

## MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding (MOU) is entered this 15 day of June, 2022 by and between Jaunt, Inc. and Greene County, Virginia for the purpose of working together to meet the public transportation needs of Greene County citizens.

**WHEREAS**, Greene County, Virginia is a rural county with no public transit system, such as a bus or rail line; and

**WHEREAS**, Greene County has many citizens who are not able to drive for various reasons such as medical conditions or financial constraints; and

**WHEREAS**, Jaunt is a regional public transit system that provides on demand response service and commuter service in the region; and

**WHEREAS**, in 2019 Jaunt took over service in Greene County from Greene Transit; and

**WHEREAS**, both parties seek to work together to improve the current services and expand transit services throughout the county.

**NOW THEREFORE**, Greene County and Jaunt understand and agree to the responsibilities expressed in this agreement as follows:

1. Greene County will appropriate \$234,762 (of the \$422,201 requested) to Jaunt for the fiscal year 2023. If Jaunt's performance is satisfactory, the Greene County Board of Supervisors may appropriate additional funds. If additional funds are not appropriated, Jaunt services in Greene County will terminate on January 31, 2023. Greene County will use several metrics outlined in this MOU for determining a satisfactory performance.
2. By July 31, 2022, Jaunt will conduct a customer satisfaction survey to benchmark performance and target areas for improvement. Jaunt will conduct a second survey in late October to measure customer satisfaction. Common metrics for transit include on-time performance, complaints, and preventable accidents. Jaunt strives for an "on-time standard" of 88%. Further, Jaunt strives to have no more than one preventable accident per month. Jaunt will begin to develop a trend line for complaints and agrees to respond to all complaints in a timely manner. Jaunt will increase ridership by 1% between June 2022 and December 2022 when compared with the same period in 2021. Greene County acknowledges that there are factors that influence ridership that are beyond Jaunt's control. Further, the increase is solely based on the successful implementation of Saturday service per paragraph 5(b) below.
3. Jaunt will make quarterly reports to the Greene County Board of Supervisors. Specifically, Jaunt will give a report to the Board of Supervisors in September 2022 and November 2022 in order for the Board to make a determination whether or not to extend funding. Assuming

funding is extended in 2023, Jaunt will give quarterly reports to the Board of Supervisors on a mutually agreed upon schedule.

4. Jaunt will publicize a mechanism for rider complaints and feedback on its website and the Greene County website by August 1, 2022. Greene County will make reasonable efforts to publicize and promote the opportunity for rider feedback.
5. Jaunt will begin to implement the following in order to improve the level of service and increase ridership.
  - a. Jaunt will expand service to include “same-day service” no later than September 12, 2022. Same-day service is defined as allowing riders to book travel within Greene County with less than 24 hours’ notice, but at least 2 hours’ notice. This will be available Monday through Friday from 10:00 a.m. to 2:00 p.m. with service focused on the Ruckersville area to be determined by Jaunt. Jaunt may charge a small fee (no more than \$2.00 per ride) for this service.
  - b. Jaunt will also re-institute Saturday service within Greene County beginning no later than July 30, 2022. This service will operate from 9:00 a.m. to 4:00 p.m. Trips will be booked by advance reservation. Service will be provided by one-vehicle/one driver during this time.
  - c. Jaunt will also expand the Charlottesville Link service. Trips from Greene County to Charlottesville will begin at 6:30 a.m. (currently they begin at 7:00 a.m.). Return trips from Charlottesville will leave at 5:00 p.m. (currently the last trip is at 2:00 p.m.). This will be a Monday through Friday service and the expanded schedule will begin no later than July 25, 2022.
  - d. This expanded service to Charlottesville is targeted at commuters who work in Charlottesville. As such, Greene County will work with Jaunt to determine the feasibility and location for a park and ride location in the vicinity of US29 and US33 in Ruckersville.
6. Jaunt wants to implement a “microtransit” interface in Greene County that would allow riders to make same day reservations. This is an expensive, technology-based system that must be coordinated with Charlottesville Area Transit and the University of Virginia Transportation System. Jaunt will initiate the planning for this by January 2023, but cannot commit to implementation, as it is dependent on state and federal funds.
7. Greene County will be allowed to have a liaison to the Jaunt Board and the liaison will be provided a meeting packet and be invited to all Jaunt board meetings.
8. Greene County will provide parking spaces for up to 15 Jaunt vehicles at the Greene County Maintenance Facility. Further, Jaunt will be allowed to use one maintenance bay two days a week to maintain Jaunt vehicles. Jaunt employees will perform the work on the Jaunt vehicles. Jaunt will add Greene County as an additional insured to its insurance policy.

9. If Greene County Board of Supervisors is satisfied that Jaunt has made marked progress towards increased ridership and greater route availability as outlined in this MOU, Greene County may appropriate additional funds by December 15, 2022. If Greene County Board of Supervisors is not satisfied with the progress and/or does not appropriate additional funds, all Jaunt services in Greene County will end on January 31, 2023.




Jaunt

TED RIGGS  
CEO  
JAUNT

6/15/2022

Date



Greene County, Virginia  
County Administrator

06/15/2022

Date