Priority:
Software

April 2025 – DRPT award results known

July/August 2025 – Develop RFP

September-November 2025– Assess providers

December 2025 – Complete negotiations

January/February 2026 – Develop training and change management plans

March-May 2026 – Training, testing, and piloting

July 2026 – Full software implementation

Metric: Successful implementation of software that meets Jaunt’s needs for on demand, demand response, and fixed route services

Employee Development & Evaluation Strategy

What is the plan
for personal
development?

- **Craft Performance Evaluation documents for each employee**
- **Set organizational values to guide expected behaviors**
- **Launch new system**
- **Employees set individualized development goals**
- **Biannual assessments of performance and progress**

Why are we doing this?

- To foster a culture of continuous learning & improvement
- To align individual objectives with organizational goals
- To align individual behavior with organizational values
- To identify strengths and drive innovation
- To provide context for recognition and rewards
- To address areas of concern and facilitate accountability
- To ensure we equitably meet our legal & ethical obligations
- To proactively plan for organizational growth and succession
- To increase engagement and improve retention

When will
we be
doing this?

- **March 2025** – Confirm Plan
- **April – June 2025** -Craft documents
- **July 2025** - Launch new system
- **July 2025** - Employees write IDPs
- **January & May 2026** - Biannual assessments
- **July 2026** – Board review of process

What are the components of solid employee growth and development?

1. **Duties**

- What is the employee's competence with their tasks?

2. **Values**

- How do the employee's behaviors exemplify our values?
- PEOPLE SERVICE CONNECTION

3. **Goals**

- Did the employee meet their goals to further the mission of the Jaunt?

4. **Individualized Development Plan**

- How is the employee advancing as a professional toward their self determined goals?

CEO Evaluation

- **Recommend using the approach described for all employees as the tool in May 2025 and May 2026 and reevaluating**
- **Executive Committee to act as guide in process and involve Board as necessary**
- **Executive Committee to determine how and where process is codified for future Boards & CEOs**

Cadence

- **Recommend meeting on even months of fiscal year 2026:
2025- August, October, December
2026 – February, April, June**
- **Executive Committee will remain in this cadence with the ability to call ad-hoc meetings**
- **Finance Committee will remain in this cadence with the ability to call ad-hoc meetings and increase frequency during the budget and audit seasons as necessary.**
- **Complete calendar with Shareholder meeting schedule to be proposed for Board vote at May meeting.**

Questions?

Time to Refresh!