

**Monitoring Report:
Ends (Policy 1.0)**

Monitoring Period: FY 23 (October 2022 to September 2023)

**Board of Directors Meeting Dates
Introducing Report: December 21st, 2023
Monitoring Report: January 25th, 2023**

INFORMATION TYPE
Monitoring
RECOMMENDED ACTION(S)
<p>That the Board review this monitoring report and consider accepting it as one of the levels below:</p> <p>(A) a reasonable interpretation for all policy items and that the evidence demonstrates compliance with the interpretations.</p> <p>(B) a reasonable interpretation for all policy items and that the evidence demonstrates compliance with the interpretations, except for the CEO’s stated non-compliance with item(s) x .x, which the Board acknowledges and accepts the proposed dates for compliance.is making reasonable progress towards compliance.</p> <p>(C) 1. For policy items x.x.x – there is evidence of compliance with a reasonable interpretation 2. For policy items x.x.x – the interpretation is not reasonable 3. For policy items x.x.x – the interpretation is reasonable, but the evidence does not demonstrate compliance 4. For policy items x.x.x – the Board acknowledges and accepts the CEO’s stated non-compliance and the proposed dates for compliance</p>
PRIOR RELEVANT BOARD ACTIONS & POLICIES
<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)

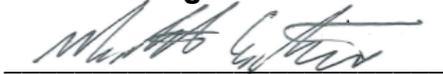
ISSUE SUMMARY

TheRide's Board of Directors establish policies that define what is to be achieved for who and at what cost, called Ends policies. 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.

Per Appendix A of the Board Policy Manual, this report was scheduled for monitoring in December. It was introduced to the Board in December and presented for monitoring in January as recommended by the Governance Committee.

I certify that the information is true and complete, and I request that the Board accept this as indicating an acceptable level of compliance.

CEO's Signature



Date

12/15/2023

ATTACHMENTS

1. Monitoring report for Ends (Policy 1.0)

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 Fully Compliant
  Partially Compliant
  Non-Compliant

Preliminary CEO Interpretations and Evidence

POLICY 1.0

AAATA exists so that an increasing proportion of residents, workers and visitors in the Ann Arbor-Ypsilanti Area utilize public transportation options that contribute to the Area’s social, environmental and economic vitality at a cost that demonstrates value and efficient stewardship of resources.

Degree of Compliance: Compliant

Interpretation

Measure/Standards & Achievement

Compliance with this policy will be demonstrated when

- A. The agency’s fixed route ridership grows in line or above national and regional peers.
- B. The agency’s fixed route ridership per capita grows in line with or above national and regional peers.
- C. The agency’s fixed route cost per trip is in line with or above national and regional peers.
- D. Lower-level policies are compliant.

Rationale

This is reasonable because

- A.-C.
 - Fixed route ridership is a good proxy of overall achievement as it makes up 90% of all riders of all our services.
 - TheRide’s national transit peers are based on similar area population, mode type, total annual vehicle miles operated, annual operating budget, population density and population growth rate and hence creates reasonable context against which to judge TheRide’s performance. Regional peers operate within the same state and provide additional context through which performance is compared.
- A. An increase in ridership indicates that an increasing population of our community is using our services
- B. An increase in ridership per capita indicates that the community is increasing its reliance on transit.
- C. Cost per trip in line or above national and regional peers demonstrates cost-effectiveness (cost per hour of service) within the norms of the transit industry over time. This is reasonable because, as a public service, no transit agency breaks-even or turns a profit and all users and services are subsidized. Without a profit motive, financial performance becomes difficult to judge aside from peer benchmarking.
- D. Compliance with this policy constitutes compliance with lower-level policies.

Evidence

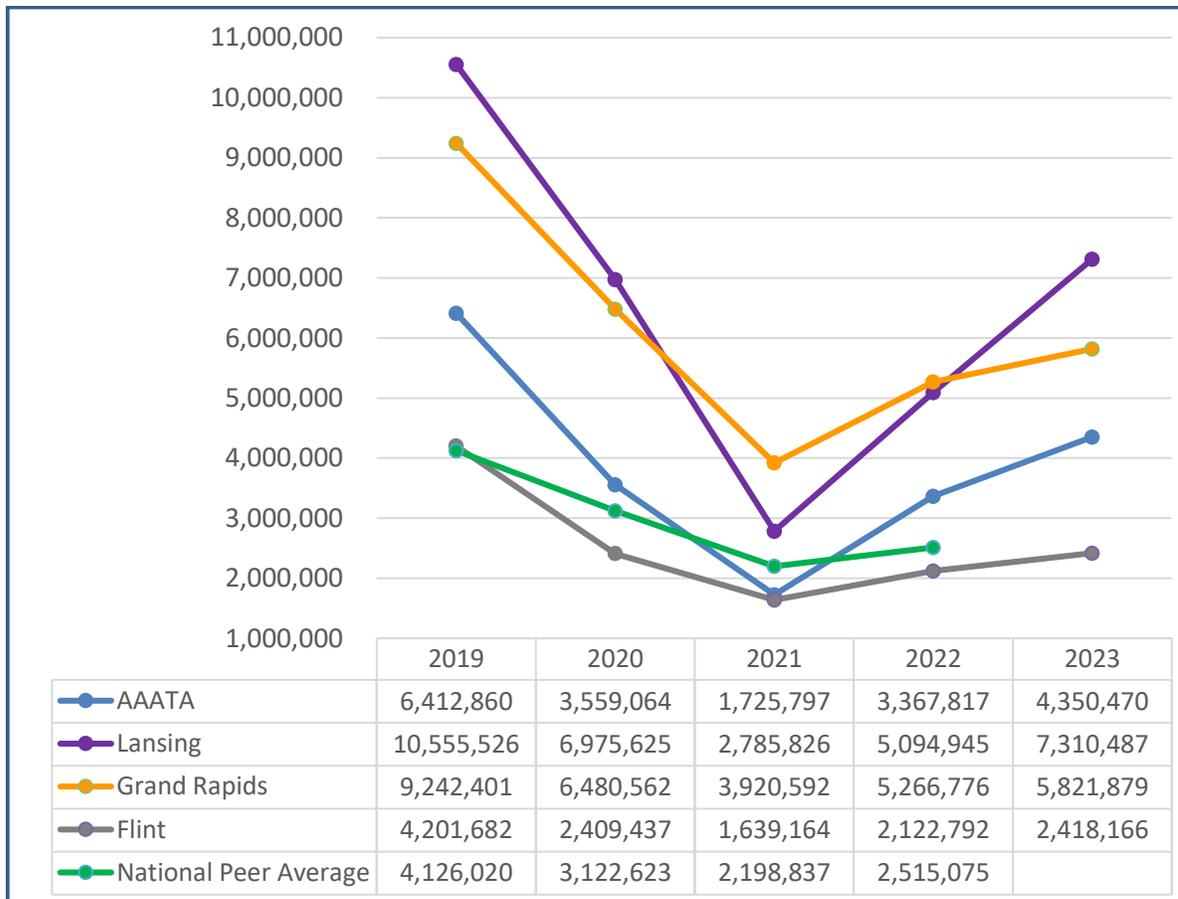
Source of Data: Lower-level policies, peer agency data from respective agencies and the National Transit Database.

Date of Data Review: 11/27/23 as verified by the Corporate Strategy & Performance Officer.

Data:

A. Annual Ridership

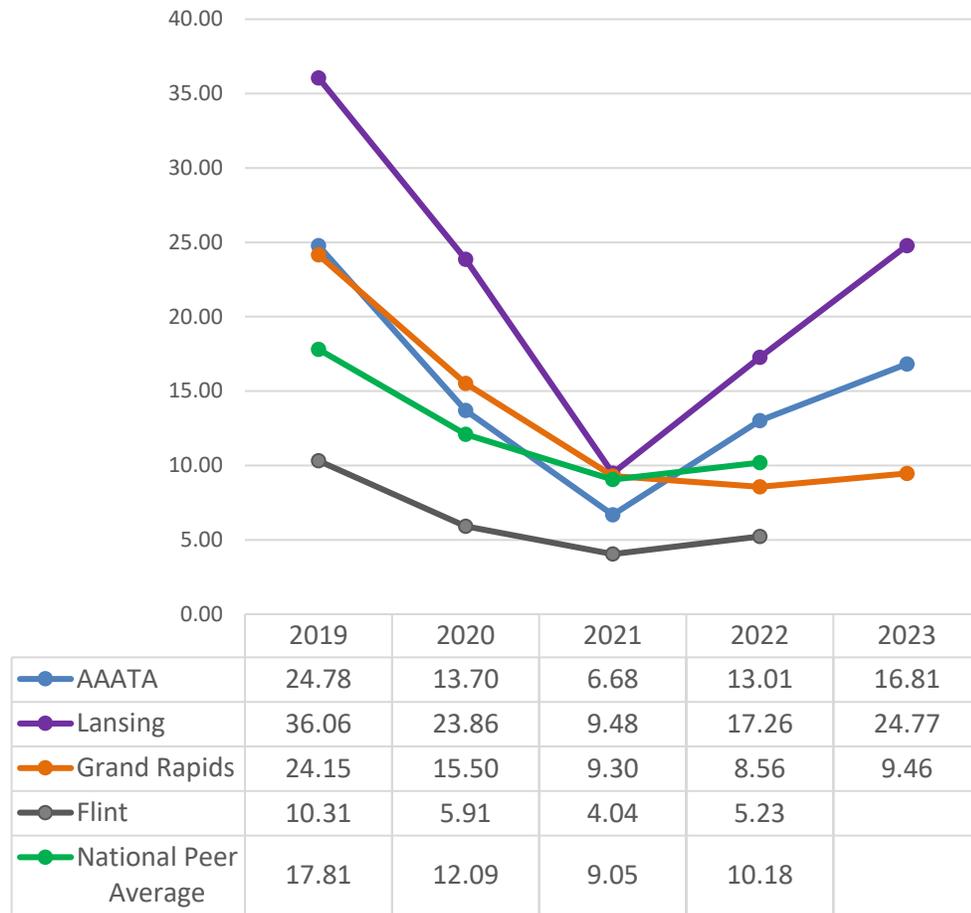
On average ridership increased among regional peers by 24% from FY22 to FY23. The Ride’s ridership increased by 29% within this same period. Since 2019 (pre-pandemic) TheRide has recovered about 68% of its ridership. This is in line with and slightly higher than regional peers who have experienced a 64% recovery. See the graph below for detail.



Source: National Transit Database for FY 2019-2022.
 National peer data is currently available until FY 2022.
 FY 2023 numbers are collected directly from peer agencies and are preliminary.

B. Ridership per capita

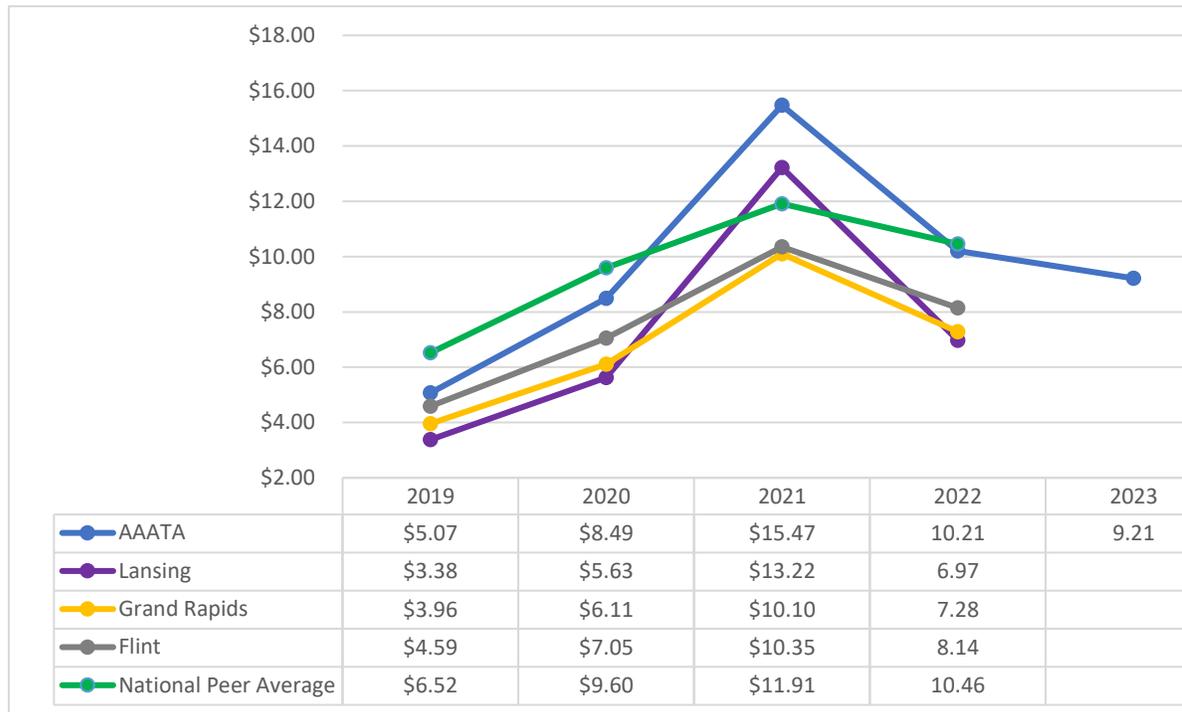
The Ride’s ridership per capita increased by 29% in FY 23 from FY22. Based on available data, there was no change in capita during this period. Similar trends are observed among regional peers. See graph below for detail



Source: National Transit Database for FY 2019-2022.
 National peer data is currently available until FY 2022.
 FY 2023 numbers are collected directly from peer agencies and are preliminary.

C. Cost per trip

During the pandemic, operational costs increased, and ridership significantly decreased leading to high operational costs per trip that peaked in FY21 as shown below. Operational costs per trip are slowly decreasing in the agency and among peers but still about twice pre-pandemic numbers. Increased inflation may be a contributing factor. See the graph below for that detail.



Source: National Transit Database for FY 2019-2022.
 National peer data is currently available until FY 2022.
 FY 2023 numbers are preliminary.
 FY2023 peer data was not available when authoring this report.

- D. Not all lower-level policies are compliant. Therefore, the CEO reports partial compliance with this policy. Compliance timelines are provided in respective policies.

POLICY 1.1

Residents in the area have equitable access to public transportation services that enables full participation in society.

Degree of Compliance: Partially Compliant

Interpretation

Measure/Standards & Achievement

Compliance with this policy will be demonstrated when:

- A. At least 80% of the population in the membership area is within 0.25 miles of a fixed route bus stop.
- B. There is a bus stop within a 0.25-mile walk of all major service facilities (i.e., Hospitals, grocery stores, post offices. Access to jobs and education institutions is addressed in later policies) in the area.
- C. Paratransit serves all destinations within ¾ miles of a bus route.
- D. Policy 1.1.1 and 1.1.2 are compliant

Rationale

This is reasonable because

- A.-B. As a requirement for service coverage, walking distance standards are the industry norm for setting acceptable limits. A 0.25-mile walking distance is reasonable per industry standards. Accessibility to 80% of the population allows the majority of the residents in the area to use transportation services to access jobs, medical facilities, grocery stores etc., that are also 0.25 miles from a fixed route bus stop. A target of 80% is possible within the agency resources. Fixed route ridership is a good proxy for overall achievement as it makes up 90% of all riders of all our services
- C. Federal law requires that ADA complementary paratransit service be provided within 3/4 of a mile of a bus route in order to provide access for persons with disabilities. Congress has determined that this is sufficient.
- D. Compliance of this policy constitutes compliance with lower-level policies

Evidence

Source of Data: Lower-level policy compliance, agency planning data

Date of Data Review: 11/06/23 as verified by the Senior Transit Planner

Data:

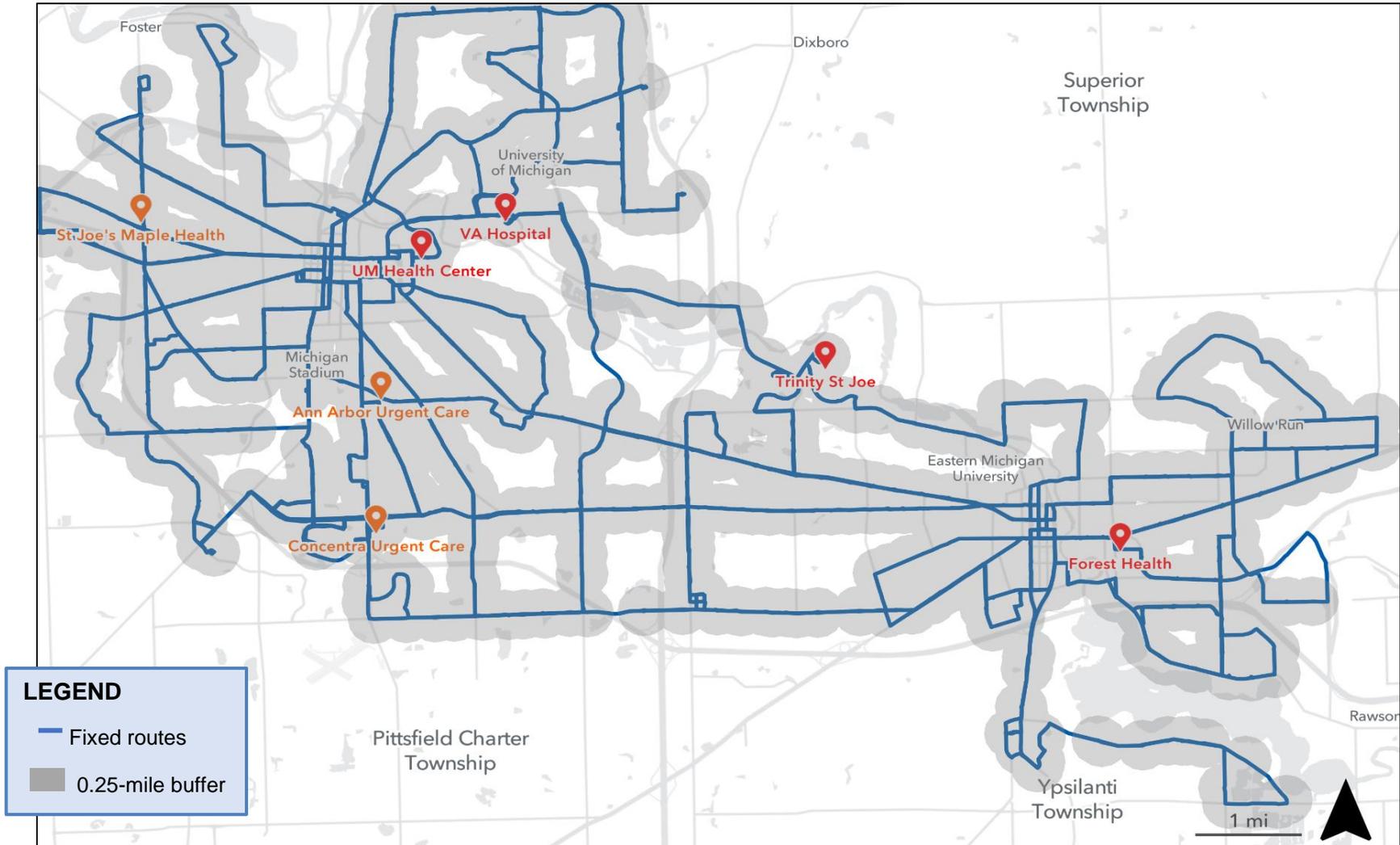
A. Residential Coverage

During the monitoring period, fixed route service covered 82% of the population within a quarter mile. The table below provides an analysis of the quarter mile coverage.

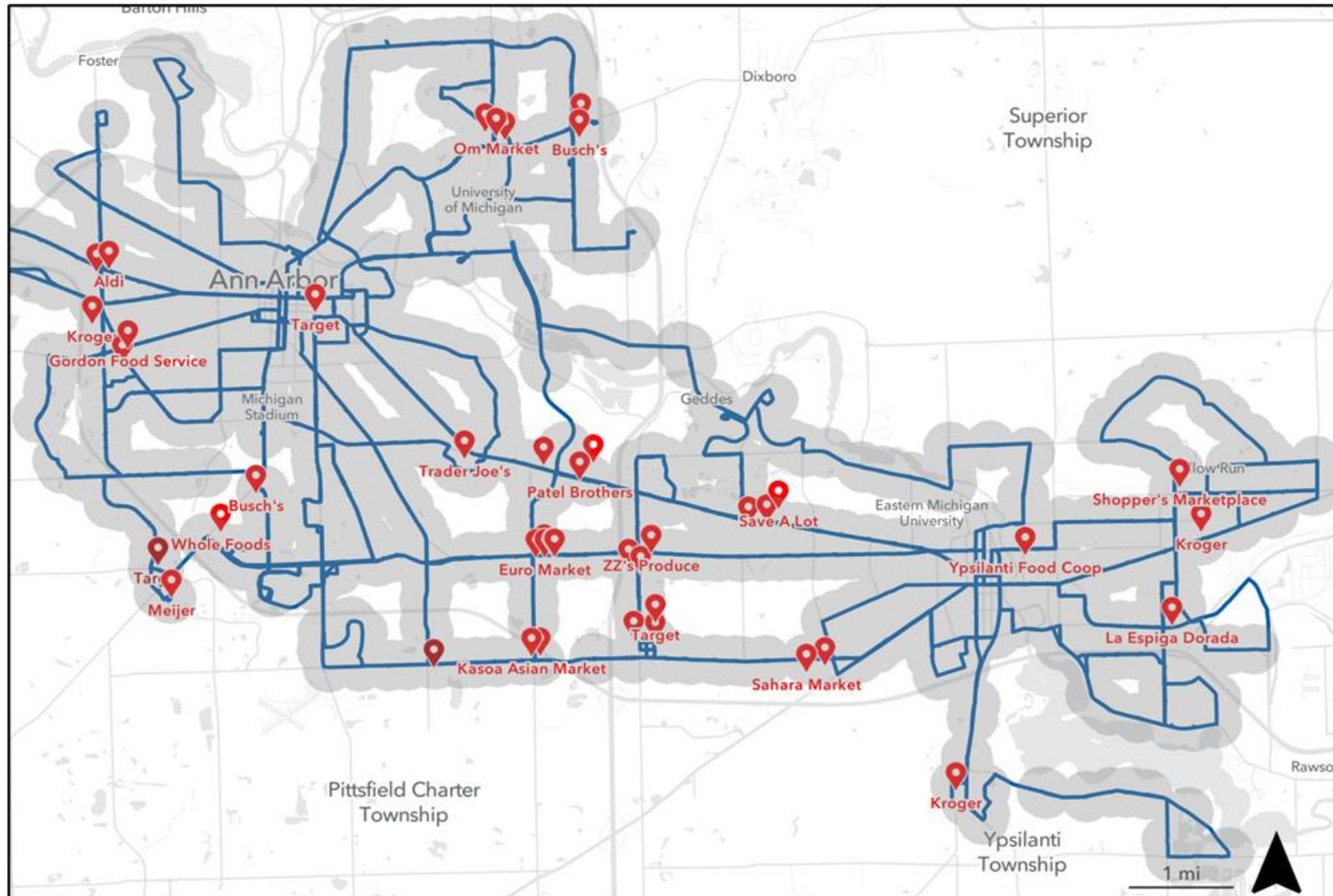
	Population	Target	Target met
Area	199,440	80%	Yes
Quarter mile	163,115		
Quarter mile %	82%		

B. Service coverage to destinations within 0.25 mile of a bus stop.

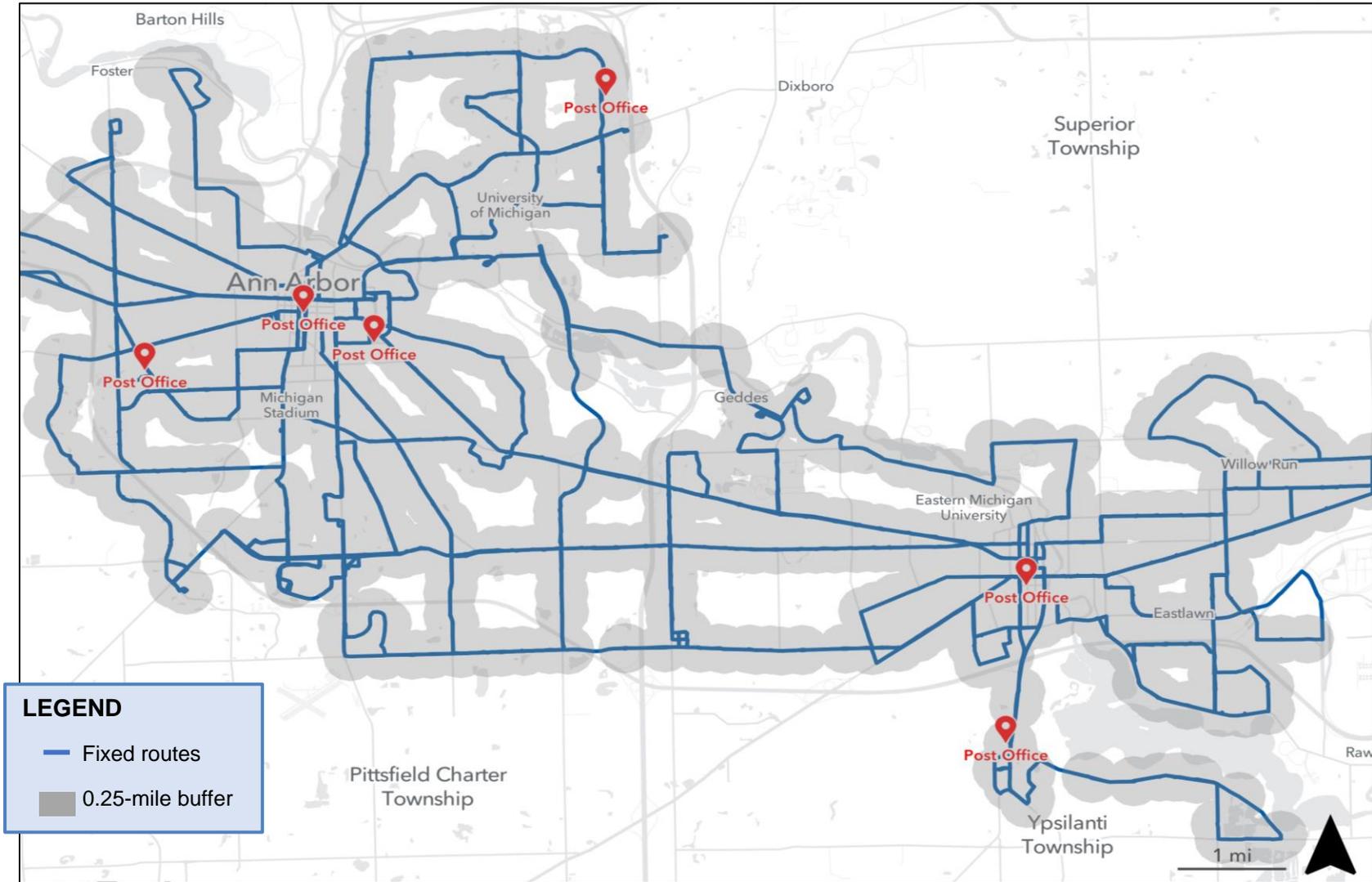
1. Fixed route covers all major medical facilities in the membership area. Bus stops are available within a 0.25-mile walk.



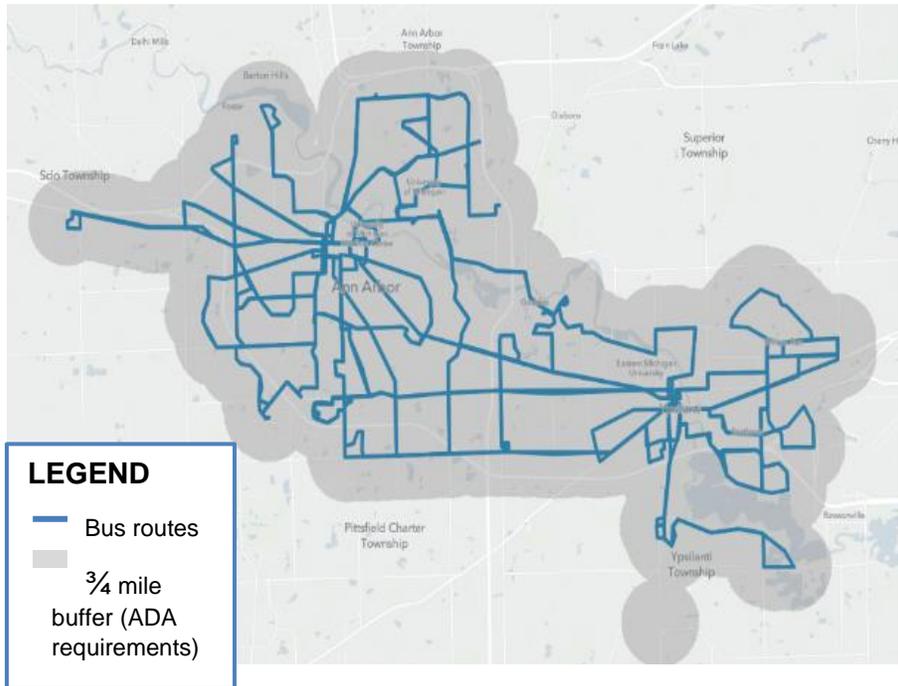
2. Fixed route covers major grocery stores in the membership area. Bus stops are available within a 0.25-mile walk.



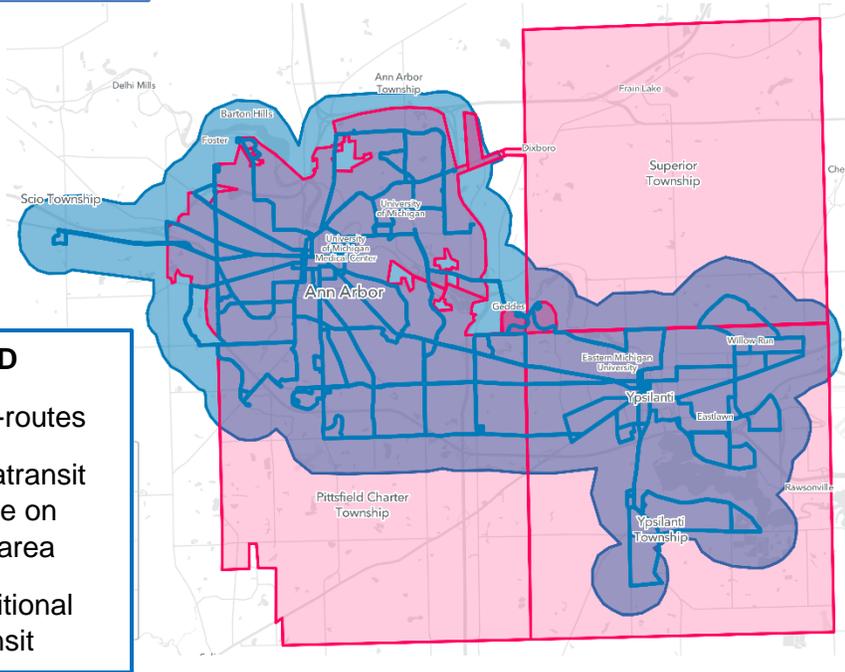
3. Fixed route covers all post offices in the membership area. Bus stops are available within a 0.25-mile walk.



C. Paratransit services



The Americans with Disabilities Act (ADA) requires that paratransit services be offered within 3/4 mile from the fixed route service. This area is indicated on the graphic on the left.



TheRide provides service within the required 3/4 mile of the service area and also extends these provisions to Ypsilanti, Superior and Pittsfield townships as shown on the graph on the left.

D. Policy 1.1.2 is not compliant and hence this policy is partially compliant. See the policy for a compliance timeline.

POLICY 1.1.1

People with economic challenges have affordable public transportation options.

Degree of Compliance: Compliant

Interpretation

Measure/Standards & Achievement

Compliance will be demonstrated when the CEO recommends a fare structure that includes a 50% discount of the regular fixed route fare when there is a fare change.

Rationale

This interpretation is reasonable because the Board has reserved the right to decide on fare changes (3.2.9). The role of the CEO during fare changes is to make a recommendation to the Board (2.5.12). Unless fares are free, there will always be a need to establish a threshold for discounts. A threshold based on income is the most effective way to target the additional subsidy specifically to persons with economic challenges. A 50% discount is reasonable as that is what the Federal Transit Act requires of all transit agencies.

Evidence

Source of Data: Fare structure used during monitoring period

Date of Data Review: 11/06/23 as verified by Corporate Strategy and Performance Officer

Data: The fare structure in the monitoring period did not change and includes a 50% discount for low-income passengers. Since there were no changes to fares, the CEO did not make any fare structure recommendation.

POLICY 1.1.2

People with disabilities or mobility impairments, seniors, minors, and non-English speakers have equitable access to opportunities and destinations in the area.

Degree of Compliance: Partially Compliant

Interpretation

Measure/Standards & Achievement

Compliance will be demonstrated when

- A. Anyone using an ADA-compliant wheelchair is able to access all buses and passenger terminals.
- B. All terminals have functional audio and visual departure announcements.
- C. All buses have audio and visual stop announcements.
- D. All accessible bus stops adjacent to sidewalks are wheelchair accessible.
- E. Residents and visitors who are not physically able to use the fixed route service due to a mobility limitation have access to door-to-door paratransit service that meets ADA minimum requirements.
- F. Minors are allowed on the bus, there is no age limit to ride the bus. We do expect that young children, toddlers and infants be accompanied by an adult.
- G. Printed and electronic translations of passenger information are available in Korean, Spanish and Chinese (Mandarin).
- H. TheRide is found to have no deficiencies in the FTA review for all legal requirements that pertain to accommodating anyone with disabilities.

Rationale

- A. This is reasonable because if a wheelchair can be accommodated, most other physical mobility limitations can be accommodated; and because mobility limitations, not age, are the barrier to access. (Other accommodations to non-physical mobility limitations are addressed in other areas of this report).
- B.-C. This is reasonable in order to accommodate passengers who have audio and visual limitations.
- D. This is reasonable because some bus stops have no adjacent sidewalks and the TheRide cannot make them accessible in those circumstances.
- E. This is reasonable as it is consistent with federal law.
- F. This is reasonable because it allows the bus driver to exercise discretion based on circumstance.
- G. Limiting non-English access to the most commonly spoken languages in the area is reasonable because it meets minimum federal requirements and is cost effective.
- H. This is reasonable as it's an external regulation providing an objective review.

In this context I interpret seniors to be a subset of persons with mobility limitations, not a separate group. This is reasonable because it is the mobility limitation, not age, which suggests the need for additional consideration.

Evidence

Source of Data: Operational data for facilities (including bus stops), buses, paratransit and fixed route services

Date of Data Review: 11/06/23 as verified by Mobility Services Manager, DCEO Planning and Innovation, Manager of Fleet and Manager of Facilities

Data:	Current Status	Target	Target achieved
A. % of buses and passenger terminals that are wheelchair accessible	100%	100%	Yes
B. % of buses with audio and visual stop announcements	100%	100%	Yes
C. % of terminals with functional visual departure announcements	100%	100%	Yes
D. % of bus stops with sidewalks that are accessible	34%. See below for more information and a compliance timeline.	100%	No
E. Access to origin to destination paratransit services that meet ADA requirements	Paratransit services are origin to destination and door to door upon request. Meets ADA requirements.	Paratransit services are origin to destination and meet ADA requirements	Yes
F. Age limit	There is no age limit to use the bus. Infants, toddlers, and young children need to be accompanied	No age limit to ride the bus.	Yes
G. Availability and accessibility of travel information in common non-English languages	Printed and electronic travel information is available and easily accessible in Mandarin, Korean and Spanish.	Travel information should be available and accessible in Mandarin, Korean and Spanish.	Yes
H. Paratransit compliance with ADA (determined by FTA)	No ADA-related deficiencies found. <i>A table with detailed ADA provisions is provided below.</i>	No ADA-related deficiencies found	Yes

Compliance timeline: During the monitoring period, 10 bus stop permits were issued, and construction completed. Pending the issuance of permits, NEPA studies and funding, TheRide intends to complete this work by 2033. This timeline is realistic within agency resources.

(E) Below is a comparison of ADA minimum requirements for paratransit and what TheRide provides today.

	ADA Minimum Standards	TheRide's Current Level of Service	Compliant?
Coverage area	¾ mile from fixed routes	Covers all fixed route service areas beyond ¾ mile. Additionally, paratransit services are extended to parts of Pittsfield, Ypsilanti, and Superior townships beyond the service area.	Yes
Trip denials for advanced booking	None, within one-hour negotiation window	None, within one-hour window.	Yes
Fare	A maximum of 2x the fixed route cost.	Paratransit fares are \$3.00, twice the fixed route fare of \$1.50.	Yes
Vehicles	All buses are wheelchair accessible.	All vehicles (including paratransit vehicles) are wheelchair accessible.	Yes
Assistance	Personal Care Attendant (PCA) allowed free of charge; guest fare equal to client	PCA free of charge on paratransit vehicles as well as fixed route buses, guest fare equal to client.	Yes
Advance booking	Allow up to 14 days in advanced booking.	TheRide allows up to 3-days in advanced booking.	Yes
Scheduling window	Allow for 30 minutes before or after scheduled time.	Allow for 30 minutes after scheduled time.	Yes
Origin to destination	Origin to destination	Origin to destination and door to door as requested.	Yes
Reservations	Trip reservation services should be available during administration's office hours.	Administration hours are 8:00AM-5:00PM. Trip reservation services are provided beyond service hours. i.e., Mon-Fri at 8:00AM – 5:30PM and on Weekends at 8:00AM-5:00PM	Yes
Reasonable modification	Reasonable modification at customer request.	Reasonable modification at customer request.	Yes
Will-call return trips	No stipulation provided	Medical trips, Secretary. of State, Dept. Human Services and Social Security office they can call to activate the will-call return.	Yes
Service Animals	Service animals are permitted to accompany service users.	Service animals are permitted to accompany service users.	Yes
Trip Purpose	There are no restrictions or priorities based on trip purpose.	There are no restrictions or priorities based on trip purpose.	Yes

POLICY 1.2

Public transportation positively impacts our environment.

Degree of Compliance: Partially Compliant

Interpretation

Measure/Standards & Achievement

Compliance with policy will be demonstrated when policies 1.2.1 through 1.2.4 are compliant.

Rationale

The Board has fully interpreted this policy in lower-level policies. Achievement of those policies constitutes achievement of this policy.

Evidence

Source of Data: Lower-level policies

Date of Data Review: 11/30/2023 as verified by Corporate Strategy and Performance Officer

Data:

Not all lower-level policies are compliant. See that detail and respective compliance timelines in the policies below.

POLICY 1.2.1

Public transportation options are increasingly chosen over use of a personal car.

Degree of Compliance: Compliant

Interpretation

Measure/Standards & Achievement

Compliance with this policy will be demonstrated when data reported by SEMCOG indicates increased transit use from year to year as compared to driving alone options.

Rationale

This is reasonable because mode share(similar to market share) is an industry-standard measure of how people travel and can be consistently measured over time. Data collected by a third party (SEMCOG) provides objective measures.

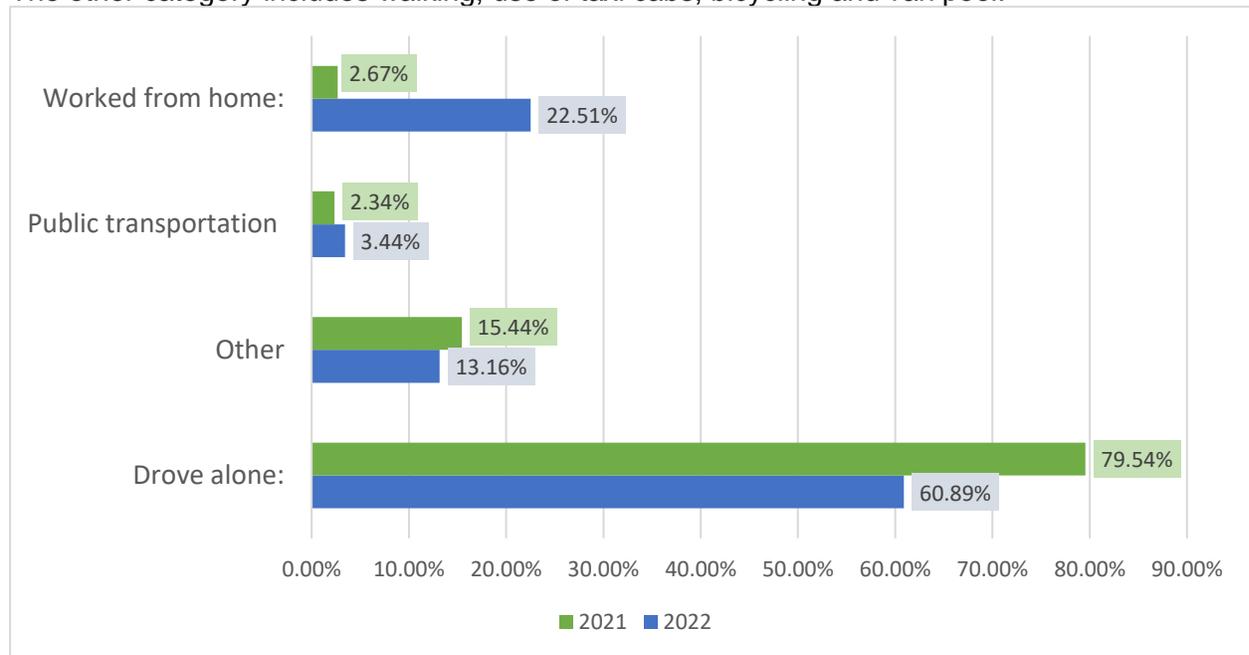
Evidence

Source of Data: SEMCOG data

Date of Data Review: 11/06/23 as verified by the Corporate Strategy and Performance Officer

Data:

Transit use increased between 2021 and 2022 from 2.34% to 3.44%. Between the same years, less people chose to drive alone and that may be attributed to an increase of people working from home. The other category includes walking, use of taxi cabs, bicycling and van pool.



POLICY 1.2.2

Public transportation options produce conditions favorable to more compact and walkable land development.

Degree of Compliance: Partially Compliant

Interpretation

Measure/Standards & Achievement

Compliance during this period will be demonstrated when the frequency of fixed route services on suitable corridors achieves set targets which make them competitive to personal automobiles. Suitable corridors are ones where high frequency service is already somewhat viable and where intensification of land development is possible. Specifically, this corridors are Washtenaw Avenue, Plymouth Road, Huron, State Street, Main Street, Packard.

Rationale

This is a reasonable interpretation because (a) increasing the frequency of services is the most important step TheRide can take to encourage land-development decisions that do not rely on cars and parking and (b) only certain corridors have the combination of potential land development and increasing frequency.

Evidence

Source of Data: Route information

Date of Data Review: 11/06/23 by Senior Transit Planner

Data:	Targets	Current Frequencies (Evidence)	Compliant?
Washtenaw Ave	Weekdays Peak: 10 minutes or better Mid-day: 20 minutes or better Evenings: 30 minutes or better Weekends: 30 minutes or better	Weekdays Peak: 8 minutes Mid-day: 15 minutes Evenings: 30 minutes Weekends: 30 minutes	Yes
Plymouth Road	Weekdays Peak: 15 minutes Mid-day: 15 minutes Evenings: 30 min Weekends: 30 minutes or better	Weekdays Peak: 15 minutes Mid-day: 15 minutes Evenings: 30 minutes Weekends: Saturdays: 30 minutes; Sundays: 60 minutes	Partially since Sunday does not meet target

Targets	Current Frequencies	Compliant?
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		(Evidence)	
Huron	Weekdays Peak: 15 min or better Mid-day: 30 min or better Evenings: 30 min or better Weekends: 30 min or better	Weekdays Peak: <10 minutes Mid-day: <10 minutes Evenings: 30 minutes Weekends: 30 minutes	Yes
State Street	Weekdays Peak: 15 min or better Mid-day: 30 min or better Evenings: 30 min or better Weekends: 30 min or better	Weekdays Peak: <10 minutes Mid-day: <15 minutes Evenings: 30 minutes Weekends: 30 minutes	Yes
Main Street	Weekdays Peak: 30 min or better Mid-day: 30 min or better Evenings: 30 min or better Weekends: 30 min or better	Weekdays Peak: 15 minutes Mid-day: 30 minutes Evenings: 30 minutes Weekends: 30 minutes	Yes
Packard	Weekdays Peak: 15 min or better Mid-day: 15 min or better Evenings: 30 min or better Weekends: 30 min or better	Weekdays Peak: 15 minutes Mid-day: 15 minutes Evenings: 30 minutes Weekends: Saturdays: 30 minutes; Sundays:60 minutes	Partially since Sunday does not meet target.
<p>Since Packard and Plymouth Road Sunday services do not meet targets, the CEO notes partial compliance to this policy.</p> <p>Compliance timeline: Per the Long-Range Plan timeline and pending funding, all fixed routes will have 30-minute frequencies on the daytime by 2024. And by 2030, the night time schedule for all routes will also be at a 30-minute frequency.</p>			

POLICY 1.2.3

Relevant public policy is transit supportive.

Degree of Compliance: Not Compliant

Interpretation

Measure/Standards & Achievement

Compliance will be demonstrated when

- A. the CEO annually shares with the Board an advocacy agenda for the coming year detailing general goals and objectives for policies changes as well as the outside bodies responsible for changing the policies (e.g. local, state, or federal governments). The agenda must explain how its goals and targets will further the advancement of Board policies or the Long-Range Plan.
- B. meaningful efforts are made to affect change in these outside policies.

Rationale

This is reasonable because TheRide cannot control the decisions of outside actors, but it can demonstrate organization, focus, and effort towards advancing relevant goals. Meaningful effort is defined by action or progress made by policy-making bodies in relation to agendas that TheRide has influenced/advocated for.

Evidence

Source of Data: Board meeting minutes. Staff and board member travel itineraries and meeting appointments.

Date of Data Review: 11/06/2023 as verified by the CEO

Data: The CEO did not present an advocacy agenda to the Board during the monitoring period, although the agency did undertake efforts (with board member participation) at the local, state and federal levels.

Compliance Timeline: TheRide plans to present the Board with a clear advocacy agenda by June 2024.

POLICY 1.3

Public transportation positively impacts the economic prosperity of the area.

Degree of Compliance: Compliant

Interpretation

Measure/Standards & Achievement

Compliance will be demonstrated when policy 1.3.1 to 1.3.4 are compliant.

Rationale

The Board has fully interpreted this policy in policies 1.3.1 through 1.3.4 below.

Evidence

Source of Data: Lower-level policies

Date of Data Review: 11/16/23 as verified by Corporate Strategy and Performance Officer

Data:

Policies 1.3.1 through 1.3.4 are compliant

POLICY 1.3.1

Public transportation facilitates labor mobility.

Degree of Compliance: Compliant

Interpretation

Measure/Standards & Achievement

Compliance with this policy will be demonstrated when:

- A. Riders can access 80% of jobs in the service area within 0.25 miles walk from a bus stop.
- B. Transit mode share (percent of people commuting to work by transit) in the Ann Arbor-Ypsilanti area ranks top five as compared to other cities and townships in the South Eastern Michigan region.
- C. Vanpool options are available outside the fixed route service area and operational during the monitoring period.

Rationale

The interpretation is reasonable because

- A. As a requirement for service coverage, walking distance standards are the industry norm for setting acceptable limits. A 0.25-mile walking distance is reasonable per industry standards. Providing accessibility of 80% to all essential jobs is reasonable within the agency resources.
- B. Comparing the percentage of people who use transit to commute with other cities and townships provides context and a reasonable benchmarking platform. Being top five indicates TheRide’s desires to be a leader in facilitating labor mobility in the region. This target is reasonable with the agency’s resources.
- C. The availability of Vanpool services provides additional job accessibility based on market demand.

Evidence

Source of Data: SEMCOG data and agency planning and ridership data.

Date of Data Review: 11/06/2023 as verified by the Senior Transit Planner and the Corporate Strategy and Performance Officer

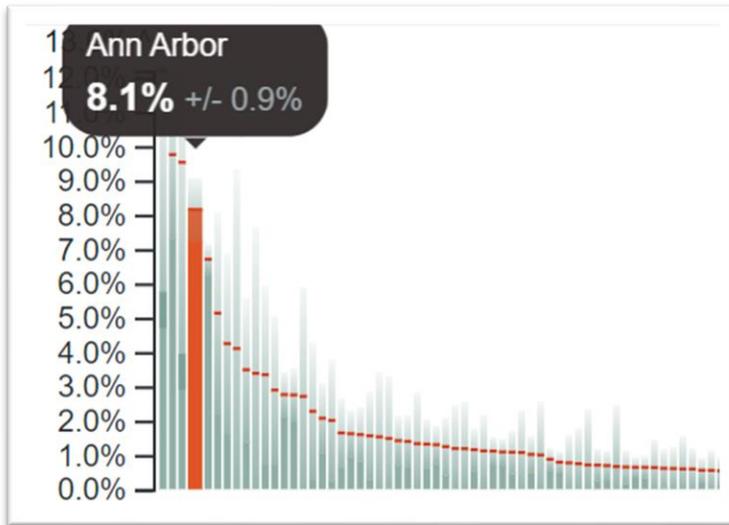
Data:

A. Job Accessibility

The traveling public can access 82% of jobs within 0.25 miles of fixed route. See evidence for 1.1A for more information.

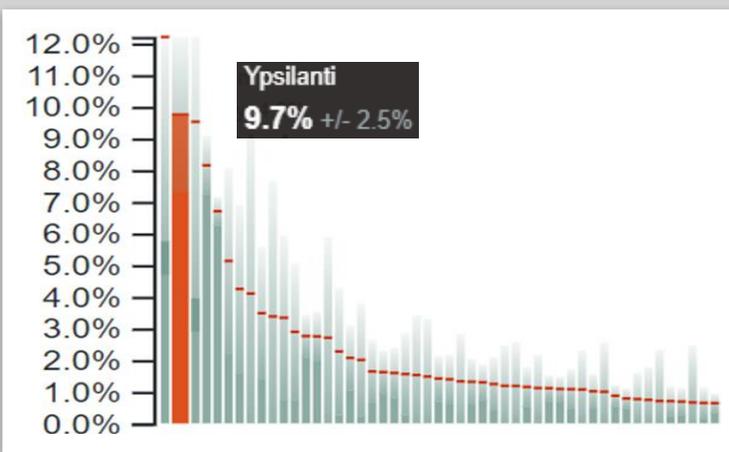
B. Commute to Work by Transit, Southeast Michigan Region

Based on SEMCOG data that ranked percent commute by transit, Ypsilanti ranked second and Ann Arbor fourth. See graphs below for detail.



Ann Arbor is fourth after Highland Park (13.6%), Ypsilanti (9.7%) and Royal Oak (9.5%).

Source: SEMCOG, Community Explorer, **2023**.



Ypsilanti had the second highest average transit mode share (commute to work) rate after Highland Park (13.6%)

Source: SEMCOG, Community Explorer, **2023**.

C. Van Pool Availability

TheRide’s vanpool program was available to any group making regular trips in our service area. TheRide has vanpools originating from Toledo, Detroit, and other distant points.

POLICY 1.3.2

Students can access education opportunities without need of a personal vehicle.

Degree of Compliance: Compliant

Interpretation

Measure/Standards & Achievement

Compliance will be demonstrated when riders can access all post-secondary educational campuses in the Ann Arbor, Ypsilanti, and Ypsilanti Twp. areas within a reasonable walk from a bus stop (0.25 miles) using fixed route services.

Rationale

This is a reasonable interpretation because 1) mode share data for student travel is not available, 2) fixed route access to campuses is a reasonable proxy for ability to use the service, and 3) these targets are realistic within our existing resources. Access to high schools is not included in this interpretation because those trips are the responsibility of the local school board. However, TheRide does incidentally transport many riders to high school.

Evidence

Source of Data: Route information

Date of Data Review: 11/06/2023 as verified by the Senior Transit Planner.

	Adjacent Routes	Campus within 0.25 miles of a bus stop? Yes/No
UM Main Campus	3, 4, 5, 6, 23, 24, 61, 62, 63, 64, 65	Yes
UM North Campus	3, 22, 66	Yes
EMU	3, 4, 5	Yes
WCCC	3, 24	Yes
Concordia	3	Yes

POLICY 1.3.3

Visitors use public transportation in the area.

Degree of Compliance: Compliant

Interpretation

Measure/Standards & Achievement

Compliance with this policy during the monitoring period will be demonstrated when:

- A. People arriving in the membership area via inter-city carriers (i.e., Detroit Metro Airport, intercity rail, or bus) have reasonable access to fixed route and paratransit services.
- B. Availability of temporary eligibility provisions for visiting paratransit service users.
- C. Fixed-route service between Ann Arbor and Metro Detroit Airport.

Rationale

This interpretation is reasonable because we have no way of knowing whether passengers are visitors to the area and therefore cannot directly measure the number of riders who are visitors. These targets are realistic within the agency’s existing resources.

Evidence

Source of Data: Route information

Date of Data Review: 11/06/2023 as verified by the Senior Transit Planner.

Data: A. Connections with Inter-City Carriers

	Target	Service during monitoring period (Evidence)	Compliant?
Amtrak (Ann Arbor on Fuller St.)	Accessible via fixed route or paratransit.	Served by Routes 22, 33, and Paratransit	Yes
Greyhound (Ann Arbor on Fuller St.)	Accessible via fixed route or paratransit.	Served by Routes 22, 33, and Paratransit	Yes
Greyhound & other bus (Ypsilanti Twp. on Huron Road)	Accessible via fixed route, FlexRide, or paratransit.	Served by Route 46 and Paratransit	Yes
Detroit Metro Airport	Accessible via AirRide.	Served via AirRide	Yes

(B) Temporary eligibility for visiting paratransit service users,

TheRide’s paratransit service, ARide, does allow temporary eligibility for visitors with disabilities that are eligible for ADA paratransit in other jurisdictions.

(C) Connection between Ann Arbor and Detroit Metro Airport.

Service between Ann Arbor and Detroit Metro Airport was fully operational during the monitoring period.

POLICY 1.3.4

Public transportation connects the area to the Metro Detroit region.

Degree of Compliance: Compliant

See CEO Notes

Interpretation

Measure/Standards & Achievement

Compliance with this policy will be demonstrated when a scheduled transit service exists between Ann Arbor and Metro Detroit.

Rationale

This is reasonable because that's what the policy calls for.

Evidence

Source of Data: Operational records

Date of Data Review: 11/06/2023 as verified by Manager of Operations

Data:

Detroit-to-Ann Arbor (D2A2) service was operational during the monitoring period.

POLICY 1.4

Passengers are highly satisfied with public transportation services.

Degree of Compliance: Compliant

Interpretation

Measure/Standards & Achievement

Compliance with this policy will be demonstrated when

- A. 85% or more of passengers participating in onboard surveys that take place every other year indicate that they are satisfied with the services offered.
- B. TheRide achieves a quality-of-service composite score of service 1 or better.

Rationale

- A. High numbers of passengers indicating satisfaction is a proxy for passengers being highly satisfied with our services This is reasonable because the survey does not ask for the level of satisfaction and instead asks if they are satisfied, neutral or dissatisfied with TheRide's services. Conducting the survey once every two year is reasonable because customer satisfaction does not change a lot within a short period of time to warrant more frequent surveys. Given that the surveys responses are subjective, 85% is a realistic target per agency resources.
- B. The composite score provides a snapshot of the leading indicators for quality-of-service components that address reliability of service, safety and courtesy. It is based on a weighted average with pre-pandemic numbers as baseline targets or other preferred/already established targets e.g., those in the Transit Asset management Plan. A score of 1 (100%) indicates that we have achieved our target in aggregate.

Evidence

Source of Data: Operational performance data

Date of Data Review: 11/16/2023 as verified by Corporate Strategy and Performance Officer

Data:

A. 92% of passengers who participated in the onboard survey in April 2022 indicated that they were satisfied with the services offered.

B. The customer service composite score for FY23 was 1.111 (111.1%)

	Baseline or preferred target	FY23 performance	% of target achieved	Weight	Weighted
Reliability: On-time performance	Above 80%	78%	97%	0.3	29.1%
Miles between road calls	Above 28,500*	28786	101%	0.2	20.2%
Average age of fleet	6-8 years	7.31	100%	0.1	10.0%
Safety: Preventable accidents per 100k passengers	Below 1.85*	0.99	146%	0.2	29.2%
Courtesy: Complaints per 100k passengers	Below 2*	1.77	113%	0.2	22.6%
*-pre pandemic baseline.				Total:	111.1%

A target of 80% for on-time performance is a stretch target as the industry average is 75%. However, TheRide is committed to providing the best services to its customers and intends to have service on all fixed routes be on time at least 80% of the time. Last year overall on-time performance was at 78%, at the writing of this report (November 2023), it was at 82%.

POLICY 1.5

Residents of the area recognize the positive contributions of public transportation to the area’s quality of life.

Degree of Compliance: Compliant

Interpretation

Measure/Standards & Achievement

Compliance with this policy will be demonstrated when:

- (A) Within two years, service area residents (riders and non-riders) respond to an anonymous telephone survey conducted by a third party and 60% or more express generally positive impressions of TheRide.
- (B) Approval of transit favorable millage requests by more than 60% of the participating resident voters every five years.

Rationale

These interpretations are reasonable because both provide objective measures (or proxies) of resident’s appreciation for transit and TheRide. A 60% target is realistic as it is more than half of participating service area residents. Conducting the telephone surveys every two years is reasonable within the resources of the agency. Additionally resident perceptions do not change significantly within shorter periods to warrant annual surveys.

Evidence

Source of Data: Telephone survey results and millage results

Date of Data Review: 11/06/23 as verified by DCEO, Planning and Innovation.

Data:

- A. A telephone survey was conducted in December 2021 to January 2022, and 81% of participating residents indicated having a favorable/positive impression of TheRide.
- B. Resident voters approved TheRide’s request to expand and improve transit services with a majority of 61% in August 2022.

Policy Trendlines

Policy	FY23	FY24 (preliminary)
1	Yellow	Yellow
1.1	Yellow	Yellow
1.1.1	Green	Green
1.1.2	Yellow	Yellow
1.2	Yellow	Yellow
1.2.1	Red	Green
1.2.2	Yellow	Yellow
1.2.3	Yellow	Red
1.3	Yellow	Green
1.3.1	Yellow	Green
1.3.2	Green	Green
1.3.3	Green	Green
1.3.4	Green	Green
1.4	Green	Green
1.5	Green	Green
	Green	Green

LEGEND	
Green	Policy is compliant
Yellow	Policy is partially compliant
Red	Policy is not compliant

CEO Notes

Policy 1.3.4 may be more appropriate as an advocacy item as TheRide cannot force the creation of such a service. Inter-County services is the responsibility of the RTA.

Guidance on Determining “Reasonableness” of CEO Interpretations

Are the interpretations reasonable?

An interpretation is reasonable if the following are provided,

1. a measure or standard,
2. a defensible rationale for the measure or standard,
3. a level of achievement necessary to achieve compliance and
4. a rationale for the level of achievement.

Is evidence verifiable?

Evidence is verifiable if there is

1. actual measurement/data,
2. the source of data and
3. the date when data was collected is provided.

Board’s Conclusion on Monitoring Report

Board’s conclusion after monitoring the report.

Following the Board’s review and discussion with the CEO, the Board finds that the CEO:

- (A) a reasonable interpretation for **all** policy items and that the evidence demonstrates compliance with the interpretations.
- (B) a reasonable interpretation for all policy items and that the evidence demonstrates compliance with the interpretations, except for the CEO’s stated non-compliance with item(s) x .x, which the Board acknowledges and accepts the proposed dates for compliance.is making reasonable progress towards compliance.
- (C)
 1. For policy items x.x.x – there is evidence of compliance with a reasonable interpretation
 2. For policy items x.x.x – the interpretation is not reasonable
 3. For policy items x.x.x – the interpretation is reasonable, but the evidence does not demonstrate compliance
 4. For policy items x.x.x – the Board acknowledges and accepts the CEO’s stated non-compliance and the proposed dates for compliance

Board Notes: (If Applicable)

The Board accepted the monitoring report as (B) a reasonable interpretation for all policy items and that the evidence demonstrates compliance with the interpretations, except for the CEO's stated non-compliance with items noted in the report.