



Board of Director's Meeting Agenda

Meeting Date/Time: April 21, 2022, 6:30-9:00pm

Members: Eric Mahler (Chair), Mike Allemang (Treasurer), Jesse Miller (Secretary), Rich Chang, Raymond Hess, Ryan Hunter, Kathleen Mozak, Susan Pollay, Kyra Sims

Location: Ann Arbor District Library
 Virtual attendance available [via Zoom](#)
 Passcode: 983308

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6.1 Topics for Next Meetings Millage LRP 2.9 External Relationships 2.10 Communication and Support to the Board Monitoring Report 3.0-3.8 Governance Process Policies Q2 Service Report Q2 Finance Report		Thursday, May 19, 2022	
6.2 Public Comment	O		
6.3 Adjournment			

Monitoring, D = Decision Preparation, O = Other

Board of Director's Meeting Minutes

Meeting Date/Time: March 17, 6:30-9:00pm

Members: Eric Mahler (Chair), Mike Allemang (Treasurer), Jesse Miller (Secretary), Rich Chang, Raymond Hess, Ryan Hunter, Kathleen Mozak, Susan Pollay

AAATA Staff Attendees: Matt Carpenter, Bryan Smith, Dina Reed, Forest Yang, LaTasha Thompson, Deborah Holt

Location: Ann Arbor District Library
Virtual attendance available [via Zoom](#)
Passcode: 983308

Chair Eric Mahler called the meeting to order at 6:38 pm.

Agenda Item

1. OPENING ITEMS

1.1 Approve Agenda

Mr. Mahler opened the meeting with the suggestion to move Item 5.1 Labor Negotiations to Closed Session after 6.2 Public Comment. No other changes were made.

All in favor of accepting the change to the agenda with no other changes noted:

Mr. Mike Allemang: Yes (attending virtually)
Mr. Rich Chang: Yes
Mr. Raymond Hess: Yes
Mr. Ryan Hunter: Yes
Mr. Jesse Miller: Yes
Ms. Mozak: Yes
Ms. Pollay: Yes
Chairman Mahler: Yes

The vote passed unanimously.

1.2 Public Comment

Jim Mogensen shared his concerns with the millage proposal rate being presented. He suggested the timeline is moving too quickly for thorough consideration and long term Impacts.

Tim Hull shared he had been surprised to learn there was a deficit that required a significant millage increase and wondered if it was due to the pandemic. Wanted the organization to provide more details to the public before a vote was made.

Robert Pawlowski shared that he would like to see the utilization of more state funding for ridership services instead of relying on property taxes. He's concerned about communities cutting transit services due to tax increase proposals.

1.3 General Announcements

Mr. Mahler announced that it was Transit Employee Appreciation Day and he and the board thanked the transit workers for their dedication and service, especially during the pandemic.

2. CONSENT AGENDA

2.1 Board Meeting Minutes February 24, 2022 (Rescheduled)

2.2 Committee Meeting Summaries

2.3 Public Transportation Agency Safety Plan

2.4 RAISE Grant Application Authorization (by Motion)

Mr. Mahler noted items 2.1 – 2.4 on the Consent Agenda.

Mr. Miller moved to approve the Consent Agenda, seconded by Mr. Chang.

In support of the motion:

Mr. Mike Allemang: Yes (attending virtually)

Mr. Rich Chang: Yes

Mr. Raymond Hess: Yes

Mr. Ryan Hunter: Yes

Mr. Jesse Miller: Yes

Ms. Mozak: Yes

Ms. Pollay: Yes

Chairman Mahler: Yes

The Consent Agenda was accepted as presented.

3. STRATEGY UPDATES: CEO

3.1 Long-Range Plan Presentation

Mr. Yang told the Board that the long-range planning work has been in progress since the beginning of 2021. Through a variety of public engagement opportunities and feedback they were able to develop the final recommendation to be presented. There will be additional public engagement this spring.

Mr. Yuval Grinspun, consultant from Left Turn, Right Turn, presented to the board the draft final plan of the Long Range ([3/17/22 AAATA Board Meeting Packet pg. 23](#))

Mr. Hunter asked for clarification on the planning being based on 5-year blocks in which structural elements were outlined but the specifics were left open.

Mr. Grinspun responded that those were left open to accommodate for flexibility to shifting needs and technology changes that may come about in the future.

Ms. Pollay asked how Covid has impacted planning. Mr. Grinspun shared that in the context of long-range planning, covid wasn't factored in and with rising gas prices, people are returning to public transportation faster than had previously been expected.

Mr. Hess asked questions pertaining to specific routes and planned new transit hubs. Mr. Grinspun outlined the ways in which these transit hubs would be major focal points for connections.

Ms. Mozak sought clarification on what "transit hub" would entail structurally – Mr. Grinspun discussed various options but emphasized that there were many options, an important one being centered on integrating the hub into the neighborhood/environment around it.

Mr. Chang noted that there are areas outside of the city of Ann Arbor that are likely to attract new business and wondered how the LRP might support growth and the needs of both employers and employees. Mr. Yang and Mr. Carpenter responded that that alongside the LRP, there are plans ongoing engagement discussions with surrounding townships and municipalities to better understand their economic growth planning.

Board members praised the work that had gone into the planning and presentation. Mr. Grinspun also thanked the Public Advisory Group that had represented the community and provided valuable input in the planning.

3.2 Millage Proposal Introduction

Mr. Carpenter provided the Board with a millage proposal presentation ([3/17/22 AAATA Board Meeting Packet pg.115](#)) that is the first stage of implementing the LRP.

Mr. Hess expressed support for the proposal, as did Mr. Allemang who followed up with requesting more info on property tax increasing vs. other revenue sources. Mr. Carpenter outlined operating and capital funding sources and the utilization of state/federal/grant funding and referred Mr. Allemang to Ms. Reed for follow up questions after the meeting.

Mr. Miller shared his support of the proposal and highlighted that he was glad to see a plan that included customer service amenities at the Ypsilanti Transit Center.

Mr. Hunter thanked Mr. Carpenter and staff for their work in putting together the proposal and expressed concerns about the cost considering current economic struggles in communities such as Ypsilanti Township.

Ms. Mozak added that she too had some concerns regarding the mill rate and the economic impact during these times. She holds a favorable view of the expansion plans in the proposal yet is curious about an alternative plan with a slightly lower mill rate.

Ms. Pollay and Mr. Chang both felt that a deeper discussion regarding service enhancement options in the plan might be beneficial.

Mr. Mahler reminded the board that the options presented were based on community input and encouraged boldness in going forward. He expressed his support of the plan and thanked Mr. Carpenter and staff for their work.

Mr. Miller shared his perspective that the value of the freedom of car dependency is greater than the cost of the millage increase.

Ms. Pollay asked Mr. Carpenter the process for receiving and reviewing ballot language at the April Meeting. Mr. Carpenter responded that the ballot language brought forth would be able to be edited by the board depending on their final decision.

Mr. Hunter asked for clarification on the public involvement process for surveys and Mr. Carpenter shared the methods in which information was gathered. Mr. Hunter's concern was that the input was given by those who have resources and means to participate. His concern is that the people who need to be reached regarding the millage may not have given input. He would like more time and community education before pressing forward.

Mr. Chang said that the discussion occurring shows that education around millage needs to be provided to the community. He said he is in support of the proposal but is aware that it may be a hardship for some communities.

Mr. Miller reminded the board that in the Board Ends one of the primary goals is to enable people to live without a car – this proposal speaks the board's primary function in helping the community.

Mr. Mahler stated that the fear of economic impact to some should not be a deterrent to providing expanded service for the larger community. Many who responded to surveys aren't riders, but are willing to pay additional for continued service.

Mr. Hunter reiterated his concern that these costs will still impact the disadvantaged.

Ms. Mozak thanked the members for their input and passion as the conversations allow for a meaningful decision. Members then discussed being able to perhaps edit the millage proposal during the April meeting should a majority decide the mill rate is too high. The emphasis again was placed on educating the community regarding the value that is received for those who are in need.

Mr. Carpenter thanked the Board for their thoughtful discussion and comments and thanked his staff for their input and assistance in putting together the proposal. He will be providing additional information on some of the questions raised by the board.

Board discussed the advantages of the millage being in August as opposed to November as there are more issues on the November ballot. Mr. Hunter pointed out that a November ballot would draw more voters and allow for more discussion and awareness of millage.

4.1 Audit Report

Ms. Reed introduced the UHY auditors, Marlene Beach and Michael Santicchia, from UHY who provided a presentation outlining highlights from the report. The auditors found no material weaknesses or significant deficiencies and stated it was a clean audit.

Mr. Hess praised staff and the auditors for their work on the audit report and the difficulties that the agency faced with the cyber-attack last fall.

Ms. Reed noted that the Board needed to make no recommendation or decision on the audit.

Mr. Hunter moved to accept the report, Ms. Mozak seconded.

All in favor of accepting the audit as presented:

Mr. Mike Allemang: Yes (attending virtually)
Mr. Rich Chang: Yes
Mr. Raymond Hess: Yes
Mr. Ryan Hunter: Yes
Mr. Jesse Miller: Yes
Ms. Mozak: Yes
Ms. Pollay: Yes
Chairman Mahler: Yes

The audit was accepted unanimously as presented.

4.2 2.5 Financial Conditions

Ms. Reed presented the monitoring report for Policy 2.5 Financial Conditions. She shared that the Finance Committee discussed accepting the report as “compliant except for items noted”. The item noted was 2.5.4.1 as it related to not notifying the board in a timely manner of a check forgery that had occurred around the time of the Fall cyber-attack. She explained the situation and how it was resolved and that ultimately is just wasn’t passed along to the board in a timely manner.

Mr. Allemang thanked Ms. Reed for the report and confirmed that the Finance Committee recommended in compliance except as noted. He also shared that the committee had no issue with the oversight and were understanding of the situation.

Mr. Allemang moved to accept Monitoring Report 2.5 Financial Conditions as in compliance except for item 2.5.4.1, Mr. Chang seconded.

All in favor of accepting the audit as presented:

Mr. Mike Allemang: Yes (attending virtually)
Mr. Rich Chang: Yes
Mr. Raymond Hess: Yes
Mr. Ryan Hunter: Yes
Mr. Jesse Miller: Yes
Ms. Mozak: Yes
Ms. Pollay: Yes
Chairman Mahler: Yes

The Monitoring Report 2.5 was accepted unanimously as presented.

4.3 Monitoring Improvements

Mr. Allemang shared that the monitoring task force has put together a proposal option for revisions to monitoring reports. The board were given the revisions separately (to be later added to the public packet). The purpose of the revisions was to make monitoring easier for the board. The task force will be meeting again in April

5. OPERATIONAL UPDATES

Mr. Mahler noted that 5.1 Labor Negotiations would be moved to after 6.2 Public Comment.

5.2 FY 2022 Q1 Financial Report

Ms. Reed walked the Board through the FY 2022 Q1 Financial Report noting everything is close to on budget. Last year ended with a slightly higher reserve which is helping with this year's slightly higher budgeted expenses as had been planned. There are no new changes with investments which will be discussed next month in a monitoring report.

5.3 FY2022 Q1 Service Report

Mr. Smith presented the FY 2022 Q1 Service Report to the Board and highlighted the new format of the report. He also shared that ridership is starting increase from lowered pandemic levels which drives down the cost per boarding.

5.4 CEO Report

Mr. Carpenter referred to the CEO report and had no additional comments to add beyond what was shared in his report. The board had no questions for him.

5. EMERGENT ITEMS

No new emergent items.

6. CLOSING ITEMS

6.1 Topics for Next Meetings

Millage
2.1 Monitoring Report (return)
2.10 Monitoring Report
LRP

6.2 Public Comment

Tim Hull had questions regarding the possibility for splitting millage between continued services and expansion of services. He feels that there needs to be a priority of service on weekends and holidays. He also noted that with remote work on the rise, some services could be shifted to off-peak hours and a community input meeting should be considered.

Jim Mogensen asked the board to consider a special meeting to discuss the millage instead of discussing it at the April meeting. He discussed AirRide and the potential for public confusion on funding and decisions related to it. Shared his concern that with FlexRide, ADA service isn't required and could be subject to a Title 6 complaint.

Robert Pawlowski shared his full support of the millage proposal.

5.1 Labor Negotiations: TA Approval Request

5.1.1 Closed Session (Pursuant to 8(c) of OMA)

Mr. Mahler took a roll call to vote to go into closed session for discussion related to the Labor Negotiations TA Approval Request pursuant to Section 8(c) of the Open Meetings Act.

Vote to go into Closed Session

Mr. Allemang – Yes (Participating virtually)
Mr. Chang - Yes
Mr. Hess – Yes
Mr. Hunter - Yes
Mr. Miller - Yes
Ms. Mozak - Yes
Ms. Pollay - Yes
Chairman Mahler – Yes

Board voted unanimously to go into closed session.

Board voted unanimously to move out of Closed Session at 11pm

Mr. Allemang – Yes (Participating virtually)
Mr. Chang - Yes
Mr. Hess – Yes
Mr. Hunter - Yes
Mr. Miller - Yes
Ms. Mozak - Yes
Ms. Pollay - Yes
Chairman Mahler – Yes

Mr. Mahler asked for someone to move to accept the Tentative Agreement Resolution signing of the contract between AAATA and TWU.

Ms. Mozak moved to accept the TA Resolution, seconded by Mr. Chang.

All in favor of accepting the TA Resolution:

Mr. Allemang – Yes (Participating virtually)
Mr. Chang - Yes
Mr. Hess – Yes
Mr. Hunter - Yes
Mr. Miller - Yes
Ms. Mozak - Yes
Ms. Pollay - Yes
Chairman Mahler – Yes

6.3 Adjournment

Mr. Chang motioned to adjourn, seconded by Ms. Pollay.

Meeting adjourned at 11:05 pm.

Respectfully submitted by Deborah Holt

Governance Committee Meeting Notes

Meeting Date/Time: March 24, 2022 - 9:00-10:30am

Members: Eric Mahler (Chair), Mike Allemang, Jesse Miller, Kathleen Mozak

Staff: Matt Carpenter, Forest Yang, Bryan Smith, Dina Reed Rosa-Maria Njuki, Deb Holt

Location: [REMOTE – Via Zoom](#)
Passcode: 050646

Chairman Mahler called the meeting to order at 9:05am.

Agenda Item
<p>1. OPENING ITEMS</p> <p>1.1 Agenda (Additions, Approval) No additions to be added to the agenda.</p> <p>1.2 Communications No additional new communications to be shared.</p>
<p>2. STRATEGY & OPERATIONAL UPDATES: CEO</p> <p>2.1 2022 Millage Discussion Mr. Carpenter shared with the committee the most recent updates since the public release of millage planning at the 3/17/22 Board meeting. The committee discussed various ballot committee planning options.</p> <p>2.2 Long-Range Plan Feedback (Verbal) Mr. Yang shared with the committee a brief verbal update on the progress of public engagement meetings (virtual and in-person options) that have already started and will continue into April.</p>
<p>3. POLICY MONITORING & DEVELOPMENT</p> <p>3.1 Agendas No additions or changes to Service or Finance committee meetings. Committee discussed potentially moving items 2.1, 2.6 (which had not been included) and 2.10 to the Board meeting Consent Agenda.</p> <p>3.2 Monitoring Improvements Mr. Allemang shared that the next monitoring improvements meeting is scheduled for April 8th. He also outlined a new proposal for an online form and worksheet for the policy monitoring.</p>

4. CLOSING ITEMS

4.1 Topics for Next Meeting

Millage
LRP

4.2 Adjournment

Mr. Mahler thanked the committee and staff and adjourned the meeting at 10:39am.

Respectfully submitted: Deborah Holt

DRAFT

Service Committee Meeting Notes

Meeting Date/Time: April 6, 2022, 9:00-11:00am

Members: Kathleen Mozak (Chair), Ryan Hunter, Jesse Miller, Susan Pollay

Staff: Matthew Carpenter, Dina Reed, Bryan Smith, Rosa-Maria Njuki, Deborah Holt

Location: [REMOTE – Via Zoom](#)
Passcode: 538410

Ms. Mozak started the meeting at 9:00 am

Agenda Item
1. OPENING ITEMS
<p>1.1 Agenda (Additions, Approval) No new additions – agenda approved by the committee.</p> <p>1.2 Communications Mr. Carpenter shared with the committee that the City of Ann Arbor had approved the Y-Lot Plan. He also noted that the City had passed rezoning around Briarwood Mall which will allow for higher density development that will impact/increase future transit servicing.</p>
2. STRATEGY & OPERATIONAL UPDATES: CEO
<p>2.1 2022 Millage Discussion Mr. Carpenter shared updates on his presentation of the millage plan to local government entities. Feedback is being received and will be put together into the final proposal to be given to the Board at the April Board meeting.</p> <p>Committee members shared their insight on the respective presentation meetings they had attended.</p> <p>2.2 Long-Range Plan Feedback (Verbal) Mr. Carpenter shared that LRP public meetings are continuing, and feedback is being generated.</p>
3. POLICY MONITORING & DEVELOPMENT
<p>3.1 Monitoring Improvements Ms. Mozak shared updates on the new format proposal for monitoring – the next meeting for the monitoring task force is April 8th.</p> <p>The committee discussed the proposal and how the changes would impact board governance.</p>

3.2 2.1 Treatment of the Travelling Public (return)

Mr. Carpenter shared that this monitoring report had been accepted in January by the Board but there had been questions regarding interpretations and evidence. He shared the updates that had been incorporated and will be brought back before the Board in the April Consent Agenda.

Committee discussed reviewing policy wording as a future task for the Service Committee.

4. CLOSING ITEMS

4.1 Topics for Next Meeting

Policy 2.9 External Relationships

Millage

LRP

Q2 Service Report

4.2 Adjournment

Ms. Mozak thanked the committee and staff and the meeting adjourned at 10:22am.

Respectfully Submitted by Deborah Holt

DRAFT

Finance Committee Meeting Notes

Meeting Date/Time: April 12, 2022, 3:00 – 5:00pm

Members: Mike Allemang (Chair/Treasurer), Rich Chang, Raymond Hess, Kyra Sims

Staff: Matt Carpenter, Dina Reed, Bryan Smith, Forest Yang, LaTasha Thompson, Rosa-Maria Njuki, Deb Holt

Location: [REMOTE – Via Zoom](#)

Passcode: 038107

Mr. Allemang started the meeting at 3:01 pm

Agenda Item
<p>1. OPENING ITEMS</p> <p>1.1 Agenda (Additions, Approval) Mr. Carpenter requested the addition of item 2.3 to the agenda regarding federal funding updates. Committee accepted this addition.</p> <p>1.2 Communications No new communications to share with the committee</p>
<p>2. STRATEGY AND OPERATIONAL UPDATES</p> <p>2.1 Long-Range Plan Feedback Mr. Yang updated the committee that virtual, and in-person public engagement events have wrapped up. Public feedback survey deadline has been extended an additional week.</p> <p>2.2 2022 Millage Discussion Mr. Carpenter shared that various additional millage presentations with public stakeholders have been made. Millage ballot language proposal is in progress and will be presented at the April 21, 2022 Board of Director’s meeting.</p> <p>2.3 Federal Funding Updates Mr. Carpenter shared that transit agencies will receive a future increase in capital funding via federal legislation. There may also be a rollback of unused federal pandemic relief funds.</p> <p>Mr. Carpenter also notified the committee that they had failed to notify the board (as per board policy) regarding recent earmark funding requests due to the quick turnaround for the submissions – he requested this policy be reviewed and will also notify the board for future discussion.</p>
<p>3. POLICY MONITORING & DEVELOPMENT</p> <p>3.1 2.6 Cash and Investments Monitoring Report Ms. Reed went over the monitoring report with the committee. She fielded several questions regarding her interpretations and evidence. There was discussion about reviewing the language/interpretation of 2.6.1 of the policy for better clarification.</p>

The committee discussed compliance level and agreed in recommending to the board that the report was “A – in compliance with a notation of 3 opportunities for clarifications for 2.6.1 – question regarding referencing specific accounts that exceed the \$250,000 Insured maximum in the interpretation. In the evidence section, request to provide an FDIC produced report about the security of the bank. There was also a request to define and provide evidence of adequate liquidity in operational accounts.

4. CLOSING ITEMS

4.1 Topics for Next Meetings

Millage

LRP

Q2 Finance Report

4.2 Adjournment

Mr. Allemang thanked the committee and staff and the meeting adjourned at 4:39pm.

Respectfully Submitted: Deborah Holt

DRAFT

Monitoring Report for Policy 2.1 Treatment of the Traveling Public

Service Committee Review Date: April 6th, 2022

Board Meeting Review Date: April 21st, 2022

INFORMATION TYPE:
Decision
RECOMMENDED ACTION(S):
Board considers accepting this monitoring report as level B – In compliance, except for item(s) noted
ISSUE SUMMARY:
<p>This monitoring report covers the period of FY 2020 and FY 2021 (Oct 2019-Sept 2021). The evidence in this report covers work prior to the Cyber Attack that took place in Oct 2021. Except for where mentioned, data was internally sourced between November 2021 and March 2022. Retrieving some of the data points for this report was not possible as some of the data storage systems were compromised in the attack. This report also reasonably relies on an FTA Triennial Audit conducted in 2018 as pertains to the presence or lack of deficiencies in the way we engage with the Traveling Public. The next Triennial Audit is expected to take place in 2022.</p> <p>In December 2021 the Board accepted this report but raised concerns with some interpretations and evidence and asked that the report be resubmitted in February 2022. Concerns were: explicit incorporation of bus stops in policy 2.1.1, and over-reliance on infrequent federal reviews as evidence (2.1.1, 2.1.2, 2.1.3 2.1.5).</p> <p>I certify that the information presented in this report is true and complete, and I request that the Board accept this as indicating an acceptable level of compliance.</p> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="text-align: center;">  <p>CEO's Signature</p> </div> <div style="text-align: center;"> <p>March 28, 2022</p> <p>Date</p> </div> </div>
ATTACHMENTS:
Monitoring Report for Policy 2.1: Treatment of the Traveling Public

Table of Contents

POLICY TITLE: TREATMENT OF STAFF:	Page #	Compliance
2.1 With respect to the agency’s operations and interactions with riders, potential riders, pedestrians, cyclists, other road users, and the general public the CEO shall not cause, allow, or fail to address conditions, procedures, or decisions that are unsafe, undignified, disrespectful, unclear, or overly intrusive. Further, without limiting the scope of the foregoing by this enumeration, the CEO shall not:	3	
2.1.1. Provide facilities, vehicles, or services that are not reasonably accessible to potential riders regardless of mobility limitations.	4	
2.1.2 Allow anyone, including people who have disabilities or seniors, to be discriminated against with respect to the AAATA’s services.	5	
2.1.3 Operate without providing effective, comprehensible, accessible, and timely information	6	
2.1.3.1. Fail to respond to questions or complaints in a timely and reasonable manner.	10	
2.1.4 Discourage persons from asking questions, airing a complaint, or being heard.	11	
2.1.5 Operate without established and enforceable standards for customer service and the safety of the public including pedestrians, cyclists, and other road users.	12	
2.1.5.1 Fail to communicate standards and expectations to the public and riders.	13	
2.1.6 Use methods of collecting, reviewing, transmitting, or storing personal information that allows improper access or inappropriate disclosure	14	
2.1.6.1 Use forms that elicit personal information for which there is no clear necessity.	15	

 Compliant
  Partially Compliant
  Non-Compliant

Preliminary CEO Interpretations and Evidence

EXECUTIVE LIMITATIONS POLICY 2.1:

With respect to the agency’s operations and interactions with riders, potential riders, pedestrians, cyclists, other road users, and the general public the CEO shall not cause, allow, or fail to address conditions, procedures, or decisions that are unsafe, undignified, disrespectful, unclear, or overly intrusive. Further, without limiting the scope of the foregoing by this enumeration, the CEO shall not:

Degree of Compliance: Partially Compliant

Interpretation

“Riders and potential riders” mean anyone physically located in the areas where AAATA services are available. Otherwise, the Board has fully defined their intent with this policy in the following policies.

Evidence

The board has fully interpreted this policy in the lower-level policy statements. Therefore, compliance with the lower-level policies demonstrates compliance with this policy statement. I report this policy as partially compliant based on partial compliance on some of the following policies.

Compliance Timeline: Compliance with this policy will be achieved when subsequent policies are fully compliant. See sub-policies for more information.

EXECUTIVE LIMITATIONS POLICY 2.1.1:

The CEO shall not... Provide facilities, **bus stops***, vehicles, or services that are not reasonably accessible to potential riders regardless of mobility limitations.

**-The current policy does not mention bus stops. This addition is a recommended policy update.*

Degree of Compliance: Partially Compliant

Interpretation

Compliance with this policy will be demonstrated when all aspects of TheRide’s operations, buses, bus stops, and facilities, comply with the Americans with Disabilities Act (ADA) requirements for accessibility or a plan is in place to reach compliance. Specifically, this means that:

- A. All fixed-route buses are wheelchair accessible with functioning ramps or lifts and appropriate tie-down equipment.
- B. All fixed-route buses have functional visual and auditory stop announcements,
- C. All buildings, park n ride lots and other general structures are already wheelchair accessible,
- D. Financial and staff resources are available to ensure that all bus stops *near sidewalks* are made wheelchair accessible by 2032.

These measures are reasonable because they address all elements necessary for passengers to be able to use transit services, are within the AAATA’s financial resources to afford, and align with legal accessibility requirements found in the ADA which can be objectively determined by an outside authority (FTA) and have become an industry standard. In addition, the requirement for sidewalks is reasonable because such connections are required by the ADA, but the AAATA does not control municipal sidewalk planning, so timing is less certain.

Evidence

- A. 100% of buses are wheelchair accessible with ramps or lifts, wheelchair spaces, and appropriate tie down equipment (CEO Carpenter, 01/03/22). An inspection of maintenance procedures and records (Manager Lundquist, 01/20/22) confirms that ramps, lifts, and ties downs are inspected and confirmed functional *before* a bus is put into, or returned to, public service.
- B. An inspection of fleet inventory records (Manager Lundquist, 01/20/22) confirms that all fixed-route buses have auditory announcements and visual signs indicating stops. Inspection of records (Deputy CEO Smith, 01/20/22) indicates that these systems were functioning accurately during the monitoring period.
- C. An inspection of all facilities (i.e., two bus terminals, two park n ride lots, and one office building) (Manager Roose, 01/19/22) confirmed that all buildings were accessible to wheelchairs. All buildings have automatic doors which were functional during the monitoring period or repaired promptly.

D. A review of bus stop records (Deputy CEO Yang, 01/19/22) confirms that 1,063 out of 1,249 (85%) bus stops are near sidewalks, 639 (59%) of bus stops near sidewalks are already wheelchair accessible. Most heavily used stops are already accessible. The current goal is to make the other 424 bus stops near sidewalks accessible. The AAATA’s annual budget includes \$215,000.00 dedicated to the construction of more bus pads and lead walks. However, due to the pandemic and recent staffing changes, little progress has been made on installing new bus pads, and a new staffing plan is required.

During the most recent FTA Triennial Review (2018) no deficiencies were noted in any of the above areas according to federal requirements.

Compliance Timeline: TheRide is compliant with all elements above except for having a clear staffing plan for installing more bus pads and lead walks. We will be compliant with having a new staffing plan by October 2022. Making all eligible bus stops wheelchair accessible is expected to take 10 years as it depends, in part, on sidewalk repairs by outside parties (i.e., municipalities).

EXECUTIVE LIMITATIONS POLICY 2.1.2
 The CEO shall not... Allow anyone, including people who have disabilities or seniors, to be discriminated against with respect to the AAATA’s services.

Degree of Compliance: Compliant

Interpretation

Compliance with this policy will be demonstrated when

- A. No regulator, judge, or other legally empowered authority concludes that TheRide has violated any Federal or State law pertaining to discrimination; specifically, Title Vi of the Civil Rights Act of 1964, the Americans with Disabilities Act. This is reasonable because it addresses discrimination at an individual level, legal definitions, and provides objective outside expertise.
- B. Any changes triggering a federal Civil Rights review (Title VI) review were found to have no disproportionate impact to any protected class This is reasonable because it addresses discrimination at a group level, includes well-defined legal definitions, and can be taken to an outside impartial body (FTA).

This interpretation is appropriate because discrimination is a legal infraction which is tightly defined by law. Accusations of discrimination are unfortunately common, and legal requirements may not be the same as subjective experience. TheRide cannot meet everyone’s expectations but can anticipate and comply with the law. This is reasonable because legal standards can be anticipated and compliance can be objectively determined, or at least determined by an outside legal authority.

Evidence

- A. An internal review found no records of any valid formal accusations of discrimination against the AAATA, nor any findings that discrimination laws were broken (Njuki, 02/14/21).
- B. An internal review (Manager Fickau, 01/20/22) shows that TheRide complied with all requirements of the American with Disabilities Act, including sections 223 and 224 and FTA Circular 4710.1, during the monitoring period. During the period, there were two changes large enough to trigger the Title VI review (Deputy CEO, Yang, 01/20/22); the restoration of full fixed-route services in August 2021 and the proposal to adjust passenger fares in the FY2022 Budget (September 2021). In both cases reviews were developed and found no disproportionate impact on the community. This makes intuitive sense as restoring services and decreasing fares are generally beneficial to all groups.

In addition, during the most recent FTA Triennial Review (2018) no deficiencies were noted in any of the above areas according to federal requirements. The Review covered requirements such as disparate impacts, disproportionate burdens, equity analysis, limited English proficiency, public participation, service change policies, etc.

<p>EXECUTIVE LIMITATIONS POLICY 2.1.3: The CEO shall not... Operate without providing effective, comprehensible, accessible, and timely information.</p>
<p>Degree of Compliance: Partially Compliant</p>

<p>Interpretation</p>
<p>The Board has partially interpreted “providing timely information” in policy item #2.1.3.1. Compliance with the lower-level policy, along with the following, will constitute compliance with this policy></p> <p>Accurate information on how to use our services (i.e., fixed-route time tables and maps, paratransit information, staff contact information) and general information about the agency is available prior to travel is available and accessible in the following formats:</p> <ol style="list-style-type: none"> 1. Printed Material: Printed Ride Guides available prior to new service beginning, and also upon request in English, Spanish, and Mandarin (per federal requirements). 2. On-Line: TheRide’s website with features allowing use for persons with sight limitations and in non-English languages. 3. Real-Time Information: Available on TheRide’s website and as a live feed for use in third-party apps.

4. **Personal Responses:** Staff are available by phone from 8:00AM to 5:00PM Monday thru Friday to answer questions, and at the Blake Transit Center to answer questions from 7:00AM to 10:00PM on weekdays, 7:00AM-6:00PM on Saturdays and 8:00AM-6:00PM on Sunday.

These interpretations are reasonable because they are within the control of the agency, address federal requirements for information stemming from the ADA and Title VI, are affordable given the resources available, and respond to the vast majority of public needs for trip planning or special accommodation.

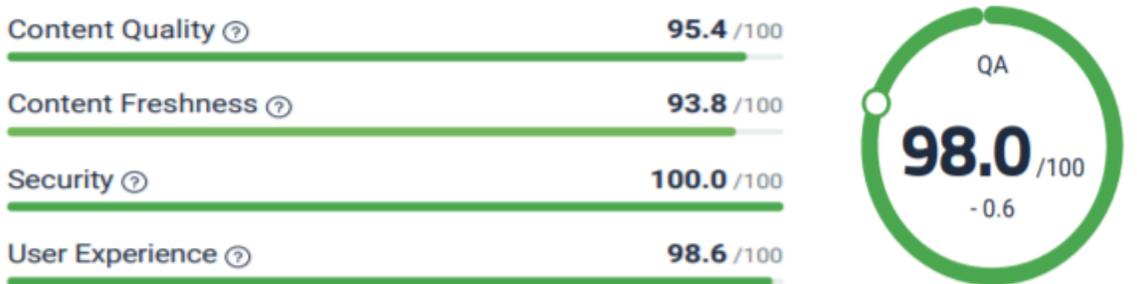
Evidence

1. **Printed Material:** At the onset of the pandemic in March 2020, TheRide scaled down services to essential trips only per CDC guidelines. Since then, services have drastically scaled up to meet public demand. It was not possible to timely publish RideGuides consistent with the drastic service changes. Route and schedule guides were published for the service bid beginning on January 31st 2022. Any changes to these guides have been noted online and on the guides. Since there were no printed guides during the monitoring period, the CEO reports being partially compliant with this policy.
2. **Online Material:** TheRide is accessible online through TheRide.org website. SiteImprove, a third-party website analysis software was used to evaluate TheRide.org for its accessibility, reliability, content quality and freshness, security, and overall user experience. A graphic illustrating quality and accessibility of the website during the monitoring period is provided below.

Quality Assurance Metrics

The Overall QA Score is calculated by aggregating the results of a site’s performance in four categories:

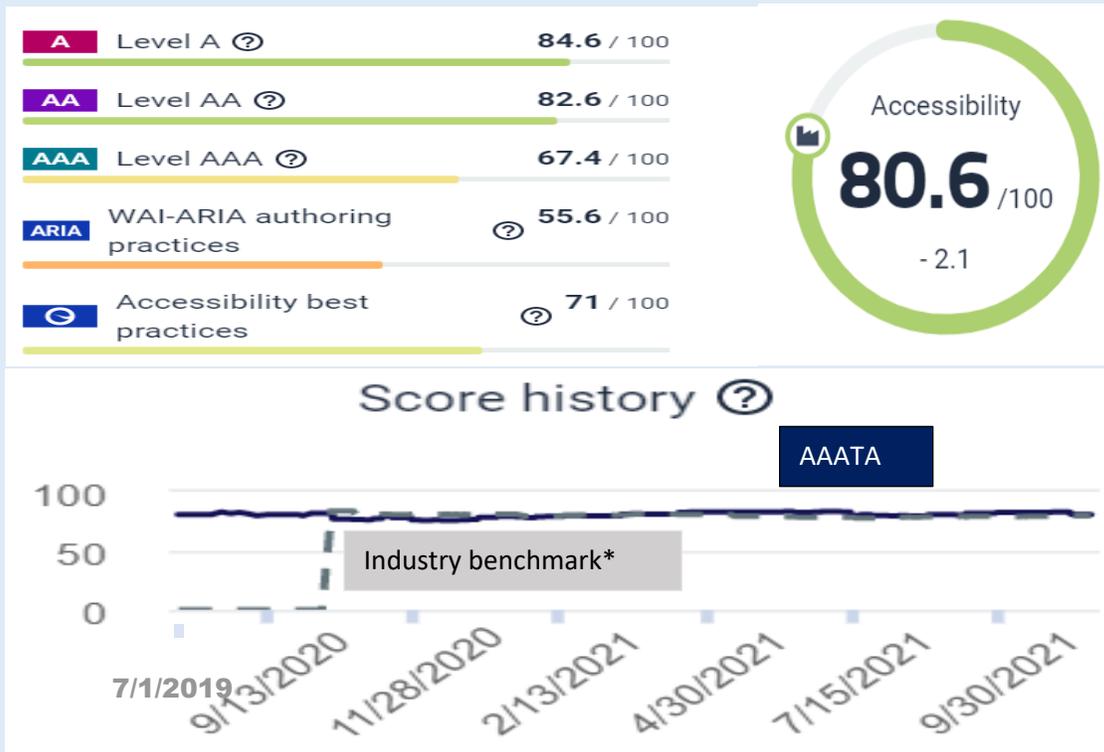
- **Content Quality** – The quality of a site’s content, which affects how quickly and accurately users are able to comprehend it.
- **Content Freshness** – How up to date a site’s content is, which affects user retention and engagement. It also impacts a site’s Search Engine Optimization (SEO).
- **Security** – How vigilant a site has been in only linking to safe domains and in keeping users’ personal information private.
- **User Experience** – How conducive content is to the usability of a site (broken links, document usability, image, size, pages with broken links).



**Industry benchmarks refers to nonprofit organizations using the same third-party company for website analysis purposes*

Website Accessibility Metrics

Accessibility – is based on automated and semi-automated checks in reference to Web Content Accessibility Guidelines (WAG) criteria that rate the website based on how operable, perceivable, understandable, and robust it is



**Industry benchmarks refers to nonprofit organizations using the same third-party company for website analysis purposes*

In addition, Triennial review in 2018 found no deficiencies with regard to consumer information, including: accessibility, paratransit information, and translation of material in Spanish, Korean, and Chinese (top languages in area) and Google Translate for the website. TheRide includes on most printed materials and on TheRide.org website that translated material and alternative formats are available upon request (Manager Boonin, 01/20/22)

3. **Real-Time Information:** TheRide's real-time information system has been experiencing a series of setbacks and was not fully reliable during the monitoring period. The cyber-attacks posed new challenges on this effort. Real time data was later available to the public as of December 16. 2021.
4. **In-Person Assistance:** In a review of staffing levels (Williams, 2/14/22) from the monitoring period, staff can conclude that phone lines and the Blake Transit Center were staffed and answering customers inquires during the required hours of operation. Further, see policy 2.1.3.1 below.

EXECUTIVE LIMITATIONS POLICY 2.1.3.1:

The CEO shall not... Fail to respond to questions or complaints in a timely and reasonable manner.

Degree of Compliance: Compliant

Interpretation

Compliance with this policy will be demonstrated when:

- a) All written inquiries and concerns received through the customer service website are acknowledged within 2 business days and all phone calls entered in the customer concern tracking databased are acknowledged the same day.
- b) 90% of inquiries and concerns are resolved within 10 business days
- c) 99% of inquiries and concerns are resolved within 20 business days.
- d) Waiting time for responses to general inquiries about how to use AAATA services during business hours is less than 2 minutes.

These standards are reasonable because they have been the historical expectations for staff and are within limits of resources available.

Evidence

	Target	FY20	FY21	Target reached
a) Acknowledgement 1. Number of business days all inquiries and concerns received through the customer service website were acknowledged 2. All phone calls entered in the customer concern tracking databased were acknowledged	1. Same day 2. 2 business days	1. Same day 2. 2business days	1. Same day 2. 2business days	1. Yes 2. Yes
b) Number of business days 90% of written and phone call inquiries and concerns were resolved	10 business days	5 business days	5 business days	Yes
c) Number of business days 99% of written and phone inquiries and concerns were resolved	20 business days	5 business days	5 business days	Yes

d) Average phone waiting time for responses to general inquiries about how to use AAATA services during business hours	2 minutes	58 seconds	1 min 19 sec	Yes
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EXECUTIVE LIMITATIONS POLICY 2.1.4:

The CEO shall not... Fail to inform consumers of this policy, or to provide a way to be heard from persons who believe they have not been accorded a reasonable interpretations of their protections under this policy.

See CEO notes and Governance Coach notes for comments on this policy.

Degree of Compliance: Compliant

Interpretation

Compliance with this policy will be demonstrated when the Board of Directors receives no valid accusations that the CEO has impeded or discouraged anyone from addressing the Board during public comment time at regular board meetings. This is reasonable because anyone can use public comment time to address the board.

Evidence

All board meetings held during the monitoring period had at least two public comment periods. No accusations, valid or otherwise, were made relative to this policy. Board minutes are available on TheRide’s website.
(Please see CEO Note at the end of the monitoring report.)

EXECUTIVE LIMITATIONS POLICY 2.1.5:

The CEO shall not... Operate without established and enforceable standards for customer service and the safety of the public including pedestrians, cyclists, and other road users.

Degree of Compliance: Partially Compliant

Interpretation

The board has partially interpreted “established and enforceable standards for safety in policy item #2.1.5.1. Compliance with the lower-level policy as well as the following will constitute compliance with this policy:

- 1. Training:** AAATA bus drivers and other front-line personnel annually receive customer service training and safety training. Contracted services are required to, and confirmed to have, provide appropriate training.
- 2. Customer satisfaction:** Customers express high satisfaction of front-line staff demonstrated by a relatively low trend of complaints, and positive marks in semi-annual surveys of passenger satisfaction.
- 3. Safety:** Collision trend rates are low compared with historical performance and meaningful corrective actions are taken as appropriate.

This interpretation is reasonable because customers service and safety are largely determined by staff behaviors. I further interpret this policy to mean that front line staff (i.e., bus drivers, mechanics, contractors) will receive appropriate training for the safe operation of the vehicle, relevant laws, and will be held accountable for same. Safe operation includes awareness and consideration of other road users. Detailed operational performance and customers satisfaction are addressed further under policy 1.4 and Quarterly Service Reports.

Evidence

- 1. **Training:** During the monitoring period, all bus drivers received customer service training and safe bus operations training upon hire. Not all drivers received refresher training due to staffing shortages for this reason we report partial compliance to this policy.(Taylor, 03/03/22). All staff are subject to standards for safe operation and disciplinary procedures. A review of contracts with private service providers (i.e., contractors) confirms that training requirements are included in contractual expectation and a review of their performance confirms the training occurred (Fickau, 03/01/22).
- 2. **Customer Satisfaction:** Measures of complaint and compliment rates, a proxy for satisfaction, can be seen in the table below. Satisfaction rates are similar to

earlier years, although the disruptions from the pandemic make it difficult to contextualize a trend.

	FY 20	FY 21
Compliments per 100,000 trips	2.8	2.1
Valid complaints per 100,000 trips	1.2	1.6

- Safety:** During this monitoring period, the ratio of collisions per 100,000 trips were 0.25 in FY 20 and 0.23 in FY 21 which was generally low. Safety items such as Drug and Alcohol policies and procedures, accident reporting, etc. are audited in the Triennial Review. The most recent Triennial Review found no deficiencies in these areas in 2018 and procedures have not changed since then. Safety statistics are reported quarterly to the Board and monitored daily by staff.

	FY 20	FY 21
Collisions per 100,000 trips	0.25	0.23

Compliance timeline: Driver refresher trainings are expected to restart this summer. Compliance should be expected by the next monitoring period.

EXECUTIVE LIMITATIONS POLICY 2.1.5.1:

The CEO shall not... Fail to communicate standards and expectations to the public and riders.

Degree of Compliance: Compliant

Interpretation

Compliance with this policy will be demonstrated when TheRide publishes a Code of Conduct for public behavior in terminals, in the printed Ride Guide and on the website. This is reasonable because more assertive methods seem unnecessary and provoke some riders.

Code of Conduct for the Public: The AAATA has a “Code of Conduct” outlining expectations for public behavior on agency property and in buses. The written codes are published in both transit centers, on all buses, in the Ride Guide, and on the website.

Evidence

An inspection of both terminals (Roose, 03/03/22) found that the Code of Conduct was posted in public area.

In addition, during the monitoring period, federal guidelines required masks to be worn in all terminals and buses. An inspection of terminals (Roose, 03/03/22) and random sample of buses (Lundquist, 03/01/22) found that all necessary notices were in place. This information was also on the website (Njuki, 02/20/22).

EXECUTIVE LIMITATIONS POLICY 2.1.6:

The CEO shall not... Use methods of collecting, reviewing, transmitting, or storing personal information that allows improper access or inappropriate disclosure.

Degree of Compliance: Compliant

Interpretation

The board has partially interpreted “collecting personal information that allows inappropriate disclosure” in policy item 2.1.6.1. Compliance with the lower-level policy along with the following will constitute compliance with this policy:

- a) Sensitive personal information regarding riders/customers collected for the paratransit (ARide), Gold Ride, and Fare Deal programs is handled and stored in a manner such that it can only be accessed by authorized staff who are using it for legitimate business reasons.
- b) Information is locked or otherwise secured at the end of every business day.
- c) Electronic information is only accessible to authorized staff
- d) Staff secure the information in accordance with the Americans with Disabilities Act requirements on maintaining Confidentiality of Applicant Information
- e) Inactive forms are destroyed after 7 years.

This is reasonable because personal information on customers is only collected for paratransit (ARIDE), GoldRide, and the Fare Deal programs.

Evidence

A review of instructions to staff (Fickau, 1/18/22) found that all staff are training to protect personal information and understand their responsibilities. Further review found that staff are complied with practices A-E above during the monitoring period. Audits previously done by the Federal Transit Administration found no deficiencies with this approach.

EXECUTIVE LIMITATIONS POLICY 2.1.6.1

The CEO shall not... Use forms that elicit personal information for which there is no clear necessity.

Degree of Compliance: Compliant

Interpretation

I interpret “form” to mean any written or electronic means of information collection that can be stored and reviewed later. Compliance with this policy will be demonstrated when no written or electronic means of information is used to collect information and store for future review unless the Agency is legally required to collect, or it is necessary to effectively administer programs, or needed for safety and security of the public or staff or needed to document relevant processes.

The Deputy CEO of Finance and Administration approves any new form requesting personal information from a member of the public. This approach is reasonable because new forms are rarely created, and existing forms have already been reviewed and approved by the Deputy CEO of Finance and Administration.

Evidence

(Deputy CEO F&A, Reed 1/20/22) A review our records on 01/20/22 confirm that during the monitoring period, no written or electronic requests for personal information was made to the members of the public.

Additionally, the Deputy CEO, Finance and Administration confirmed on 01/20/22 that she did not approve any new form requesting personal information from members of the public.

CEO Notes

The CEO notes Policy 2.1.4 very difficult to interpret and present evidence for. Upon review this policy was not an original policy created by John Carver

There is a similar policy which reads: *“The CEO shall not...Fail to ... provide a way to be heard for person who believe they have not been accorded a reasonable interpretation of their protections under this policy.”*

The CEO would like to ask the Board to reconsider 2.1.4 as currently written, and perhaps seek advice from a Committee or a governance coach*.

**See governance coach notes below for advice on this policy.*

Governance Coach Notes

The governance coach has had a chance to review this monitoring report and recommends the following.

1. Consider rewording the following policies to remove double negatives i.e., *“shall not fail to”*.
 - a. Policy 2.1.1: *“The CEO shall not...allow facilities, bus stops, vehicles, or services to lack reasonable accessibility for potential riders regardless of mobility limitations”* Note: this policy update deliberately includes bus stops.
 - b. Policy 2.1.3.1: *“The CEO shall not...Permit unfair, inconsistent, or untimely responses to questions or complaints from the traveling public”*
 - c. Policy 2.1.5.1: *“The CEO shall not allow the public and riders to be without easily accessible, understandable information with respect to services offered and expected conduct.”*
2. As the CEO noted the current Policy 2.1.4 does not exist in the original John Carver work. The policy in John Carver’s work, noted in the CEO’s notes, (*“The CEO shall not...Fail to ... provide a way to be heard for person who believe they have not been accorded a reasonable interpretation of their protections under this policy.”*) has been abandoned because it adds little to the other provisions. If the policy were aligned with the Interpretation, e.g., [The CEO shall not] *“Allow the riding public or any stakeholder to be unaware of the process for registering a complaint or concern or of the avenues for addressing the Board”*. This would be an improved policy statement.
3. Policy 2.1.2 is redundant as the board already specifies in the General Executive Constraint (GEC) that the CEO shall not do anything unlawful, it might be worthwhile considering deleting this policy and address discrimination in the monitoring policy of the GEC. If this policy is intended to address equity, then it is likely covered in the Ends policies.

Monitoring Policy 2.1 Treatment of the Traveling Public

Guidance on Determining “Reasonableness” of CEO Interpretations

Govern for Impact (previously International Policy Governance Association) has developed the following guidance for Board members to use in deciding whether a CEO’s interpretation is “reasonable”:

An interpretation is deemed to be reasonable when it provides an operational definition which includes defensible measures and standards against which policy achievement can be assessed...

Defensible measures and standards are those that:

- *Are objectively verifiable (e.g., through research, testing, and/or credible confirmation of observable phenomena.)*
- *Are relevant and conceptually aligned with the policy criteria and the board’s policy set.*
- *Represent an appropriate level of fulfillment within the scope of the policy.*

- “What makes an Interpretation Reasonable and What are the Expectations for the Operational Definition: Policy Governance Consistency Framework Report Number 2”.

Board’s conclusion on monitoring report

The Board has received and reviewed the CEO’s Monitoring Report references above. Following the Board’s review and discussion with the CEO, the Board makes the following conclusions:

Executive Limitations Report (select one) The Board finds that the CEO:

- A. Is in compliance
- B. Is in compliance, except for item(s) noted.
- C. Is making acceptable progress toward compliance.
- D. Is *not* in compliance or is *not* making reasonable progress toward compliance
- E. Cannot be determined

Board notes: (If applicable)

Monitoring Report 2.6 Cash and Investments

Monitoring Period: July 2021 – December 2021

Finance Committee Review Date: April 12, 2022

Board Meeting Review Date: April 21, 2022

INFORMATION TYPE:
Decision
RECOMMENDED ACTION(S):
<p>Board reviews this monitoring report and completes the survey provided in this link by April 5, 2022.</p> <p>Board considers accepting this monitoring report in August as either level:</p> <ul style="list-style-type: none"> • A – In compliance, OR • B – In compliance, except for item(s) noted
ISSUE SUMMARY:
<p>TheRide’s Board of Directors establish policies that define what methods are unacceptable to use to achieve expected results, called Executive Limitations. This monitoring report provides the CEO’s interpretations of those policies, evidence of achievement, and an assertion on compliance with the Board’s written goals. As with other monitoring reports, the Board decides whether the interpretations are reasonable, and the evidence is convincing.</p> <p>I certify that the information presented in this report is true and complete, and I request that the Board accept this as indicating an acceptable level of compliance.</p> <p style="text-align: center;">Signature: Date: 3/28/2022</p> <div style="text-align: center;">  Matt Carpenter, CEO </div>
BACKGROUND:
<p>Monitoring Reports are a key Policy Governance tool to assess organizational/CEO performance in achieving Ends (1.0) within Executive Limitations (2.0). A Policy-Governance-consistent Monitoring Process is:</p> <ol style="list-style-type: none"> 1. CEO sends Monitoring Report to all board members 2. At Board meeting, board accepts Monitoring Report through majority vote (or if not acceptable, determines next steps)
IMPACTS OF RECOMMENDED ACTION(S):
<ol style="list-style-type: none"> 1. Governance: Perform key Policy Governance process
ATTACHMENTS:
<ol style="list-style-type: none"> 1. Policy Monitoring Report for Policy 2.6 Cash and Investments

Table of Contents

POLICY TITLE: EXECUTIVE LIMITATION POLICY 2.6: CASH AND INVESTMENTS	Page #	Compliance
<p>2.6 The CEO will not fail to hold cash for short-term operations or surplus capital for investment according to the Board’s investing priorities: first ensuring safety of principal, next providing adequate liquidity, and third, returning the highest yield compatible with prudent investing.</p> <p>Further, without limiting the scope of the foregoing by this enumeration, the CEO shall not:</p>	3	
<p>2.6.1. Hold AAATA operating cash or surplus capital in insecure instruments, including federally-uninsured checking accounts or non-interest-bearing accounts except where necessary to facilitate ease in operational transactions.</p>	6	
<p>2.6.2. Deviate from the “Investment Policy to Comply with Michigan PA 20 of 1943” as stated in the Appendices, invest in instruments other than those so authorized, or invest unlawfully with respect to Michigan PA 20 of 1943.</p>	7	

 Fully Compliant
  Partially Compliant
  Non-Compliant

CEO Interpretations and Evidence

EXECUTIVE LIMITATIONS POLICY 2.6:

The CEO will not fail to hold cash for short-term operations or surplus capital for investment according to the Board’s investing priorities: first ensuring safety of principal, next providing adequate liquidity, and third, returning the highest yield compatible with prudent investing.

Degree of Compliance: In Compliance

EXECUTIVE LIMITATIONS POLICY 2.6: Interpretation

Compliance for this policy will be demonstrated when compliance with both lower-level policies are achieved.

EXECUTIVE LIMITATIONS POLICY 2.6.1:

Further, without limiting the scope of the foregoing by this enumeration, the CEO shall not:

Hold AAATA operating cash or surplus capital in insecure instruments, including federally uninsured checking accounts or non-interest-bearing accounts except where necessary to facilitate ease in operational transactions.

Degree of Compliance: In Compliance

EXECUTIVE LIMITATIONS POLICY 2.6.1: Interpretation

Compliance with this policy will be demonstrated when account statements from financial institutions indicate that funds held in checking and money market savings accounts:

1. are held in Federal Deposit Insurance Corporation (FDIC) insured banking institutions, and
2. that deposit accounts generate interest.

This is a reasonable interpretation because the FDIC is an independent agency created by Congress to insure deposits, examine and supervise financial institutions for safety, soundness, and consumer protection, make large and complex financial institutions resolvable, and manage receiverships. Financial institutions backed by the FDIC provide guaranteed insurance up to \$250,000 per deposit account and protects insured depositors by assuming responsibility for failed institutions immediately, minimizing any impact to customers of the failed institution.

Additionally, deposit accounts that generate interest will grow AAATA's money over time.

EXECUTIVE LIMITATIONS POLICY 2.6.1: Evidence

Account statements from all financial institutions holding AAATA monies as of December 31, 2022 disclose that:

1. All monies held in bank accounts and investments are in deposit at The Bank of Ann Arbor, which is an FDIC insured bank.
2. All accounts holding AAATA funds produce interest.

EXECUTIVE LIMITATIONS POLICY 2.6.2:

Further, without limiting the scope of the foregoing by this enumeration, the CEO shall not:

Deviate from the “Investment Policy to Comply with Michigan PA 20 of 1943” as stated in the Appendices, invest in instruments other than those so authorized, or invest unlawfully with respect to Michigan PA 20 of 1943.

Degree of Compliance: In Compliance

EXECUTIVE LIMITATIONS POLICY 2.6.2: Interpretation

Compliance will be demonstrated when:

1. Account statements for investments indicate that funds are held only in Certificates of Deposit (not to exceed \$4 million in any one financial institution), bonds or other direct obligations of the U.S. (maturity limited to 3 years or less), or government mutual funds.
2. Investments are held
 - a. in accounts which ensure the safety of the principal balance,
 - b. remain liquid, and
 - c. return the highest yield compatible with prudent investing.
3. A listing of investment accounts, with balances, maturity dates, and interest rates for each account, is provided to the Board at least quarterly.

This is reasonable because these are the only types of investment instruments that are legal under Michigan Public Act 20 and authorized by the Board’s policy.

EXECUTIVE LIMITATIONS POLICY 2.6.2: Evidence

A review of account statements from financial insitutions and reconciliations as of December 31, 2021, completed by the CFO, Reed, on March 25, 2022, verified the following:

1. AAATA’s investments were held in Certificates of Deposits (CDs), U.S. Agency Bonds, and Money Market Savings accounts. Each of these are legal, authorized instruments per the policy, and do not exceed limits on amounts or maturities as required by the policy.
2. Regarding the Board’s established priorities for investing, the CFO attests:

(a) Safety of Principal: Cash was held in checking and savings accounts at the Bank of Ann Arbor. Some investments were held in the Certificate of Deposit Account Registry Service (CDARS) managed by Bank of Ann Arbor (which invests funds to the FDIC insured limit in other banks), Certificates of Deposit (CDs) and Money Market Savings. Bank accounts, CDs, and Money Market accounts are FDIC insured. Other

investments were held in U.S. Agency Bonds, which are federally-insured direct obligations of the U.S. government.

(b) Adequate Liquidity: Cash in checking and savings accounts is immediately available. Monies held in investments are available within 30-days' notice to the financial institution. Liquidity has been sufficient to meet operating needs during the monitoring period, as AAATA has been able pay its expenses without using debt, and no expenses have been deferred due to insufficient liquidity of capital.

(c) Highest Yield Compatible with Prudent Investing: Yields on investments (0.050% to 0.375%) are the highest rates available considering the limited investment options due to policy and regulatory limits and the priorities for safety and liquidity. AAATA has followed the advice of its expert trust consultant at Bank of Ann Arbor in making prudent investing decisions according to the Board's policy and priorities.

3. The balance of each account and the financial instruments used were provided with maturity dates and interest rates. The balances match the information reported on the FY2022 First Quarter financial statements.

For convenience, key financial data related to the above are provided as follows:

As of December 31, 2021, cash, checking, and savings account balances were \$20.8 million and distributed as shown below in Table 2.6A.

Table 2.6A

Cash, Checking and Money Market Balances	
<i>(\$ in thousands)</i>	
Cash, Checking or Money Market Account	As of 12/31/2021
IMPREST	\$ 333
OPERATING	577
PAYROLL	28
CHANGERS/PETTY	3
PASSES/TOKENS	21
CAPITAL	1,798
FLEX SPENDING	56
MONEY MARKET SAVINGS	17,846
GETDOWNTOWN	179
Total Cash, Checking & Money Market	\$ 20,841

As of December 31, 2021, investment account balances totalled \$11.8 million and distributed as shown below in Table 2.6B.

Table 2.6B

Investments Summary

(\$ in thousands)

Investment Instrument	Date of Maturity	Interest Rate	Total as of 9/30/2021	Transactions	Total as of 12/31/2021
Bank of AA - CDARS	3/31/2022	0.150%	\$ 2,503		\$ 2,503
Bank of AA - CDARS	12/30/2021	0.050%	2,506	(2,506)	-
Bank of AA - CDARS	3/31/2022	0.045%	-	2,507	2,507
U.S. Agency Bond	11/6/2023	0.250%	2,000		2,000
U.S. Agency Bond	4/8/2024	0.375%	1,000		1,000
U.S. Agency Bond	8/12/2022	0.125%	1,500		1,500
U.S. Agency Bond	1/19/2024	0.230%	750		750
U.S Treasury Notes	5/15/2023	0.125%	1,500		1,500
Money Market Funds	N/A	0.150%	37	2	39
Mark-to-Market Adjustment			-	(34)	(34)
Total Investments			\$ 11,796	\$ (31)	\$ 11,765

The financial data presented as of December 31, 2021, demonstrates compliance with Policy 2.6 and the Board’s Investment Policy at a single point in time. The CFO attests that cash and investments were held in compliance with this policy throughout the monitoring period. Additionally, quarterly financial reports are presented at Board meetings and monthly account statements are available for direct inspection.

Regarding reporting to the Board, a review of monthly Board meeting agendas and minutes conducted by the CFO on March 25, 2022 indicates that the required disclosure of investment accounts, balances, maturity dates, and interest rates was provided in quarterly financial reports presented to the Board since this policy was last monitored in June 2021. FY2021 Q4 investments were reported in November 2021 and FY2022 Q1 investments were presented in March 2022.

Monitoring Policy 2.6 Cash & Investments

Guidance on Determining “Reasonableness” of CEO Interpretations

The International Policy Governance Association has developed the following guidance for Board members to use in deciding whether a CEO’s interpretation is “reasonable”:

An interpretation is deemed to be reasonable when it provides an operational definition which includes defensible measures and standards against which policy achievement can be assessed...

Defensible measures and standards are those that:

- *Are objectively verifiable (e.g., through research, testing, and/or credible confirmation of observable phenomena.)*
- *Are relevant and conceptually aligned with the policy criteria and the board’s policy set.*
- *Represent an appropriate level of fulfillment within the scope of the policy.*

- *“What makes an Interpretation Reasonable and What are the Expectations for the Operational Definition: Policy Governance Consistency Framework Report Number 2”.* International Policy Governance Association. June 11, 2016. Available on the IPGA website.

Board’s conclusion on monitoring report

The Board has received and reviewed this Monitoring Report.

Executive Limitations Report (select one)

The Board finds that the CEO:

- A. Is in compliance
- B. Is in compliance, except for item(s) noted.
- C. Is making reasonable progress toward compliance.
- D. Is *not* in compliance or is *not* making reasonable progress toward compliance
- E. Cannot be determined

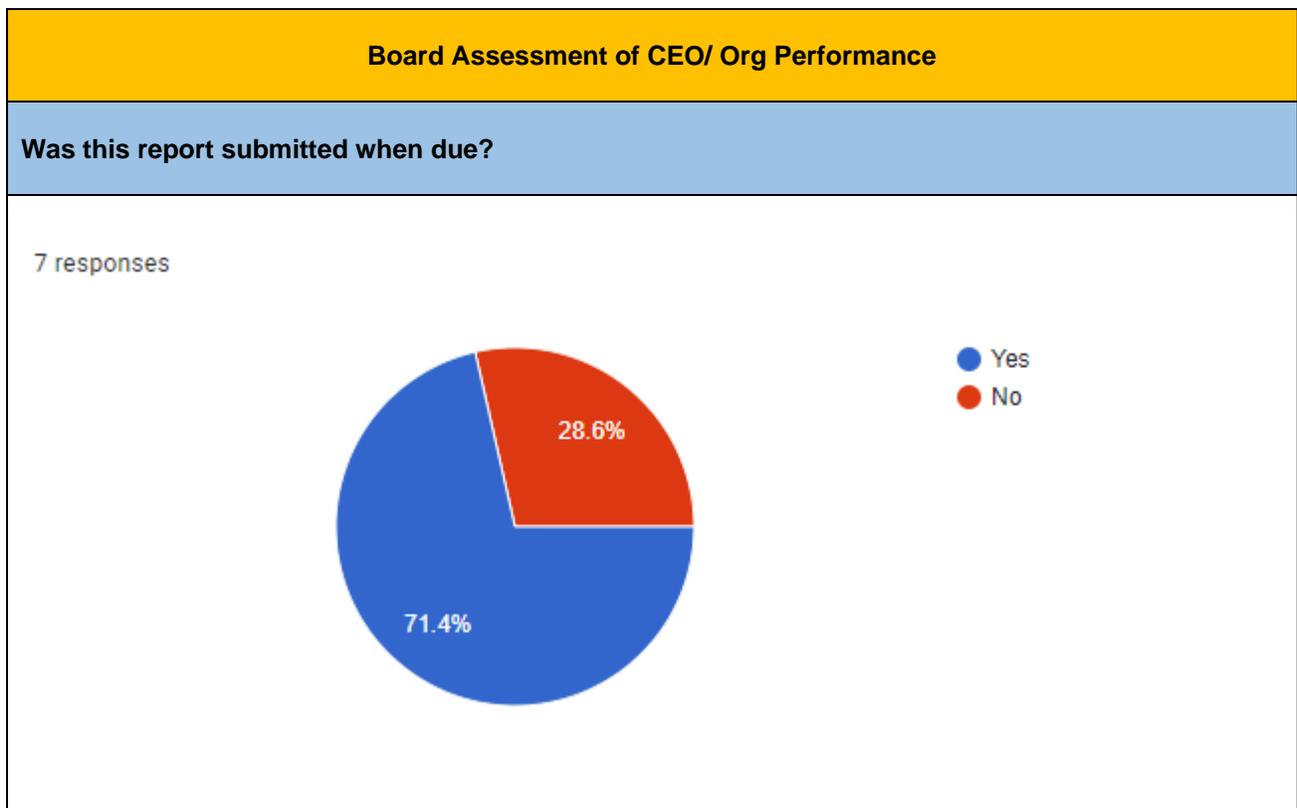
Board’s notes

SURVEY RESULTS: Cash and Investments (Policy 2.6)

Finance Committee Review Date: April 6, 2022
Board Meeting Review Date: April 21, 2022

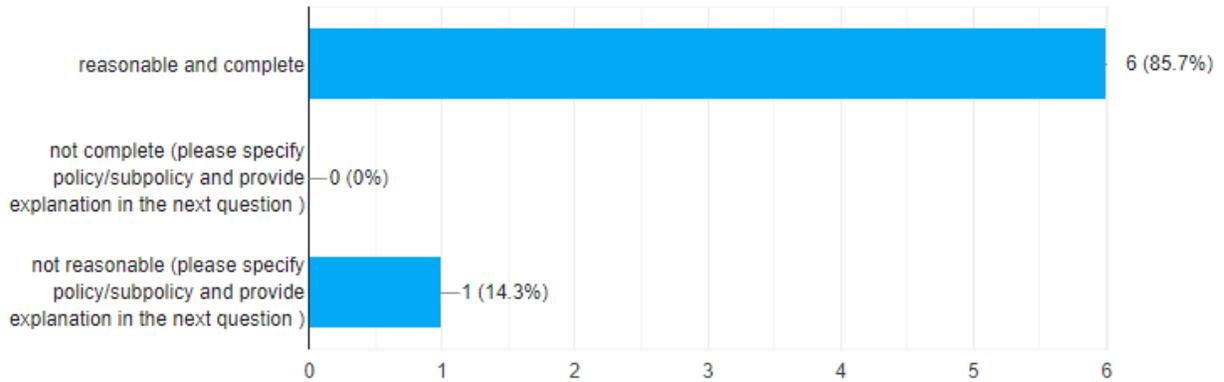
Survey Participants: 7 Board Members

Note: Each bullet represents a comment by a different Board member.



Do you find the CEO Interpretation for each policy/sub policy to be:

7 responses



Board Assessment of CEO/ Org Performance

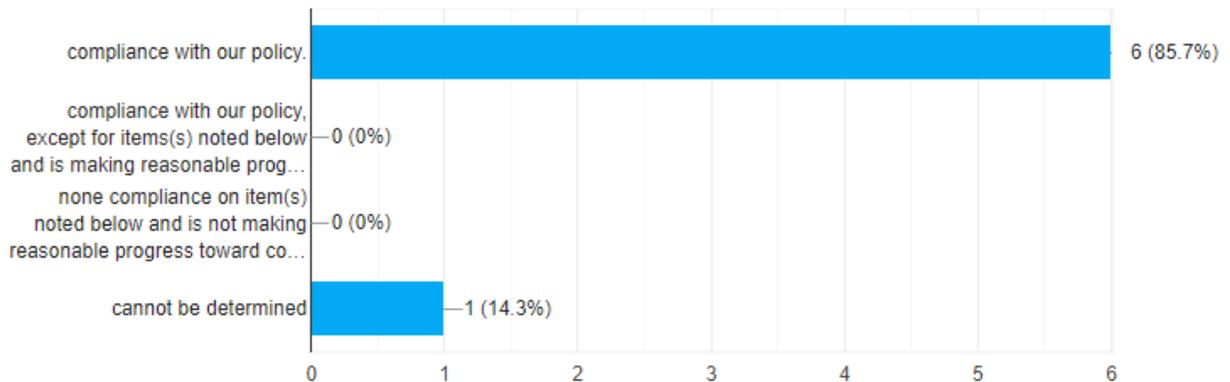
CEO Interpretations that were incomplete or unreasonable (if any):

1 response

2.6.1: Just being held in an FDIC bank is not enough; individual accounts cannot exceed \$250k to be fully insured. Interpretation doesn't address what funds are not generating interest because they are necessary to facilitate ease in operational transactions.

Do you find the CEO's evidence and data shows..?

7 responses



Items not in compliance (if any):

1 response

2.6.1 Can't be determined because interpretation not reasonable (see above).

Optional: Potential Policy Development

Is there any area associated with this policy that concerns you that is not clearly addressed in existing policy? What is the value that drives your concern?

1 response

none

What policy language would you like to see incorporated to address your worry?

0 responses

No responses yet for this question.

Optional: Comments for the CEO

Commendations on this topic:

0 responses

No responses yet for this question.

Potential Improvement(s):

1 response

Revise interpretation of 2.6.1.

Comments on the report itself:

0 responses

No responses yet for this question.

MERS Health Care Savings Program

Board Meeting Review Date: April 21, 2022

INFORMATION TYPE:
Decision Preparation
RECOMMENDED ACTION(S):
Approve
ALTERNATIVE OPTION(S):
None
PRIOR RELEVANT BOARD ACTIONS & POLICIES
Approved the increase in Employer contribution when approved the new Union contract
ISSUE SUMMARY:
<p>IRS and MERS rules require the Health Care Savings Plan (HCSP) provisions to be reflected in an amended Participant Agreement and that agreement to be approved by the Plan’s governing body. To that end, board approval is requested for the MERS Health Care Savings Plan (HCSP) Participant Agreement for the union and nonunion employee groups. The attached MERS Health Care Savings Plan (HCSP) Participant Agreement has been updated to reflect plan provisions effective April 1, 2022 that were agreed to in the new 2022-2026 union contract.</p> <p>Additionally, MERS now allows the governing body to pass a resolution allowing the CEO to be an authorized signatory for MERS documents. A copy of that Resolution is attached for approval.</p>
BACKGROUND:
<p>In 2008, the AAATA moved away from providing health care insurance to retirees and adopted a health care savings program through MERS. This plan serves as a vehicle to provide employees with some benefit upon retirement, while eliminating the Authority OPEB (Other Post Employment Benefit) liability. It includes both employer and employee contributions and is governed by IRS regulations and MERS rules. As such, updated participant agreements are required to be approved by the AAATA Board of Directors and submitted to MERS. These agreements must reflect the stipulated terms of the HCSP as negotiated in the union contract for union employees and authorized by the CEO for non-union employees. Historically, the Employer contribution for non-union employees mirrored that of union employees.</p>
IMPACTS OF RECOMMENDED ACTION(S):
<ul style="list-style-type: none"> • Budgetary/Fiscal: The cost is within budget projections and is affordable • Social: Jeopardizes existence of Health Care Savings Plan for staff to which AAATA is contractually obligated • Environmental: None

- Governance: MERS and IRS rules require governing body action on HCSP plan provisions. Meets Board policy 2.3.1, 2.3.2, 2.3.5

ATTACHMENTS:

- MERS Health Care Savings Program Participation Agreement
- Contribution Addendum for MERS Health Care Savings Program (HCSP)
- Resolution Establishing Authorized Signatories for MERS Contracts and Service Credit Purchas Approvals

MERS Health Care Savings Program Participation Agreement



1134 Municipal Way Lansing, MI 48917 | 800.767.2308 | Fax 517.703.9707

www.mersofmich.com

I. PARTICIPATING EMPLOYER

Employer Name: _____
(Name of municipality or court)

Municipality Number: _____ Division Number: _____

II. EFFECTIVE DATE

1. If this is the initial Participation Agreement relating to the MERS Health Care Savings Program for this covered group, the effective date of the program here adopted shall be:

(Date)

2. If this is an amendment and restatement of an existing Participation Agreement relating to the MERS Health Care Savings Program for this covered group, the effective date of this amendment and restatement shall be effective: _____

(Date)

Note: You only need to mark *changes* to your plan throughout the remainder of this Agreement.

III. COVERED EMPLOYEE GROUPS

A participating Employer may cover all of its employee groups, bargaining units, or personnel/ employee classifications ("Covered Group") in the same Health Care Savings Program plan.

Contributions shall be made on the same basis within each Covered Group according to the associated [HCSP Contribution Addendum](#), remitted as directed by the Program Administrator.

This agreement encompasses the following group(s):

(Name/s of HCSP covered group/s)

Note: To maintain the tax-favored status of the employer's Health Care Savings Program and to comply with federal law, the Employer may not provide coverage or benefit levels to highly-compensated employees that are not provided to non highly-compensated employees.

IV. ELIGIBLE EMPLOYEES

Only Employees of a "municipality" may be covered by the Health Care Savings Program Participation Agreement. Independent contractors may not participate in the Health Care Savings Program.

The Employer shall provide MERS with the name, address, Social Security Number, and date of birth for each Eligible Employee, as defined by the Participation Agreement.

V. EMPLOYER CONTRIBUTIONS TO THE HEALTH CARE SAVINGS PROGRAM

The Participating Employer hereby elects to make contributions to the Trust. Contributions shall be made on the same basis within each Covered Group specified in this agreement, and remitted to MERS as directed by the employer, to be credited to the individual accounts of Eligible Employees according to the associated [Contribution Addendum](#).

MERS Health Care Savings Program Participation Agreement

IX. STATE LAW

To the extent not preempted by federal law, this agreement shall be interpreted in accordance with Michigan law.

X. TERMINATION OF THE PARTICIPATION AGREEMENT

This Participation Agreement may be terminated only in accordance with the Trust Agreement.

XI. EXECUTION BY GOVERNING BODY OF MUNICIPALITY

The foregoing Participation Agreement is hereby adopted and approved on the ____ day of _____, 20____ at the official meeting held by _____.
(Name of approving employer)

Authorized Signature: _____

Name: _____

Title: _____

Received and Approved by the Municipal Employees' Retirement System of Michigan

Dated: _____, 20____

(Authorized MERS signatory)

Contribution Addendum for MERS Health Care Savings Program (HCSP)



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This is an Addendum to the Participation Agreement completed by _____
Name of Participating Employer
for _____ of _____
Covered Employee Group Division Code

The Addendum modifies the *MERS Health Care Savings Program Participation Agreement*. Please complete this addendum for each contribution structure associated with the covered employee group.

Check one or more (A or B, C and/or D):

A. Employer Contributions for Retirees / Former Employees. Employer contributions may be made according to any frequency. Identify below the contribution formula or amount that will apply to all in this covered group. *Note: If this contribution is selected, Sections B, C, and D do not apply.*

Contribution structure (specify \$ or %): _____

For active employees, please check one or more below (B, C, and/or D).

B. Basic Employer (Before-Tax) Contributions. Before-tax employer contributions may be made as a percentage of salary and/or by a specified dollar amount. Identify below the basic employer contribution formula to be applied to the covered groups within the Health Care Savings Program identified in this addendum.

Contribution structure (**specify \$ or %** and, if a %, include the basis for that contribution. For example: Employer will contribute 3% of base wages):

C. Mandatory Salary Reduction (Before-Tax) Contributions. Before-tax Employer Contributions shall be made that represent a mandatory salary reduction resulting from collective bargaining or the establishment of a personnel policy. These reductions may be made as a percentage of salary or a specific dollar amount.

Contribution structure (**specify \$ or %** and, if a %, include the basis for that contribution. For example: Employees will contribute 3% of base wages):

Contribution Addendum for MERS Health Care Savings Program (HCSP)

D. Mandatory Leave Conversion (Before-Tax) Contributions. Before-tax Employer Contributions shall be made that represent a mandatory conversion of accrued leave including, but not limited to vacation, holiday, sick leave, or severance amounts otherwise paid out, to a cash contribution. These contributions may be calculated as a percentage of accrued leave or a specific dollar amount representing the accrued leave. Leave conversions may be made on an annual basis or at separation from service, or at such other time as the Employer indicates. *(Note: The leave conversion program shall not permit employees the option of receiving cash in lieu of the employer contribution.)*

Check here if the covered employee group has the option to direct any/all of the leave conversion lump sum to an existing 457 program.

Check one or more:

- As of _____, _____ % of _____
Annual date or X weeks before termination Percentage Type of Leave Conversion (sick, vacation, etc.)
must be contributed to the HCSP.
- As of _____, _____ % of _____
Annual date or X weeks before termination Percentage Type of Leave Conversion (sick, vacation, etc.)
must be contributed to the HCSP.
- As of _____, _____ % of _____
Annual date or X weeks before termination Percentage Type of Leave Conversion (sick, vacation, etc.)
must be contributed to the HCSP.
- As of _____, _____ % of _____
Annual date or X weeks before termination Percentage Type of Leave Conversion (sick, vacation, etc.)
must be contributed to the HCSP.

Post-Tax Employee Contributions. Post-tax Employee Contributions made by Eligible Employees within the Covered Group(s) shall be remitted as directed by the Program Administrator, to be credited to the individual accounts of Eligible Employees. All Employee Contributions must be remitted to MERS along with the Participation Report.

Resolution Establishing Authorized Signatories for MERS Contracts and Service Credit Purchase Approvals



1134 Municipal Way Lansing, MI 48917 | 800.767.MERS (6377) | Fax 517.703.9711

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This Resolution is entered into under the provisions of 1996 PA 220 and the Municipal Employees' Retirement System of Michigan ("MERS") Plan Document, as each may be amended.

This resolution is being adopted by the governing body of the participating entity and applies to all reporting units of said participating entity.

WHEREAS, _____ ("Employer") is a participating municipality with the Municipal Employees' Retirement System of Michigan ("MERS") and has adopted one or more retirement, insurance, investment or other post-employment benefit products administered by MERS;

WHEREAS, MERS requires signatures of an authorized representative of the Employer to execute contracts with MERS, the entry of which is authorized by the governing body and permitted under the applicable MERS Plan Document(s);

WHEREAS, the Employer wishes to designate certain job position(s), the holder(s) of which may sign MERS' contracts relating to the adoption, amendment and termination of MERS' products, and defined benefit service credit purchase approvals on behalf of Employer to implement decisions and actions of the governing body;

WHEREAS, this Resolution is not intended to apply to MERS forms or any other MERS document except as specifically mentioned herein,

Therefore, the Governing Body resolves:

The holders of the following job position(s) are hereby *Authorized Officials* that can sign: (1) MERS Adoption Agreements, Resolutions, Participation Agreements, Administrative Services Agreements, Withdrawal Agreements and any other contracts between MERS and the Employer with respect to Employer's participation in any MERS-administered product and any amendments and addendums thereto, and (2) MERS Defined Benefit service credit purchase approvals:

1. _____

Optional additional job positions:

2. _____

3. _____

This Resolution may be revoked in writing or amended by the Governing Body at any time, provided that it will not be effective until such writing or amended Resolution is received by MERS. The Governing Body agrees that MERS may rely upon this Resolution as conferring signing authority upon the holders of the above job position(s) to bind Employer with respect to MERS.

Adopted at a regular/special meeting of the Governing Body on _____, 20_____.

Authorized signature (must be currently in a position named above): _____

Name: _____

Title: _____

Witness signature: _____

Witness name: _____

Witness title: _____

2022 Service and Millage Proposal

Meeting: Board Meeting
Meeting Date: April 21, 2022

INFORMATION TYPE
Decision Preparation
RECOMMENDED ACTION(S)
<p>Consider and approve Resolution 4/2022 (Attachment 4, below) which authorizes a millage referendum for public transit. The proposed resolution, as written, includes a referendum date of August 2, 2022, a mill rate of 2.38 mills, and ballot language developed by corporate counsel.</p> <p>The Board may change any element of Resolution 4/2022 prior to approval. Corporate counsel will attend the April 21st Board meeting.</p>
ISSUE SUMMARY
<p>The Board of Directors has laid out ambitious goals for TheRide and transit services; <i>advance the community's needs for social, environmental and economic sustainability through strategic provision of transit, while remaining careful stewards of the public trust.</i> This 5-year millage proposal (2024-2028, 2.38 mills) outlines how far TheRide could move towards achieving those goals by 2028. If approved, this proposal would replace the existing 0.7 mill levy, creating a net <i>additional</i> levy of 1.68 mills. A larger local investment in public transit magnifies outside funding. For every \$1 in local tax investment, TheRide collects another \$1.40 in federal and State transit formula grants. <i>All</i> those funds are directly invested in our communities and residents.</p> <p>This proposal includes several key improvements to public transit services:</p> <ul style="list-style-type: none"> • Maintain all existing services, • Expand evening, late night, weekend, and holiday services systemwide, • Introduce express service between downtown Ann Arbor and downtown Ypsilanti, • Increase social equity by equalizing services across all member communities, • Increase access to jobs, housing, medical, education, and other destinations, • Provide a mobility alternative for everyone including seniors, persons with disabilities or low incomes, workers and employers, students, and those striving for a car-free lifestyle, • Increase TheRide's capacity to deliver major projects in the future, • Maximizing the use of federal, State and local funding, and • Provide new services called for in public documents such as the Ann Arbor A2Zero plan, the Washtenaw County Housing Affordability and Economic Equity Analysis, the WATS 2045 Plan, the Ypsilanti Township Master Plan, City of Ypsilanti's Climate Action Plan, and the RTA's Regional Transit Plan. <p>The CEO is providing this proposal to the Board of Directors. It is the Board who will decide what, if any, request is made of voters. The Board will need to approve a mill rate, referenda date, and ballot language. If an August date is selected, the deadline for ballot language is May 10. Final approval is requested by <u>April 21st</u>.</p>

BACKGROUND
<p>The proposal detailed in this memo outlines the improvements and enhancements TheRide could deliver between 2024-2028. These improvements all advance the Board’s goals, respond to requests from the community, and are aligned with the emerging Long-Range Plan.</p> <p>In 2019 TheRide began developing a new Long-Range Plan to serve as the blueprint for meeting our communities’ changing needs. Based on strategic goals identified by TheRide’s Board of Directors, and incorporating extensive public requests and feedback, this Plan is expected to be finalized later in 2022. This 5-year millage proposal can be seen as the first phase of implementing that longer-term vision.</p> <p>TheRide has served our communities for over 50 years and has implemented many successful initiatives. As TheRide’s existing millage expires soon, now is an appropriate time to build on past successes with a new Long-Range Plan and 5-year millage.</p> <p>This April version of this proposal includes a new section elaborating on capital funding (Attachment 2) but is otherwise largely the same as the earlier version released in March.</p>
ALTERNATIVE OPTION(S)
<ol style="list-style-type: none"> 1. Date: The Board can select August or November 2022. 2023 is a fallback date. The new millage would begin in 2024. 2. Mill Rate: The Board can accept the CEO’s proposed rate, modify the CEO’s proposal, or generate one of their own.
PRIOR RELEVANT BOARD ACTIONS & POLICIES
<p>By law and policy the Board has authority to approve 1) date of a referendum, 2) mill rate, and 3) ballot language. The CEO only makes proposals and recommendations on these matters.</p>
IMPACTS OF RECOMMENDED ACTION(S)
<ul style="list-style-type: none"> • Budgetary/Fiscal: High. Determines revenue and service levels through 2028. • Social: High. Revenue & services levels impact passengers, taxpayers and society in general. • Environmental: High. Services levels impact ridership and environmental benefits. • Governance: High. The Board must act on millage decisions. The Board may wish to confer with Legal owners in March-April.
ATTACHMENTS
<ol style="list-style-type: none"> 1. Details of Proposed Services and Mill Rate 2. Additional Information Regarding Proposal Element #10 (Capital Funding) 3. Rationale for Timing and Referendum Date 4. Proposed Resolution (4/2022) with Ballot Language, Date, and Mill Rate

Attachment 1: Details of Proposed Services and Mill Rate

This section details the itemized content, rationales, costs, benefits, and timelines of the 2022 millage proposal.

Overview of Millage Proposal, Content, Rates, and Timelines

Based on policies approved by local jurisdictions¹, and public feedback during the development of the Long-Range Plan, **there is a clear public and institutional desire to maintain and enhance transit services**. During the public involvement for the Long-Range Plan, over 1,400 people were engaged, and 72% of survey respondents indicated they wanted to see transformational investment in public transit. This public input aligns with goals developed by TheRide's Board of Directors: **improve access for seniors, persons with mobility challenges and low incomes, increase social equity and environmental benefits, facilitate labor mobility and economic development, and enable access to education**. Such goals (i.e. [Ends policies](#)) help to clarify *what* TheRide does, *for whom*, and *at what cost*, and are directions for the CEO and staff.

As the first stage of implementing the emerging Long-Range Plan ([TheRide 2045](#)), the CEO is proposing a new 5-year millage (2024-2028) with a mill rate of 2.38 mills for the consideration of the Board. Each element of this proposal addresses multiple goals to different degrees. For example, more weekend bus service can aid seniors, persons with disabilities, and labor mobility simultaneously, while also increasing social equity. Elements are grouped into two broad categories:

- **Maintain Existing Services.** This includes renewal of basic operating funds with allowances to continue previously under-funded services and address inflation, as well as staffing requests to meet growing expectations.
- **Service Enhancement Options** for improving or expanding public transit services for residents and passengers. This includes expansion of overnight services, customer service agents, a new express route, longer hours of service systemwide, more frequent weekend service systemwide, and capital funds for future projects.

The following table itemizes each element, gross annual cost, net mill rate, cumulative mill rate, and tentative start date. As the table illustrates, all the elements combined would require 2.38 mills. Since this proposal replaces the existing 0.7 mill levy, the *new* net levy is 1.68 mills. Key points include:

- The proposal is weighted towards creating direct, immediate benefits, with 81% of millage and 79% of costs going directly to services in the community.
- Funding for major capital projects requires 15% of costs and 17% millage, and maximizes outside funding that can be invested in the community in the future.
- Maintaining existing services receives 58% of expenses (1.52 mills) and 64% of the millage.
- New services in the community account for 28% of costs and 19% of millage (0.86 mills).

¹ Ann Arbor's [A2Zero](#) and [Transportation Master Plan](#); Ypsilanti's [Climate Action Plan](#) and [Non-Motorized Transportation Master Plan](#); Ypsilanti Township's [Master Plan](#); Washtenaw County's [ReImagine Washtenaw, Opportunity Index](#), and [Housing Affordability and Economic Equity Analysis](#); WATS [2045 Long Range Plan](#), and the RTA's [Regional Transit Plan](#).

It is important to note that the *gross* annual costs cannot be directly compared with the *net* mill rate as each element receives differing fare revenue and State subsidies. Detailed descriptions of each element are provided after the table.

Elements and Costs of 2022 Service and Millage Proposal						
	Annual Cost (Gross)*		Mill Rate (Net)*		Cumulative Mill Rate	Start Date**
	\$	% of Total Costs	Rate	% of Total Rate		
Maintain Existing Services						
1. Renewal of existing millage	\$ 5,600,000	26%	0.70	29%	0.70	Aug 2024
2. Allowance for deficit	\$ 4,800,000	22%	0.60	25%	1.30	Aug 2024
3. Allowance for inflation	\$ 1,280,000	6%	0.13	5%	1.43	Aug 2024
4. Additional Staff (9 FTEs)	\$ 940,000	4%	0.09	4%	1.52	2023-2024
Subtotal	\$ 12,620,000	58%	1.52	64%		
Service Enhancement Options						
5. Ann Arbor-Ypsilanti Express Service	\$ 930,000	4%	0.07	3%	1.59	Aug 2024
6. Longer Hours of Operation Systemwide	\$ 1,901,000	9%	0.15	6%	1.74	Aug 2024
7. Increase Weekend Frequency Systemwide	\$ 1,996,000	9%	0.14	6%	1.88	Aug 2024
8. Expand Overnight Service (Ypsi Twp & Ypsi)	\$ 1,066,000	5%	0.09	4%	1.97	Aug 2024
9. Customer Service Agents (Ypsi Transit Center)	\$ 184,000	1%	0.01	0%	1.98	2023-2024
10. Funding Major Capital Projects	\$ 3,200,000	15%	0.40	17%	2.38	2024
Subtotal	\$ 9,277,000	42%	0.86	36%		
Totals	\$ 21,897,000		2.38			

*Total gross costs for each element are paid for with a differing mixture of local taxes, fares, and State subsidies. The net mill rate reflects only the local tax cost. The two figures are not directly comparable on this table.

**Dates are tentative. New funding will not arrive until July 2024. During 2023, staff would conduct the necessary planning, public involvement, regulatory clearances (Title VI), and make operational arrangements. Some staffing positions may start before the new services.

For every \$1 in local tax investment, TheRide collects another \$1.40 in federal and State transit formula grants. All those funds are directly invested in our communities and residents. On average 1.0 mill would cost a property owner an additional \$187/year in Ann Arbor, \$66 in Ypsilanti, and \$76 in Ypsilanti Twp, per \$100,000 of assessed value. For context, 1.0 mill would generate about \$8 million per year.

Descriptions of Millage Elements

The following pages describe each proposed element in detail. The elements are categorized as either Essential Elements or Service Enhancement Options.

Maintain Existing Services

The following items (1-4) are directly related to *maintaining existing transit services*:

1. **Renewal (0.70 mills - \$5.6 million)** – TheRide’s current service depends on a 0.70 mill property levy. The levy was first approved in 2014, overwhelmingly renewed in 2018,

and naturally expires in 2023. Maintaining these funds is crucial to maintaining current services. If this funding is not renewed before 2024, TheRide will need to reduce services in order to balance the budget.

2. **Deficit (0.60 mills - \$4.8 million)** – The original 0.7 mill levy approved in 2014 did not generate enough revenue to cover the costs of new services introduced in 2013-2015, nor the strong growth in demand for services like paratransit. This has created an ongoing structural deficit. When the deficit was discovered in 2017, TheRide decided to cut internal costs rather than reduce services or raise taxes or fares. The 0.7 mill rate was renewed in 2018. However, although this has *delayed* the onset of the deficit, updated forecasts show that without additional funds, deficit spending or service cuts will be needed as early as 2025 ([FY2022 Budget, page 11-13](#)). Meanwhile, internal staff reductions have reduced the organization’s capacity at a time when the community expectations are increasing. For more information on the deficit, click [here](#). This 0.60 mill addition will add enough revenue to resolve the underfunding of services.
3. **Inflation (0.13 mills - \$1.28 million)** – TheRide faces the same volatile inflationary pressures as other organizations. Historically, although property-tax revenue has grown (although constrained by State law), revenue from fares has not grown, and federal and state grants have not kept up with inflation. This leaves TheRide exposed to 1%-1.5% of uncovered inflationary costs per year. TheRide has not increased its tax rate since 2014. Recently, per unit costs for fuel, salaries, insurance, and many other necessities have risen and are expected to continue to increase by over 3% annually. Staff will continue to work to control costs and increase productivity, but an inflationary adjustment is necessary to maintain services. This 0.13 mill addition will help TheRide to maintain services in the face of ongoing inflationary pressures.
4. **Additional Staff (0.09 mills - \$940,000)** – Since 2015, the number of administrative staff positions has decreased by 9%. While TheRide has a dedicated and talented workforce, burnout is becoming a concern. To fully meet today’s expectations, remain an attractive employer, and prepare for growth, the CEO is requesting funding to increase staffing by 9 full-time positions: four operational/supervisory positions, and five office positions. The costs are for additional salary and benefits.

Service Enhancement Options

The following are options for *new or expanded services*. The options could be implemented individually or as a group and are presented in a loose descending priority.

5. **Ann Arbor-Ypsilanti Express Service (0.07 mills - \$930,000/year)** – This initiative would create a *new* bus route along Washtenaw Avenue between downtown Ann Arbor and downtown Ypsilanti. It will reduce terminal-to-terminal travel times from 45 minutes to about 30 minutes. By reducing travel times, this route would effectively bring the two downtowns closer together. This service would be especially important for labor mobility, access to education, and access to social, medical, and shopping needs. It would run weekdays from 6am to 6pm, with a frequency of 30 minutes, and be in addition to regular local service on Washtenaw Ave. In addition to the downtown terminals there would be just four intermediate stops: EMU, Golfside Rd, Arborland Mall, and U-M Central Campus as illustrated below:

6. **Longer Hours of Operation Systemwide (0.15 mills - \$1,901,000)** – Later evening service creates more opportunities for riders to reach jobs, classes, and other destinations that would otherwise be out of reach. It is especially valuable to workers and employers, those without cars, and those who wish to live a car-free lifestyle. This initiative would extend evening and weekend hours of operation across the fixed-route service area. Public consultation and planning during 2023 will determine whether this should be delivered by fixed-route or TheRide’s ride-hailing service, FlexRide.
7. **Increase Weekend Frequency Systemwide (0.14 mills - \$1,996,000)** – Frequent bus service is one of the chief factors in attracting more people to transit. It is also liberating for seniors, people with disabilities, and those who cannot drive as it greatly increases their flexibility and independence. This initiative would make bus service more frequent (from every 60 minutes to every 30 minutes) on Saturdays and Sundays until 6pm.
8. **Expand Overnight Service into Ypsilanti Twp and All of the City of Ypsilanti (0.09 - \$1,066,000/year)** – TheRide’s overnight and holiday service efficiently transports people to work and other opportunities during late-night hours and on major holidays. Overnight and holiday service helps promote a car-free lifestyle by providing late-night and holiday options and mobility for those who cannot drive. Presently late-night service runs from 11:45pm until 6am the next day, varying by day of week. Historically, this service has only been offered in Ann Arbor and parts of Ypsilanti. This initiative would extend late night and holiday service to cover *all* of the City of Ypsilanti, and Ypsilanti Township *north* of Textile Road. This improvement will increase equity and labor mobility while improving reliability and reducing wait times.
9. **Customer Service Agents at Ypsilanti Transit Center (0.01 mills - \$104,000/year, \$80,000 one-time refurbishment costs)** – This initiative improves equity by staffing the Ypsilanti bus terminal, as is already done in Ann Arbor. These funds would be used to hire two additional customer services agents to staff the Ypsilanti Transit Center (YTC) during regular business hours on weekdays. All services available at the Ann Arbor terminal (fare sales, photos and passes, general questions, etc.) would then be available at the YTC. The YTC office space would also be refurbished to be equivalent with the Ann Arbor terminal space. Having staff on-site will help grow ridership and increase customer satisfaction.
10. **Funding Major Capital Projects (0.40 mills - \$3,200,000/year, \$16 million over 5 years)** – This 0.40 mill element of the 2022 proposal will set aside some funding each year, like a savings account, for capital purposes so that TheRide will be able to afford large projects in the future. The emerging Long-Range Plan recommends several large capital projects. The capital funds raised in this millage proposal (2024-2028) will be used to conduct the required planning work and get major projects ready to compete for federal construction grants. Presently TheRide does not have enough capital funds to advance all priorities projects in the next five years. The \$16 million from this element will help ensure that planning and construction of capital projects continues.

It has been suggested that this element of the proposal might be reduced or eliminated to decrease the 2022 millage rate. While that decision would reduce the 2022 mill rate, it would mean that TheRide would not have enough funds to pursue all priority expansion projects. A likely impact would be the deferral of planning for **Bus Rapid Transit**.

In summary, the *inclusion* of this funding (0.40 mills) allows faster more certain progress on developing major capital projects. *Elimination* of this element will reduce the amount of funds available and delay the implementation of bus rapid transit and the Long-Range Plan.

Given the complexity of capital funding for transit, a more complete explanation of this element is provided in Attachment 1, below.

Attachment 2: Additional Information Regarding Proposal Element #10 (Capital Funding)

This new attachment will attempt to provide more clarity on the complex subject of transit capital funding and elaborate on the 0.40 mill (\$16 million) capital element in the 2022 millage proposal. It will also lay out the implications of removing the 0.40 mill (\$16 million) capital element. While there is no right or wrong answer here, there are impacts on the speed with which TheRide can implement major projects.

Summary: Context, Projects and Implications

Presently, TheRide does not have enough funding to plan or implement all the capital elements of the Long-Range Plan. By 2045, the Plan envisions a need for \$651 million in capital spending, and a shortfall of \$305 million that will need to be made up in outside funding and competitive grants. This does not yet include cost to transition to a zero-emission fleet (in development). TheRide will need to be very savvy with putting funds to their best use and seeking outside infrastructure funding to supplement and magnify local funds. Property tax funds are an inescapable and crucial part of the complex equation of funding major capital programs.

The first five years of the Long-Range Plan (2024-2028) are heavy on planning costs intended to get major projects into a state of readiness to be competitive for later construction grant applications. In those first five years, staff anticipates about \$30 million in planning costs for expansion projects. Staff hope to fund half of this total via outside grants (i.e. competitive federal infrastructure grants). Budgets for these projects already includes the 30% increase in 5307 funding and the \$16 million from the 0.40 mill proposal in the 2022 millage. These funds, combined with other resources, would be enough to initiate (but not complete) several major projects envisioned in the Long-Range Plan. These projects are:

1. Bus Rapid Transit
2. Garage Planning
3. Early Bus Lanes/Priority Measures
4. Technology Improvements, Bus Stops, Transit Hubs

Even if TheRide were to win outside funding, *without the \$16 million from the 2022 millage proposal, it will be necessary to defer one of the larger projects until more outside funding becomes available. It is likely the bus rapid transit planning that would be deferred.* Since BRT is the lynchpin of the future vision, a delay to that one project would cascade through the Plan

schedule and delay other projects. Less funding may also make it difficult to pursue other priorities like *zero-emissions buses* due to inadequate capital funds.

We should note that on April 12th the federal government announced that all transit agencies would receive a *30% increase in their 5307 formula-funding (\$11.3 million over 5 years)*. While this was a welcome confirmation, TheRide staff knew this was coming and had already assumed those funds in capital forecasts, and the \$16 million from the 0.40 mill levy, into the Long-Range Plan budgets. Therefore, we cannot swap the 30% increase for the 0.40 mill levy without causing the same deferral outlined above. In addition, staff have some concerns that rising inflation will erode the purchasing power of this increase.

The most direct path for funding the construction of major transit capital projects is to win competitive federal infrastructure grants. Such grants will typically pay about 50% of the total capital cost. In Michigan, M-DOT typically matches federal grants and contributes 10%. This leaves the local transit agency responsible for the remaining 40%. As an example for a capital project like Bus Rapid Transit on Washtenaw Avenue with a total cost around \$80 million, this means TheRide will need to have \$32 million in local (i.e. not federal) funding on-hand before it can successfully win a federal grant.

While there are local funds accruing in the Capital Reserve (about \$25 million by end of 2022), staff will recommend preserving those local funds for their highest and best purpose - as the local match for with federal construction grants for the Ypsilanti Transit Center (\$8 million) and other projects (\$11.5 million), and to pay for improvements near the Blake Transit Center (\$4.5 million). *Local funds are the limiting factor for future construction projects.* We may be able to get grants to conduct planning work, but we will never get grants to provide local matching funds. We cannot use 5307 funds as the local match for other federal grants.

The large magnitude of these one-time capital investments, and the realistic cost-sharing thresholds often preclude attempts to fund projects by scraping together small pots of local money. Only dedicated revenue streams are successful in funding a large capital investment plan.

It is important to note that the 25-year Long-Range Plan envisions other capital projects in addition to those identified above. Should the Board decide to reduce or eliminate the 0.40 mill (\$16 million) element of the 2022 millage proposal, staff will need to re-order all capital projects in the Long-Range Plan and may need to reduce the scope of the Plan, create a backlog of projects, or extend the implementation to 2050.

Background & Formula 5307 Funds

Federal transit [grant program 5307](#) is a grant that all urban transit agencies receive automatically via a pre-approved federal formula. It is a capital funding program intended to help transit agencies pay for and maintain vehicles and facilities, and can also be used for to plan new projects. These funds are a major source of TheRide's capital funding and are valuable because they are reliable and non-competitive – TheRide can count on these funds in future years and does not have to compete with other agencies for the funds. However, 5307 funds have limitations; they cannot be used as a local match against other federal grants, and they cannot be used to pay for operating costs (outside certain limits).

Starting in 2013, TheRide shifted some of it 5307 funds from capital to paying for daily operations. This was likely seen as a temporary measure to pay for new transit service on

Washtenaw Avenue in advance of an anticipated county-wide millage. But the county-wide millage did not come to fruition and the new services were not pulled back, creating an ongoing deficit. Those costs were not included in the eventual 0.70 mill millage that was approved in 2014, making the deficit and reliance on 5307 funds for operations an unavoidable requirement and underfunding bus replacement. This contributed to the overall structural deficit at TheRide and reduced the available capital funding, although the bus replacements were fully funded again by 2018.

2022 Proposal

In a two-step process, this element of the 2022 proposal would generate enough additional *local millage funds* to 1) pay for all daily operations, and 2) free up the 5307 funds and allowing them to be shifted back to capital where they belong. This would increase the amount of capital grant funding available to pay for facilities and equipment, and (importantly) to pay for planning studies and land acquisition for expansion projects called for in the Long-Range Plan.

By replacing 5307 funds with new millage funds, TheRide can: A) maximize outside funding, B) advance major capital projects sooner, C) improves our chances of winning major construction grants, D) maximize local capital dollars for future construction projects, and E) reduce grantor risk.

- A. By adding local millage dollars to pay for *operations*, we can shift a portion of 5307 funds back to *capital*. MDOT will add 20% to every federal dollar used for *capital*. We can use this \$3.2 million (federal) to leverage an additional \$640,000 each year, roughly the cost of one new diesel bus.
- B. We are allowed to use 5307 funds to conduct planning for future capital projects. During the 2023-2028 period staff will recommend using the newly-freed 5307 funds to advance major projects such as **passenger terminals, bus rapid transit, a garage, and zero-emissions propulsion**. One advantage to using 5307 funds for planning is their automatic reliability; we know well in advance how much 5307 funding we will receive and do not have to compete for it. This would create a stable planning process that can proceed quickly. The primary alternative, waiting to win competitive federal grants, is uncertain and can lead to long delays.
- C. By using federal and State funds to conduct planning and/or land acquisition, we lower the remaining project cost and the total cost of the grant request to the federal government. A lower price tag for the final grant request improves the chances of winning federal grants. It also reduces the absolute size of the 50% local match funding. Planning and land acquisition are eligible expenses for 5307 funds.
- D. By the end of 2022 TheRide expects to have about \$24 million in local funds in our Capital Reserve. These funds are valuable because they have the fewest strings attached. They should be preserved for their highest and best use as the local match for future construction grants.
- E. Continuing to use 5307 funds for operations creates risks for grantor relations (policy 2.9.6.1) with the Federal Transit Administration (FTA). The federal government intended 5307 funds for capital, not operations. While TheRide's current practice is permissible, it is frowned upon. If TheRide applies for additional capital grants in the future, we may be refused because of how we are using 5307 funds now.

Attachment 3: Rationale for Timing and Referendum Date

This section outlines the CEO's rationale for pursuing additional investment now, as well as for a specific referendum date in August of 2022.

Timing Rationale: 2024-2028

There are several reasons why an enhanced millage referendum is being proposed for 2022:

1. **5-Year Millages:** By State law, TheRide can only seek 5-year millages and can only hold one referendum per calendar year. Funding from the existing millage will run out in 2024. If TheRide were not successful in 2022, we could hold a second referendum in 2023 without any disruption to cashflow or services. Due to tax assessment deadlines, Fall 2023 is the *latest* that TheRide could seek replacement funding for 2024. If this deadline were missed, funding would run out in 2024 and services would likely need to be reduced.
2. **Urgency:** The need for improved public transit is growing. As the pandemic recedes, the need for travel is rebounding. Key groups of customers such as seniors, persons with low incomes or disabilities, students, and others require affordable access even more than before. Parking will become a challenge again as the UM continues to grow and our downtowns rebound. Finally, all the policy goals for transit (e.g. social equity, environmental benefits, serving an ageing population, access to affordable housing, labor mobility, etc) are becoming more urgent each year.
3. **Helping Community Rebound:** As the pandemic wanes many people will need to establish new travel patterns and will be looking for new options. This is an ideal moment to upgrade transit services and gain new riders. Waiting until the next millage cycle (2029-2033) will certainly be too late to help the community post-pandemic. From a timing standpoint, 2022-2024 is a window of opportunity to grow our ridership and be a greater service to people throughout our communities.
4. **Implementation:** If a higher millage is approved in 2022 or 2023, new funds will arrive in mid-2024. Transit services require a long lead time to arrange. Having certainty about future funding will allow TheRide to use 2023 to make the necessary arrangements.

TheRide's ridership has already begun to return, quickly reaching 50% of pre-pandemic levels by October 2021. As demand for travel returns, it is essential that TheRide be ready with improved services.

Referendum Date Rationale

The CEO feels that it will be much easier and less expensive to educate voters during the August 2022 election rather than in November 2022. The August election has only primary races (local, state, federal), and we are not aware of any other ballot measures.

In contrast, the November election addresses highly contentious federal and State issues: control of the House of Representatives and the Governorship, and there are reportedly [12 statewide ballot measures](#) vying to be on the November ballot covering issues such as voting rights, term limits, and abortion rights. These contests will be loud, passionate and expensive, and small local ballot measures will struggle to educate voters amid the cacophony.

Attachment 3: Proposed Resolution (4/2022) with Ballot Language, Date, and Mill Rate

ANN ARBOR AREA TRANSPORTATION AUTHORITY

**Resolution No. 4/2022
Millage Supporting Public Transportation**

WHEREAS, at an election held on August 7, 2018, a majority of the registered electors residing in the political subdivisions that comprise the Ann Arbor Area Transportation Authority (the “Authority”) voting at that election approved the levy by the Authority through 2023 of a tax of 0.700 mills for public transportation purposes on the taxable property within the political subdivisions that comprise the Authority as authorized by Public Act 55 of 1963, as amended, MCL 124.351 to 124.359 (“Act 55”);

WHEREAS, replacing the expiring millage by levying a new millage for public transportation purposes for five years beginning in 2024 at a rate of 2.380 mills as permitted by Act 55 will enable the Authority to advance the needs of communities served by the Authority for social, environmental, and economic sustainability through strategic provision of improved public transit services while remaining careful stewards of the public trust;

WHEREAS, if approved, this proposed millage would replace the expiring 0.700 millage levy, resulting in a net additional levy of 1.68 mills, permitting the maintenance of all existing services provided by the Authority, expanded evening, late night, weekend, and holiday services, and new express services;

WHEREAS, an increased local investment in public transit is projected to magnify outside funding for the Authority, with \$1.40 in transit grants paid to the authority for every \$1 in local tax revenue invested by the Authority;

WHEREAS, Act 55 authorizes the Authority to levy a tax of up to 5 mills for public transportation purposes on all of the taxable property within the political subdivisions that comprise the Authority and permits the Authority to call an election for the purposes of consideration of a proposed levy;

WHEREAS, the board of directors of the Authority wants to levy a tax of 2.38 mills for five years beginning in 2024 for public transportation purposes, subject to voter approval, as authorized by Act 55; and

NOW THEREFORE BE IT RESOLVED by the Board of Directors of the Authority that an election is called and the following question must be submitted to a vote of the registered electors residing in the City of Ann Arbor, the City of Ypsilanti, and the Charter Township of Ypsilanti, being the political subdivisions that comprise the Ann Arbor Area Transportation Authority, at the regular primary election to be held on Tuesday, August 2, 2022:

**“ANN ARBOR AREA TRANSPORTATION AUTHORITY
PROPOSAL FOR MILLAGE TO
MAINTAIN AND EXPAND PUBLIC TRANSPORTATION**

The proposal would authorize the Ann Arbor Transportation Authority (TheRide) to levy a property tax:

- *to be used for public transportation purposes, including public transit and paratransit services for seniors and persons with disabilities;*

- at a rate of 2.380 mills (\$2.38 for each \$1,000 in taxable value), replacing a current authorized millage of 0.700 that expires in 2023 and resulting in 1.680 in net new mills;
- for five years beginning in 2024 and continuing through 2028; and
- that may not be increased, renewed, or used for other purposes without voter approval.

If this new additional millage is approved and levied, revenue will be distributed to TheRide. It is estimated that \$22,110,122.57 will be collected in the first year (2024).

Under current state law, the downtown development authorities of the cities of Ann Arbor and Ypsilanti, the local development finance authorities of the cities of Ann Arbor and Ypsilanti and of the Charter Township of Ypsilanti, and the Washtenaw County Brownfield Redevelopment Authority may capture and use for authorized purposes tax increment revenues from the millage, if approved.

Should this proposal be approved?

YES []
NO []";

BE IT FURTHER RESOLVED that the tax, if approved, will be levied and collected on the June tax roll beginning in 2024;

BE IT FURTHER RESOLVED that the preceding question is hereby certified to the Clerk/Register of Deeds of Washtenaw County and, through the Clerk/Register of Washtenaw County, to the Board of Election Commissioners of Washtenaw County; and

BE IT FURTHER RESOLVED that the chief executive officer shall submit a certified copy of this resolution on behalf of the Authority to the clerk of the City of Ann Arbor, the clerk of the City of Ypsilanti, and the clerk of the Charter Township of Ypsilanti not less than 60 days before August 2, 2022.

Secretary's Certification:

I certify that this resolution was adopted by the board of directors of the Ann Arbor Area Transportation Authority at a properly-noticed open meeting held with a quorum present on _____, 2022.

By: _____
Jesse Miller
Secretary

By: _____
Eric Mahler
Chair of the Board of Directors

INSTRUCTIONS

1. Make sure you have the monitoring report available.
2. Review the interpretation and evidence for each policy item in the order indicated.
3. Decide if the interpretation is reasonable, i.e., does it meet the 4 criteria for reasonableness?
4. Decide if the evidence is verifiable, i.e., Does it meet the 3 criteria for verifiability?
5. Save your answers and send your worksheet to dholt@theride.org

Order of monitoring	Policy #	Policy Statement Type/Select Yes or No	Is the interpretation reasonable?	Is there verifiable evidence?	If you have indicated that (a) the interpretation is unreasonable or that the evidence is not verifiable, please state the reason for your concern, and questions or clarifications needed.
			Is there a measure or standard? Rationale for the measure or standard? Level of achievement necessary to compliance Rationale for the level of achievement? Type/Select Yes or No	Actual measurement data for each measure Source of data indicated for each measure Date when data obtained Type/Select Yes or No	
10	2.1	With respect to the agency's operations and interactions with riders, potential riders, pedestrians, cyclists, other road users, and the general public the CEO shall not cause, allow or fail to address conditions, procedures, or decisions that are unsafe, undignified, disrespectful, unclear, or overly intrusive.			
7	2.1.1	Provide facilities, vehicles, or services that are not reasonably accessible to potential riders regardless of mobility limitations.			
8	2.1.2	Allow anyone, including people who have disabilities or seniors, to be discriminated against with respect to the AAATA's services.			
2	2.1.3	Operate without providing effective, comprehensible, accessible, and timely information.			
1	2.1.3.1	Fail to respond to questions or complaints in a timely and reasonable manner.			
9	2.1.4	Discourage persons from asking questions, airing a complaint, or being heard.			
4	2.1.5	Operate without established and enforceable standards for customer service and the safety of the public including pedestrians, cyclists and other road users.			
3	2.1.5.1	Fail to communicate standards and expectations to the public and riders.			
6	2.1.6	Use methods of collecting, reviewing, transmitting, or storing personal information that allows improper access or inappropriate disclosure			
5	2.1.6.1	Use forms that elicit personal information for which there is no clear necessity			

ADDITIONAL QUESTIONS

Is there any reason to doubt the integrity of the information presented?	
If the CEO has indicated NON-COMPLIANCE with any aspect of this policy, is there a commitment as to when the Board can expect to see compliance and is the proposed time-frame acceptable?	
Having reviewed the monitoring report, does anything you have learned make you consider whether the POLICY ITSELF should be amended? (Policy amendment is not monitoring, but should be addressed as a board decision.)	

CEO Report

Meeting: Board of Directors

Meeting Date: April 21, 2022

INFORMATION TYPE

Other

OPERATIONAL AND PROJECT UPDATES

LONG-RANGE PLAN - TheRide 2045

The third and final round of public feedback for the draft recommendations has been extended through April 22. Details of the plan, including a survey are available at TheRide.org.

MILLAGE AND SERVICE IMPROVEMENT PROPOSAL

The public comment period for the 2022 Millage and Service Improvement Proposal ended on April 19, although comments are expected at the Board meeting on April 21st.

STAFF RECRUITMENT UPDATE

Operations and Community Relations departments are working with HR to coordinate and extensive MCO hiring campaign. A new class of (3) Operators has started. A Juneteenth committee has been meeting to ensure a successful inaugural celebration.

TEMPORARY SERVICE REDUCTIONS REMAIN IN PLACE

Due to low staffing levels, service reductions implemented on January 30 are continued until further notice. The level of applicants is ten percent of what we've experienced with previous job postings. While the service reduction is not ideal, it has offered a break to the frontline workers, who've been working overtime to fill in for the driver shortages.

FEDERAL MASK MANDATE EXTENDED

On April 13, the federal Transportation Security Administration extended its mask mandate for public transit May 3, 2022.

TRANSIT-SUPPORTIVE ZONING

Ann Arbor City Council approved the new T1 transit supportive zoning for a large area around the intersection of State Street and Eisenhower Blvd.

CYBER ATTACK RECOVERY

Progress continues to be made to restore internal systems. We are still working with Clever Devices to bring back online our passenger-facing LED and LCD signs at both transit centers.

LOCAL ADVISORY COMMITTEE(LAC)

The Local Advisory Committee met on April 5. LAC discussed the Long-Rane plan, a presentation on the Millage Proposal presented by Bryan Smith, and a Service Update from Sue Fickau.

TRANSPORTATION COMMISSION (ANN ARBOR)

Staff continues to attend the City of Ann Arbor Transportation Commission meetings. Staff

updated the commission on the TheRide 2045 plan and the millage and service improvement proposal at the March 16th meeting.

WATS POLICY COMMITTEE UPDATE

The March meeting of the Policy Committee transacted normal business. The body meets again on April 20th and we receive a briefing from Matt Carpenter on the AAATA millage proposal.

FACILITIES DEPARTMENT

The Department is getting contractor quotes to plan for the cost of the Fleet Department roof replacement project. Staff expect inflation to increase the cost of this project.

FLEET DEPARTMENT

All Nova's are being retrofitted with ADA pullcords in response to passenger feedback..

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Public Feedback on the Millage Plan

Board Meeting Date: April 21, 2022

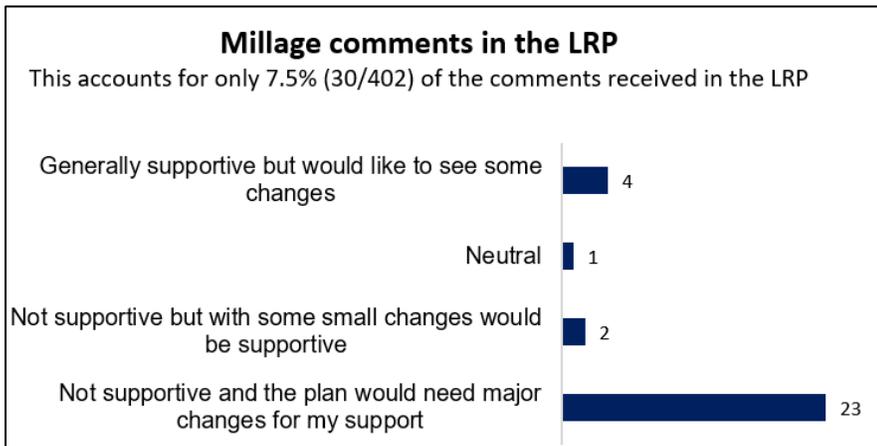
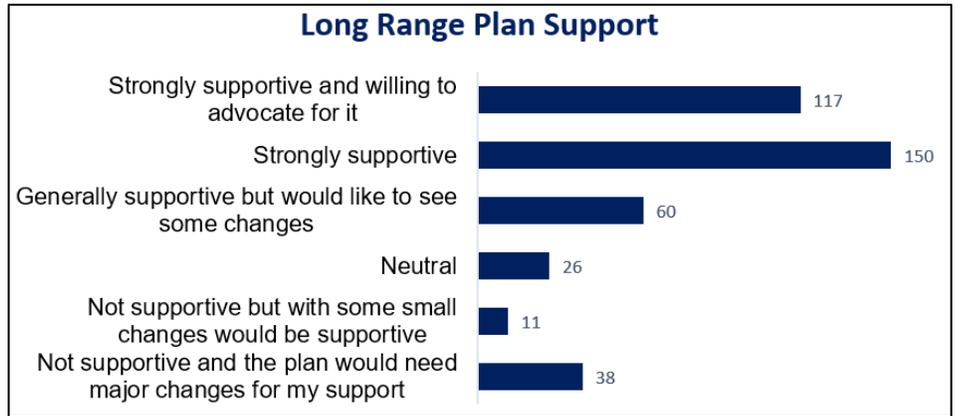
INFORMATION TYPE
Other
BACKGROUND
<p>TheRide presented both the Long-Range Plan (LRP) and the 2022 Service and Millage proposal to the public for feedback . This briefing summarizes the feedback staff have received since mid-March and focuses on millage-related comments.</p> <p>Feedback on the millage proposal was specifically requested as from March 15th to April 19th 2022. Since most (68%) of the comments on the millage came as a result of the Long-Range Planning survey, this report will provide data in relation to LRP but with a focus to millage responses.</p>
ATTACHMENTS:
Millage Proposal Feedback Summary

Millage Proposal Feedback Summary.

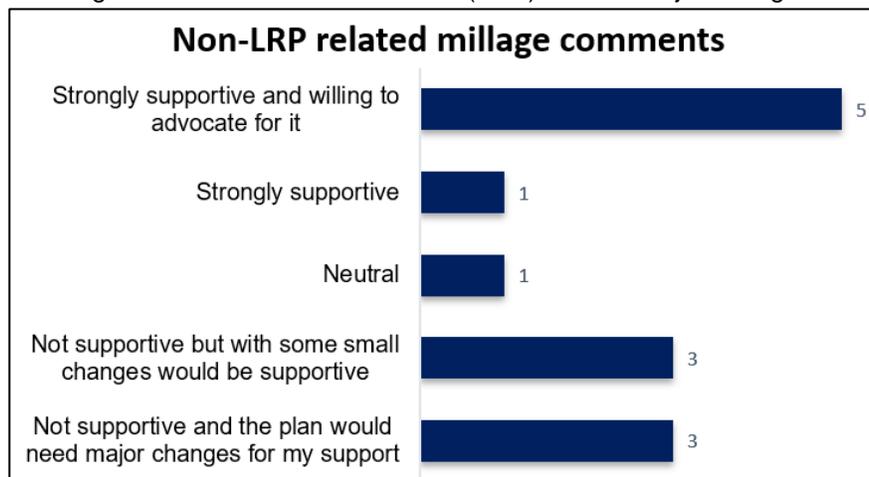
Both the Long-Range Plan (LRP) and the Millage Proposal were shared with the Greater Ann Arbor-Ypsilanti Area and members of the public were encouraged to provide feedback on the plans. This report focuses on millage related responses with comments about the LRP for context.

As of April 18, 2022, there were 402 comments on the Long-Range Plan from residents of the City of Ypsilanti, the City of Ann Arbor and Ypsilanti Township. As shown on the graphic on the right the LRP has so far received overwhelming support from the public.

30 (7.5%) of the 402 LRP comments were about the millage and 23 (6%) desired to see major changes in Long Range Plan for millage related reasons before they would support it.



In addition to the LRP process, there were 13 other comments collected via Social media and emails with 7 (57%) of those being either neutral or in strong support of the millage plan. 3(23%) of the other respondents noted that they would support the plans if minor changes were made and the other 3 (23%) desired major changes.



Most of the comments received generally support the millage and the LRP however, of the comments that do not support either plans (7.5% of comments received) high taxes and low ridership are noted as the major factors

