

Board of Director's Meeting Agenda

Meeting Date/Time: August 20, 2020, 6:30-9:00pm

Location: REMOTE – Via Zoom

To join by computer: (You will be able to use your computer audio.)

1. Click on this link: [Zoom](#) (If you are using an Ipad, you must download Zoom first.)
2. You will be prompted to register with your name and e-mail address, then go directly into the meeting.

To join by phone:

1. Dial any of these numbers: (For higher quality, dial a number based on your current location): 929-205-6099 or 301-715-8592 or 312-626-6799 or 669-900-6833 or 253-215-8782 or 346-248-7799. International numbers available: <https://zoom.us/j/aen58CoL4R>
2. Enter the Webinar ID: 979-3473-7273

Meeting Chair: Eric Mahler

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5. CLOSING ITEMS			
5.1 Topics for Next Meeting: Budget Approval Financial Planning / Budgeting (Policy 2.4) Board of Governance Process (Policy 3.0) Board Management Delegation (Policy 4.0) Communications & Support to the Board		Thurs., Sept. 24, 2020	

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(Policy 2.11) FY2021 Board Meeting Date Approval			
5.2 Public Comment			
5.3 Board Assessment of Meeting (Electronic)			Link Here
5.4 Adjournment			

* 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 3.13 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?

Board of Director's Meeting Summary

Meeting Date/Time: July 23, 2020, 6:30-9:00pm

Location: Remote

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

AAATA Staff Attendees: Matt Carpenter (CEO), Bryan Smith, John Metzinger, Forest Yang

Meeting Chair: Eric Mahler

Chairman Eric Mahler called the meeting to order at 6:34pm.

Discussion Items
1. OPENING ITEMS
<p>1.1 Approve Agenda Chairman Mahler requested that General Announcements be moved to agenda item number 1.2 and Public Comment be moved to agenda item 1.3. Mr. Rich Chang motioned to approve the agenda as amended, seconded by Ms. Kyra Sims . In support of the motion: Mr. Mike Allemang: Yes Mr. Chang: Yes Ms. Sue Gott: Yes Mr. Raymond Hess: Yes Mr. Roger Hewitt: Yes Mr. Ryan Hunter: Yes Mr. Jesse Miller: Yes Ms. Kathleen Mozak-Betts: Yes Ms. Sims: Yes Chairman Mahler: Yes</p> <p style="padding-left: 20px;">The motion was approved.</p>
<p>1.2 General Announcements</p> <p>1.2.1 Resolution: Ron Copeland's Retirement Staff and the Board congratulated and sincerely thanked Mr. Copeland for his 46 years of service. Following this, Chairman Mahler read the resolution honoring his service. Ms. Gott happily motioned to adopt the resolution, supported by several Board members. In support of the motion: Mr. Mike Allemang: Yes Mr. Rich Chang: Yes Ms. Sue Gott: Yes Mr. Raymond Hess: Yes Mr. Roger Hewitt: Yes Mr. Ryan Hunter: Yes</p>

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Mr. Jesse Miller: Yes
Ms. Kathleen Mozak-Betts: Yes
Ms. Kyra Sims: Yes
Chairman Mahler: Yes

The motion was approved.

Resolution

Honoring the Service of Ronnie Copeland
July 23, 2020

- WHEREAS, Ronnie Copeland is retiring after 46 years of tireless and visionary leadership as Manager of Bus Operations at The Ann Arbor Area Transportation Authority; and*
- WHEREAS, Ronnie began his career as an operator and worked his way up through the ranks at AAATA; and*
- WHEREAS, Ronnie served as Manager of Bus Operations for more than 20 of his 46 years; and*
- WHEREAS, Ronnie has been an unrelenting advocate for the passengers, employees, and the communities in the AAATA service area; and*
- WHEREAS, Ronnie worked closely with the Transportation Workers Union to ensure a solid relationship with AAATA front-line workers; and*
- WHEREAS, oversaw the implementation of a 46% increase in service in 2015; and*
- WHEREAS, has dedicated innumerable hours of his professional and personal life to the betterment of the Agency and his community; and*
- WHEREAS, Ronnie has been an example of loyalty, dedication, and grace for all that have met him.*

Now, therefore be it resolved this 23rd Day of July 2020, that the Board of Directors for Ann Arbor Area Transportation Authority expresses their deep and abiding gratitude to Ronnie Copeland for his decades of service.

Eric Mahler

Eric Maher, Chairperson

Kyra Sims

Kyra Sims, Secretary

1.2.2 August Service Changes Update

Discussion Items

CEO Carpenter reported that over the last week or so, AAATA has received a lot of excellent feedback from the Ypsilanti community about AAATA's August service changes, in particular about the Heritage Park neighborhood on the south side of Ypsilanti in Ward 1. CEO Carpenter has spoken with Board member Jesse Miller, the public, and some elected leaders over the last week, who have all been very consistent and thoughtful in their messaging. They have reiterated to AAATA the importance of public transit in this neighborhood. This neighborhood has a significant low-income population that is heavily reliant on public transit. They have made it clear that the absence of transit in this neighborhood would be a particular hardship. Because of that feedback, AAATA has changed and adjusted the August service plan in order to restore Route 47 to the Heritage Park neighborhood this August.

CEO Carpenter noted that these are challenging times and thanked everyone who has reached out to AAATA and provided excellent feedback and perspective. AAATA will be hosting several virtual public meetings in the next few weeks and sincerely hopes that everyone at this virtual Board meeting today can attend and help to chart the next stages of the improvements to services.

1.3 Public Comments

George Waddles, Jr., pastor of the Second Baptist of Ypsilanti, expressed being happy to hear about the service changes and AAATA listening to the voice of the community. He noted that had that route been suspended, it would have kept people from being able to get to the grocery store as there is no full-service grocery store in the neighborhood anymore. It would also have kept people from being able to get to laundry services; work; and students to class who attend Eastern University, Washtenaw Community College, and UofM. He hopes that the service will continue to be improved and at some point, there will be some sort of shelters on those stops as there are no shelters heading south. He also hopes that there will be some consideration for how important it is to have quicker service between the terminal at Meijer on Carpenter Rd. and Washtenaw Community College. It currently takes almost an hour to get between those two points.

Edith Croake, who taught at Washtenaw Community College for 42 years, expressed that many of her students could not have attended classes had there not been the bus service. This is one of the reasons she voted for the recent millage. She asks AAATA to not cut back routes and to keep fares as low as possible. She was reassured to know that the AAATA Board had passed a Black Lives Matter resolution, specifically these phrases, "We need to make meaningful progress toward eliminating the endemic problem (racism) and have to start with the institutions created to service the public." She noted a remark about being an agent of change. She wanted to remind AAATA that the people who most benefit from these services are often those of lower income, black, brown, and white, and Revered Waddles has pointed out the kinds of things that are affected – church, grocery, getting to school, getting to a job.

Jim Mogensen of Washtenaw County mentioned Title VI. He knows that these are temporary changes. He noted that the challenge of temporary changes is that sometimes they slide towards the usual. While AAATA is not required to do the Title VI analysis for the temporary changes, it is important to recognize that eventually they will. As AAATA moves towards figuring out a longer-term service plan, he encourages AAATA to use that tool to identify when these kinds of issues come up. On page 22 of the Board meeting packet, in the Finance Committee minutes, it was asked, "What would happen if the UofM students would not be back in the classrooms in person? Mr. Smith reported that extra operators

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and buses are planned for the students returns. Those might be used for other aspects of the community if the students do not return.” Mr. Mogensen does not blame the AAATA for the systemic racism in the county. The challenge is how to respond in a way that addresses it in a community that often times has some resistance or barriers to accommodating that kind of analysis. He also does not take this personally. He does not personally attack people as somehow not understanding. He stated that some of the decisions made in the past are not the full reasons why these service changes are happening. The initial expansion in 2014 solved some of the Title VI issues that he had identified at that time. He expressed that when the millage was first created in 2014, they attempted as best they could to only ask for as much money as it was going to take, but it took more money; we should recognize that most of the people have now retired from that time. He thanked Mr. Copeland for his service.

Matt Hampel of Washtenaw County congratulated Ron Copeland. He grew up and was a student in Ann Arbor. He understands that the Board is discussing a return of fares. He would like to ask that the Board postpone the return of fares to a time when the pandemic is no longer the defining factor in everyone’s lives. He believes that doing so will keep the drivers and riders safer. He expressed that it also feels like the amount of fares collected is so low and really impacts the front line workers, who have to be out there and ride the bus the most, the people that aren’t able to quarantine the most, whose safety is paramount.

Joel Batterman, Board member of the Motor City Freedom Riders and student in Urban Planning at UofM, spoke to the decision to reinstate fares. He expressed that this was a decision made with little notice. Although he is glad that the public meetings are planned to discuss the service plan going into the Fall, he is not sure why the decision to reinstate fares was not also subject to public discussion. He understands that transit agencies around the country are facing budgetary challenges, many of them much more severe than TheRide, but he does not understand the logic of that decision at this time when facing an uptick in COVID-19 cases and when ridership is still low. It would seem to him that the benefits of any sort of additional revenue to be gained through fares at this time would be relatively minimal, especially considering that even during normal circumstances fare revenue does not make up more than 16% or so of TheRide’s operating expenses. He shared that the folks riding right now tend to be lower-income folks and essential workers. He expressed that it is also a question of fairness that those folks should be asked to pay a full fare when service has been dramatically cut back. He urged the Board to consider postponing this reinstatement of fares.

Leaha Skylar, Chair of the Young Democrats of Michigan, Campaign Manager for Denise Kirchoff for County Commissioner, and a member of the Washtenaw County Executive Dem Board. She expressed that from the moment that this even started being a rumor, she has had an endless amount of community members reaching out to her terrified, saying things like, my job just opened and if I miss this bus I’m going to lose it. She asks that AAATA look into a way to have much more and better community representation. Whether it is celebrated or not that line is reopening, there was a lot of unnecessary stress and anxiety put on people that are already dealing with a lot of stuff. We need to find a way to improve that. She would love to see way more reaching out to the community to get feedback: surveys, e-mails, something on the county website. She also asked what is going to happen with the area near Schooner Cove. She is ecstatic to hear the south side of Ypsilanti is reopening, but Schooner Cove has a lot of young families in it. People fly down Huron River drive, and it is not a safe area to be expecting people to walk to from another lower-income family area that is cut off from their Kroger up on Whittaker Road without that bus line, cut off from medical services, possibly from their job. She hopes that

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this line remains open as not to forget about the members in Ypsilanti Township. She would also like to see reports released as to where the \$20.7M from the CARES Act has gone. There are reports that AAATA has only spent between \$3M-\$4M, and she is concerned to see that lines are being cut already when there should still be almost \$16M to work with. She is hoping for transparency on that along with reports so that more communities don't have this terror or wake up and realize that they can't afford to get to work, realize that they are already late on rent, can't get to their doctor's appointment that they finally have, and are scrambling to find a car ride. She expressed that this is not what we should be doing to our community. She is looking forward to seeing what is done with Schooner Cove, which she sees as the same scenario. She is also looking forward to seeing how AAATA works with the community better and is excited that they will hopefully reach out to more organizations. She is looking forward on Denise's side to creating community oversight Boards for these specific situations, to make sure that we have the voices of the community in the center and stop making decisions in closed doors in Board's meetings.

Amin Lanseur, resident of Ward 1 precinct of Ypsilanti for 10 years, expressed that he has relied on AAATA for getting to and from work for years, which has been amazing, and he thanked AAATA for their work over the years in what his experience has been a great public transportation option. He shared that more access is needed in the community, and he is happy to hear the line in the south side of Ypsilanti has been restored. He expressed that coming to the conclusion to cut that line comes with a position of no real connection to that community. As a transportation authority, he feels AAATA could do a better job of understanding the communities that they service, because it is only when those communities are understood that they can be serviced in the way that is in their best interest. He saw how one could extend the \$3 ride down into that neighborhood, or that it is not super far of a walk to the Michigan Ave. stop or YTC. For certain people in those neighborhoods who have special needs or may be elderly and it is January with a foot of snow, that idea coming up without anyone within the organization swatting it down freaks him out. It shows him that there is not a lot of connection between the decision making on the Board and the communities it serves. He thinks some oversight Boards would be great. He expressed his view that it took public pressure and a rumor spilling out into the public in order for the south side service to be restored to be problematic.

Jeannette Hadden, an Ypsilanti resident, works with Ozone House who is happy to hear that the service to the Ypsilanti south side has been restored. Being partners with AAATA and working in the community, Ozone House really appreciates AAATA reconsidering that suspension. Young person Skip Walls expressed that he learned the bus system when he was 17 and has been using it for a long time. He is happy that it is out there now because it helps him a lot to get around.

Edward Dance, Washtenaw county native, echoed appreciation for AAATA not suspending the route that would take individuals back and forth from Ypsilanti's south side. He also echoed the sentiment that everything possible should be done to ensure that the idea of cutting these routes is more or less circumvented and there is an increased dialogue with the community in terms of ensuring that all perspectives are present for AAATA to tap into and understand. He expressed that Schooner Cove is a community that really needs the route that goes from Ypsilanti Township. He noted that to be a community that has a lot of Section VIII consideration and there should be an oversight created in some capacity within either the governments of Ypsilanti / Ann Arbor that is in partnership with AAATA in order to ensure that this discussion is kept within the realm of the community and there are individuals within AAATA that can reach out to the community to ensure that any decision

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they make is within consideration and acceptance by the community, even though there might be economic constraints to that. He expressed that it would be great to see a further increase in dialogue in terms of community members within Ypsilanti and the areas at large.

Diana Gonzalez, a resident of Washtenaw county for 15 years, originally from New York, expressed that she decided to stay and raise her family here in large part because of TheRide and access to mass transit. She is a special education teacher at Ann Arbor Academy and lives in Ypsilanti. She expressed being really frightened for her community and for herself when she heard about the initial decision to stop service to the south side and that anybody would consider it. While someone said that AAATA is not to blame for systemic racism, she expressed that we all live in it, and we need to make intentional interrogations of our actions and decision-making every day if we are actually to impact the racism and discontinue harming black indigenous and people of color in this community. She has been chronically ill and has relied on TheRide to get to and from work, to the grocery stores, to doctor appointments, and to raise a family so she knows how difficult it is to reach bus stations and wait in the cold. She hopes the services get expanded in terms of shelters and bringing stops closer to under-served communities and those that need them the most. She expressed that you cannot say that you are not racist and that you care about everyone in our community unless you make very intentional decisions. AAATA should interrogate and even create some sort of questions that they are asking every single time it is decided to change policy or service. How is this going to affect black indigenous, people of color, disabled people, older members of our community? She expressed that if AAATA does not ask those questions, then they do not care.

Mason Hurstborn, an organizer for the Motor City Freedom Riders, expressed being really troubled and astonished by the decision to restore fares. He asserted that he does not think there is any way for that to be done safely. If there is any surface that thousands of people are coming into contact with every day, where there is no real possibility of sanitizing it between people who come in contact with it, and also just intensifying the degree of contact between drivers and riders, he expressed that this is a recipe for dramatically increasing the amount of COVID transmission that takes place on bus lines. He described switching to fare free to be a pretty cost effective way of making transit much safer, ensuring that essential workers are able to stay healthy and keep staff in grocery stores, hospitals, and everything else that our public health response depends on. He believes that it makes transit service a lot better in other ways, being able to have a rear door boarding, less time wasted at each stop, etc. He would like to strongly urge AAATA to reconsider this, that it is a public disaster that places an unnecessary burden on the riders.

Michelle Barney reported her understanding that the July and August LAC meetings have been cancelled. She expressed that someone may not want that group to meet or talk about what is being done. One of the things she described being done that she objects to is that as of August from what she has heard, the ARide drivers used to walk people to their door. She says they are going to stop that, and for people who are blind, especially during ice and snow, that is going to be very dangerous and difficult. She expressed that whoever is making these decisions has no knowledge of handicap transportation needs. She would like the Board to look into what is being done with LAC and the changes made allegedly to cut down the number of drivers and time it takes, but this is not good. Ms. Barney expressed not knowing until last week that AAATA received \$20.7M, but she is wondering why that is not enough to hold back the fare rises and does this have Title VI requirements. She described constricted hours stopping at 6:45pm as the last pick-up, and the problem is that many of the essential places like Meijer are open until 10pm, but the buses do not go

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early enough. Their hours for high-risk shoppers are 7-9am in the morning, but the ARides do not start early enough so that she can go at those hours. So, she is going in the afternoon. She may need more time to shop and wants to go in the evening, especially in hot weather, and she understands it cannot be done because the hours stop at 6:45pm. She stated it being obvious that Brian Clouse is gone and whoever is looking into these matters now does not have the interest of the disabled and the elderly and the black indigenous persons at heart.

Tajalli Hodge, the Sugarbrook neighborhood watch coordinator, thanked the Board for their work and also the elected officials who were able to get word out to the community so quickly about the routes that were intended to have the fares reinstated for. She is very glad to hear that Route 47 is going to be fully reinstated at the end of August. She would also like to urge the Board to consider reinstating Route 68 that services Harris to Ford. This route is right in the middle of two neighborhoods, Sugarbrook and Vault Village, which gets those residents to the Kroger on Michigan Ave. Without this route, residents have to go over an hour on two buses to get to a grocery store. She described being in a food desert, and during this pandemic, it is not helpful to be segregated even further from fresh groceries, and this is a systemic problem. She noted that this is a short route that does not go to Ann Arbor, but it services these neighborhoods that have close to 2,500 households and having healthy foods promotes healthy individuals; TheRide can help to do that. She would also like to urge the Board to use all the money available to them during this pandemic, as it is especially hard on those that have no access to food. She described that it is not easy to walk 3 or 5 miles to a grocery store in any weather, much less the current warm temperatures. She would like the Board to consider reinstating that route in partial or in full.

Maurita Holland introduced Roger Chard, who lives at the far end of Route 33. He reported that he has written letters to CEO Carpenter, the Board, and Mr. Smith and is disappointed that other than CEO Carpenter, he has not had an acknowledgement from anyone else who received his letters. In regard to Route 33, it covers all of northwest Ann Arbor, from north of Miller and west of Main, all the way out almost to Newport and Maple area. To eliminate Route 33 eliminates coverage for all of northwest Ann Arbor. When school comes back to session, that also means a route that covers three schools along Newport. Route 33 already had a little bit of a shortage in terms of its coverage since it did not have service on Sundays and its time was cut to stop routes at 8:30pm in the evening rather than 2 hours later like a lot of other routes. CEO Carpenter advised him that he could take ARide since he is totally blind; for everybody else in the neighborhood, AAATA was working on the FlexRide system to potentially ferry people from the bus stop out to the bus stop of the next closest route, Miller/Maple (1 ¾ miles away). So, would either have to ferry people with some sort of reservation system, which he believes seems awfully awkward, or people have to walk. He noted that a lot of that would be walking on the street or on broken sidewalks because there are considerable gaps. In his letter, Mr. Chard reported that CEO Carpenter told him that the pandemic may last indefinitely, and certainly 6-12 months is more of what is being looked at. Combining that with what has already been cut off from back in early March, he perceives that AAATA is looking at cutting off this route entirely for 12-18 months, which begins to sound like something more than temporary. He described that when the millage was passed in 2014 and renewed in 2018, comments came from the Chairman of the Board and CEO Carpenter indicating that the support received indicated how good a job AAATA had done, and it would enable AAATA to strengthen their fixed routes. He noted that Route 33 is a fixed route and to take it away entirely does not seem like strengthening it. In regard to ARide, if AAATA eventually has to consider redrawing their maps and have to limit their ARide coverage to ¾ of a mile in radius from the closest

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fixed route, that means that ARide would eventually disappear from there all together because there won't be a fixed route. He expressed that this does not seem like a very promising prospect. He strongly urges restoring as much of Route 33 as possible.

Althea McGlory, an operator at AAATA, thanked CEO Carpenter and the Board for reinstating Route 47. She expressed that as a driver, they care about their passengers very much, some that they know personally or see on a daily basis. She suggests that since WalMart is no longer a store reachable by Route 47, bring Route 47 to Meijer on Carpenter Rd. Also, they could transfer to Route 5 and 6 there to go down Packard or Ellsworth into Ann Arbor and Ypsilanti vice versa.

Erane Washington, an attorney, Ypsilanti Township resident, and a candidate for 14B District Court Ypsilanti Township, thanked the Board for reinstating the Heritage Park route. She urged the Board to consider reinstating Route 68. The area that she lives in is with the Schooner Cove area. She expressed her excitement when that particular route to Schooner Cove was added a few years back and the reason she was excited was she had witnessed people walking down the street trying to get to Kroger and a lot were elderly and even in wheelchairs. She thinks that cutting that route is going to do a huge dis-service to the people in the Schooner Cove area which includes the elderly and a lot of younger families. She hopes AAATA will reconsider that route and the route over by Gault Village and Sugarbrook.

Rebecca Ackerman, a resident of Ann Arbor, expressed concern about AAATA restoring fare collection. She would like to urge AAATA to not start collecting fares again any time soon. She described recently released research that found the majority of low-income households have no emergency savings. In the current climate of skyrocketing unemployment, it seems cruel to start charging fares on TheRide. Her understanding is that less than 20% of AAATA revenue comes from fares, so collecting fares will not get TheRide out of any COVID-related budget crisis. She expressed that even the options that AAATA has given disproportionately harm low-income neighbors. She was quite happy to hear that TheRide has declared publicly its support for racial equity. She grew up here and that fits with TheRide that she grew up with, but AAATA's options for how people can pay for rides has a major blind spot on racial equity; she stated that in the US, black Americans are unbanked at almost 5 times the rate of whites and underbanked at 3 times the rate. For people without a bank, paying with a phone is almost impossible, which is the only fully no-contact option TheRide has offered. Otherwise, she described that TheRide has offered tokens or day passes which seem no safer than cash and cost more upfront.

Heather Roe, a trustee of the Ypsilanti Township Board, expressed her concern for the cuts in services specifically to Schooner Cove. She described that she has lived in Ypsilanti Township her entire life and has used the AAATA as a young adult to not only finish her GED at Washtenaw Community College but also to go to work, doctor appointments, and pick up groceries. The service was very important to her, especially when talking about Schooner Cove; many of the people living in those apartments and town homes need that service to access education, grocery store, and work. She also expressed that senior citizens and moms with children absolutely have to have access to those services and this sort of shows again that the eastern Washtenaw side of the county is always a little overlooked or under touched. She described that having liaisons that help AAATA stay connected to the community would be helpful. She added that many of the local representatives were not aware of these changes until they found out through media, and that includes the state representative Ronnie Peterson who she says has made a wonderful statement. And two of the county commissioners Ricky Jefferson and Ruth Ann Jamnick

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to her knowledge were not informed of these decisions until they had already been presented. She requested more communication with the township and county representatives on the eastern side of Washtenaw County. She thanked Althea for her story. She reported that the township board has also been working for the past few years to try and get a bus stop shelter there.

Monica Ross-Williams sits as an Ypsilanti Township trustee and on the Washtenaw Area Transportation Study. She expressed being glad that the route on the south side of Ypsilanti has been reinstated, as it is a critical route to get people connected to their jobs and economic stability. She also wanted to express her disappointment in regard to not knowing what the plan with the Schooner Cove route was. She knows that a shelter has been allocated from their Board for that area, and public should not have been able to learn about that was the plan from social media. As a member of WATS, she was disappointed in that and communication could definitely be improved. She expressed that the Gault Village route is equally important and hopes there is some way to get that looked at fairly. She thanked Ryan Hunter for reaching out to her and letting her know what was the AAATA's perspective on this. She understands that every community is going to be facing some difficult economic times, especially not knowing the level of support coming out of the federal government for monetary revenue, and what the state will have to do as a result. She understands that there is a squeeze there, but there is also a squeeze on the people who depend on the services to get to and from through transportation and we have to take in totality and try to see what all of us can do in order to make sure that the people who need the services are not the first impacted.

Chardae Korhonen wrote in that it sounds like the Schooner Cove route is still changing. She asked if AAATA could summarize exactly what is and is not happening at this point.

SJ Gaines wrote in that he strongly supports reinstating and increasing bus service on the east side of Washtenaw County. He lives in Ypsilanti Township. He is also an attorney in Washtenaw County. Many of his clients live in Sugarbrook, Gault Village, and the Schooner Cove areas. These areas are some of the more affordable areas in the county. Bus service is necessary for the seniors, young families, students, and youth aging out of foster (who he represents) to obtain food, medical care, and to get to school and work.

2. CONSENT AGENDA

2.1 Board Meeting Minutes and Committee Meeting Reports

Mr. Allemang motioned to move the Board meeting minutes and Committee meeting reports into the record, seconded by Mr. Chang.

In support of the motion:

Mr. Allemang: Yes

Mr. Chang: Yes

Ms. Gott: Yes

Mr. Hess: Yes

Mr. Hewiitt: Yes

Mr. Hunter: Yes

Mr. Miller: Yes

Ms. Mozak-Betts: Yes

Ms. Sims: Yes

Chairman Mahler: Yes

The motion carried.

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3. STRATEGY & OPERATIONAL UPDATES: CEO

3.1 Covid-19 Recovery Plan Updates

CEO Carpenter started by expressing his gratitude for so many engaged comments from the public in this Board meeting.

He went on to describe how after the pandemic arrived, the public transit industry across the country had to make a series of rapid and sudden decisions – reducing service, ceasing fare collection – that were simply unprecedented. The speed with which decisions were necessary and the communications challenges have been significant. AAATA recognizes that to be an area of improvement.

Since then, AAATA has developed a COVID-19 Recovery Plan that is available on the website. We are through the period of first reaction and settling in for a long-haul period of perseverance.

In this meeting, AAATA presented many of the crucial details of that Recovery Plan, dealing with their finances and services.

CEO Carpenter stated that we are facing a public health crisis for which we were not prepared. This has created new priorities; TheRide needs to keep staff and passengers safe, while also reopening services and helping the communities get back on their feet. Recently, across the country there are examples of many people trying to behave as if the pandemic is over. It is not, and we all may have another 12-18 months to go. AAATA staff believes we are in a marathon, not a sprint.

He noted that we all face a very uncertain economic future as well. TheRide's finances have already been damaged, and AAATA does see some dark clouds on the horizon. He expressed that it is imperative that this institution remains financially strong enough to continue to provide services for the communities. AAATA is not a for-profit business that makes money. It is a not-for-profit, heavily subsidized unit of local government. We are seeing worrying signs from other transit agencies in other cities that they are burning through their funding so fast that they may soon run out and will have to take drastic measures. That is a future AAATA believes they are able to avoid.

AAATA's approach has been to reduce internal costs and restore services as funding becomes reliable. AAATA has chosen to incrementally phase services back in starting with the most heavily used services – a difficult decision when one neighborhood gets service, and another does not. AAATA understands that difficulty and thanks the community for bearing with them as they restart their services.

Behind this strategy are questions that AAATA cannot yet answer:

- Will the state cut the transit budget?
- Will the feds provide a second transit bail out?
- Will there be a second wave of infections?
- How long will we have to make our funds last?

AAATA does not have answers to many of these questions at this time but expects more information over the next few months, and AAATA will remain flexible as the situation evolves. If that means changing course because of new information, AAATA will be open to that.

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This strategy is also intended to preserve AAATA's ability to choose its own destiny. If they have resources, they can choose to restore services faster. If they run out, they lose the ability to choose, and their decisions will be made for them by circumstance.

CEO Carpenter does believe that this situation is temporary. AAATA's financial situation will become clearer over the coming months, in particular in September when the state's budget comes down. August services are intended only as temporary, interim measures to get through this pandemic. AAATA appreciates the public's patience and CEO Carpenter expressed being genuinely sorry if AAATA has caused anyone any unnecessary stress. He announced that there will be more information about upcoming public involvement sessions and AAATA genuinely looks forward to hearing from the public.

3.1.1 Draft Budget Preview

Mr. Metzinger presented a budget preview to the Board, which is an early draft of the FY2021 budget. He noted that the basis of the budget preparation is the COVID-19 Recovery Plan, which is available at theride.org under the performance link.

He described that the pandemic brought about new priorities for the organization:

- Promoting health and safety of riders and employees
- Long-term financial sustainability of AAATA

Mr. Metzinger noted that AAATA has taken a very conservative and careful approach to make sure to know more about what AAATA's financial situation is before making decisions regarding how CARES Act funds will be fully expended.

Mr. Metzinger pointed out in the Recovery Plan is that this is a long-term timeline. The plan lists phases and timing of how staff thinks this will go. The current phase shows expected community demands placed upon AAATA to expand service. On the other side of that pressure is the need to contain the virus. There is going to be a back and forth conversation concerning expansion versus potentially pulling back on service during this time.

A key theme in developing the 2021 budget is the word uncertainty:

- What will happen with the state budget?
- When will businesses, schools, and universities reopen? Will they reopen? Will they open and then close again?
- Will there be another wave of virus spread?
- When will the pandemic end?

Mr. Metzinger walked the Board through a chart produced a year ago that shows the adopted 2020 budget amount of \$47M and the financial forecast presented a year ago that shows the normal course of escalating costs through inflation, no change in service, just the straight line of inflation.

Then he showed a chart that plots the 2020 budget and the financial forecast based upon where AAATA is at today. The impact of the pandemic has already been severe. Immediately the revenue and expenses dropped as service was scaled down due to the pandemic and AAATA stopped collecting fares. At the onset of the pandemic, ridership had dropped 90%. Services were reduced due to lower demand, but also because of the Executive Order to provide essential transportation services only. Fare collection was temporarily suspended and other earned revenues like contract revenues with Purchase of Service Agreements and Purchase of Fare Agreements stopped coming in.

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It is important to note that AAATA is not a private, for-profit corporation. It is a public organization, a unit of local government, that does not earn a profit. AAATA does have reserves, but those reserve funds are only enough to help survive for 2.5 months. AAATA relies upon earned revenue, which includes fare and contract revenue. Those are important, though they add up to about 16% of AAATA's annual operating revenue, AAATA does rely upon every dollar to provide service to the community.

The budget draft shows that AAATA's 2020 actuals will be right at about \$41M, compared to the \$47M that was budgeted. The 2021 rough draft has been updated a little bit with the decision to restore service for Route 47.

The current draft budget for 2021 is at \$40.6M. This is not a full-service restoration. AAATA does not anticipate a full restoration of current service levels until FY2022.

Mr. Metzinger pointed out that steps were taken in April to tighten AAATA's belts:

- Laid off internal office staff and drivers. In total, 42 positions were laid off.
- Reduced service

He stated that going forward, AAATA is being very careful to preserve the organizations financial solvency today so they can be here to serve the public tomorrow. Some of the questions ahead are:

- What happens if funding is cut?
- What will happen with the state of Michigan revenue?

Mr. Metzinger reported that what has been heard from the state of Michigan is that their economists are fully expecting the pandemic impact is going to have a long-lasting economic impact on state revenue. AAATA relies on state revenue to fund 30% of the operating costs. That budget impact is going to have serious impacts for 2021, 2022, and possibly even into 2023. Once more is known in September, they will be modifying their plans accordingly.

If needed next year, amendments to the budget are possible.

AAATA does hope that they can restore services more quickly. They are trying to create the financial capacity that will allow them to do that. Financially, they would rather be on this side of the table than on the other side of the table, which means in an emergency where there is no choice but to cut because of decisions they are unable to control. AAATA would rather be able to ramp up more quickly than have to scale down services as rapidly as was done last March.

Good news and information in April of the CARES Act funds awarded has been brought in terms of transparency to the Board and public in this Board meeting every month since April when the federal government adopted the CARES Act funds. AAATA received \$20.7M in federal aid from the CARES Act. The annual operating budget is around \$50M, so \$20.7M is not an infinite amount of money, but it is certainly a lot of money that is welcome and being used for all the purposes eligible under the law, primarily for measures to prevent the spread of COVID-19.

The approach of expenditure is to use prudence and discipline to ensure AAATA's long-term sustainability. 70% of the CARES Act funds (about \$14.8M) will be expended upon operations through the pandemic and pandemic recovery. That will reserve about \$5.9M of CARES Act funding for capital projects, like the permanent

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barriers being installed between the driver and the fare box and the mobile ticketing pilot, as well as other projects we do not know about yet.

Mr. Metzinger noted that if AAATA finds themselves able to restore services more quickly than anticipated, they can certainly bring more CARES Act funds into operating assistance earlier and would be happy to do so.

For 2020, about \$2.6M of the CARES Act funds will be spent on operations in total. AAATA has spent about \$1.3M so far on payroll related costs and purchased services, materials, and supplies, which include cleaning of vehicles and facilities and PPE for drivers. Some people in the community may have expected that AAATA has already spent \$4M. At \$1.3M, AAATA has been spending about \$9K a day since the pandemic first emerged.

Next steps on the budget include the public input period that began at this Board meeting. There is a public input period for a month where public can send AAATA an e-mail through their website regarding the budget. There is a public hearing scheduled for next month just before the Board meeting on August 20th, along with a formal introduction of the draft budget for additional input from the Board and public, prior to the time that a final recommended budget would come before the Board for adoption in September.

Mr. Metzinger emphasized that state law and the Board's policy does allow staff to come back with recommendations for any budget amendments. Staff can and will do that if it is found that it would be prudent and advisable to expand service more rapidly or take on additional costs. Staff will be more flexible next year, perhaps more so than in years past.

Mr. Hess asked for an explanation of the dip down from the budgeted \$45M down to to the budgeted \$41M. Mr. Metzinger remarked that the Q3 Finance Report being presented next month reflects the impact of the pandemic and will depict more clearly where the losses are found. Fare and contract revenue are the biggest drop. Service cuts have just begun to lower expenses in July. As those costs drop, so will reimbursement from state operating assistance. The budgeted \$41M is a forecast based upon where AAATA was a couple weeks ago. If fare collection is restored, that revenue will come up a little. Normally fare collection is about \$7.3M a year, and AAATA will probably hit around \$3.5/\$4M this year.

Ms. Gott asked why the savings is not showing up. While revenue has dropped, some expenses should have dropped. Mr. Metzinger remarked that one of the main issues why the savings has not been realized until July when the layoffs were announced at the end of April is that the collective bargaining agreement has a period of time that is required for layoffs. Those layoffs, though announced at the end of April, were not effective until the end of June.

Mr. Miller asked how AAATA is documenting the CARES Act fund expenditures. Mr. Metzinger described that AAATA's accounting system now has new posting accounts for both the revenues and costs. Finance created a category for emergency-related materials and supplies costs, and emergency-related services costs. In the budget that comes to the Board next month, there will be a new revenue line item for the CARES Act funds that are anticipated for the operating budget. In any of the expense reporting, it will be indicated where those costs were actually called out. In

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regard to COVID-19-related employee costs in the payroll system, those are coded separately so they can be pulled out for transparency sake.

Ms. Sims asked if the property tax revenue will be received in August. Mr. Metzinger confirmed that property tax revenue is normally received in July and by the end of August. AAATA has already started to see some of that trickle in. In his communication with the Treasurer of Washtenaw County, Mr. Metzinger reported that the economic effects of COVID-19 may be affecting people's ability to pay property taxes on time, which would affect AAATA's receipts.

Mr. Miller pointed out that the CARES Act operating revenue for 2021 was \$4.4M and the anticipated fare revenue was \$3.3M. It seemed to him that there was a correlation between the CARES Act funding and the anticipated loss in fare revenue. He asked if any budget projections have been drawn up to show what the budget would look like if CARES Act funding was used to continue not collecting fares for the next 6-12 months. Mr. Metzinger explained the planned timing of expenditures in the budget. He noted that the CARES Act funds are working as a funding source to back fill any gaps in the budget that emerge during the pandemic. If AAATA did not restore fare collection, they could use CARES Act funding to back fill that gap. The downside of that is that the funding would be used more quickly and less would be available for further down the road. But this is a decision that can be made once it is seen what happens with the state budget and budgeting forecast. If the state funding sources are going to be less risk than predicted, conversations can be had about how to use CARES Act funding to offset any of the operating costs that are there.

Mr. Miller expressed not feeling good about reinstated fare collection in August when what is happening with the state budget will not be known until September. Mr. Metzinger responded that the actual revenue is expected to be \$7M less than the budgeted operating costs. That decline in revenue is nearly all fare revenue. He reminded that fare revenue is important to AAATA's budget. But the comments made earlier in public comment are certainly something for AAATA to think about. There are some operating concerns that also make the case for fare collection. There is a lot of internal desire to restore fares, not only for financial reasons, but also to help promote social distancing aboard buses by ensuring that those passengers without a destination are not loitering. Mr. Metzinger mentioned that he has been surprised internally while preparing for this, how difficult it has been to get ready for fare collection. AAATA has been working very hard to make it as safe and sanitary as it can be for people, including new measures to ensure that fare boxes are cleaned, and that drivers and passengers are protected by barriers. That has been done at the AAATA facilities and aboard their vehicles.

3.1.2 Service Restoration Timeline & Process

Mr. Smith shared the [presentation](#) that the public will see at public meetings this August to outline the routes and give details of what AAATA is going to do. He started by describing the process as absolutely upside down to not have public feedback before implementing these service changes. This is only in response to the pandemic and only meant to be temporary as AAATA tries to get through this stage.

Beginning on August 30th, AAATA will introduce a restructured network of interim routes that focuses on essential destinations and increased frequency on busy corridors. These temporary changes are being made to allow for social distancing and to remain financially sustainable during the pandemic. While AAATA is not able to restore all services this August, the hope is to do so once the course of the pandemic

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and its financial impacts become clearer. Later this year, AAATA will reach out for public feedback on future changes.

After Mr. Smith's presentation at each of the public meetings throughout the month of August, the public will have an opportunity to ask questions and provide comments, time permitting. The public will also have the ability to send AAATA forms online at TheRide.org/maps-schedules/service-changes. They can also call 734-794-1882, send e-mails to planning@TheRide.org, or mail a letter to: Ann Arbor Area Transportation Authority, ATTN: Temporary Service August 2020, 2700 South Industrial Highway, Ann Arbor, MI 48104.

Mr. Miller asked how these changes are being communicated to the public. Mr. Smith reported that there will be notices on the rear of seat backs on buses. There will be some paid advertising and media across both regular media and social media. At each of the bus stops that have changes, there will be notices there, as well as at the transit centers. In addition to that, there will be direct mail to targeted communities to let them know about the changes.

Mr. Hess encouraged staff to start sharing benchmarks or performance measures as to when AAATA will reconsider reinstating service. He described that good transit begets more transit riders. He noted that suspending 15 routes, 11 of which are in Ann Arbor, may have dire consequences for the agency. While he understands AAATA cannot operate in the red and the books have to be balanced and they need to continue to provide a service, AAATA also does not want to lose people that have relied on the system. That is a risk when certain areas stop receiving service. He asked will AAATA re-evaluate in September once it is known if the state funding is whole or not? When fares are reinstated, when they are at 50% or 75% or 100% of what they were, when will AAATA really start phasing things back in. He does not want to wait until August of next year before reinstating routes is considered. Mr. Smith assured him that there will be some iterative steps that can be considered before waiting that long. Mr. Hess emphasized that the Board, public, and riders need to know that.

Mr. Hess noted that the CARES Act funds were roughly projected to be spent in FY2020 in the realm of \$2.5M, FY2021 was around \$4M, and FY2022 was around \$7M in operating assistance. He expressed that this seems inverted of what the need would be. He asked that when certain performance measures are met when it comes to budget, that AAATA quickly looks to reinstate service. Mr. Metzinger explained that the reason the greatest amount is used in 2022 is because that is the year that full-service levels would be restored, and yet the forecast still shows deficits in state funding. So that would be the point that the funds could really be utilized in order to restore service. If in September it is learned that there is a different scenario coming from the state, better or worse, AAATA will be able to plot that a little bit further. The CARES Act funds at this point are being reserved for the long-term financial sustainability of the organization. Those costs are incurred in the current model in 2022.

CEO Carpenter expressed that AAATA wants to get as much service back on the road as soon as possible. If the financial situation stabilizes and AAATA feels comfortable doing it, staff will move to put more service back faster and not wait until August 2021. The forecasting window that Mr. Metzinger has provided is very flexible. He described the complexity of determining the matrixes for reinstating

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service in a pandemic. He expressed AAATA's desire to get as much service out as soon as they can, and doing so in the fairest, most transparent rational manner possible. He wants to explore this idea of performance markers and see how that can be built upon.

Ms. Gott thanked staff for the presentations - the effort and transparency that went into the materials. She also thanked staff for listening and responding to what has been heard from the public, adjusting based on that input. She asked how public comments will be collected and used to make decisions going forward. CEO Carpenter expressed that what AAATA wants to hear most from the public is what they should do next, what is the next greatest priority. He expressed that making a lot of decisions without feedback from the public has been uncomfortable and does not feel right. Mr. Smith expressed that the approach over the summer has been to add service as the need is found via input from drivers and rider feedback, and service has been added along the way where possible when a need has been found. That is part of what will be done with the August service change town hall meetings, which will all be recorded. Mr. Forest Yang noted that the next service change cycle will be in November. These town hall meetings will be a great opportunity for AAATA to collect feedback to be ready for November.

Ms. Mozak-Betts referred to policy 2.10.4 which talks about failing to reasonably engage the public, residents, and stakeholders when considering major changes to service programs and fares. Because this process is currently backwards, she expressed feeling uncomfortable and fears AAATA may have damaged the relationship with the public a little bit. She is hoping that during this August period of town halls, AAATA might learn how to use this situation to better the organization in the future. CEO Carpenter expressed that policy 2.10.4 was not fulfilled this time. His explanation is that the pandemic made it very difficult when decisions had to be made and public meetings could not even be held, and he was still trying to figure out what Zoom was. He hopes non-compliance in this particular moment will be taken with a grain of salt due to the extenuating circumstances. Now that there is more ability and understanding of how to do this, AAATA wants to engage the public. The large number of meetings being held in August is one example of doing that, with plans that the next change coming in November this year is informed by the public. He expects that AAATA will still have to rely heavily on technology to collect that information, though regular mail and phones are still in place. Ms. Mozak-Betts expressed her opinion that staff proved that they listened to the public by reinstating Route 47, and she thanked them for doing so.

Mr. Miller asked if CARES Act funding is unused, does it have to be given back? Mr. Metzinger responded that all of the rules for the formula of Section 5307 apply to the use of the CARES Act funds. Section 5307 funds are available for five years from the year that they are apportioned, which applies to the CARES Act funds. The current forecast does show a rather slow burn, but once more is known, AAATA can be bolder with their plans to utilize those funds. CEO Carpenter remarked that it is his preference to have a conservative approach that leaves the opportunity for AAATA to choose its own destiny and make improvements quickly, rather than spend the money too fast. If for any reason staff feels the need to accelerate the funding use, they certainly will.

3.1.3 Additional Public Comment

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Michelle Barney noted that the information shared about the service changes needs to go into the August Ride Guide and/or made widely available. She also asked that the call takers and ride schedulers be especially well-trained going forward.

Jim Mogensen described that the public meetings in August will be explaining what is going to happen at the end of August and getting information moving forward. When there are more formal changes to all of the routes, AAATA may be able to incorporate some of the information gleaned from the online public town meetings. There will need to be additional public meetings when changes become more permanent. He mentioned that the CDC has put out guidelines on public transit saying that businesses should find ways to encourage people not to take shared rides or public transit, but to use single-use vehicles, which many have been doing to mitigate risk.. The 10% of people using the buses for essential services had no other choice.

Mark Hymes of AACIL asked about the ARide coordination. He asked if there are any foreseen cuts to the ARide. Mr. Smith responded that there are not any foreseen cuts to the ARide itself. Typically, complimentary paratransit service might be within ¼ of mile of the fixed routes, but because of the temporary nature of this, AAATA decided early on to not change any of the ARide service area. All of the same level of service is available throughout. It will match the service timeframes of the fixed route service, but whenever the fixed route service is not running, the late-night service with FlexRide will be running. That is available and the accessibility of that fleet is significantly increased over the previous service that AAATA had. The daily ARide service has not changed and at night should be improved using the FlexRide.

3.2 Mobile Ticketing Pilot Contract Authorizations

Mr. Metzinger walked the Board through a request for authorization for a two-year pilot project intended to promote safer cashless and contactless payment methods that allow the launching of a mobile app for fare payments. He pointed out that this is very much about providing safer ways to pay and AAATA's learning as an innovation and pilot project in terms of how the mobile realm can work for fare payments. There are equity concerns regarding mobile fare payments. Not everyone has access to a mobile device or to the wireless technology to be able to purchase a ticket.

He reported that AAATA found in the fare study that was completed in 2018 that people from all age ranges and income brackets do have access to mobile tickets, not everybody, but many people do have access to a mobile device that would be capable. The cost of this project would be reimbursable under the CARES Act, and it is AAATA's intent to do that. He noted that time is going to be spent evaluating the project in terms of its equity affect via a Title VI analysis and also for a return on the investment. He went on to describe joining NEORide and implementing EZFare as offered by Masabi.

Mr. Hewitt pointed out that there is a \$15,000 annual fee and then AAATA would be paying 7.9% of the fares plus the credit card charge, meaning AAATA would be paying about 10% of fares. He asked what percentage of AAATA's total fare revenue this might amount to. Mr. Metzinger responded that he estimated in normal times it to be upwards of \$300,000 if 60% of riders used a mobile ticket. He noted that part of the return on investment analysis will include an impact on ridership. Did more riders choose to use public transportation because they did not have a dollar in their pocket but did have a smart phone and then decided to hop on the bus instead. Additional fare sales and ridership could be a way to see a return on investment. Another piece that AAATA still needs to quantify is to understand the cost of handling traditional fares.

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Ms. Mozak-Betts shared that many people do not have access to banking and asked how everyone will be handled. Mr. Metzinger expressed riders will still be able to use cash in the traditional way to pay a fare on the bus or to buy a bus pass at one of the sales offices. He confirmed that there is a higher incidence of people who are not banked among minority populations, which is a concern. The Masabi solution also has the ability to implement a smart card for AAATA in the future. He offered the example of being able to go into a store like 7/11 and digitize cash onto a smart card or mobile device.

Mr. Chang asked if there are statistics around mobile device usage in this area. Some research he has seen indicates that many have cell phones but do not have smart phones? He would like to see if Masabi would be willing to waive the \$15,000 annual fee because ridership may not be at a level to be able to give any true data upon which decisions can be made, even after 2 years during this pandemic / pandemic recovery. Mr. Metzinger expressed his belief that Masabi would be willing to negotiate with AAATA on this. In AAATA's procurement process, they always go back to the vendors and negotiate.

Mr. Hess expressed that he is excited about the mobile ticketing pilot with Masabi and all of the concerns raised thus far are all valid. But he sees it a little differently, that it offers a new fare collection option. There will still be the traditional fare collection box that people have always used, but now there is another option. He described that a lot of communities are trying to figure out how to do seamless integrated mobility, how you can transition from different types of mobility – from a bus to Uber to EScooter to EBike. When some smart options become available, new riders may be attracted to the system. There may be better connections with other transit agencies and a start of thinking about regional connectivity.

Mr. Chang shared his support of the pilot project with caution that the ridership data may not show how well it is received considering current circumstances.

Mr. Miller asked about obligations attached to joining NEORide. Mr. Metzinger described NEORide as a council of governments. About 15 transit agencies in Ohio and Kentucky are a part of this. NEORide is leading the way in this part of the country in terms of bringing transit agencies together for the purpose of procurement. They are working on several projects that AAATA could take advantage of as being part of their organization. AAATA will have a seat on their Board and will not only be able to participate in this project but will be able to help shape the future workings of NEORide.

Ms. Gott asked if the LAC has been consulted about this. CEO Carpenter indicated that the LAC meetings have been a great strength that has traditionally met monthly in a very crowded room, some of whom have pre-existing health conditions. He accepted responsibility for suspended the LAC meetings as he did not see how they could be done safely. For a while now he has been thinking that a way to hold them again needs to be found. This might be a great agenda item to bring to them once it is figured out how to restart the LAC meetings.

Mr. Miller motioned that Resolution 05/2020 be moved into the record, seconded by Mr. Allemang .

In support of the motion:

Mr. Allemang: Yes

Mr. Chang: Yes

Ms. Gott: Yes

Mr. Hess: Yes

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Mr. Hewitt: Yes
Mr. Hunter: Yes
Mr. Miller: Yes
Ms. Mozak-Betts: Yes
Ms. Sims: Yes
Chairman Mahler: Yes

The motion passed unanimously.

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Resolution 05/2020

RESOLUTION TO JOIN NEORIDE

**RESOLUTION OF THE BOARD OF DIRECTORS
OF THE
ANN ARBOR AREA TRANSPORTATION AUTHORITY**

WHEREAS, the Board of Directors of the Ann Arbor Area Transportation Authority (AAATA) hereby finds and determines that all formal actions relative to the adoption of this resolution were taken in an open meeting of the AAATA Board of Directors, and that all deliberations of the Board of Directors which resulted in formal actions were taken in meetings open to the public, in full compliance with applicable legal requirements, and

WHEREAS, Section 167 of the Ohio* Revised Code provides that a political subdivision may, pursuant to the extent that it considers necessary, join with other political subdivisions in establishing and maintaining a Council of Governments for purposes including, but not limited to, promoting cooperative arrangements and coordinating actions among its members, and

WHEREAS, a need has been identified to plan, promote, and further enhance transportation options within and between the jurisdictions of the members by encouraging cooperative arrangements and coordinating action among the members and between the members and other governmental agencies, private persons, corporations, or agencies, and

WHEREAS, the AAATA Board of Directors has determined that it is in the best interest of AAATA to become a member of NEORide, a Council of Governments, to explore coordination options and join with other political subdivisions to benefit all involved.

NOW THEREFORE, BE IT RESOLVED, by the AAATA Board of Directors, that:

Section 1: The AAATA Board of Directors authorizes the CEO or his designee to execute a Membership Agreement and Bylaws of NEORide, a Council of Governments, to explore coordination options and join with other political subdivisions to benefit all involved.

Section 2: AAATA's Manager of Procurement is appointed as the primary voting member and AAATA's Manager of Information Technology is appointed as the alternate voting member to represent AAATA on the NEORide Council of Governments Board.

Section 3: This resolution is effective immediately upon its adoption.

NOW, THEREFORE, BE IT RESOLVED, The Board of Directors of the AAATA does hereby authorize the CEO or his designee to sign and enter into on behalf of the Authority the above mentioned Agreement, as well as any other necessary documents relating to the project.

Approved by vote of the Board of Directors on Thursday, July 23, 2020.

Eric Mahler

Eric Mahler, Chair
July 23, 2020

Kyra Sims

Kyra Sims, Secretary
July 23, 2020

*Note: This resolution language is required by NEORide, which is a Council of Governments residing in Ohio. Ohio Revised Code applies to political subdivisions established in the state.

Mr. Hess motioned that Resolution 06/2020 be moved into the record, seconded by Ms. Mozak-Betts.

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In support of the motion:

Mr. Allemang: Yes

Mr. Chang: Yes

Ms. Gott: Yes

Mr. Hess: Yes

Mr. Hewitt: Yes

Mr. Hunter: Yes

Mr. Miller: Yes

Ms. Mozak-Betts: Yes

Ms. Sims: Yes

Chairman Mahler: Yes

The motion passed unanimously.

Resolution 06/2020

RESOLUTION TO AUTHORIZE PROCUREMENT OF EZFARE

**RESOLUTION OF THE BOARD OF DIRECTORS
OF THE
ANN ARBOR AREA TRANSPORTATION AUTHORITY**

WHEREAS, the Ann Arbor Area Transportation Authority (AAATA) wishes to launch mobile ticketing as a two-year pilot project to promote safer cashless and contactless fare payments in response to the coronavirus pandemic, and

WHEREAS, a Fare Study completed in 2018 indicated that public transportation users want to pay for services without cash by using mobile devices, and that a wide range of riders including elderly and low-income riders have access to mobile devices, and

WHEREAS, Board Policy 2.5.6 prohibits the CEO from authorizing contracts not anticipated in the current budget with a value greater than \$250,000, and

WHEREAS, this project was not anticipated in the FY2020 budget, and operating costs including annual licensing fees, credit card fees, and sales fees (not to exceed 10% of the price of the fare paid) could cumulatively exceed the CEO's board-established contracting threshold, and

WHEREAS, the Federal CARES Act, which has provided operating support for coronavirus-related costs, will fund 100% of project costs

NOW, THEREFORE, BE IT RESOLVED, The Board of Directors of the AAATA does hereby authorize the CEO or his designee to sign and enter into on behalf of the Authority an agreement with NEORide for its EZfare mobile ticketing solution, as well as any other necessary documents relating to the project.

Approved by vote of the Board of Directors on Thursday, July 23, 2020.

Eric Mahler

Eric Mahler, Chair
July 23, 2020

Kyra Sims

Kyra Sims, Secretary
July 23, 2020

3.3 CEO Report

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CEO Carpenter described that one item consuming a lot of attention is ventilation on buses. He reported that Nova Bus is trying very quickly to incorporate any new ideas, including additional air intake. The buses have already been retrofitted with much better filters. The CDC is advising to get air out of confined spaces as quickly as possible.

He reported that there will probably be some additional delay to the arrival of the first Nova Bus because staff are not able to safely travel to the factory to watch the first bus be assembled and provide real-time input.

CEO Carpenter also shared that there was an initial intent to experiment with windows on the buses that do not open. The idea was that it allowed for more consistent climate control within the vehicle and allowed getting rid of hanging pull cords, replaced with nicer buttons. In retrospect, staff have decided to revert back to windows that tilt open. But this first bus is so far through the procurement process that it will have windows that do not open. It will still be able to be used for staff training. If the filters prove to be affective, it may be able to be used in full service.

There were no questions or comments from the Board.

4. POLICY MONITORING & DEVELOPMENT

4.1 Committee Meeting Discussion

There were no questions or comments from the Board..

4.2 Monitoring Reports

4.2.1 Policy 3.6.4 Discussion

CEO Carpenter described his conversation with Ms. Rose Mercier who described Policy 3.6.4 as an appendix that is routinely no longer included.

Chairman Mahler motioned that the Board eliminate Policy 3.6.4, supported by Mr. Hewitt.

In support of the motion:

Mr. Allemang: Yes

Mr. Chang: Yes

Ms. Gott: Yes

Mr. Hess: Yes

Mr. Hewitt: Yes

Mr. Hunter: Yes

Mr. Miller: Yes

Ms. Mozak-Betts: Yes

Ms. Sims: Yes

Chairman Mahler: Yes

The motion passed unanimously.

4.2.2 Policies 2.8.5.2 & 2.8.5.6 Discussion

Policy 2.8.5.2 – Chairman Mahler reported that Committee discussions indicated that this policy is redundant with the Ends.

Chairman Mahler motioned that the Board eliminate Policy 2.8.5.2, supported by Mr. Hewitt.

In support of the motion:

Mr. Allemang: Yes

Discussion Items

Mr. Chang: Yes
Ms. Gott: Yes
Mr. Hess: Yes
Mr. Hewitt: Yes
Mr. Hunter: Yes
Mr. Miller: Yes
Ms. Mozak-Betts: Yes
Ms. Sims: Yes
Chairman Mahler: Yes

The motion passed unanimously.
Policy 2.8.5.6 – Chairman Mahler offered the suggestions to eliminate it all together, reword it, or reword it and move it to Communication and Support to the Board. Another suggestion was to have an annual technology and innovation report.

Mr. Hewitt expressed being in favor of re-writing the policy and moving it to Communications and Support to the Board. He does think that it is good for the Board to be informed of what major trends in technology are taking place on an annual basis.

Mr. Hess opposed the elimination unless it is placed somewhere else in policy. He would like annual reporting just of what innovation and technology has been pursued perhaps in Communications and Support to the Board. Mr. Miller agreed with Mr. Hess. He wants to make sure that the Board and organization is aware of emerging technology and planning thoughts.

Mr. Hewitt suggested that the Service Committee rewrite the policy and put it under Communications and Support to the Board. Chairman Mahler was in support of that.

The discussion will be put on the agenda of the next Service Committee meeting. The Service Committee will report back in the next 2-3 Board meetings on the policy.

5. EMERGING ITEMS

None.

6. CLOSING ITEMS

6.1 Topics for Next Meeting:
Q3 Service Report
Q3 Finance Report
Chief Governance Officer Role (Policy 3.5)
Scheduling of a public hearing for the budget next month

6.2 Public Comment

Jim Mogensen remarked that Rose Mercier was working on a fare policy. As it develops, he thinks it would be a good idea to have some public input on it. Regarding ADA changes that are emerging, there has been confusion between paratransit ride and ARide. He also reported that some individuals apply for GoldRide instead of ARide because it is not as complicated to apply for. He advises that AAATA work to not lose riders who previously qualified for GoldRide but may also apply for ARide but do not realize what is happening.

He suggested that AAATA will need to find ways to help communicate complicated messages moving towards the service changes in November.

Discussion Items

6.3 [Board Assessment of Meeting \(Electronic\)](#)

6.4 Adjournment

Mr. Hewitt motioned to adjourn, seconded by Mr. Chang.

In support of the motion:

Mr. Allemang: Yes

Mr. Chang: Yes

Ms. Gott: Yes

Mr. Hess: Yes

Mr. Hewitt: Yes

Mr. Hunter: Yes

Mr. Miller: Yes

Ms. Mozak-Betts: Yes

Ms. Sims: Yes

Chairman Mahler: Yes

It was unanimous to adjourn. Chairman Mahler adjourned the meeting at 10:04pm.

Respectfully submitted by: Keith Everett Book

Governance Committee Meeting Summary

Meeting Date/Time: July 30, 2020, 9:00-10:30am

Location: REMOTE – Via GoToMeeting

Meeting Chair: Eric Mahler

Committee Meeting Attendees: Mike Allemang, Roger Hewitt, Kyra Sims

AAATA Staff Attendees: Matt Carpenter, John Metzinger, Forest Yang, Candace Moore

Chairman Eric Mahler called the meeting to order at 9:01 am.

Discussion Items
1. OPENING ITEMS
1.1 Agenda (Additions, Approval) CEO Carpenter requested that a discussion of a technology breach be added to section 3.
1.2 Communications CEO Carpenter reported that Candace Moore is sitting in for Bryan Smith at this meeting while Mr. Smith is on vacation.
2. POLICY MONITORING & DEVELOPMENT
2.1 Fare Policy: Time to move out of committee? CEO Carpenter asked if the Committee would like the fare policy discussions to move to the full Board. Mr. Hewitt expressed that the draft seems to address the concerns the Service Committee had, but he would like to review it with them before going to the full Board. Chairman Mahler suggested that a version go from the Service Committee to the Finance Committee, and then to the full Board, with Rose Mercier attending all of those meetings. Mr. Hewitt expressed that the language of item (B) of the policy may not be strong enough. Mr. Allemang expressed that item (A) of the policy should include the comparison of the current fare structure with a new fare structure. He suggested adding at the end of that, “fare listing should include a comparison with the current fare structure”. Items (B) and (C) seem weak to Mr. Allemang, not specific enough. Chairman Mahler agreed that (C) seems weak to him as well, too unspecific. CEO Carpenter noted that this approach is modeled off of the Construction Policy. The letters are a list of the information that the Board wants in order to make an informed decision. Chairman Mahler noted that the words “impact”, “equity”, and “different groups” in item (C) may be too malleable to be satisfied. CEO Carpenter suggested item (C) might best read “different fare categories”, rather than “different groups”. Mr. Hewitt supported that

Discussion Items

language change.

Ms. Sims expressed that item (A) is specific, and if done well will reveal the impact.

Mr. Allemang suggested that item (E) should include “Legal Owners”. He also suggested that somewhere it should suggest what affect a new fare structure would have on ridership. CEO Carpenter agreed that would be reasonable.

Chairman Mahler suggested there might be further discussion of no fares at the Board meeting. CEO Carpenter reported that the Motor City Freedom Riders have created an online petition for not reinstating fares.

Mr. Allemang asked if the fare structure would be different when reinstated. CEO Carpenter responded that the only piece that changes when reinstated from the previous fares is that a transfer between FlexRide and fixed routes is now offered (which had not been before).

Ms. Sims asked if the DDA has mentioned anything about the GetDowntown program, if businesses will continue to participate in that. Mr. Metzinger reported that he has not heard otherwise yet.

Mr. Allemang asked about ridership. CEO Carpenter reported that the ridership is currently stagnant. Mr. Metzinger shared that the July, August, and September forecasts are showing a gradual increase but not at the usual rate of normal times. Mr. Yang reported that he sees the ridership trending upward.

2.2 Monitoring Reports

2.2.1 Chief Governance Officer Role (Policy 3.5)

Mr. Allemang expressed not understanding what the following sentence is referring to within the policy: “The authority of the CGO consists in making decisions that fall within topics covered by Board policies on Governance Process and Board-CEO Linkage”. He is not suggesting that it be changed at this point, however. Chairman Mahler indicated that he interpreted that as referring to policies in section 3 or 4, that the CGO, as much as the CEO has the authority to interpret policies under sections 1 and 2, Ends and Executive Limitations, the Chair would have the authority to make interpretive decisions under sections 3 and 4 of the policy manual.

Chairman Mahler mentioned that he is not sure what is meant by “The job result of the CGO” under 3.5.1, but that could be fixed with some wordsmithing.

In regard to 3.5.1.1 – “Meeting discussion content will consist solely of issues that clearly belong to the Board to decide or to monitor according to Board policy”, Chairman Mahler is not sure that the Board complies with that fully, or if they should intend to. The strategy and operation updates discussed are depended upon, though they belong to the staff, so this policy may need to be reworded or struck altogether. Mr. Allemang mentioned that Board education might also not fall within that definition. Mr. Hewitt suggested that “monitoring” could mean more than just monitoring reports.

Chairman Mahler will raise this at the Board meeting for discussion.

Discussion Items

2.3 Committee Agendas

Service Committee:

Mr. Hewitt and others discussed alternatives to the police support EL.

In regard to Policy 2.8.5.6, Mr. Hewitt suggested moving it to 2.11.1.5, adding an additional letter under that for relevant trends. Chairman Mahler suggested that if Board members want to be more prescriptive of what types of innovation they want to be made aware of, members could request that.

Finance Committee:

Mr. Allemang did not have anything to add.

Board Meeting:

Mr. Allemang suggested striking the word “scheduling” from the public hearing as it will actually take place before the meeting. Chairman Mahler suggested discussion of monitoring reports may be adjusted on the fly. Budget Approval will be added to the next meeting items for September’s meeting.

2.4 Other Governance Issues (as assigned)

2.4.1 Meeting Assessment (7/23)

Discussion ensued regarding follow-up from the last Board meeting.

2.4.2 Re-Start of In-Person Board Meetings

CEO Carpenter shared that the latest Executive Order indicates that public meetings can continue to be held remotely until the end of the emergency. CEO Carpenter will forward the feedback received from Mel Muskowitz to the Board.

3. STRATEGY & OPERATIONAL UPDATES: CEO

3.1 Covid-19 Recovery Plan Updates

CEO Carpenter suggested that a 3-month, continuing budget would be preferred over a 12-month budget, but legally the Board must pass a 12-month budget. There is a real possibility that the draft budget will have to be adopted by the Board without state funding assumptions. Budget amendments are likely throughout the fiscal year.

3.1.1 Draft Budget Preview

Mr. Metzinger reported that the numbers presented next week will basically be the same as what were presented to the Board last week. Much of the budgeting discussion will be around context. The draft budget will be sent out via e-mail to the Board next week. It will be posted on the website and shared with media at the same time.

Mr. Allemang and Mr. Hewitt expressed understanding that the budget will need adjustments. Chairman Mahler advised that AAATA should consider being conservative in its budget projections so as to not to over promise and under deliver.

Ms. Sims agreed that the context will be the most important aspect of the budget for the public this year.

Mr. Metzinger is working with the FTA to get some benchmarking to understand how AAATA’s spending of the CARES Act funds compares to spending nationally.

Discussion Items

3.1.2 Service Restoration

CEO Carpenter pointed out that the only difference in the Temporary Service Notice document shared at this meeting is that the maps have gotten better, and Route 47 is now included. He noted that the public meetings will begin on August 4th.

Mr. Allemang asked if there is any indication of what the attendance will be at the public meetings. CEO Carpenter reported that there has been publicity, but it is hard to know.

3.1.3 Technology Breach

Mr. Metzinger reported that an AAATA manager's e-mail address was hacked earlier in the week – a social engineering hack. An outside firm Red Level Networks has been hired and there will be an upgrade of internal technology security.

4. CLOSING ITEMS

4.1 Topics for Next Meeting

Budget
Board of Governance Process (Policy 3.0)
Board Management Delegation (Policy 4.0)

4.2 Adjournment

Chairman Mahler adjourned the meeting at 10:30am.

Respectfully submitted by: Keith Everett Book

Service Committee Meeting Summary

Meeting Date/Time: August 5, 2020, 3:00-5:00pm

Location: REMOTE – Via GoToMeeting

Meeting Chair: Roger Hewitt

Committee Meeting Attendees: Sue Gott, Kathleen Mozak-Betts, Jesse Miller

AAATA Staff Attendees: Bryan Smith, John Metzinger, Forest Yang, Rosa-Maria Njuki

Guests: Rose Mercier

Chairman Roger Hewitt called the meeting to order at 3:04 pm.

Discussion Items
1. OPENING ITEMS
<p>1.1 Agenda (Additions, Approval) Mr. Metzinger asked to add an update on paratransit services from Mr. Smith at agenda item 3.1.3. The agenda was unanimously approved with that amendment.</p>
<p>1.2 Communications None.</p>
2. POLICY MONITORING & DEVELOPMENT
<p>2.1 Fare Policy Development Part III Ms. Rose Mercier walked the Committee through the latest draft of the Fare Policy.</p> <p>Chairman Hewitt offered that the Governance Committee was not sure if the statement ‘fare discount to be offered to low income riders’ was sufficient direction to the CEO.</p> <p>Mr. Miller expressed concern that the main current qualifier for rider discounts is Medicare and Medicaid recipients, which may not sufficiently include all low-income riders. He also suggested adding “that sufficiently lowers the burden or diminishes hardship” to the end of the sentence in question (fare discount to be offered to low-income riders).</p> <p>Mr. Hewitt and Ms. Mercier clarified that the Board could come back to the CEO and express if the discount is or is not sufficient.</p> <p>Mr. Miller expressed concern that the direction may not be enough for the staff. He added that he would want to know how the discounts are discerned, how people qualify, and the intended impact of the discounts.</p> <p>Mr. Hewitt expressed that the Ends are pretty specific about what the Board is requiring for assistance to low-income riders.</p> <p>Ms. Gott suggested that census data could be a useful tool, for example, in deciding populations needing discounts. Ms. Mercier suggested saying that the Board would need the rationale for fare discounts.</p> <p>Mr. Miller suggested adding that staff must provide how people qualify for discounts.</p>

Ms. Mozak-Betts noted that how the personal information is collected must not be intrusive according to policy.

Ms. Gott discussed different population categories that could be considered.

Mr. Hewitt agreed that “low-income residents” is too narrow a term.

Ms. Mercier suggested that in order for the Board to make a decision the following could be added to the information to be provided: the nature, type, and rationale of fare discounts is needed; information on how those discounts are being made is needed.

2.2 Policy Development: Police Support Part II

Mr. Hewitt described the policy as trying to give the CEO clear direction in a crisis situation, and not having to overly differentiate how to act.

It was agreed that the below draft could go under policy 2.8.5:
(...the CEO shall not)

Policy 2.8.5.6: Authorize the use of vehicles and their operators to transport persons detained by the police for participating in public demonstrations.

Ms. Mozak-Betts, Ms. Gott, Mr. Hewitt, and Mr. Miller agreed with taking this draft to the Board. Mr. Hewitt will share this with Mr. Hunter. The policy draft statement will be a part of the next Board meeting packet.

2.3 Policy 2.8.5.6 Discussion (Innovation)

2.11.1.5.9 – Mr. Hewitt and Ms. Mercier discussed being comfortable with the way it is written right now. Mr. Miller would like it to be more specific than just technology. Mr. Miller agreed that adding emerging technologies and innovations would meet his concerns.

This recommendation will be brought to the Board with “and innovations” added.

Ms. Mercier offered the following rewrite via e-mail to Mr. Hewitt for consideration:
2.11.1.5.9 Annually, a presentation to the Board about relevant emerging trends and technologies with applicability to the transit authority and its services, and innovations trialed or introduced to Authority operations over the past year.

3. STRATEGY & OPERATIONAL UPDATES: CEO

3.1 Covid-19 Recovery Plan Updates

3.1.1 Draft Budget

Mr. Metzinger shared a presentation outlining the context of the draft budget that will be taken to the full Board meeting this month.

Following the presentation, Ms. Mozak-Betts asked about local revenues from taxes, if they are being received per usual. Mr. Metzinger reported that AAATA has begun to receive property taxes and will know more about whether or not any are delayed due to the pandemic later this month.

Ms. Gott asked if reducing service is the big hit to the public. Mr. Metzinger confirmed that. Ms. Gott asked if more buses or operators will be needed in the future and if not having them available could be a limiting factor in providing service. Mr. Metzinger noted that the number of vehicles AAATA has is a limiting factor. The future of state funding sources being uncertain is another limiting factor. He noted that CARES Act funding has been spent in widely different ways across transit agencies.

Mr. Smith expressed that the beginning limitation is the money as Mr. Metzinger outlined. AAATA does have buses that currently are not being used and drivers

who have been laid off that could possibly be used, but the limitation comes primarily from the finances. The overarching issue is even if AAATA came back with full service this fall, for example, with a bus at 20 passengers being a full bus, AAATA would not be able to staff that. Even if AAATA had decided to use every bus and every driver and spend every dollar, AAATA still would not be able to field the level of service that was provided pre-pandemic. There was standing room only buses with regularity then. This is also assuming the ridership AAATA had previously returns, which is very unpredictable. The approval for drivers' barriers that the Board approved two Board meetings ago does allow for 91 of those to be installed. AAATA would not be able field anything more than the 91 buses at this point.

Ms. Gott asked if there are more buses and drivers that could be used for areas that have lost service, for those in the greatest need categories. Could capital be repurposed from construction and land acquisition to operations?

Mr. Metzinger cautioned against capital funding sources being used to sustain operations, but also offered that this is an alternate decision to consider.

Mr. Hewitt expressed seeking clarity from the state and federal budget.

3.1.2 Service Restoration

Mr. Smith expressed that this is not the service he wanted to be talking about presenting for August. He announced that Route 47 has been reinstated, running 7 days a week every 30 minutes. The first public meeting was held yesterday (August 4th) and a recorded version of the presentation given at the public meetings is coming.

Ms. Mozak-Betts expressed that Board members sitting in on one or multiple of the public meetings is important.

Mr. Hewitt asked about the number of participants in the public meetings. Mr. Smith noted that 8 public members attended and 3 asked questions.

Mr. Miller asked about Route 33. Mr. Smith addressed that this is being addressed with FlexRide and transfers to the Miller Rd. Park & Ride and connect to Route 32.

Mr. Miller asked if the stop at Skyline High will be reconsidered if students are remote. Mr. Smith reported that AAATA has heard about classes being remote, but has not heard about the extra-curricular events yet.

Mr. Miller also asked what the types of questions were being asked thus far in the public meetings. Mr. Smith reported that the questions were about masks and how to get from Glacier Hills. The other question was about Route 3 and the person was happy to learn that they could catch it at Huron River Dr.

Mr. Miller expressed his concern about Rt. 68 and described the difficulty to get to major grocery stores without it.

3.1.3 Paratransit

Mr. Smith reported that ADA and ARide was taken over by AAATA as of last Saturday (August 1). It has been a steep learning curve. He shared that operations is learning that RideCorp may have been offering same day service without advertising it, which is a service AAATA is not offering. Overall, there are improvements to be made that have been made up for with staffing.

Ms. Mozak-Betts asked what to expect for senior riders. Mr. Smith reported that GoldRide individuals are being walked through the ARide process. He noted that GoldRide is a service that goes beyond services offered by other transit agencies. The public will be engaged when the time come as to what services should be added back.

3.2 LAC

Ms. Mozak-Betts reported about the discussions had about the charge of the LAC pre-pandemic.

Ms. Gott expressed that LAC is a valuable resource, especially for troubleshooting.

Mr. Miller asked if AAATA would want the LAC to be a focus group or rather an extension of the Board, reviewing policy.

Mr. Hewitt expressed that the LAC could be helpful with policy and that their operational input should be going directly to the CEO.

Ms. Mozak-Betts asked that the Committee and Board to consider the following:

- Is the LAC, in its current state, meeting your expectations? If so, what aspects do you find beneficial?
- Do you have expectations that are not being met, and if so, what are they?
- There is no current policy specifically addressing the LAC. Should there be one? Possibly under External Relationships 2.10? The current charge and by-laws do not reflect the Policy Governance model that the Board has adopted.

Mr. Hewitt suggested that these questions should be posed to the entire Board via the Board packet.

3.3 Q3 Service Report

Mr. Smith took questions on the report.

Mr. Hewitt expressed surprise that the revenue hour did not get completely out of control with paying drivers time and half.

Ms. Mozak-Betts asked about the cost of paratransit boarding more than doubling. Mr. Smith reported that an edict from the public health department only allowed transportation of one household at a time, so trips were not able to be shared. Also, premium was paid during that quarter for the provider. He noted that there was not much paratransit service pulled off the road other than the same day service. Everything else was still running. It was the same service level divided across a much small number of people riding.

4. CLOSING ITEMS

4.1 Topics for Next Meeting Budget

4.2 Adjournment

Ms. Mozak-Betts motioned to adjourn, seconded by Mr. Miller. Chairman Hewitt adjourned the meeting at 5:15pm.

Respectfully submitted by: Keith Everett Book

Finance Committee Meeting Summary

Meeting Date/Time: August 11, 2020, 3:00-5:00pm

Location: REMOTE – Via GoToMeeting

Meeting Chair: Mike Allemang

Committee Meeting Attendees: Raymond Hess, Kyra Sims

AAATA Staff Attendees: Bryan Smith, John Metzinger, Rosa-Maria Njuki, LaTasha Thompson

Guests: Rose Mercier

Chairman Mike Allemang called the meeting to order at 3:03pm.

Discussion Items
1. OPENING ITEMS
1.1 Agenda (Additions, Approval) Approved.
1.2 Communications None.
2. POLICY MONITORING & DEVELOPMENT
<p>2.1 Fare Policy Development Part III Ms. Mercier walked the Committee through the latest draft of the Fare Policy.</p> <p>Mr. Hess expressed that the draft has what he would expect and reflects the conversations that have been had.</p> <p>Ms. Sims asked for an explanation of “and other vulnerable populations along with a rationale that includes an explanation of how people qualify”. Ms. Mercier noted the Service Committee suggested that the concern was that low-income was not a sufficient term. Ms. Sims suggested that if (A) of the policy is done properly, (B) should not be needed. Ms. Mercier expressed that (B) is sort of a safeguard as not to be overlooked, but if (A) is done properly, so will (B). Chairman Allemang agreed but had difficulty with (C). Ms. Mercier pointed out that this was included initially to address the equity between those using and those paying for transit. Chairman Allemang’s difficulty was with the word “equity” as he expressed it means something different to many.</p> <p>Mr. Hess suggested that the new language of (B) captures enough of (C), and he would be okay with eliminating (C). He asked how this policy will be used to improve or adjust fares. Mr. Metzinger expressed that staff would make improvements to achieve compliance with the policy.</p> <p>Mr. Smith noted the preference to not get involved directly with qualifying individuals for fare deal cards, but rather to continue using a third party.</p> <p>Ms. Mercier will look at the language of (B) and (C) and come back with an amended version to be presented at the Board meeting.</p>
3. STRATEGY & OPERATIONAL UPDATES: CEO

Discussion Items

3.1 Covid-19 Recovery Plan Updates

3.1.1 Draft Budget

Mr. Metzinger presented on the first draft budget.

Mr. Hess asked why there is not a bigger fuel savings with cut service. Mr. Metzinger noted that additional cleaning supplies are budgeted in the same bucket at a higher number, counter-balancing the fuel savings.

Chairman Allemang asked if the budget is with services assumptions at the level of service starting August 30th. Mr. Metzinger confirmed that. Mr. Metzinger noted that the budget book shows gradually growing ridership, but low ridership overall is anticipated. He will add a slide to address the impact on ridership.

Mr. Hess asked why AirRide and D2A2 service are prominent and increasing in the budget. Mr. Metzinger noted that they have their own separate funding mechanisms. They may or may not be likely to be restored. Mr. Hess pointed out that AirRide may not be a profitable service going forward.

Mr. Hess asked where Masabi lands in the budget. Mr. Metzinger noted that Masabi is not a capital project, but rather operational (since it is using only visual validation).

Chairman Allemang asked how much of the \$10.6M in the capital budget is funded. Mr. Metzinger noted that they are mostly funded. Mr. Metzinger indicated that for 2020 there is a lag in projects that crosses the fiscal year.

Chairman Allemang asked if the current year budget should be revised if performance information against it is needed. Mr. Metzinger noted that AAATA is working off budget this year. In terms of a budget amendment, if budgeted expenditures are going above the budget, then a budget amendment would be required. He does not believe that there will be the need for a budget amendment for 2020.

Chairman Allemang pointed out that public hearings for the budget are traditionally not well attended, unfortunately. But that may not be the case this year.

Mr. Hess expressed some concern with the level of service cuts. He would like to try to offer some explanation to the Board and public as to how the services will be restored, when possible – a restoration plan. Mr. Metzinger expressed that AAATA should be able to restore close to full service by 2022. He noted that the same level of service may be restored by then, but the structure of the service may look different. Mr. Hess expressed wanting to ensure AAATA does not lose the rider's trust.

3.1.2 Service Restoration Timeline & Process

Mr. Smith updated the Committee on the 3 public meetings that have been held thus far. Many questions are about individual routes as they relate to the individual rider. He reported that fares have been reinstated and ARide has been started in house successfully.

Mr. Smith announced that there will be no football at UofM this fall. Tomorrow EMU may inform AAATA if they will be paying for Route 41 to be run.

Discussion Items

Mr. Yang noted that the last three public meetings have been fairly positive with riders showing a level of understanding.

Ms. Sims asked if there has been any further request for fares not to be reinstated. Mr. Smith reported he is not aware of any specific instances, but there is a change.org petition done by the Detroit Freedom Riders with more than 200 signatures (petition website shows 267 signatures as of 8/13/2020).

Chairman Allemang asked about the timing of mobile ticketing. Mr. Metzinger noted that it should be available to the public in mid-September.

Mr. Hess asked about the process for the routes that will be suspended, how will they be indicated at the stops. Mr. Smith reported that notices have been stuck to the flags. They are bright neon colors. None of the signs have been completely removed as these are temporary service changes. The suspended services will be pulled out of the real time so they do not show up as an option.

Mr. Hess asked for an inverse version of the service map to compare routes that have been suspended to those that will be offered on August 30th. Mr. Smith responded that he would provide that.

3.2 Q3 Finance Report

Ms. Thompson hit the highlights of the third quarter finance report. AAATA operated below budget for Q3, with a steady reserve balance.

Mr. Hess asked where the CARES Act shows up in the budget sheets. Ms. Thompson noted that the funding from CARES Act will be drawn down and appear in Q4. There will be a specific line for it. Mr. Metzinger added that \$2M-\$3M CARES Act funds are estimated to be used in this fiscal year.

Ms. Sims asked if the 4.8% variance in the salaries and wages were mostly due to the layoffs or if that encompassed anything else. Ms. Thompson stated only the admin staff layoffs may have had a small impact, but it is mostly due to budgeting too high.

Mr. Hess asked if there should be a temporary exception to the 2.5 month reserve target. Mr. Metzinger noted that more will be known after September. Service could be ramped up more quickly if the state funding is better than expected. Chairman Allemang suggested that this topic should continue to be discussed. Ms. Sims agreed that it is worth continuing the conversation.

If the state budget is better, Mr. Metzinger reported that revenue can be added to the budget fairly simply, though the details of the service plan would be more difficult to manage quickly.

4. CLOSING ITEMS

4.1 Topics for Next Meeting

Budget
Discussion of the Reserve
Financial Planning / Budgeting (Policy 2.4)

4.2 Adjournment

Mr. Allemang adjourned the meeting at 4:55pm.

Respectfully submitted by: Keith Everett Book

DRAFT

ISSUE BRIEF: Innovation Policy Discussion

Meeting: Board of Directors

Meeting Date: August 20, 2020

INFORMATION TYPE:
Decision Preparation
RECOMMENDED ACTION(S):
Consider updating policy language regarding innovation.
ALTERNATIVE OPTION(S):
Continue with existing policy.
PRIOR RELEVANT BOARD ACTIONS & POLICIES
Discussed at previous meetings. Delegated to Service Committee.
ISSUE SUMMARY:
<p>In a recent Monitoring Report for Asset Protection, the CEO noted difficulties with interpreting or providing evidence for policy 2.8.5.6 which reads:</p> <p><i>“(The CEO shall not) Ignore exploration for innovation opportunities that open capacity for the organization.”</i></p> <p>The CEO wrote that the policy seemed prescriptive, vague, and could be used to criticize any Means decision. Generally, the Board understood the CEO’s concerns but was hesitant to lose the reference to innovation.</p> <p>The matter was delegated to the Service Committee, who is suggesting that the policy language above <u>be deleted and replaced</u> with a new information requirement in section 2.11: Communication and Support to the Board. This new language is below:</p> <p><i>“2.11.1.5.9 - Annually, a presentation to the Board about relevant emerging trends and technologies with applicability to the transit authority and its services, and innovations trialed or introduced to Authority operations over the past year.”</i></p>
IMPACTS OF RECOMMENDED ACTION(S):
<ul style="list-style-type: none"> • Budgetary/Fiscal: Staff time for compiling new report. • Social: NA • Environmental: NA • Governance: NA
ATTACHMENTS:
None.

ISSUE BRIEF: Policy Regarding Transport of Detainees

Meeting: Board of Directors

Meeting Date: August 20, 2020

INFORMATION TYPE:
Decision Preparation
RECOMMENDED ACTION(S):
Discuss and consider approval of a new policy.
ALTERNATIVE OPTION(S):
Do not approve any new policy language.
PRIOR RELEVANT BOARD ACTIONS & POLICIES
None.
ISSUE SUMMARY:
<p>A board member has suggested that a new Executive Limitations policy is warranted, preventing the AAATA's assets from being used by police to transport persons detained during a mass protest. The issue was delegated to the Service Committee which can offer the following draft language for the full Board's consideration:</p> <p><i>"2.8.5.6: (The CEO shall not) Authorize the use of vehicles and their operators to transport persons detained by the police for participating in public demonstrations."</i></p>
IMPACTS OF RECOMMENDED ACTION(S):
<ul style="list-style-type: none"> • Budgetary/Fiscal: NA • Social: Would prevent the AAATA's participation in potentially unpopular law enforcement actions, and avoid potential stress to vehicles and staff. May affect relations with local law enforcement staff. • Environmental: NA • Governance: Subject is suitable as an Executive Limitations policy.
ATTACHMENTS:
None.

ISSUE BRIEF: Fare Policy Development

Meeting: Board of Directors

Meeting Date: August 20, 2020

INFORMATION TYPE:
Decision Preparation
RECOMMENDED ACTION(S):
Discuss the draft policy and consider adoption (by motion) of a final policy.
ALTERNATIVE OPTION(S):
<ul style="list-style-type: none"> A. Seek feedback from Owners on the draft policy. B. Continue discussion of draft policy in September or beyond. C. Cease discussion of fare policy.
PRIOR RELEVANT BOARD ACTIONS & POLICIES
Existing policy manual simply states that only the Board can adjust fares, and that the public be allowed to comment on proposed fare changes beforehand.
ISSUE SUMMARY:
<p>A 2018 study found TheRide’s current fare structure to be outdated, confusing, and not guided by any Board direction. The starting point for modernizing the fare structure should be clarifying the Board’s expectations. This will allow detailed proposals to be developed in the future.</p> <p>Presently, the Board’s policies are unclear on a process for changing fares or what expectations the Board has for fares. The Service Committee has developed a draft policy for discussion that addresses these issues, and would guide future discussions about fares. It is time for the full Board to publicly consider the draft fare policy.</p> <p>Next Steps: Should the Board decide to adopt a policy regarding fares, then the CEO would use those policies to develop detailed proposals for fare categories, pricing, discounts, etc, for Board and public consideration. At that time the Board could adjust its policy and/or accept/reject/modify the CEO’s proposal. The Board will make the final decision on any proposed change to fares.</p> <p>Timing: The CEO does not anticipate any changes to fares in the proposed Fiscal Year (FY) 2021 Budget (Approval anticipated in September 2020). Most likely these policies would guide technical work and reports to the Board in early/mid 2021. Any proposal to adjust fares would be included in the FY 2022 Budget (September 2021). Implementation of any changes would likely occur in summer 2022 when ridership is naturally lower.</p>
IMPACTS OF RECOMMENDED ACTION(S):

- Budgetary/Fiscal: TBD. Draft policies recognize that adjustment of fares could increase or decrease revenue.
- Social: TBD. Draft policies recognize that adjustment of fares can impact transit users, taxpayers, and social equity.
- Environmental: TBD. Draft policies recognize that adjustment of fares could encourage or discourage ridership.
- Governance: Since the Board has reserved the exclusive right to change fares, some clarification of process and expectations is warranted otherwise modernization cannot proceed smoothly.

ATTACHMENTS:

1. Attachment 1 – Initial Draft of Fare Policy

Attachment 1 – Initial Draft of Fare Policy

(Notes: This draft policy defines a process whereby the CEO can submit a proposal to adjust fares for the Board’s consideration. It is the Board, not the CEO, who would approve any changes. The policy also defines the information that the Board wants included in the proposal. These draft policies would be located under section 2.5: Financial Conditions and Activities. Existing policy 2.5.8 was used to start this policy.)

2.5.11 [The CEO shall not] Adjust passenger fares.

2.5.11.1 [The CEO shall not] Request authorization to adjust passenger fares without (a) incorporating the request into a budget or budget amendment for board consideration, (b) providing data that demonstrates the fare adjustment is fiscally responsible and aligned with achievement of the board’s Ends, and (c) providing data that supports an informed decision by the board – including but not limited to clearly articulated information about the following:

- A. A clear listing of all proposed fare categories/types and prices, along with supporting information.
- B. The fare discounts to be provided for low-income residents and other vulnerable populations and rationale for how residents qualify for fare discounts.
- C. The impact of the proposed adjustment on equity among different fare categories.
- D. The implication of the proposed fare adjustment on ridership.
- E. The implications of the proposed adjustment on the authority’s budget and the financial trade-offs required (e.g. tax rate increase/decrease, increased/decreased services, impact on reserve or deficit, etc.).
- F. Opportunities that users, residents, Legal Owners, and stakeholders had to provide feedback on the proposed adjustment, the nature of their feedback, and how their feedback has been addressed.

2.5.11.2 Let the travelling public, residents and businesses be without reasonable advance notice of approved changes to fares.

Housekeeping Changes to Other Policies

To avoid overlap, the Board may also wish to adjust existing policies that also refer to fares as follows:

2.5.8 - *“Adjust transit passenger fares or tax rates assessed by the Authority.”*

2.10.4 - *“Fail to reasonably engage riders, residents, and stakeholders when considering material changes to services, programs, fares, or transit facilities.”*

3.2.9 – *No change.*

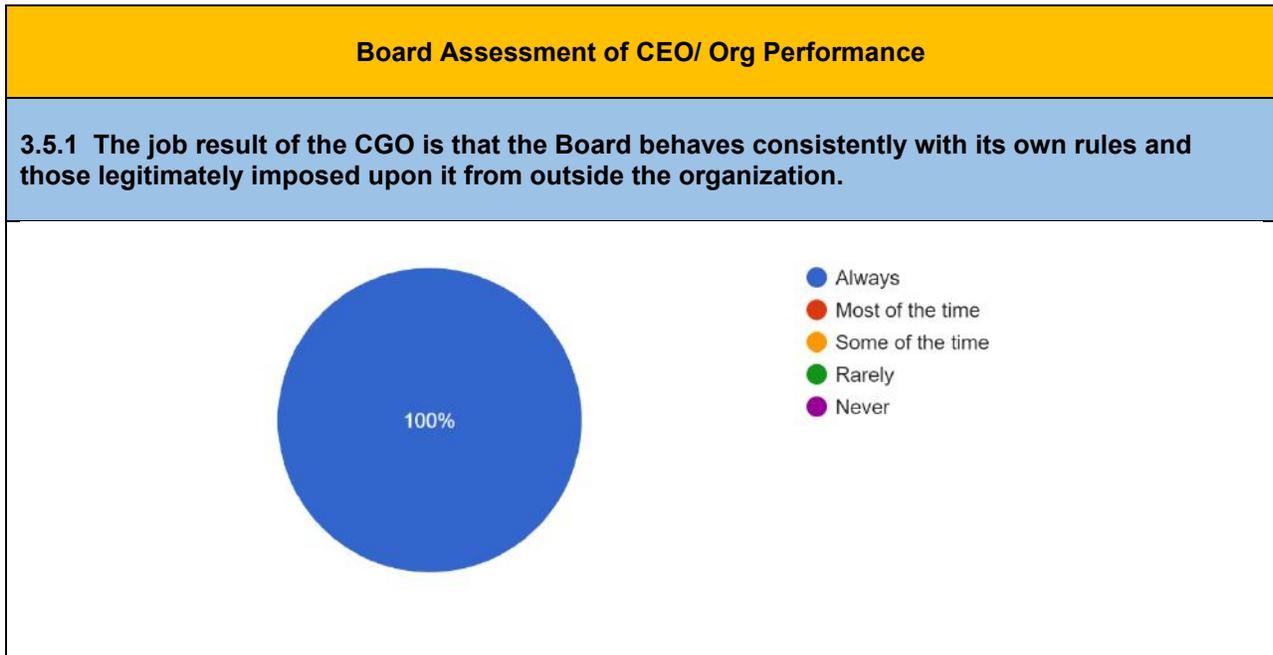
1.1.1 – *No change.*

**SURVEY RESULTS:
Policy 3.5 Chief Governance Officer Role**

Governance Committee Review Date: July 30, 2020

Board Meeting Review Date: August 20, 2020

Survey Participants: 2 Board Members



Board Assessment of CEO/ Org Performance

3.5.1.1 Meeting discussion content will consist solely of issues that clearly belong to the Board to decide or to monitor according to Board policy.



3.5.1.2 Deliberation will be fair, open, and thorough, but also timely, orderly, and kept to the point.



Board Assessment of CEO/ Org Performance

3.5.2 The authority of the CGO consists in making decisions that fall within topics covered by Board policies on Governance Process and Board-CEO Linkage, with the exception of (a) employment or termination of a CEO and (b) where the Board specifically delegates portions of this authority to others. The CGO is authorized to use any reasonable interpretation of the provision in these policies.



3.5.2.1 The CGO is empowered to chair Board meetings with all the commonly accepted power of that position (e.g., ruling, recognizing).



Board Assessment of CEO/ Org Performance

3.5.2.2 The CGO has no authority to make decisions about policies created by the Board within Ends and Executive Limitations policy areas. Therefore, the CGO has no authority to supervise or direct the CEO.



3.5.2.3 The CGO may represent the Board to outside parties in announcing Board-stated positions and in stating CGO decisions and interpretations within the area delegated to that role.



Board Assessment of CEO/ Org Performance

3.5.2.4 The CGO may delegate this authority but remains accountable for its use.



ISSUE BRIEF: Role of the Local Advisory Council

Meeting: Board of Directors

Meeting Date: August 20, 2020

INFORMATION TYPE:
Other
RECOMMENDED ACTION(S):
Discuss the role of the LAC.
ISSUE SUMMARY:
<p>At the Service Committee Board Member Mozak-Betts led a discussion about the role of the LAC. The Committee agreed to bring the discussion to the full Board. Key questions include:</p> <ul style="list-style-type: none"> • Is the LAC, in its current state, meeting your expectations? If so, what aspects do you find beneficial? • Do you have expectations that are not being met, and if so, what are they? • There is no current policy specifically addressing the LAC. Should there be one? Possibly under External Relationships 2.10? The current charge and by-laws do not reflect the Policy Governance model that the Board has adopted.
BACKGROUND:
<p>Below are the notes from the minutes regarding the conversation at the Service Committee on the LAC:</p> <p><i>“Ms. Mozak-Betts reported about the discussions had about the charge of the LAC pre-pandemic.</i></p> <p><i>Ms. Gott expressed that LAC is a valuable resource, especially for troubleshooting.</i></p> <p><i>Mr. Miller asked if AAATA would want the LAC to be a focus group or rather an extension of the Board, reviewing policy.</i></p> <p><i>Mr. Hewitt expressed that the LAC could be helpful with policy and that their operational input should be going directly to the CEO.</i></p>
IMPACTS OF RECOMMENDED ACTION(S):
<ul style="list-style-type: none"> • Budgetary/Fiscal: NA • Social: NA • Environmental: NA • Governance: The role of the LAC may or may not be a governance matter.
ATTACHMENTS:
None.

Temporary Service Notice

TheRide is taking a cautious and measured approach to phase services back in that prioritizes the safety of our riders and drivers and allows for social distancing. Beginning August 30th, we will introduce a reorganized network of routes to essential destinations and to increase frequency on busy corridors. Routes operate 6:00am–9:15pm Monday–Friday and 7:00am–8:15pm Saturday–Sunday unless noted below.

Route #	Frequency (minutes)	Days in Service	Route Descriptions	Alternative For:
3	30	7 days	Revised route in downtown Ann Arbor and Ypsilanti adding weekend service	24 66
4	15 30	M–F Weekends	Revised 4A routing near U of M Hospitals	24 66 64
5	30	7 days	Revised 5A routing including service on Carpenter Rd. to Meijer Adding service every 30 mins to Ypsilanti on weekends	24 66
6	15 30	M–F Peak M–F Off Peak, Weekends	6A routing, relocate the Briarwood bus stop to Briarwood Circle and Plaza Dr. Adding service every 30 mins to Ypsilanti on weekends	24
22	30	7 days	Revised route between Blake Transit Center (BTC) and Food Gatherers Adding service every 30 mins on weekends	21 63
23	15 30	M–F Weekends	Use 23A routing to Plymouth Road P&R lot, will serve Traver and Tuebingen	22 60 Near U-M Campuses
25	30	7 days	Revised route between BTC and Meijer on Ann Arbor-Saline Rd. to serve Main St. between Ann Arbor-Saline Rd. and Oakbrook Adding service every 30 mins on weekends	24 27
28	30	7 days	28B routing and serve Liberty east of West Stadium Adding service every 30 mins on weekends.	27 29
30	30	7 days	Route Name Change Revised route ending at Wagner road, and will serve Huron, Dexter, Wagner and Jackson roads Adding service every 30 mins on weekends	31 Outbound
32	30	7 days	Route name change Revised routing to serve U-M Central Campus on weekdays and the BTC on weekends Skyline HS will be served on select weekday trips Adding service every 30 mins on weekends	60
41	20	M–F 7:40am–9:10pm	This route will operate without changes	
42	30	7 Days	Route name change and revised routing serving Michigan Ave., Ford Rd., MacArthur Blvd., Clark Rd. and Holmes Rd. Adding service every 30 mins on weekends	43 Inbound 68 North of I-94
44	30	7 Days	Adding service every 30 minutes on weekends	68 North of I-94
45	60	M–F 6am–6:30pm S–S 7am–6:30pm	Revised route between the Ypsilanti Transit Center (YTC) and, Harry / Grove Streets	68 South of I-94
46	60	M–F 6:30am–7pm S–S 7:30am–7pm	Route name change Revised route between YTC and the Ypsilanti District Library on Whittaker Rd. Arbor Preparatory HS will be served on select weekday trips Areas South of the library will be served by FlexRide	68 South of I-94
47	30	7 Days	Adding service every 30 minutes on weekends	
62	30	M–F Peak Only	Morning and afternoon routing only No service to Briarwood	
65	30	7 Days	Route name change Revised route from BTC to Green Rd. P&R, will serve Fuller Rd. Adding service every 30 mins on weekends	66

Temporarily Suspended Routes

21

33

68

24

43

91

26

60

92

27

63

81

29

64

31

66

GoldRide

Starting August 1, shared-ride trips will be suspended until further notice. GoldRide card holders may still use fixed-routes with I.D.

FlexRide

FlexRide is a service of TheRide that provides on-demand transportation and will be available in place of the following routes:

26

29

Scio Ridge Rd neighborhoods

27

Pittsfield Twp. Area South of I-94

30

Scio Twp. area West of Wagner Rd.

33

North of M-14

45

East of Harry

46

Ypsilanti Twp area South of the Whitaker Library



Late Night & Holiday Transportation

FlexRide will expand to cover late night and holiday service, replacing NightRide and HolidayRide. Trips can begin and end within the service area, outlined below.

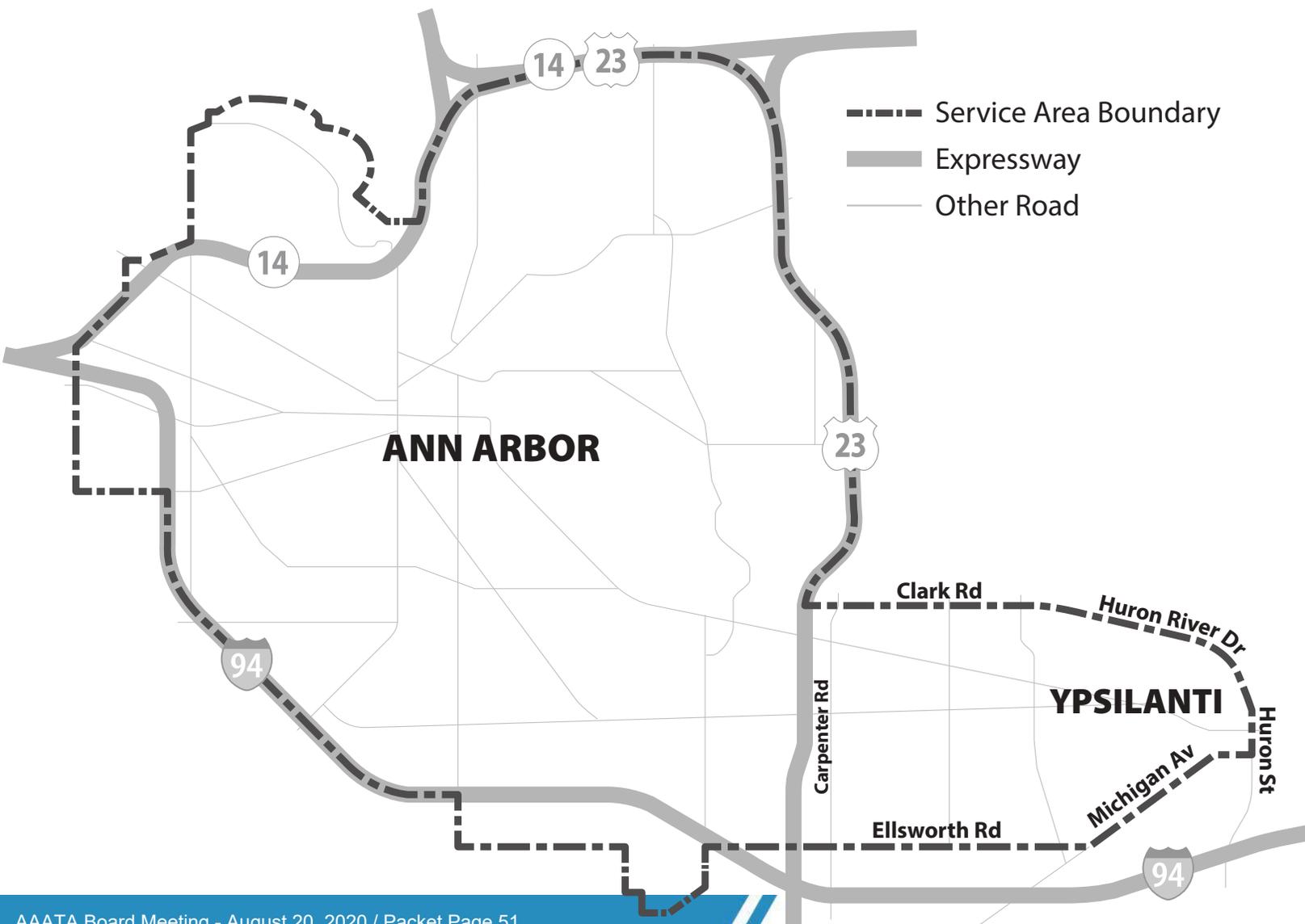
Hours of Operation	M-F 9:15pm-5:30am S-S 8:15pm-6:30am
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Fares	\$5.00/trip
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Reduced Fare (go!pass cardholders)	\$3.00/trip
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Reduced Fare (GoldRide, A-Ride cardholders)	\$2.50/trip
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Book a trip by calling 734-528-5432 or use MODEApp
For details about reservations, go to TheRide.org.



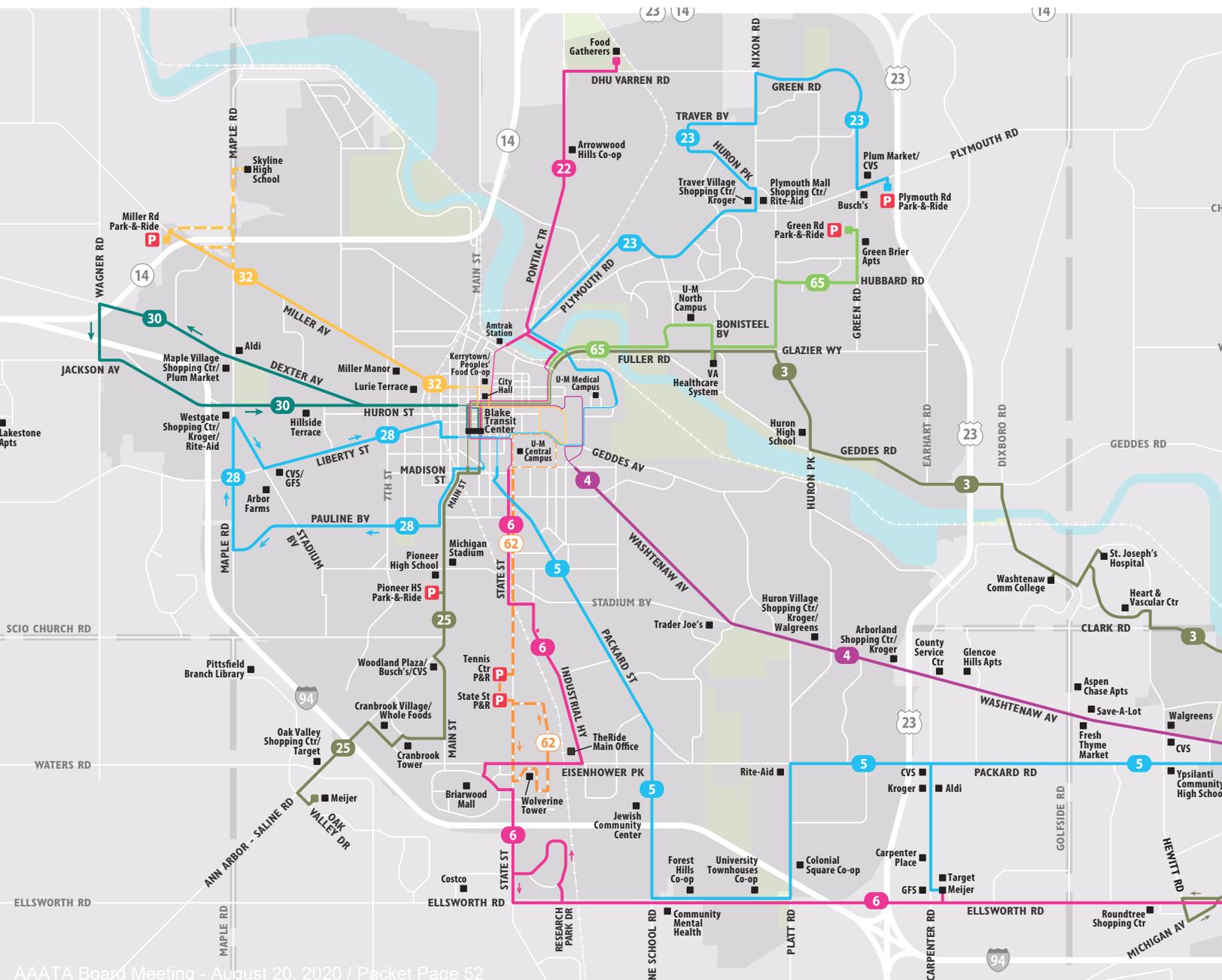
- Service Area Boundary
- Expressway
- Other Road

Ann Arbor System Map

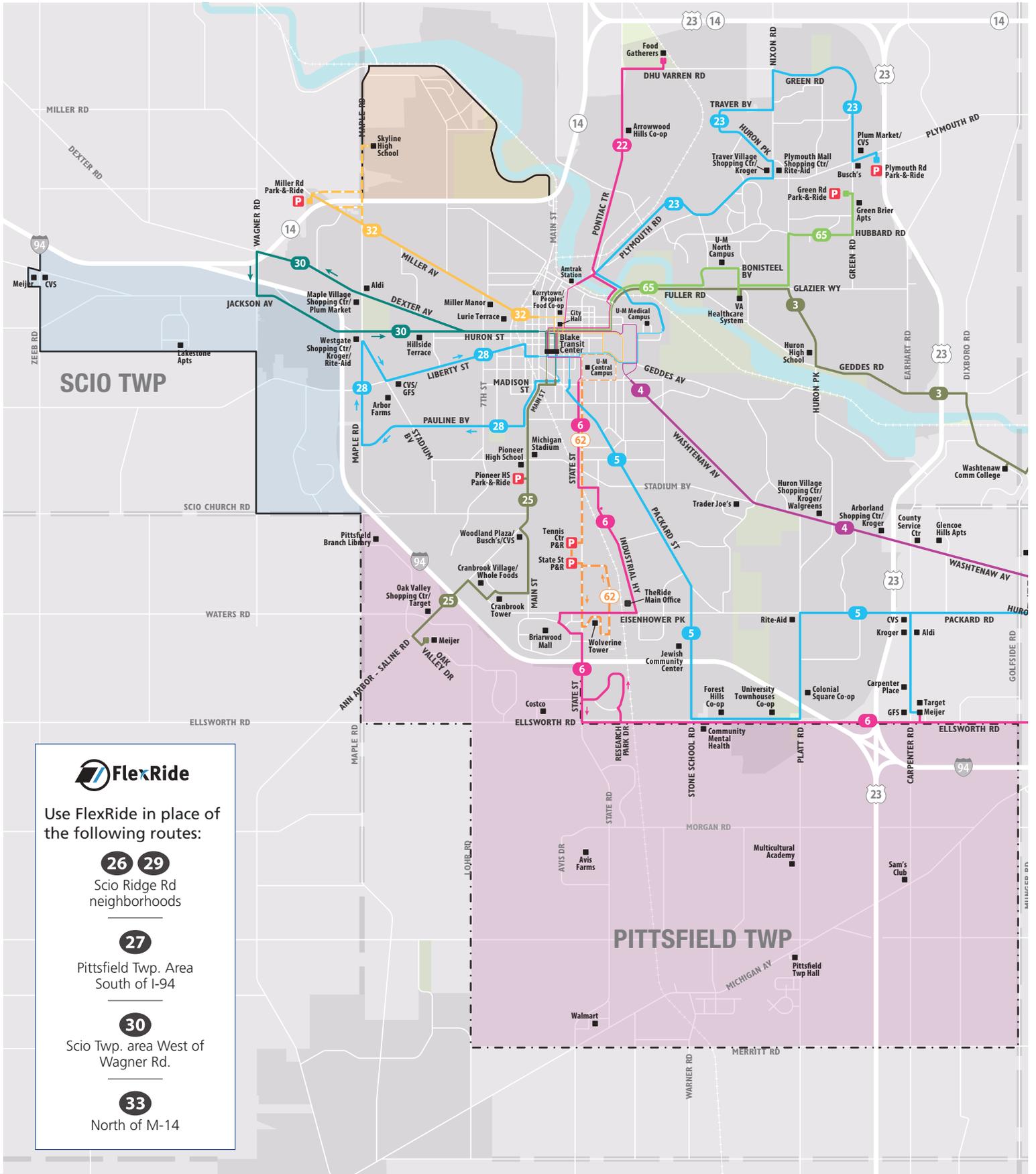
Map Key

- 3 Route 3
- 4 Route 4
- 5 Route 5
- 6 Route 6
- 22 Route 22
- 23 Route 23
- 25 Route 25
- 28 Route 28
- 30 Route 30
- 32 Route 32
- 62 Route 62
- 65 Route 65

--- Weekday Peak Hours Only



FlexRide Coverage (West)





Use FlexRide in place of the following routes:

- 26 29**
Scio Ridge Rd neighborhoods

- 27**
Pittsfield Twp. Area South of I-94

- 30**
Scio Twp. area West of Wagner Rd.

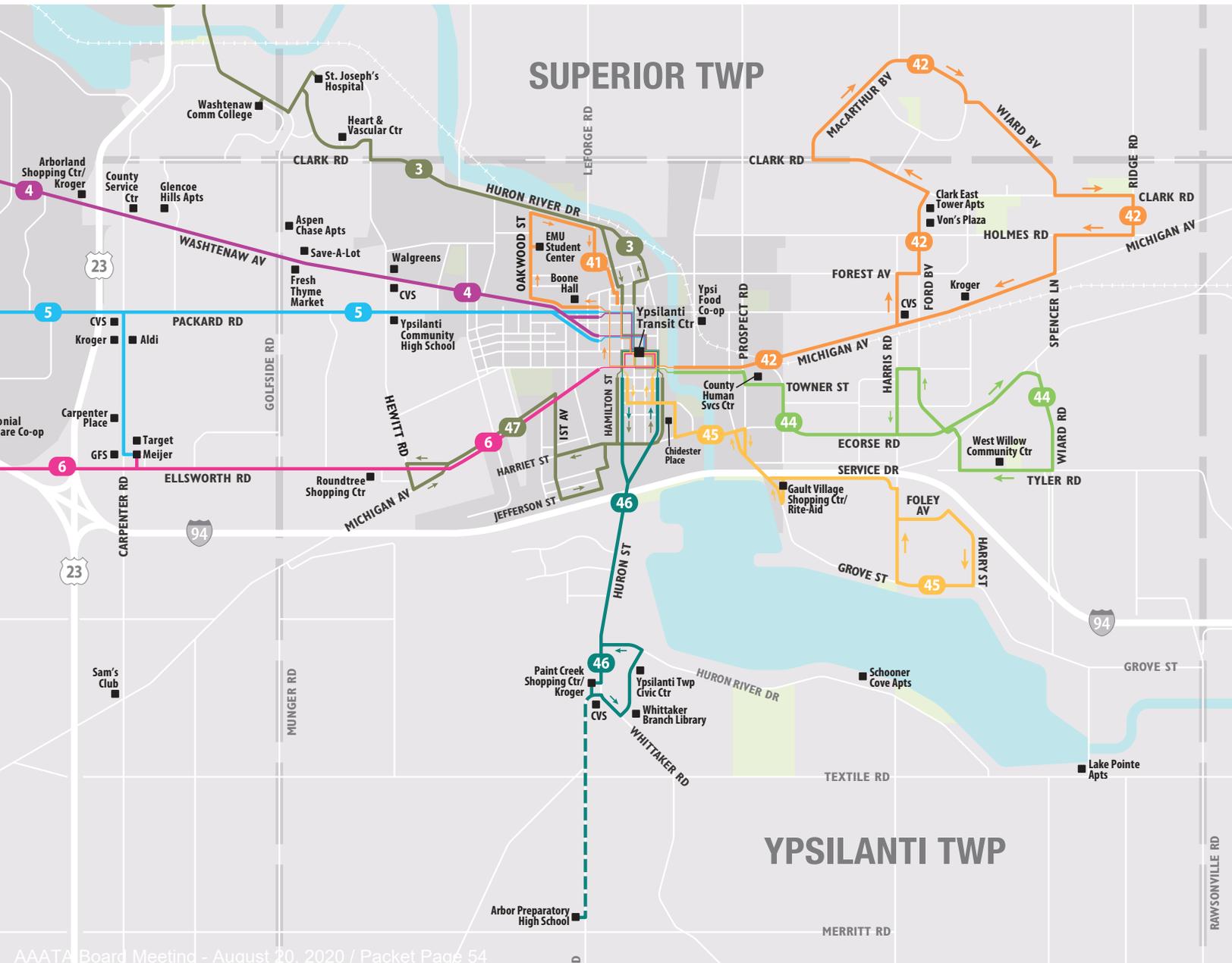
- 33**
North of M-14

Ypsilanti System Map

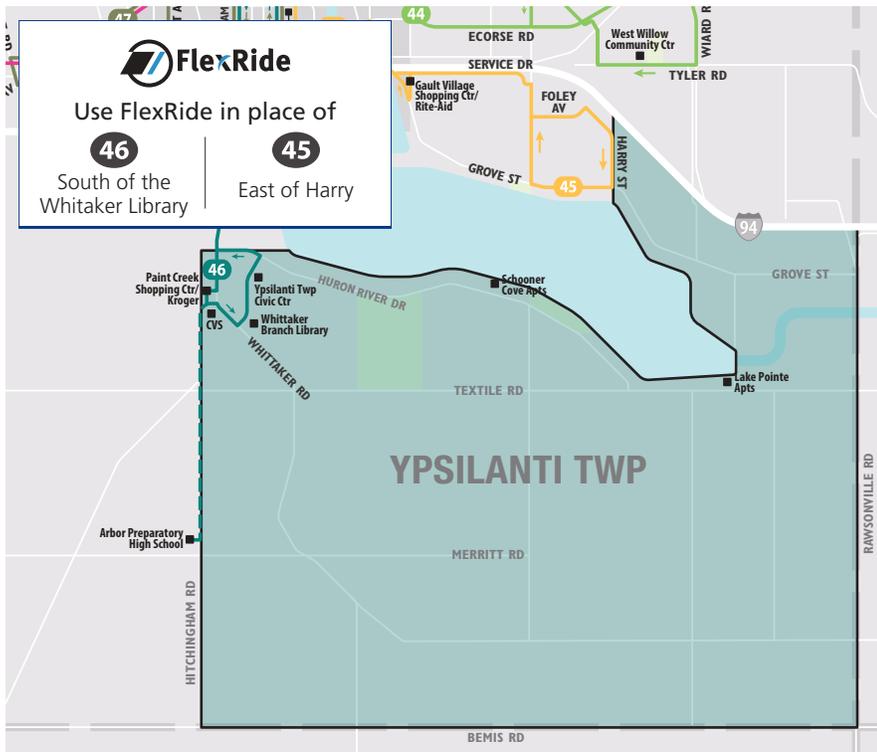
Map Key

- 3 Route 3
- 4 Route 4
- 5 Route 5
- 6 Route 6
- 42 Route 42
- 44 Route 44
- 45 Route 45
- 46 Route 46
- 47 Route 47

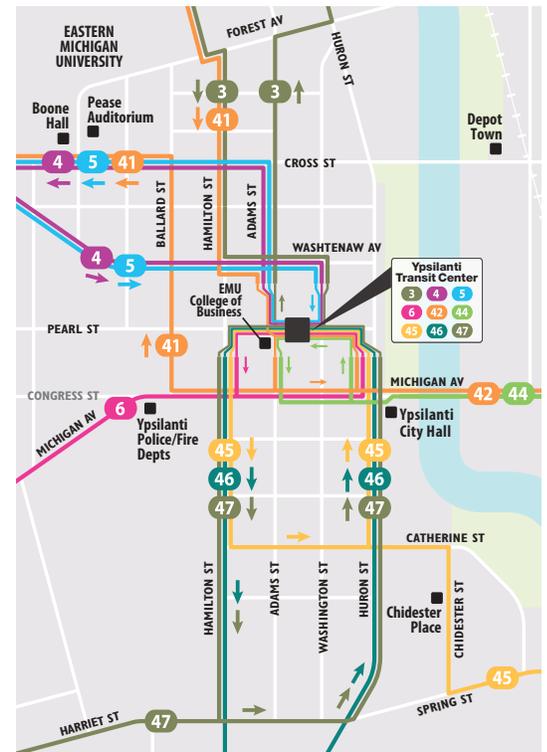
--- Weekday Peak Hours Only



FlexRide Coverage (East)

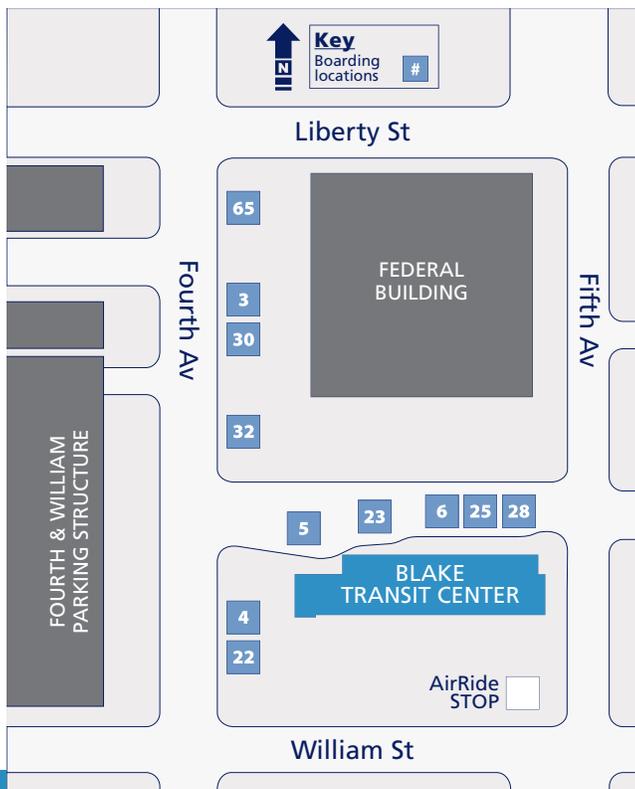


Ypsilanti Transit Center Detail

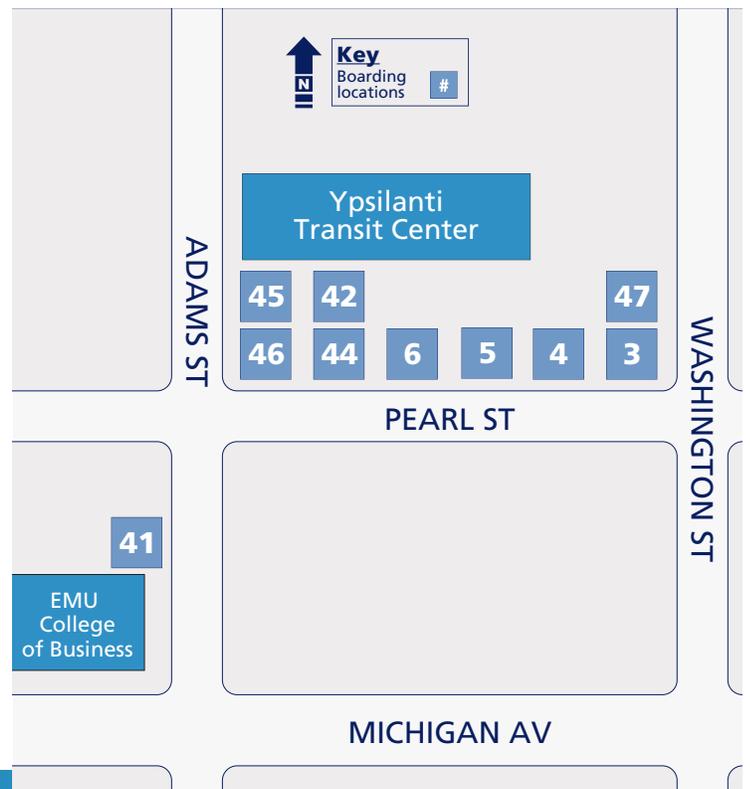


Boarding Locations

Blake Transit Center



Ypsilanti Transit Center



Online Public Town Hall Meetings

Find out the details of TheRide's temporary service plan by calling 734-996-0400 or learn how to join us at an upcoming town hall meeting at TheRide.org.

Meeting Dates & Times*

Tuesday, August 4 at 12:00 p.m.

Thursday, August 6 at 6:00 p.m.

Tuesday, August 11 at 12:00 p.m.

Thursday, August 13 at 6:00 p.m.

Tuesday, August 18 at 12:00 p.m.

Wednesday, August 19 at 6:00 p.m.

Thursday, August 20 at 12:00 p.m.

*Dates/times subject to change

How to Comment

At the end of each town hall meeting, there will be time to comment.

In addition to commenting at the end of an online town hall, you can:

- Use the online form at TheRide.org/maps-schedules/service-changes
- Call 734-794-1882
- Send an email to planning@TheRide.org
- Mail a letter to:
Ann Arbor Area Transportation Authority
ATTN: Temporary Service August 2020
2700 South Industrial Highway
Ann Arbor, MI 48104

ISSUE BRIEF: FY2021 Draft Budget

Meeting: Board of Directors

Meeting Date: August 20, 2020

INFORMATION TYPE:
Decision Preparation
RECOMMENDED ACTION(S):
Receive for information the first draft of the operating and capital budget for FY2021.
ALTERNATIVE OPTION(S):
Financial planning and budgeting is legally-required, required by Board policy, and essential; there is no prudent alternative.
PRIOR RELEVANT BOARD ACTIONS & POLICIES
<ul style="list-style-type: none"> • Governance Process: Policy 3.2.7 "...the Board has direct responsibility to create...approval of the annual budget developed and recommended by the CEO." • Executive Limitation: Policy 2.4 Financial Planning/Budgeting
ISSUE SUMMARY:
This issue brief presents the first draft of the FY2021 budget to be presented at the August board meeting. The draft budget is balanced, which means that revenues are sufficient to cover expenses without deficits during the fiscal year, however some revenues are uncertain and may not final before the final budget presentation next month. Discussions in August will help ensure support for the recommended budget, which is to be presented for Board adoption in September.
BACKGROUND:
AAATA staff developed this draft FY2021 operating and capital budget that furthers Board Ends within Executive Limitations and provides multi-year context. The Michigan Uniform Budgeting and Accounting Act of 1968 requires the Board to adopt a balanced operating budget by Board Resolution for our next fiscal year, which begins October 1. In addition, the Board needs to authorize a multi-year capital program for federal funding. A formal public hearing for the budget is required and will be held at the August 20 th Board meeting. Final approval will be sought in September.
IMPACTS OF RECOMMENDED ACTION(S):
<ul style="list-style-type: none"> • Budgetary/Fiscal: Budget adoption is required by state law and Policies 2.4, 3.2.7. • Social/Environmental: Provision of public transportation authorized by the budget is necessary to ensure achievement of social and environmental ends per Board policy. • Governance: The Board is responsible to approve the annual budget (Policy 3.2.7)
ATTACHMENTS:
1. FY2021 Draft Operating and Capital Budget (separate from this packet)

ISSUE BRIEF: FY2020 Q3 Financial Statement

Finance Committee Review Date: August 11, 2020

Board Meeting Review Date: August 20, 2020

INFORMATION TYPE:
Receive as CEO operational update
RECOMMENDED ACTION(S):
Receive as CEO operational update
PRIOR RELEVANT BOARD ACTIONS & POLICIES
<ul style="list-style-type: none"> • 2.11.1.5 CEO shall not...Let the Board be unaware of... incidental information (including) quarterly budget to actual financial reports. • Appendix A: Informational Reports schedule specifies quarterly Financial Statement reports in November, February, May, and August. • Policy 2.6 Investments and Appendix F Investment Policy were adopted in June 2018.
ISSUE SUMMARY:
Staff present the Third Quarter Financial Statement with currently available and reportable financial information for the period ending June 30, 2020. Revenues and expenses are reported year-to-date for the fiscal year.
BACKGROUND:
<p>Financial highlights from the third quarter ending June 30, 2020 (year-to-date) include:</p> <ul style="list-style-type: none"> • The reserve was at the target of 2.5 months of annual operating expense. The reserve balance was \$10.04 million, \$1.2 million higher than third quarter last year. • TheRide operated within the budget for the third quarter of the year. • There was a \$7,402 surplus of revenue over expense, which represents a contingency margin less than 1% of the adopted budget (FY2020 to date). The surplus was \$334 thousand off from the budgeted surplus. • Expenses were \$4.5 million lower than budgeted. Savings were from lower wages, fringe benefits, purchased transportation, fuel, materials, contracted services, and other costs, a result of the pandemic period with reduced service and ridership. • Revenues were lower than budgeted by \$4.9 million with less than expected passenger fares, subcontract fares, state operating assistance, federal operating assistance, and other revenues, a result of the pandemic period with cessation of fare collection, reduced service and lower ridership. • Cash flow was adequate to cover expense; Q3 ended at \$11.97 million.
IMPACTS OF RECOMMENDED ACTION(S):
<ul style="list-style-type: none"> • Budgetary/Fiscal: Demonstrates financial performance for the reporting period • Governance: Supports Board in financial oversight/fiduciary responsibility
ATTACHMENTS:
1. FY2020 Q3 Financial Statement (Income Statement and Balance Sheet)

Income Statement

For the Period Ended June 30, 2020

Revenue and Expense (Budget to Actual)

In Thousands of Dollars (which means add a comma and three zeros).

BLACK = FAVORABLE
RED = UNFAVORABLE

REVENUES	Actual Quarter 1	Actual Quarter 2	Actual Quarter 3	Actual Quarter 4	Actual YTD	Budgeted YTD	Variance (Dollars)	Variance (Percent)
Fares and Contracts	\$ 2,402	\$ 1,885	\$ 414		\$ 4,702	\$ 7,166	\$ (2,464)	-34.4%
Local Property Taxes	4,378	4,378	\$ 4,378		13,134	13,134	-	0.0%
State Operating Assist.	3,502	3,615	\$ 3,618		10,736	12,749	(2,014)	-15.8%
Federal Operating Assist.	1,122	828	\$ 1,257		3,206	3,531	(325)	-9.2%
Other Revenues	94	138	\$ 50		282	348	(66)	-19.0%
Total Operating Revenues	\$ 11,498	\$ 10,845	\$ 9,717	\$ -	\$ 32,059	\$ 36,928	\$ (4,869)	-13.2%
EXPENSES	Actual Quarter 1	Actual Quarter 2	Actual Quarter 3	Actual Quarter 4	Actual YTD	Budgeted YTD	Variance (Dollars)	Variance (Percent)
Salaries, Wages, Benefits	\$ 6,498	6,313	6,420		\$ 19,231	\$ 20,204	\$ 973	4.8%
Purchased Transportation	2,821	2,545	1,592		6,958	9,035	2,077	23.0%
Fuel, Material, Supplies	1,114	899	560		2,573	3,528	954	27.1%
Contracted Services	381	579	652		1,611	2,050	438	21.4%
Other Expenses	557	615	506		1,678	1,771	92	5.2%
Total Operating Exp.	\$ 11,371	\$ 10,951	\$ 9,730	\$ -	\$ 32,052	\$ 36,587	\$ 4,535	12.4%
GAIN(LOSS) FROM OPS.	\$ 127	\$ (106)	\$ (13)	\$ -	\$ 7	\$ 341	\$ (334)	0.0%

REVENUE
\$4,868,974

Revenues were lower than budgeted by \$4,868,974 due to lower revenues across all categories as a result of the pandemic.

EXPENSE
\$4,535,230

Expenses were \$4,535,230 lower than budgeted due to lower costs across all categories as a result of the pandemic.

TheRide had a \$7,402 surplus at the end of the third quarter and operated within the budget.

YTD Revenue and Expense By Overhead and Mode

In Thousands of Dollars (which means add a comma and three zeros).

	Overhead	Fixed Route	Demand Response	Non-Urban	Express Ride	AirRide D2A2	Other Modes	TOTAL ACTUAL
		<i>Fixed Route Bus</i>	<i>A-Ride, FlexRide, HolidayRide, MyRide, NightRide</i>	<i>WAVE, Peoples Express</i>	<i>Commuter Express</i>	<i>Airport/Detroit Shuttle</i>	<i>VanRide, Ride Sharing</i>	
DIRECT REVENUE								
Fare Revenue	-	2,240	371	90	46	614	-	3,360
Contract Revenues	-	578	156	508	11	-	88	1,341
Advertising, Interest, Other	-	254	-	-	-	-	28	282
State Operating	-	8,042	1,531	537	40	286	299	10,736
Total Direct Revenue	-	11,115	2,057	1,135	97	900	415	15,719
DIRECT EXPENSE								
Salaries, Wages, Benefits	3,101	15,631	279	-	86	-	133	19,231
Purchased Transportation	-	-	4,094	1,509	-	789	566	6,958
Fuel, Material, Supplies	592	1,969	-	-	11	1	1	2,573
Contracted Services	752	727	16	-	4	2	110	1,611
Other Expenses	1,241	363	-	-	6	44	23	1,678
Total Operating Expense	5,686	18,691	4,388	1,509	107	836	834	32,052
Gain(Loss) from Ops.	(5,686)	(7,576)	(2,332)	(374)	(10)	64	(419)	(16,333)
ALLOCATED REVENUE								
Local Property Taxes	5,686	5,093	2,332	-	-	23	-	13,134
Federal Operating	-	2,490	-	374	10	(87)	419	3,206
GAIN(LOSS) TOTAL:	-	7	-	-	-	-	-	7

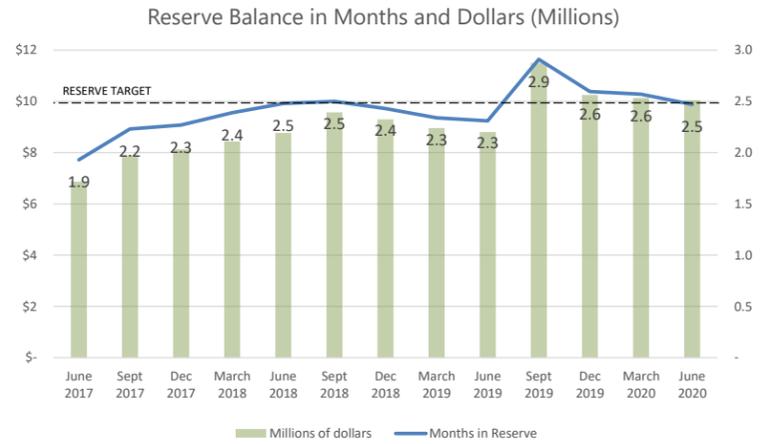
Balance Sheet

For the Period Ended June 30, 2020

Balance Sheet and Reserve

In Thousands of Dollars (which means add a comma and three zeros), With Prior Year Comparison.

	Q3 2019 6/30/2019	Q2 2020 3/31/2020	Q3 2020 6/30/2020
ASSETS			
Cash	\$ 3,022	\$ 5,063	\$ 5,183
Investments	\$ 6,405	\$ 8,790	\$ 6,789
Other Current Assets	16,162	14,806	16,316
Capital Assets	52,726	52,477	52,784
Total Assets	\$ 78,315	\$ 81,135	\$ 81,071
LIABILITIES	4,752	5,320	5,038
NET POSITION	\$ 73,563	\$ 75,815	\$ 76,033
Reserve Balance	\$ 8,809	\$ 10,134	\$ 10,045
Months in Reserve	2.3	2.6	2.5



Statement of Cash Flows (in Thousands of Dollars)

In Thousands of Dollars (which means add a comma and three zeros).

Historical Cash Flows	Fiscal Year 2018			Fiscal Year 2019				Fiscal Year 2020		
	Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3
Beginning Balance:	\$ 15,119	\$ 12,511	\$ 9,064	\$ 19,824	\$ 16,403	\$ 13,612	\$ 9,427	\$ 21,872	\$ 18,597	\$ 13,853
Cash from Operation	(3,584)	(5,417)	2,725	(5,289)	115	(3,040)	2,273	(4,626)	(1,495)	(618)
Cash from Capital	(5)	(31)	(2)	(50)	628	465	1,031	1,351	(304)	738
Cash from Investment	980	2,001	8,037	1,918	(3,534)	(1,610)	9,141	-	(2,945)	(2,001)
Cash Flow:	\$ (2,609)	\$ (3,447)	\$ 10,760	\$ (3,421)	\$ (2,791)	\$ (4,185)	\$ 12,445	\$ (3,275)	\$ (4,744)	\$ (1,881)
Ending Balance:	\$ 12,511	\$ 9,064	\$ 19,824	\$ 16,403	\$ 13,612	\$ 9,427	\$ 21,872	\$ 18,597	\$ 13,853	\$ 11,972

Q3 cash flow was negative at \$1.88 million
 The Statement of Cash Flows summarizes the amount of cash and cash equivalents entering and leaving AAATA during the reporting period. It measures how AAATA generates cash to fund its operating, capital, and investing needs. Negative cash flow is the normal position for all quarters except 4th quarter, when property tax receipts generate positive cash flow.

Investments Summary

In Thousands of Dollars (which means add a comma and three zeros). **Summary below excludes investment income

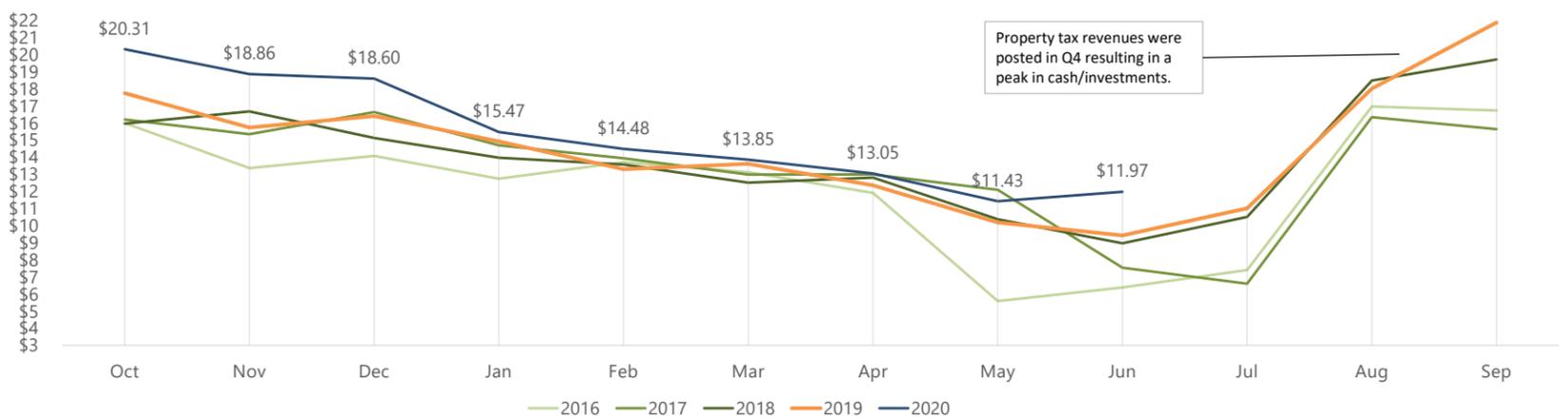
Investment Instrument	Date of Maturity	Interest Rate	Total as of 3/31/2020	Transactions	Total as of 6/30/2020
U.S. Treasury Note	8/15/2020	1.5%	1,494		1,494
U.S. Treasury Note	8/31/2020	1.7%	2,000	(2,000)	-
CD Other	1/15/2021	1.7%	240		240
CD Other	1/21/2021	1.7%	240		240
U.S. Agency Bond	9/28/2020	1.4%	150		150
U.S. Agency Bond	10/30/2020	1.5%	2,000		2,000
U.S. Agency Bond	4/9/2021	1.6%	1,000		1,000
U.S. Agency Bond	8/11/2022	1.6%	1,500		1,500
Money Market Funds	N/A	0.2%	72	47	119
Mark-to-Market Adjustment			94	(48)	46
Total Investments:			\$ 8,790	\$ (2,001)	\$ 6,789

Q3 2020 Investment Income (year to date): \$156,647

The majority of Operating Capital and Long Term Reserves are federally insured.
 U.S. Treasury Bills, Notes, and Agency Bonds are short term bonds (several months to 10 years) backed by the Treasury Department of the U.S. Government. The rates shown for the current investments represent the gross yield-to-maturity rates (before the annual fee of .28%).
 Accounts that are not FDIC insured or with balances above the FDIC insurance threshold are used for day-to-day working capital.

Cash and Investments History

Total Cash and Investments by Month and Year (2016 to 2020 YTD)
 In Millions of Dollars.



ISSUE BRIEF: 2020 Q3 Satisfaction and Service Report

Service Committee Meeting Date: Aug 5, 2020

Board Meeting Date: Aug 20, 2020

RECOMMENDED ACTION(S):
<p style="text-align: center;">Receive as CEO Operational Update.</p>
PRIOR RELEVANT BOARD ACTIONS & POLICIES
<ul style="list-style-type: none"> 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 Nov, Feb, May, Sept
ISSUE SUMMARY:
<p>In accordance with the Board's Policy Manual, I present the Quarterly Satisfaction and Service Report. I certify that the information is true and complete, and I request that the Board accept this as an operational update.</p> <p>This report is populated with currently available and reportable data/targets for Fixed Route, Paratransit, and Vanpool service. Targets, when possible, will be set in Ends Policy Interpretations. A glossary of terms for currently tracked metrics is attached.</p> <p>It should be noted that the data collection and reporting for the Q3 of 2020 period are heavily impacted by the COVID-19 Emergency that began at the end of Q2 2020. Year to year comparisons of Q3 give in a picture of performance metrics pre and mid COVID-19 emergency.</p> <p>Q3 data reflects decreased service routes, passenger loads, traffic volumes, commuting demand at the height of stay at home orders, business closures and essential travel only. Travel restrictions were lifted, and reopening began in the third quarter as well.</p> <p>Added to this report is a comparison of Q2 to Q3 of 2020 to reveal TheRide's performance as we move through the COVID emergency and adopt and apply the Recovery Plan. Future Service Reports will report all quarters impacted by the pandemic to allow monitoring of progress toward recovery of pre-pandemic service and standards.</p>
ATTACHMENTS:
<ol style="list-style-type: none"> 1. Highlights Brief 2. FY 2020 Q3 Satisfaction and Service Report 3. Glossary of Terms

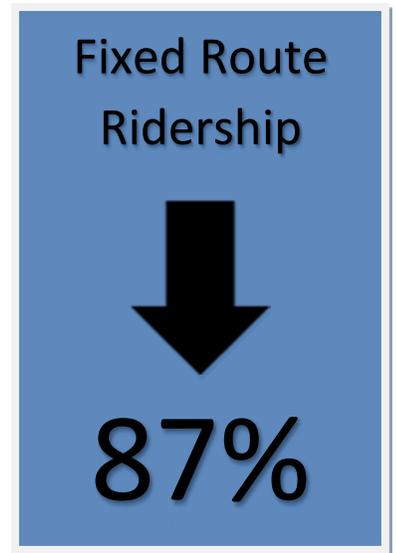
Service and Satisfaction Report Highlights

April 1, 2020 – June 30, 2020

The data collection and reporting continue to be seriously impacted by the COVID-19 Emergency in Quarter 3. Metrics that rely on a quarterly average do not reflect performance under typical conditions and this must be considered when comparing Q3 2020 data to that of 2019 or any quarter not impacted by the pandemic emergency.

Ridership

Ridership in Q3 of 2020 continues to be majorly impacted by the COVID-19 emergency. Compared to the same quarter in 2019, ridership is down 87%. When ridership of Q2 2020 is compared to Q3, ridership has decreased 85%. As restrictions are lifted and additional services are added, we expect to see ridership increase. The cost of service per revenue hour has increased 21%. Decreased ridership, no fare revenue, and increased pandemic-related costs such as sanitation are responsible for this significant increase.



Safety

This metric reports an increase in preventable accidents and incidents. It should be noted that with reduced service routes, the mileage covered was lower by 62% and the number of preventable incidents was also lower by 67%.

Fixed Route: On-Time Performance

Tracking of the number of *passengers* on an on-time bus continues. In Quarter 3, 80% of passengers were on an on-time bus. This performance is similar to that observed in Q2 and indicates that OTP is holding steady under the stress of pandemic-related service changes.

Compliments
10.3/ 100,000
Boardings

Complaints
3.4/ 100,000
Boardings

Complaints and Compliments

Complaints and compliments are all considered in relationship to the number of passengers boarding. Complaints in Q3 showed a more than 100% increase this quarter compared to 2019 and compared to Q2. While this is certainly not ideal, it is not unexpected. The decrease in service, disruption of regular routing, boarding procedures, limited capacities are all contributing to the increased number of complaints.

While this could be discouraging, compliments have increased at an even higher rate than complaints from Q3 in 2019 as well as from Q2 to Q3 of 2020. In the face of pandemic related fear and confusion, we are proud that our riding public is

appreciative of the effort to keep public transportation safe and reliable.

Fixed Route: Bus Condition and Road Calls

Miles between road calls continues to be high. The Q3 observed Miles Between Road Calls was 257,537. Improvements was observed not only upon comparison of 2019 data to 2020 data, but also from Q2 to Q3 of 2020. The observed improvements are the result of the decreased number of road miles.

Paratransit: Ridership

The COVID-19 emergency has continued to impact demand for paratransit services in Q3 of 2020. Ridership numbers began to slowly increase during Q3 as travel restrictions lifted but still have not returned to levels observed in 2019.

The obligation to observe social distancing for medically compromised passengers, is reflected in an 132% increase in cost per boarding since Q3 2019.

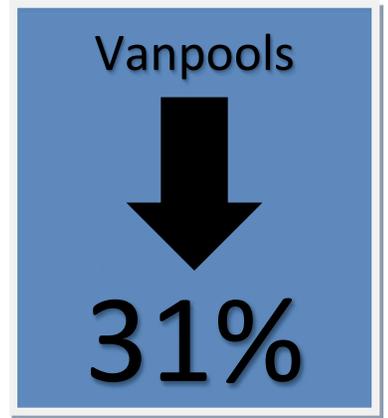
Paratransit Cost
per Boarding



132%

Vanpool

At the end of Quarter 3, 85 Vanpools remain. This is a 19% drop from the prior year and a 31% drop from Q2 of 2020. This steep drop is attributed to two COVID-19 related factors. The first, is the closings, restrictions and work at home requirements that has decreased the demand for Vanpool. The second is the requirement for safe social distancing may cause those returning to work to commute in separate vehicles.



FY 2020 Q3 Satisfaction and Service Report (continued)

Service	Fixed Route	FY 2019	FY 2020		Q3 2019 - Q3 2020	Q2-Q3 FY 2020
			Q3	Q2		
End/Outcome	Measure	Q3	Q2	Q3		
Ridership	Boardings	1,529,005	1,387,503	204,152	-87%	-85%
Safe	Preventable Accidents Injury/100,000 miles	2.0	0	2.2	10%	-
Reliable	On-time Performance	77%	80%	80%	4%	0%
	Percent of Passengers on an On-time Bus	75%	79%	80%	7%	1%
	Miles Between Road Calls	113,017	112,170	257,537	128%	130%
	Average Age of Fleet	6.5	6.2	6.1	-6%	-2%
Stewardship	Boardings/Revenue Hour	21.0	19.9	3.6	-83%	-82%
	Cost/Revenue Hour	\$112.53	\$121.25	\$136.39	21%	12%
Courteous	Complaints/100,000 Boardings	1.7	1.2	3.4	101%	185%
	Compliments/100,000 Boardings	3.9	2.7	10.3	164%	281%

Service	Paratransit	FY 2019	FY 2020		Q3 2019 - Q3 2020	Q2-Q3 2020
			Q3	Q2		
End/Outcome	Measure	Q3	Q2	Q3		
Access	ADA Service Denials/ADA Boardings	0.18%	0.00%	0.00%	-100%	-
Ridership	ADA Trips	35,837	24,476	9,995	-72%	-59%
	Senior Trips	2,649	2,422	804	-70%	-67%
	Total ADA and Senior Trips	38,486	26,898	10,799	-72%	-60%
Reliable	Ontime Performance with 30 Minute Service Window	97%	96%	99%	2%	3%
Courteous	Complaints/100,000 Boardings	0.98	1.22	3.40		
	Compliments/100,000 Boardings	4.25	2.70	10.28		
Stewardship	Boardings/Revenue Hour	1.53	1.24	1.45	-5%	17%
	Cost/Boarding	\$34.07	\$44.77	\$79.19	132%	77%

FY 2020 Q3 Satisfaction and Service Report (continued)

Service	Vanpool	FY 2019	FY 2020		Q3 2019 - Q3 2020	Q2-Q3 2020
		Q3	Q2	Q3		
End/Outcome	Measure					
Ridership	Number of Vanpools at End of Quarter	105	123	85	-19%	-31%
	Number of Rider Trips Taken	59,873	64,454	28,553	-52%	-56%
Auto Alternative	Avg Fuel Cost to Rider	\$32.75	\$27.85	\$24.65	-25%	-11%
	Avg Monthly Rider Miles	1,117	1064	980	-12%	-8%
Stewardship	Federal Subsidy/Rider Trip	\$2.92	\$3.05	\$6.68	129%	119%
	Rider Miles/Gallon	89.70	87.00	70.97	-21%	-18%

Quarterly Satisfaction and Service Report: Glossary of Terms

Boardings (*Unlinked Passenger Trips*, a transit industry standard metric)

The number of passengers who board public transportation vehicles. Passengers are counted each time they board a vehicle no matter how many vehicles they use to travel from their origin to their destination. Reported to the National Transit Database.

Per Capita in-Service Area

Population that lives in the AAATA service area, calculated using census tracts (retrospective measure). Reported to National Transit Database.

Preventable accidents and Passenger Injuries

Total number of accidents that have been judged to be preventable and any passenger injuries. Serious accidents and all injuries are reported to National Transit Database.

On-time Performance

Percentage of buses that leave scheduled timepoints within 0-5 minutes of the posted schedule. Transit industry standard metric.

Miles Between Road Calls

The average number of times a bus must be taken out of service because of equipment issues, divided by how many miles the fleet has run. Transit industry standard metric.

Complaints

A complaint is when a customer or non-customer communicates to AAATA that something is unsatisfactory or unacceptable. All complaints are investigated and referred to appropriate staff.

Bus Stops with Shelters

AAATA, based on the industry standard, puts shelters at stops that have an average of 50 or more riders per weekday. A bus stop is considered to meet these standards if there is

- An AAATA shelter
- An alternative shelter is in close proximity to the stop making an AAATA installation redundant. Only shelters that *may* be possible are included in the metric. Not included are several 50+ rider/day bus stops where a stop is not currently possible because property owners have declined to grant an easement (3%) or there is insufficient space in dense, downtown areas (13%).

Condition of Vehicles

The image of the transit system, including the condition of the transit vehicles is an important factor in determining user satisfaction. The 100-point system is aligned with industry study: Climate Control (20), Interior Cleanliness (30), Exterior Cleanliness (10), Repair of Seats (20), Interior Lighting (10), General Repair (10).

ISSUE BRIEF: CEO Report

Meeting: Board of Directors

Meeting Date: August 20, 2020

INFORMATION TYPE:

Other

OPERATIONAL & PROJECT UPDATES

- **FARE COLLECTION RESUMED**

Fare collection on all services resumed Sunday August 2. Farebox revenue the first week was about 40% of collections during the same period last year. Fare revenue will be reported to the Board of Directors with the Fourth Quarter financial report.

- **MOBILE TICKETING PILOT**

Staff work on the EZfare mobile ticketing project (authorized by the Board of Directors in July) began on August 11. Mobile ticketing is expected to be available to riders in September.

- **ARIDE / PARATRANSIT**

The A-Ride paratransit service was brought in house on August 1. Services are expected to remain at ADA-minimum levels this year.

- **TEMPORARY SERVICE PLAN**

Staff has been conducting town hall meetings to inform the public about the Temporary Service Plan that begins on August 30. The public is providing their comments and questions during the town hall meetings, by email and by phone. Information about the Temporary Service Plan is available on TheRide.org. As a reminder the Temporary Service Plan is 60% of the Pre-COVID level of service. It focuses on high ridership routes and high frequency service to allow for social distancing. FlexRide will be provided when fixed route service is not practical and fixed routes are simplified to ease the coordination of adding overflow buses as ridership increases.

- **FINANCE**

Sales offices at the DGOC and BTC reopened July 20 with upgraded credit card [terminals](#), customer-facing [pin pads](#) for safer transactions. The system now accepts contactless payments via tap cards and smartphone apps such as Apple Pay or Google Pay. Beginning August 1, passes became available for purchase online to avoid an in-person visit.

- **YPSILANTI TRANSIT CENTER GRANT**

Staff have learned that our second attempt to receive federal grant support to rebuild the Ypsilanti Transit Center was not successful. Multiple attempts are common in these very popular and under-resourced national grants. We will be reaching out to learn more about how to improve our application for the next round.

- **TRANSPORTATION COMMISSION**

Staff will be attending the August meeting to share the Temporary Service Plan effective August 30.

- **WATS POLICY COMMITTEE UPDATE**

The Washtenaw Area Transportation Study (WATS) Policy Committee did not meet in July.