

Ann Arbor Area Transportation Authority Title VI Update



Prepared for:



Ann Arbor Area
Transportation Authority
Title VI Program Update
Final Report

Prepared for:

Ann Arbor Area Transportation Authority
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INTRODUCTION

The Federal Transit Administration (FTA) requires that all direct and primary recipients document their compliance with the Department of Transportation's (DOT) Title VI regulations by submitting a Title VI Program once every three years. This document provides the 2020 Title VI Program Update for the Ann Arbor Area Transportation Authority (AAATA).

The FTA Circular C 47021.1B provides requirements and guidelines for FTA recipients. The Update was prepared in accordance with the requirements of that Circular. The FTA has General Requirements for all fixed-route transit providers and additional requirements for grant recipients that operate 50 or more fixed-route vehicles in peak service and are located in an urbanized area with a population of 200,000 or more.

AAATA has implemented a Title VI Program to ensure that minority populations are considered in all aspects of service planning, community outreach, and service delivery. Several action items have been identified in the Title VI Program Update to reflect current conditions due to the Covid-19 pandemic and the need to complete a system-wide service plan in the next year.

This document is organized with tabs identified for each of the requirements to be included in the Title VI Program.

GENERAL REQUIREMENTS

Tab A contains the approval of the Title VI Program.

AAATA posts a public notice of nondiscrimination as required by Title VI. The public notice and posting information are provided in Tab B.

Tab C describes the Title VI complaint procedure and a copy of the complaint form is included in Tab D. The complaint form is posted on the AAATA website and is available in multiple languages.

Tab E contains the record of Title VI complaints received by AAATA since the last program update, including a description of the resolution.

Tab F contains the Public Participation Plan for AAATA. The plan has been updated to reflect some changes to ensure opportunities for public participation considering limitations to minimize risks associated with the current pandemic. Some activities will continue following the pandemic and others are in place specifically during the pandemic.

The Language Assistance Plan for Persons with Limited English Proficiency is documented in Tab G. The plan has been updated to reflect the most recent available census data and the steps taken by AAATA to provide assistance as needed.

Tab H provides information on the membership of the Local Advisory Council Executive Committee, the only non-elected committee for AAATA. The Local Advisory Council advises the Board of Directors on issues of concern to people with disabilities and senior citizens.

AAATA is required to monitor FTA grant subrecipients. The process and results of the monitoring are described in Tab I.

AAATA completed an equity analysis associated with plans for relocation or redevelopment of the Ypsilanti Transit Center. The results of the equity analysis are presented in Tab J.

Tab K describes the service standards for AAATA. The service standards will be reviewed as part of a system-wide service analysis and plan.

REQUIREMENTS OF LARGE URBAN AREAS

The following tabs are included to meet the requirements for public transit systems operating more than 50 peak fixed-route vehicles in urbanized areas with a population of 200,000 or more.

Demographic characteristics of the service area are presented in Tab L. The minority and low-income populations are mapped and are designated as serving either minority and/or low-income populations. More than two-thirds of the routes as of February 2020 serve both low-income and minority neighborhoods.

Tab M presents the results of the most recent on-board passenger survey completed in October 2017. AAATA conducts a rider survey every two to three years for local fixed-route service. While this would be an appropriate year to conduct a new rider survey, the impact of the pandemic on ridership indicates that a new survey should be postponed.

AAATA is required to monitor service performance and compliance with local policies. The results of this monitoring program are presented in Tab N. Recommendations are made for review of some performance standards.

Tab O contains the policies for disparate impact and disproportionate burden analysis related to any major service changes or fare changes. No major service changes or fare changes have been implemented since the previous program update as described in Tab P.

ACTION ITEMS

The following actions have been identified to address some of the issues identified in the Title VI Program Update and to improve service provided by AAATA.

Complete Comprehensive Operations Analysis and Service Plan

AAATA has not made significant service changes since the previous Title VI Program Update. As communities change, transit service must be adjusted to meet changing travel demand patterns. The current level of on-time performance is a good indication that a thorough review of the current service and community conditions should be completed. While there appears to be some disparity in on-time performance between minority and non-minority routes, the overall on-time performance shows that about 44 percent of the routes arrive at the endpoint within five minutes of the scheduled arrival less than 90 percent of the time. A detailed analysis of the on-time performance by route is beyond the scope of the Title VI Program, but should be completed to address both the disparity and the overall performance. A Comprehensive Operations Analysis and Service Plan is recommended for AAATA. This analysis should

include a review of performance standards, and detailed evaluation of each route, assessment of potential demand, and development of a service plan to improve service delivery and performance.

Language Assistance Plan

Two actions are recommended in support of the Language Assistance Plan for Persons with Limited English Proficiency. The first is to provide continuing training for all employees. New employees should receive initial training and all employees should receive periodic refresher training.

The second action is for AAATA to investigate options for enhancing telephone interpreter service. New technology and access to freelance workers provide additional options, particularly for serving a larger number of different languages.

Tab A: Review and Approval

This section contains:

- Figure A-1: The Ann Arbor Area Transportation Authority's (AAATA) CEO letter approving AAATA's 2020 Title VI submission.
- Figure A-2: Meeting minutes from the AAATA Board's November 19, 2020 meeting, where they approved the Draft Plan as part of the consent agenda.
- Figure A-3: Compilation of public comments received in response to the Title VI Program Update.

Figure A-1



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Ms. Kelly Brookins
Regional Administrator
Region 5 Office
Federal Transit Administration
200 West Adams St., Suite 320
Chicago, IL 60606

December 7, 2020

Dear Regional Administrator Brookins,

On behalf of the Ann Arbor Area Transportation Authority (AAATA), I am pleased to submit our 2020 Title VI Program Update to the Federal Transit Administration (FTA).

As the Chief Executive Officer, it is my responsibility to review and approve this report as the executive representative of our organization. We are proud to continue AAATA's compliance with FTA requirements regarding the Civil Rights Act of 1964 in supporting non-discrimination of transit service. AAATA provides ongoing programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act.

Staff has prepared this update in accordance with FTA Circular 4702.1B requirements to revise our Title VI Program every three years. The 2020 Title VI Program Update was reviewed and approved by our Board at their meeting on November 19, 2020 as a part of the Consent Agenda.

Please feel free to contact me with questions or concerns.

Sincerely,

A handwritten signature in blue ink, appearing to read "Matthew Carpenter", written over a light blue circular stamp.

Matthew Carpenter

CEO

Figure A-2



Agenda Item: 2.1

Board of Director's Meeting Agenda
Meeting Date/Time: November 19, 2020, 6:30-9:00pm

Location: Remote

Board Member Attendees: Raymond Hess, Jesse Miller, Kyra Sims, Roger Hewitt, Kathleen Mozak-Betts, Richard Chang, Mike Allemang, Ryan Hunter, Sue Gott, Eric Mahler (Chair)

AAATA Staff Attendees: Matt Carpenter (CEO), Bryan Smith, Forest Yang, LaTasha Thompson

Meeting Chair: Eric Mahler

Chairman Eric Mahler called the meeting to order at 6:32 pm.

Discussion Items	
1. OPENING ITEMS	
1.1	<p>Approve Agenda</p> <p>Mr. Mike Allemang moved to approve the agenda, seconded by Mr. Rich Chang.</p> <p>CEO Carpenter announced that Ms. Thompson will report on the 4th Quarter Finance Report while Mr. John Metzinger is on vacation.</p> <p>In support of the motion:</p> <p>Mr. Allemang: Yes</p> <p>Mr. Chang: Yes</p> <p>Ms. Sue Gott: Yes</p> <p>Mr. Raymond Hess: Yes</p> <p>Mr. Roger Hewitt: Not present for vote.</p> <p>Mr. Ryan Hunter: Yes</p> <p>Mr. Jesse Miller: Yes</p> <p>Ms. Kathleen Mozak-Betts: Yes</p> <p>Ms. Kyra Sims: Yes</p> <p>Chairman Mahler: Yes</p> <p>The motion passed.</p>
1.2	<p>Public Comment</p> <p>Ms. Senovia Guevara e-mailed the following request:</p> <p>From: Senovia</p> <p>Sent: Sunday, November 15, 2020 9:06 PM</p> <p>To: Keith Book <KBook@theride.org></p> <p>Subject: Comments for board meeting 11/19/20</p> <p>Hi,</p> <p>I take Route 30 and the WAVE bus daily. I reviewed the temporary changes and was disappointed there were no changes for Route 30. The bus route needs to be reinstated because of safety concerns. 3 examples:</p>

1. A co-worker has missed the WAVE twice, and it resulted in a 2+mile walk in high heat. In one instance, the bus driver failed to stop, and she could not walk back to the Wagner stop on time. She came in to work red faced and had a temperature of 100 degrees. She could not work until she had cooled down.

2. I have witnessed several times where the number of passengers exceeded the 4-person limit on the WAVE. Recently, 6 waited at the Meijer stop and 2 could not get on. The driver took those who needed to make the bus first. I heard there was a wheelchair bound woman who said this was the second time she had been left behind.

3. My sister has a schedule that has her miss the WAVE bus by 15 minutes. If the bus were in place, she could easily make it to work and back home. She has to rely on UBER and has been stranded before. She has a boot on her leg which would make it difficult to make a bus if she gets stranded again.

With Winter coming, frostbite is a concern. There will be no safe option for those that cannot fit on the Wave bus or miss it for whatever reason. Please reinstate the Route 30.

Regards,
Senovia

Ms. Michelle Barney expressed having difficulty with the AAATA telephone system. She described that sometimes she is informed that her bus will be there and to get ready, and sometimes she is not. She reported missing communications that concern her, that may and have caused her to miss her ride. She requested more consistency with communication.

Mr. Jim Mogensen described his understanding that according to the Open Meeting Act (OMA) all Board members are required to say their name, their county of residence, and from where they are calling.

In regard to the Title VI plan, Mr. Mogensen thanked Mr. Bryan Smith for making sure he had the plan. He expressed that the initial comprehensive re-evaluation of all the routes and services was based on on-time performance, at least in the consultant report, and was pre-pandemic. He noted that the question will be when getting to the point of service restoration, he would suggest looking at the new plan as it relates to the former service.

In regard to the LAC Task Force Report, Mr. Mogensen reminded that one of the reasons there is an LAC is not just due to state regulations but also due to federal regulations.

1.3 General Announcements

CEO Carpenter announced that AAATA is working with Mel Muskovitz of Dykema to make sure there is clear understanding of changes to the OMA. He reported that it does appear that starting in January 2021, those that vote on Boards electronically, in addition to stating their name at least once during the meeting, will also be compelled to state their county of residence and actual physical location during the meeting. Apparently, this is in place to ensure that there is actually a local state of emergency. CEO Carpenter will report back with further clarification next month.

2. CONSENT AGENDA

2.1 Minutes; Committee Meeting Reports; Outside Approvals: FTA Safety Plan, Title VI

Ms. Mozak-Betts moved to approve the Consent Agenda, seconded by Ms. Sims.
In support of the motion:
Mr. Allemang: Yes
Mr. Chang: Yes
Ms. Gott: Yes
Mr. Hess: Yes
Mr. Hewitt: Not present for vote.
Mr. Hunter: Yes
Mr. Miller: Yes
Ms. Mozak-Betts: Yes
Ms. Sims: Yes
Chairman Mahler: Yes

The motion passed.

3. POLICY MONITORING & DEVELOPMENT

3.1 Committee Meeting Discussion
None.

3.2 Board's Work Plan for FY2021

3.2.1 Board Retreat (Verbal)

Chairman Mahler shared the Governance Committee's discussion of the retreat planning. He noted that the general feeling of the Governance Committee was that the retreat might be best served if broken up into 2 different sessions for maybe a half day. The general focus as recommended by the Governance Committee was not to lose sight of long-range planning and the future of public transit in the coverage area. One half day would entail mostly hearing from staff about exactly where AAATA is during the pandemic and what they see coming up and then spend some time on the long-range planning and visioning process and how that is communicated in connection with owners. This may involve a revisit of the ridership versus coverage topic. Resource allocation may go along with that as well.

At this time, Chairman Mahler noted looking at a timeframe of February, to at least have this wrapped up before the budget process begins, to the extent that there are any adjustments the staff would need to make to the budget.

Ms. Gott shared her support for the approach and topics that work well as two separate sessions.

Mr. Miller offered his support for the split retreat. He asked about the Ends review, which has normally been done during the retreat. He wondered if that has been reviewed during the retreat in the past because it was a convenient time to do that or is the proposal to do the Ends review during the Board meeting. Chairman Mahler responded that the Ends review has been done during the retreat in the past. He shared that the Governance Committee suggested that overhauling the Ends or reviewing them probably would not be as valuable at this point as long-range strategic planning during what is seen and readjusting the focus to having a more short- or medium-term outlook during the pandemic so far as it can be foreseen to last.

Chairman Mahler suggested possibly making other arrangements for Ends review to be done in Committee work. He suggested that the medium- to long-range planning during this unprecedented time would be more valuable for AAATA right now.

CEO Carpenter noted that the Ends Report is due to the Board in December. He and staff are putting finishing touches on it, and it will be coming to the Board to discuss.

Mr. Allemang suggested his understanding that the Board needs to review the Ends once a year. CEO Carpenter noted that this review is in reference to the monitoring report. How much time the Board decides to spend on updating or rewriting the Ends is a decision the Board makes year by year.

3.2.2 LAC Task Force Report

Ms. Mozak-Betts walked the Board through the issue brief and attachments regarding the role of the LAC. She shared that these documents were first shared with the Governance Committee at the end of last month, which led to the formation of a Task Force consisting of Chairman Mahler, Ms. Sims, and Ms. Mozak-Betts. The Task Force has met with Governance Coach Ms. Rose Mercier to discuss the LAC's current role and the Board's vision of that role. From that meeting, Ms. Mercier is crafting policy language for consideration by the Board. Ms. Mozak-Betts shared the hope to share the beginnings of that policy language at the next Governance Committee meeting. Ms. Mozak-Betts acknowledged that the LAC has been valuable over all the years; their operational input and guidance provided to the CEO, staff, and Board has been appreciated. AAATA values their communication and support. The wish is to define them further and expand in areas such as ownership linkage, looking at Ends and policy, and planning as well to help support the Board in their goals.

Chairman Mahler described that the Governance Committee discussed the ins and outs and merits of having the LAC be more operationally focused and therefore reporting into the CEO, or having them take a more policy focus, Board leaning role in so far as they would advise on policies, strategic issues, and help the Board with governing from a policy, ownership linkage point of view. He reported that Ms. Mercier is going to work on some language that would lean more toward an operational focus, which may be keeping more in line with what the LAC would like and want to do, as well as what they are most adept at. He noted that the Board could also consult them with policy issues on an occasional basis too, in terms of Ends or simple ownership linkage spot policy decisions.

3.2.3 Bylaw Review Introduction (Verbal)

CEO Carpenter shared that last year the Board adopted a work plan which included a review of the Bylaws. This was considered something of an important housekeeping item. Then the pandemic landed, and the track of that project was lost. A few months ago, staff resurrected the project, and the Governance Committee approved a scope of work from AAATA's legal counsel, Dykema, who have begun their work. Dykema will want to reach out to each of the Board members and see what they think about the Bylaws and ultimately, combined with some best practices, some of the updates that are inevitably necessary by this point, they will bring back a list of recommended changes for the Board's consideration around New Years.

3.3 Monitoring Reports Scheduling Proposal

CEO Carpenter described the Board fiduciary responsibility to oversee organization performance which occurs through the monitoring reports. The Board establishes its expectations in advance via policy and then monitors compliance via the monitoring reports that CEO and staff submit to them. The scheduling of monitoring can be

changed at any time, though they have not been changed since policy governance was adopted in 2017. CEO Carpenter shared that much had been learned since 2017 and walked the Board through some suggested monitoring report scheduling changes as laid out in the issue brief.

The recommendations were as follows:

1. Group all 3.0 policies in one month. Previously had been spread out.
2. Group all 4.0 policies in one month. Previously had been spread out.
3. Monitor 2.6 (Cash and Investments) twice a year. Board members have suggested more frequent information.
4. Monitor 2.9 (CEO Succession) in even years and 2.3 (Comp & Benefits) in odd years. The information does not change much.
5. Consider deleting policy 2.7 (Ends Focus of Grants). This is intended from grant-making agencies and is mostly redundant with 2.4 Financial Planning. TheRide does not make grants, we receive funding via "grants". Terminology is confusing.
6. Move 2.85 (regarding public reputation) to 2.10 (External Relationships), and Then monitor remainder of 2.8 (Asset Protection) in even years as the remaining information on physical assets changes very slowly.
7. Reschedule quarterly service reports to occur in same month as quarterly Finance reports. Presently offset causing problems with availability of financial data.
8. Delete policy 2.11.1.5C (reporting on capital projects) as those are now covered Under the new construction policy 2.12.5, which has stricter reporting requirements.

Mr. Miller asked if there are any subjective decisions that go into who receives any of the grant funding that passes through AAATA, who is a designated recipient and conduit, to subrecipients. CEO Carpenter reported that AAATA by and large does not have any control over who receives those funds or what they do with them, aside from the federal obligation that AAATA is responsible to make sure that the subrecipients meet federal rules. This comes up as part of AAATA's tri-annual review. Ms. Smith noted that there is only one discretionary grant program (5310 non-urban area funding), and in order for AAATA not to be in a position of conflicting interest, there is a separate committee that does the awarding of it.

Mr. Miller asked for further clarification as to why policy 2.8.3 is routine and an annual monitoring is not needed. CEO Carpenter explained that to have been interpreted in the past to mean that AAATA carries adequate insurance, which the Board can decide to monitor annually if they choose.

Mr. Miller also asked how the quarterly service and finance reports play together. CEO Carpenter laid out the example that the current quarterly finance report is received in November, but the operational report is supposed to come a month earlier in October. However, Mr. Smith's operation report requires the financial information that shows up on the finance report a month later. So, Mr. Smith cannot complete his report in October until he has the numbers that do not show up until November. The current scheduling may be due to an error in writing Appendix A back in 2017 because what has actually been occurring for the last few years is that the Board receives these reports simultaneously, in the same month.

Mr. Allemang shared support for the proposed monitoring report schedule which he viewed as a significant improvement.

Ms. Mozak-Betts moved to adopt the proposed monitoring report schedule, seconded by Mr. Chang.

In support of the motion:

Mr. Allemang: Yes
Mr. Chang: Yes
Ms. Gott: Yes
Mr. Hess: Yes
Mr. Hewitt: Not present for vote.
Mr. Hunter: Yes
Mr. Miller: Yes
Ms. Mozak-Betts: Yes
Ms. Sims: Yes
Chairman Mahler: Yes

This motion passed.

4. STRATEGY & OPERATIONAL UPDATES: CEO

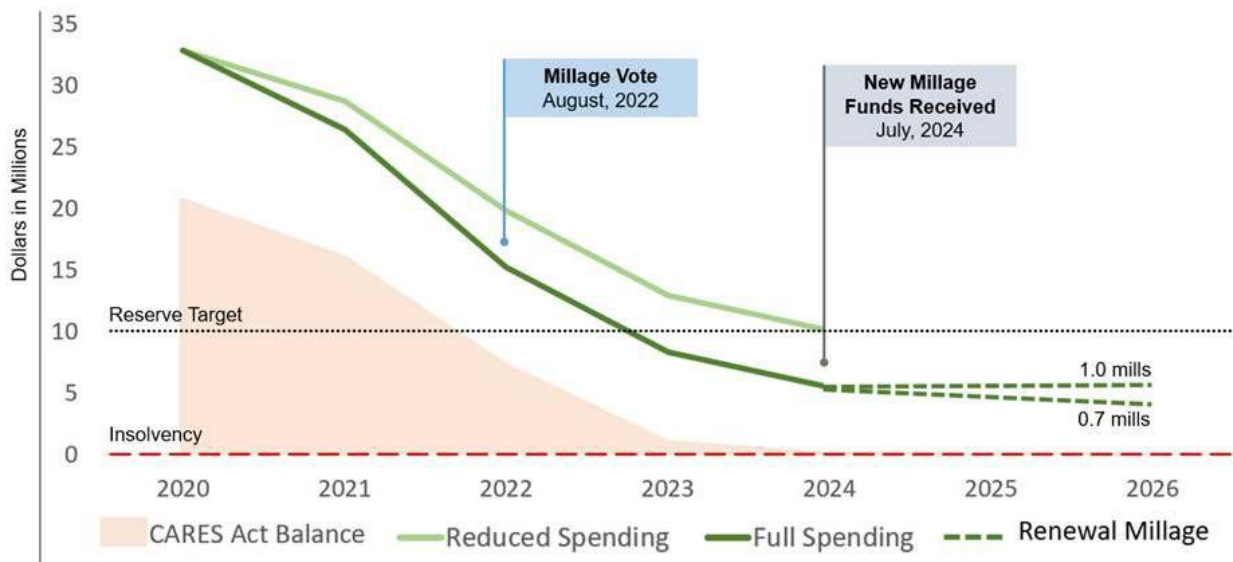
4.1 Service Restoration and Millage Plan

CEO Carpenter shared that he has begun developing a plan to restore most transit service by August 2021. Assuming the pandemic is under control by then, the major remaining issues are expected to be: financial resources, tolerance for risk, and ridership that may remain low after the pandemic. Although CEO Carpenter has already been delegated most authority to develop and execute this plan, the Board retains budget and millage control, so a consensus approach is desirable. CEO Carpenter also wishes to share this approach with staff and the public so their feedback can also be considered as a final approach evolves.

CEO Carpenter walked the Board and public through an outline of the emerging plan in an effort to spur discussion. A decision on spending levels will be necessary early in 2021. The first graph below was highlighted in the issue brief. The two solid green lines illustrate the immediate decision facing TheRide – whether to continue with present Reduced Spending (less service, lower costs, funds last longer) *or* restore most pre-pandemic service (more services, higher cost, funds expended sooner).

FINANCIAL CAPACITY PROJECTION (Q3 FY2020 through FY2026)

Projection of total available cash/investments and CARES Act funding at the annual low-point of June 30 each year.

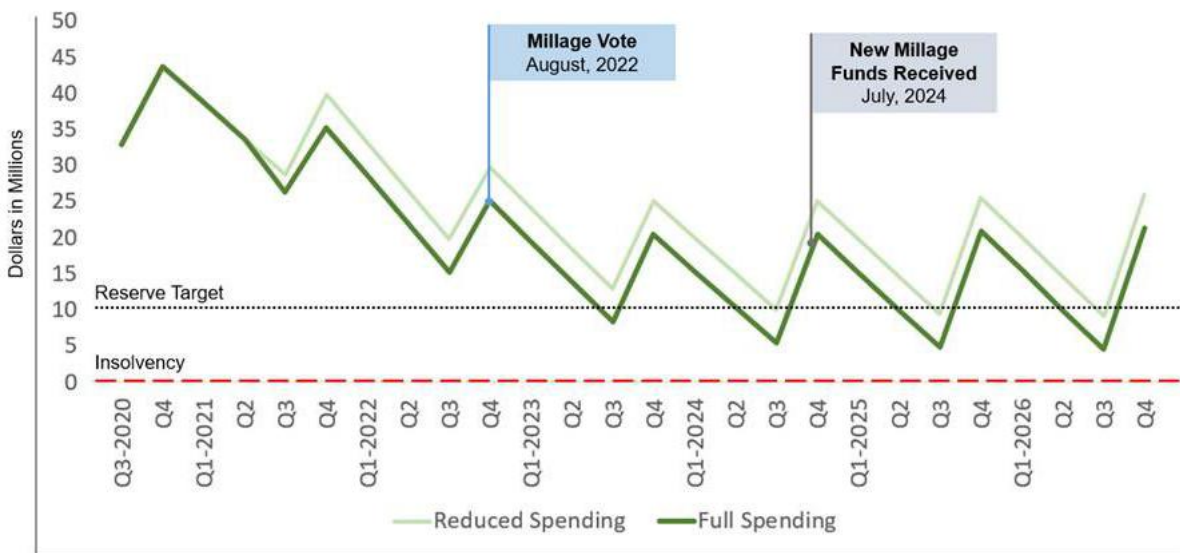


TheRide’s annual cash flow is not smooth, and instead creates a “saw tooth” pattern as illustrated in the below graph. This figure displays the same information by including actual cash flow. While both spending scenarios will require dipping into reserve funds

in 2023-2024, those years would only be momentary as incoming tax revenues would be received a few weeks later.

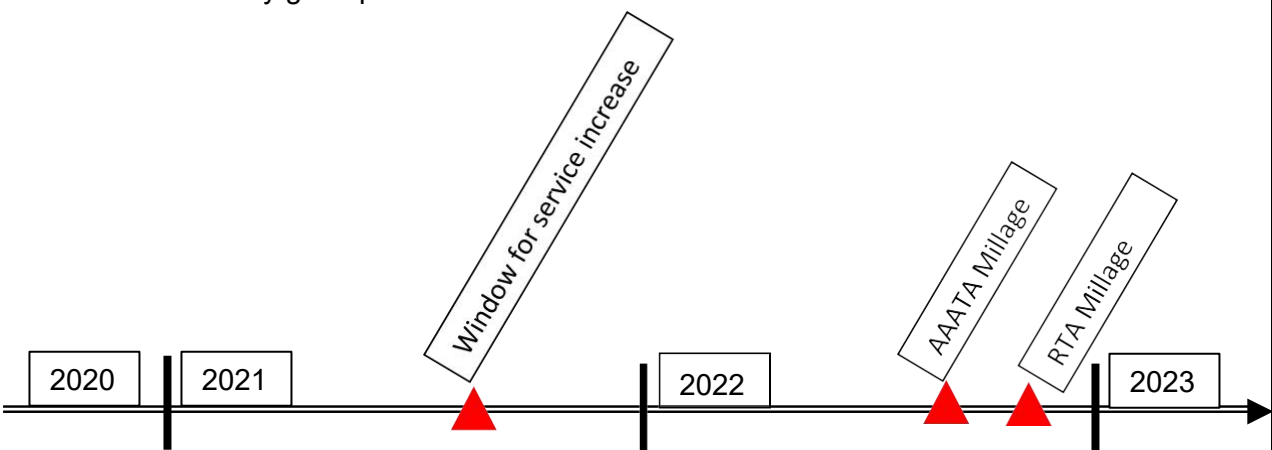
FINANCIAL CAPACITY PROJECTION (Q3 FY2020 through FY2026)

Projection of total available cash/investments and CARES Act funding at each quarter end for each year.



Timeline

- The Federal government could increase funding for transit. Additional pandemic relief could be forthcoming, as could new routine transportation funding, and infrastructure stimulus funds. However, continued gridlock is possible. The state of Michigan's budget forecast is uncertain and depends, in part, on federal actions.
- COVID-19 pandemic *could* be declining in 2021. Economic future unclear. Return of ridership demand for transit likely to lag general recovery for a few years.
- Logistically best time to make major increase in service would be summer/August 2021.
- RTA may go to polls in Nov 2022.



Mr. Hess shared his support for the plan and advocated for restoring service as soon as possible. He noted his understanding that adjustments may have to be made should the financial situation shake out differently from the projections, but appreciates the target being set and mapping out a strategy that can get AAATA back to full service within a timeframe that hopefully aligns with vaccines and when things start getting back to normal.

Mr. Allemang shared appreciation for the first graph that shows the Cares Act balance and how AAATA is depending on that to do the service restoration. He agreed with focusing on the potentially greatest risk, state funding. He expressed his support for being aggressive on restoring services because of the cushion of the CARES Act, but he emphasized the importance of being flexible and prepared to change plans if things do not come about as projected.

Mr. Chang commended staff on trying to determine how AAATA gets back to full service. He noted that public comments indicate the desire for more service. He asked what the plot of the first graph of the issue brief would look like if it was actually possible to separate out the millage impact between the two green lines. He expressed not being sure if the public can really understand that the millage does play a huge role in the success of AAATA, in addition to state and federal funding. He suggested illustrating this to indicate a better idea of the millage impact.

Ms. Gott expressed that it will be important to try and simplify the complexity of this issue. She also suggested that the Board and staff continue to talk about how nimble and flexible they will need to be and continue to manage expectations by reminding the public that there are still some unknowns.

Mr. Miller expressed his appreciation for the work and thought that has gone into the planning, as well as his support for trying to restore services. In regard to how AAATA goes about restoring service, he expressed being glad to hear CEO Carpenter talking about the public involvement, especially since AAATA is talking about addressing pre-existing issues as part of the conversation. He would not want there to be an opinion that AAATA is using this crisis as a smoke screen to cover up problems that were pre-existing. He noted that CEO Carpenter called out the issues with underutilized routes from the 5YTIP and the cost overruns with ARide. He pointed out that public comment is going to be crucial during this, giving public not only the opportunity to speak but confirmation that they are being heard.

Chairman Mahler shared that he cannot disagree with August 2021. He hopes that it proves to be the apex of the sweet spot. He asked for more financial modeling in terms of millage and even more in terms of risk analysis, particularly if the spike in ridership happens before August 2021. He asks how quickly adjustments can be made if it looks like increased ridership happens before or appreciatively later than August 2021. Chairman Mahler agreed with Mr. Allemang that the state operating assistance is the biggest risk AAATA has. He expressed not being sure if the federal government can be counted on to step in because it is so divided. Millage planning will have to very carefully consider if there are structural deficits and low ridership, how that affects the millage plan. He would like to explore what a 0.7 millage, 1.0 millage, and possibly 0.6 millage look like in terms of the budget and service restoration. He reported being happy to support August 2021 for the service restoration accompanied with good financial modeling that takes the risks into consideration.

Mr. Allemang expressed that he would like to see numbers with different assumptions. The current charts make a lot of assumptions focused on restoring service. He would like to see additional assumptions, some more optimistic and some less optimistic.

CEO Carpenter assured the Board that additional assumptions can be made at the same time that he has instructed staff to move forward with planning to restore service under the current assumptions. He pointed out that it is easier and faster to pull back this plan than to fast track it later.

Mr. Hess expressed his desire for AAATA to not overly limit itself by looking at what the possibilities might be for the millage beyond what has already been identified. With a high percentage (about 85%) approval rating for the previous millage, Mr. Hess described the potential to shoot a bit higher. He encouraged staff and the Board to look at scenarios by which the size of the pie is increased.

CEO Carpenter shared that staff have also had discussions around what might happen if there is an opening of federal funding, like COVID relief funding or an infrastructure stimulus. He noted that planning is considering a potential scenario of the community wanting AAATA to do more as well, in case the community might be willing to support a higher level of investment.

Ms. Mozak-Betts shared her appreciation for the work that has gone into the planning thus far. She sought assurance for the public that between now and August 2021, AAATA is still going to be introducing, adding, and expanding services along the way, as well as continue to monitor the routes to see where public need arises. CEO Carpenter responded that this is absolutely correct, with windows of opportunity for that in November and January, potentially even for May and June, with the big push to be in August 2021.

Mr. Allemang suggested that the Board and staff agree on an interpretation of what the term “full service” means. He also noted that ridership versus coverage goes hand in hand with that conversation. CEO Carpenter described the 5YTIP services that were running before the pandemic as compared to the different levels of service that have been offered thus far throughout the pandemic. When talking about “full service”, CEO Carpenter clarified that what is really being talked about is returning to full expenditures, a full funding envelope. How exactly that will be organized is currently being worked on by Mr. Yang. He described scaling up the current temporary service and/or scaling down previous 5YTIP services. He pointed out some new challenges, such as the demand for weekend service to St. Joe’s Hospital, which was not available before the pandemic but has been made a priority during the pandemic and may need to continue being a priority.

CEO Carpenter reminded the Board that prior to the pandemic there was a struggle with on-time performance with the 5YTIP structure, largely due to changes in traffic over the course of the last 20 years. He described the desire to tweak planning buried in the route structure as best as possible. He suggested that the service restoration may look largely like the 5YTIP structure with shifts based on lessons learned and demand. He noted that the previous structure of paratransit services made cost control virtually impossible, and a decision will have to be made how to bring ARide back, which may include separating the ADA mandated paratransit service from the other ARide services. The other ARide services may require a premium fare, for example.

Mr. Yang shared that one of the guiding principles for the service plan development is maintaining similar service coverage while incorporating as many lessons learned and as much public input collected during the pandemic as possible in the given timeframe.

4.2 Q4 Service Report

Mr. Smith shared that the report includes a lot of large percentages that would not normally be seen where ridership is down and has had a disproportionate affect on some of the ratios that are displayed. He expressed how proud he is to work for TheRide and with his coworkers, on the front lines, in the office, and at home. He described the teamwork that it has taken, with the primary focus on staying safe for the employees and passengers. He shared that there is new service being added back this

Sunday, adding back a modified route 26 and weekend service on FlexRide. He thanked Board member Kathleen Mozak-Betts for attending the Town Halls.

Mr. Miller asked about the FlexRide boardings, with the report showing stable boardings for the West service area but decreased boardings for the East service area. Mr. Smith described that when he looked at those numbers, he was gratified to see the increase in Q4 of this year, indicating that as a temporary substitute for fixed routes, this was working. He did not look so much at the difference between the current East and West side numbers. It may provide indication going forward as to whether some routes should remain with FlexRide rather than return to a fixed route. He noted that there was a change to now allow FlexRide to drop off at the YTC, and he looks forward to seeing how useful that ends up being.

Mr. Miller asked what data was being collected on the FlexRide, like location data on pick-up/drop-off. Mr. Smith reported that this very data is being collected to inform the service restoration planning.

Ms. Sims pointed out an increase in ridership of the fixed route service from Q3 to Q4 possibly attributable to easing restrictions in the area. She asked if this is also mostly an effect of the students and if there is any concern with the students not coming back for a winter term. Mr. Smith responded that as long as there is the pandemic and a suggestion for reduced capacity on the buses (maximum 20 passengers) a limited route structure, he is actually not all that concerned about not having students to transport. It means that those that are riding at this point do not have other options. Mr. Smith expressed not being overly concerned about the students not being back for the winter season. He pointed out that it does make the challenge that much harder when there is a vaccine and AAATA is able to get back to full service because people do establish patterns on how they travel, and AAATA will have to break into those habits and convince them that AAATA is the better option. He shared his belief that AAATA can do this, but until there is a widely distributed vaccine, he actually is not that worried about having low passenger counts. He expects these numbers to be flat going forward, if not declining a little as travel restrictions decrease.

CEO Carpenter noted that the Ends Monitoring Report will reflect similar, hopefully temporary, volatility.

Mr. Miller asked if there has been any discussion of the essential trips only postings on the buses. CEO Carpenter reported that he and Mr. Smith discussed this and AAATA will be keeping the words essential trips on the buses for the foreseeable future. CEO Carpenter noted that AAATA relies a lot on the county health department to signal them if things are getting safer or not, as well as orders from the state government. He also mentioned that AAATA is not asking passengers why they are traveling.

4.3 Q4 Finance Report

Ms. LaTasha Thompson presented the Q4 Financial Report (1st close). She shared that there is an audit coming up at the end of this month, and she will be coming back with a second close report, which will be very close to the final numbers. She noted that the only revenue category that did not decrease was property taxes as there has not been an impact yet on property tax from the pandemic. She reported that AAATA maintained a strong net position with a strong cash reserve of 2.6 months, primarily due to lower expense and property tax revenue that kept that cash reserve strong. She pointed out that investments in the prior year; there was a higher level of investment. This year AAATA did not because the interest rates became so low that keeping it within the regular operating bank account was more profitable for AAATA than the usual investments. \$5M was moved on October 1st to a different vehicle (CDARS), so that

there could be a little more investment income, not much more, but better than sitting in the operating cash. She also noted that the trend is still consistent as far as cash and investment. Those still went up as may be expected with the property taxes coming up. There was a little bit of a higher cash and investment because property tax revenue goes up a little bit each year because of taxable value and also the lower expenses.

Mr. Allemang noted that there is a nice summary in the detailed Q4 report of the expenditures of the CARES Act. Ms. Thompson reported that right now, AAATA is expecting to use about \$2.2M of the CARES Act, though the numbers are not final and that may fluctuate a little bit. Mr. Allemang emphasized that the amount of utilization of the CARES Act funds is determined by AAATA's financials without using the CARES Act funds, and therefore AAATA is able to show a breaking even for the full year; the CARES Act funds are used to come out to approximately breaking even.

4.4 CEO Report

CEO Carpenter pointed out that the WATS Policy Committee met yesterday, and AAATA was very happy to be able to help out the City of Ypsilanti. The City is attempting to do some pedestrian and non-motorized improvements along Hamilton and a few other major corridors in the City, but they were a little short of money. Meanwhile, AAATA had access to some federal funding that it looked like AAATA was not on track to be able to use in a timely manner. Mr. Metzinger got a request from Bonnie at the City if there was anything AAATA could do to help. This federal funding will help the City, as well as get a couple AAATA bus stops paved. The City did get all of the funding they were looking for for that improvement. CEO Carpenter described that we are all in this together and every bus passenger is a pedestrian at the beginning and end of their trip, so AAATA cares about the sidewalks.

He also highlighted the preliminary feedback from the virtual tour of the prototype Nova Bus. He noted that generally customers were excited about it, liking a lot of features. He shared that there was a large number of written comments encouraging AAATA to look for clean propulsion technology, either electric or hybrid vehicles. He noted that this is something that AAATA is still interested in as well. AAATA is participating in the City of Ann Arbor's Carbon Neutrality project.

Ms. Mozak-Betts asked if the new orders have affected the opening of the transit centers and their bathrooms. Mr. Smith shared that AAATA has delayed opening up the BTC and YTC for just purely waiting for the bus. BTC is open for ticket sales. The bathrooms are open at both transit centers, which are cleaned twice a day. As far as having a location at both locations for people to wait for the bus out of the cold and rain, AAATA is in the process of getting tents put up at the YTC because there is not enough room inside the building. AAATA is having to go through a building permit process for that. As soon as that is done, there will be a location under roof at the YTC and then there will be a judgement call from there as to what to do about the BTC. Gail Roose, the AAATA Facilities Manager, has engaged with AAATA's electrician about putting in electric heating elements outside and also is getting a source for temporary propane ones as well.

Mr. Hewitt pointed out that his understanding from the state is that tents outside are defined as a roof and one side, at least for dining. If there is more than one side, it is considered inside.

Mr. Allemang reported a development at the Ann Arbor City Council having to do with transit support and development. CEO Carpenter shared that the new Ann Arbor City Council had their first meeting on Tuesday. The Council resurrected a transit-oriented development that had been tabled much earlier in 2020 or late 2019. Ultimately, they

passed a resolution directing the planning commission to come back to them with a city-wide transit-oriented development ordinance. It seems that the thrust of it is to allow higher density, mixed-use development along major transit corridors in the community. This could be a big step in the direction of the AAATA Board's Ends policies that pertain specifically to urban development being transit supportive. AAATA has been asked to be involved with this development. Chairman Mahler expressed looking forward to working on this with the City Council.

5. EMERGENT BUSINESS

None.

6. CLOSING ITEMS

6.1 Topics for Next Meeting:
Ends Monitoring Report
Board Retreat
Service Restoration and Millage Plan
Mr. Chang asked for an update on the EZFare Mobile App.

6.2 Public Comment

Mr. Jim Mogensen shared that he feels able to confirm that more people are driving themselves into Ann Arbor that work at the university because parking is not as bad. He expressed that this societal change may not be entirely linked to pandemic control; if the cultural change about people working from home continues beyond pandemic infection control, that may influence transit.

He also pointed out that there are two millages – the 5YTIP millage (0.7 millage) and the structural Ann Arbor millage that was passed in 1973 and because of when it was passed does not have to be renewed. He noted that the challenge is the internal dynamics of the financing of TheRide between the East and West parts of the service area. There may be a situation where the transit millage is still in place in Ann Arbor even if the 0.7 millage left.

Mr. Mogensen also noted that AAATA should have LAC style committees that are assembled given the complexity of the questions that were brought up even in this meeting. He suggested that AAATA not just have public town halls but should have some special committees to chew through some of these things and explain the incredible complexity within.

6.3 Board Assessment of Meeting (Electronic)

6.4 Adjournment

Mr. Chang moved to adjourn the meeting, seconded by Ms. Mozak-Betts.

In support of the motion:

Mr. Allemang: Yes

Mr. Chang: Yes

Ms. Gott: Yes

Mr. Hess: Yes

Mr. Hewitt: Yes

Mr. Hunter: Yes

Mr. Miller: Yes

Ms. Mozak-Betts: Yes

Ms. Sims: Yes

Chairman Mahler: Yes

Chairman Mahler adjourned the meeting at 8:49pm.

Respectfully submitted by: Keith Everett Book

Figure A-3

Title VI Public Comments

Assembled from Public Comment Meetings held on November 4, 5 and 10, Board of Directors meeting, mail, e-mail and telephone comments.

November 4, 2020 Title VI Public Comment Meeting (via Zoom)

Jim Mogensen:

This is Jim. We figured out how to change -- the pandemic will be over. I picked up the title VI plan. The consultants' report is comprehensive. The information is pre-pandemic information. The challenge moving forward we will see in knowing the plan you have to do every three years. This is what you have at this time. Figuring out how to monitor how you analyze what's happening with the new route structure. It seems like some of those structures that have been done as part of the pandemic restoration response will probably continue on the pandemic. If that makes sense. That involves things like the FlexRide. The challenge and I think this happens when you are talking about the routes on the sell side. The good thing about fixed route service is you don't have to worry about same day service and capacity and that kind of stuff. If you need a bus you're just able to get on. If you are able to get flex right service starting with Pittsfield Township. It makes sense in low ridership areas when you figure out those areas are challenging in the balance between low ridership issues, and that problem of the challenge of a different kind of service having differential planning. I know the gold ride shared ride started in the city of Ann Arbor because the 1973, Mileage was generating more money than was necessary for the fixed route bus service. That's why Ann Arbor had a lot of additional special services with the 2014, expansion some of those services expanded beyond that. I personally know the challenge with shared ride is how you make it work economically. The problem is it's very complicated to actually make it work for people so they can get to their appointments. This has been a back-and-forth over the years. That's why there is this drift happening. We do too much of the shared ride and folks can't get to where they need to be. I'll continue -- I'm thinking about title VI at this point. Most of the change you have in terms of the restoration plan are relatively small still. The question would be the timeline for the restoration and what people are anticipating with that plan.

Thank you, I appreciate it.

Jim Mogensen:

I wanted to check in. Are you assembling the comments in a written document? Are just from the recording?

AAATA:

We will be taking comments -- we have a captioner on the call. They will be taking down all the comments and they will be included particularly any that relate to title VI. Those will be included in the final title VI plan update. People can also submit written comments as well.

Jim Mogensen:

Those are going to be assembled into a document? I'm interested in how people are working with the system. The people that are doing the writing.

It'll be available. One of the last dependencies to be satisfied will be all of the public comments we collect.

Jim Mogensen:

Both title VI and route change?

AAATA:

It will be publicized for title VI as part of the formal title VI process. I don't know we are going to publish any comments we received would for the route changes for the 22nd. They will certainly be available if you are interested.

Jim Mogensen:

I am interested in what -- people are saying. That's why I'm still here. How people are experiencing the. Keep that in mind.

AAATA:

They are all being recorded and recordings will be available.

Jim Mogensen:

Okay. That'll be in that section. The recordings will be like a document. I understand.

November 19, 2020 Board of Directors Meeting Public Comment Period

In regard to the Title VI plan, Mr. Mogensen thanked Mr. Bryan Smith for making sure he had the plan. He expressed that the initial comprehensive re-evaluation of all the routes and services was based on on-time performance, at least in the consultant report, and was pre-pandemic. He noted that the question will be when getting to the point of service restoration, he would suggest looking at the new plan as it relates to the former service.



Figure B-1

Ann Arbor Area Transportation Authority Title VI Notification Procedure

The notice below is provided:

- As a poster on-board each AAATA bus.
- On the AAATA website on the Title VI Page with a link provided on all pages of the website.
- On the Table of Contents page of each edition of the printed RideGuide. The RideGuide is the principal publication of the AAATA and includes all routes and schedules as well as information on all AAATA services, fares, accessibility, contact information, news and riding tips. The RideGuide has been published 3 times per year and more than 100,000 copies are distributed free of charge. Printing was suspended in 2020 due to the COVID-19 pandemic. The notice will be included in all future appropriate printed materials.
- As a poster in the AAATA Headquarters lobby, Blake Transit Center, and Ypsilanti Transit Center.

The Ann Arbor Area Transportation Authority (TheRide) is committed to ensuring that no person is excluded from participation in, or denied the benefits of its programs and services on the basis of race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964. For information about TheRide's non-discrimination obligations, or to file a complaint if you believe you have been subjected to unlawful discrimination, please contact TheRide by Mail at Ann Arbor Area Transportation Authority - Attn: Title VI, 2700 S. Industrial Hwy., Ann Arbor, MI 48104, or by Email: at the "Contact Us" section of TheRide's website, www.theride.org.

Figure C-1

Title VI Complaint Procedure

The notice below is used to inform the public. See notification procedure in Figure B-1.

Ann Arbor Area Transportation Authority (AAATA/TheRide) is committed to ensuring that no person is excluded from participation in, or denied the benefits of its programs and services on the basis of race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964. For information about TheRide's non-discrimination obligations, or to file a complaint if you believe you have been subjected to unlawful discrimination, please contact TheRide by mail at Ann Arbor Area Transportation Authority - Attn: Title VI, 2700 S. Industrial Hwy., Ann Arbor, MI 48104. By Email: at the "Contact Us" section of TheRide's website, www.theride.org.

A copy of AAATA's Title VI Complaint Form is available in print at AAATA's main office, as well as posted online at www.TheRide.org on the Customer Service page within the Title VI Notification Procedure section.

Each complaint which is received that alleges discrimination on the basis of race, color, or national origin will be investigated using the procedure below, whether it specifically references Title VI or not. The complainant will be notified within 7 days that their complaint has been received and is being investigated. This notice may include a request for additional information necessary to investigate the complaint (e.g. date or specific time of an incident). A written response of the determination will be provided to the complainant within 30 days whenever possible. If the investigation and determination cannot be completed within 30 days, the complainant will be provided with written notice including an explanation of the reason a longer time is required, and a deadline for a determination.

If the allegation concerns a specific incident involving a driver or information specialist, a preliminary investigation of the facts will be conducted by the AAATA Transportation Department management staff. It should be noted that all of AAATA's buses and facilities are equipped with cameras. These cameras have proved to be extremely useful in resolving complaints about specific incidents. Transportation Management Staff will make a preliminary determination about the facts, recommend any disciplinary measures, and transmit the complaint to the Chief Executive Officer (CEO) or Deputy CEO.

For more general allegations – e.g. regarding AAATA service design or fares – the CEO or Deputy CEO will determine the appropriate member of senior staff to conduct the preliminary investigation and report the findings and recommendations for corrective action to the CEO or Deputy CEO.

The CEO or Deputy CEO will review all complaints alleging discrimination on the basis of race, color, or national origin and the results of the preliminary investigation. The CEO or Deputy CEO

will make a determination as to whether the allegation of discrimination on the basis of race, color, or national origin was valid, and any corrective action that will be taken. Note that even if the allegation of discrimination is determined to be invalid, corrective action may still be warranted in some cases.

The CEO or Deputy CEO will provide her or his findings in writing to the complainant, including whether the allegation of discrimination was found to be valid, and corrective actions that the AAATA has taken or promises to take. The letter will inform the complainant of the opportunity to provide additional information that may lead the AAATA to reconsider its decision, and of the complainant's right to file a complaint with the Federal Transit Administration (FTA).

Tab D: Complaint Form

The Ann Arbor Area Transportation Authority Complaint Form for Title VI is attached as Figure D-1.

Please see Attachment C for complaint procedures. The Complaint Form is available in English, Spanish, Chinese, and Korean.

AACTA TITLE VI COMPLAINT FORM

Section I:				
Name:				
Address:				
Phone (home):			Phone (work):	
E-mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party: _____				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please attach any additional details.				

Section IV		
Have you previously filed a Title VI complaint with this agency?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Section V		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?		
<input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, check all that apply:		
<input type="checkbox"/> Federal Agency: _____		
<input type="checkbox"/> Federal Court _____	<input type="checkbox"/> State Agency _____	
<input type="checkbox"/> State Court _____	<input type="checkbox"/> Local Agency _____	
Please provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Phone:		
Section VI		
Name of agency complaint is against:		
Contact person:		
Title:		
Phone number:		

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature

Date

Please submit this form in person at the address below, or mail this form to:

Ann Arbor Area Transportation Authority
Attention: Title VI Coordinator
2700 South Industrial Highway
Ann Arbor, MI 48103

Tab E: Complaints

The 2019 and 2020 Title VI Reports are attached as Figures E-1 and E-2.

Figure E-1: 2019 Title VI Report

Number:	Title VI date received	Due Date:	Title VI Coordinator release date:	On Time? Yes/No	Valid or Invalid	Subject:	Notes:
1.2019	1/24/2019		1/26/2019	yes	Invalid	The complainant stated: The driver has a really nasty attitude. I asked questioned and she totally ignores me she is the worst. I don't know if it is a white racial thing or what.	In reviewing the video of the event, I have determined that your complaint is not valid. The video shows the Operator was not rude and answered the questions asked. The complaint does not match the video.
2.2019	1/28/2019		2/4/2019	yes	Invalid	The customer alleged that on January 28, 2019, the driver did not provide you with the ramp and the drivers treat you poorly because you are a handicap person.	AAATA policies, including those published on our website and used to train operators, allow operators to lower the ramp at the passenger's request. The Operator in this instance did not lower the ramp. As the passenger, you did not request for the ramp. You did say, "Don't like that ramp? If I fall, you'll wish you never saw me." The Operator did not say anything. The operators are trained to treat everyone in the same regards. To ask if a customer needs the ramp may be viewed as assuming a prejudice against the customer. The Operator may have been discourteous but did not discriminate. In reviewing video of the event, I have determined that your complaint of discrimination due to your disability is not valid.

Figure E-1: 2019 Title VI Report

Number:	Title VI date received	Due Date:	Title VI Coordinator release date:	On Time? Yes/No	Valid or Invalid	Subject:	Notes:
3.2019	3/15/2019		3/21/2019	yes	Invalid	<p>The complainant stated in an email; I call out this so-called CEO, carpenter dude. You cannot find it????</p> <p>Neither can I. I am going on record that this dude erased my comments. Carpenter & I don't like each other.</p> <p>So, from one rider, who uses the buses a lot. I am being discriminated against, by a liberal bigot and racist</p>	<p>In reviewing the emails that were sent later that day, I found Matt had Mary Stasiack (The Community Relations Manager) to try and locate your post on all our social media outlets. Mary and her team were unable to find them because they did not have your last name. They continued to look until you sent Matt and myself the link to your post.</p> <p>The post was not deleted by Matt Carpenter or anyone else. I have concluded that this Title VI complaint is invalid. In this instance there has been no findings of discrimination.</p>

Figure E-1: 2019 Title VI Report

Number:	Title VI date received	Due Date:	Title VI Coordinator release date:	On Time? Yes/No	Valid or Invalid	Subject:	Notes:
4.2019	4/8/2019		5/8/2019	yes	Invalid	<p>The customer sent an email that made mention of feeling like she was discriminated against because she is white. It is difficult to talk about the unsolicited verbal abuse and physical threats yelled - loudly and repeatedly - at me, by a complete stranger on the bus. A horrible situation the driver neglected to address, even when bodily injury was threatened against me, and I went to the driver for help, he did not properly offer any. I told him I was afraid to get off at my stop. He told me "Don't worry, they're going all the way to Ypsilanti."</p> <p>How could he be certain they were?</p> <p>For all I knew they were going to get off the bus when I did and beat me, and rob me!</p> <p>Watch the expression on the face of the driver as I boarded the bus. Look at his lack of response to verbal violence. I am not sure this isn't racism against me.</p>	<p>In reviewing statements from the Operator and video of the event, I have determined that your complaint of racial discrimination is not valid. The Operator was not aware of the incident that you encountered until you spoke with him. When you told the Operator about the exchange, the person was sitting and there were no signs of them being disruptive on the bus. The Operator attempted to help you by explaining that the person who you had the exchange with was not getting off at your stop. He did not know for sure but based on his past experiences the Operator assumed that the person would get off at the same stop they have in the past. The Operator may have not handled the situation the way you saw fit, but there were no signs the Operator discriminated against you based on your race.</p>

Figure E-1: 2019 Title VI Report

Number:	Title VI date received	Due Date:	Title VI Coordinator release date:	On Time? Yes/No	Valid or Invalid	Subject:	Notes:
5.2019	5/7/2019		5/28/2019	yes	Invalid	Customer alleged that you were asked on May 7, 2019. Operator took TheRide reduced fare card, stating that, due to the fact that it is expired, he had to take it to his supervisor. Your complaint also stated that although the bus driver could have requested to inspect your ID, he shouldn't have taken it away. You also stated that the driver was motivated by his own racial basis.	AAATA policies, including those published on our website and used to train operators, allow operators to request passengers show their ID upon request. The Operator in this instance followed that policy. The RideGuide also states; Expired A-Ride or Fare Deal cards may not be used to receive a reduced fare. If an employee of TheRide suspects a bus pass or ID card is invalid, they can request to inspect it. Should it be found to be improperly used, the customer will be required to pay the full cash fare. In addition to the printed information in the RideGuide, the back side of the Fare Deal card states; Property of the Ann Arbor Area Transportation Authority. Unauthorized use is prohibited. Your card had been expired since July 2, 2018. Using an expired card is unauthorized use and can be considered fare evasion.

Figure E-1: 2019 Title VI Report

Number:	Title VI date received	Due Date:	Title VI Coordinator release date:	On Time? Yes/No	Valid or Invalid	Subject:	Notes:
6.2019	6/24/2019		7/16/2019	yes	Invalid	Customer alleged that the Security Guard refused to move toward you and went to the security door. You were frustrated and annoyed. A rider was close to both of you, I asked to step more towards the elevator. The security guard then started to object. You again stated that you weren't going to have everyone hear your complaint. You felt you were discriminated against by the Security Guards' attitude, reaction, stance, and refusal to accommodate you, a white Jewish disabled vet.	In my interview with the Security Guard, he stated that he had no prior knowledge of your ethnic background or your military status when you approached him. The Security Guard stated that he did not accommodate your request because of your behavior, approach, and the tone of your voice. In addition, he felt he had already attempted to accommodate your request when he invited you over to the office door for more privacy. You did have a conversation with him and was able to get your point across regarding the signage the lady was wearing. When the security guard spoke about her being allowed to protest with her sign, you felt that it was not acceptable. Just because you have a difference of opinion, does not mean that someone is discriminating against you.

Figure E-1: 2019 Title VI Report

Number:	Title VI date received	Due Date:	Title VI Coordinator release date:	On Time? Yes/No	Valid or Invalid	Subject:	Notes:
7.2019	6/29/2019		7/29/2019	yes	Invalid	Customer alleged that you were asked on July 25, 2019 by a Transportation Supervisor to turn your music off or go to the parking lot next to the Blake Transit Center. You felt that she told you to turn of the music because you were black women.	AAATA policies, including those published on our website and used to train operators, dictate that there can be no music playing in the transit centers or on the bus. The Supervisor in this instance thought she was following that policy. According to her statement, she has asked many people to turn their music off while near the BTC. Since this instance the Supervisor has been instructed to allow people to listen to music outside of any of our transit centers and at our bus stands.
8.2019	8/16/2019		9/3/2019	yes	Invalid	Customer mailed letter and Title VI form stating the following: Was called fag by bus driver. Bus# 46 08-16-19 12:02 bus at Paint Creek Shopping Center in Ypsilanti leaving bus at 12:15 at Ypsilanti Transit Center. The same bus driver called me a fag when I got off the bus. He has done this many, many times before always on bus#46. Do something before I call a lawyer.	This complaint was not covered under Title VI discrimination. I determined the complaint was invalid based on the video evidence. The video shows several customers boarding the bus at the Paint Creek bus stop on August 16th at 12:01 pm. The driver says, "Alright." to a customer. The driver does not say anything else. When the bus arrives at the YTC, at 12:08 pm, the passengers deboard, and the driver does not say anything.

Figure E-2: 2020 Title VI Report

Number:	Title VI date received	Due Date:	Title VI Coordinator release date:	On Time? Yes/No	Valid or Invalid	Subject:	Notes:
1-2020	1/20/2019		1/27/2020	yes	Invalid	Plain rude and due to her being late I had to get other riders assistance to come up with change to ride the 3 mins ride from Meijer I needed home in the foot-deep snow and ice!! She was mean as hell for no reason! Yet again I feel discriminated against for being white and a female smfh it's not right!! I ride way too much!	The customer boarded the bus and attempted to put the transfer in the farebox. The farebox announced that the transfer is not valid. The MCO asks is it the right one and ask what time does it say. The customer steps aside and tries to gather her fare. Another customer gives the first customer a change card. The customer pays the fare and the MCO asks if the customer wanted a transfer. The customer says no, sits down, rides the bus beyond the video footage.

Figure E-2: 2020 Title VI Report

Number:	Title VI date received	Due Date:	Title VI Coordinator release date:	On Time? Yes/No	Valid or Invalid	Subject:	Notes:
2-2020	6/15/2020		7/8/2020	yes	Invalid	The customer alleged that the driver told you that you had to wear a mask. You also stated that the driver did not let out the ramp because he did not feel like putting it out. Your allegation is that the driver is discriminating against your disability because he did not deploy the ramp when you needed to use it.	<p>In my interview with the driver, he stated that when you approached the bus and asked for the ramp, he attempted to deploy the ramp but was unable to. He also stated that he told you that you needed a mask to ride the bus. He said your reply was, "I already spoke to the office." He then said that he did not mention anything else about you wearing a mask and allowed you to ride.</p> <p>In his interview, he stated that when you arrived at the BTC, you were upset because he could not deploy the ramp. He attempted to deploy the ramp, but it would not deploy. The video confirms his story. While the driver had an issue with deployment of the ramp, he was attempting to accommodate your need for the ramp.</p>

Figure E-2: 2020 Title VI Report

Number:	Title VI date received	Due Date:	Title VI Coordinator release date:	On Time? Yes/No	Valid or Invalid	Subject:	Notes:
3-2020	7/7/2020		7/30/2020	yes	Invalid	The driver is racially discriminating against me. She told me that I cannot keep riding back and forth and take multiple trips on her bus. There is nothing that states that I cannot make several trips to and from Kroger. I have been making essential trips. I am not breaking any rules. She just wants to discriminate against me because I am black, and she is white.	In my interview with the MCO, she explained the policy to the customer. The passenger had addressed her with a derogatory word (Bitch). She attempted to put him off the bus, but dispatch told her to take him to his destination. She thought that he was trying to go back to the YTC and he ended up going to a park along the route. She was not attempting to put him off the bus because he was trying to ride the loop. She says she was putting him off because he had used profane language, which is not prohibited on the bus. The video of the incident shows that there was an exchange of words when the MCO told the customer that he was not allowed to keep riding the loop (or the full route back to the YTC). He stood by the statement that he had not done anything wrong. After he called the MCO a bitch she wanted him off the bus. Dispatch told her that a supervisor would meet her at the YTC to

Figure E-2: 2020 Title VI Report

Number:	Title VI date received	Due Date:	Title VI Coordinator release date:	On Time? Yes/No	Valid or Invalid	Subject:	Notes:
							<p>talk to the Mr. Richardson. Mr. Richardson stated that he was not going back to the YTC and that his destination was the park. When MCO Gibson called Dispatch, she was instructed to continue the route and drop him off at his location. The MCO was upset but continued.</p> <p>During the investigation of this complaint, the complainant left a voice mail message stating that he was dropping the entire situation. This decision was prompted by a discussion with his Pastor and the Deacon Board.</p>

Figure E-2: 2020 Title VI Report

Number:	Title VI date received	Due Date:	Title VI Coordinator release date:	On Time? Yes/No	Valid or Invalid	Subject:	Notes:
4-2020	7/27/2020		8/6/2020	yes	Invalid	This is the customer's statement: The operator was extremely racist and inappropriate with her remarks towards me. In addition to her racial remarks, I have severe asthma and it was hard wearing the mask. Showcasing my inhaler, I also had documents confirming the condition. As she seen this, she began driving off but eventually stopped changing her mind. I don't know why she complied then changed her mind. After I showed her the evidence as the bus suggests, she calls the police on me saying she is refusing service when she previously complied. I had to get off the bus and walk.	This complaint was found to be invalid based on the video evidence. The video shows the customer getting on the bus with his mask under his chin. The MCO sees this and instructs the customer to put his mask on properly. The customer does not hear the MCO and another passenger relays the message. The customer doesn't comply because he says he has an issue with his breathing and cannot wear the mask. The MCO doesn't not hear him and informs him that he will need to get off the bus without a mask. He does not comply with her request. She waits for the Washtenaw Sherriff to show up and remove him from the bus. The MCO was following the procedure that AAATA has instructed MCO's to do. If a passenger gets on the bus without a mask, you must challenge them. If the passenger refuses to comply, the MCO is to call dispatch and wait for assistance. The passenger will be removed from the

Figure E-2: 2020 Title VI Report

Number:	Title VI date received	Due Date:	Title VI Coordinator release date:	On Time? Yes/No	Valid or Invalid	Subject:	Notes:
							bus. This is within the ADA guidelines in conjunction with the Governor's executive orders.

Tab F: Public Participation Plan

The AAATA uses a variety of means and methods to communicate regularly with the public to inform and encourage input and participation. In addition to these ongoing efforts, the AAATA undertakes more focused and concerted efforts for particular issues.

The AAATA Board of Directors meets monthly, with all meetings open to the public and televised on local cable television. Recently, meetings have been held virtually due to the Covid-19 pandemic. Time is provided for the public to comment on any issue at each meeting. The AAATA maintains a list of persons and organizations that wish to receive information from the AAATA. Information sent to those on the list includes Board meeting agenda and minutes, which include performance reports, service standard reports, notices of public hearings, capital purchase programming, budget development, and proposed service changes. Persons and organizations can be added to the list at their request and there is no charge for this service. Email is used for most persons and organizations, but hard copies are mailed to persons and organizations that prefer this method. This information is also posted on the AAATA website, www.theride.org.

AAATA's Community Relations Department maintains an extensive list of organizations and individuals to receive information, including press releases and other announcements. The list includes local print and broadcast media outlets as well as elected officials, civic and educational organizations, and public and private organizations. Organizations include those representing senior citizens, people with disabilities, and low-income and minority persons. Community Relations staff continually update the list and actively seek out organizations to include. In addition, individuals and organizations can be added to the list at their request.

Several methods are used to communicate directly with riders:

- ➔ The Ride Guide is a printed booklet with comprehensive information about AAATA services, and also includes general information on AAATA including making suggestions, complaints, and providing input to AAATA. RideGuides are distributed on-board AAATA buses, at AAATA facilities, and at a wide range of public buildings apartment complexes, public housing, schools, and other locations including organizations primarily providing services for low-income, minority, senior and disabled persons. (This effort has been suspended during Covid-19.)
- ➔ The AAATA website includes the same information, and additionally provides current information on upcoming meetings and participation opportunities. It provides a quick, easy way to submit complaints, suggestions, and other input.
- ➔ Information Guides are printed in Spanish, Simplified Mandarin, Korean, as well as English, and the distribution includes organizations specifically serving persons with limited English proficiency. (This effort has been suspended during Covid-19.)
- ➔ RideLines is a newsletter published several times a year for riders with news and current information, including information on proposed service and fare changes and any other proposals for which public input is sought. RideLines is distributed on-board buses as a hanger, on the AAATA website and at transit centers, and the information is distributed to the list of

organizations and individuals on the list described in the previous paragraph. (This effort has been suspended during Covid-19.)

→ Other communication tactics include:

- MyAlerts - emails to subscribers of MyAlerts and posted to website
- E-Newsletter - published to subscribers monthly
- Social Media - notices posted for all service and fare related communications
- Bus Cards - inside bus channel cards and flyers
- LED signs at shelters - electronic messages
- LCD signs at transit centers - electronic messages
- Shelter posters and flyers
- Map and schedules at a limited number of bus stops
- Bus stop notices

Proposed service and fare changes are announced to the public by means described above, and public input is solicited far enough in advance for the AAATA to consider the comments, and make revisions based on the comments. The AAATA follows the Public Input Policy for Service and Fare Changes (see Tab O) adopted by the Board of Directors. In soliciting public input, the AAATA provides opportunities for interaction. That is, the AAATA does not just receive comments, but engages in conversation to understand any concerns, and to investigate ways to reduce or eliminate any negative impacts.

Persons and organizations are afforded an opportunity to provide input in several ways:

- By email
- By telephone to a service change hotline
- By fax
- In writing
- In person at public meetings conducted by AAATA. Meetings are typically held in several locations. (This effort has been suspended during Covid-19. Instead, virtual meetings are held with an interactive public question and answer period. Individuals can participate by phone, smart phone, or computer. Closed Captioning is offered during virtual public meetings.)
- Through AAATA's website TheRide.org/ContactUs
- Online via Facebook, Twitter, and Instagram

The AAATAs' public input process emphasizes two-way communication. The intention is not just to receive comments, but to discuss the effect of the proposed change. A response is provided to each person who makes a comment or suggestion or asked a question. In many cases several messages or a conversation take place. Meetings are typically drop-in sessions several hours in duration at which people can come when it is convenient for them, review materials, talk about the proposed changes with AAATA staff, have questions answered, and receive a response to specific concerns.

The AAATA has taken specific steps to solicit input on proposed changes from organizations serving minority, low-income and limited English proficiency persons. This includes distributing the notice to organizations serving these groups, and choosing public meeting sites at locations such as community centers within neighborhoods with a high African-American population.

Public outreach efforts were conducted as part of the major service changes implemented in Fall 2019, described in more detail on the following page. Promotional materials are included at the end of this section.

A primary element in the public participation plan is to maintain an on-going relationship with a wide variety of groups and organizations through regular contact and participation in events sponsored by the group. This keeps lines of communication open for AAATA to provide information, and for them to raise issues, ask questions, or make requests.

2019 SERVICE MODIFICATION PUBLIC OUTREACH MATERIALS

As part of an ongoing process to improve fixed-route customers' experiences through increased reliability and ease-of-use, an analysis of service was conducted in 2018. As part of this effort, a public input process on a list of service adjustments was conducted from March 1 – 31, 2019. The public flier is attached as Figure F-1 on the following pages.

Comments on the proposals were received via the following avenues:

- TheRide.org website
- Email
- Phone
- Drop-in sessions at both transit centers.

As a result of the feedback received, the following modifications were proposed:

- An adjustment in the proposed routing and stops of Route 27.
- Maintenance of the current routing on Route 6 along State Street.

Due to the scale of the changes proposed, Title VI analysis was not deemed necessary.

Figure F-1: 2019 Rider Feedback Announcement

Tell us today!

March 1 to March 31



Join us!

Blake Transit Center:
Tuesday, 3/12
4pm-7pm

Ypsilanti Transit Center:
Wednesday, 3/13
7am-10am

TheRide is seeking comments on the following service recommendations, which will go into effect in August 2019.

6 Ellsworth

- Change 6A/6B/6C routing to use Packard St. and Thompson St. instead of State St.

OR

- Use current routing, but adjust bus stop locations on State St.

25 Ann Arbor-Saline Rd

- Change weekday, Saturday, and Sunday routing in the Oak Valley Dr area to two-way service along Lohr Rd and Oak Valley Dr to Meijer. Bus stop on Waters Rd at Target would be moved. Route 25 would become Route 27 at Meijer.

21 Amtrak-Depot

- Change Blake Transit Center departure times to :03 and :33 past the hour on weekday mornings and afternoons.
- Change Blake Transit Center departure times to :33 past the hour on weekday evenings, Saturdays, and Sundays.

24 South Main-East

- Change weekday and Saturday routing in the Washtenaw Community College (WCC) / St Joseph's Hospital area to provide two-way service between WCC and the main hospital entrance by removing service on Elliot Drive.

27 W. Stadium-Oak Valley

- Change weekday, Saturday, and Sunday routing in the Oak Valley Dr area to two-way service along Lohr Rd and Oak Valley Dr to Meijer. Bus stop on Waters Rd at Target would be moved. Route 27 would become with Route 25 at Meijer.
- Change Blake Transit Center departure times to :18 and :48 past the hour on weekday mornings and afternoons.
- Change Blake Transit Center departure times to :48 past the hour on weekday evenings, Saturdays, and Sundays.

FLIP OVER FOR MORE PROPOSED CHANGES

Can't make it to a public input session? You can also email, call, mail, or comment online! See back page for more details.

Tell us today!

Voice your comments March 1 to March 31!

TheRide is seeking comments on the following service recommendations, which will go into effect in August 2019.

31 *Dexter Ave*

- Change Blake Transit Center departure times to :33 past the hour on weekday evenings, Saturdays, and Sundays. Weekday morning and afternoon departure times would not be changed.

61 *Airport-Avis Farms*

67 *Platt-Michigan Ave*

- At the Pittsfield Township Trustees' request, replace both routes 61 and 67 with FlexRide on-demand service, offering connections to Routes 6, 5, and 66 at Costco and Meijer-Carpenter Rd. A public meeting on these routes is expected to be scheduled during March in Pittsfield Township.



We want to hear from you!

Email: Planning@TheRide.org
Subject: August 2019 Service Changes

Call: 734-794-1880

Mail: Ann Arbor Area
Transportation Authority
c/o Planning Projects
2700 S. Industrial Hwy
Ann Arbor, MI 48104

In Person: Blake Transit Center
Tuesday, 3/12
4pm-7pm

Ypsilanti Transit Center
Wednesday, 3/13
7am-10am

Online: TheRide.org

*For alternative formats, please call
734-973-6500.*

Tab G: Language Assistance Plan for Persons with Limited English Proficiency

PART I: FOUR FACTOR ANALYSIS

Limited English Proficiency (LEP) guidance requires a four-factor analysis to determine the level of assistance required to provide meaningful access. The analysis performed by the Ann Arbor Area Transportation Authority (AAATA) is contained below.

1) The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population

Based on data from the five-year American Community Survey for 2018, the population of the AAATA service area is 211,757 persons. Of this total, an estimated 12,470 (5.9 percent) indicated that they speak English less than “very well”, which is 0.3 percent higher than the previous LEP analysis for this area based on 2013 Census data. The figures and percentages for the total population and for the top three LEP populations by native language are shown in Table G-1.

Table G-1: LEP Population				
	Number of Persons		Percent of Total	
Total Population	211,757		100%	
LEP Population	12,470		5.90%	
Language Group	Number of Persons	Change	Percent of Total	Change
Chinese LEP	4,578	(+1,590)	2.20%	(+0.9%)
Spanish LEP	1,912	(-160)	0.90%	(no change)
Korean LEP	1,010	(-456)	0.50%	(-0.1%)

Persons who speak English “less than ‘very well’” are considered to have limited English proficiency (LEP) for the purposes of this report. Two types of maps are included at the end of the report. The first map (Figure G-1) shows the concentration of LEP persons by Census tract in the AAATA service area, with higher than average concentrations being those above 5.9 percent. A second set of maps, is included which shows the concentration of LEP persons by Census tract (the smallest level for which the data is available) in the AAATA service area for each of the top three language groups – Chinese (including Mandarin and Cantonese) (Figure G-2), Spanish (Figure G-3), and Korean (Figure G-4) LEP populations – where concentrations greater than 160 LEP persons is considered higher than average. 29 census tracts have 100 or more LEP persons. 20 census tracts have more than 200 LEP persons. 14 census tracts have over have over 300 LEP persons.

This is indicative of stabilization in the concentration of LEP persons in the AAATA service area following a period of growth for a few particular languages. From 2000 to 2010, LEP population in the AAATA service area nearly tripled, from 4,121 to 12,079 LEP persons, increasing by only 391 in the next eight years, or less than half a percent. The estimated number of Chinese, Spanish, and Korean speaking LEP persons at 6,527 in 2010 exceeded the total LEP population in 2000, and has not changed significantly since then, increasing by approximately 1,000 persons.

Figure G-1: Limited English Proficiency (LEP) Population Concentration for TheRide Service Area

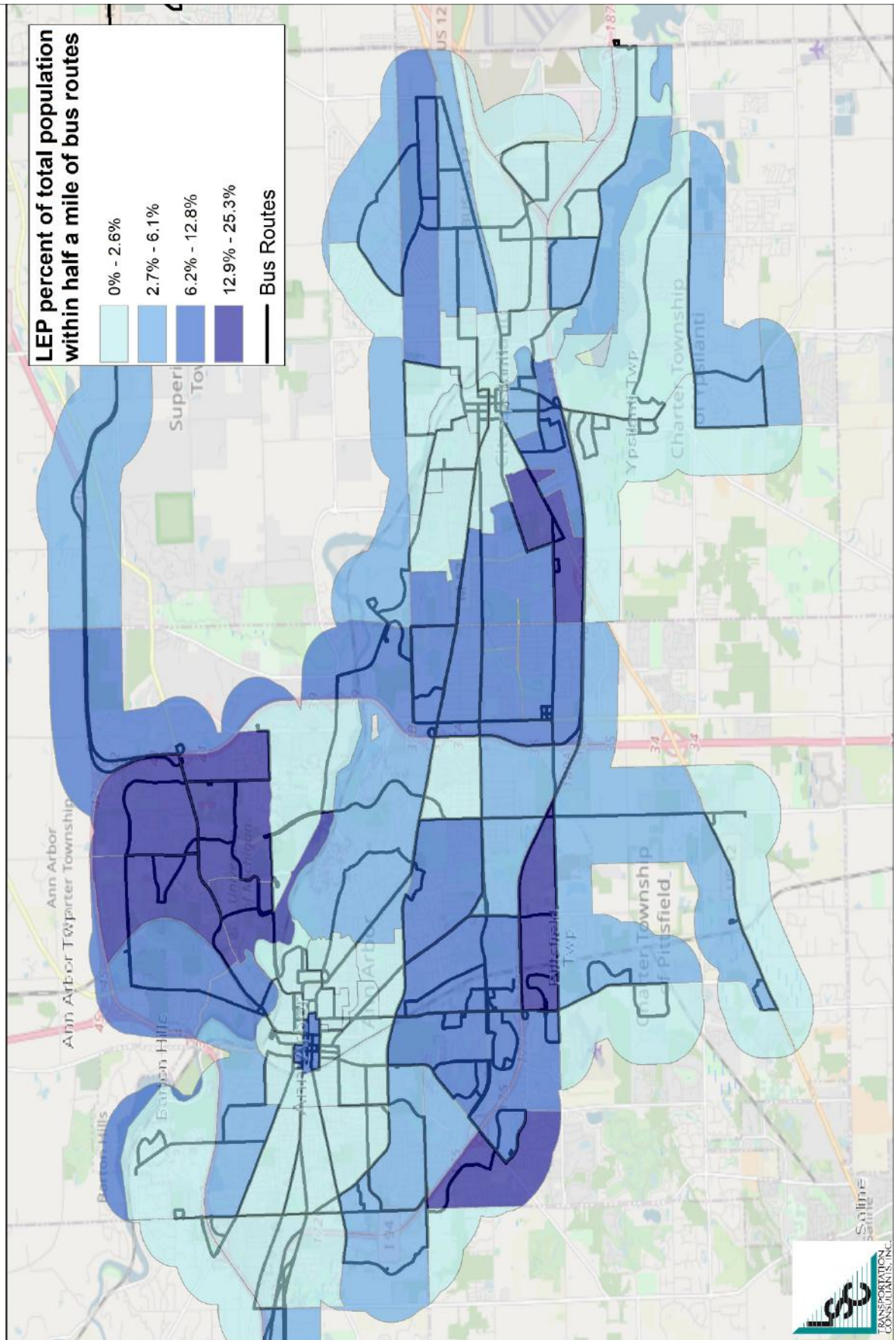


Figure G-2: Chinese Limited English Proficiency (LEP) Population Concentration
for TheRide Service Area

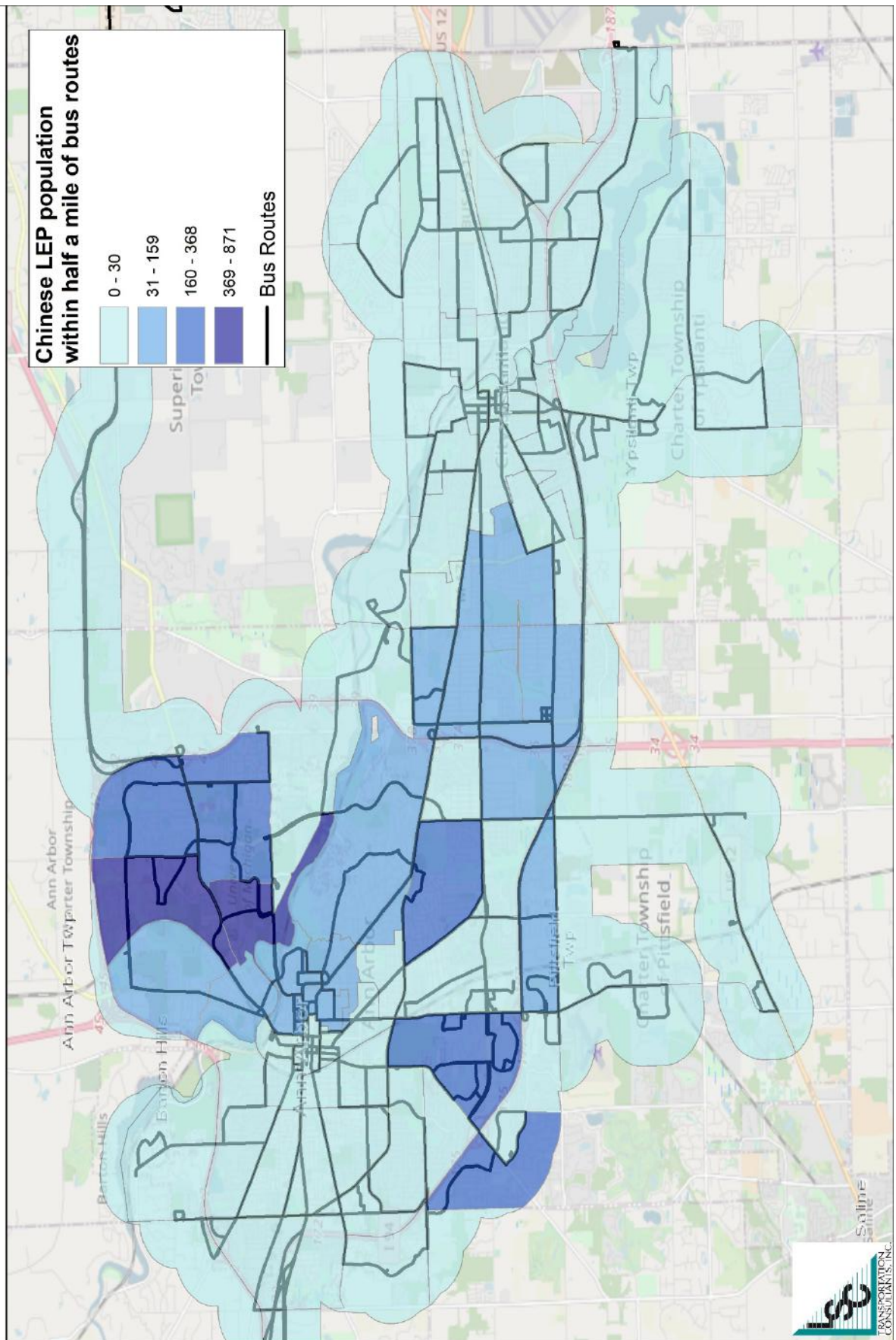


Figure G-3: Spanish Limited English Proficiency (LEP) Population Concentration
for TheRide Service Area

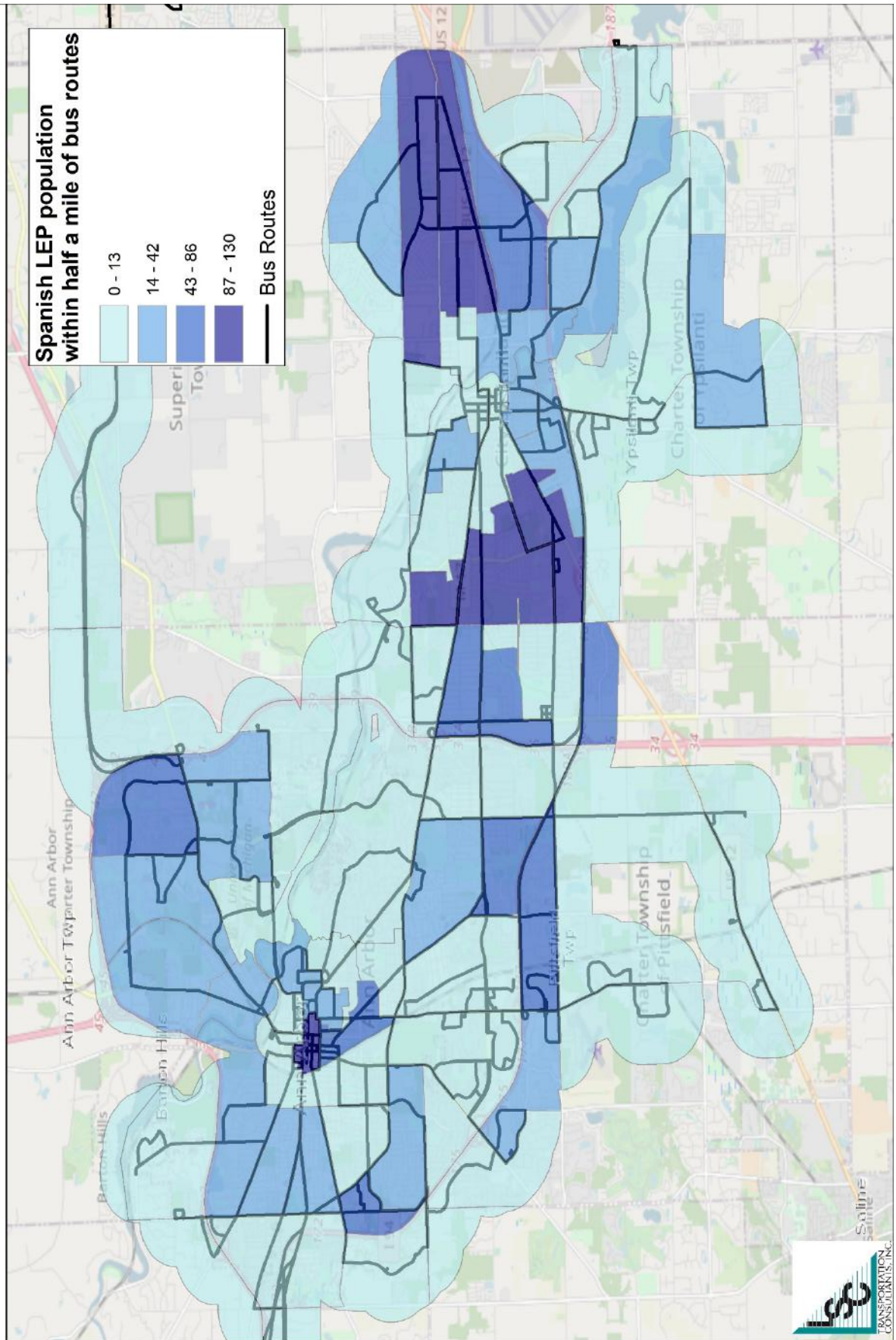
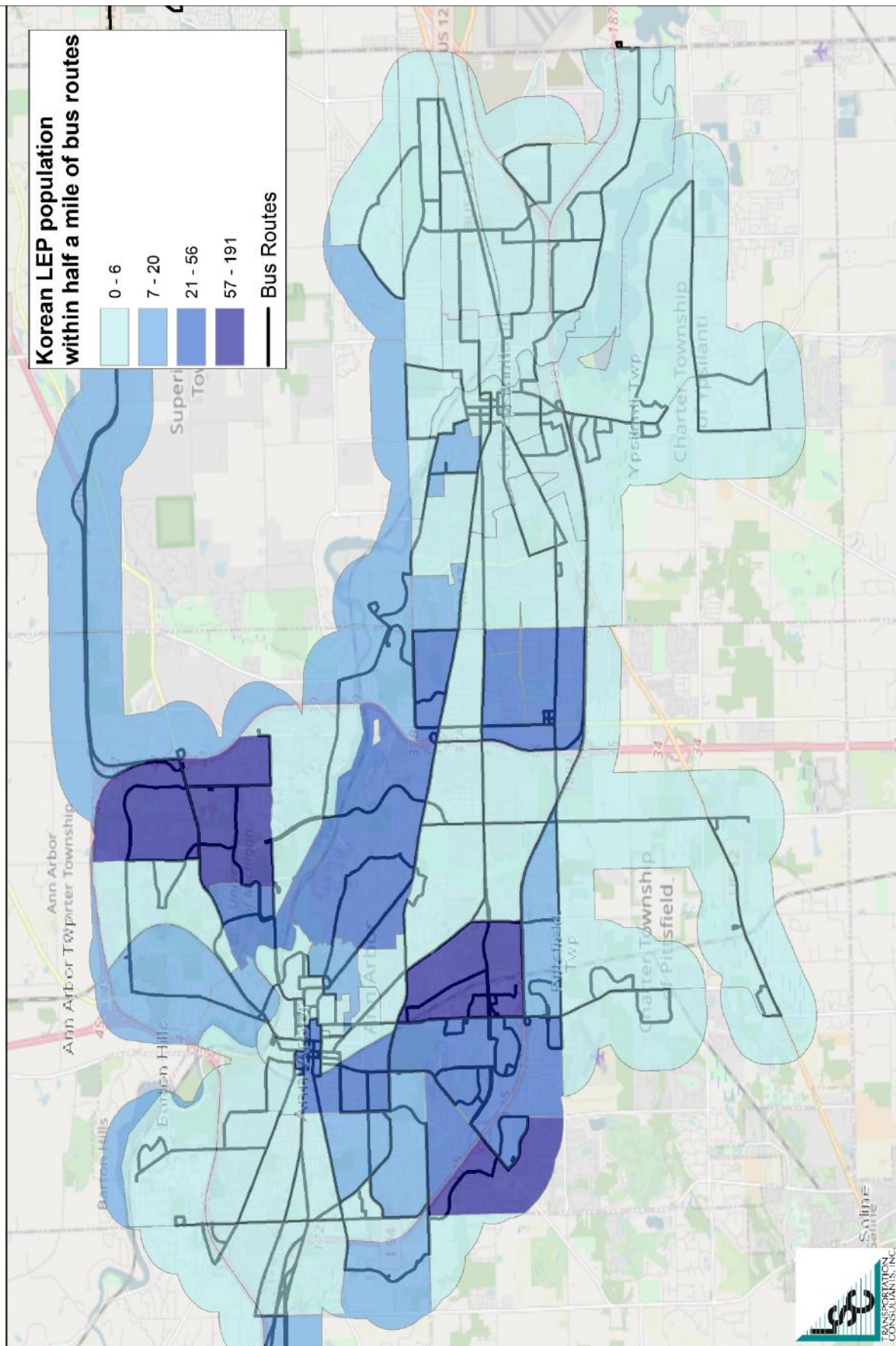


Figure G-4: Korean Limited English Proficiency (LEP) Population Concentration
for TheRide Service Area



2) The Frequency with which People of Limited English Proficiency Come into Contact with AAATA's Programs, Activities, and Services

AAATA has received no requests for translated materials in a foreign language and no requests for interpreters to date.

The primary locations where the public comes into contact with AAATA are as follows:

- Main Office and Telephone Line (fare media sales, ID cards, general information)
- Downtown Information Center (fare media sales, route and schedule information)
- Paratransit Coordinator (ADA eligibility and paratransit information)
- Paratransit Telephone (paratransit reservations)
- On-board fixed-route buses (specific trip information)
- AAATA website (TheRide.org)

AAATA works with a variety of governmental and human service agencies to assist in meeting the needs of their clients. Of particular importance in this context are the University of Michigan Office of International Programs (UMOIP) and Jewish Family Services (JFS). UMOIP provides services for foreign students, including families for married students. Jewish Family Services is the agency designated to provide services for refugees, migrants, and new arrivals in Washtenaw County. AAATA works closely with each of these agencies, and has not received any requests for additional assistance with LEP persons in the use of AAATA service. AAATA originally worked with Casa Latina, a non-profit organization working to connect local Hispanics with community resources, to produce a Spanish Ride Guide, effective April 29, 2012. Producing Ride Guides was discontinued in favor of instead creating Information Guides in Spanish, Mandarin, and Korean. Due to Covid-19, these guides have not been updated. AAATA has also stopped distributing guides to local organizations in favor of producing them when requested/on demand.

No written correspondence regarding limited English proficiency has been received. The internet has become the dominant medium for people seeking general information about AAATA as well as specific information on routes and schedules. In addition, TheRide.org website includes language translation options. No internet inquiries or social media inquiries have been received.

3) The Importance of AAATA's Programs, Activities, and Services to Persons of Limited English Proficiency

AAATA operates scheduled fixed-route bus service and provides demand-response service for people with disabilities and senior citizens. Approximately 97 percent of AAATA riders are on fixed-route service and three percent use demand responsive service. Trip planning and in-trip information are the two most important areas which involve language skills in using fixed-route service. Essentially, in order to use fixed-route service, an individual first needs to determine bus stops, time, and bus routes to accomplish a particular trip, and then needs to wait at the correct bus stop, board the correct bus, and get off at the correct bus stop. A person who does not speak English very well may require assistance in trip planning, but this can occur before the time of the trip. During the trip, speaking and understanding English is not typically necessary, but may be required to deal with unusual situations.

Demand-responsive service has different requirements. In order to qualify, an individual must submit an application and, if approved, receive a picture identification card. English language skills are

necessary for this process, and several social service agencies provide assistance in this process. In addition, family members provide assistance in this process for many applicants. Once approved, an individual must make a telephone reservation for each trip. Language skill is required for this process, but another person can make the reservation. Once again, agencies and family members make reservations for clients. No additional language skills are necessary during the trip. The service is designed to provide service for persons with a wide variety of disabilities, including persons with severe cognitive disabilities who do not speak or understand any language. The rider must have their identification card to ride, and their pick-up and drop-off locations are provided to the driver.

A final important area is participation in AAATA's public input process. Whenever an increase in fares or significant changes in service is being considered, the AAATA actively seeks input from riders and other members of the public. Language skills are necessary for participation. However, the AAATA procedure provides a range of ways to make comments, ask questions, or make a suggestion. The most frequent method these days is via email.

4) Resources Available to Customers and the Associated Costs

At this time, AAATA has translated key documents materials including Title VI Complaint forms, TheRide Information Guides (although production has been suspended during Covid-19), but does not yet contract over the phone interpreter assistance. Given the relatively small number of overall LEP individuals, the variety of languages, and the online as well as community resources available, additional alternative print services are not necessary at this time. Most language groups, especially Chinese and Korean native speakers, show a greater preference for seeking information through AAATA's website. AAATA will continue to evaluate and investigate telephone interpreter services, and will continue to use I-Speak cards to collect more information on individuals who could benefit from greater language assistance.

There are significant resources available to assist persons in using AAATA service. Agencies such as the University of Michigan Office of International Programs (UMOIP) for students and their families, and Jewish Family Services (JFS) for immigrants in the community, referenced above in Section 2, all provide assistance to persons with limited or no English as a central part of their mission. UMOIP provides cultural immersion, intensive language learning, and participation in another educational system for foreign students. JFS provides a wide range of services for refugees, migrants, and new arrivals in Washtenaw County including case management, acculturation, English as a Second Language (ESL) classes, document translation services, employment services, language partnership service, and accompanied transportation. The transportation service is particularly important in this context as it is used to provide a bridge for persons to the use of public transit service provided by AAATA.

In addition to these agencies, AAATA has a relationship with many other human service, religious, and governmental agencies that provide assistance in the use of AAATA service for their clients, which includes LEP persons on occasion.

Conclusions

Based on the analysis above, AAATA has decided to further investigate additional translation or new language assistance services including telephone interpreter services, and continue working with agencies that have specific expertise to provide assistance.

An increased level of effort and assistance is warranted to identify persons with limited English proficiency, to enhance the website, and to prepare additional services to meet identified future needs. Specific actions are defined in detail in Part II, below.

PART II: AAATA LIMITED ENGLISH PROFICIENCY PLAN

Identifying LEP Individuals who need language assistance

- AAATA will continue to keep records of persons with whom we come into contact who need language assistance.
- AAATA will continue to proactively seek information from public and private agencies about their experience with people with limited English proficiency.

Language Assistance Measures

AAATA's selection of the following procedures is based on the relatively low need for language service and the limited resources available for this purpose.

- Provide enhanced language translation capabilities on the AAATA's website at TheRide.org since July, 2013.
- Provide information on TheRide.org website on options for where to obtain community language assistance.
- Supply an updated copy of AAATA emergency icon forms and basic key phrases translated for transit employees into simplified Mandarin, Spanish, and Korean to motor coach operators and transportation supervisors.
- Distribute transit Information Guides translated in Mandarin, Spanish, and Korean in print (when requested/on demand) and online to LEP persons and agencies in the AAATA service area.
- Prepare printed information on where to obtain language assistance to give or send to riders, provided to motor coach operators and information specialists, specifically with contact cards for outside organizations and community partners like UMOIP and JFS.
- Implement phone interpreter service recommendations such as language line opportunities.

Employee Training

- AAATA conducts refresher training annually for all existing motor coach operators and information specialists. A section on providing assistance to persons with limited English Proficiency was added to the training curriculum for 2009, incorporated in the 2012 session, and will be conducted in 2020.
- The training includes the following elements, at a minimum:
 - A summary of AAATA's responsibilities under the DOT LEP guidance
 - A summary of AAATA's language assistance plan
 - A summary of the number and proportion of the LEP persons in the service area and the frequency of contact
 - A description of the language assistance that AAATA is currently providing
 - A description of AAATA's cultural sensitivity policies and practices

- Management staff has been provided with an overview in the areas listed above as part of an annual organizational meeting
- All employees are directed to keep a record of any language assistance requests. AAATA monitors LEP contact through employees to watch for indicators of the need for more formal data collection. AAATA collects data every three years, or more often if there is reason to believe from employee monitoring procedures that change is occurring which requires added attention.

Outreach Techniques

Based on the four-step analysis, above, contact by LEP persons directly with AAATA is limited. It appears that the best techniques to reach LEP persons are to maintain service information in other languages through the AAATA website, and continue to work with the agencies that provide assistance to LEP persons, including production and distribution of the Information Guides (when requested/on demand).

In particular, the University of Michigan Office of International Programs (UMOIP) and Jewish Family Services (JFS) are designed to provide assistance in any language needed. This is important because the overall population of LEP persons speaks a variety of languages. Continuing and expanding the cooperative relationship with these agencies and others is the most cost-effective way to reach LEP populations throughout AAATA's service area.

Monitoring and Updating the LEP Plan

The action steps above are designed to produce increased assistance for LEP persons and continuous feedback on the frequency of contact with LEP persons both within AAATA and from external agencies. This feedback will be used to determine if there is a significant change in the frequency of contact or a marked increase in any specific language group population in the service area, which could impact the use of AAATA information and service accessibility for LEP persons, requiring additional resources.

AAATA will continue to use subsequent sessions of the periodic refresher training for motor coach operators and information specialists to keep monitoring the experience in implementing the action steps.

If there are noticeable changes, AAATA will perform an evaluation and determine if the plan needs to be updated. Absent any noticeable change, AAATA will perform an evaluation and revise the plan with the next Title VI update.

Tab H: Membership of Non-Elected Committees and Councils

The only transit-related, non-elected planning board, advisory council, or committee for which the Ann Arbor Area Transportation Authority (AAATA) selects the members is the Local Advisory Council (LAC) Executive Committee. The LAC advises the AAATA Board of Directors on issues of concern to people with disabilities and senior citizens. Monthly meetings are open to anyone who wishes to attend, and all who attend are encouraged to participate. LAC membership is conferred on anyone who attends more than one meeting. The AAATA Board appoints up to 10 people to the LAC executive committee for two-year terms. Any member can apply to serve on the executive committee. There are currently 10 members of the Executive Committee.

Table H-1 presents the minority representation on committees and councils selected by AAATA.

Table H-1: Minority Representation on Committees and Councils Selected by AAATA					
	Caucasian	Hispanic	African American	Asian American	Native American
Local Advisory Council (LAC)	90%	0%	10%	0%	0%

Tab I: Monitoring of Subrecipients

AAATA monitored adherence to Title VI planning requirements for six subrecipients since the previous Title VI update in 2014. AAATA's subrecipients included:

- Western Washtenaw Area Value Express
- People's Express
- Avalon Housing
- Jewish Family Services
- Programs to Educate All Cyclists
- Milan Seniors for Healthy Living (MSHL)

There have been no Title VI complaints, investigations, or lawsuits for AAATA subrecipients over the past three years. AAATA uses the attached questionnaire as part of the monitoring program.



AAATA Subrecipient Programs

Form: 2020 Subrecipient Desk Review Questionnaire

Date Sent: 9/30/2020

Date Due: 10/31/2020

Reporting Period: FY20 (10/1/2019 - 9/30/2020)

Contact: Caitlin Conway, cconway@theride.org, 734-794-1818

*Subrecipients of Federal funds are required to complete an annual desk review questionnaire as part of AAATA's risk-based subrecipient monitoring procedure. You may find several topics are not applicable to your agency for FY20; please enter n/a. Please enter your responses into the **light blue** highlighted cells and return to cconway@theride.org along with copies of any agency plans and policies that have changed. AAATA will review your responses and may request additional documentation or schedule a meeting/site visit as needed.*

SECTION 1

Agency Information

Q: Please provide your organization's name and a staff contact for federally funded projects.

A:

SECTION 2

Legal/Lobbying

Federal Requirement: Subrecipients are prohibited from using appropriated Federal funds to lobby for Federal funds. If the subrecipient uses local funds to lobby for transit purposes, subrecipients must file OMB Standard Form LLL quarterly.

Q: Did your organization pay for lobbying activities in during the reporting period?

A:

Q: If yes, what type of funds were used?

A:

Q: If yes, was OMB Standard Form LLL filed quarterly with TheRide?

A:

SECTION 3

Financial Management and Capacity

Federal Requirement: Subrecipients must have financial management systems that meet standards for financial reporting, accounting records, internal control, budget control, allowable cost, source documentation, and cash management. Requirements for use of indirect cost when reimbursement is sought from a Federal award program must be met.

Q: Describe your organization's financial management systems, especially the method of accounting, how financial reports are prepared, and systems for internal control and cash management.

A:

Q: Does your organization use Federal funds to pay for indirect operating costs? (If yes, AAATA will contact you to review the calculation method.)

A:

SECTION 4
Satisfactory Continuing Control

Federal Requirement: Subrecipients must use FTA-funded property for project purposes.

Q: What vehicles, equipment, and property has your agency acquired with the assistance of FTA funds (e.g., Section 5310/5311), and how are these items being used in accordance with their intended project purpose?

A:

Q: Has your agency used any FTA-funded property for purposes other than purposes identified in a grant contract or subrecipient agreement?

A:

SECTION 5
Maintenance

Federal Requirement: Subrecipients that use FTA assistance to purchase assets must have maintenance programs for those assets. Such assets must be maintained in good condition and good operating order.

Q: Does your organization have a maintenance program for FTA-funded assets? (If yes, please ensure a copy has been provided to TheRide.)

A:

Q: Does the program address maintenance of wheelchair lifts and other accessibility features?

A:

Q: Is your organization following your program for preventive maintenance inspections? (Please attach any relevant documentation.)

A:

Q: Are your organization's FTA-funded assets under warranty, and are warranty claims pursued?

A:

SECTION 6
Title VI (Civil Rights Act of 1964)

Federal Requirement: Subrecipients must ensure that no person, on the basis of race, color, or national origin, be excluded from participating in, be denied the benefits of, or be subject to discrimination under any program or activity receiving Federal funds. All transit services and related benefits must be distributed in an equitable manner.

Q: Does your organization have a Title VI program in place? (If yes, please ensure your current Title VI Plan has been provided to TheRide.)

A:

Q: If yes, have the Language Assistance Plan, complaint procedures, and/or public participation procedures been implemented as described?

A:

Q: How does your organization notify the public of its rights under Title VI?

A:

Q: Has your organization received any discrimination complaints in the past three years, FY2018-2020? (If yes, please describe the nature of the complaint and the outcome, and attach any relevant documentation.)

A:

SECTION 7

Americans with Disabilities Act (ADA)

Federal Requirement: Subrecipients must comply with ADA. No entity shall discriminate against an individual with a disability in connection with the provision of public transportation service. Subrecipients must track, resolve, and respond to ADA-related complaints. All new bus vehicles purchased or leased for use in fixed-route service by public entities must be accessible. Used bus vehicles must be made accessible for use to the maximum extent feasible. Vehicles used in contracted fixed-route service must be accessible. Vehicles used in demand-responsive service must be accessible unless equivalent service is provided. Newly constructed and altered facilities must meet US DOT accessibility requirements. Service must comply with the US DOT ADA regulations and be accessible to and usable by persons with disabilities.

Q: How does your agency track, resolve, respond to, and retain records of ADA-related complaints?

A:

Q: Has your organization received any ADA-related complaints in the past three years, FY2018-2020? (If yes, please describe the nature of the complaint and the outcome, and attach any relevant documentation.)

A:

Q: Are public transportation facilities constructed or altered during the reporting period accessible to and usable by individuals with disabilities?

A:

Q: Describe how your organization follows ADA provision of service requirements (e.g., lift/ramp availability, priority seating, stop identification, employee training, accessible information formats, reasonable modification requests).

A:

SECTION 8

Equal Employment Opportunity (EEO)

Federal Requirement: A full EEO program must be submitted to TheRide if your organization employs 100 or more transit-related employees and requests or receives capital or operating assistance > \$1 million in a fiscal year, or requests or receives planning assistance > \$250,000 in a fiscal year. An abbreviated program must be submitted to TheRide if your organization employs 50-99 transit-related employees and requests or receives capital or operating assistance in excess of \$1 million in a fiscal year, or requests or receives planning assistance in excess of \$250,000 in a fiscal year.

Q: Is your organization required to submit an EEO program based on the thresholds above? (If yes, please ensure it has been submitted to TheRide.)

A:

SECTION 9

Drug and Alcohol Program

Federal Requirement: Subrecipients must have a board-adopted anti-drug and alcohol misuse policy. Subrecipients are required to provide at least 60 minutes of drug and alcohol training for covered employees and at least 120 minutes of training for supervisors and other officers authorized by the employer to make reasonable suspicion determinations. Subrecipients must obtain previous drug and alcohol testing program records from prior employers for employees performing safety-sensitive functions and must retain drug and alcohol testing program records for all covered employees in a secure location with controlled access. Medical Review Officers, substance abuse professionals, breath alcohol technicians, and collectors in the drug and alcohol program must have required certifications.

Q: Does your agency have a board-adopted drug and alcohol misuse policy? (If yes, please ensure it has been submitted to TheRide.)

A:

Q: Does the policy include the following elements: proof of policy adoption by governing body, identification of D&A program contact, employee categories subject to testing, prohibited behavior, testing circumstances, consequences for refusing tests/positive tests with alcohol concentrations of 0.04 or greater, consequences for positive tests with alcohol concentrations of 0.02 or higher but lower than 0.04?

A:

Q: Does your organization provide the minimum required trainings and reasonable suspicion testing?

A:

Does your organization obtain drug and alcohol testing records from prior employers, and are records stored in a secure location with controlled access?

A:

Q: Do all medical review officers, substance abuse professionals, breath alcohol technicians, and collectors in the drug and alcohol testing program have the required qualifications, and are the qualifications records kept on file by your agency?

A:

SECTION 10

Additional Requirements

Please indicate below if the following service types are applicable to your agency, and AAATA will reach out to you for additional information.

Q: Does your organization operate School Bus or School Tripper service?

A:

Q: Does your organization operate Charter Bus service?

A:

Q: Does your organization provide ADA Complementary Paratransit (required of public transit agencies operating fixed routes)?

A:

SECTION 11

Conclusion

Q: Do you have any questions, concerns, or additional information to share regarding your agency's compliance with Federal requirements and capacity to carry out Federally funded projects?

A:

Q: Will you be sending any attachments with your response or as a follow-up? (If so, please summarize the contents so files can be collated.)

A:

Tab J: Equity Analysis for Facility Location

AAATA completed a site location study for relocation or redevelopment of the Ypsilanti Transit Center. The Center was no longer adequate to accommodate operations at this location. Potential locations were evaluated and four concepts were presented to the community for comment and input. The evaluation of potential locations included an analysis of the impact on current riders and the potential impacts on nearby residents and businesses. The recommended location and concept were chosen to have minimum adverse impacts on either passengers or nearby neighborhoods.

Tab K: Service Standards and Policies

FIXED-ROUTE SERVICE STANDARDS AND POLICIES

Modes of Service (February 2020)

Table K-1: Modes of Service (October 2020)			
	Local Fixed-Route Service	Commuter Service	AirRide Airport Service
Number of Routes	32	3	1
Method of Operation	operated by AAATA	operated by AAATA	contracted service
Annual Riders (FY19)	6,383,790	29,070	93,321
Annual Vehicle Revenue Hours (FY19)	308,213	1,943	8,768

Service was reduced in March 2020 as a result of low ridership due to the Covid-19 pandemic. Service will be restored as appropriate based on recovering levels of demand.

Service Frequency (headway)

Local fixed-route service – The minimum service frequency is every 30 minutes during weekday peak hours and every 60 minutes at other times (midday, evenings and weekends). Weekday peak hours are from 6:00 – 9:00 a.m. and 3:00 – 6:00 p.m.

Commuter bus – The minimum service level is two trips in the peak direction during both the morning and afternoon peak periods.

AirRide regional airport service – The minimum service frequency is every 120 minutes.

On-Time Performance

All Modes – A minimum of 90% of scheduled trips will be completed within 5 minutes of the scheduled time.

Service Availability

Local fixed-route service – A minimum of 90% of the population of the fixed-route service area in the member jurisdictions (Ann Arbor, Ypsilanti, and Ypsilanti Township) will have service within 0.5 mile. All of the cities of Ann Arbor and Ypsilanti are included in the 5YTIP fixed-route service area, as well as most of Ypsilanti Township north of Textile Road. The majority of Ypsilanti Township south of Textile Road is not included in the 5YTIP fixed-route service area because the population density is relatively low. The 5YTIP designates this area to be served by a Dial-a-Ride Plus service, which began September 27, 2017, called FlexRide, available to the general public, as well as seniors and people with disabilities.

Commuter service – A minimum of 40 park-and-ride parking spaces will be available for each morning trip to the regional employment center in Ann Arbor.

AirRide regional airport service - Service will be provided between the Blake Transit Center and both domestic terminals at Detroit Metropolitan Airport.

Vehicle Load Factor

Local fixed-route service – The number of riders exceeds the number of seats on 1% of trips or fewer. A frequency higher than this threshold warrants further investigation into the regularity of the occurrences on particular trips, the number of standees, and the duration of standing to determine if corrective action is needed.

Commuter service – The number of riders exceeds the number of seats less than two days per year. (<0.4% of trips). This service operates on the highway, so standing loads should occur very infrequently.

AirRide airport service – The number of riders exceeds the number of seats less than two days per year. (<0.4% of trips). This service operates on the highway, so standing loads should occur very infrequently.

FIXED-ROUTE SERVICE POLICIES

Vehicle Assignment Policy

Local fixed-route service – Service is operated from a single facility. All buses are low-floor and have the same environmental, security, and accessibility features. Over 50% of the fleet has a hybrid-diesel propulsion system, while the remainder are low-emission biodiesel buses. Hybrid buses are used throughout the fixed-route system on daily, long-duty cycles (12-16 hours), so that these buses operate a higher share of service miles than their numerical proportion in the fleet. More than 80% of buses are 40-foot long, while the remainder of the buses are 25- to 35- foot long. The smaller buses are used on local routes with lower ridership.

Commuter service – Service is operated from the same facility. 40-foot low-emission biodiesel buses are used on these two routes. Hybrid buses are not used because most of the service miles are on the expressway where there is little or no advantage to the use of hybrid buses.

AirRide airport service – This service is operated by a subcontractor using 45-foot long highway coaches.

Transit Amenities Policy

The location of transit amenities along bus routes is based on the number of passenger boardings at individual bus stops. Passenger shelters shall be provided at bus stops with 50 or more boardings per day where there is no other shelter available, and a shelter is physically and legally feasible. Seating, information, and a trash receptacle are also provided at these bus stops. A trash receptacle is provided near the front door of every bus. In addition, a trash receptacle is installed at bus stops at which a third-party agrees to service it. Electronic information displays are provided at the three AAATA transit centers.

SERVICE STANDARDS UPDATE

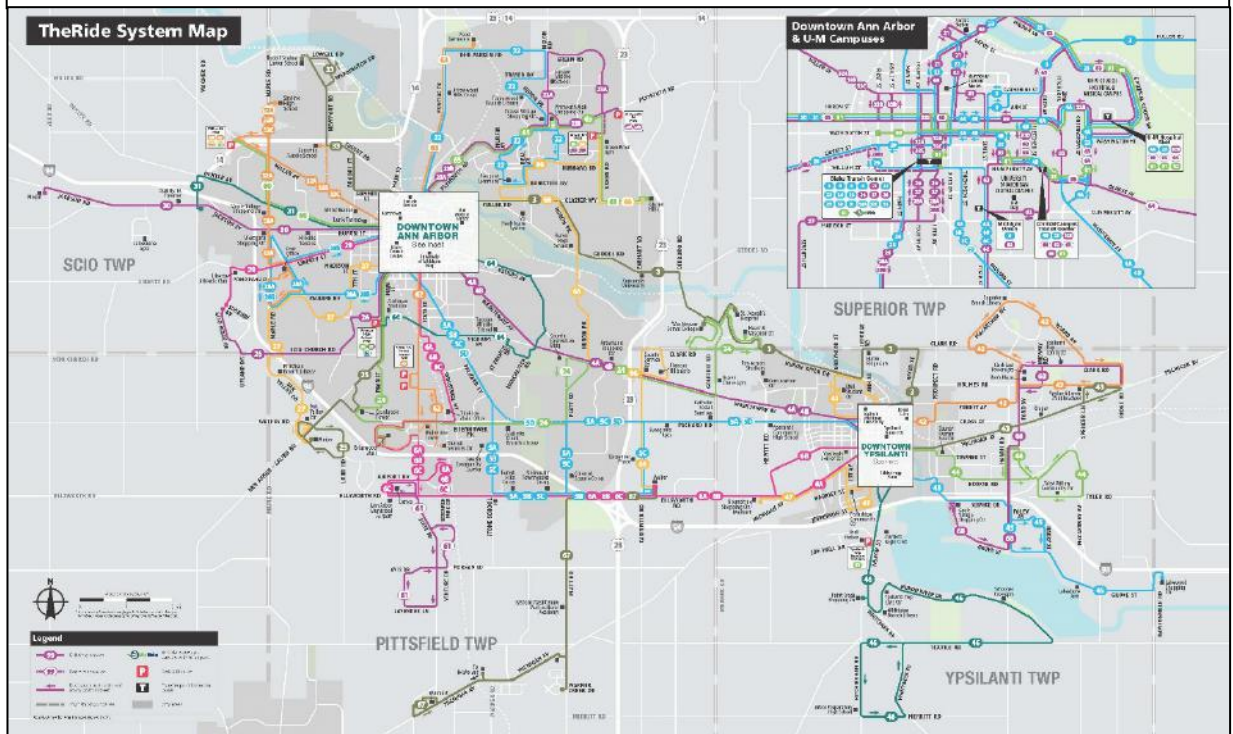
AAATA will be completing a system-wide service analysis and service plan update in the next year. As part of service analysis and planning effort, the service standards will be reviewed and updated as appropriate.

Tab L: Demographic and Service Profile

Maps and charts showing service coverage for minority and low-income populations are included in Tab L, profiling service demographics. Below is a list of the Figures and what each details:

- Figure L-1: TheRide System Map
- Figure L-2: Minority Population Service Coverage for TheRide
- Figure L-3: Low-Income Population Service Coverage for TheRide

Figure L-1: TheRide System Map



As shown in Figure L-2, approximately three quarters of TheRide bus routes (26 out of 34 routes) are considered minority routes, where at least one third of the revenue distance per route covers Block Groups where minority population is higher than average, for the service area within a quarter mile of the routes.

As shown in Figure L-3, approximately three quarters of TheRide bus routes (26 out of 34 routes) are categorized as low-income routes, where at least one third of the revenue distance per route covers Block Groups where low-income population is higher than average, for the service area within a quarter mile of the bus routes.

Over two thirds of the routes are both low-income and minority routes, and all but three minority routes are also low-income routes. More detailed information is summarized in Table L-1 and Table L-2.

Figure L-2: TheRide Minority Service Coverage

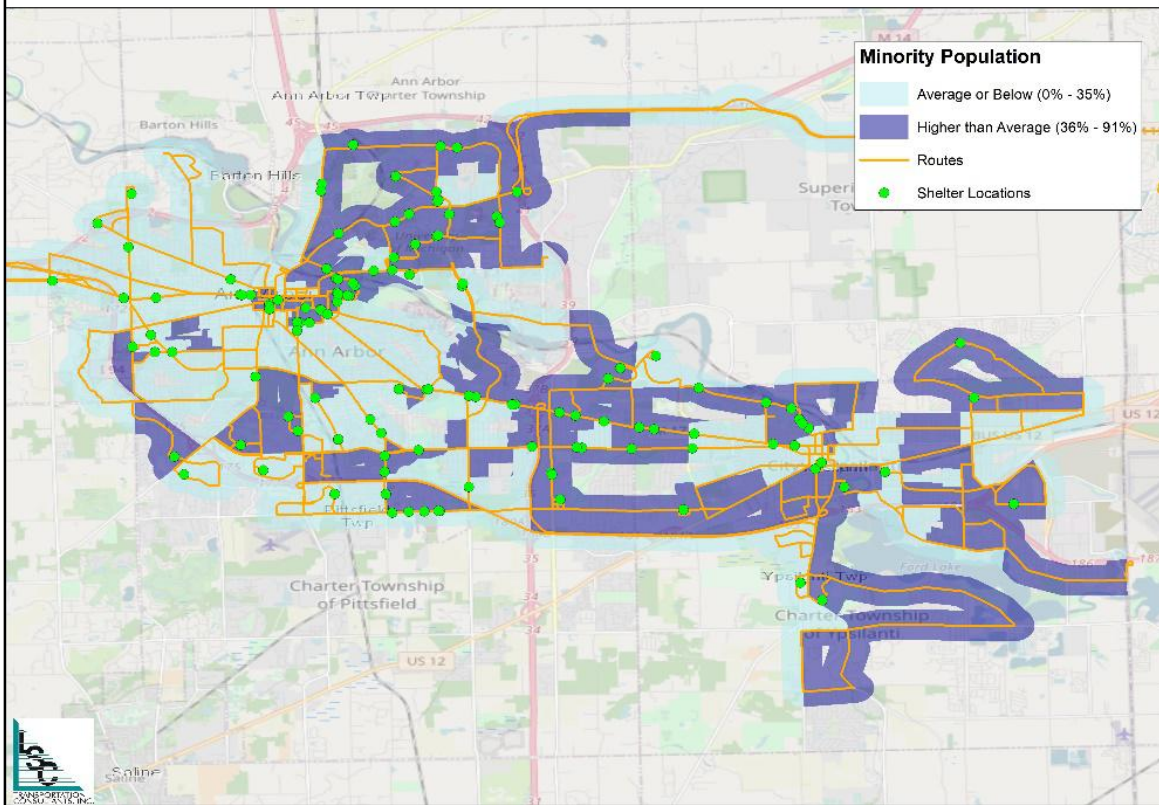


Figure L-3: TheRide Low-Income Service Coverage

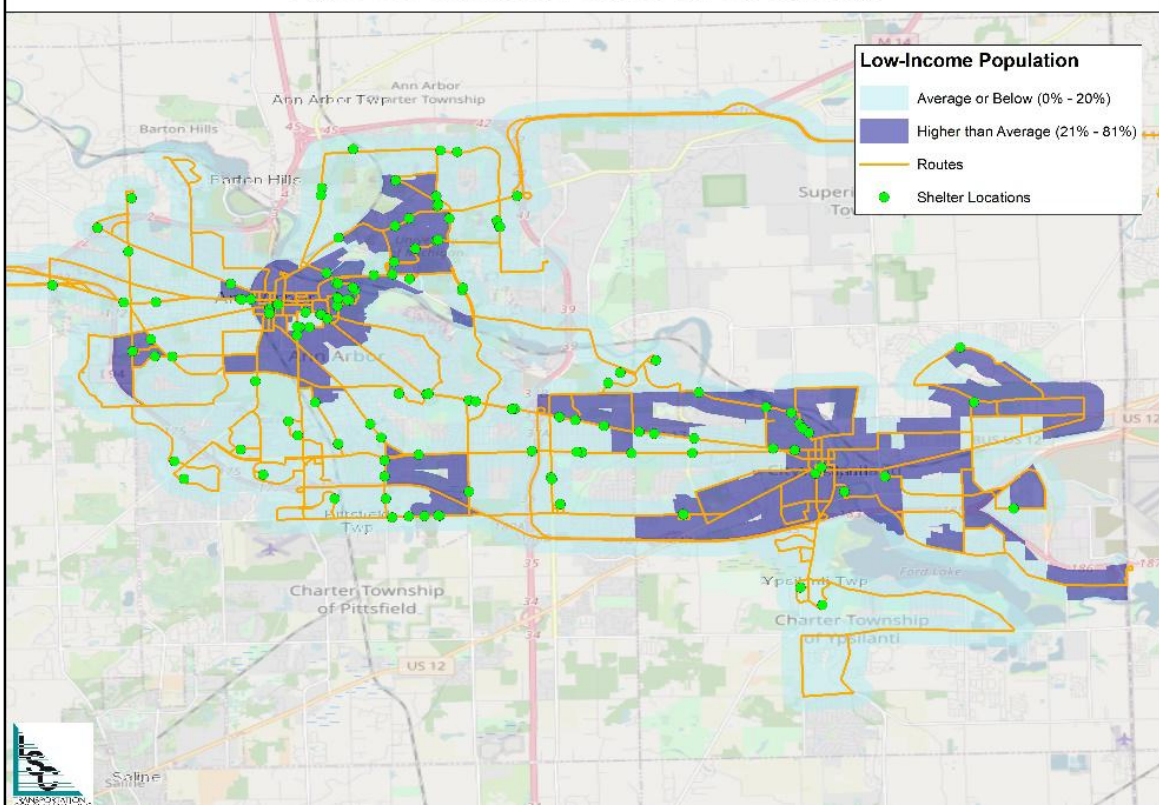


Table L-1: Estimated Minority and Low-Income Population		
	Minority	Low-Income
Population	82,563	39,411
Total Population	194,486	179,240
Average Percent	35%	20%

Table L-2: Minority and Low-Income Routes			
Route #	Minority Route	Low-Income Route	Both
3	Yes	Yes	Yes
4	Yes	Yes	Yes
5	Yes	Yes	Yes
6	Yes	Yes	Yes
21	Yes	Yes	Yes
22	Yes	Yes	Yes
23	Yes	Yes	Yes
24	Yes	Yes	Yes
25	Yes	Yes	Yes
26	No	No	Neither
27	Yes	Yes	Yes
28	No	Yes	No
29	No	No	Neither
30	No	No	Neither
31	No	Yes	No
32	No	Yes	No
33	No	No	Neither
41	Yes	Yes	Yes
42	Yes	Yes	Yes
43	Yes	Yes	Yes
44	Yes	Yes	Yes
45	Yes	Yes	Yes
46	Yes	No	No
47	Yes	Yes	Yes
60	Yes	Yes	Yes
62	Yes	Yes	Yes
63	Yes	Yes	Yes
64	Yes	Yes	Yes
65	Yes	Yes	Yes
66	Yes	No	No
68	Yes	Yes	Yes
81	Yes	Yes	Yes
91	No	No	Neither
92	Yes	No	No
Total Yes	26	26	23
Total No	8	8	6
Total Neither	-	-	5

Tab M: Demographic Ridership and Travel Patterns

LOCAL FIXED ROUTE SERVICE ONBOARD SURVEY

Survey Data Collection

The October 2017 survey was conducted onboard AAATA buses from October 14 through October 22, 2017, a period very similar to the timing of previous survey efforts. The AAATA conducts a rider survey every two to three years for local fixed-route service.

Temporary workers conducted the survey under the supervision of an experienced survey research firm, CJI Research Corporation. Surveyors rode buses for a run (a set period of time) and approached all riders (who appeared to be 16 years old or older), rather than a sample of riders. Surveyors handed a survey to each rider and asked them to complete the survey, along with providing them with a free pen. Because the AAATA has used the same methodology to conduct onboard surveys previously, many riders are familiar with the process and readily accepted and completed the survey. At the end of the run, the survey personnel placed the completed surveys in an envelope marked with the route and the run and reported to the survey supervisors who completed a log form detailing the run. All surveyors were trained to provide assistance and also provided a Spanish version of the survey to passengers, as needed.

Survey Questionnaire

A copy of the survey instrument is included as Figure M-1. The survey forms were serial numbered so that records could be kept for the route and day of the week on which the survey was completed. This was found to be a more accurate method than asking riders to provide information on the route, day, and time.

Sample

A random sample of runs was drawn from a list of all AAATA runs. This initial sample was examined to determine whether the randomization process in the relatively small universe of all runs had omitted any significant portion of the AAATA System's overall route structure. The sample was adjusted slightly to take any such omissions into account.

The resulting total sample size is 3,096 useable responses. When all respondents are included, this sample has a sample error level of +1.6%. When a sub-sample is used, sample error increases somewhat, though with such a large overall sample, this would affect the findings only in very rare circumstances in which only very small sub-segments of the ridership were being examined separately.

Participation Rates

Surveyors reported instances where a survey was not completed and the apparent reason was a language barrier (i.e., other than English or Spanish), which occurred five percent of the time (273 respondents).

Figure M-1: Onboard Survey Form

PASSENGER SURVEY — Please let TheRide know how to serve you better!

TheRide

1. Where were you before you want to the bus stop for this trip?
☐ Home ☐ Work ☐ Shopping ☐ School/college
☐ Social visit or recreation ☐ Doctor/medical ☐ Church
☐ Other _____

2. Will you transfer to another TheRide bus during this trip? ☐ Yes ☐ No

3. What are the cross streets at the place you are going now?
 Street: _____
 Cross street: _____
 What city? (Circle one): ☐ Ann Arbor area ☐ Ypsilanti area ☐ Other: _____

4. How did you get to your stop?
☐ Walked ☐ Wheelchair/scooter ☐ Bike ☐ Drove ☐ Got a ride

5. How many minutes did it take you to get to the bus stop? _____

6. What is your FINAL destination for this trip?
☐ Home ☐ Work ☐ Shopping ☐ School / college
☐ Social visit or recreation ☐ Doctor/medical ☐ Church
☐ Other _____

7. What are the cross streets at your final destination?
 Street: _____
 Cross street: _____
 What city? (Circle one): ☐ Ann Arbor area ☐ Ypsilanti area ☐ Other: _____

8. About how many minutes will this total trip take? _____

9. How many separate one-way bus trips will you make today? (For example, even if you transfer, going to work is only one trip, going home from work is a second trip)
☐ 1 trip ☐ 2 trips ☐ 3 trips ☐ 4 trips ☐ Other _____ (how many?)

10. How did you pay for this trip?
☐ Cash ☐ MCard ☐ Transfer ☐ 30-Day pass
☐ go/pass ☐ Token ☐ EMU Pass ☐ Other _____

11. Do you have one of the following:
☐ An ADA (green) card ☐ Good as Gold (senior card) ☐ Fare Deal Card (for disability)
☐ Fare Deal card (for low income) ☐ Fare Deal Card (Age 60-64)

12. Which routes do you use regularly on TheRide? (choose up to 4)
 Routes: 3 4 5 6 21 22 23 24 25 26 27 28 29 30 31 32
 33 41 42 43 44 45 46 47 60 61 62 63 64 65 66 67 68

13. Including today, on which of the past seven days have you ridden on TheRide? (All that apply)
☐ Mon ☐ Tue ☐ Wed ☐ Thurs ☐ Fri ☐ Sat ☐ Sun ☐ All 7 days

How satisfied or dissatisfied are you with TheRide service in each of the following areas?	Don't know	Dissatisfied	Neutral	Satisfied
	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
a. Drivers' courtesy with passengers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Overall quality of customer information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Cleanliness of bus interiors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Safety from accidents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Personal security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. The physical condition of the bus stop you use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Distance to bus stop you use most often	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sufficient service to areas you want to go to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Dependability of making transfers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Directness of routes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Total duration of your trip	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Predictability of bus arrivals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. TheRide Service overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. How likely are you to recommend TheRide to a friend or colleague?
 Not at all likely 0 1 2 3 4 5 6 7 8 9 10 Extremely likely

16. Do you have a valid driver's license? ☐ Yes ☐ No

17. Was a car (or truck or motorcycle) available to you to make this trip? ☐ Yes ☐ No

18. On which, if any, of the past seven days have you used TheRide after 8:00 PM? (All that apply)
☐ None ☐ Mon ☐ Tue ☐ Wed ☐ Thurs ☐ Fri ☐ Sat ☐ Sun

Please turn the survey over and complete the questions on the back. ➔

Figure M-1: Onboard Survey Form (Cont.)

Please let TheRide know how to serve you better!

19. Are you using TheRide buses ...
 1 ☐ More often than a year ago 2 ☐ About the same as a year ago 3 ☐ Less often than a year ago

20. Are you using TheRide buses after 8:00 PM in the evening ...
 1 ☐ More often than a year ago 2 ☐ About the same as a year ago 3 ☐ Less often than a year ago

21. On weekends, are you using TheRide buses ...
 1 ☐ More often than a year ago 2 ☐ About the same as a year ago 3 ☐ Less often than a year ago

22. For how long have you been using TheRide?
 1 ☐ Less than a year 2 ☐ 1-2 years 3 ☐ 3-5 years 4 ☐ 6-10 years
 5 ☐ 11-15 years 6 ☐ more than 15 years

23. A year from now, would you prefer to:
 1 ☐ Keep using TheRide as often as now 2 ☐ Get a car but keep using TheRide also
 3 ☐ Get a car and stop using TheRide 4 ☐ Stop using TheRide for other reason

24. In the past 30 days, about how many times, if at all, have you used Uber or Lyft?
 1 ☐ Not at all 2 ☐ Once or twice 3 ☐ Two or three times
 4 ☐ Four or five times 5 ☐ More than five

25. If you used Uber or Lyft recently, were those trips you would in the past have made on TheRide?
 1 ☐ Yes – before Uber/Lyft, would probably have used TheRide for most of those trips
 2 ☐ No – they were not the kinds of trips I would have taken on TheRide

26. How old are you? _____ years old

27. Which one of the following best describes you? Are you (circle only one):
 1 ☐ Employed for pay outside your home 2 ☐ Employed for pay in your home
 3 ☐ Student 4 ☐ Homemaker 5 ☐ Unemployed 6 ☐ Retired

28. Are you a ... 1 ☐ High school student 2 ☐ College student 3 ☐ Not a student
 a. If you are a college student, which college?
 1 ☐ U of M 2 ☐ EMU 3 ☐ WCC 4 ☐ Concordia 5 ☐ Cleary 6 ☐ Cooley
 7 ☐ Other: _____

29. If employed, in a typical week, do you usually?
 a. Work after 9:00 PM on any day? 1 ☐ Yes 2 ☐ No
 b. Work Saturday and/or Sunday 1 ☐ Yes 2 ☐ No
 c. Start work before 7:00 am on any day? 1 ☐ Yes 2 ☐ No

30. Are you? 1 ☐ Male 2 ☐ Female

31. How many people live in your household? 1 2 3 4 5 or more

32. What is your total combined annual household income?
 1 ☐ Less than \$10,000 2 ☐ \$10,000 to \$14,999 3 ☐ \$15,000 to \$19,999
 4 ☐ \$20,000 to \$24,999 5 ☐ \$25,000 to \$34,999 6 ☐ \$35,000 to \$49,999
 7 ☐ \$50,000 to \$74,999 8 ☐ \$75,000 to \$100,000 9 ☐ More than \$100,000

33. Which do you consider yourself (Circle all that apply):
 1 ☐ African-American/Black 2 ☐ Asian 3 ☐ Caucasian/White 4 ☐ Native-American Indian
 5 ☐ Pacific Islander/Hawaiian 6 ☐ Other: _____

34. Are you (also) Hispanic/Latino(a)? 1 ☐ Yes 2 ☐ No

35. What language do you most often speak at home?
 1 ☐ English 2 ☐ Spanish 3 ☐ Other: _____

36. How well do you speak English... 1 ☐ Very well 2 ☐ Well 3 ☐ Not Well

37. Do you rent or own the home where you live? 1 ☐ Rent 2 ☐ Own

38. Is your residence:
 1 ☐ Single family home 2 ☐ House divided into apartments
 3 ☐ Apartment or condo complex 4 ☐ Dormitory

39. Do you use social media? 1 ☐ Often 2 ☐ Occasionally 3 ☐ Rarely or never

40. If you use social media, which of the following do you use regularly? (all that apply)
 1 ☐ Facebook 2 ☐ Twitter 3 ☐ Instagram 4 ☐ Pinterest 5 ☐ LinkedIn 6 ☐ YouTube

41. Do you often get route and schedule information from these sources?
 TheRide website on a desktop/laptop 1 ☐ Yes 2 ☐ No
 TheRide website on a smartphone 1 ☐ Yes 2 ☐ No
 The printed Ride Guide 1 ☐ Yes 2 ☐ No
 734-996-0400 information number 1 ☐ Yes 2 ☐ No
 A smartphone app 1 ☐ Yes 2 ☐ No

42. Have you any comments or suggestions for TheRide?



Survey Results

Table M-1 illustrates the relationship between income, household size, and federally defined levels of poverty. This analysis determines that approximately 34.7 percent of respondents live in poverty level income households, while approximately 65.3 percent of respondents live in non-poverty level households. It should be noted that the AAATA service area is home to many college students. A large proportion of these students have a very low household income, which is reflected in the survey results.

Table M-1: Income, Household Size, and Federally Defined Levels of Poverty										
(Assume mid-point of income ranges for incomes over \$10,000)		Q32: What is your total annual household income?								
		Less than \$10,000	\$10,000 to \$14,999	\$15,000 to \$19,999	\$20,000 to \$24,999	\$25,000 to \$34,999	\$35,000 to \$49,999	\$50,000 to \$74,999	\$75,000 to \$99,999	More than \$100,000
			\$12,500	\$17,500	\$22,500	\$30,000	\$42,500	\$57,500	\$87,500	\$100,000
Q31: How many people live in your household?	1	5%	3%	2%	4%	5%	4%	3%	1%	0%
	2	5%	2%	2%	4%	4%	4%	6%	4%	4%
	3	4%	1%	1%	2%	1%	2%	3%	3%	2%
	4	2%	1%	0%	1%	1%	1%	2%	2%	3%
	5+	2%	1%	0%	1%	1%	1%	1%	1%	2%
TOTAL		18.2%	7.9%	3.0%	4.0%	1.6%	0.0%	0.0%	0.0%	0.0%
		0%	0%	2%	7.1%	10.1%	11.3%	14.4%	10.5%	10.3%
		34.7% in poverty level income households					65.3% in non-poverty level households			
Note: Poverty guidelines based on the US Department of Health and Human Services Poverty Guidelines for 2020.										

Spreadsheet results of the survey in required areas in total and by route are included in Tables M-2 through M-9. Specifically:

- ➔ Table M-2 provides summary details by route groups and fixed-route system totals
- ➔ Table M-3 illustrates poverty level income by route
- ➔ Table M-4 analyzes employment status and student status by route
- ➔ Table M-5 presents race and ethnicity by route
- ➔ Table M-6 details English proficiency and primary language spoken at home by route
- ➔ Table M-7 illustrates fare payment method by route
- ➔ Table M-8 presents fare payment method and annual household income
- ➔ Table M-9 details card type possession by route
- ➔ Table M-10 analyzes driver's license possession and vehicle availability to determine the availability of a non-transit alternative

Table M-2: Details by Route Groups and Fixed-Route System Totals																				
		Route																		
		3	4	5	6	21	22	23	24	25	26	27	28	29	30	31	32	33	41	
Poverty Level Income Adj. for Household Size	Poverty level household income	2%	5%	3%	4%	0%	2%	2%	2%	0%	0%	1%	1%	0%	1%	0%	1%	0%	1%	
	Above poverty level household income	4%	8%	6%	5%	0%	2%	7%	3%	1%	1%	2%	1%	2%	2%	1%	4%	1%	0%	
Income Grouped	Less than \$25,000	2%	6%	4%	5%	0%	2%	3%	2%	1%	0%	1%	1%	0%	1%	0%	1%	0%	1%	
	\$25,000 to \$49,999	1%	3%	2%	2%	0%	1%	2%	1%	0%	0%	1%	0%	0%	1%	0%	1%	0%	0%	
	\$50,000 to \$74,999	1%	2%	2%	1%	0%	1%	2%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	
	\$75,000 or more	1%	2%	2%	1%	0%	0%	2%	1%	1%	0%	1%	0%	1%	0%	0%	2%	0%	0%	
Employment Status	Employment for pay outside home	3%	8%	6%	5%	0%	1%	4%	2%	1%	0%	2%	1%	1%	2%	1%	4%	0%	0%	
	Employed for pay in home	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	Student	2%	4%	2%	4%	0%	2%	4%	2%	1%	0%	0%	1%	1%	1%	1%	1%	0%	1%	
	Homemaker	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	Unemployed	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	Retired	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Student or Not	HS or college student	3%	4%	3%	4%	0%	2%	4%	2%	1%	0%	0%	1%	1%	1%	1%	1%	0%	1%	
	Not a student	3%	8%	7%	6%	0%	2%	6%	2%	1%	1%	2%	2%	2%	2%	1%	4%	1%	0%	
Ethnicity	African-American/Black	2%	4%	2%	3%	0%	1%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	Asian	0%	2%	1%	2%	0%	1%	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	Caucasian/White	3%	6%	5%	4%	0%	1%	3%	2%	1%	0%	2%	1%	1%	2%	1%	4%	1%	0%	
	Native-American Indian	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	Pacific Islander/Hawaiian	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	Other	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Hispanic/ Latino	Yes	0%	1%	1%	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	Not a student	5%	11%	9%	9%	0%	4%	9%	4%	2%	1%	2%	2%	2%	2%	1%	5%	1%	1%	
English Proficiency	Very well	5%	12%	9%	8%	0%	2%	7%	4%	2%	1%	2%	2%	2%	2%	1%	5%	1%	1%	
	Well	0%	1%	1%	1%	0%	1%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	Not well	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Primary Language	English	5%	12%	9%	9%	0%	3%	8%	4%	2%	1%	2%	2%	2%	2%	1%	5%	1%	1%	
	Spanish	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	Other	0%	1%	1%	1%	0%	1%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Fare Medium	Cash	2%	3%	2%	3%	0%	1%	1%	2%	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%	
	Mcard	2%	5%	4%	4%	0%	2%	8%	1%	0%	1%	1%	1%	1%	1%	1%	4%	0%	0%	
	Transfer	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	30-Day Pass	0%	1%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	Go Pass	1%	1%	1%	1%	0%	0%	0%	0%	0%	0%	1%	0%	1%	1%	0%	0%	0%	0%	
	Token	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	EMU Pass	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	
	Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	WCC ID	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	Senior Card/Pass	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	Student K-12	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	A-Ride (ADA Pass)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Card Possession	ADA (green card)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	Good as Gold (senior)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	
	Fare deal-disability	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	Fare deal-low income	0%	1%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	Fare deal- 60-64	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	
	None of these	5%	10%	8%	7%	0%	3%	9%	3%	1%	1%	2%	2%	0%	2%	1%	5%	1%	1%	
Driver's License	Yes	3%	8%	6%	5%	0%	2%	6%	2%	1%	1%	2%	1%	2%	2%	1%	4%	0%	0%	
	No	2%	5%	4%	4%	0%	2%	4%	2%	1%	0%	1%	1%	1%	1%	1%	1%	0%	0%	
Vehicle Availability	Yes	2%	4%	3%	2%	0%	1%	4%	1%	1%	0%	1%	1%	1%	1%	0%	3%	0%	0%	
	No	4%	8%	6%	7%	0%	3%	7%	3%	1%	1%	1%	1%	1%	2%	1%	2%	0%	1%	
Availability of non-transit alternative	No license (may or may not have a vehicle, most do not)	2%	5%	4%	4%	0%	2%	4%	2%	1%	0%	1%	1%	1%	1%	1%	1%	0%	0%	
	Licensed driver, but no vehicle	2%	4%	3%	4%	0%	1%	3%	1%	1%	0%	1%	1%	1%	1%	0%	1%	0%	0%	
	Licensed driver with vehicle available	1%	4%	3%	2%	0%	1%	3%	1%	1%	0%	1%	1%	1%	1%	0%	3%	0%	0%	

Table M-2: Details by Route Groups and Fixed-Route System Totals (Cont.)																				
		Route																		SYSTEM TOTAL
		42	43	44	45	46	47	60	61	62	63	64	65	66	67	68	91	92		
Poverty Level Income Adj. for Household Size	Poverty level household income	1%	1%	1%	1%	1%	1%	0%	0%	1%	0%	0%	1%	1%	0%	0%	0%	0%	0%	35%
	Above poverty level household income	0%	1%	0%	1%	1%	0%	1%	0%	4%	1%	1%	2%	1%	0%	0%	1%	1%	0%	65%
Income Grouped	Less than \$25,000	1%	1%	1%	1%	1%	1%	0%	0%	2%	0%	0%	2%	1%	0%	0%	0%	0%	0%	42%
	\$25,000 to \$49,999	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%	1%	0%	0%	0%	0%	0%	23%
	\$50,000 to \$74,999	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	14%
	\$75,000 or more	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	1%	0%	0%	0%	0%	1%	0%	21%
Employment Status	Employment for pay outside home	1%	1%	1%	1%	1%	1%	1%	0%	2%	1%	1%	2%	1%	0%	0%	1%	1%	0%	53%
	Employed for pay in home	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	4%
	Student	0%	0%	0%	0%	1%	0%	0%	0%	3%	0%	0%	2%	1%	0%	0%	0%	0%	0%	35%
	Homemaker	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
	Unemployed	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%
	Retired	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%
Student or Not	HS or college student	0%	0%	0%	0%	1%	0%	0%	0%	3%	0%	0%	1%	1%	0%	0%	0%	0%	0%	36%
	Not a student	1%	1%	1%	1%	2%	1%	1%	0%	2%	1%	1%	2%	1%	0%	0%	1%	1%	0%	64%
Ethnicity	African-American/Black	1%	1%	1%	1%	1%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	23%
	Asian	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	1%	1%	0%	0%	0%	0%	0%	18%
	Caucasian/White	0%	0%	0%	1%	1%	0%	1%	0%	3%	0%	0%	2%	1%	0%	0%	1%	0%	0%	48%
	Native-American Indian	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
	Pacific Islander/Hawaiian	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	5%
	Multi-Racial	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	4%
Hispanic/ Latino	Yes	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	7%
	Not a student	1%	1%	1%	2%	3%	1%	1%	0%	5%	1%	1%	3%	2%	0%	0%	1%	1%	0%	93%
English Proficiency	Very well	1%	1%	1%	2%	2%	1%	1%	0%	5%	1%	1%	2%	2%	0%	0%	1%	1%	0%	87%
	Well	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%	1%	0%	0%	0%	0%	0%	11%
	Not well	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%
Primary Language	English	1%	1%	1%	2%	2%	1%	1%	0%	5%	1%	1%	3%	2%	0%	0%	1%	1%	0%	89%
	Spanish	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%
	Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	8%
Fare Medium	Cash	1%	1%	1%	1%	1%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	24%
	Mcard	0%	0%	0%	0%	0%	0%	1%	0%	5%	1%	1%	3%	1%	0%	0%	0%	0%	0%	49%
	Transfer	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
	30-Day Pass	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	8%
	Go Pass	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	10%
	Token	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%
	EMU Pass	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
	Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%
	WCC ID	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
	Senior Card/Pass	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%
	Student K-12	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	A-Ride (ADA Pass)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Card Possession	ADA (green card)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%
	Good as Gold (senior)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	4%
	Fare deal-disability	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	4%
	Fare deal-low income	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	5%
	Fare deal- 60-64	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%
	None of these	1%	1%	1%	1%	1%	1%	1%	0%	5%	1%	1%	3%	2%	0%	0%	0%	1%	1%	81%
Driver's License	Yes	0%	1%	0%	1%	1%	0%	1%	0%	4%	1%	1%	2%	2%	0%	0%	1%	1%	0%	62%
	No	1%	1%	1%	1%	2%	1%	0%	0%	1%	0%	0%	1%	1%	0%	0%	0%	0%	0%	38%
Vehicle Availability	Yes	0%	0%	0%	0%	0%	0%	1%	0%	3%	1%	1%	1%	1%	0%	0%	1%	1%	0%	35%
	No	1%	1%	1%	1%	2%	1%	0%	0%	2%	0%	0%	2%	2%	0%	0%	0%	0%	0%	65%
Availability of non-transit alternative	No license (may or may not have a vehicle, most do not)	1%	1%	1%	1%	2%	1%	0%	0%	1%	0%	0%	1%	1%	0%	0%	0%	0%	0%	38%
	Licensed driver, but no vehicle	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	1%	1%	0%	0%	0%	0%	0%	30%
	Licensed driver with vehicle available	0%	0%	0%	0%	0%	0%	1%	0%	3%	1%	0%	1%	1%	0%	0%	1%	1%	0%	32%

Table M-3: Poverty Level Income						
Route	Poverty Level Income		Q32: Income Grouped			
	Poverty Level Household Income	Above Poverty Level Household Income	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$74,999	\$75,000 or more
3	2%	4%	2%	1%	1%	1%
4	5%	8%	6%	3%	2%	2%
5	3%	6%	4%	2%	2%	2%
6	4%	5%	5%	2%	1%	1%
21	0%	0%	0%	0%	0%	0%
22	2%	2%	2%	1%	1%	0%
23	2%	7%	3%	2%	2%	2%
24	2%	3%	2%	1%	0%	1%
25	0%	1%	1%	0%	0%	1%
26	0%	1%	0%	0%	0%	0%
27	1%	2%	1%	1%	0%	1%
28	1%	1%	1%	0%	0%	0%
29	0%	2%	0%	0%	0%	1%
30	1%	2%	1%	1%	0%	0%
31	0%	1%	0%	0%	0%	0%
32	1%	4%	1%	1%	1%	2%
33	0%	1%	0%	0%	0%	0%
41	1%	0%	1%	0%	0%	0%
42	1%	0%	1%	0%	0%	0%
43	1%	1%	1%	0%	0%	0%
44	1%	0%	1%	0%	0%	0%
45	1%	1%	1%	0%	0%	0%
46	1%	1%	1%	0%	0%	0%
47	1%	0%	1%	0%	0%	0%
60	0%	1%	0%	0%	0%	0%
61	0%	0%	0%	0%	0%	0%
62	1%	4%	2%	1%	1%	2%
63	0%	1%	0%	0%	0%	0%
64	0%	1%	0%	0%	0%	0%
65	1%	2%	2%	1%	0%	1%
66	1%	1%	1%	1%	0%	0%
67	0%	0%	0%	0%	0%	0%
68	0%	0%	0%	0%	0%	0%
91	0%	1%	0%	0%	0%	1%
92	0%	1%	0%	0%	0%	0%
TOTAL	35%	65%	42%	23%	14%	21%

Table M-4: Employment Status by Route								
Route	Q27: Employment Status						Q28: Student or Not	
	Employment for pay outside home	Employed for pay in home	Student	Homemaker	Unemployed	Retired	HS or College Student	Not a student
3	3%	0%	2%	0%	0%	0%	3%	3%
4	8%	0%	4%	0%	1%	0%	4%	8%
5	6%	0%	2%	0%	0%	0%	3%	7%
6	5%	1%	4%	0%	0%	0%	4%	6%
21	0%	0%	0%	0%	0%	0%	0%	0%
22	1%	0%	2%	0%	0%	0%	2%	2%
23	4%	0%	4%	0%	0%	0%	4%	6%
24	2%	0%	2%	0%	0%	0%	2%	2%
25	1%	0%	1%	0%	0%	0%	1%	1%
26	0%	0%	0%	0%	0%	0%	0%	1%
27	2%	0%	0%	0%	0%	0%	0%	2%
28	1%	0%	1%	0%	0%	0%	1%	2%
29	1%	0%	1%	0%	0%	0%	1%	2%
30	2%	0%	1%	0%	0%	0%	1%	2%
31	1%	0%	1%	0%	0%	0%	1%	1%
32	4%	0%	1%	0%	0%	0%	1%	4%
33	0%	0%	0%	0%	0%	0%	0%	1%
41	0%	0%	1%	0%	0%	0%	1%	0%
42	1%	0%	0%	0%	0%	0%	0%	1%
43	1%	0%	0%	0%	0%	0%	0%	1%
44	1%	0%	0%	0%	0%	0%	0%	1%
45	1%	0%	0%	0%	0%	0%	0%	1%
46	1%	0%	1%	0%	0%	0%	1%	2%
47	1%	0%	0%	0%	0%	0%	0%	1%
60	1%	0%	0%	0%	0%	0%	0%	1%
61	0%	0%	0%	0%	0%	0%	0%	0%
62	2%	0%	3%	0%	0%	0%	3%	2%
63	1%	0%	0%	0%	0%	0%	0%	1%
64	1%	0%	0%	0%	0%	0%	0%	1%
65	2%	0%	2%	0%	0%	0%	1%	2%
66	1%	0%	1%	0%	0%	0%	1%	1%
67	0%	0%	0%	0%	0%	0%	0%	0%
68	0%	0%	0%	0%	0%	0%	0%	0%
91	1%	0%	0%	0%	0%	0%	0%	1%
92	1%	0%	0%	0%	0%	0%	0%	1%
TOTAL	53%	4%	35%	1%	3%	3%	36%	64%

Table M-5: Race and Ethnicity by Route									
Route	Q33: Ethnicity							Q34: Hispanic/Latino	
	African-American/ Black	Asian	Caucasian/ White	Native-American Indian	Pacific Islander/ Hawaiian	Other	Multi-Racial	Yes	No
3	2%	0%	3%	0%	0%	0%	0%	0%	5%
4	4%	2%	6%	0%	0%	1%	1%	1%	11%
5	2%	1%	5%	0%	0%	0%	0%	1%	9%
6	3%	2%	4%	0%	0%	1%	0%	1%	9%
21	0%	0%	0%	0%	0%	0%	0%	0%	0%
22	1%	1%	1%	0%	0%	0%	0%	0%	4%
23	1%	4%	3%	0%	0%	0%	0%	1%	9%
24	1%	0%	2%	0%	0%	0%	0%	0%	4%
25	0%	0%	1%	0%	0%	0%	0%	0%	2%
26	0%	0%	0%	0%	0%	0%	0%	0%	1%
27	0%	0%	2%	0%	0%	0%	0%	0%	2%
28	0%	0%	1%	0%	0%	0%	0%	0%	2%
29	0%	0%	1%	0%	0%	0%	0%	0%	2%
30	0%	0%	2%	0%	0%	0%	0%	0%	2%
31	0%	0%	1%	0%	0%	0%	0%	0%	1%
32	0%	0%	4%	0%	0%	0%	0%	0%	5%
33	0%	0%	1%	0%	0%	0%	0%	0%	1%
41	0%	0%	0%	0%	0%	0%	0%	0%	1%
42	1%	0%	0%	0%	0%	0%	0%	0%	1%
43	1%	0%	0%	0%	0%	0%	0%	0%	1%
44	1%	0%	0%	0%	0%	0%	0%	0%	1%
45	1%	0%	1%	0%	0%	0%	0%	0%	2%
46	1%	0%	1%	0%	0%	0%	0%	0%	3%
47	1%	0%	0%	0%	0%	0%	0%	0%	1%
60	0%	0%	1%	0%	0%	0%	0%	0%	1%
61	0%	0%	0%	0%	0%	0%	0%	0%	0%
62	0%	1%	3%	0%	0%	0%	0%	0%	5%
63	0%	0%	0%	0%	0%	0%	0%	0%	1%
64	0%	1%	0%	0%	0%	0%	0%	0%	1%
65	0%	1%	2%	0%	0%	0%	0%	0%	3%
66	1%	1%	1%	0%	0%	0%	0%	0%	2%
67	0%	0%	0%	0%	0%	0%	0%	0%	0%
68	0%	0%	0%	0%	0%	0%	0%	0%	0%
91	0%	0%	1%	0%	0%	0%	0%	0%	1%
92	0%	0%	0%	0%	0%	0%	0%	0%	1%
TOTAL	23%	18%	48%	1%	0%	5%	4%	7%	93%

Table M-6: Limited English Proficiency by Route						
Route	Q36: English Proficiency			Q35: Primary Language		
	Very Well	Well	Not Well	English	Spanish	Other
3	5%	0%	0%	5%	0%	0%
4	12%	1%	0%	12%	0%	1%
5	9%	1%	0%	9%	0%	1%
6	8%	1%	0%	9%	0%	1%
21	0%	0%	0%	0%	0%	0%
22	2%	1%	0%	3%	0%	1%
23	7%	2%	0%	8%	0%	2%
24	4%	0%	0%	4%	0%	0%
25	2%	0%	0%	2%	0%	0%
26	1%	0%	0%	1%	0%	0%
27	2%	0%	0%	2%	0%	0%
28	2%	0%	0%	2%	0%	0%
29	2%	0%	0%	2%	0%	0%
30	2%	0%	0%	2%	0%	0%
31	1%	0%	0%	1%	0%	0%
32	5%	0%	0%	5%	0%	0%
33	1%	0%	0%	1%	0%	0%
41	1%	0%	0%	1%	0%	0%
42	1%	0%	0%	1%	0%	0%
43	1%	0%	0%	1%	0%	0%
44	1%	0%	0%	1%	0%	0%
45	2%	0%	0%	2%	0%	0%
46	2%	0%	0%	2%	0%	0%
47	1%	0%	0%	1%	0%	0%
60	1%	0%	0%	1%	0%	0%
61	0%	0%	0%	0%	0%	0%
62	5%	1%	0%	5%	0%	0%
63	1%	0%	0%	1%	0%	0%
64	1%	0%	0%	1%	0%	0%
65	2%	1%	0%	3%	0%	1%
66	2%	1%	0%	2%	0%	0%
67	0%	0%	0%	0%	0%	0%
68	0%	0%	0%	0%	0%	0%
91	1%	0%	0%	1%	0%	0%
92	1%	0%	0%	1%	0%	0%
TOTAL	87%	11%	2%	89%	2%	8%

Table M-7: Fare Payment Method by Route												
Route	Q10: Fare Medium											
	Cash	Mcard	Transfer	30-Day Pass	Go Pass	Token	EMU Pass	Other	WCC ID	Senior Card/Pass	Student K-12	A-Ride (ADA Pass)
3	2%	2%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%
4	3%	5%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%
5	2%	4%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%
6	3%	4%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%
21	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
22	1%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
23	1%	8%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
24	2%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
25	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
26	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
27	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%
28	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
29	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%
30	1%	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%
31	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
32	1%	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
33	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
41	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%
42	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
43	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
44	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
45	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
46	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
47	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
60	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
61	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
62	0%	5%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
63	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
64	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
65	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
66	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
67	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
68	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
91	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
92	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
TOTAL	24%	49%	1%	8%	10%	2%	1%	2%	1%	2%	0%	1%

The information on fare payment method warrants some explanation. Table M-7 illustrates the method of fare payment by route. Fares for a majority of AAATA riders are paid by a third party, with the University of Michigan the largest by far. By Board policy, the amount paid per boarding by U-M and other third parties is as much or more than the amount per boarding paid by a member of the general public who purchases a 30-day pass. The rationale is that the 30-day pass offers a volume discount available to anyone, and the volume discount to third parties should not exceed this rate.

Table M-8: Fare Payment Method and Annual Household Income									
Q10: Fare Payment Method	Q32: Annual Household Income								
	Less than \$10,000	\$10,000 to \$14,999	\$15,000 to \$19,999	\$20,000 to \$24,999	\$25,000 to \$34,999	\$35,000 to \$49,999	\$50,000 to \$74,999	\$75,000 to \$100,000	More than \$100,000
Cash	5%	3%	2%	4%	3%	2%	2%	1%	1%
MCARD	7%	2%	1%	4%	6%	7%	9%	7%	6%
Transfer	1%	0%	0%	0%	0%	0%	0%	0%	0%
30-Day pass	2%	1%	1%	1%	1%	1%	1%	1%	1%
go!pass	1%	1%	1%	1%	1%	1%	2%	1%	1%
Token	0%	0%	0%	0%	0%	0%	0%	0%	0%
EMU Pass	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other fare medium	0%	0%	0%	0%	0%	0%	0%	0%	0%
WCC ID	0%	0%	0%	0%	0%	0%	0%	0%	0%
Senior card or pass	0%	0%	0%	0%	0%	0%	0%	0%	0%
Student K-12	0%	0%	0%	0%	0%	0%	0%	0%	0%
A-Ride (ADA Pass)	0%	0%	0%	0%	0%	0%	0%	0%	0%
TOTAL	18%	8%	5%	11%	12%	11%	14%	11%	10%

Table M-9: Card Type Possession by Route						
Route	Q11: Card Possession					
	ADA (green card)	Good as Gold (senior)	Fare deal- disability	Fare deal- low income	Fare deal- 60-64	None of these
3	0%	0%	0%	0%	0%	5%
4	0%	0%	1%	1%	0%	10%
5	0%	0%	0%	1%	0%	8%
6	0%	0%	0%	1%	0%	7%
21	0%	0%	0%	0%	0%	0%
22	0%	0%	0%	0%	0%	3%
23	0%	0%	0%	0%	0%	9%
24	0%	0%	0%	0%	0%	3%
25	0%	0%	0%	0%	0%	1%
26	0%	0%	0%	0%	0%	1%
27	0%	0%	0%	0%	0%	2%
28	0%	0%	0%	0%	0%	2%
29	0%	1%	0%	0%	2%	0%
30	0%	0%	0%	0%	0%	2%
31	0%	0%	0%	0%	0%	1%
32	0%	0%	0%	0%	0%	5%
33	0%	0%	0%	0%	0%	1%
41	0%	0%	0%	0%	0%	1%
42	0%	0%	0%	0%	0%	1%
43	0%	0%	0%	0%	0%	1%
44	0%	0%	0%	0%	0%	1%
45	0%	0%	0%	0%	0%	1%
46	0%	0%	0%	0%	0%	1%
47	0%	0%	0%	0%	0%	1%
60	0%	0%	0%	0%	0%	1%
61	0%	0%	0%	0%	0%	0%
62	0%	0%	0%	0%	0%	5%
63	0%	0%	0%	0%	0%	1%
64	0%	0%	0%	0%	0%	1%
65	0%	0%	0%	0%	0%	3%
66	0%	0%	0%	0%	0%	2%
67	0%	0%	0%	0%	0%	0%
68	0%	0%	0%	0%	0%	0%
91	0%	0%	0%	0%	0%	1%
92	0%	0%	0%	0%	0%	1%
TOTAL	3%	4%	4%	5%	3%	81%

AAATA provides a discount (half-price) fare for low-income persons which is substantially lower than the fare paid by third parties. Table M-9 shows the AAATA I.D. cards which provide a discount fare for the use of local fixed-route bus service as follows:

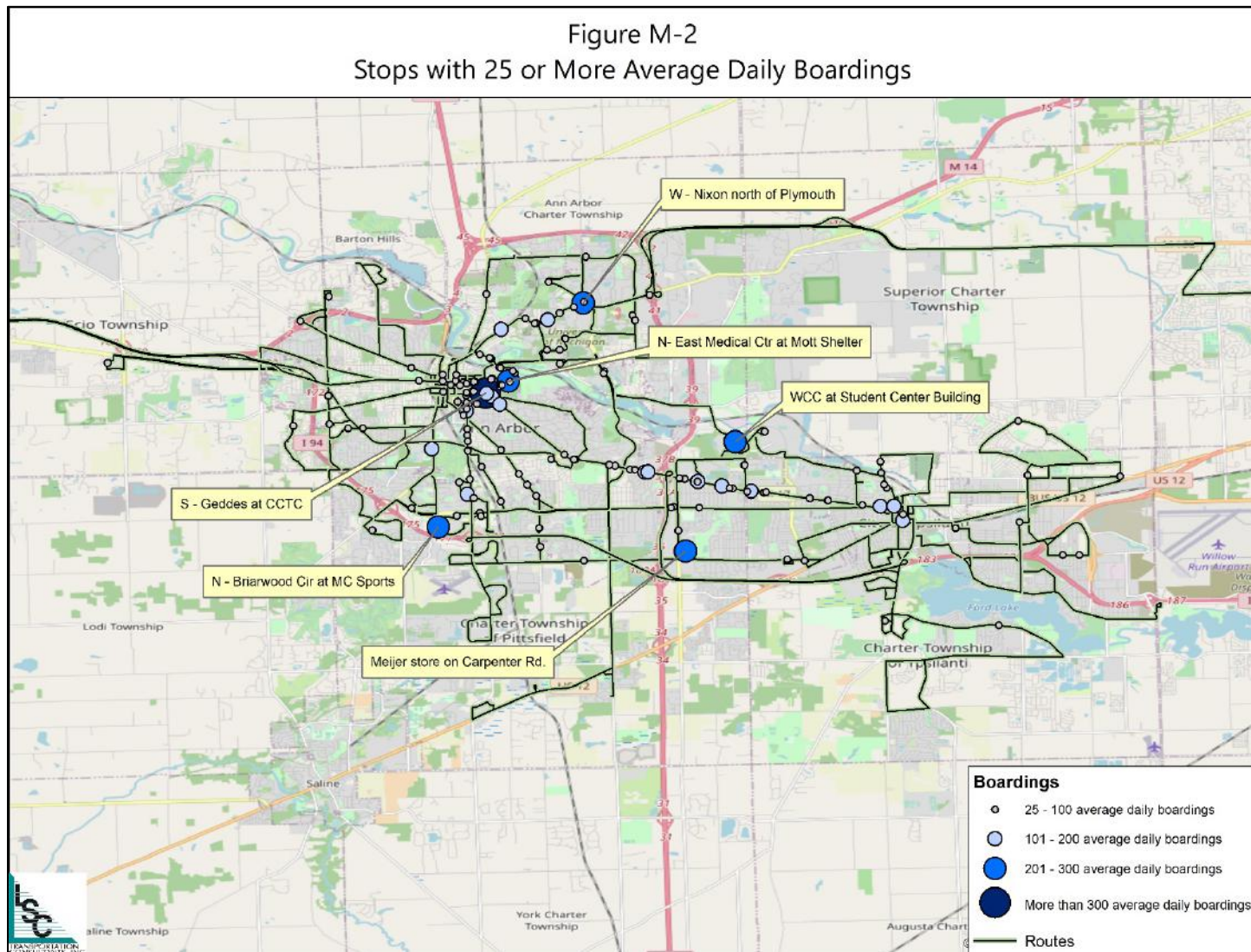
- ➔ ADA Card – ADA Paratransit Eligibility. Local fixed-route service is free at all times.
- ➔ Good as Gold Card (senior) – Senior ages 65+. Local fixed-route service is free at all times.

- ➔ Fare Deal Card (disability) – Person with a disability not qualifying for ADA Paratransit Eligibility. Local fixed-route service half-fare (\$0.75) at all times.
- ➔ Fare Deal Card (low-income) – At or below poverty level certified by one of 30+ local social service agencies. Local fixed-route service half-fare (\$0.75) at all times.
- ➔ Fare Deal Card (senior) – Ages 60-64. Local fixed-route service half-fare (\$0.75) at all times.

Table M-10: Driver's License and Vehicle Availability by Route							
Route	Q16: Driver's License		Q17: Vehicle Availability		Availability of Non-Transit Alternative		
	Yes	No	Yes	No	No license (may or may not have a vehicle, most do not)	Licensed driver but no vehicle	Licensed driver with vehicle available
3	3%	2%	2%	4%	2%	2%	1%
4	8%	5%	4%	8%	5%	4%	4%
5	6%	4%	3%	6%	4%	3%	3%
6	5%	4%	2%	7%	4%	4%	2%
21	0%	0%	0%	0%	0%	0%	0%
22	2%	2%	1%	3%	2%	1%	1%
23	6%	4%	4%	7%	4%	3%	3%
24	2%	2%	1%	3%	2%	1%	1%
25	1%	1%	1%	1%	1%	1%	1%
26	1%	0%	0%	1%	0%	0%	0%
27	2%	1%	1%	1%	1%	1%	1%
28	1%	1%	1%	1%	1%	1%	1%
29	2%	1%	1%	1%	1%	1%	1%
30	2%	1%	1%	2%	1%	1%	1%
31	1%	1%	0%	1%	1%	0%	0%
32	4%	1%	3%	2%	1%	1%	3%
33	0%	0%	0%	0%	0%	0%	0%
41	0%	0%	0%	1%	0%	0%	0%
42	0%	1%	0%	1%	1%	0%	0%
43	1%	1%	0%	1%	1%	0%	0%
44	0%	1%	0%	1%	1%	0%	0%
45	1%	1%	0%	1%	1%	0%	0%
46	1%	2%	0%	2%	2%	1%	0%
47	0%	1%	0%	1%	1%	0%	0%
60	1%	0%	1%	0%	0%	0%	1%
61	0%	0%	0%	0%	0%	0%	0%
62	4%	1%	3%	2%	1%	1%	3%
63	1%	0%	1%	0%	0%	0%	1%
64	1%	0%	1%	0%	0%	0%	0%
65	2%	1%	1%	2%	1%	1%	1%
66	2%	1%	1%	2%	1%	1%	1%
67	0%	0%	0%	0%	0%	0%	0%
68	0%	0%	0%	0%	0%	0%	0%
91	1%	0%	1%	0%	0%	0%	1%
92	1%	0%	1%	0%	0%	0%	1%
TOTAL	62%	38%	35%	65%	38%	30%	32%

BOARDING MAPS

Figure M-2 presents bus stops with 25 or more average daily boardings. As shown, approximately 150 bus stops, excluding the two transfer centers, had 25 or more average daily boardings. Specifically, 128 bus stops had 25-100 average daily boardings, 16 bus stops had 101-200 average daily boardings, five bus stops had 201-300 average daily boardings, and one bus stop had over 300 average daily boardings.



Tab N: Service Standards and Policies Monitoring

The Service Standards and Policies for Title VI are included in Tab K: Service Standard. This section includes the results of the monitoring of the service standards and policies.

SERVICE STANDARDS

Vehicle Headway

The results of the analysis of headway by route are attached:

- Weekdays – Table N-1
- Saturdays – Table N-2
- Sundays – Table N-3

For local fixed-route service on weekdays, headways are shown for four periods: AM peak, midday, PM peak, and evening. Weekday peak hours are from 6:00 – 9:00 a.m. and 3:00 – 6:00 p.m. All routes meet the minimum headway of 60 minutes during midday and evening. However, during the peak AM and PM periods, one route does not meet the minimum headway of 30 minutes (Route 63). Route 63 is a minority route.

The analysis shows no disparity on weekends for local fixed-route service. Service on all local routes operates every 30-60 minutes on Saturdays and Sundays. On Saturdays, one minority route (Route 4) operates every 30 minutes for the majority of the day, reducing to every 60 minutes in the evenings. On Saturdays, three routes operate more frequent service, every 40-45 minutes on average, and all three are minority routes (Routes 6, 23, and 64). The remaining routes operate every 60 minutes on Saturdays, and all operating routes run every 60 minutes on Sundays.

Service on the other two modes of service (commuter express service and airport service) either meet or exceed the service standard for each route.

Table N-1: Span of Service and Headways, Weekdays								
Route	Minority?	Start Time	End Time	Span of Service	AM Peak Headway	Midday Headway	PM Peak Headway	Evening Headway
Local Fixed Route								
3	Yes	6:29 AM	10:43 PM	16:14	30	30	30	60
4	Yes	6:08 AM	12:30 AM	18:22	8	15	8	30
5	Yes	6:10 AM	12:00 AM	17:50	10	15	12	30
6	Yes	6:28 AM	11:45 PM	17:17	15	15	15	60
21	Yes	6:33 AM	10:45 PM	16:12	30	30	30	60
22	Yes	6:22 AM	11:45 PM	17:23	30	30	30	60
23	Yes	6:19 AM	11:46 PM	17:27	15	15	15	30
24	Yes	6:01 AM	10:45 PM	16:44	30	30	30	60
25	Yes	6:07 AM	11:30 PM	17:23	30	30	30	60
26	No	6:32 AM	11:15 PM	16:43	30	60	30	60
27	Yes	6:18 AM	11:07 PM	16:49	30	30	30	60
28	No	6:11 AM	11:45 PM	17:34	15	30	15	60
29	No	6:32 AM	11:15 PM	16:43	30	30	30	60
30	No	6:09 AM	11:30 PM	17:21	30	30	30	60
31	No	6:15 AM	11:45 PM	17:30	30	30	30	60
32	No	6:22 AM	11:45 PM	17:23	15	15	15	60
33	No	6:48 AM	8:45 PM	13:57	30	60	30	60
41	Yes	7:38 AM	9:58 PM	14:20	20	20	20	20
42	Yes	5:59 AM	11:00 PM	17:01	30	30	30	60
43	Yes	6:03 AM	11:28 PM	17:25	30	30	30	60
44	Yes	6:03 AM	11:15 PM	17:12	30	30	30	60
45	Yes	6:23 AM	10:45 PM	16:22	30	30	30	60
46	Yes	6:18 AM	10:45 PM	16:27	30	30	30	60
47	Yes	6:03 AM	11:00 PM	16:57	30	30	30	60
60	Yes	6:30 AM	6:01 PM	11:31	30	-	30	-
62	Yes	6:41 AM	10:20 PM	15:39	9	12	12	38
63	Yes	7:00 AM	6:31 PM	11:31	35	-	40	-
64	Yes	6:33 AM	7:20 PM	12:47	30	-	30	-
65	Yes	7:00 AM	8:45 PM	13:45	30	30	30	60
66	Yes	6:30 AM	11:47 PM	17:17	30	30	30	60
68	Yes	6:30 AM	6:47 PM	12:17	30	30	30	-
Commuter Express Service								
81	Yes	6:18 AM	5:42 PM	11:24	58	-	77	-
91	No	6:08 AM	5:47 PM	11:39	67	-	93	-
92	Yes	5:55 AM	6:00 PM	12:05	72	-	95	-
Airport Service								
98	Yes	4:05 AM	11:00 PM	18:55	60	60	60	60
Notes:								
= route does not meet the standard								

Table N-2: Span of Service and Headways, Saturdays						
Route	Minority?	Start Time	End Time	Span of Service	AM Headway	PM Headway
Local Fixed Route						
3	Yes	-	-	-	-	-
4	Yes	7:33 AM	11:00 PM	15:27	30	30
5	Yes	8:39 AM	10:30 PM	13:51	60	60
6	Yes	8:25 AM	11:01 PM	14:36	45	45
21	Yes	8:33 AM	10:45 PM	14:12	60	60
22	Yes	7:52 AM	10:45 PM	14:53	60	60
23	Yes	8:13 AM	10:13 PM	14:00	60	45
24	Yes	8:02 AM	10:38 PM	14:36	60	60
25	Yes	8:03 AM	10:30 PM	14:27	60	60
26	No	7:48 AM	10:15 PM	14:27	60	60
27	Yes	8:22 AM	11:07 PM	14:45	60	60
28	No	8:18 AM	10:45 PM	14:27	60	60
29	No	7:48 AM	10:15 PM	14:27	60	60
30	No	7:48 AM	11:30 PM	15:42	60	60
31	No	8:33 AM	10:45 PM	14:12	60	60
32	No	8:18 AM	10:45 PM	14:27	60	60
33	No	8:18 AM	6:45 PM	10:27	60	60
41	Yes	-	-	-	-	-
42	Yes	7:18 AM	11:00 PM	15:42	60	60
43	Yes	8:03 AM	10:28 PM	14:25	60	60
44	Yes	7:48 AM	10:15 PM	14:27	60	60
45	Yes	8:03 AM	9:45 PM	13:42	60	60
46	Yes	8:18 AM	10:45 PM	14:27	60	60
47	Yes	8:33 AM	10:00 PM	13:27	60	60
60	Yes	-	-	-	-	-
62	Yes	-	-	-	-	-
63	Yes	-	-	-	-	-
64	Yes	9:00 AM	5:20 PM	8:20	40	40
65	Yes	-	-	-	-	-
66	Yes	8:15 AM	10:54 PM	14:39	60	60
68	Yes	-	-	-	-	-
Commuter Express Service						
81	Yes	-	-	-	-	-
91	No	-	-	-	-	-
92	Yes	-	-	-	-	-
Airport Service						
98	Yes	4:05 AM	11:00 PM	18:55	60	60
Notes:						
= route does not meet the standard						

Table N-3: Span of Service and Headways, Sundays					
Route	Minority?	Start Time	End Time	Span of Service	Headway
Local Fixed Route					
3	Yes	8:48 AM	7:43 PM	10:55	60
4	Yes	8:03 AM	7:30 PM	11:27	30
5	Yes	8:48 AM	7:11 PM	10:23	60
6	Yes	8:18 AM	7:15 PM	10:57	60
21	Yes	9:33 AM	6:45 PM	9:12	60
22	Yes	8:18 AM	7:45 PM	11:27	60
23	Yes	8:48 AM	7:13 PM	10:25	60
24	Yes	8:18 AM	7:15 PM	10:57	60
25	Yes	9:03 AM	7:32 PM	10:29	60
26	No	9:02 AM	6:32 PM	9:30	60
27	Yes	8:48 AM	7:07 PM	10:19	60
28	No	8:18 AM	7:45 PM	11:27	60
29	No	8:32 AM	7:02 PM	10:30	60
30	No	8:48 AM	7:30 PM	10:42	60
31	No	9:33 AM	10:00 PM	12:27	60
32	No	8:18 AM	7:18 PM	11:00	60
33	No	-	-	-	-
41	Yes	-	-	-	-
42	Yes	8:18 AM	7:00 PM	10:42	60
43	Yes	9:03 AM	7:28 PM	10:25	60
44	Yes	8:48 AM	7:15 PM	10:27	60
45	Yes	9:03 AM	7:45 PM	10:42	60
46	Yes	9:18 AM	7:15 PM	9:57	60
47	Yes	8:33 AM	7:00 PM	10:27	60
60	Yes	-	-	-	-
62	Yes	-	-	-	-
63	Yes	-	-	-	-
64	Yes	-	-	-	-
65	Yes	-	-	-	-
66	Yes	-	-	-	-
68	Yes	-	-	-	-
Commuter Express Service					
81	Yes	-	-	-	-
91	No	-	-	-	-
92	Yes	-	-	-	-
Airport Service					
98	Yes	4:05 AM	9:15 PM	17:10	60
Notes:					
= route does not meet the standard					

On-Time Performance

The results of the on-time performance analysis by route for local fixed-route service are attached:

- Weekdays – Table N-4
- Saturdays – Table N-5
- Sundays – Table N-6

This analysis is based on the average arrival times for all stops designated as time points on each route. On weekdays, performance on 20 routes arrived at designated time points within five minutes of the scheduled time less than 90 percent, 15 of which are minority routes. On weekdays, approximately 58 percent of minority routes (15/26 routes) and 63 percent of non-minority routes (5/8 routes) fall below the standard. On Saturdays, performance on 10 routes falls below the standard of 90 percent, eight of which are minority routes. On Saturdays, approximately 47 percent of minority routes (8/17 routes) and 29 percent of non-minority routes (2/7 routes) fall below the standard. On Sundays, performance on five routes falls below the standard of 90 percent, four of which are minority routes. On Sundays, approximately 27 percent of minority routes (4/15 routes) and 17 percent of non-minority routes (1/6 routes) fall below the standard.

This is a disparate impact and as called for in the standard, the service will be analyzed further to determine frequency of on-time performance issues on specific trips, impact on riders, and the potential causes in order to plan corrective action.

Additional on-time performance analysis was completed to evaluate on-time performance based on route endpoints rather than all scheduled timepoints. On weekdays, the number of routes averaging less than 90 percent would drop from 20 to 15, of which 12 are minority routes. Specifically, approximately 46 percent of minority routes (12/26 routes) and 38 percent of non-minority routes (3/8 routes) fall below the standard. On Saturdays, the number of routes not meeting the standard would drop from 10 to four, with all four routes being minority routes. On Sundays, the number of routes not meeting the standard would drop from five to one, with the one route being a minority route.

The results of the potential change to on-time performance standards by route for local fixed-route service are attached:

- Weekdays – Table N-7
- Saturdays – Table N-8
- Sundays – Table N-9

The analysis indicates that using average arrival times for all time-point stops, the minority routes have a better on-time performance than the non-minority routes. When only route end-points are considered, 46 percent of the minority routes average an on-time arrival less than 90 percent of the time while 38 percent of non-minority routes average on-time arrivals. Analysis of the route end-points is given greater weight as this directly impacts passenger transfers and operations. This appears to be a minor disparity in service performance with minority routes operating late at a higher rate than the non-minority routes. However, part of this disparity may be the large percentage of routes that are designated as minority routes. Route running time, particularly for those routes which do not perform well, should be analyzed in detail and appropriate adjustments made to the route or schedule as needed.

Table N-4: On-Time Performance, Weekdays				
Route	Minority?	Total Stops	Stops with Late Arrivals	Percent On-Time Arrivals
Local Fixed Route				
3	Yes	513	82	84%
4	Yes	1,134	301	73%
5	Yes	1,025	189	82%
6	Yes	845	283	67%
21	Yes	90	1	99%
22	Yes	352	87	75%
23	Yes	781	108	86%
24	Yes	405	67	83%
25	Yes	200	19	91%
26	No	212	18	92%
27	Yes	270	38	86%
28	No	229	17	93%
29	No	212	12	94%
30	No	300	37	88%
31	No	210	29	86%
32	No	611	72	88%
33	No	180	54	70%
41	Yes	216	9	96%
42	Yes	238	5	98%
43	Yes	183	0	100%
44	Yes	270	12	96%
45	Yes	342	20	94%
46	Yes	342	1	100%
47	Yes	240	0	100%
60	Yes	89	55	38%
62	Yes	461	130	72%
63	Yes	44	22	50%
64	Yes	118	52	56%
65	Yes	288	113	61%
66	Yes	406	132	67%
68	Yes	172	9	95%
Commuter Express Service				
81	Yes	16	2	88%
91	No	16	3	81%
92	Yes	20	2	90%
Notes:				
= route does not meet the standard				

Table N-5: On-Time Performance, Saturdays				
Route	Minority?	Total Stops	Stops with Late Arrivals	Percent On-Time Arrivals
Local Fixed Route				
3	Yes	-	-	-
4	Yes	364	87	76%
5	Yes	252	92	63%
6	Yes	346	98	72%
21	Yes	45	0	100%
22	Yes	179	5	97%
23	Yes	247	145	41%
24	Yes	204	121	41%
25	Yes	96	18	81%
26	No	120	0	100%
27	Yes	135	30	78%
28	No	90	3	97%
29	No	120	0	100%
30	No	160	10	94%
31	No	101	15	85%
32	No	188	2	99%
33	No	99	19	81%
41	Yes	-	-	-
42	Yes	128	3	98%
43	Yes	90	0	100%
44	Yes	134	6	96%
45	Yes	168	6	96%
46	Yes	174	0	100%
47	Yes	112	0	100%
60	Yes	-	-	-
62	Yes	-	-	-
63	Yes	-	-	-
64	Yes	125	0	100%
65	Yes	-	-	-
66	Yes	188	50	73%
68	Yes	-	-	-
Commuter Express Service				
81	Yes	-	-	-
91	No	-	-	-
92	Yes	-	-	-
Notes:				
= route does not meet the standard				

Table N-6: On-Time Performance, Sundays				
Route	Minority?	Total Stops	Stops with Late Arrivals	Percent On-Time Arrivals
Local Fixed Route				
3	Yes	-	-	-
4	Yes	301	25	92%
5	Yes	136	35	74%
6	Yes	189	27	86%
21	Yes	30	0	100%
22	Yes	22	0	100%
23	Yes	136	58	57%
24	Yes	110	16	85%
25	Yes	67	0	100%
26	No	80	0	100%
27	Yes	95	1	99%
28	No	72	12	83%
29	No	88	0	100%
30	No	110	0	100%
31	No	77	1	99%
32	No	143	0	100%
33	No	-	-	-
41	Yes	-	-	-
42	Yes	88	0	100%
43	Yes	66	0	100%
44	Yes	99	1	99%
45	Yes	132	0	100%
46	Yes	120	0	100%
47	Yes	88	0	100%
60	Yes	-	-	-
62	Yes	-	-	-
63	Yes	-	-	-
64	Yes	-	-	-
65	Yes	-	-	-
66	Yes	-	-	-
68	Yes	-	-	-
Commuter Express Service				
81	Yes	-	-	-
91	No	-	-	-
92	Yes	-	-	-
Notes:				
= route does not meet the standard				

Table N-7: On-Time Performance, Weekdays (Route Endpoints Only)				
Route	Minority?	Total Stops	Stops with Late Arrivals	Percent On-Time Arrivals
Local Fixed Route				
3	Yes	114	8	93%
4	Yes	324	42	87%
5	Yes	235	21	91%
6	Yes	208	45	78%
21	Yes	60	0	100%
22	Yes	116	29	75%
23	Yes	238	26	89%
24	Yes	115	15	87%
25	Yes	61	3	95%
26	No	106	7	93%
27	Yes	60	5	92%
28	No	75	1	99%
29	No	106	5	95%
30	No	120	7	94%
31	No	60	0	100%
32	No	236	36	85%
33	No	60	8	87%
41	Yes	86	8	91%
42	Yes	59	0	100%
43	Yes	122	0	100%
44	Yes	90	0	100%
45	Yes	114	2	98%
46	Yes	114	0	100%
47	Yes	60	0	100%
60	Yes	39	26	33%
62	Yes	122	29	76%
63	Yes	14	8	43%
64	Yes	47	21	55%
65	Yes	48	22	54%
66	Yes	121	44	64%
68	Yes	49	0	100%
Commuter Express Service				
81	Yes	8	2	75%
91	No	8	1	88%
92	Yes	8	0	100%
Notes:				
= route does not meet the standard				

Table N-8: On-Time Performance, Saturdays (Route Endpoints Only)				
Route	Minority?	Total Stops	Stops with Late Arrivals	Percent On-Time Arrivals
Local Fixed Route				
3	Yes	-	-	-
4	Yes	104	8	92%
5	Yes	70	18	74%
6	Yes	73	6	92%
21	Yes	30	0	100%
22	Yes	59	2	97%
23	Yes	76	29	62%
24	Yes	58	27	53%
25	Yes	30	2	93%
26	No	60	0	100%
27	Yes	30	3	90%
28	No	30	0	100%
29	No	60	0	100%
30	No	64	1	98%
31	No	29	0	100%
32	No	58	0	100%
33	No	33	2	94%
41	Yes	-	-	-
42	Yes	32	0	100%
43	Yes	60	0	100%
44	Yes	44	0	100%
45	Yes	56	0	100%
46	Yes	58	0	100%
47	Yes	28	0	100%
60	Yes	-	-	-
62	Yes	-	-	-
63	Yes	-	-	-
64	Yes	50		100%
65	Yes	-	-	-
66	Yes	72	13	82%
68	Yes	-	-	-
Commuter Express Service				
81	Yes	-	-	-
91	No	-	-	-
92	Yes	-	-	-
Notes:				
= route does not meet the standard				

Table N-9: On-Time Performance, Sundays (Route Endpoints Only)				
Route	Minority?	Total Stops	Stops with Late Arrivals	Percent On-Time Arrivals
Local Fixed Route				
3	Yes	-	-	-
4	Yes	86	1	99%
5	Yes	42	4	90%
6	Yes	74	7	91%
21	Yes	20	0	100%
22	Yes	46	0	100%
23	Yes	42	13	69%
24	Yes	44	4	91%
25	Yes	22	0	100%
26	No	40	0	100%
27	Yes	21	0	100%
28	No	24	0	100%
29	No	44	0	100%
30	No	44	0	100%
31	No	22	0	100%
32	No	44	0	100%
33	No	-	-	-
41	Yes	-	-	-
42	Yes	22	0	100%
43	Yes	44	0	100%
44	Yes	33	0	100%
45	Yes	44	0	100%
46	Yes	40	0	100%
47	Yes	22	0	100%
60	Yes	-	-	-
62	Yes	-	-	-
63	Yes	-	-	-
64	Yes	-	-	-
65	Yes	-	-	-
66	Yes	-	-	-
68	Yes	-	-	-
Commuter Express Service				
81	Yes	-	-	-
91	No	-	-	-
92	Yes	-	-	-
Notes:				
= route does not meet the standard				

Service Availability

Local fixed-route service availability is shown in Table N-10. The 90 percent standard is met in the combined three member jurisdictions, as well as in Ann Arbor and Ypsilanti. The 90 percent standard is not met in Ypsilanti Township, where 18.94 percent of the population has no coverage.

Table N-10: Service Availability - Local Fixed-Route Service		
	Block Group Households	Block Group Population
3 Member Jurisdictions		
Total	77,017	194,423
Quarter (Count)	65,503	164,772
Quarter (%)	85.05%	84.75%
Half (Count)	73,298	183,206
Half (%)	95.17%	94.23%
No Coverage (Count)	3,719	11,217
No Coverage (%)	4.83%	5.77%
Ann Arbor		
Total	47,120	118,369
Quarter (Count)	42,600	107,490
Quarter (%)	90.41%	90.81%
Half (Count)	46,813	117,347
Half (%)	99.35%	99.14%
No Coverage (Count)	307	1,022
No Coverage (%)	0.65%	0.86%
Ypsilanti		
Total	8,284	22,228
Quarter (Count)	8,034	21,669
Quarter (%)	96.98%	97.49%
Half (Count)	8,284	22,228
Half (%)	100.00%	100.00%
No Coverage (Count)	0	0
No Coverage (%)	0.00%	0.00%
Ypsilanti Township (in AAATA Service Area)		
Total	21,613	53,826
Quarter (Count)	14,869	35,613
Quarter (%)	68.80%	66.16%
Half (Count)	18,201	43,631
Half (%)	84.21%	81.06%
No Coverage (Count)	3,412	10,195
No Coverage (%)	15.79%	18.94%

Vehicle Load

Table N-11 shows weekday standing loads by mode. Drivers record standing loads electronically when they occur so the sample is the total population of weekday trips. The data show that standing loads occur rarely on weekends and weekend data was not analyzed further.

The data shows that standing loads occur on less than the standard of 1.0 percent of trips on all routes except for Route 4, Route 23, and Route 66. All three are minority routes, so this is a disparate impact and as called for in the standard, the service will be analyzed further to determine the impact on riders and the potential causes in order to plan corrective action. It should be noted that Routes 4, 23, and 66 have some of the highest number of daily trips and each has very frequent service.

No standing loads were recorded on the Commuter Express Service.

Table N-11: Standing Loads, Weekdays				
Route	Minority?	Avg. Daily Number of Trips	Avg. Standing Load Trips	Percent of Standing Load Trips
Local Fixed Route				
3	Yes	57	0	0.0%
4	Yes	162	8	4.9%
5	Yes	133	0	0.0%
6	Yes	106	0	0.0%
21	Yes	30	0	0.0%
22	Yes	59	0	0.0%
23	Yes	121	9	7.4%
24	Yes	59	0	0.0%
25	Yes	61	0	0.0%
26	No	53	0	0.0%
27	Yes	60	0	0.0%
28	No	39	0	0.0%
29	No	53	0	0.0%
30	No	60	0	0.0%
31	No	31	0	0.0%
32	No	116	0	0.0%
33	No	20	0	0.0%
41	Yes	44	0	0.0%
42	Yes	30	0	0.0%
43	Yes	61	0	0.0%
44	Yes	30	0	0.0%
45	Yes	57	0	0.0%
46	Yes	57	0	0.0%
47	Yes	30	0	0.0%
60	Yes	19	0	0.0%
62	Yes	67	0	0.0%
63	Yes	8	0	0.0%
64	Yes	24	0	0.0%
65	Yes	48	0	0.0%
66	Yes	60	1	1.7%
68	Yes	25	0	0.0%
Commuter Express Service				
81	Yes	4	0	0.0%
91	No	4	0	0.0%
92	Yes	4	0	0.0%
Notes:				
= route does not meet the standard				

Vehicle Assignment

A fleet roster is shown in Table N-9. As noted in the standard, service is operated from a single facility. All buses are low-floor and have the same environmental, security, and accessibility features. For the active fleet, approximately 60 percent of buses are 40 feet long, 10 percent of buses are 35 feet long, and the remaining 30 percent are 25 or fewer feet long. The average age of the entire active fleet is less than four years old, comprised of a great majority of newer buses. Buses are assigned randomly each day based on how they are parked at AAATA's garage.

Table N-12: Vehicle List					
Vehicle Number	Model Year	Model & Manufacturer	Length	Seats	Accessibility
Fixed Route Fleet - Active					
483	2013	Gillig Low Floor	40'	38	Ramp
484	2013	Gillig Low Floor	40'	38	Ramp
485	2013	Gillig Low Floor	40'	38	Ramp
486	2013	Gillig Low Floor	40'	38	Ramp
487	2015	Gillig Low Floor	35'	32	Ramp
488	2015	Gillig Low Floor	35'	32	Ramp
489	2015	Gillig Low Floor	35'	32	Ramp
490	2015	Gillig Low Floor	35'	32	Ramp
491	2015	Gillig Low Floor	40'	36	Ramp
492	2015	Gillig Low Floor	40'	36	Ramp
493	2015	Gillig Low Floor	40'	36	Ramp
494	2015	Gillig Low Floor	40'	36	Ramp
495	2015	Gillig Low Floor	40'	36	Ramp
496	2015	Gillig Low Floor	40'	36	Ramp
497	2015	Gillig Low Floor	40'	36	Ramp
498	2015	Gillig Low Floor	35'	32	Ramp
499	2015	Gillig Low Floor	35'	32	Ramp
500	2015	Gillig Low Floor	35'	32	Ramp
501	2015	Gillig Low Floor	35'	32	Ramp
502	2015	Gillig Hybrid Low Floor	40'	36	Ramp
503	2015	Gillig Hybrid Low Floor	40'	36	Ramp
504	2015	Gillig Hybrid Low Floor	40'	36	Ramp
505	2016	Gillig Low Floor	40'	36	Ramp
506	2016	Gillig Low Floor	40'	36	Ramp
507	2016	Gillig Low Floor	40'	36	Ramp
508	2016	Gillig Low Floor	40'	36	Ramp
509	2016	Gillig Low Floor	40'	36	Ramp
510	2016	Gillig Low Floor	40'	36	Ramp
511	2016	Gillig Low Floor	40'	36	Ramp
512	2016	Gillig Low Floor	40'	36	Ramp
513	2016	Gillig Low Floor	40'	36	Ramp
514	2017	Gillig Low Floor	40'	36	Ramp
515	2017	Gillig Low Floor	40'	36	Ramp
516	2017	Gillig Low Floor	40'	36	Ramp
517	2017	Gillig Low Floor	40'	36	Ramp
518	2017	Gillig Low Floor	40'	36	Ramp
519	2017	Gillig Low Floor	40'	36	Ramp
520	2017	Gillig Low Floor	40'	36	Ramp
523	2017	Gillig Hybrid Low Floor	40'	36	Ramp
524	2017	Gillig Hybrid Low Floor	40'	36	Ramp
525	2017	Gillig Hybrid Low Floor	40'	36	Ramp
521	2018	Gillig Low Floor	40'	36	Ramp
522	2018	Gillig Low Floor	40'	36	Ramp
526	2018	Gillig Low Floor	40'	36	Ramp
527	2018	Gillig Low Floor	40'	36	Ramp
528	2018	Gillig Low Floor	40'	36	Ramp
529	2018	Gillig Low Floor	40'	36	Ramp
1930	2019	Gillig Low Floor	40'	36	Ramp
1931	2019	Gillig Low Floor	40'	36	Ramp
1932	2019	Gillig Low Floor	40'	36	Ramp
1933	2019	Gillig Low Floor	40'	36	Ramp
1934	2019	Gillig Low Floor	40'	36	Ramp
1935	2019	Gillig Low Floor	40'	36	Ramp
1936	2019	Gillig Low Floor	40'	36	Ramp
1937	2019	Gillig Low Floor	40'	36	Ramp

Table N-12: Vehicle List (cont.)					
Vehicle Number	Model Year	Model & Manufacturer	Length	Seats	Accessibility
Fixed Route Fleet - Auction Fleet					
432	2007	Gillig Hybrid Low Floor	40'	38	Ramp
435	2007	Gillig Hybrid Low Floor	40'	38	Ramp
437	2007	Gillig Hybrid Low Floor	40'	38	Ramp
438	2007	Gillig Hybrid Low Floor	40'	38	Ramp
439	2007	Gillig Hybrid Low Floor	40'	38	Ramp
440	2007	Gillig Hybrid Low Floor	40'	38	Ramp
441	2007	Gillig Hybrid Low Floor	40'	38	Ramp
442	2007	Gillig Hybrid Low Floor	40'	38	Ramp
Fixed Route Fleet - Decomissioned Fleet					
443	2007	Gillig Hybrid Low Floor	40'	38	Ramp
444	2007	Gillig Hybrid Low Floor	40'	38	Ramp
445	2008	Gillig Hybrid Low Floor	40'	38	Ramp
446	2008	Gillig Hybrid Low Floor	40'	38	Ramp
447	2008	Gillig Hybrid Low Floor	40'	38	Ramp
448	2008	Gillig Hybrid Low Floor	40'	38	Ramp
449	2008	Gillig Hybrid Low Floor	40'	38	Ramp
450	2009	Gillig Hybrid Low Floor	40'	38	Ramp
451	2009	Gillig Hybrid Low Floor	40'	38	Ramp
452	2009	Gillig Hybrid Low Floor	40'	38	Ramp
453	2009	Gillig Hybrid Low Floor	40'	38	Ramp
454	2009	Gillig Hybrid Low Floor	40'	38	Ramp
455	2009	Gillig Hybrid Low Floor	40'	38	Ramp
456	2009	Gillig Hybrid Low Floor	40'	38	Ramp
Fixed Route Fleet - Mothball Fleet					
457	2010	Gillig Hybrid Low Floor	35'	32	Ramp
458	2010	Gillig Hybrid Low Floor	35'	32	Ramp
459	2010	Gillig Hybrid Low Floor	35'	32	Ramp
460	2010	Gillig Hybrid Low Floor	35'	32	Ramp
461	2011	Gillig Hybrid Low Floor	40'	36	Ramp
462	2011	Gillig Hybrid Low Floor	40'	36	Ramp
463	2011	Gillig Hybrid Low Floor	40'	36	Ramp
464	2011	Gillig Hybrid Low Floor	40'	36	Ramp
465	2011	Gillig Hybrid Low Floor	40'	36	Ramp
466	2011	Gillig Hybrid Low Floor	40'	36	Ramp
467	2011	Gillig Hybrid Low Floor	40'	36	Ramp
468	2011	Gillig Hybrid Low Floor	40'	36	Ramp
469	2011	Gillig Hybrid Low Floor	40'	36	Ramp
470	2011	Gillig Hybrid Low Floor	40'	36	Ramp
471	2013	Gillig Hybrid Low Floor	40'	36	Ramp
472	2013	Gillig Hybrid Low Floor	40'	36	Ramp
Fixed Route Fleet - Reserve Fleet					
473	2013	Gillig Hybrid Low Floor	40'	36	Ramp
474	2013	Gillig Hybrid Low Floor	40'	36	Ramp
475	2013	Gillig Hybrid Low Floor	40'	36	Ramp
476	2013	Gillig Hybrid Low Floor	40'	36	Ramp
477	2013	Gillig Hybrid Low Floor	40'	36	Ramp
478	2013	Gillig Hybrid Low Floor	40'	36	Ramp
479	2013	Gillig Hybrid Low Floor	40'	36	Ramp
480	2013	Gillig Hybrid Low Floor	40'	36	Ramp
481	2013	Gillig Hybrid Low Floor	40'	36	Ramp
482	2013	Gillig Low Floor	40'	38	Ramp

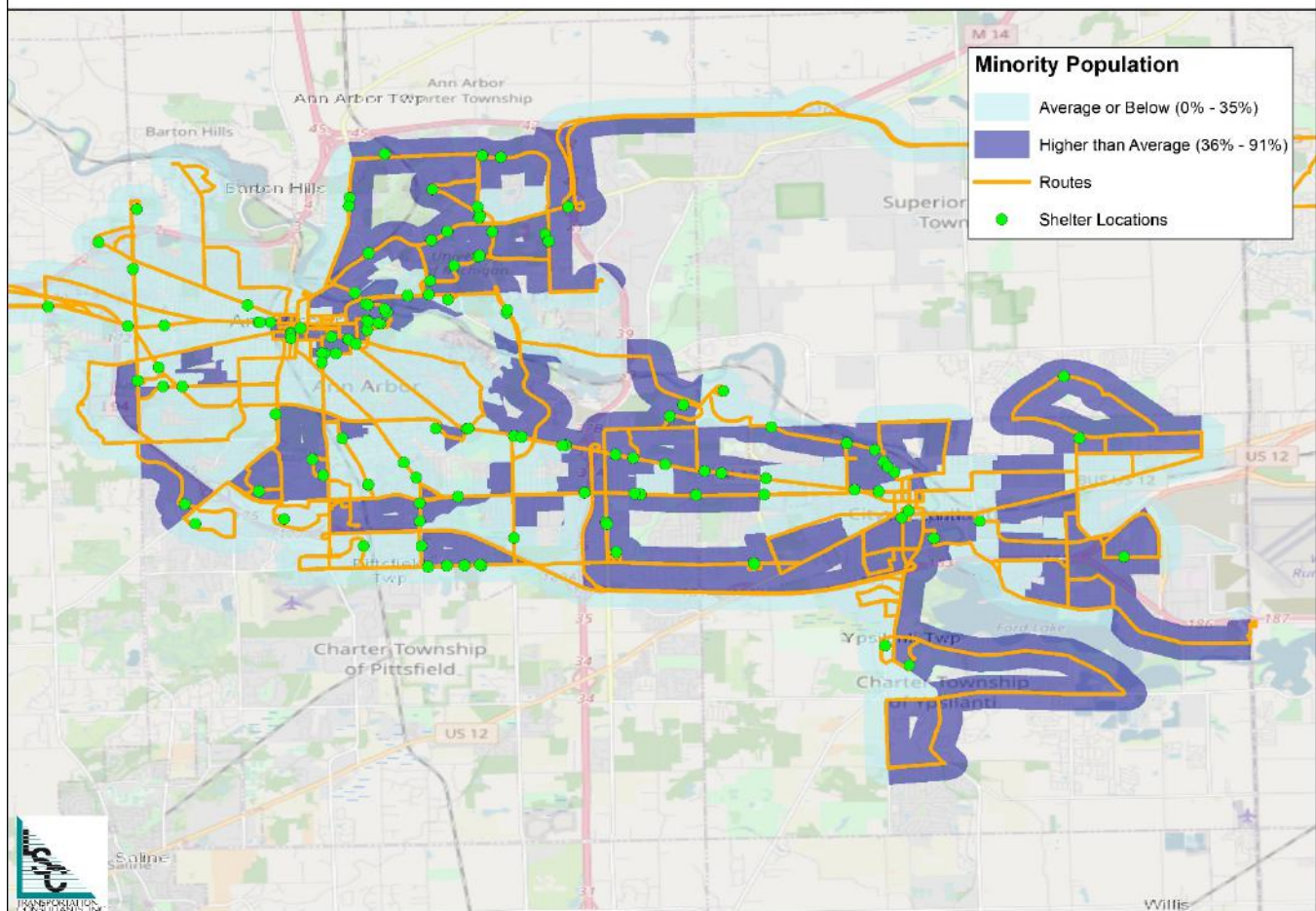
Table N-12: Vehicle List (cont.)					
Vehicle Number	Model Year	Model & Manufacturer	Length	Seats	Accessibility
Paratransit Fleet - Active					
640	2013	Champion Challenger	25'	15	Lift
649	2015	Champion Challenger	25'	14	Lift
650	2015	Champion Challenger	25'	14	Lift
651	2015	Champion Challenger	25'	14	Lift
652	2015	Champion Challenger	25'	14	Lift
653	2015	Champion Challenger	25'	14	Lift
654	2015	Champion Challenger	25'	14	Lift
655	2015	Champion Challenger	25'	14	Lift
656	2015	Champion Challenger	25'	14	Lift
657	2016	Champion Challenger	25'	14	Lift
658	2016	Champion Challenger	25'	14	Lift
659	2016	Champion Challenger	25'	14	Lift
1960	2017	Ford Transit Abilitrax	Van	8	Shift-N-Step
1961	2019	Dodge Grand Caravan	Van	6	Flip Out Ramp
1962	2019	Dodge Grand Caravan	Van	6	Flip Out Ramp
1963	2019	Dodge Grand Caravan	Van	6	Flip Out Ramp
1964	2019	Dodge Grand Caravan	Van	6	Flip Out Ramp
1965	2019	Dodge Grand Caravan	Van	6	Flip Out Ramp
2060	2020	Dodge Grand Caravan	Van	6	Flip Out Ramp
2061	2020	Dodge Grand Caravan	Van	6	Flip Out Ramp
2062	2020	Dodge Grand Caravan	Van	6	Flip Out Ramp
2063	2020	Dodge Grand Caravan	Van	6	Flip Out Ramp
2064	2020	Dodge Grand Caravan	Van	6	Flip Out Ramp
2065	2020	Dodge Grand Caravan	Van	6	Flip Out Ramp
2066	2020	Dodge Grand Caravan	Van	6	Flip Out Ramp
Paratransit Fleet - Scrapped/Decommissioned					
641	2013	Champion Challenger	25'	15	Lift
642	2013	Champion Challenger	25'	15	Lift
643	2013	Champion Challenger	25'	15	Lift
644	2013	Champion Challenger	25'	15	Lift

Transit Amenities

A map of locations of shelters owned by AAATA is included as Figure N-1. There are a total of 131 shelters of which 103 (79%) are in or adjacent to minority block groups. Seating, a trash receptacle, and route information are provided by AAATA at shelter locations. A trash receptacle is also available near the front door of each bus, and riders are encouraged to use these rather than leaving trash at a bus stop.

In addition, the AAATA also works with community partners (e.g. colleges and universities and commercial areas) to provide their own shelters.

Figure N-1: TheRide Shelter Locations



Tab O: Major Service and Fare Change, Disparate Impact, and Disproportionate Burden Policies

Two policies which have been adopted by the AAATA Board of Directors are attached:

- Public Input Policy for Service and Fare Changes for major service and fare changes (Figure O-1)
- Equity Analysis Policy for disparate impact and disproportionate burden (Figure O-3)

The Service and Fare Change policy was adopted by the AAATA Board of Directors in November, 2011. A copy of the resolution follows as Figure O-2. The public process was documented in the Title VI Program submitted in December, 2011. This policy was discussed in conjunction with the Fare Equity Policy, and revision to the Service and Fare Change policy was not determined to be necessary.

The Equity Analysis Policy was adopted in April, 2014. A draft policy was developed in 2013. In December, 2013, the AAATA published a notice of the draft policy in the local newspaper, posted it on the website, and emailed the notice to contacts at organizations representing minority and low-income residents. A copy of the notice and the distribution list follows as Figure O-4 and Figure O-5.

The draft policy was discussed by staff and members of the Board of Directors at the January, 2014 meeting of the board Planning and Development Committee (PDC), which is open to the public. Staff made extensive revisions to the draft policy based on public comments and the Board discussion. The revised draft policy was provided to the Board and other interested parties before further discussion at the March meeting of the PDC. Following minor revisions, the PDC recommended approval in April, and the Board of Directors adopted the policy at their meeting on April 17, 2014 which was open to the public for comments before the board vote. A copy of the adopted resolution follows as Figure O-6.

Ann Arbor Area Transportation Authority

Public Input Policy for Service and Fare Changes

This policy supersedes the previous policy which was most recently revised in July, 2009.

The intention of this policy is to listen to and act on public input before the AATA makes a decision to change service or fares with the following goals:

1. To inform riders and others affected by a proposed change;
2. To provide affected people with opportunities to ask questions, and understand the reasons why changes are being proposed;
3. To provide AATA with a better understanding of how riders use service and the effects of a proposed change;
4. To encourage affected people to state objections to proposed changes and make suggestions for revisions;
5. To provide AATA with the opportunity to revise proposed changes based on public input to reduce negative effects.

The methods and level of effort to accomplish these goals depends on the size of the proposed change and the number of people affected.

Types of Service Changes

Major Service Change

- Change affecting more than 25% of riders of a route, or
- Change affecting more than 25% of the miles of a route, or
- Change on multiple routes affecting more than 10% of riders or route miles of overall fixed-route service.

Minor Service Change

- A change which is less than a major service change, but exceeds the threshold of a service adjustment, as defined below.

Service Adjustment

- Adjusting timepoints along a route by 5 minutes or less with no effect on coordinated transfers, or
- Change(s) in routing affecting a total of less than 100 daily riders.

Types of Fare Change

Major Fare Change

- Change in the base fare (i.e. full adult cash fare)
- Any change affecting the fare of more than 10% of fare-paying riders (i.e. not including riders whose fare is paid by a third party such as an employer or university)

Minor Fare Change

- Any change in fare which is less than the threshold for a major fare change

Notification of Proposed Changes

People must first know about proposed changes in order to have the opportunity to provide input. The public input period is a minimum of 30 days. The notification methods to be used include the following:

- MyRide email subscription. AATA riders subscribe to MyRide to receive information on specific routes. This provides a unique opportunity to inform them of any change which is proposed for their route, and how to provide input.
- RideLines – RideLines is AATA’s printed brochure designed to provide information on service, events, and other news. Copies of RideLines are available on AATA buses, transit centers, libraries and other community outlets. A complete description of proposed changes and how to provide input are included in RideLines.
- AATA Website. The AATA website provides multiple opportunities to provide notification. Notice of proposed changes appear on the front page and in a section for rider notices. In addition, for service changes, visitors to the website who access the schedule or real-time information for a specific route are informed of proposed changes to the route, and for fare changes, riders who access fare information are informed of the proposed changes.
- Social Media. AATA regularly participates in social media such as Facebook and Twitter. Social media are used to get the word out about proposed changes and direct people to sources of complete information and how to provide input.
- Bus Stop Notices – AATA posts notices at bus stops which would be affected by proposed changes. This is particularly useful for service adjustments which affect only a

small number of bus stops.

- Press Releases – AATA issues a press release for all proposed major service changes and major fare changes which describe the proposed change and how to provide input. Press releases are distributed to all media outlets including those minority and non-English publications. Notification is also sent to more than 50 organizations including those serving housing, educational, civic, and social services, and senior, disabled, minority, and non-English speaking persons.
- Individual Notice – AATA evaluates locations affected by a proposed change and provides individual notice to significant generators such as high schools and colleges, senior citizen housing, apartment complexes, libraries, government offices, recreation centers and shopping centers.

All of these methods would be used for major service changes and major fare changes. For minor service and fare changes and service adjustments, the methods used will be tailored to the scale of the proposed change. In addition, paid media may be used for some proposed changes.

Opportunities for Public Input

AATA's intention is to make it possible for people to choose how they wish to provide input and whether they want to only comment or whether they desire a response or to engage in a conversation. As part of the notification methods above, people are provided with several possibilities for making comments and asking questions including:

- E-Mail – E-Mail goes to a mailbox set up specifically to receive input. E-mail has been the most frequently used method.
- Telephone – A hotline is set up to receive comments with a callback by AATA staff upon request.
- Written – Letters provide a means for more formal communication.
- Social Media – Facebook, Twitter, and other media will be used.
- Face-to-Face – At meetings and by appointment. For major service changes and fare changes, meetings are provided at multiple times and locations, with an emphasis on meeting locations in the area(s) affected by the proposed change. Meetings are typically scheduled as drop-in sessions for a 2-5-hour period to permit people to attend at their convenience and to encourage dialogue.

Whatever method is used, AATA staff provides a response to all comments except those that request to not receive a response. The nature of AATA's response depends on the comments. AATA answers questions, explains the rationale for the aspects of the proposed change that is the subject of the comments, and replies to suggestions. In some cases, AATA's response includes questions to make sure staff understands the input and suggestions. In many cases, input and response is a dialogue, rather than a single communication.

In addition, public time is provided at all meetings of the AATA Board of Directors. For major service changes and fare changes, a specific opportunity will be provided on the agenda at the Board meeting that takes place during the public input period. While an opportunity for dialogue is not available at these meetings, staff follows up with people who comment about proposed service and fare changes.

Use of Public Input

During the public input period, AATA staff, led by the Manager of Service Development, considers the input that is being received. Depending on both the quantity as well as the specific concerns that are raised, potential alternatives may be developed.

At the end of the public input period, the input is compiled. Recommended service or fare changes are developed taking into consideration the public input. The public input summary is provided to the decision makers along with the recommended changes.

For minor service changes and service adjustments, the CEO makes the final decision on implementation of the recommended changes. Major service changes and all fare changes are adopted by the AATA Board of Directors. Board meetings are open to the public and include a public comment period at the beginning of the meeting specifically for items on the agenda.

Revised Procedures for Exceptional Circumstances

Under exceptional circumstances which require a service change or fare change to be adopted and implemented on short notice, the procedures above may be altered to the extent necessary. However, at a minimum, the public will be afforded an opportunity to be heard at the AATA Board meeting at which any action is taken and a notice of the proposed change with the date and time of the Board meeting will be published on the AATA website before the Board meeting. [NOTE: Such exceptional circumstances have never arisen in the past.]

Adopted by AATA Board of Directors - November 2011

Resolution 5/2012

ADOPTION OF REVISED PUBLIC INPUT POLICY FOR SERVICE AND FARE CHANGES


WHEREAS, the Ann Arbor Transportation Authority (AATA) is required to have a policy for public input before major service and fare changes as a condition of federal assistance, and

WHEREAS, the current policy meets the minimum requirements, but is out of date and is no longer consistent how AATA uses public input, and

WHEREAS, staff has prepared a revised policy that reflects the importance that AATA places on soliciting and receiving public input before making service and fare changes, and

WHEREAS, AATA has taken notice of proposed Federal Title VI requirements and guidelines and developed the policy to comply,

NOW THEREFORE, BE IT RESOLVED that the Ann Arbor Transportation Authority Board of Directors hereby adopts the attached *Public Input Policy for Service and Fare Changes* dated November, 2011.



Jesse Bernstein, Chair

November 17, 2011



Charles Griffith, Secretary

November 17, 2011

Ann Arbor Area Transportation Authority**Equity Analysis Policy****Adopted April, 2014**

The Ann Arbor Area Transportation Authority (AAATA) has been identified by the Federal Transit Administration (FTA) as a transit provider that operates 50 or more fixed-route vehicles in peak service and is located in an Urbanized Area of 200,000 or more in population. As a result, the AAATA is subject to more rigorous requirements to evaluate the equity of proposed major service and fare changes as described in FTA Circular 4702.1B. In promulgating these requirements and guidelines, the FTA is acting under authority of federal law (Title VI of the Civil Rights Act of 1964 42 U.S.C §2000 et. seq.) and regulations (49 CFR part 21).

In the development of proposed service and fare changes in the past, the AAATA has reviewed the positive and negative effects, analyzed these effects on minority and low-income populations, and made modifications to reduce or eliminate the concentration of effects in one or more population groups. This has generally been done before any proposed change is announced for public input. The AAATA will continue this effort. In addition, AAATA will now undertake a more formal equity analysis of the proposed change, as required by FTA Circular 4702.1B. Using the following methodology, staff will:

- Measure the impact of proposed major service changes and proposed fare changes - positive and negative - on minority and low-income populations,
- Compare the impact with that on non-minority and non-low-income populations,
- Determine if a disparate impact on minority riders and/or disproportionate burden on low-income riders would result. If so, measures to avoid or mitigate the disparate impact and/or disproportionate burden will be identified and considered,
- This equity analysis will be made available to the public as part of the public input process carried out as described in the AAATA Public Input policy for Service and Fare Changes (2011).

Definitions

Definitions for the terms used in this document appear in Appendix 1, at the end.

Equity Analysis

FTA Circular 4702.1B does not specify a methodology for measuring disparate impacts. It requires that the AAATA Board adopt a policy to establish the methodology and a threshold for determining when adverse effects are borne disproportionately by minority or low-income populations. This policy is required to be included as one element in a Title VI program submitted to FTA by October, 2014. After reviewing the program, the FTA will inform AAATA whether the policy and other elements of the program are in compliance or require revision.

In the interim, the AAATA is making a good-faith effort to comply with the revised requirements and guidelines in Circular 4702.1B. This is particularly important because the AAATA has just completed development of a 5-Year Transit Improvement Program which includes a substantial increase in service. In the development of this program to expand service, care has been taken to avoid adverse impacts.

However, it is also important that AAATA analyze the program to determine if the benefits of the service improvement are unequally distributed which could result in disparate impact or disproportionate burden. The first phase of the 5-Year Transit Improvement Program is scheduled to be implemented in August, 2014 if a funding initiative is successful.

No other major service changes or fare changes are being considered during this period before submission of the Title VI Program.

Data Sources

For each rider boarding a fixed-route bus, the AAATA records the method of fare payment. This information is used to calculate the cumulative effect of any proposed fare increase.

In October, 2017, CJI Research Inc. conducted a survey of riders on-board AAATA buses. The sample size is 3,096 riders and the survey has a sample error of plus or minus 1.6% for the sample as a whole. The survey included questions to identify the percentage of minority persons and household income for the system as a whole, and for routes, but not for route segments.

The 2010 Decennial Census includes basic information on population and race in relatively small geographic areas (block groups), but the census no longer includes information on income. Block groups will be used to determine which routes are minority transit routes, and for analysis of the effect on minority populations of changes to portions of routes. The American Community Survey (ACS) is an on-going statistical survey conducted by the Census Bureau which data on both race and income for census tracts, which are larger geographic units than block groups. ACS data will be used to determine low-income routes and the effect on low-income populations of proposed changes to portions of routes.

Determination of Disparate Impact/Disproportionate Burden

Fare Change Analysis and Thresholds

For any proposed change in fares, the effect on minority and non-minority riders will be calculated for each fare category by multiplying the amount of increase times the annual riders using the fare category times the percentage of minority riders and non-minority riders. The additional payment for all fare categories will be totaled and compared for minority and non-minority riders. For illustration, the chart below shows a simplified version of the chart that will be used to perform this analysis.

Fare Category	Annual Riders	Current Fare	Proposed Increase	Pct. Minority Riders	Minority Cost Increase	Pct. Non-Minority	Non-Min. Cost Increase	Total Cost Increase
Full Fare	100,000	\$1.25	\$0.25	20.0%	\$5,000	80.0%	\$20,000	\$25,000
Student Fare	15,000	\$0.25	\$0.75	50.0%	\$5,625	50.0%	\$5,625	\$11,250
Total	115,000			23.9%	\$10,625	76.1%	\$25,625	\$36,250
Pct. Of Total					29.3%	70.7%		

Disparate impact exists if the minority population will bear 5% or more of the cumulative increase in fares than would be expected based on the percentage of minority persons in the population of riders. The 5% threshold was chosen to allow for a small difference in impact, but yield a finding of disparate impact if there is a significant difference in impact. In the simplified example above, minority riders are a larger percentage of students, and the student fare is proposed for a larger increase. The result is that minorities constitute 23.9% of total riders, but would pay 29.3% of the total increase. Because this difference is greater than the 5% threshold, a finding of disparate impact would be made.

The method of analysis for determining the relative impact of a proposed fare increase on low-income and non-low-income persons will be the same as the method described above for minority and non-minority riders. However, for AAATA it is appropriate to set the threshold for disproportionate burden lower. For many years, the AAATA fare structure has included a discount fare for low-income persons. The cash fare for low-income persons is half the rate of the full cash fare for the general population (In 2020, \$0.75 for low-income persons and \$1.50 for the general population). This policy ameliorates the effect of any proposed fare increase. As a result, the cumulative effect of any proposed fare increase on low-income persons is expected to be less than the cumulative effect on the non-low-income population. A finding of disproportionate burden will be made if low-income population will bear -10% or more of the cumulative increase in fares than would be expected based on the percentage of low-income persons in the population of riders. That is, low income riders must bear at least 10% less of the impact than their proportion of riders to avoid a finding of disproportionate burden.

Route Change Analysis and Thresholds

The most common type of service change is a change on a particular route such as changing the streets used on a portion of the route or adjusting the timepoints. Such changes may have adverse effects on riders in portions of the route, even if the overall effect is positive. While the AAATA may know the number of riders adversely affected, the AAATA does not have data on minority or low-income ridership for portions of routes. For this reason census block data from the ACS will be used to analyze the effect on minority populations adjacent to the route. A finding of disparate impact is made if the percentage of minority population in block groups adjacent to the portion of the route with adverse effect is higher than the minority population in block groups adjacent to the route as a whole. For low-income populations, census tract data must be used. Disproportionate burden exists if the percentage of low-income population in census tracts adjacent to the portion of the route with adverse effect is more than 10% higher than the low-income population in census tracts adjacent to the route as a whole. The higher threshold is applied for this analysis because the larger size of the census tracts makes the areas affected less precise.

Analysis and Thresholds for Improvements in Service Level (including new or expanded routes):

For service improvements at the route level, the basis for comparison is between the route(s) to be improved and the non-minority and non-low-income routes in the system as a whole.

- Increase in the frequency of a route or routes: A finding of disparate impact is made if a) the service improvement is on non-minority route(s), and b) after the change, the route(s) with changed service have a greater frequency of service than the majority of minority routes. Similarly, disproportionate burden exists if a) the service improvement is on non-low-income route(s), and b) after the change, the route(s) with improved service have greater frequency of service than the majority of low-income routes.
- Increase in the span of service of a route or routes: A finding of disparate impact is made if a) the service improvement is on non-minority route(s), and b) after the change, the route(s) with increased span of service have a longer span of service than the majority of minority routes. Similarly, disproportionate burden exists if a) the service improvement is on non-low-income route(s), and b) after the change, the route(s) with improved service have a longer span of service than the majority of low-income routes.
- Increase in the days of operation of a route or routes: A finding of disparate impact is made if a) the service improvement is on non-minority route(s), and b) after the change, the route(s) with increased days of service operate on days on which the majority of minority routes do not operate. Similarly, disproportionate burden exists if a) the service improvement is on non-low-income route(s), and b) after the change, the route(s) with increased days of service operate on days on which the majority of low-income routes do not operate.

Analysis and Thresholds for Reductions in Service Level:

For service reductions at the route level, the basis for comparison is between the route(s) to be reduced and the non-minority and non-low-income routes in the system as a whole.

- Decrease in the frequency of a route or routes: A finding of disparate impact is made if a) the service reduction is on minority route(s), and b) after the change, the route(s) with changed service have less frequent service than the majority of non-minority routes. Similarly, disproportionate burden exists if a) the service reduction is on low-income route(s), and b) after the change, the route(s) with reduced service have less frequent service than the majority of non-low-income routes.
- Decrease in the span of service of a route or routes: A finding of disparate impact is made if a) the service reduction is on minority route(s), and b) after the change, the route(s) with decreased span of service have a shorter span of service than the majority of non-minority routes. Similarly, disproportionate burden exists if a) the service reduction is on low-income route(s), and b) after the change, the route(s) with reduced service have a shorter span of service than the majority of non-low-income routes.
- Decrease in the days of operation of a route or routes: A finding of disparate impact is made if a) the service reduction is on minority route(s), and b) after the change, the route(s) with decreased days of service do not operate on days on which the majority of non-minority routes do operate. Similarly, disproportionate burden exists if a) the service reduction is on low-income route(s), and b) after the change, the route(s) with decreased days of service do not operate on days on which the majority of non-low-income routes do operate

Response to Finding Disparate Impact or Disproportionate Burden

If disparate impact or disproportionate burden is found to exist in a proposed major service change or proposed fare change, staff will:

1. Review the objectives of the proposed change to determine if the evidence supports the legitimacy of the objectives. A lack of factual support would indicate that there is not a substantial legitimate justification for the disparate effects. In that case, the AAATA will revisit the proposed changes and make adjustments that will eliminate disparate or disproportionate effects.
2. Analyze the proposed change to determine if there are modifications or alternatives that will still accomplish the legitimate objectives while minimizing or eliminating the disparate impact or disproportionate burden. If such modifications or alternatives exist, the AAATA will revise the proposed change to have no disparate impact or disproportionate burden, or the minimum level that will achieve the legitimate objectives.
3. Document the process above for review by the public and Board of Directors. Where disparate or disproportionate effects remain, the AAATA will provide a written description which includes the substantial legitimate justification for the proposed service change and the analysis which shows that no alternatives exist that would accomplish the legitimate

objectives with less disparate or disproportionate effects. The AAATA will provide a meaningful opportunity for public comment on this written description. Any comments will be considered by staff and all comments will be provided to the AAATA Board of Directors before a decision is made on the service or fare change.

Public Input in Development of Equity Analysis Policy

The AAATA provided a draft copy of the Equity Analysis Policy for review and comment in December, 2013 and January, 2014 as follows:

- Posted on AAATA Website with a link and notice on the front page
- Published in the Ann Arbor News on December 15, 2013
- Sent to the following people and organizations
 - Ann Arbor NAACP
 - Ypsilanti NAACP
 - Another Ann Arbor (Participatory community that reflects the culture and concerns of African- Americans in Washtenaw County)
 - Washtenaw Housing Alliance (The Washtenaw Housing Alliance (WHA) is a unique coalition of thirty-five community-based organizations that serve those experiencing homelessness or those at risk of homelessness)
 - Jewish Family Services (Designated refugee and immigrant resettlement agency)
 - Barrier Busters of Washtenaw (a group of over 50 social service provider agencies that are committed to increasing communication and coordination between its member agencies, and improving services for Washtenaw County residents in need)
 - Jim Mogensen (citizen who has expressed an interest in AAATA's Title VI compliance)

The draft policy was discussed at the public meeting of the Planning and Development Committee of the AAATA Board of Directors. The board members made comments and recommendations on the draft policy. Detailed written comments were received from Mr. Mogensen, and oral comments from two other members of the public. The AAATA considered the comments, and made revisions which are included in this revised the draft policy.

Definitions (from FTA Circular 4702.1B)

- a. Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.
- b. Disproportionate burden refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.
- c. Discrimination refers to any action or inaction, whether intentional or unintentional, in any program or activity of a Federal aid recipient, subrecipient, or contractor that results in disparate treatment, disparate impact, or perpetuating the effects of prior discrimination based on race, color, or national origin.
- d. Disparate treatment refers to actions that result in circumstances where similarly situated persons are intentionally treated differently (i.e., less favorably) than others because of their race, color, or national origin.
- e. Fixed route refers to public transportation service provided in vehicles operated along pre-determined routes according to a fixed schedule.
- f. Low-income person means a person whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines.
- g. Low-income population refers to any readily identifiable group of low-income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed FTA program, policy or activity.
- h. Minority persons include the following:
 - (1) American Indian and Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
 - (2) Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
 - (3) Black or African American, which refers to people having origins in any of the Black racial groups of Africa.

- (4) Hispanic or Latino, which includes persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
- (5) Native Hawaiian or Other Pacific Islander, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
- i. Minority population means any readily identifiable group of minority persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient populations (such as migrant workers or Native Americans) who will be similarly affected by a proposed DOT program, policy, or activity.
- j. Minority transit route means a route that has at least 1/3 of its total revenue mileage in a Census block or block group, or traffic analysis zone(s) with a percentage of minority population that exceeds the percentage of minority population in the transit service area. A recipient may supplement this service area data with route-specific ridership data in cases where ridership does not reflect the characteristics of the census block, block group, or traffic analysis zone.
- k. National origin means the particular nation in which a person was born, or where the person's parents or ancestors were born.
- l. Predominantly minority area means a geographic area, such as a neighborhood, Census tract, block or block group, or traffic analysis zone, where the proportion of minority persons residing in that area exceeds the average proportion of minority persons in the recipient's service area.
- m. Service standard/policy means an established service performance measure or policy used by a transit provider or other recipient as a means to plan or distribute services and benefits within its service area.

Definitions (AAATA)

- n. Fare Change: Any change in fare level or fare eligibility except short-term promotional fares.
- o. Major Service Change:
- Change affecting more than 25% of riders on a fixed route, or
 - Change affecting more than 25% of the miles on a fixed route, or
 - Change on multiple routes affecting more than 10% of riders or route miles of overall fixed- route service.
- p. Types of Routes (The FTA definitions above includes a definition of 'minority transit route.' This definition includes various alternative ways to determine a minority route. The AAATA definition below is consistent with the FTA definition, but is more specific.)

Minority route - a fixed route with a higher percentage of minority riders or serving an area with a higher percentage of minority residents than the average for the fixed-route service as a whole.

Non-Minority route - a fixed route with an equal or lower percentage of minority riders or serving an area with a lower percentage of minority residents than the average for the fixed- route service as a whole.

Low income route - a fixed route with a higher percentage of low-income riders or serving an area with a higher percentage of low-income residents than the average for the fixed-route service as a whole.

Non-low-income route - a fixed route with an equal or lower percentage of low-income riders or serving an area with a lower percentage of low-income residents than the average for the fixed-route service as a whole.

q. Service Periods and Days

The AAATA operates service on weekdays, Saturdays, and Sundays with different service levels on each. On weekdays, AAATA operates different service levels during four periods:

- Morning peak (6 a.m. – 9 a.m.)
- Midday (9 a.m. – 3 p.m.)
- Afternoon peak (3 p.m. – 6 p.m.)
- Evening (6 p.m. – 12 a.m.).

In determining impacts from a service or fare change it is important to compare service during the appropriate service period.

r. Objectives

Objectives refer to the purposes which a major service change or fare change is proposed to accomplish. For a fare change, the objective may be to increase fare revenue by a specific amount or percentage, or to increase fare revenue from a category of users by a specific amount or percentage while keeping the loss of ridership less than a specific amount or percentage. For major service changes, the objective may be to increase the total population served, improve on-time performance by a specific percentage, or reduce service hours by a specific amount to reduce expenses.

ANN ARBOR AREA TRANSPORTATION AUTHORITY (AAATA)

**AAATA NOTICE OF PUBLIC INPUT ON DRAFT POLICY ON DISPARATE IMPACT
AND DISPROPORTIONATE BURDEN**

Federal Title VI and Environmental Justice requirements provide protection from discrimination based on race, color, national origin and low-income in the provision of public transit service.

New regulations require the AAATA Board of Directors to adopt a policy to define when a proposed service or fare change would have a disparate impact on members of a group identified by race, color, or national origin or disproportionate burden on low-income persons.

The AAATA has developed a draft policy, a copy of which is available for review by visiting the AAATA website, www.theride.org. The notice and link to the draft policy is on the front page. Interested persons or groups can obtain a copy by email to aaatainfo@theride.org (use “Title VI Policy” for the subject) or by mail to AAATA Title VI Policy, 2700 S. Industrial Hwy., Ann Arbor, Michigan 48104.

Persons or organizations may comment on the draft policy in writing on or before January 15, 2014 to the AAATA at the address above or by email to aaatainfo@theride.org (use “Title VI Policy” for the subject).

ANN ARBOR AREA TRANSPORTATION AUTHORITY (AAATA)

DISTRIBUTION LIST for NOTICE OF PUBLIC INPUT ON DRAFT POLICY ON DISPARATE
IMPACT AND DISPROPORTIONATE BURDEN

Posted on AAATA Website with a link and notice on the front page.

Published in the Ann Arbor News on December 15, 2013.

Ann Arbor NAACP

Ypsilanti NAACP

Another Ann Arbor (Participatory community that reflects the culture and concerns of African Americans in Washtenaw County)

Washtenaw Housing Alliance (The Washtenaw Housing Alliance (WHA) is an unique coalition of thirty-five community-based organizations that serve those experiencing homelessness or those at risk of homelessness)

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Jim Mogensen (citizen who has expressed an interest in AAATA's Title VI compliance)

Resolution 22/2014

APPROVAL OF SERVICE EQUITY ANALYSIS POLICY

WHEREAS, the Ann Arbor Area Transportation Authority (AAATA) conducts an equity analysis prior to adopting major service changes or fare changes, and

WHEREAS, AAATA adopted a revised Public Input Policy for Service and Fare Changes in November 2011 which defines what constitutes a major service change, and

WHEREAS, new Federal guidance requires the AAATA to define thresholds for when a proposed service change will have a disparate impact on minorities protected under Title VI of the Civil Rights Act of 1964, as amended, and

WHEREAS, new Federal guidance also requires the AAATA to define thresholds for when a proposed service change will have a disproportionate burden on low-income persons, and

WHEREAS, the AAATA has developed the required thresholds as part of the attached Service Equity Analysis Policy, and

WHEREAS, the AAATA published the draft policy, solicited comments from the public and groups, and revised the draft policy based on the input,

NOW THEREFORE, BE IT RESOLVED, that the Ann Arbor Area Transportation Authority Board of its the attached Service Equity Analysis Policy.



Charles Griffith, Chair

April 17, 2014



Acting Secretary

April 17, 2014

Delegation of Authority

AAATA's Board has delegated authority to the CEO to review and approve official agency matters under Section 4 of the AAATA Governance Policy, approved in June 2017.

Per the AAATA Board Policy Manual:

4.3.3 - As long as the CEO uses any reasonable interpretation of the Board's Ends and Executive Limitations policies, the CEO is authorized to establish all further policies, make all decisions, take all actions, establish all practices and develop all activities.

Tab P: Service and Fare Equity Analysis

There were no significance service or fare changes since the previous Title VI Plan update. Minor service changes were made in August 2019. The following is from the Board agenda in July 2019.

- **AUGUST SERVICE CHANGES PLANNED**

On August 24, 2019 the Fall Service change will come into effect. A number of adjustments are being made, including routing changes to Routes 24, 25 and 27 in order to simplify connections and routing for our customers and the replacement of routes 61 and 67 with FlexRide service. The planning process for this service change began in December 2018 and included a public input process from March 1 – 31, 2019. Due to the small size of these changes, a Title VI analysis was not required.