Board of Director's Meeting Agenda

Meeting Date/Time: December 18, 2025 - 6:00pm – 8:30pm

Location: Ann Arbor District Library (4th Floor - Virtual via Zoom Passcode: 983308

Members: Kathleen Mozak (Chair), Mike Allemang (Treasurer), Jesse Miller (Secretary), Chris Allen, Simi Barr, Rich Chang, Julie Grand, Susan Pollay, Praveena Ramaswami, Georgia Valentine

Agenda Item	Info Type	Start Time	Details	Page #
1. OPENING ITEMS				
1.1 Approve Agenda	D	6:00	Mozak	
1.2 Public Comment	O			
1.3 LAC Report	O			3
1.4 General Announcements	O			
2. CONSENT AGENDA				
2.1 Board Meeting Minutes: November 20, 2025	D			5
2.2 Board Retreat Minutes: December 4, 2025	D			11
2.3 Committee Meeting Summaries	D			13
2.4 Governance Consultant Contract Renewal	D			20
3. OWNERSHIP LINKAGE				
3.1 Ownership Linkage Task Force Updates	O	6:05	Chang	Verbal
3.2 OLTF Task Force vs. Committee	O	6:10	Mozak	Verbal
4. MONITORING / DEVELOPMENT				
4.1 Ends Monitoring Report (1.0)	M	6:20	Carpenter	21
5. POLICY				
5.1 Policy Language Discussion (if needed)	O	6:40	Mozak	Verbal
5.2 Executive Committee and Open Meeting Act	O	6:50	Mozak	69
6. BOARD EDUCATION / DISCUSSION				
7. OPERATIONAL UPDATES				
7.1 FY2025 Q4 Service Report	O	7:00	Brooks	70
7.2 Legislative Updates	O	7:15	Pfeifer	Verbal
7.3 CEO Report	O	7:20	Carpenter	75
8. EMERGENT ITEMS				
8.1 Low-No Authorization	D	7:30	Carpenter	79
9. CLOSING ITEMS				
9.1 Action Item Recap	O	7:50	Holt	
9.2 Topics for Next Meeting Policy 3.3.3.3 policy language discussion State Funding Closed Session: Labor Negotiations Future: UM-2050 (January),			January 22, 2026 6:00 – 8:30pm *Riverside Arts Center, Ypsilanti*	
9.3 Public Comment	O			
9.4 Closed Session (Pursuant to 8(c) of OMA)	D	8:00		
9.5 Adjournment		8:30		

* M = Monitoring, D = Decision Preparation, O = Other

If additional policy development is desired:

Discuss in Board Agenda Item 3.0 Policy Monitoring and Development. It may be appropriate to assign a committee or task force to develop policy language options for board to consider at a later date.

Emergent Topics

Policy 3.1.3 places an emphasis on distinguishing Board and Staff roles, with the Board focusing on "long term impacts outside the organization, not on the administrative or programmatic means of attaining those effects." Policy 3.1.3.1 specifies that that Board use a structured conversation before addressing a topic, to ensure that the discussion is appropriately framed:

1. What is the nature of the issue? Is the issue within the scope of the agency?
2. What is the value [principle] that drives the concern?
3. Whose issue is this? Is it the Board's [Policy, 3.0 and 4.0] or the CEO's [running the organization, 1.0 and 2.0]?
4. Is there already a Board policy that adequately covers the issue? If so, what has the Board already said on this subject and how is this issue related? Does the Board wish to change what it has already said?

LAC Report

Meeting: Board of Director's

Meeting Date: December 18, 2025

INFORMATION TYPE
Other

RECOMMENDED ACTION(S)
Receive for information

ISSUE SUMMARY
In accordance with policy 3.9.1.1 *Inviting members of the LAC annually, as well as any other time as the Board determines appropriate; to provide input from the LAC'S perspective as part of the Agency's moral ownership* the LAC is providing a report to the Board.

ATTACHMENTS
1. Attachment 1

Attachment 1

LAC Feedback to Ann Arbor Area Transportation Authority Board of Directors

December 2025 – DRAFT 1.0

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.

1.1.2 **Rationale/Evidence**

D: % of bus stops with sidewalks that are accessible. Compliance timeline: TheRide intends to complete this work by 2033. (p.15 Monitoring Report for FY23)

Feedback: The LAC acknowledges and appreciates that action was taken on this to accelerate the number of stops each year being brought into ADA compliance, we still strongly feel this should continue to be high priority of the AAATA and Board in an effort to meet or finish this before the 2033 deadline. . Of course, it will be up to the Board of Directors to decide how the cost of a more aggressive program stands up to other needs.

Treatment of the Traveling Public:

POLICY 2.1.2
Operate without providing effective, comprehensible, accessible, and timely information

Compliance of policy 2.1.2.1
The availability of 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.)
Printed Material: Printed Ride Guides available in English, Spanish, Arabic, and Mandarin (per federal requirements).

Feedback

This document seems very useful. However, in 2.1.2 including the audio options that exist for those that are print challenged is recommended. This could be done via online audio recording of the guides.

Overall feedback:

The implementation of changes, moving up of timelines, increasing accessibility not only benefit the disability population that uses the services, but the benefits and return on these investment impacts the community as a whole.

TheRide
Ann Arbor Area Transportation Authority

Board of Director's Meeting Minutes

Meeting Date/Time: November 20, 2025 - 6:00pm – 8:30pm

Location: Ann Arbor District Library (4th Floor - Virtual via Zoom

Members Present: Kathleen Mozak (Chair), Mike Allemang (Treasurer), Jesse Miller (Secretary), Chris Allen, Simi Barr, Rich Chang, Julie Grand, Susan Pollay, Praveena Ramaswami, Georgia Valentine

Chairwoman Mozak called the meeting to order at 6:31pm

Agenda Item
1. OPENING ITEMS

1.1 Approve Agenda

No additions or changes noted to the agenda.

Ms. Grand motioned to approve the agenda, seconded by Mr. Miller.

No discussion on the motion.

All in favor of approving the agenda:

> Mr. Mike Allemang: Yes
> Mr. Chris Allen: Yes
> Mr. Simi Barr: Yes
> Mr. Rich Chang: Yes
> Ms. Julie Grand: Yes
> Mr. Jesse Miller: Yes
> Ms. Susan Pollay: Yes
> Ms. Praveena Ramaswami: Yes
> Ms. Georgia Valentine: Yes
> Chairwoman Kathleen Mozak: Yes

The motion to approve the agenda passed unanimously.

1.2 Public Comment

No public commenters.

1.3 General Announcements

Chairwoman provided a brief update on Audit Task Force – they met recently with auditors and will be meeting again in January to receive and review the audit report before it is presented to the entire Board.

2. CONSENT AGENDA

2.1 Board Meeting Minutes: October 16, 2025

2.2 Committee Meeting Summaries

2.3 Contract Award Authorization

Mr. Chang motioned to accept the Consent Agenda, seconded by Mr. Barr

No discussion on the motion.

All in favor of accepting the Consent Agenda:

Mr. Mike Allemang: Yes
Mr. Chris Allen: Yes
Mr. Simi Barr: Yes
Mr. Rich Chang: Yes
Ms. Julie Grand: Yes
Mr. Jesse Miller: Yes
Ms. Susan Pollay: Yes
Ms. Praveena Ramaswami: Yes
Ms. Georgia Valentine: Yes
Chairwoman Kathleen Mozak: Yes

The motion to accept the Consent Agenda passed unanimously.

3. OWNERSHIP LINKAGE

3.1 Ownership Linkage Task Force Updates

Mr. Chang shared that he is working on a summary of feedback from recent meetings with the City of Ann Arbor and Ypsilanti Township – those summaries will be shared with committee chairs.

4. MONITORING / DEVELOPMENT

4.1 Treatment of the Traveling Public (2.1)

Mr. Carpenter provided an overview of the Treatment of the Traveling Public monitoring report. The only area of non-compliance within the report was with policy 2.1.1. Projected targets for new bus stop pads were not completed in part due to federal staffing shortages which delayed required NEPA reviews. The setback postponed construction activities but the CEO noted the 8 remaining bus stop pads were scheduled to be completed by the end of November 2025. The Service Committee had reviewed the monitoring report at their November meeting and recommended the Board accept the report as (B).

Mr. Chang motioned to accept 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 item(s) 2.11, which the Board acknowledges and accepts the proposed dates for compliance.is making reasonable progress towards compliance,* seconded by Mr. Allemang.

There was no discussion on the motion.

All in favor of accepting the Treatment of the Traveling Public (Policy 2.1) monitoring report as (B):

        Mr. Mike Allemang: Yes
        Mr. Chris Allen: Yes
        Mr. Simi Barr: Yes
        Mr. Rich Chang: Yes
        Ms. Julie Grand: Yes
        Mr. Jesse Miller: Yes
        Ms. Susan Pollay: Yes
        Ms. Praveena Ramaswami: Yes
        Ms. Georgia Valentine: Yes
        Chairwoman Kathleen Mozak: Yes

The motion to accept the Treatment of the Traveling Public (Policy 2.1) monitoring report as (B) passed unanimously.

5. POLICY

5.1 Policy Language Discussion (if needed)

No policy language discussion.

6. BOARD EDUCATION / DISCUSSION

6.1 Flex Ride Updates

After the FY2025 Q3 Service Report which identified areas of challenge with FlexRide services, the Service Committee requested staff provide additional information on the services. Mr. Barr shared that the Service Committee had received information from staff which outlined challenges and opportunities with increased ridership. Staff will be sharing a copy of the FlexRide presentation and will share updates when potential cancellation/no-show policies and booking changes are implemented in the future.

7. OPERATIONAL UPDATES

7.1 Downtown Ann Arbor – Construction Updates

Mr. Yang presented information on several multi-year downtown Ann Arbor construction projects that will significantly impact us operations at the Blake Transit Center. He outlined challenges with potential long-term service disruptions, the need for alternative bus hubs and impact on staff who operate out of the BTC. The planning department is also encountering challenges with finding suitable alternative locations for buses. Staff fielded Board questions related to budgetary impacts, construction site plans, utilizing shuttles to/from alternative bus hubs, impacts to YTC construction plans, and communication to riders. Mr. Yang will continue to provide updates in the coming months as planning is finalized.

7.2 FY2025 Q4 Financial Report

Ms. Reed shared an overview of the FY25 Q4 Financial Report and provided a preliminary look at the fiscal year-end with numbers to be finalized after the audit. While some end-of-year adjustments are still in progress, the organization is still operating within the planned budgeted operating expenses. She noted a projected $5.6M favorable net variance – within that is $1.5M in favorable operating revenue and $4.1 in favorable operating expenses.

The higher revenues were due in part to local property tax revenues and wages/salaries/benefits were slightly lower than planned due to unfilled position and lower than expected insurance costs.

She noted that reserve balances are stable, and the operating reserve balance is being maintained slightly above the required reserve target.

She fielded several questions from Board members related to vacant positions, contract revenue and LBO funding.

7.3 Legislative Updates

Mr. Pfeifer provided legislative updates, including concerns about potential changes to transit funding at the federal level. He is involved in ongoing discussions with state representatives about transit infrastructure funding and the impact on local projects.

Board members and staff discussed the status of the Low-No Grant funding obligations status

7.4 CEO Report

Mr. Pfeifer shared that a social media recent video link had been included with the CEO report which was met with a positive reception.

8. EMERGENT ITEMS
9. CLOSING ITEMS

9.1 Action Item Recap

- Staff will forward the Service Committee FlexRide presentation to Board members
- Staff will send a reminder to confirm attendance for 12/4 Board Retreat
- Staff will forward an invitation for the annual holiday luncheon on 12/17

9.2 Topics for Next Meeting

Ends
FY2025 Q4 Service Report
State Funding
Closed Session: Labor Negotiations

Future:
 UM-2050 (January), Policy 3.3.3.3 policy
 language discussion

9.3 Public Comment

No public commenters.

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

Chairwoman Mozak took a roll call vote to go into Closed Session pursuant to 8(c) of the Open Meetings Act, the closed session is for strategy connected with the negotiation of a collective bargaining agreement.

Vote to go into closed session (Yes/No response):

    Mr. Mike Allemang: Yes
    Mr. Chris Allen: Yes
    Mr. Simi Barr: Yes
    Mr. Rich Chang: Yes
    Ms. Julie Grand: Yes
    Mr. Jesse Miller: Yes
    Ms. Susan Pollay: Yes
    Ms. Praveena Ramaswami: Yes
    Ms. Georgia Valentine: Yes
    Chairwoman Kathleen Mozak: Yes

The Board unanimously voted to go into closed session at 7:25 pm.

Vote to go move out of closed session (Yes/No response):

    Mr. Mike Allemang: Yes
    Mr. Chris Allen: Yes
    Mr. Simi Barr: Yes
    Mr. Rich Chang: Yes
    Ms. Julie Grand: Yes
    Mr. Jesse Miller: Yes
    Ms. Susan Pollay: Yes
    Ms. Praveena Ramaswami: Yes
    Ms. Georgia Valentine: Yes
    Chairwoman Kathleen Mozak: Yes

The Board voted unanimously to move out of closed session at 9:00 pm.

9.5 Adjournment

Ms. Valentine motioned to adjourn the meeting, seconded by Ms. Ramaswami.

There was no discussion on the motion.

All in favor of adjourning the meeting:

    Mr. Mike Allemang: Yes
    Mr. Chris Allen: Yes
    Mr. Simi Barr: Yes
    Mr. Rich Chang: Yes
    Ms. Julie Grand: Yes
    Mr. Jesse Miller: Yes
    Ms. Susan Pollay: Yes

Continued …

Ms. Praveena Ramaswami: Yes
Ms. Georgia Valentine: Yes
Chairwoman Kathleen Mozak: Yes

The motion to adjourn the meeting passed unanimously.

Chairwoman Mozak adjourned the meeting at 9:01pm..

Respectfully Submitted by Deborah Holt

Board of Director's Retreat Minutes

Meeting Date/Time: December 4, 2025 – 10:00am – 4:00pm

Location: Sheraton Ann Arbor Hotel – 3200 Boardwalk Drive, Ann Arbor
(Sheraton Petit Conference Room - Virtual via Zoom Passcode: 983308)

Members Present: Kathleen Mozak (Chair), Mike Allemang (Treasurer), Jesse Miller (Secretary), Simi Barr, Rich Chang, Julie Grand, Praveena Ramaswami, Georgia Valentine
Members Absent: Chris Allen (Excused), Susan Pollay (Excused)

Chairwoman Mozak called the meeting to order at 10:07am

Agenda Item
1. OPENING ITEMS

1.1 Approve Agenda

No additions or changes noted to the agenda.

Mr. Chang motioned to approve the agenda, seconded by Ms. Valentine.

No discussion on the motion.

All in favor of approving the agenda:

Mr. Mike Allemang: Yes
Mr. Simi Barr: Yes
Mr. Rich Chang: Yes
Ms. Julie Grand: Yes
Mr. Jesse Miller: Yes
Ms. Georgia Valentine: Yes
Chairwoman Kathleen Mozak: Yes

1.2 Public Comment

No public commenters.

1.3 LAC – Ends Feedback

Andrea Henry shared Ends policy feedback from the Local Advisory Council (LAC). The LAC had provided board members with written feedback to incorporate into their overall review of the Ends policies.

1.4 General Announcements

No general announcements.

**Ms. Ramaswami joined the meeting at 10:21am

2. BOARD EDUCATION / DISCUSSION

2.1 Ends Policies Development

Governance consultant Sue Radwan guided the Board in a discussion reviewing the Ends policies. The Board considered whether to focus on core services and ridership or the contribution to social, environmental and economic vitality within the community.

Ms. Radwan compiled the suggestions and edits for the Ends and will be providing final feedback for Board review at January committee meetings.

3. EMERGENT ITEMS

4. CLOSING ITEMS

4.1 Public Comment

No public commenters.

3.2 Adjournment

Mr. Chang motioned to adjourn the meeting, seconded by Ms. Ramaswami.

There was no discussion on the motion.

All in favor of adjourning the meeting:

Mr. Mike Allemang: Yes
Mr. Simi Barr: Yes
Mr. Rich Chang: Yes
Ms. Julie Grand: Yes
Mr. Jesse Miller: Yes
Ms. Praveena Ramaswami: Yes
Ms. Georgia Valentine: Yes
Chairwoman Kathleen Mozak: Yes

The motion to adjourn the meeting passed unanimously.

Chairwoman Mozak adjourned the meeting at 4:00 pm.

Respectfully Submitted by Deborah Holt

Governance Committee Meeting Notes

Meeting Date/Time: Monday November 24, 2025 – 3:00 – 5:00pm

Members Present: Kathleen Mozak (Chair), Mike Allemang, Rich Chang

Staff: Matt Carpenter, Forest Yang, Jeff Pfeifer, Rosa-Maria Kamau, Deb Holt

Location: REMOTE – Via Zoom

Chairwoman Mozak called the meeting to order at 3:00pm

Agenda Item
1. OPENING ITEMS
1.1 Agenda (Additions, Approval) Committee moved Legislative Updates to 1.3 to accommodate staff. No other changes noted to the agenda. **1.2 Communications** Committee discussed recent social media postings **1.3 Legislative Updates (moved from 4.4)** Mr. Pfiefer shared recent discussions with the state association related to planning legislative priorities for the next year. No new federal updates to share.
2. BOARD DEVELOPMENT
2.1 Ends Development & Priorities Chairwoman Mozak and the committee discussed a recommended agenda and discussion topics provided from the Governance consultant for the December 4, 2025 Board Retreat. The committee reviewed and approved the discussion topics. **2.2 Recruitment / Training / Attendance** Chairwoman Mozak noted the potential for two open board positions in 2026 – the committee discussed recruitment efforts if those positions need to be filled. Two new board members attended a Policy Governance conference/training.

2.2.1 FY25 Attendance Summary

The committee reviewed Board member participation and attendance from FY2025.

2.3 OLTF (Further discussion – Mozak)

Mr. Chang shared he is compiling feedback data from recent OLTF meetings and will be sharing with the committee. The committee discussed if OLTF should be moved from a taskforce into a committee – they determined they will bring it before the board in December for further discussion.

3. POLICY MONITORING & DEVELOPMENT

3.1 Executive Committee and OM Act

The committee is reviewing the language within the Board policy manual which outlines role of the Executive Committee as a decision-making body. Within OMA, the Executive Committee role should be utilized as an advisory-only role. The committee will continue the discussion next month.

4. STRATEGY & OPERATIONAL UPDATES: CEO

4.1 Negotiation: Dec. Meeting Prep

Mr. Carpenter briefly provided information on goals related to upcoming labor union negotiations.

4.2 Low-No Updates

Mr. Carpenter shared updates on the status of the Low-No Grant funding obligation. The committee discussed Mr. Carpenter seeking Board approval to adjust the original grant application.

4.3 Pittsfield FlexRide & POSA Update

Mr. Carpenter shared updates related to Pittsfield FlexRide service changes and POSA agreements.

4.4 ~~Legislative Updates~~ *Moved to 1.3*

5. EMERGENT ITEMS
6. CLOSING ITEMS

6.1 Committee Agendas

Service Committee – No agenda changes noted.

Finance Committee – No agenda changes noted.

Board Meeting – Update year/add time under January Board meeting, add 3.2 OLTF Task Force Vs. Committee, add 5.2 Executive Committee and OM Act.

6.2 Action Item Recap

- Add LAC Ends Feedback to December 4th Board Retreat Agenda
- December 4th Board Retreat Agenda and topics were approved – the packet will be sent out
- December Governance Committee: add under 2.0 Board Development: Vice Chair, Succession Planning and Optional Co-Chairs for Committees Discussion

6.3 Topics for Next Meeting
Board Annual Plan of Work Intro
CEO Expense Report
Policy 3.3.3.3 Re: Complimenting Staff
Board Development: Vice Chair, Succession Planning & Optional Co-Chairs for Committees
Executive Committee + OM Act (Dykema)

Future:
Ownership Linkage Education
Governance Training Options
Policy Manual Mock-Up

6.4 Adjournment

Chairwoman Mozak thanked the committee and staff and adjourned the meeting at 4:42pm.

Respectfully Submitted by Deborah Holt

TheRide
Ann Arbor Area Transportation Authority

Service Committee Meeting Notes

Meeting Date/Time: December 2, 2025, 3:00pm – 5:00pm

Members Present: Simi Barr (Interim Chair), Jesse Miller, Susan Pollay, Rich Chang
Members Absent: Praveena Ramaswami (Excused)
Staff: Matt Carpenter, Dina Reed, George Brooks, Raymond Hess, Rosa-Maria Kamau, Deb Holt

Location: REMOTE – Via Zoom

Mr. Barr called the meeting to order at 3:01pm

Agenda Item
1. OPENING ITEMS
1.1 Agenda (Additions, Approval) Mr. Carpenter noted that Mr. Brooks had returned and would be presenting agenda item 3.1 and Mr. Carpenter is presenting in place of Mr. Pfeifer for agenda item 3.5. No other changes were noted to the agenda. **1.2 Communications** No new communications
2. POLICY MONITORING & DEVELOPMENT
3. STRATEGY & OPERATIONAL UPDATES: CEO
3.1 FY25 Q4 Service Report Mr. Brooks presented highlights from the FY2025 Q4 Service report – on a positive note, he shared that compliments had increased and complaints had decreased. Fixed route service numbers increased steadily by 2%. Fixed-route on-time performance faced challenges with numerous route changes due to construction, but on-time performance was still nearly 80%. Flex Ride Services continue to have strong growth – with total trip requests increasing 111% and late-night service increased 125% over the year. Staff are looking at committee suggestions and discussion from the previous month related to improvements to Flex-Ride services. Staff are currently working on implementing committee member input to improve the Service Report – changes are expected to be made by the next quarterly service report. **3.2 Negotiation Goal Discussion** Mr. Carpenter briefly provided information on goals related to upcoming labor union negotiations for committee discussion.

3.3 Low-No Update

Mr. Carpenter shared updates on the status of the Low-No Grant funding obligation. Mr. Carpenter is looking to seek Board approval to adjust the original grant application – the committee discussed.

3.4 POSA Update

Mr. Carpenter shared updates with Pittsfield Township FlexRide service changes and POSA agreements for committee discussion.

3.5 Legislative Update

Mr. Carpenter shared that the State budget passed but details related to the transportation infrastructure fund continue to be debated and will be finalized after the new year. He also provided a brief update at the federal level on earmark funding requests that were included in the continuing resolution.

4. EMERGENT ITEMS

5. CLOSING ITEMS

5.1 Action Item Recap

- Mr. Brooks will be confirming compliment data within the Service Report – if there are any changes, the report will be revised prior to the December Board meeting.
- Staff will monitor any feedback/information on State Street reopening and share any feedback on the new transit signal.

5.2 Topics for the Next Meeting
Policy 3.3.3.3 Policy Language Discussion

Future:

5.3 Adjournment

Mr. Barr thanked the committee and staff and adjourned the meeting at 4:38pm.

Respectfully submitted by Deborah Holt

Finance Committee Meeting Notes

Meeting Date/Time: Tuesday, December 9, 2025 - 3:00 – 5:00pm

Members Present: Mike Allemang (Chair/Treasurer), Chris Allen, Georgia Valentine
Members Absent: Julie Grand (Excused)
Staff: Matt Carpenter, Dina Reed, Forest Yang, George Brooks, Jeff Pfeifer, Andy Huber, Rosa-Maria Kamau, Deb Holt

Location: REMOTE – Via Zoom

Mr. Allemang called the meeting to order at 3:02pm

Agenda Item
1. OPENING ITEMS
1.1 Agenda (Additions, Approval) No additions or changes noted on the agenda. **1.2 Communications** No new communications.
2. POLICY MONITORING & DEVELOPMENT
3. STRATEGY AND OPERATIONAL UPDATES
3.1 Negotiation Goal Discussion Mr. Carpenter shared information with the committee on goals related to upcoming labor union negotiations. **3.2 Low-No Update** Mr. Carpenter provided the committee with an update on the status of the Low-No Grant funding obligation. Mr. Carpenter is looking to seek Board approval to adjust the original grant application – the committee discussed. **3.3 POSA Update** Mr. Carpenter shared an update on recent changes to the POSA with Pittsfield Township and changes to FlexRide services – the committee discussed.

3.4 Legislative Updates

Mr. Pfeifer provided a brief legislative update – no updates from Lansing or new supplemental bills to be passed prior to the holiday break. The federal Continuing Resolution is through the end of January, and staff continue to monitor the status of No-Low funding grant.

4. EMERGENT ITEMS
5. CLOSING ITEMS

5.1 Action Item Recap

No action items.

5.2 Topics for Next Meeting
Policy 3.3.3.3 Policy Language Discussion

Future Meeting:
Gas Tax information update
Audit Report (Feb)

5.3 Adjournment

Mr. Allemang thanked the committee and staff and adjourned the meeting at 3:40pm.

Respectfully Submitted by Deborah Holt

Contract Renewal of Governance Consultant – Sue Radwan

Meeting: Board of Director's

Meeting Date: December 18, 2025

INFORMATION TYPE
Decision
RECOMMENDED ACTION(S)
That the Board consider and approve a one-year extension of the current contract of the governance consultant, Susan Radwan-Leading Edge Mentoring. This action would extend the contract to January 2027.
BACKGROUND
In January of 2024, Susan Radwan – Leading Edge Mentoring was awarded a 2-year contract with the possibility of 3 one-year extensions. She has been active in her role as Governance Consultant by supporting both the Board and CEO in improving policy considerations that enhance policy writing and policy monitoring.
PRIOR RELEVANT BOARD ACTIONS & POLICIES
3.0 GLOBAL GOVERNANCE PROCESS The purpose of the Board, on behalf of the residents and workers of the member jurisdictions and government jurisdictions with whom we have service agreements (Ownership), and as stewards of the future, is to see to it that the Ann Arbor Area Transportation Authority (AAATA) (a) achieves appropriate results for appropriate persons at an appropriate cost, and (b) avoids unacceptable actions and situations. 3.1 GOVERNING STYLE The Board will govern lawfully, observing the principles of the policy governance… 3.1.3 The Board will direct, control and inspire the organization through careful establishment of broad written policies reflecting the Board's values and perspectives. The Board's major policy focus will be on the intended long-term impacts outside the organization, not on the administrative or programmatic means of attaining those effects. 3.2.13 Participate in the procurement process of both General Legal Counsel and Auditing firm alongside staff. Be the definitive decision maker in the procurement of a Governance consultant.
IMPACTS OF RECOMMENDED ACTION(S)
• Budgetary/Fiscal: Yes • Social: N/A • Environmental: N/A • Governance: N/A
ATTACHMENTS
None

Monitoring Report:
Ends (Policy 1.0)
Monitoring Period: FY 25 (October 2024 to September 2025)

Board of Directors Meeting Dates: December 18th, 2025

INFORMATION TYPE
Monitoring

RECOMMENDED ACTION(S)
That the Board review this monitoring report and consider accepting it as one of the levels below: (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

PRIOR RELEVANT BOARD ACTIONS & POLICIES
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: 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)
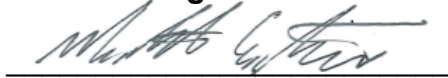
ISSUE SUMMARY

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 and was presented to the Board in December.

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**
	12/4/2025

ATTACHMENTS

1. Monitoring report for Ends (Policy 1.0)

Table of Contents

🟢 Fully 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: Not Compliant

Interpretation

Operational Definition
I interpret the following terms as follows:

- **Increasing proportion:** The absolute total ridership and ratio of ridership to the area's population (ridership/capita) will increase year over year, and in context with industry trends.
- **Environmental contribution:** Agency operations continuously reduce their carbon footprint.
- **Economic vitality:** Agency operations result in increased job accessibility, increased transit-oriented development, and affordable mobility options exist for all irrespective of limitations i.e., language, income, disabilities etc.,
- **Efficient stewardship of resources:** The operational cost of the agency is reasonably within that of peer agencies. Costs are not beyond what is reasonable to a transit industry. Capital projects and costs are reviewed and approved by the Board through the Budget process.

Measure/Standards & Achievement
Compliance with this policy will be demonstrated when
  A. The agency makes progress to attract and retain riders as described in the previous year's Business Plan.
  B. The agency's fixed-route ridership grows in line with, or above, national, and regional peers.
  C. The agency's fixed-route ridership per capita grows in line with, or above national and regional peers.
  D. The agency's fixed-route cost per trip is in line with, or above national and regional peers.
  E. Lower-level policies are compliant.

Rationale
This is reasonable because
  A. The Annual Business Plan contains discrete, measurable interim actions that demonstrate progress towards the Board's Ends. The Plan is updated annually at the beginning of each fiscal year, allowing this Ends Monitoring Report to serve as a recap on progress.
  B-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.
- Judging performance in the context of industry trends is reasonable because transit usage is highly influenced by outside factors (i.e., pandemics, recessions, fuel prices).

B. 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 makes a profit, and all users and services are subsidized. Without a profit motive, financial performance becomes difficult to judge aside from peer benchmarking.

C. Lower-level policies address other aspects not provided in this policy. This includes:
   a. Social impact addressed in policy 1.1, 1.4 and 1.5
   b. Environmental impact addressed in policy 1.2
   c. Economic impact addressed in policy 1.3

Evidence

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

Date of Data Review: 11/13/2025 as verified by the Corporate Strategy & Performance Officer.

Data:

A. **Business Plan Follow Through on FY2025 Projects focused on Increasing Ridership**

FY25 Business Plan Projects	Timeline	Status/ Notes	Target Achieved?
1. Deliver New Millage Services	FY24-FY25	Complete	Yes
2. Finalize and Implement Advocacy Agenda	FY24-FY26	Ongoing. In FY2025, AAATA maintained a consistent and proactive advocacy presence at the local, state, and federal levels. AAATA provided the Board with legislative and policy updates as they occurred.	Yes
3. Marketing strategy	FY25-FY26	Ongoing. AAATA continues to employ creative and successful marketing strategies to increase ridership	Yes
4. Rider segmentation study	FY 25-FY26	Ongoing. Expect to have this complete as scheduled by FY2026.	Yes
5. Ypsilanti Transit Center: Planning and Design	FY24-FY25 (Planning and Design)	Planning work is complete.	Yes
6. Blake Transit Center Planning and Design	FY24-FY25 (Planning and Design)	Ongoing. Planning and design for 4th Avenue is complete. Construction is anticipated to begin in FY 2026.	Yes
7. New Bus Garage	FY 24-28 (Planning and design)	Ongoing. A review of existing facility conditions began in FY 2025. It will inform a needs assessment consistent with the Long-Range Plan in FY 2026.	Yes

B. Annual Ridership

Between FY 2024 and FY 2025, TheRide's ridership rose by 11.29%, consistent with growth trends observed among peer agencies.
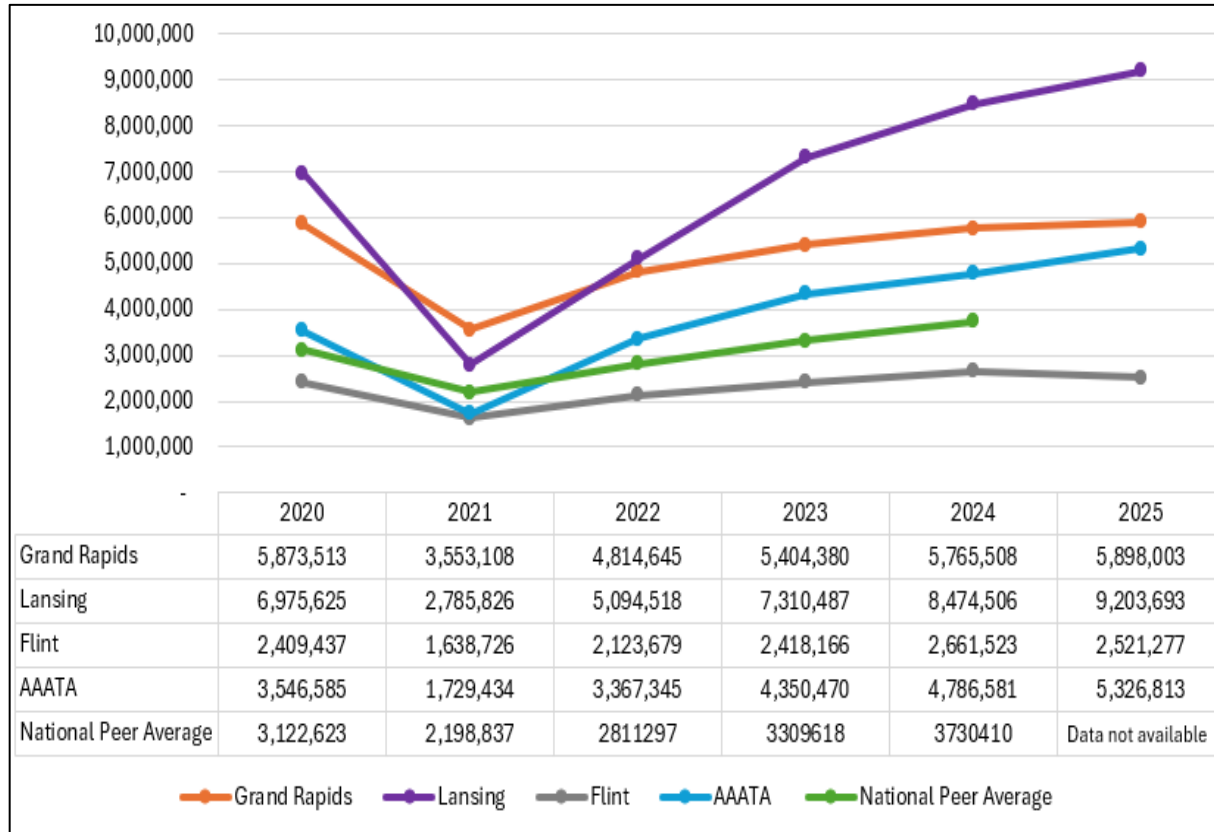
	2020	2021	2022	2023	2024	2025
Grand Rapids	5,873,513	3,553,108	4,814,645	5,404,380	5,765,508	5,898,003
Lansing	6,975,625	2,785,826	5,094,518	7,310,487	8,474,506	9,203,693
Flint	2,409,437	1,638,726	2,123,679	2,418,166	2,661,523	2,521,277
AAATA	3,546,585	1,729,434	3,367,345	4,350,470	4,786,581	5,326,813
National Peer Average	3,122,623	2,198,837	2811297	3309618	3730410	Data not available

Source: National Transit Database for FY 2020-2024
National peer data is currently available until FY 2024.
FY 2025 numbers are collected directly from peer agencies and are preliminary.

C. Ridership per capita

Between FY 2024 and FY 2025, TheRide's ridership per capita rose by 11.29 %, consistent with growth trends observed among peer agencies.
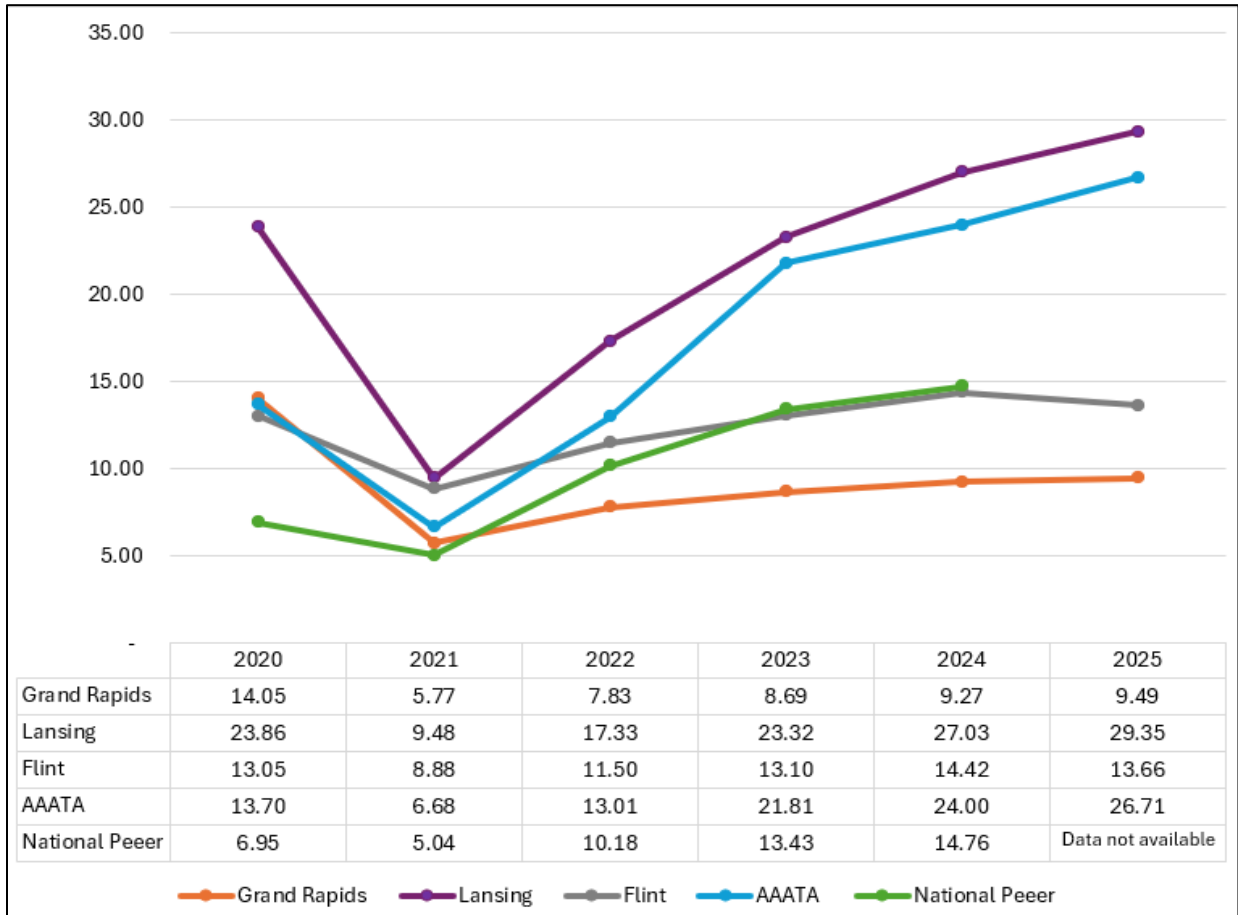
	2020	2021	2022	2023	2024	2025
Grand Rapids	14.05	5.77	7.83	8.69	9.27	9.49
Lansing	23.86	9.48	17.33	23.32	27.03	29.35
Flint	13.05	8.88	11.50	13.10	14.42	13.66
AAATA	13.70	6.68	13.01	21.81	24.00	26.71
National Peeer	6.95	5.04	10.18	13.43	14.76	Data not available

Legend: Grand Rapids, Lansing, Flint, AAATA, National Peeer

Source: National Transit Database for FY 2020-2024
National peer data is currently available until FY 2024.
FY 2025 numbers are collected directly from peer agencies and are preliminary.

D. Cost per trip

Between FY 2024 and FY 2025, TheRide's cost per trip increased by 8% from the previous year. This may be attributed to the 9% increase in service hours.

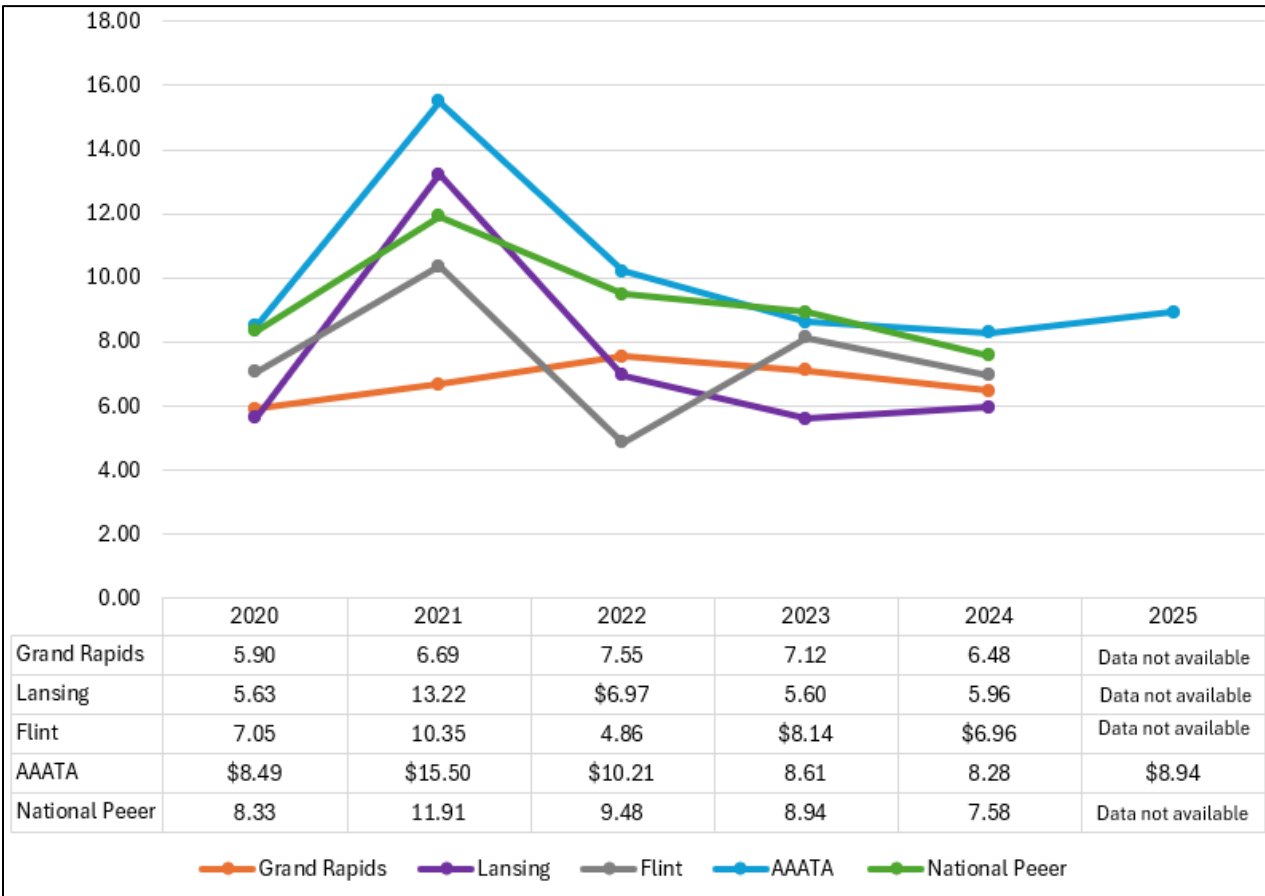|	2020	2021	2022	2023	2024	2025
Grand Rapids	5.90	6.69	7.55	7.12	6.48	Data not available
Lansing	5.63	13.22	$6.97	5.60	5.96	Data not available
Flint	7.05	10.35	4.86	$8.14	$6.96	Data not available
AAATA	$8.49	$15.50	$10.21	8.61	8.28	$8.94
National Peeer	8.33	11.91	9.48	8.94	7.58	Data not available

Source: National Transit Database for FY 2020-2024.
National peer data is currently available until FY 2024.
FY 2025 cost per trip peer data was not available.

E. Policy 1.1.2 (bus stop construction), 1.1.3 (perceptions of safety), and 1.2.1 (mode share) are not compliant and therefore this policy is not compliant. See those policies for more details.

POLICY 1.1

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

Degree of Compliance: Not Compliant

Interpretation

Operational Definition:
I interpret this policy to mean that TheRide's fixed route and paratransit services will be organized and distributed in a fair and equal manner that facilitates access for the majority of residents, regardless of income or personal mobility, to most employment, education, medical, shopping, and government destinations.

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 destinations (i.e., Hospitals, grocery stores, post offices. Access to jobs and education institutions is addressed in later policies) in the area.
C. For residents unable to use fixed-route buses due to a mobility limitation, curb-to-curb paratransit will be available for all origin and destinations points within ¾ miles of a bus route.
D. All service changes comply with the Equity Analysis Policy and federal civil rights law.
E. Policies 1.1.1 (affordability), 1.1.2 (infrastructure accessibility & paratransit), and 1.1.3 are compliant

Rationale
This is reasonable because
A. 80% of residents within 0.25 miles of a bus stop is a transit industry service standard. 0.25 miles is a commonly accepted walking distance equivalent to 3-4 city blocks. 80% of residents ensure coverage while recognizing that many low-density areas will be uneconomical to serve while also creating direct service with low travel times. A target of 80% is possible within the agency resources.
B. Placing bus stops within 0.25 miles of major destinations ensures connectivity within a generally accepted walking distance. Access to a majority of crucial destinations (Hospitals, grocery stores, post offices) as well as employment (policy 1.3.1) and education destinations 1.3.2) allows full participation in society.
   Mass transit targets the largest ridership markets while providing basic services as widely as is affordable. A mass transit service cannot cater to every individual need in a widely dispersed auto-centric landscape without either creating long circuitous routes that discourage new ridership or requiring more resources than are available.
C. Federal law (ADA) requires paratransit service be provided within 3/4 of a mile of a bus route. Congress has determined that this is sufficient.
   Additionally, the agency offers other demand response services (FlexRide, VanRide, etc.) to specific geographic areas where fixed route is not viable.

D. The Equity Analysis Policy is based on requirements of Title VI of the Civil Rights Act of 1964, is reviewed and approved by the Board, and requires that all services and fare changes consider impact to low-income populations and minority populations and mitigate any disparate impact/ disproportionate burden on these populations. This is the industry standard for determining whether services are distributed fairly.

E. Policy 1.1.1 addresses low-income affordability, and 1.1.2 addresses accessibility for people with disabilities, paratransit and language barriers directly.

Evidence

Source of Data: Lower-level policy compliance, agency planning data
Date of Data Review: 11/13/2025 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%		

Ends 1.0

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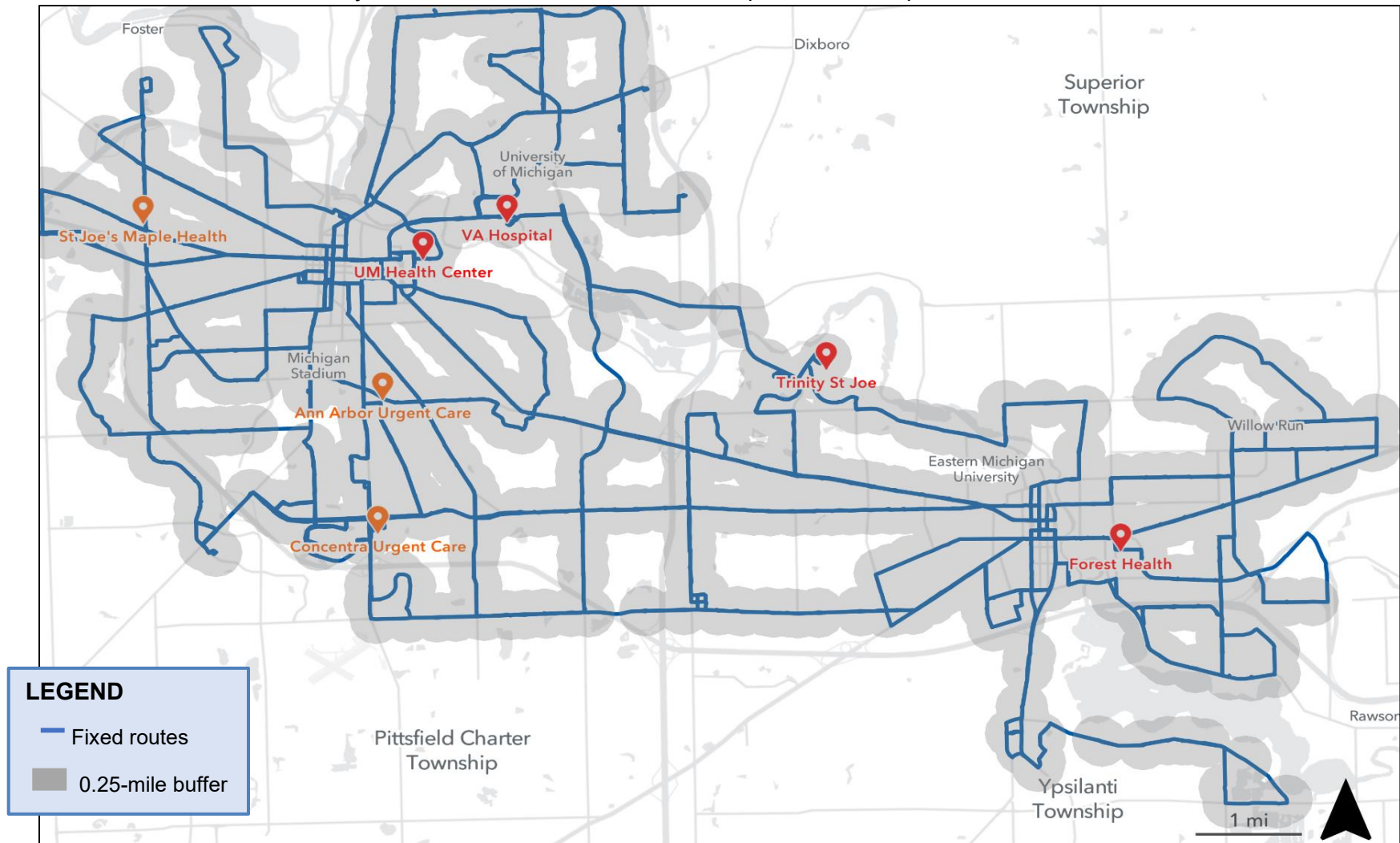
2. Fixed route covers major grocery stores in the membership area. Bus stops are available within a 0.25-mile walk.

LEGEND

— Fixed routes

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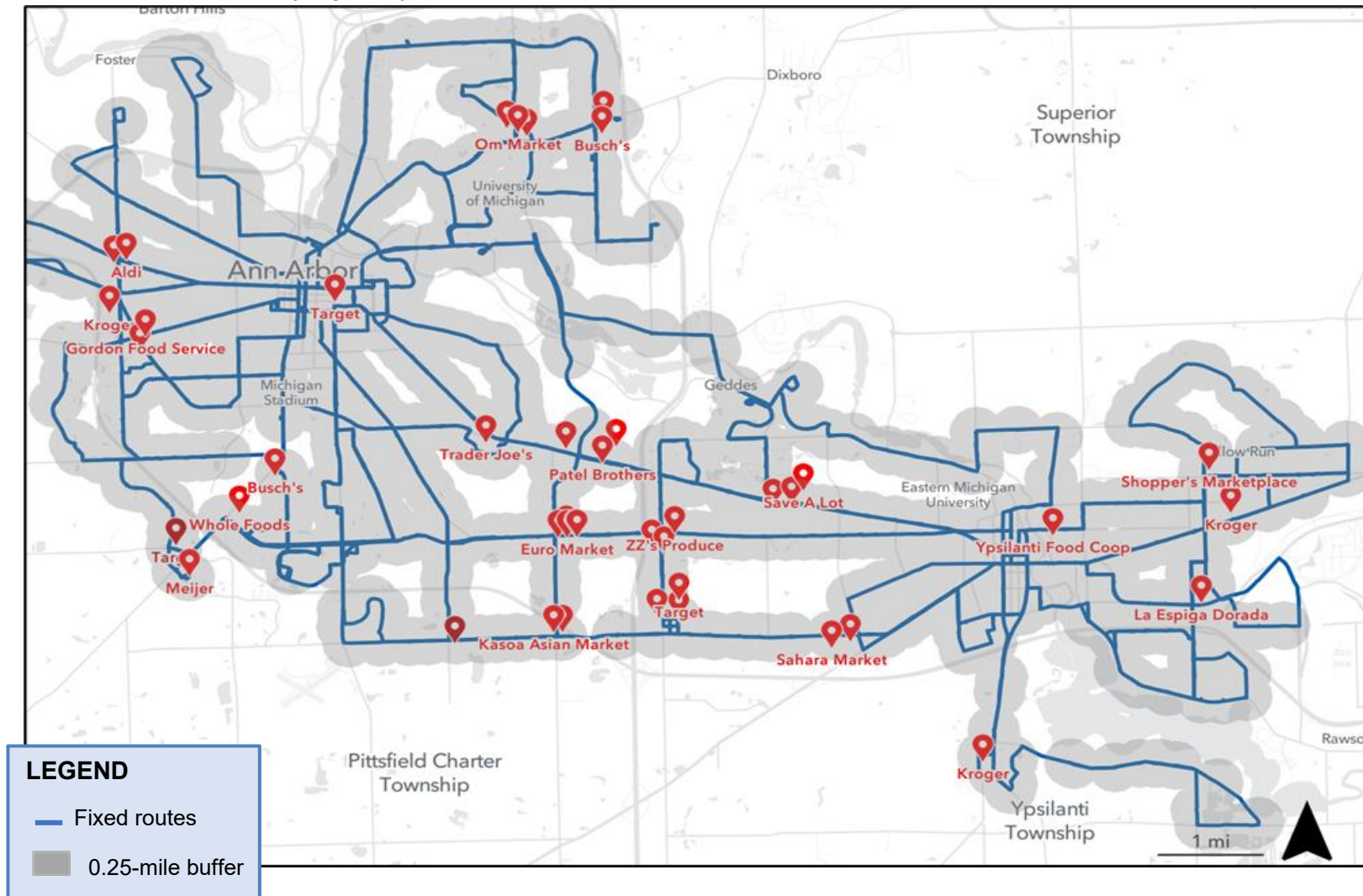
3. Fixed route covers all post offices in the membership area. Bus stops are available within a 0.25-mile walk.

LEGEND

— Fixed routes

▨ 0.25-mile buffer

C. Paratransit services

The Americans with Disabilities Act (ADA) requires that paratransit services be offered within ¾ mile from the fixed route service. This area is indicated on the graphic on the left.

LEGEND

— Bus routes

▨ ¾ mile buffer (ADA requirements)

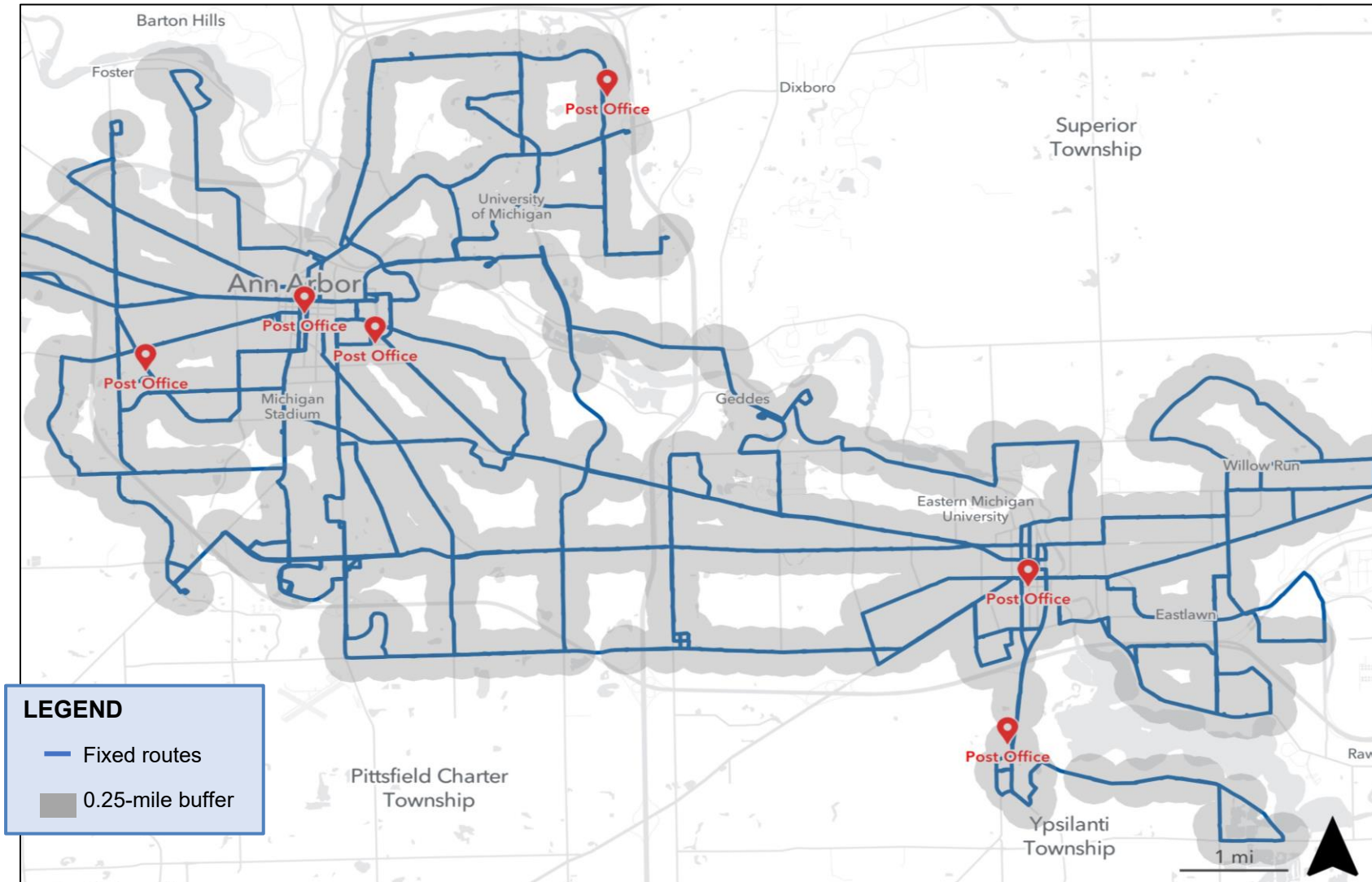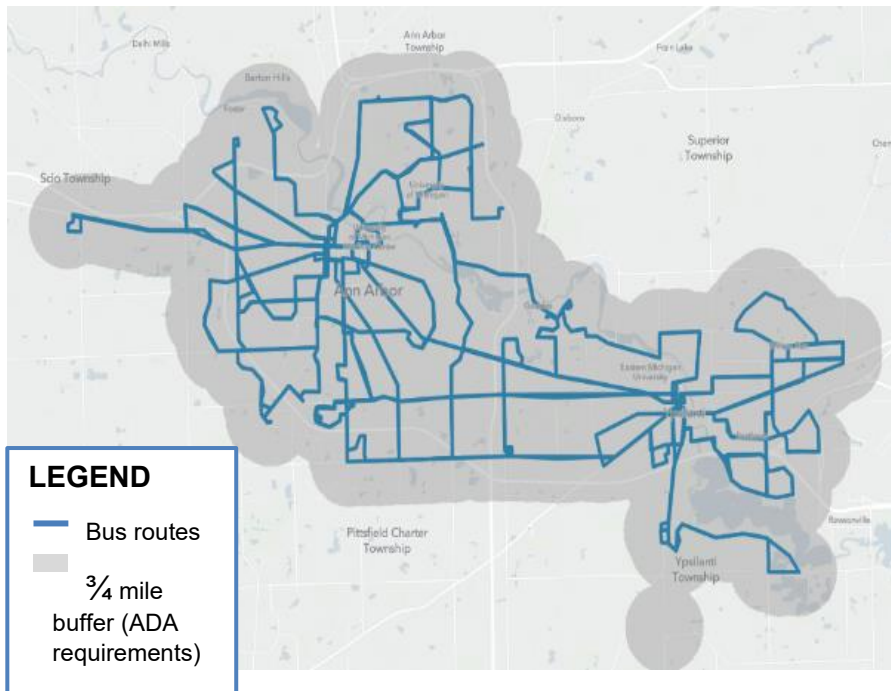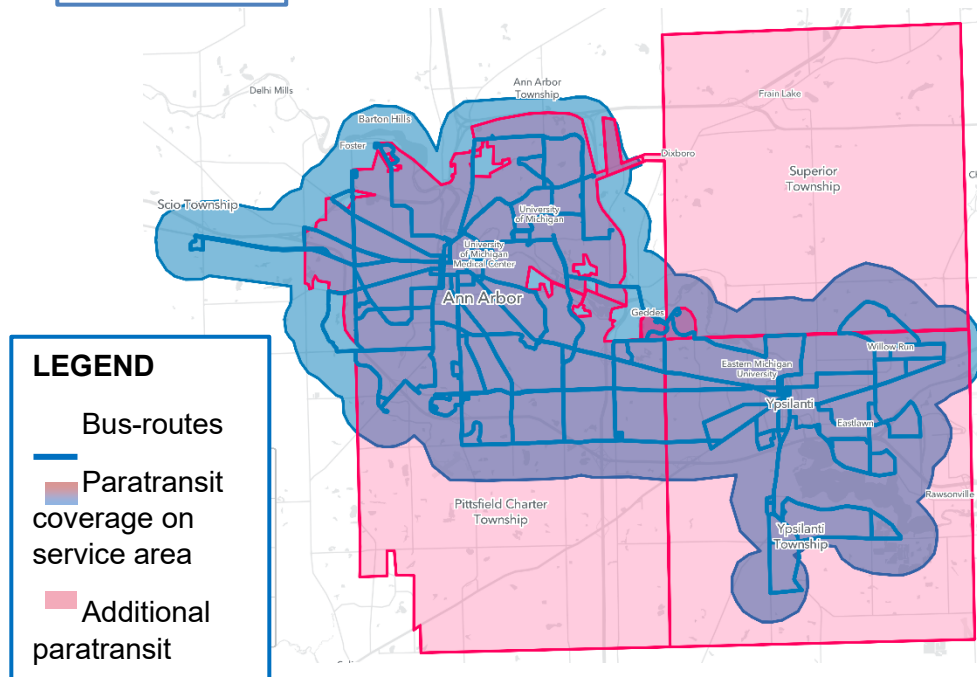TheRide provides service within the required ¾ mile of the service area and also extends these provisions to Ypsilanti, Superior and Pittsfield townships as shown on the graph on the left.

LEGEND

— Bus-routes

▨ Paratransit coverage on service area

▨ Additional paratransit

D. All service changes done during the monitoring period were compliant with the Equity Analysis Policy and Title VI.

E. Policy 1.1.2 (bus stop construction), 1.1.3 (perception of safety), and 1.2.1 (mode share) are not compliant and hence this policy is not compliant. A compliance timeline has been provided under respective policies.

POLICY 1.1.1

People with economic challenges have affordable public transportation options.

Degree of Compliance: Compliant

Interpretation

Operational Definition

I interpret this policy to mean that the agency provides a discounted fare for low-income riders. Further, I interpret low-income population to be the threshold set and used by the State of Michigan which is based on the federal poverty level. Generally, this category is eligible for Medicaid. By extension, this means that Medicaid holders are eligible for TheRide's discounted fare. Low-income individuals who do not have a valid Medicaid card may still become eligible through alternate criteria at agencies from which they currently receive services.

Measure/Standards & Achievement

Compliance will be demonstrated when any recommended changes to the fare structure include a 50% discount for low-income residents.

Rationale

This is reasonable because

1. Having a threshold to determine eligibility is reasonable because otherwise everyone could use the discount, and the intent of the discount would be compromised, and excessive revenue lost (i.e., inefficient subsidy).
2. The State's threshold is good enough because it is based on the Federal Poverty level as set by Federal laws. Beyond that, States may choose to extend these provisions to other categories (e.g., people with disabilities). The State uses this definition to issue Medicaid cards.
3. Patrons who qualify for Medicaid automatically qualify for our low-income program (fare deal). This allows us to determine eligibility without incurring the costs of administering eligibility criteria ourselves. Low-income patrons *without* Medicaid cards can have their Fare Deal eligibility determined through outside organizations. This empowers outside organizations that serve low-income populations to certify individuals, thereby expanding availability, and saving the agency administration costs and privacy concerns.
4. The Federal Transit Act requires transit agencies to provide a 50% discount for seniors and persons with disabilities during peak hours. Although no specific thresholds are set for people with low-income categories, TheRide extends the same thresholds (50%) to low-income populations at both peak and non-peak hours. This simplifies administration and avoids accusations of preference.
5. Full-priced fares ($1.50) only cover about 10% of the costs of a trip, taxpayers pay the remainder. The 50% discount (75 cents) can be seen as an additional, compounded discount, which means the discounted user only pays about 5% of the cost to provide the trip. This is reasonable within our budgeting resources.

6. The roles in this interpretation are reasonable because the CEO only recommends changes to fares (2.5.12) and the Board decides on fare changes (3.2.9).

Evidence

Source of Data: Budget documents, meeting minutes, and fare structure records
Date of Data Review: 11/13/25 as verified by Corporate Strategy and Performance Officer
Data: The fare structure did not change in the monitoring period and there were no recommendations to make changes. It did include a 50% discount for low-income passengers.

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: Not Compliant

Interpretation

Operational Definition
I interpret this policy to mean that the agency meets legal requirements in making accommodations for transit users in the above-named categories so they can use our services. Further, 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.

Measure/Standards & Achievement
Compliance will be demonstrated when
   A. The agency has a plan to make all bus stops adjacent to sidewalks wheelchair accessible by a specific timeline and achieve its target for the monitoring period.
   B. Residents and visitors who are not physically able to use the fixed route service due to mobility limitations have access to door-to-door paratransit service that meets ADA minimum requirements.
   C. 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.
   D. Printed and electronic translations of passenger information are available in Korean, Spanish and Chinese (Mandarin).
   E. Anyone using an ADA-compliant wheelchair is able to access all buses and passenger terminals.
   F. All terminals have functional audio and visual departure announcements.
   G. All fixed-route buses have audio and visual stop announcements.
   H. TheRide is found to have no deficiencies in the FTA review for all legal requirements that pertain to accommodating anyone with disabilities (ADA) or language (Title VI).

Rationale

This is reasonable because

A. This is reasonable because some bus stops have no adjacent sidewalks, and the TheRide cannot legally improve them in those circumstances.

B. This is reasonable as it is consistent with federal law. Additional levels of service beyond the minimum are possible but carry steep costs that cannot be accommodated in the budget.

C. This is reasonable because it allows the bus driver to exercise discretion based on circumstances.

D. Limiting non-English access to the three most spoken languages in the area is reasonable because it meets minimum federal requirements (Title VI). More is possible but comes at a high cost for few beneficiaries, creates expectations for additional versions, and on-line translation services are free.

E. 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.)

F. This is reasonable in order to accommodate passengers who have audio and visual limitations in buses.

G. This is reasonable in order to accommodate passengers who have audio and visual limitations at terminals.

H. This is reasonable as it's an external regulation providing an objective review.

Evidence

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

Date of Data Review: 11/18/25 as verified by Mobility Services Manager, DCEO Planning and Innovation, Manager of Fleet and Manager of Facilities.

A. Bus stops			
Year	**Target (# of completed bus-stops)**	**Actual bus stops completed**	**Target achieved**
2022	New construction: **5** (1.3%)	3 (0.8%)	**No,** only 3 permits were issued in this monitoring period.
2023	New construction: **8** Total complete: **13** (3.4%)	**10** **Total 13** (3.4%)	**Yes**, 2 more stops completed. On target to have 3.4% complete at this time.
2024	New construction: **12** Total complete: **25** (6.6%)	**12** **Total 25** (6.6%)	**Yes**. Completed 12 stops as scheduled.
2025	New construction: **18** Total complete: **43** (11.4%)	**10** **Total 35** (9.2%)	**No**, See below for more info.
2026	New construction: **25** Total complete: **68** (18%)		
2027	New construction: **30** Total complete: **98** (26%)		
2028	New construction: **35** Total complete:**133** (35.3%)		
2029	New construction: **40** Total complete: **173** (45.9%)		
2030	New construction:**45** Total complete: **218** (57.8%)		
2031	New construction: **50** Total complete: **268** (71.1%)		
2032	New construction: **54** Total complete: **322** (85.4%)		
2033	New construction: **55** Total complete: **377** (100%)		

Non-Compliance Explanation, Timeline of Compliance & Mitigation Strategies:

All construction projects that use federal funds must be preceded by a National Environmental Policy Act (NEPA) review. During the monitoring period, FTA Region 5 experienced staffing shortages, resulting in several months of delay in completing the NEPA review. This setback delayed subsequent construction activities, resulting in only **10** bus stops near sidewalks being made accessible within the monitoring period, i.e., **8** short of the target.

An additional **10** bus stops were completed after the monitoring period, by November 2025. To avoid future delays, TheRide will begin the NEPA review earlier. This may give Region 5 sufficient time to complete its assessment and allow construction to begin on schedule.

B. Paratransit	ADA Minimum Standards	TheRide's Current Level of Service	Target achieved?
Origin to destination	Provision of door-to-door paratransit services	Meets ADA minimums and provide door to door upon request.	Yes
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 2 times 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 5 -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

	Current Status	Target	Target achieved?
C. Age limit	There is no age limit to use the bus. Infants, toddlers, and young children need to be	No age limit to ride the bus.	Yes
D. 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
E. % of buses and passenger terminals that are wheelchair accessible	100%	100%	Yes
F. % of buses with audio and visual stop announcements	100%	100%	Yes
G. % of terminals with functional audio and visual departure announcements	100%	100%	Yes
H. All legal requirements that pertain to accommodating anyone with disabilities (ADA) or language (Title VI) are found compliant during the FTA review.	100%	100%	Yes

POLICY 1.1.3: Riders and prospective riders perceive public transportation services as safe.

Degree of Compliance: Not Compliant

Interpretation

Operational Definition

I interpret this policy to mean that a high proportion of patrons will report feeling safe from harassment, crime, and assault while using, preparing to use, and considering whether to use, TheRide's services. Patrons do not include the general public as the board consciously decided a transit agency could not be responsible for overall public safety everywhere.

Measure/Standards & Achievement

Compliance will be achieved when

A. **Riders:** No more than 10% of riders report feeling insecure on buses or at terminals or bus stops in onboard surveys every two years.
B. **Prospective Riders:** A telephone survey of service area residents (Ann Arbor, Ypsilanti and Ypsilanti township) has no more than 10% of the respondent's indicating safety or safety related issues to be the most important issue/concern facing the community. Conducted every 3-5 years due to cost.
C. **Complaints:** Annual customer safety complaints are not more than 2 to every 100,000 passengers.
D. **Verified security concerns:** Annual verifiable incidents of assault, harassment and crime at our facilities (including bus stops, terminals and buses) are not more than 1 for every 100,000 passengers.

Rationale

This definition of "safe from concerns of harassment, crime or assault" is reasonable because it addresses the behaviors most likely to make a patron feel unsafe. It also complements the prohibition on discriminatory or disrespectful behaviors in policy 2.1 which applies equally to authority figures such as staff and police. Authority figures are prohibited from discrimination or harassment but are expected to hold individuals accountable for behavior that makes other patrons feel unsafe.

A. Using an onboard survey is reasonable as it measures perceptions of people currently using the service (riders). A target of 10% is reasonable as it is a small percentage subjective, may For example, police presence feel threatening to others. Conducting surveys every two years is reasonable because data doesn't usually change quickly, and surveys are very expensive. Every two years has proven to be a reasonable time between surveys.
B. The telephone survey collects data from service area residents who make up the largest number of prospective riders. Understanding their concerns and interests informs on how we can better reach them to increase ridership. Having safety or safety related concerns at 10% or less is reasonable as surveys are subjective and this is a reasonably small percentage. Telephone surveys are especially expensive and therefore conducted less frequently.

C. With surveys being subjective, valid complaints provide objective data with clear context. A target of 2 complaints for every 100,000 passengers or less indicates that the agency is invested in providing the safest conditions resulting in customers having relatively few complaints on safety and safety-related issues. Feelings of fear and security are individual, subjective, and impossible to confirm objectively; therefore some limit needs to be imposed on what to measure (i.e. harassment, crime and assault).

D. To complement the importance of perception, tracking actual incidents is reasonable as it provides objective data and context on the safety and security of riders and prospective riders. A target of 1 incident per 100,000 passengers reflects a very low tolerance for unsafe actions and is attainable within agency resources. Similarly, the target of 1 actual incident for every 2 complaints per 100,000 passengers is reasonable, as a single incident can affect multiple riders, and therefore generate more complaints than verified events.
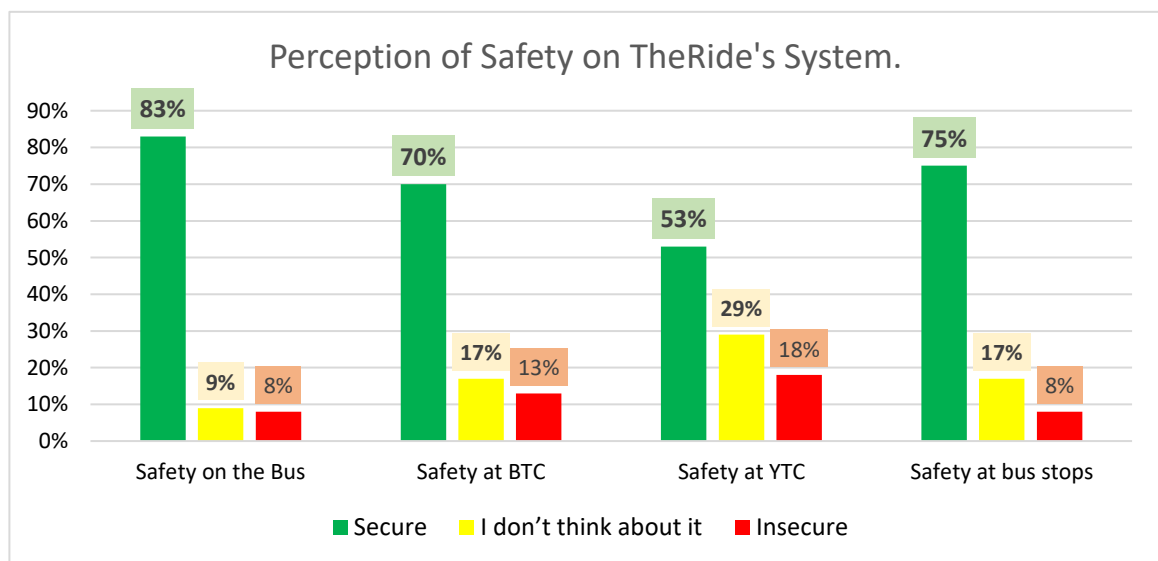
Evidence

Source of Data: Survey data and Customer Feedback
Date of Data Review: 11/18/2025 as verified by Customer Service Officer and Senior Transit Planner

A. **Data: Onboard Survey:**
In 2024, an onboard survey was conducted. While less than 10% of riders reported feeling insecure on buses or at bus stops, more than 10% of riders reported feeling unsafe at both bus terminals. Due to this, the CEO's reports non-noncompliance to the policy.

Perception of Safety on TheRide's System.

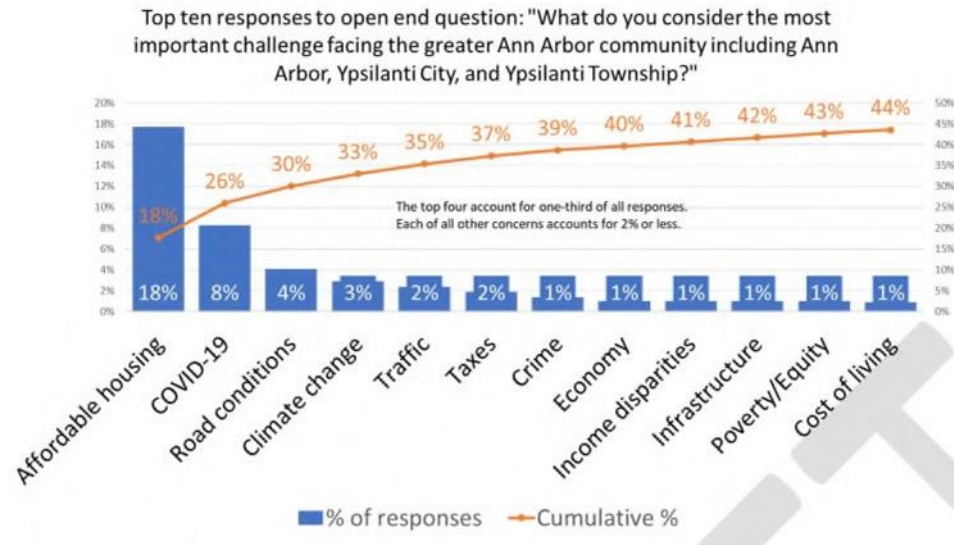|	Safety on the Bus	Safety at BTC	Safety at YTC	Safety at bus stops
Secure	83%	70%	53%	75%
I don't think about it	9%	17%	29%	17%
Insecure	8%	13%	18%	8%

Non-Compliance Explanation, Timeline of Compliance & Mitigation Strategies:

The agency has secured a consultant to better understand and develop solutions for actual and perceived safety risks at terminals. A compliance timeline will be provided in the next monitoring report.

Ends 1.0   Page **23** of **42**

B. Telephone Survey:

In 2022, a telephone survey asked residents of the area to identify the most important issue facing the community. Below are the results. Safety (crime, harassment or assault) or safety related issues did not make up 10% of the residents' major concerns.

Top ten responses to open end question: "What do you consider the most important challenge facing the greater Ann Arbor community including Ann Arbor, Ypsilanti City, and Ypsilanti Township?"

The top four account for one-third of all responses. Each of all other concerns accounts for 2% or less.

	Fy 2025 performance	Target	Target achieved Yes/No
C. Customer Complaints per 100,000 boardings	0.17	<2	Y
D. Actual Incidents per 100,000 boardings	0.60	<1	Y

Ends 1.0   Page **24** of **42**

POLICY 1.2

Public transportation positively impacts our environment.

Degree of Compliance: Not Compliant

Interpretation

Operational Definition
I interpret this policy to mean that transit services work to attract riders who might otherwise have used a car to travel, thereby reducing the overall pollution from the transportation system.

Measure/Standards & Achievement
Compliance with policy will be demonstrated when policies 1.2.1 through 1.2.3 are compliant.

Rationale
This is reasonable because policy 1.2.1 to 1.2.3 provide the outcomes of reducing the carbon footprint from automobile use. This includes increased use of public transportation as compared to the use of a personal car, public transportation encourages compact and walkable land developments, and the agency advocates for transit supportive development.

Evidence

Source of Data: Lower-level policies
Date of Data Review: 11/19/2025 as verified by Corporate Strategy and Performance Officer
Data:
All lower-level policies are compliant except for policy 1.2.1 (transit mode share). Therefore, this policy is not compliant.

POLICY 1.2.1

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

Degree of Compliance: Not Compliant

Interpretation

Operational Definition

I interpret this policy to mean that transit mode share (market share of trips taken) goes up while the share of trips taken by single-occupant vehicles declines.

Measure/Standards & Achievement

Compliance with this policy will be demonstrated when data reported about Washtenaw County by SEMCOG indicates increased transit mode share (i.e., % of all work trips) year to year as compared to driving alone.

Rationale

This is reasonable because overall mode share (similar to market share) is an industry-standard measure of how people travel and can be consistently measured over time. Work trips are generally the only types of trips measured. Data collected by a third party (SEMCOG) provides objective measures. County-level detail is as precise as SEMCOG data can get, and we cannot get more focused information about the AAATA service area alone.
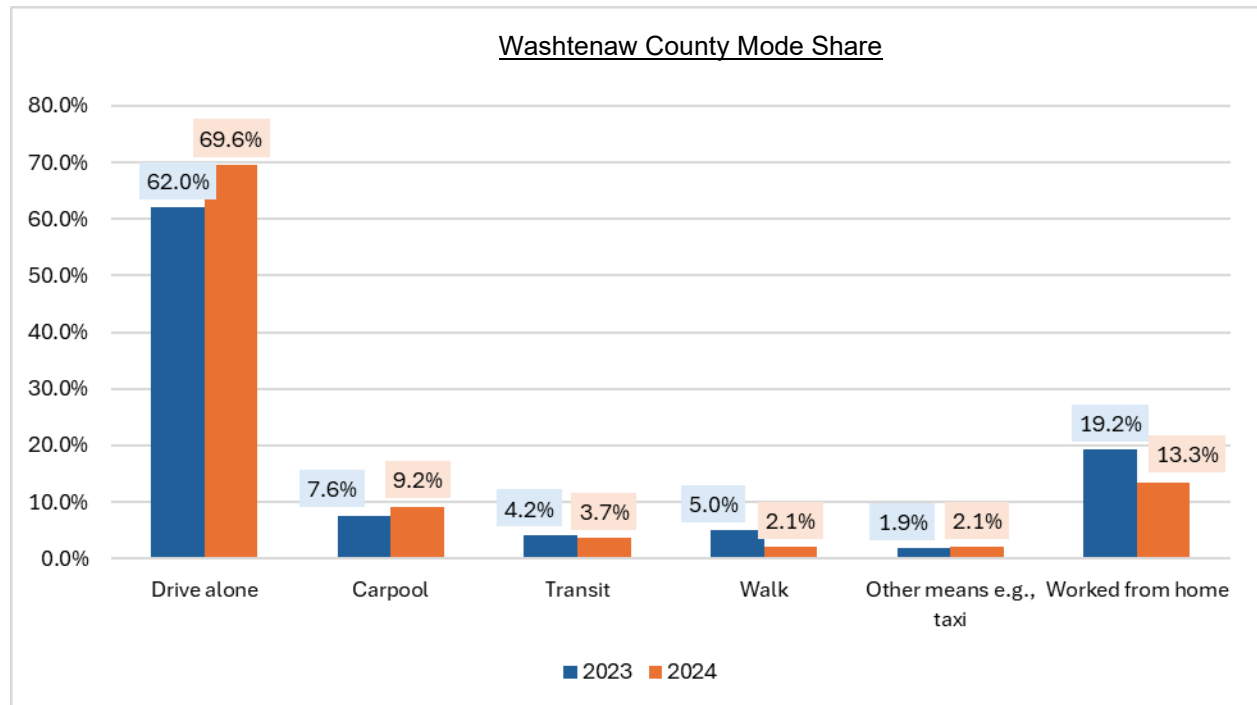
Evidence

Source of Data: SEMCOG Data
Date of Data Review: 11/19/2025 as verified by the Corporate Strategy and Performance Officer and DCEO, Planning
Data:

Between 2023 and 2024, transit mode share declined from 4.2% to 3.7%. In contrast, car usage (driving alone) increased from 62.0% to 69.6%. Given the rise in car use alongside a drop in transit mode share, we determine this policy to be non-compliant. See below for detail.

Washtenaw County Mode Share

Mode	2023	2024
Drive alone	62.0%	69.6%
Carpool	7.6%	9.2%
Transit	4.2%	3.7%
Walk	5.0%	2.1%
Other means e.g., taxi	1.9%	2.1%
Worked from home	19.2%	13.3%

Non-Compliance Explanation, Timeline of Compliance & Mitigation Strategies:
Based on the SEMCOG data shown in the graph above, the significant decrease in people working from home may have contributed to increased use of cars for commuting, both driving alone and carpooling, as well as other transportation modes like taxis, as more people returned to work. We also suspect ongoing suburban development contributed countywide.

TheRide's Long Range Plan serves as the agency's blueprint for increasing ridership and transit mode share. With the completion of the BTC and YTC construction projects in FY 2028, we anticipate transit mode share to rise by FY 2029

POLICY 1.2.2

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

Degree of Compliance: Compliant

Interpretation

Operational Definition
I interpret this policy to mean that TheRide will operate high-frequency bus service on main corridors before 6pm.

Measure/Standards & Achievement
Compliance during this period will be demonstrated when services on main corridors achieve set targets for frequency. Main corridors are ones where high frequency service is already somewhat viable and where intensification of land development is possible. Specifically, these corridors are Washtenaw Avenue, Plymouth Road, Huron, State Street, Main Street, and Packard.

Rationale
This is a reasonable interpretation because
1. 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
2. Only certain corridors have the combination of potential land development and increasing frequency. A high frequency of departures allows a greater degree of flexibility and unplanned travel – similar to the convenience of owning a car
3. Focusing on frequency before 6pm is reasonable as it focuses agency resources where there's the greatest impact.

Evidence

Source of Data: Route information
Date of Data Review: 11/19/2025 by Senior Transit Planner
As part of the Long-Range Plan service changes that went into effect on August 2024, all routes operating before 6pm increased their weekend frequency from 60 minutes to 30 minutes. See more information below.

	Targets	Current Frequencies (Evidence)	Compliant?
Washtenaw Ave	**Weekdays** Peak: 10 minutes or better Midday: 20 minutes or better Evenings: 30 minutes or better **Weekends daytime**: 30 minutes or better	**Weekdays** Peak: 8 minutes Mid-day: 15 minutes Evenings: 30 minutes **Weekends daytime**: 30 minutes	Yes

Ends 1.0

	Targets	Current Freq. (Evidence)	Compliant?
Plymouth Road	**Weekdays** Peak: 15 minutes Mid-day: 15 minutes Evenings: 30 min **Weekends daytime**: 30 minutes or better	**Weekdays** Peak: 15 minutes Mid-day: 15 minutes Evenings: 30 minutes **Weekends daytime**: 30 minutes	Yes
Huron	**Weekdays** Peak: 15 min or better Mid-day: 30 min or better Evenings: 60 min or better **Weekends daytime**: 30 min or better	**Weekdays** Peak: 15 minutes Mid-day: 30 minutes Evenings: 60 minutes **Weekends daytime**: 30 minutes	Yes
State Street	**Weekdays** Peak: 15 min or better Mid-day: 30 min or better Evenings: 30 min or better **Weekends daytime:** 30 min or better	**Weekdays** Peak: <13 minutes Mid-day: <15 minutes Evenings: <30 minutes **Weekends daytime:** 30 minutes	Yes
Main Street	**Weekdays** Peak: 30 min or better Mid-day: 30 min or better Evenings: 30 min or better **Weekends daytime**: 30 min or better	**Weekdays** Peak: 30 minutes Mid-day: 30 minutes Evenings: 30 minutes **Weekends daytime**: 30 minutes	Yes
Packard	**Weekdays** Peak: 15 min or better Midday: 15 min or better Evenings: 30 min or better **Weekends daytime**: 30 min or better	**Weekdays** Peak: 15 minutes Mid-day: 15 minutes Evenings: 30 minutes **Weekends daytime:** 30 minutes	Yes

POLICY 1.2.3

Relevant public policy is transit supportive.

Degree of Compliance: Compliant

Interpretation
Operational Definition
I interpret this policy to mean that the agency educates on, advocates for, and informs the Board on decisions from outside bodies (e.g., municipal councils, legislatures, commissions, etc.) that will help advance other Ends goals (e.g., zoning, parking rules, funding, road pricing, etc.) or reduce agency costs.

Measure/Standards & Achievement
Compliance will be demonstrated when
A. The CEO develops and implements an advocacy agenda that advances Board policies and the Long-Range Plan.

B. The CEO shares updates with the Board at least every quarter on progress, highlighting policy and legislative decisions along with opportunities and risks for the agency.

Rationale
This is reasonable because
A. TheRide cannot control the decisions of outside actors, but it can demonstrate influence and effort towards advancing strategic goals.
B. Legislative and policy decisions often take months to materialize, a quarterly cadence ensures that updates reflect substantive changes, emerging risks, and opportunities while remaining manageable within agency staff and financial resources.

Evidence
Source of Data: Board meeting minutes. Staff and board member travel itineraries and meeting appointments.
Date of Data Review: 11/18/2025 as verified by the Public Affairs and Community Engagement
Data:
A. AAATA maintained a consistent and proactive advocacy presence at the local, state, and federal levels. Staff and Board members represented the organization at major policy events, including APTA Legislative Conference in Washington, D.C. and the MPTA Legislative Day in Lansing. Staff also had targeted meetings with Michigan House leadership and key legislative committees.
B. Staff delivered legislative and policy updates in Board and Committee meetings. Meeting minutes show that updates were provided in eight of twelve Board meetings: exceeding the quarterly target. These efforts resulted in:
1. A meaningful increase in long-term Local Bus Operating funding in the state budget
2. Strengthened AAATA's relationships with policymakers, strategically positioning the organization to leverage upcoming federal and state policy opportunities.
3. 3. Staff advanced a $750,000 federal earmark (subject to final approval) to support critical security upgrades at the new Ypsilanti Transit Center.

POLICY 1.3

Public transportation positively impacts the economic prosperity of the area.

Degree of Compliance: Compliant

Interpretation

Operational Definition

I interpret this to mean that our services will facilitate access to jobs, shopping, and education. Further, available local data indicates that residents use public transportation to access the above-mentioned facilities.

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.

This is reasonable because policies 1.3.1 to 1.3.4 address access to jobs, schools, visitor utilization of our systems and the service area being connected to Metro Detroit. Compliance with these policies indicate what the TheRide can do to impact economic prosperity of the area within available resources.

Evidence

Source of Data: Lower-level policies
Date of Data Review: 11/19/2025 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

Operational Definition

I interpret this policy to mean that our services will have bus stops located near job opportunities and that residents will report using public transportation to commute to work.

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 (% 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 80% accessibility 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 desire 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.

Ends 1.0

Evidence

Source of Data: SEMCOG data and agency planning and ridership data.
Date of Data Review: 11/19/2025 as verified by the Senior Transit Planner and the Corporate Strategy and Performance Officer
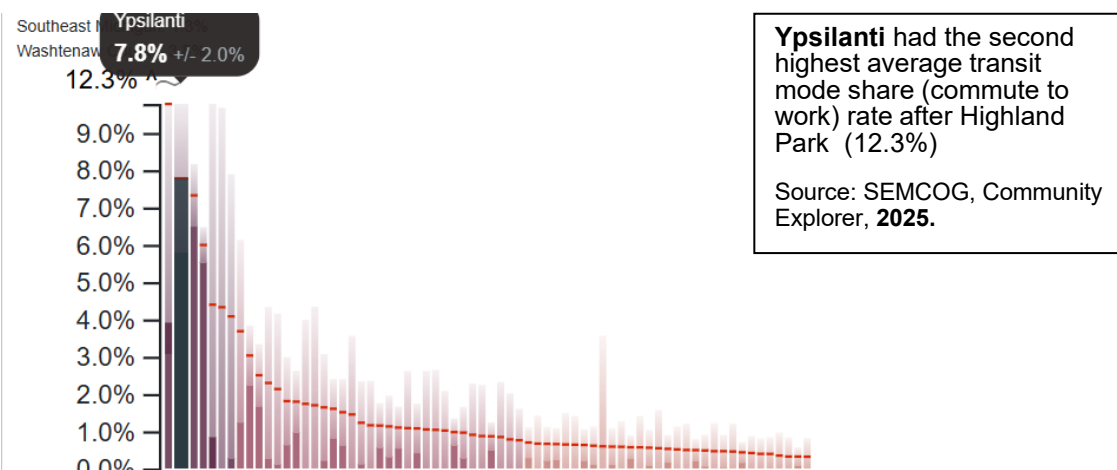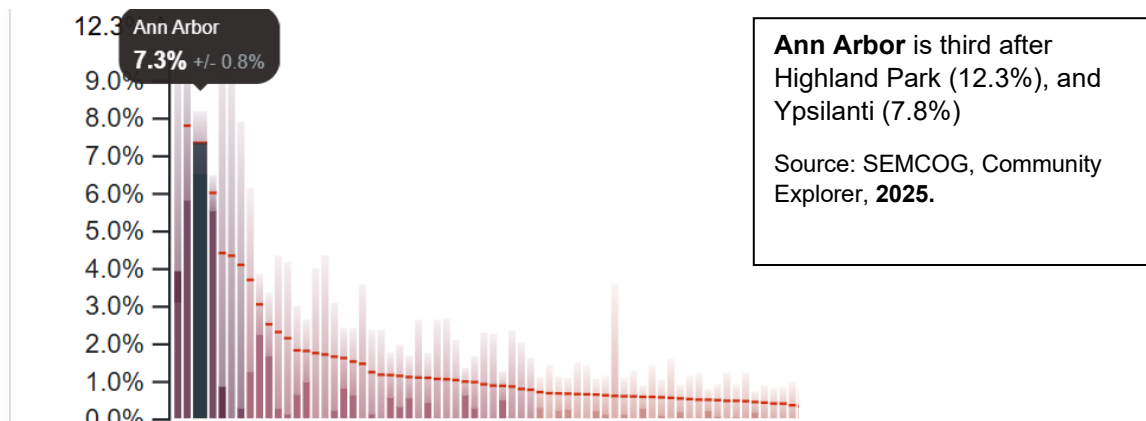
Data:

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, Ypsilanti ranked second and Ann Arbor third. See graphs below for detail.

> **Ann Arbor** is third after Highland Park (12.3%), and Ypsilanti (7.8%)
>
> Source: SEMCOG, Community Explorer, **2025.**

> **Ypsilanti** had the second highest average transit mode share (commute to work) rate after Highland Park (12.3%)
>
> Source: SEMCOG, Community Explorer, **2025.**

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. FY2025 VanRide ridership was 202,007, an increase of 11.2 % from FY 2024.

Ends 1.0   Page **33** of **42**

POLICY 1.3.2

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

Degree of Compliance: Compliant

Interpretation

Operational Definition
I interpret this policy to mean that TheRide will offer transit services to major schools in the area where there no other transportation arrangements e.g., no school buses exist.

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 or parents. However, TheRide does incidentally transport many riders to high school.

Evidence

Source of Data: Route information
Date of Data Review: 11/18/2025 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, 61, 62, 63, 64, 65,104	Yes
UM North Campus	3, 22, 66	Yes
EMU	3, 4, 5, 104	Yes
WCCC	3, 67	Yes
Concordia	23, 65	Yes

POLICY 1.3.3

Visitors use public transportation in the area.

Degree of Compliance: Compliant

Interpretation

Operational Definition

I interpret this policy to mean that TheRide will make it possible for non-residents to learn about the existence of our services and how to use them.

Measure/Standards & Achievement

Compliance will be demonstrated when:
 A. TheRide provides easily accessible information on how to use services both online and at key visitor locations in the area.
 B. People arriving in the membership area via inter-city carriers (i.e., Detroit Metro Airport, intercity rail, or bus) have access to fixed route and paratransit services.
 C. Availability of temporary eligibility provisions for visiting paratransit service users.
 D. Fixed-route service between Ann Arbor and Metro Detroit Airport.

Rationale
 A. Providing passenger information both online and at key visitor locations is reasonable because per a survey conducted by Destination Ann Arbor in Spring 2024, 95% of prospective visitors use websites/online platforms for travel information.
 B. Visitors are likely to enter the area through airports, intercity rail, and bus terminals. Providing Fixed Route bus connections at these entry points is reasonable as it offers them the opportunity to use our services.
 C. Paratransit users eligible in other jurisdictions most often qualify for our services, as eligibility standards are based on general FTA guidelines.
 D. Connecting Ann Arbor to the metro Detroit encourages visitors primarily going to Detroit to visit our service area.

These interpretations are 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. A higher degree of investment in non-residents seems imprudent.

Evidence

Source of Data: Route information
Date of Data Review: 11/17/2025 as verified by the Senior Transit Planner and Manager of Public Affairs and Community Engagement.
Data:
 A. TheRide had accessible information on how to use our services both online and physically in over 100 community organization that include hotels, hospitals, colleges, public schools, libraries, apartments, senior centers.

B. Connections with Inter-City Carriers*

	Target	Service during monitoring period (Evidence)	Compliant?
Amtrak (Ann Arbor on Fuller St.)	Accessible via fixed route or	Served by Routes 22, 33, 65 and Paratransit	Yes
Greyhound (Ann Arbor on Fuller St.)	Accessible via fixed route or	Served by Routes 22, 33, 65 and Paratransit	Yes
Detroit Metro Airport	Accessible	Served via AirRide /Michigan Flyer	Yes

*We believe the Ypsilanti Greyhound stop has been closed.

C. 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.

D. 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

Interpretation
Operational Definition
I interpret this policy to mean that there will be transit service between our Ann Arbor and Metro Detroit.

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. Funding does not yet exist to create similar connections for Ypsilanti.

Evidence
Source of Data: Operational records
Date of Data Review: 11/18/2025 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

Operational Definition

I interpret this policy to mean that TheRide will offer excellent customer service and that our customers will report being highly satisfied with our services.

Measure/Standards & Achievement

Compliance with this policy will be demonstrated when
  A. TheRide achieves a quality-of-service composite score of 1.
  B. 75% or more of passengers participating in onboard surveys that take place every other year indicate that they are satisfied with the services offered.

Rationale
  A. The composite score offers a snapshot of key quality-of-service indicators, including reliability, safety, and courtesy. It is calculated as a weighted average against established targets, such as those outlined in the Transit Asset Management Plan. A score of 1 (100%) indicates that all quality-of-service targets have been fully achieved.
  B. A high number of passengers indicating satisfaction serves as 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 years is reasonable because customer satisfaction does not change a lot within a short period of time to warrant more frequent surveys. Given that the survey responses are subjective, 75% is a realistic target per agency resources.

Evidence

Source of Data: Operational performance data

Date of Data Review: 11/18/2025 as verified by Corporate Strategy and Performance Officer, Manager of Fleet and Manager of Operations.

Data:

A. The customer service composite score for FY25 was 1(100%), meaning that all targets were achieved. See below for detail.

	Target	FY25 Perf.	Weight criteria	Weighted score
Reliability: On-time performance	Above 80%	83%	0.3	0.3
Miles between road calls	Above 25,000	25, 383	0.2	0.2
Average age of fleet	6-8 years	7.92	0.1	0.1
Safety: Preventable accidents per 100k passengers	Below 2	1.73	0.2	0.2
Courtesy: Complaints per 100k passengers	Below 3	2.52	0.2	0.2
			Total:	**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.

B. 88% of passengers who participated in the onboard survey in 2024 indicated that they were satisfied with the services offered. See graph below for details.
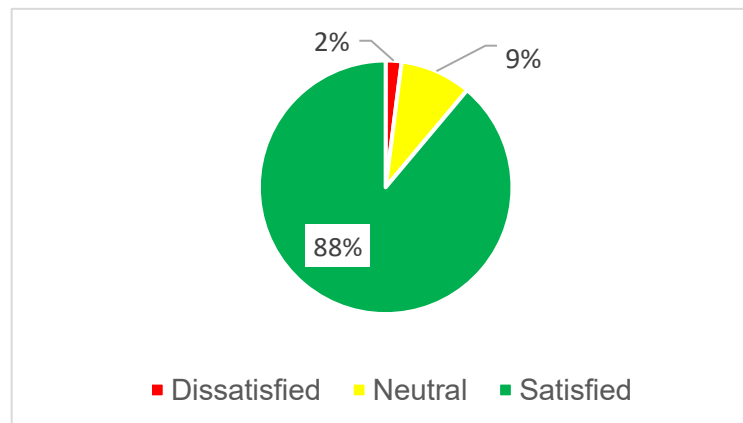
POLICY 1.5

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

Degree of Compliance: Compliant

Interpretation

<u>Operational Definition</u>

I interpret this policy to mean that the local community will have a positive perception of the agency and its operations.

<u>Measure/Standards & Achievement</u>

Compliance with this policy will be demonstrated when:
  (A) Every 3-5 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 millage requests by voters every five years.
  (C) Local area residents who participate in community surveys every two years have favorable perceptions of the public transportation system (TheRide) at a level similar OR higher than the national benchmark.

<u>Rationale</u>

  A. These interpretations are reasonable because they provide objective measures (or proxies) of residents' 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 five years is reasonable within the resources of the agency. Resident perceptions do not change significantly within shorter periods to warrant annual surveys.
  B. A millage win (approval of the millage by more than 50% of the residents) indicates that the residents value the services we offer and are willing to continue supporting the agency financially. Transit planning includes forecasted expenditures and hence does not need to occur more often than the five years.
  C. Using national data as an alternative benchmark provides an external comparison of similar industries that experience the same opportunities (e.g., funding) and challenges (e.g., staff shortages,).

Evidence

Source of Data: Telephone survey results and millage results and community surveys

Date of Data Review: 11/18/2025 as verified by DCEO, Planning and Innovation and Corporate Strategy and Performance Officer

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.

C. In July 2024, the National Research Center conducted a community survey on Ann Arbor. The results indicate that 53% of community members found public transportation to be excellent or good, which was identified to be higher than the national benchmark. See below for that detail .The % on the line graph indicate community performance and the text next to it provides a comparison to national performance. The next survey will be conducted in 2026.

Please also rate each of the following in the Ann Arbor community.
(% excellent or good)

	2018	2020	2022	2024
Ease of travel by public transportation	64%	48%	53%	53% Higher

Ends 1.0
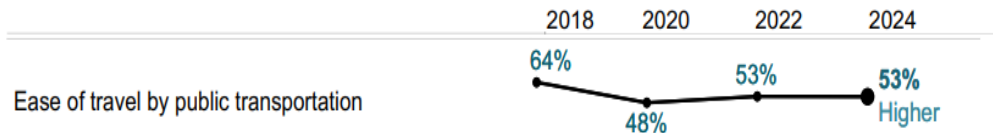
Policy Trendlines

Policy	Monitoring Period			
	FY22	FY23	FY24	FY25
1.0	🟨	🟨	🟨	🟥
1.1	🟨	🟨	🟨	🟥
1.1.1	🟩	🟩	🟩	🟩
1.1.2	🟨	🟨	🟩	🟥
1.1.3	⬜	⬜	🟨	🟥
1.2	🟨	🟨	🟩	🟥
1.2.1	🟥	🟩	🟩	🟥
1.2.2	🟨	🟨	🟩	🟩
1.2.3	🟨	🟧	🟩	🟩
1.3	🟨	🟩	🟩	🟩
1.3.1	🟨	🟩	🟩	🟩
1.3.2	🟩	🟩	🟩	🟩
1.3.3	🟩	🟩	🟩	🟩
1.3.4	🟩	🟩	🟩	🟩
1.4	🟩	🟩	🟩	🟩
1.5	🟩	🟩	🟩	🟩

LEGEND

🟩	Policy is compliant
🟨	Policy is partially compliant
🟥	Policy is not compliant

Ends 1.0

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.

(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)

Ends 1.0

WORKSHEET RESULTS:

Ends (Policy 1.0)

Participants: (9) Board Members
Mike Allemang, Chris Allen, Simi Barr, Rich Chang, Julie Grand, Jesse Miller,
Kathleen Mozak, Susan Pollay, Georgia Valentine

Performance on reasonable interpretation and verifiable evidence			
	% of Board members that find the interpretation reasonable	**% of Board members that find the evidence verifiable**	**If you stated NO, or have other comments, kindly provide additional context**
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.	**100%**	**100%**	• Agreed, not compliant. Although trend lines are improving and a three-fold increase in service is being provided, an increasing proportion of residents, workers, and visitors in the A2/Y area are not yet utilizing public transportation. • Clarifying questions:B. Annual Ridership. At what point of the year are these numbers gathered? I am particularly interested in 2020. Are these numbers before the pandemic began in March of that year? Were the numbers higher for 2019?D. Cost per trip. TheRide's numbers are higher than peer groups. Does this correlate to the amount of Boardings that occurred? If not, wwhat are contributing factors?

Worksheet Results: Ends (Policy 1.0)

1

			Comments Continued … • I would like to see the charts on pages 7,8, and 9 go back to 2019, in order to fully understand the impact during and since COVID.
Policy 1.1 Residents in the area have equitable access to public transportation services that enables full participation in society.	**100%**	**89%**	• I believe we addressed these concerns with changes during the board retreat.
Policy 1.1.1 People with economic challenges have affordable public transportation options.	**100%**	**100%**	• It would be helpful to know more about why AAATA was not given a portion of the Washtenaw County Older Persons Millage grant providing free transit for county residents 60+. AAATA does provide free fares for individuals 65+, but receiving some of this County grant could have been used to provide free fares for individuals 60-64. Was a grant application not submitted or was it not approved? • It would be helpful to see a list of other certifying organizations.
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.	**100%**	**100%**	• Evidence C. Age limit There is no age limit to use the bus. Infants, toddlers, and young children need to be (This sentence is incomplete)

2

Worksheet Results: Ends (Policy 1.0)

Policy 1.1.3 Riders and prospective riders perceive public transportation services as safe.	100%	100%	• How can we improve the safety perception and performance at YTC? YTC continues to lag behind the perceived safety performance of the other areas.
Policy 1.2 Public transportation positively impacts our environment.	78%	89%	• I think a reasonable interpretation of this policy includes the environmental impact of the organization, as well as it's impact from reducing car trips in the community. • I don't agree with operational definition that only addresses moving riders away from cars. There are additional ways to positively impact the environment.
Policy 1.2.1 Public transportation options are increasingly chosen over use of a personal car.	100%	100%	• Agreed, transit mode share has not gained ground over personal vehicle use. A strategy that could be used would be to refocus a portion of marketing resources away from general awareness campaigns (eg billboards, A2O ads, etc) toward the narrow but growing group of commuters that used to work from home but are now being encouraged to return to office and are driving alone to work. • I would be interested in seeing more than just 2 years of data here on page 27.
Policy 1.2.2 Public transportation options produce conditions favorable to more compact and walkable land development.	100%	100%	

Worksheet Results: Ends (Policy 1.0)

3

Policy 1.2.3 Relevant public policy is transit supportive.	100%	89%	• Comment: Question whether AAATA can be accountable for this. • More information would be helpful explaining how the agency is advocating for local transit-friendly policies, eg parking rules & rates, zoning, etc. The board is being kept informed about local policy decisions but the role AAATA is playing isn't clear (eg the new bus priority traffic signal on State St - did AAATA play any role advocatingfor this or funding some part of this?, etc) • This policy is outside the scope of the agency, could be reworded with similar intent.
Policy 1.3 Public transportation positively impacts the economic prosperity of the area.	100%	100%	
Policy 1.3.1 Public transportation facilitates labor mobility.	100%	100%	• I'm curious why staff don't mention the impact of the MCard and GoPass as part of the evidence provided? A great number of their users are workers being transported to key employment centers, including UM Hospitals and downtown Ann Arbor, and pass use is documented.
Policy 1.3.2 Students can access education opportunities without need of a personal vehicle.	100%	100%	• Comment: Perhaps high school students should be addressed since Community High students take classes at other schools.

4

Worksheet Results: Ends (Policy 1.0)

			• Again, not sure why the impact of the MCard pass isn't being included as part of the evidence provided since a great number of UM students are using it.
Policy 1.3.3 Visitors use public transportation in the area.	**100%**	**100%**	• The football shuttles could be included as part of the evidence provided. Additional evidence could be the excellent A2/Y events listing RTA regularly puts out to D2/A2 users to encourage transit use (promoting events such as home UM games, Art Fair, etc.)
Policy 1.3.4 Public transportation connects the area to the Metro Detroit region.	**100%**	**100%**	
Policy 1.4 Passengers are highly satisfied with public transportation services.	**100%**	**100%**	
Policy 1.5 Residents of the area recognize the positive contributions of public transportation to the area's quality of life.	**100%**	**100%**	• This is a comment for 1.4 as there wasn't a comment box available for that policy. What is the actual metric used for ontime performance? (5 minutes, 8 minutes etc...) Is the metric used an industry standard or one that is determinde by TheRide?

5

Worksheet Results: Ends (Policy 1.0)

Additional context questions

1. **Is there any reason to doubt the integrity of the information presented?**

   Responses – **(9) NO**

2. **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?**

   Responses – **(2) N/A**
   (4) YES
   (2) NO

   - Not for 1.1.3 (they need to hire consultant first and then can provide timeline)
   - No timeframe in 1.2.1, 1.1.2

3. **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.)**

   Responses - (4) Yes

   - I feel like we covered these changes at the retreat.

   - We talked a lot at the retreat about changing the subject of our ends to a "robust transportation network" from "public transportation options". This might change a lot of our ends.

   - We are recommending a complete revision to Ends Policies based on Retreat.

   - Our Ends policies are currently under review

   (5) NO

   - The Board just completed a thorough review of Ends Policies on 12/4/2025.

APPROXIMATELY HOW MANY MINUTES DID IT TAKE YOU TO FILL OUT THIS FORM?

   30, 5, 35, 25, 35, 60, 25, 35, 60

Worksheet Results: Ends (Policy 1.0)

Policy 3.7.2 Executive Committee and the OMA

Meeting: Board of Director's

Meeting Date: December 18, 2025

INFORMATION TYPE
Monitoring

RECOMMENDED ACTION(S)
Assign to the Governance Committee the task of crafting appropriate language for Board Policy 3.7.2 Executive Committee to align that committees defined role with the OMA. This would be achieved by making the Executive Committee an advisory body rather than a decision-making body. The next step would have the GC bringing their recommendation to the full Board for discussion and approval.

BACKGROUND
The Executive Committee was assembled, this summer, to discuss an urgent emergent issue requiring a decision. At the top of the meeting, a concern was brought forth as to whether the Executive Committee would be in violation of the OMA if it were to make a decision, requiring a vote, that was not held in a public forum. Much discussion was had and Corporate Counsel was brought in to advise. It was determined that if any decision was made without public notice and without a quorum the EC would be in direct violation of the OMA. The meeting continued as informational with no decision/vote carried out. At the next Governance Committee meeting, strategy was discussed on how to move forward with this conundrum. The GC has since received a written Memorandum from Corporate Counsel supporting his earlier advice and the GC are recommending the policy be reviewed and amended to be in compliance with the OMA.

PRIOR RELEVANT BOARD ACTIONS & POLICIES
3.7.2 Executive Committee A. Products: a. Time-sensitive decisions, where approval is needed before the next Board of Directors meeting (limited to acting CEO appointments, urgent purchases, and funding applications for construction projects. If the Executive Committee makes a decision on behalf of the Board, it shall notify the Board of Directors not more than three business days after a decision is made.   OPEN MEETINGS ACT : Act 267 of 1976

IMPACTS OF RECOMMENDED ACTION(S)
• Budgetary/Fiscal: N/A or other   • Social: N/A or other   • Environmental: N/A or other   • Governance: Align Executive Board Policy with the OMA

ATTACHMENTS
None

FY2025 Q4 Service Report

Service Committee Meeting Date: December 2, 2025

Board Meeting Date: December 18, 2025

RECOMMENDED ACTION(S)

Receive as CEO Operational Update.

PRIOR RELEVANT BOARD ACTIONS & POLICIES

- 2.11.1.5 CEO shall not…Let the Board be unaware of…operational… [and] customer satisfaction metrics…
- Appendix A: Informational Reports schedule specifies quarterly Customer Satisfaction and Service Performance reports in Jul, Aug, Sep

ISSUE SUMMARY

In accordance with the Board's Policy Manual, I present the Quarterly Satisfaction and Service Performance Report for the fourth quarter of FY2025. I certify that the information provided is true and complete, with exceptions noted, and request that the Board accept this as an operational update.

This report reflects continued year-over-year recovery and growth across the Authority's service portfolio, most notably with strong ridership performance in both Fixed Route and FlexRide services. Fixed Route ridership increased 2% year-over-year, and customer experience indicators improved significantly, with compliments rising 961% and complaints remaining comparatively low, signaling positive rider perception and operational consistency. Service reliability also strengthened, demonstrated by a 9% improvement in Average Miles Between Road Calls, indicating effective fleet management and maintenance coordination.

FlexRide demand continued to expand rapidly, with boardings and total trip requests growing 111% year-over-year, led by a 125% increase in Late Night ridership. Cost performance improved substantially as Cost per Boarding decreased 52%, while the system maintained a 95.8% fulfillment rate, underscoring the importance and resilience of demand-responsive services in meeting community mobility needs.

A-Ride maintained 98% on-time performance and 100% fulfillment of trip requests, while complaints per 100,000 trips decreased 79%, reflecting reliable access for riders requiring ADA-based transportation. The VanRide program remained stable, with rider trips increasing 2% and fuel cost to riders decreasing 35%, despite a reduction in the number of active vanpools.
Overall, systemwide performance continued to trend positively, even as operations navigated seasonal roadway construction and detour challenges. These results demonstrate ongoing ridership growth, improving customer satisfaction, and strengthened service reliability heading into FY2026.

ATTACHMENTS

1. Highlights Brief
2. FY 2025 Q4 Service Report

TheRide

Ann Arbor Area Transportation Authority
Operations Report
For the Period Ended June 30, 2025

Q4 Service Report

July - September 2025

Fixed Route

Fixed Route Measure	FY 2024 Q4	FY 2025 Q1	FY 2025 Q2	FY 2025 Q3	FY 2025 Q4	Q4 24 - Q4 25
Revenue Miles	942,466	987,825	1,007,165	999,320	1,019,066	8%
Revenue Hours	77,169	79,241	79,453	81,566	78,531	2%
Operational Cost	$13,702,830	$12,053,030	$11,436,180	$11,477,060	$12,204,140	-11%
Boardings	1,288,645	1,395,485	1,394,619	1,247,428	1,315,914	2%
Boardings/Revenue Hour	16.7	17.6	17.6	15.3	16.8	0%
Cost/Revenue Hour	$177.57	$152.11	$143.94	$140.71	$155.41	-12%
Cost/Boarding	$10.63	$8.64	$8.20	$9.20	$9.27	-13%
On-time Performance	80%	82%	87%	87%	81%	0%
Collisions (New Metric)	NA	74	76	63	58	NA
Avg Miles Between Road Calls	20,438	24,440	22,107	25,248	22,342	9%
Average Age of Fleet	7.2	8.5	7.93	7.93	7.93	10%
Complaints/100,000 Boardings	1.6	1.1	1.0	1.0	1.7	3%
Compliments/100,000 Boardings	1.3	1.4	2.5	1.7	1.1	-19%

Boardings increased 2% year-over-year, continuing steady ridership growth and reflecting sustained demand for fixed route service across the region.
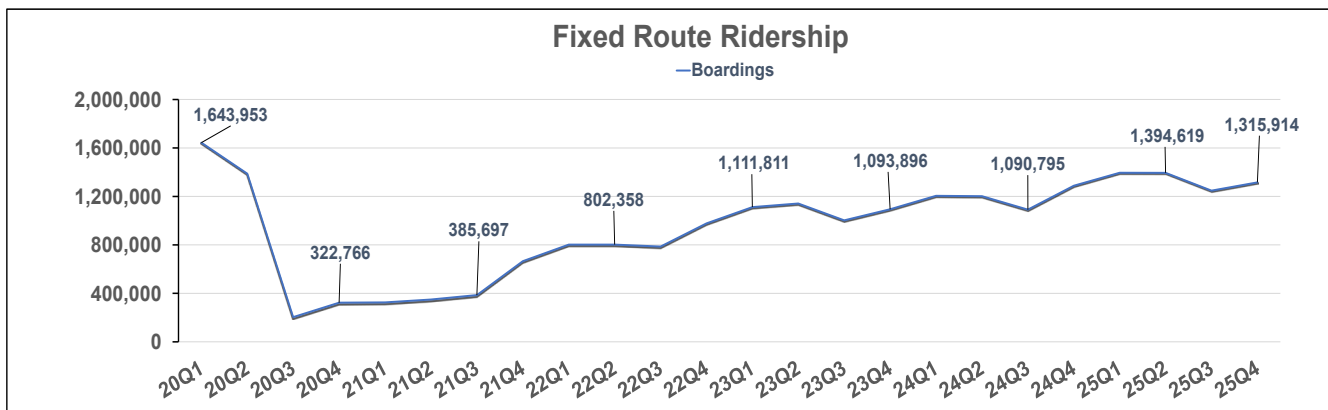
Complaints per 100,000 Boardings for Complaints per 100,000 Boardings decreased 3%, continuing a trend of stable operational performance and responsiveness to rider feedback.
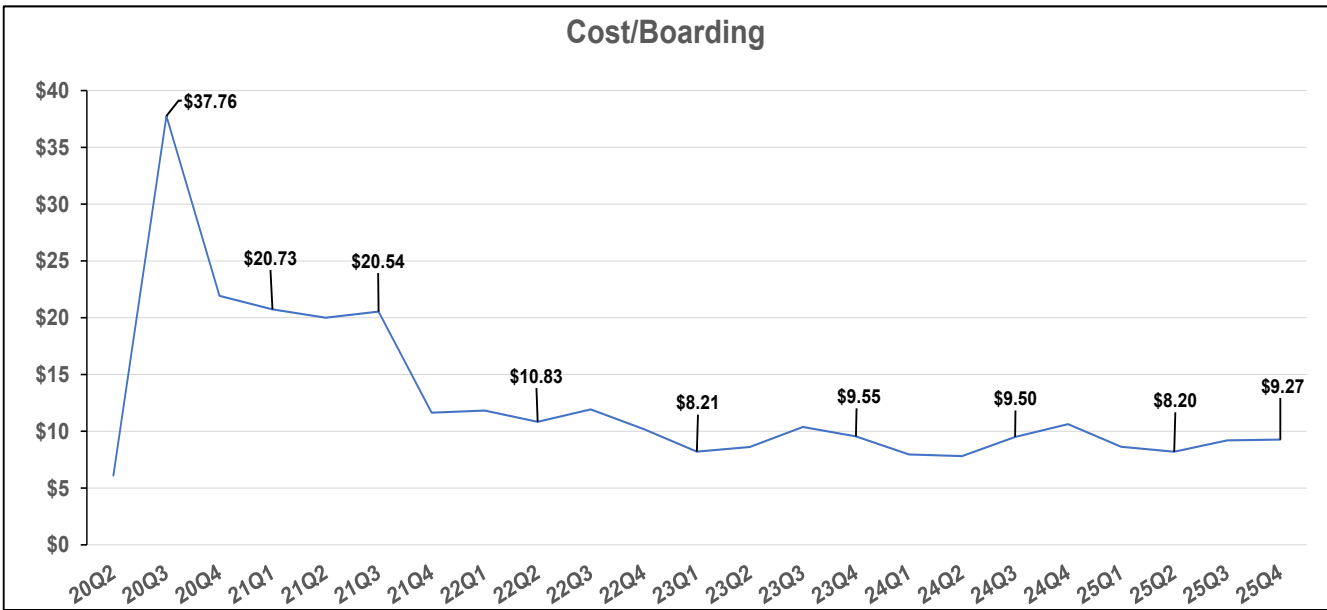
Average Miles Between Road Calls improved 9%, demonstrating stronger system reliability and effective maintenance planning and execution.

This quarter's Fixed Route performance demonstrated continued strength and resilience, with steady growth in ridership and improvements in several key operational indicators. System reliability strengthened as **Average Miles Between Road Calls increased 9%**, supported by ongoing maintenance improvements and fleet management practices. Customer experience measures also trended positively, with a **significant increase in compliments** and a reduction in complaints per 100,000 boardings reflecting improved service interactions and consistent delivery.
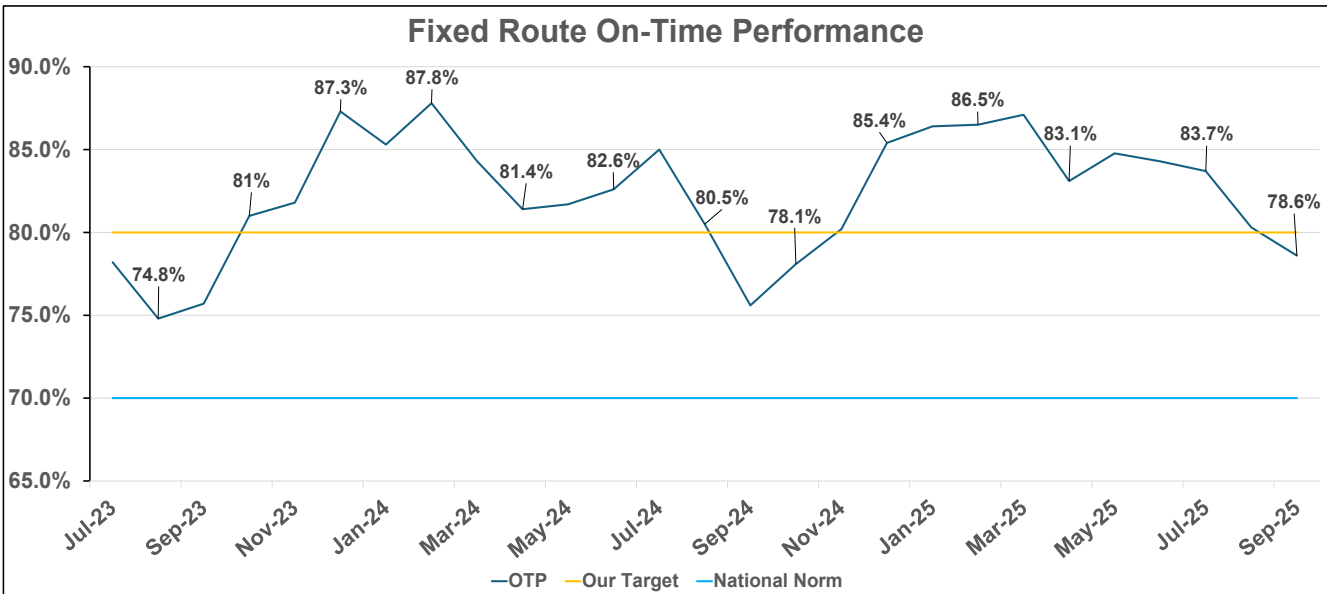
These gains were achieved while navigating seasonal construction detours, and roadway disruptions that traditionally challenge schedule adherence and service reliability. Despite these conditions, performance remained stable and reflective of the system's continued operational momentum heading into the next fiscal year.

Fixed Route Ridership Comparison

Fixed Route Ridership — Boardings

Data points: 20Q1: 1,643,953; 20Q3: 322,766; 21Q3: 385,697; 22Q2: 802,358; 23Q1: 1,111,811; 23Q4: 1,093,896; 24Q3: 1,090,795; 25Q2: 1,394,619; 25Q4: 1,315,914

TheRide
Ann Arbor Area Transportation Authority
Operations Report
For the Period Ended June 30, 2025

Service
Q4 Report
July - September 2025

Fixed Route Cost Per Boarding

Cost/Boarding

Fixed Route On-Time Performance

Fixed Route On-Time Performance

OTP — Our Target — National Norm

TheRide

Ann Arbor Area Transportation Authority
Operations Report
For the Period Ended June 30, 2025

Q4 Service Report

July - September 2025

ARide / ParaTransit (MV)

ARide/ParaTransit (MV) Measure	FY 2024 Q4	FY 2025 Q1	FY 2025 Q2	FY 2025 Q3	FY 2025 Q4	Q4 24 - Q4 25
Revenue Miles	188,334	182,255	189,672	195,171	173,600	-8%
Revenue Hours	13,791	14,076	13,499	13,980	13,399	-3%
Operational Cost	$1,233,161	$1,232,389	$1,237,586	$1,265,585	$1,240,391	1%
Senior Trips	279	260	360	535	452	62%
Total ADA Trips	20,178	21,045	21,226	21,225	20,892	4%
Cost/Revenue Hour	$89.42	$87.55	$91.68	$90.53	$92.57	4%
Boardings/Revenue Hour	1.46	1.50	1.57	1.52	1.56	7%
Cost/Boarding	$4,419.93	$60.51	$58.31	$59.63	$59.63	-99%
Ontime Performance with 30 Minute Service Window	98%	98%	96%	98%	98%	0%
Complaints/100,000	42.8	33.3	18.8	61.2	9.0	-79%
Compliments/100,000	4.75	14.26	4.71	0.00	2.00	-58%
Trip Denials	2	3	2	0	0	-100%
Total Trip Requests	20,459	21,308	21,588	21,760	21,344	4%
Precentage Provided	100%	100%	100%	100%	100%	0%

ARide Ridership Cost Per Boarding (MV)
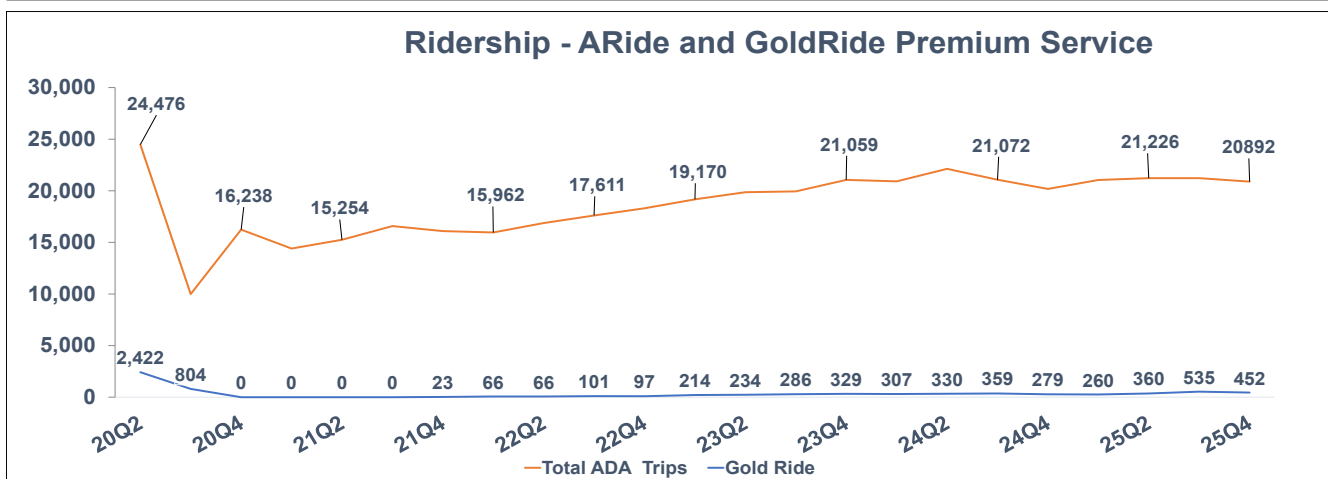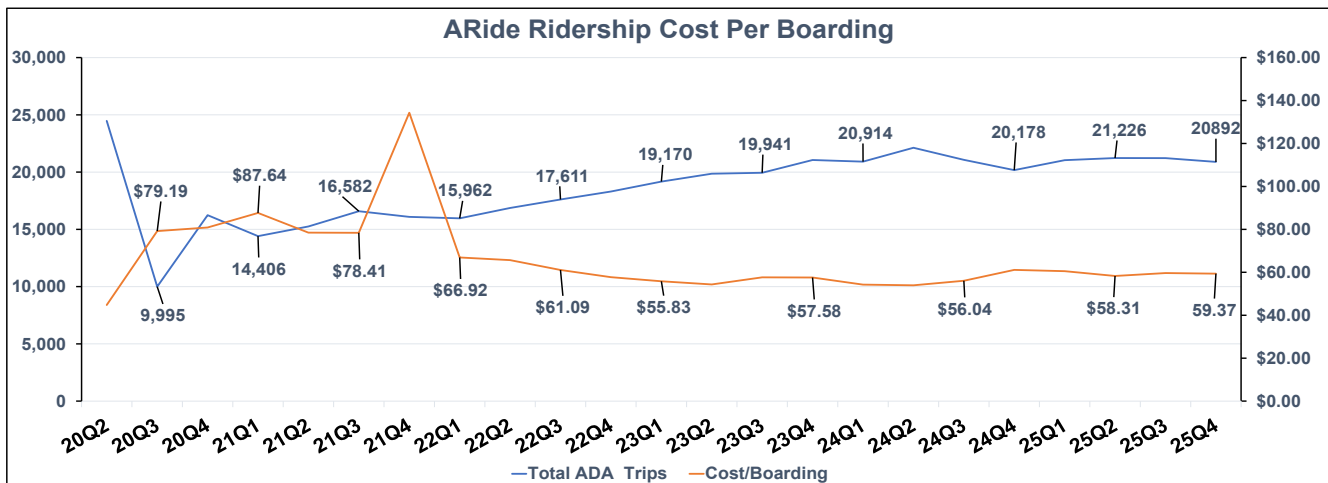
ARide Ridership Cost Per Boarding

Ridership - ARide and GoldRide Premium Service

TheRide

Ann Arbor Area Transportation Authority
**Operations Report**
For the Period Ended June 30, 2025

Service
Q4 **Report**

*July - September 2025*

FlexRide (Via)

FlexRide (Via)	FY 2024	FY 2025	FY 2025	FY 2025	FY 2025	Q4 24 -
Measure	Q4	Q1	Q2	Q3	Q4	Q4 25
Operational Cost (Contractor)	$284,025	$278,295	$303,538	$270,943	$272,026	-4%
Trips - East Service Area	2,361	2,618	4,751	4,207	5,092	116%
Trips - West Service Area	1,035	1,090	1,019	1,138	1,659	60%
FlexRide - Late Night	2,881	3,062	4,305	5,777	6,479	125%
Cost/Boarding	$83.64	$75.05	$52.61	$50.69	$40.29	-52%
Complaints	18	24	7	4	5	-72%
Compliments	0	1	0	0	0	0%
Denials East	22	191	120	130	152	591%
Denials West	11	32	16	21	38	245%
Denials Late Night/Holiday	244	162	151	370	392	61%
Boardings	6,277	6,770	10,075	11,122	13,230	111%
Trip Denials	277	385	287	521	582	110%
Total Trip Requests	6,554	7,155	10,362	11,643	13,812	111%
Percentage Provided	95.77%	94.62%	97.23%	95.53%	95.8%	0%

FlexRide services continue to experience strong growth, with **boardings up 111%** and **total trip requests increasing 111%** compared to Q4 FY24. Growth was driven primarily by the **Late Night service, which increased 125% year-over-year**, reflecting expanding demand for after-hours mobility. Cost efficiency also improved significantly, with **cost per boarding decreasing 52%,** even while maintaining a high **95.8% fulfillment rate**.

FlexRide Ridership
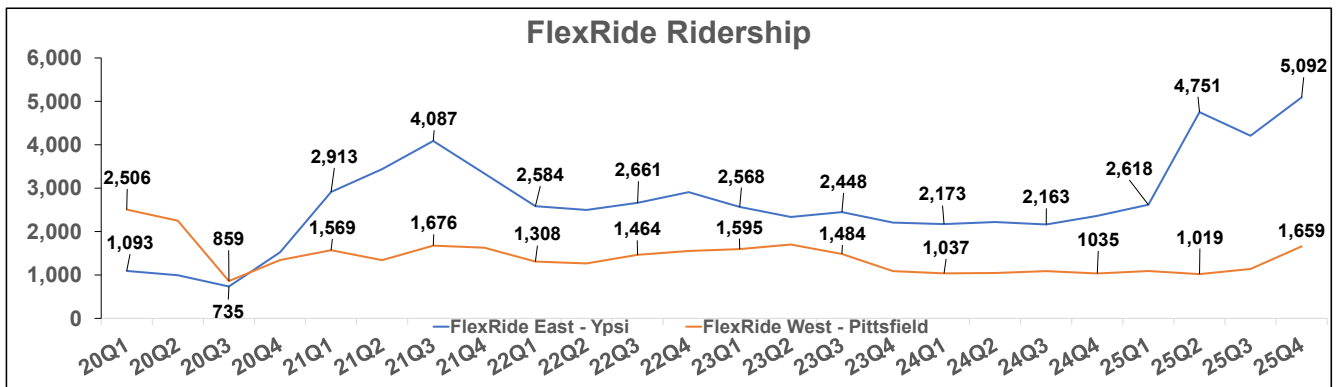
Vanpool

VanPool	FY 2024	FY 2025	FY 2025	FY 2025	FY 2025	Q4 24 -
Measure	Q4	Q1	Q2	Q3	Q4	Q4 25
Number of Vanpools at End of Quarter	108	112	120	97	93	-14%
Number of Rider Trips Taken	46,854	47,781	54,942	48,213	47,704	2%
Avg Fuel Cost to Rider	$66.64	$55.46	$53.60	$41.57	$43.51	-35%
Avg Monthly Rider Miles	194,526	196,555	205,922	171,039	167,387	-14%
Federal Subsidy/Rider Trip	$3.68	$3.67	$3.32	$3.43	$3.43	-7%
Rider Miles/Gallon	29.67	18.12	28.06	37.18	38.68	30%

Number of Vanpools at End of Quarter
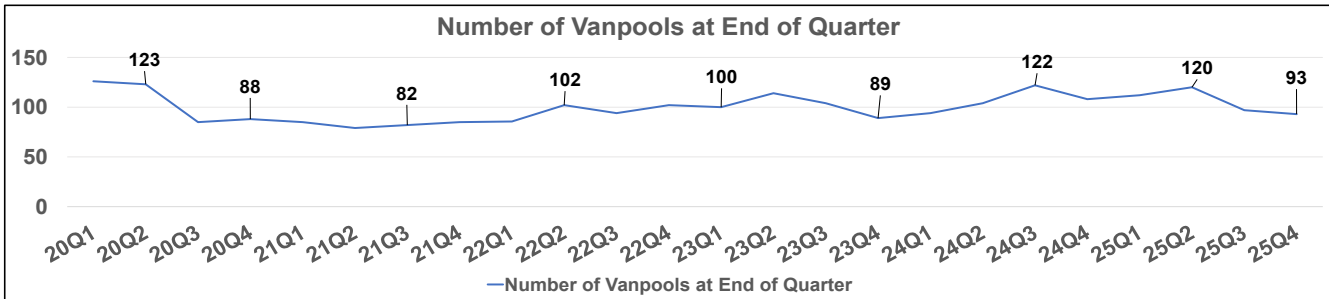
CEO Report

Meeting: Board of Directors

Meeting Date: December 18, 2025

INFORMATION TYPE

Other

LONG-RANGE PLAN STATUS UPDATES

YPSILANTI TRANSIT CENTER PLANNING
Staff have begun working on detailed design, land acquisition, and procuring a construction manager. The construction timeline and costs will become clearer as the work progresses. The FY25 5339 Buses and Bus Facilities awards were announced in November, and the YTC was not selected for an award, unfortunately. Staff are working on the next steps to better understand the outcome and continue to determine the best funding strategy for the YTC. The outcome of the jointly sponsored request from Senators Peters and Slotkin for Congressionally Directed Spending is still pending.

BLAKE TRANSIT CENTER EXPANSION
TheRide continues to work with the Ann Arbor Housing Commission (AAHC) and their codeveloper (Related Midwest) on the joint development of the old Y-Lot site adjacent to the BTC (350 S. Fifth). The team is still tentatively preparing for construction to start in spring 2026. Modifications to TheRide's existing BTC platform will be necessary to accommodate the housing development and approved concept of the new platform. The site plan for the existing platform and planned expansion will be submitted this winter or spring. NEPA approval and design work is ongoing. The transit elements of the development will not be under construction until Q3 FY2027 at the earliest.

A separate study led by the DDA to redesign Fourth Ave from Liberty St. to William St. is ongoing. The project team is working closely with the 350 S. Fifth development team so that both the housing project and Fourth Ave timelines and final designs are well-coordinated. The Fourth Ave team submitted their 100% design to the City in early December, and review is ongoing and may be complete soon. Construction is slated to begin in spring 2026 around the same time as the housing tower. This will close 4th Ave and affect the 5th Ave bus stands, both of which will significantly impact bus operations at least through late fall of next year. Due to some necessary closures of the BTC driveway, very complex bus operations, added risk to the construction timeline, and unknown challenges operating within a construction zone, staff have determined that BTC and 4th Ave will close to bus operations for the duration of construction. Staff are working closely with City staff and internally to develop phasing and detour plans to set up a temporary transit center that will allow us to maintain a high-quality transit service in 2026.

BUS FACILITIES AND GARAGE STUDY

Work continues with the effort to identify how to expand our garage and administrative office capacity to serve our needs today and into the future. Drafts of the Stakeholder and Public Engagement Plan, Existing Conditions Report, and Needs Programming and Space Allocation Plan are being finalized. Work is shifting to Site Selection Screening Methodologies. As a reminder, this effort will culminate in a preferred alternative which gains NEPA clearance from the federal government.

PARK-AND-RIDE STUDY

TheRide is working with a consultant to evaluate the opportunities for park-and-ride service in outer ring communities (as opposed to park-and-ride located within our service boundaries). Potential corridors and locations for park-and-ride have been identified. These are being vetted with regional stakeholders, and the work will transition to operation models to test their viability. This ongoing work is being done using 'big data' provided to us by SEMCOG and vetting our methodologies and data inputs with key stakeholders. Ultimately, the study will identify general locations of possible park-and-ride lots and service models which have the highest chance for success based on the projected demand.

DEDICATED BUS LANES & BUS RAPID TRANSIT

The northbound State Street dedicated bus lane (also referred to as an extended queue jump lane) between South University and William opened after Thanksgiving. The project includes a dedicated transit signal at the intersection of State and William which allows buses to get through the intersection before the green light is given to general traffic. Staff will continue to monitor the operations in this new lane to see how well it's performing.

Additionally, Madison and Indianapolis have confirmed to participate in a peer exchange we will host in Ann Arbor in April. This peer exchange will be focused on bus rapid transit and the experience in those two other communities, both of which just recently implemented or expanded their BRT network. The program is supported by the USDOT's Transportation Capacity Building Program and will include participation by FTA, FHWA, and Volpe Center staff.

OPERATIONAL UPDATES

PITTSFIELD TOWNSHIP

On December 10th, Pittsfield Township Board of Trustees approved their 2026 POSA with TheRide. Public communications have begun regarding the Township's decision to transfer FlexRide West to a new contractor on January 1st. TheRide is taking steps to notify our customers and aid with the communications.

AAATA RIDERSHIP CAMPAIGN

AAATA submitted our ridership campaign for an APTA Ad Wheel Award. We will be notified in mid-January if we are selected.

AAATA VS. COTA CHALLENGE

This year, AAATA partnered with COTA in Columbus, Ohio, for a fun challenge surrounding the Michigan vs. OSU football game. The challenge consisted of multiple social media posts, in which the respective CEOs made a bet that the loser of the game had to dawn the apparel of the other's team. Unfortunately, UM was not victorious this year, but the challenge was a massive success, gaining a ton of social media attention.

[AAATA Initial Video](#)
[COTA Response](#)
[Game-Day Video](#)
[Post-Loss Post](#)

OPERATOR COUNT/MCO CLASSES
AAATA's current operator count is 193. The newest MCO class began on December 9th, and there is a class of 3 sets to graduate on December 24th. On Nov 20, AAATA celebrated Reggie and Jawaun's 25th anniversary. TheRide will be celebrating the 20-year anniversary of Lance Schroeder on December 12th, as well as the 15-year anniversary of Valene Pridmore and Ray Pacek on December 13th.

LOCAL ADVISORY COMMITTEE (LAC)
LAC Met on November 11th, and discussed Board Report-discussions on LAC Ends feedback to the board and AAATA Service Updates.

ANN ARBOR CITY COUNCIL
AAATA is set to present to Ann Arbor City Council on December 15th.

TRANSPORTATION COMMISSION (ANN ARBOR)
The Commission met on Nov 19th and received information on the upcoming UM transit center on Packard and Madison, as well as traffic signal engineering, and traffic safety planning. No action was taken.

WATS POLICY COMMITTEE UPDATE
The WATS Policy Committee met on Nov 19th and took steps to call for new TIP amendments and changed the classification of less than 2 miles of roadway to make it eligible for federal funding.

LEGISLATIVE UPDATE

AAATA staff will provide a verbal legislative update at the board meeting.

EMPLOYEE AND COMMUNITY ENGAGEMENT

AAATA HOLIDAY LUNCHEON
AAATA is scheduled to host a holiday luncheon on December 17th from 11am-2:00pm in the DGOC Driver's Lounge.

EXECUTION OF CONTRACTS OVER $250K (Policy 2.9.1.5.D)

As approved in the FY2025 Budget, in October 2025, the CEO authorized two contracts, DJ's Landscape Management and RNA Facilities Management, to provide Snow Removal Services. The contract terms are one-year with four (4) and one-year options. The estimated value for the first year is $50,000.

After Board approval on November 20th, the CEO authorized a contract with Miller Johnson

Attorney's to provide Labor and Employment Legal Services. The contract term is three years with two (2) year-year options available for a total of 7 possible years. This was a re-award of an earlier contract to a new vendor.

As approved in the FY2026 budget, on November 10, 2025, the CEO authorized a contract with DLZ Michigan, Inc to provide YTC Phases III & IV detailed design (A/E) services. The estimated value is $1,914,000.

ANNUAL CERTIFICATION OF DISCLOSURE OF FINANCIAL/PERSONAL INTEREST

In January, Board members will receive an email from Michelle Whitlow to authorize the Certification of Disclosure of Financial or Personal Interest. This is an annual requirement in accordance with Board Policy 3.3.2.1.

Low-No Grant: Requesting Authorization to
Attempt to Change Awarded Propulsion Technologies

Meeting: Board of Director's

Meeting Date: Dec 18, 2025

INFORMATION TYPE
Decision

RECOMMENDED ACTION(S)
By motion, Authorize the CEO to 1) seek approval from the Department of Transportation (DOT) to shift funds in the 2024 Low-No grant award away from hydrogen fuel-cell technologies and to hybrid electric-diesel technologies, and 2) negotiate with the DOT to retain as much of the grant funding as feasible.

ISSUE SUMMARY
Recent developments suggest that TheRide may not be able to access the $25 million Low-No grant won in 2024 unless hydrogen fuel-cell technologies are voluntarily removed from the grant. The Board approved a federally required Fleet Transition Plan and this grant application, limiting the CEO's unilateral authority with respect to this grant. If authorized by the Board, the CEO intends to attempt to switch all funding towards hybrid electric-diesel buses to receive the full original award. If the DOT is willing to redeploy the awarded grant to hybrids, this change would: • Provide access to funds that would allow us to deploy hybrid electric-diesel buses and make progress in reducing emissions, • Replace two hydrogen buses (and fueling station) with about eight hybrids (an entire year's order), • Allow unrelated capital funds to be deployed to projects such as the YTC, and • Demonstrate compliance with the Administration's priorities, hopefully improving the chances of winning future discretionary grants. Originally, hybrids were to be used as a bridging strategy until better technology was proven viable. If successful, this change would extend the bridging strategy.

BACKGROUND
In mid-2024, TheRide won a $25 million Low-No grant from the FTA. The award was for two hydrogen buses and a small hydrogen fueling station (combined, $7 million), and 10-15 hybrid diesel-electric buses ($18 million). However, we were not able the 'obligate' the funds (a federal process to make the funds available to spend) before the Trump Administration took office and began reviewing all unobligated grants for compatibility with the Administration's priorities. Our award has been under review since then, and the funds have not been approved for spending. In July 2025, the US DOT (parent Department of the FTA) reached out to Low-No grant recipients with an unprecedented offer; they would allow recipients to voluntarily change the propulsion systems in unobligated grants, away from "zero-emissions". Their original

deadline was August 15th. TheRide had assumed that hydrogen technologies could still be seen as in alignment with the Administration's priorities, so chose to make no changes to our original proposal.

On November 20, 2025, it became clear that hydrogen technologies are not aligned with the Administration's priorities. That day, the DOT announced new grant awards for 2025: and there were none for hydrogen (or battery buses), but many for hybrid electric-diesel buses. Additionally, while large cities like Detroit and San Franscico received large awards and all other large agencies in Michigan received awards, TheRide received nothing (we had applied for funding for the Ypsilanti Transit Center and routine diesel bus replacements). With this new information, the CEO believes the only viable course for accessing the $25 million in a timely manner will be to attempt to belatedly take the DOT's offer and adjust the propulsion technologies to remove all hydrogen elements.

If authorized by the Board, it is the CEO's intent to approach the DOT and ask to take advantage of the July offer belatedly. If permitted, we would work to shift all of the funds previously dedicated to hydrogen (approximately $7 million) towards hybrids instead. This would hopefully result in the entire $25 million award being used for hybrid electric-diesel buses. If the DOT is willing to redeploy the entire awarded grant to hybrids, it would:
- Provide access to funds that would allow us to deploy hybrid electric-diesel buses and make progress in reducing emissions,
- Provide enough funds from hydrogen elements to pay for an additional 8-10 hybrids buses (an entire year's order),
- Allow other capital funds to be deployed to projects such as the YTC, and
- Demonstrate that we can comply with the Administration's priorities, hopefully improving the chances of winning future grants.

The CEO cannot guarantee that such a request to the DOT will be accepted, or the total grant award can be retained.

PRIOR RELEVANT BOARD ACTIONS & POLICIES

Fleet Transition Plan approval, 2023.
July/August 2025 discussions regarding initial offer from DOT to switch propulsion technologies.

IMPACTS OF RECOMMENDED ACTION(S)

- Budgetary/Fiscal: High. Risk of loss of $25 million grant, possible negative impact to other grant applications.
- Social/Environmental: Tradeoff between environmental benefits of two hydrogen buses and social benefits of advancing numerous Ends via other capital priorities. If hybrids can be delivered soon, it may create benefits faster than continuing to wait.
- Governance: The CEO needs Board authorization to delay the Transition Plan.

ALTERNATIVE OPTION(S)

If no authorization is provided, the Low-No grant remains unchanged. It may eventually be funded, but the outlook has deteriorated.

ATTACHMENTS

NA