Board of Director's Meeting Agenda

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

Location: Ann Arbor District Library, 343 South Fifth Avenue, Lower Level Multipurpose Room, Ann Arbor, MI 48104

Meeting Chair: Eric Mahler

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4. POLICY MONITORING & DEVELOPMENT			
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6. CLOSING ITEMS			
6.1 Topics for Next Meeting:		Thurs., Mar. 19, 2020	
6.2 Public Comment			
6.3 Board Assessment of Meeting			91
6.4 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: January 16, 2020

Location: Ann Arbor District Library, 343 South Fifth Avenue, **Lower Level Multi-Purpose Room**, Ann Arbor, MI 48104
Board Member Attendees: Raymond Hess, Eric Mahler (Chair), Jesse Miller, Kyra Sims, Sue Gott, Roger Hewitt, Kathleen Mozak-Betts, Ryan Hunter
AAATA Staff Attendees: Matt Carpenter (CEO), Bryan Smith, John Metzinger, Mary Boonin, Kelly Reynolds

Chairman Eric Mahler called the meeting to order at 6:35pm.

1. OPENING ITEMS
1.1 Approve Agenda Mr. Raymond Hess motioned to approve the agenda, seconded by Ms. Kathleen Mozak-Betts. The agenda was approved unanimously.
1.2 Public Comment None
1.3 General Announcements None
2. CONSENT AGENDA Mr. Hess made a motion to approve the consent agenda, seconded by Mr. Roger Hewitt. The consent agenda passed unanimously.
2.1 Minutes

RESOLUTION OF INTENT TO APPLY FOR FINANCIAL ASSISTANCE FOR FISCAL YEAR 2021 UNDER ACT 51 OF THE PUBLIC ACTS OF 1951, AS AMENDED

WHEREAS, pursuant to Act 51 of the Public Acts of 1951, as amended (Act 51), it is necessary for the Ann Arbor Area Transportation Authority (AAATA) established under Act 55 of 1955 to provide a local transportation program for the state fiscal year of 2021 and, therefore, apply for state financial assistance under provisions of Act 51; and

WHEREAS, it is necessary for the AAATA, to name an official representative for all public transportation matters, who is authorized to provide such information as deemed necessary by the State Transportation Commission or department for its administration of Act 51; and

WHEREAS, it is necessary to certify that no changes in eligibility documentation have occurred during the past state fiscal year; and

WHEREAS, the performance indicators for this agency have been reviewed and approved by the AAATA; and

WHEREAS, the AAATA, has reviewed and approved the proposed balanced budget and funding sources of estimated federal funds $11,417,909, estimated state funds $20,478,381, estimated local funds $18,020,476, estimated fare box funds $7,552,590, estimated other funds $2,498,317, with total estimated expenses of $59,967,673.

NOW THEREFORE, be it resolved that the AAATA hereby makes its intentions known to provide public transportation services and to apply for state financial assistance with this annual plan, in accordance with Act 51; and

HEREBY, appoints Matthew Carpenter as the Transportation Coordinator, for all public transportation matters, who is authorized to provide such information as deemed necessary by the State Transportation Commission or department for its administration of Act 51 for 2021.

Eric A. Mahler, Chair

January 16, 2020

Kyra Sims, Secretary

January 16, 2020

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3. POLICY MONITORING & DEVELOPMENT

3.1 Committee Reports

3.1.1 Governance Committee
Chairman Mahler asked if there were any questions on the Governance Committee minutes in the packet. There were none.

3.1.2 Finance Committee
Ms. Kyra Sims highlighted that the Finance Committee received an update on 5YTIP and a brief audit update. She reported that auditors will be presenting to the Board in March. Mr. Jesse Miller asked if there had been another volunteer for the Audit Task Force. Ms. Sims informed him that there had not been.

3.1.3 Service Committee
Mr. Hewitt described that the entire meeting focused on the budget and 5YTIP.

3.2 LAC Report
Ms. Mozak-Betts reported that the LAC meeting was well-attended. She highlighted a discussion of issues with holiday rides. She explained that Ms. Michelle Willis was able to address and help the public understand the situation. Ms. Mozak-Betts commented that Ms. Willis attends every LAC meeting and is very helpful.

3.3 Monitoring Reports

3.3.1 Monitoring CEO Performance
(Policy 4.4)
Chairman Mahler described the monitoring report as having generally positive feedback, with a low response rate.

4. BOARD EDUCATION

4.1 Funding Options
Mr. John Metzinger presented on Innovative Transit Funding, Creating Opportunities from Challenges. He highlighted the following:

- Great things TheRide wants to accomplish, that come with a large price tag (>$100M):
  - Replace and expand Ypsilanti Transit Center
  - Expansion potential at BTC
  - Garage expansion
  - Bus Rapid Transit (BRT) along Washtenaw Ave.
  - Develop and implement Long Range Plan
  - Alternative propulsion systems

- Funding for Operations (FY2020 Budgeted): $47.8 million; Capital Funding (FY2020 Budgeted): $12.7 million – Mr. Metzinger explained from where TheRide's funding for operations and capital funding come.

- TheRide's challenges for innovation funding include limited local options & competing interests.

- There are more public transportation funding options available in some other states.

- Funding options available to TheRide include Value Capture and Public-Private Partnerships (PPPs).

- Debt financing options available to TheRide are Revenue Bonds and Federal Loans (TIFIA).

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Chairman Mahler asked if revenue bonds could be tied to capital and operations funding. Mr. Metzinger explained that he believes there are opportunities for both but might be more often tied to capital. Chairman Mahler suggested exploring if it could be easier to tie it to operations over capital.

Mr. Metzinger went on to discuss:

- Michigan laws limit property tax growth.

- Competition for limited local funding is tense.

Ms. Sue Gott expressed interest in potential innovative opportunities in economic development funds.

Mr. Metzinger listed the FTA Competitive Programs: BUILD, Bus and Bus Facilities, and FTA Small Starts, explaining that TheRide had applied for two of these last summer for the Ypsilanti Transit Center, but was not awarded either.

Mr. Metzinger concluded his presentation with a discussion on the following action items TheRide could consider:
1. Build upon already-strong local support – potentially asking for additional millage.
2. Increase capacity for investment from federal formula. Mr. Hess explained that there is a risk of returning federal funds if capital isn't used within a given period of time. Mr. Hewitt asked if capital could be used for bond repayment. Mr. Metzinger explained that it most likely cannot, unless matched directly with a revenue.
3. Grow competitive advantage for discretionary awards. Mr. Miller asked if there has been a chance to review the winning build grants. Mr. Metzinger explained that the data is limited, but he has some information back from BUILD and will be using this to create an analysis. Mr. Carpenter discussed how gas taxes are used for federal government funding.

Mr. Hunter asked if there has been an ask for local support. Mr. Metzinger explained yes and there is room for improvement in gaining local support.

Ms. Gott asked about Grand Rapids' actions and if TheRide looked for opportunities from different state legislations, to possibly network with leaders around the state. Mr. Metzinger explained that opportunities are almost all linked to property taxes.

Mr. Hunter asked if there is a comparative grant winner that would work with TheRide on future applications. Mr. Metzinger explained that there is potential in a transit organization in Carbondale, Illinois, based off of the information received thus far from BUILD.

Mr. Miller asked with what TheRide is replacing the federal money. Mr. Metzinger explained that it is most likely local property tax. Mr. Miller asked if the revenue bonds could be used toward a new transit center. Mr. Metzinger explained that it is really about the revenue source. Fares that come from the asset might be eligible to pay for the new bond.

Chairman Mahler asked if projects that were also economic development would open TheRide up for other funding to seek. Mr. Metzinger discussed transit-oriented development.

Ms. Gott thanked Mr. Metzinger for his helpful presentation.

5. STRATEGY & OPERATIONAL UPDATES: CEO

5.1 Regional Transit

Mr. Carpenter clarified the ask from regional transit and emphasized the support that TheRide has historically offered regional transit, citing the TheRide's current efforts on the Detroit to Ann Arbor project as a recent example.

He described how last November, Washtenaw County joined with Wayne and Oakland Counties, and the City of Detroit to announce their intent to create a new funding partnership for regional transit using the Municipal Partnership Act. He pointed out the upside of a lot of money potentially being injected into public transit. He also pointed out that the agreement in its current state contains risks and challenges for TheRide and Washtenaw County. Mr. Carpenter described his path of discussions on the matter through the TheRide's Governance Committee and then to county leaders. From those discussions, it was asked that TheRide provide feedback for improvement of the agreement, which TheRide has begun to execute. Mr. Carpenter reiterated that the critique of the agreement in the Board meeting packet is a draft, as marked.

A couple challenges he highlighted were a very short timeline and a lack of clarity in the roles. He described Washtenaw County's commitment to make sure that the language is appropriately clear.

Mr. Carpenter led a discussion of constructive ways to improve the agreement, re-enforcing TheRide's commitment to regional transit and desire for it to succeed.

Chairman Mahler asked the Board members to please read the agreement carefully. He explained that the Washtenaw county representatives are behind TheRide to make sure the agreement is up to standard. He described the governance system laid out in the agreement as unclear and light on details. He wanted to reiterate that TheRide is a great supporter of regional transit by example and wants to see the legislation passed while upholding its responsibility to the constituents of Washtenaw County and TheRide supporters.

Mr. Hewitt expressed that TheRide is specifically named as a recipient of funds, though TheRide is not a signature of the agreement. He expressed that TheRide should be a signature.

Mr. Hunter expressed that the area he represents (Ypsilanti Township) is increasingly dependent upon public transit to the East in order to seek and gain currently better employment opportunities, and he hopes to see the legislation passed.

Mr. Hess explained how the devil can be in the details. He shares the concerns that Mr. Hewitt has. He also shares Mr. Hunter's concerns, looking for opportunities for greater connectivity.

Chairman Mahler suggested that TheRide must be careful that this doesn't do more harm than good, with the hope that it can move forward with improved governance and tax clarity.

Mr. Miller expressed that he would like to see more suggestions in TheRide's critique on how to improve the agreement in order for it to succeed. He also felt the initial critique was too negative.

Chairman Mahler described that trying to pass legislation without knowing what the technical plan will be is the challenge. He thanked the Board for their initial feedback and asked for additional feedback before the next AAATA Board Meeting.

5.2 Detroit-to-Ann Arbor Update (Verbal)
Mr. Carpenter discussed the required public feedback collected two weeks ago, with the most important item heard possibly being to lower the fares. He reported that the RTA met earlier in the day to sort through the fares, with the intent to approve it next month. He expressed being cautiously optimistic to have something in place for April, with a few details to be worked out, including an ask for a pass through of the central UofM campus depot, which is being discussed.

Ms. Mozak-Betts asked if there is a transfer available? Mr. Carpenter explained that the RTA is taking the lead on speaking to agencies in Detroit on the matter, which seems to be going well.

Mr. Carpenter explained that the RTA is the funding agency and TheRide is the administrative and management agent; TheRide is responsible for anything that isn't funding or conclusion of the fares.

Mr. Miller asked when can transit improvements get back to the East. Mr. Carpenter explained that if TheRide and RTA are successful with D2A2, perhaps more funding can be leveraged by gaining more local support. Mr. Carpenter expressed that an independently dedicated service for Ypsilanti to Detroit might be the best option. Mr. Miller asked about an intermediate stop on I94. Mr. Carpenter expressed that the service will be using I-96 and I-94, so cannot commit to a stop on I-94. This pilot will welcome adjustments once it is seen how the pilot project performs initially.

5.3 CEO Report
Mr. Carpenter had nothing to add on the written report unless there were questions. There were no questions.

6. EMERGENT BUSINESS
None.

7. CLOSING ITEMS

7.1 Topics for Next Meeting:
Annual Ends Monitoring Report,
Treatment of the Traveling Public (Policy 2.1)

7.2 Public Comment
Michelle Barney expressed appreciation for the improvement with the new vans. She also described her understanding that the lift vans have to have one disabled person in them at all times as uncomfortable. She asked for the communication systems for reservations and same-day reservations to be improved – expressing that there were 3-4 times that phones went down recently. She expressed her opinion that multi-county travel is blocked by racism and should be addressed. She asked for help learning who heads legislative committees so that she can contact to them. She expressed gratitude for the efforts that TheRide is making.

Jean Henry discussed climate agendas and the tone of the feedback on regional transit. She described the opportunity to come together and make it work. She expressed that rail not being a part is disappointing. She pleaded for the regional transit to happen.

Stephen Brown asked TheRide to work with local representation to make sure House Bill 5229 happens.

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	Alma Wheeler Smith (RTA Board Member for Washtenaw County) wanted to thank Mr. Carpenter and AAATA for the work they've done on D2A2. She expressed that RTA has some concerns with the preliminary draft of the contract as well for regional transit. She described RTA's agreement with the questions that TheRide is posing and thanked Washtenaw County for their support of RTA. Chairman Mahler expressed appreciating the partnership with RTA as well.
7.3	Board Assessment of Meeting
7.4	Adjournment
	Ms. Gott motioned for the meeting to adjourn, seconded by Mr. Hewitt. Approval to adjourn the meeting was unanimous. Chairman Mahler adjourned the meeting at 8:20pm.

Respectfully submitted by: Keith Everett Book

TheRide

Governance Committee Meeting Summary

Meeting Date: January 23, 2020

Location: Blake Transit Center, 328 S. 5th Ave., Ann Arbor, MI 48104
Acting Meeting Chair: Kyra Sims
Committee Meeting Attendees: Roger Hewitt, Mike Allemang, Kyra Sims
AAATA Staff Attendees: Matt Carpenter, John Metzinger, Bryan Smith, Rosa-Maria Njuki

Acting Chairman Sims called the meeting to order at 9:03am.

Discussion Items
1. OPENING ITEMS
1.1 Agenda (Additions, Approval)   At the top of the meeting, CEO Carpenter added an update on the audit and a possible budget amendment to the agenda. After further consideration later in the meeting, Mr. Metzinger announced that he will address these items at the February 11th Finance Committee Meeting.
1.2 Communications   Mr. Allemang asked about the January 16th Board Meeting video. Mr. Book will let him know when the video is posted by CTN.
2. STRATEGY & OPERATIONAL UPDATES: CEO
2.1 Regional Transit Update   CEO Carpenter reported that consensus feedback from AAATA to the Board of Commissioners is expected. He communicated that he would like the Board's input, though this has been delegated to the CEO.   CEO Carpenter reported a potential issue with Dykema representing both the RTA and AAATA.   In response to Mr. Allemang's question, CEO Carpenter answered that Detroit appoints one committee member to the RTA and the county appoints two.   CEO Carpenter reported that AAATA's draft agreement analysis has received some critical attention, as well as positive feedback.   CEO Carpenter described the Detroit Free Press Breakfast he and Mr. Metzinger attended on January 21st. He expressed an area of concern mentioned at the breakfast that the County BOC can decide how much of their counties were to be taxed and served. CEO Carpenter had assumed that either the entire county was in or out. This may not be true.

Discussion Items

Two lanes for AAATA are to get the requested comments to Washtenaw County while communicating AAATA's commitment to both regional transit and a solid agreement to community leaders.

CEO Carpenter expressed an additional Board Meeting may be needed prior to the next scheduled Board Meeting on 2/20/2020 to solely discuss the agreement.

CEO Carpenter answered Mr. Allemang's question about the news from Lansing. He indicated that legislation is stalled at this point, having not passed in December 2019. It may be a 50/50 chance currently.

CEO Carpenter will edit the agreement and then send it around to the Governance Committee for further edits.

CEO Carpenter explained that his edits would include the funds being sent directly to RTA or Washtenaw County, not to AAATA.

Mr. Allemang pointed out that the agreement indicates action by the Board requires the unanimous approval by all four members of the Board.

A discussion on the county's relationship to and the validity of commuter rail ensued. CEO Carpenter will attempt to uncover a technical plan for or study of a commuter rail.

Ms. Sims requested that a second Governance Committee meeting be called, as well as a special Board Meeting before the 2/20/2020 Board Meeting.

Ms. Sims also expressed concern about Dykema representing both AAATA and RTA.

2.2 2021 Budget & Service Adjustments
Mr. Smith led a discussion regarding 2021 Budget prep and revisiting the 5 Year Transit Improvement Plan (5YTIP), as promised.

He described the review process as including 5YTIP service evaluation, paratransit study, and budget forecasting.

3. POLICY MANAGEMENT & DEVELOPMENT

3.1 Monitoring Reports
Agenda Planning (Policy 3.4)

CEO Expense Report
CEO Carpenter suggested he may be attending conferences a bit more in 2020.

3.2 Committee Agendas
Service Committee:
It was discussed that the Regional Transit Update will be put last on the agenda, but the Chair will consciously push through other business prior to in order to allow time for all items within the given time allotment for the meeting.

It was agreed to push the Construction Policy to March (topic for next meeting).

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Discussion Items

Finance Committee:
It was decided to switch the 2021 Budget discussion with the Regional Transit Update. The monitoring of Policy 2.5 will be moved to March.

Mr. Metzinger will introduce the Budget Amendment at the Finance Committee, as well as at the Board Meeting. CEO Carpenter suggested sending out an e-mail in addition to adding it to the Finance Committee agenda in order to shorten the time spent on it in the Finance Committee meeting.

Board Meeting:
The Budget Amendment with Resolution was added under the Detroit-to-Ann Arbor Update discussion.

3.3 Other Governance Issues (as assigned)

3.3.1 Meeting Assessment (1/16)
Ms. Sims pointed out that the assessment was positive for the most part.

3.3.2 Board Member Conflict Statements
Mr. Hewitt reported that he mailed his to AAATA. Mr. Book will confirm that Rosa-Maria has received Mr. Allemang's electronically.

4. POLICY MANAGEMENT & DEVELOPMENT

4.1 Topics for Next Meeting

4.2 Adjournment
Acting Chairman Sims adjourned the meeting at 11:03am.

Respectfully submitted by: Keith Everett Book

TheRide

Governance Committee Meeting Summary

Meeting Date/Time: February 6, 2020, 9:00-10:30am

Location: Blake Transit Center, 328 S. 5th Ave., Ann Arbor, MI 48104
Meeting Chair: Eric Mahler
Committee Meeting Attendees: Mike Allemang, Roger Hewitt
AAATA Staff Attendees: Matt Carpenter, John Metzinger, Bryan Smith

Chairman Eric Mahler called the meeting to order at 9:06 am.

Discussion Items
1. STRATEGY & OPERATIONAL UPDATES: CEO

1.1 Regional Transit Update
CEO Carpenter discussed reactions to the recently published draft analysis of the agreement, as well as a constructive relationship developing with the county.

He reported that MPA legislation has cleared the House but has not yet been passed by the Senate. He indicated that the inter-governmental agreement analysis requested by Jason Morgan may be edits as well as points of principles. He also indicated that RTA's technical plan will need to be completed quickly if the legislation passes, and he is meeting with RTA to go over that.

Chairman Mahler expressed his concern for AAATA and Washtenaw County as laid out in the current inter-government agreement, while strongly supporting regional transit.

CEO Carpenter expressed a risk of the MPA legislation allowing shrinkage of the taxing footprint if the county-wide agreement does not work.

Mr. Hewitt expressed frustration with developing a plan without AAATA's own long-range plan fully completed yet. Mr. Allemang discussed a 10-year county wide transit plan from the past that could be potentially used.

Mr. Hewitt asked if there is enough time and resources for AAATA to develop a technical plan as it affects Washtenaw County if the legislation passes. CEO Carpenter expressed that the workload is a challenge.

CEO Carpenter expressed his plan to update the issue brief he sent around initially, put together some principles, and also help assemble edits. He will provide his edits to the agreement with tracked changes members of the Governance Committee this afternoon. Mr. Allemang will send a document with his observations to consider in the editing.

Mr. Hewitt offered his assistance with any communication needs. He requested a copy of the agreement with everyone's edits, once available.

Discussion Items
1.2 Paratransit Update   Mr. Smith reported unacceptable service level concerns. Michelle Willis and LaTonya Hargrave are investigating the situation further.
2. CLOSING ITEMS
2.1 Adjournment   Chairman Mahler adjourned the meeting at 10:25am

Respectfully submitted by: Keith Everett Book

TheRide

Finance Committee Meeting Summary

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

Location: Blake Transit Center, 328 S. 5th Ave., Ann Arbor, MI 48104
Meeting Chair: Mike Allemang
Committee Meeting Attendees: Kyra Sims, Rich Chang, Raymond Hess
AAATA Staff Attendees: Matt Carpenter, John Metzinger, Bryan Smith, Rosa-Maria Njuki

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

Discussion Items
1. OPENING ITEMS
1.1 Agenda (Additions, Approval) CEO Carpenter added discussion on the Detroit to Ann Arbor service to the agenda. Mr. Metzinger added a brief audit update.
1.2 Communications Mr. Hess volunteered to join the Audit Task Force.
2. POLICY MONITORING & DEVELOPMENT
2.1 Q1 Financial Report Mr. Metzinger presented on the first quarter finances. He reported that AAATA operated on budget for Q1. He highlighted the reserve balance as being above target. In response to Mr. Chang's inquiry, Mr. Metzinger described the current partnerships with UofM (MRide) and financial cooperation. Mr. Hess recommended adding a legend on the "Reserve balance above target" slide to indicate what the red lines mean.
2.2 Mini-Monitoring Report 2.6 Mr. Metzinger highlighted that as of 12/31/2019 the total cash is $6.9M, with investments at $11.6M. It was expressed by Mr. Hess and Mr. Allemang that there may not be a need to continue with the mini-monitoring report 2.6. Ms. Sims agreed. It was agreed that the monitoring report does not need to be brought back until its annual presentation to the Board arises. Mr. Allemang suggested that the cash schedule could be useful in the quarterly financial reports.

Discussion Items

2.3 Budget Amendment Mr. Metzinger reported that the budget amendment will need approval by the Board if the RTA approves the D2A2 project on February 20th. The net zero effect budget amendment will be an identical revenue to expense add to the budget in order to award the D2A2 project.

3. STRATEGY & OPERATIONAL UPDATES: CEO
3.1 2021 Budget & Service Adjustments Mr. Smith led a discussion regarding 2021 Budget prep and revisiting the 5 Year Transit Improvement Plan (5YTIP), as promised. He described the review process as including 5YTIP service evaluation, paratransit study, and budget forecasting.
3.2 Regional Transit Update CEO Carpenter reported that the relationship with the county is growing constructively and that most technical concerns with the Agreement are being born out. He described the legs to work on are (1) the Municipal Partnerships Act bill, (2) the inter-governmental agreement, and (3) the plan upon which a millage is being run. He reported that meetings with RTA regarding the plan are underway.
3.3 Detroit to Ann Arbor CEO Carpenter reported that the project is moving along well and will come before committee on February 13th and to the RTA Board on February 20th for approval.
3.4 Paratransit Operations Update Mr. Smith provided an update on recent operating challenges.
3.5 Audit Update LaTasha Thompson reported that there has been only one finding thus far and the auditors will be presenting to the Finance Committee on March 2nd.

4. CLOSING ITEMS
4.1 Topics for Next Meeting: RTA Audit Task Force Update; Financial Conditions (Policy 2.5)
4.2 Adjournment Chairman Allemang adjourned the meeting at 5:10pm.

Respectfully submitted by: Keith Everett Book

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Service Committee Meeting Summary

Meeting Date/Time: February 5, 2020

Location: Blake Transit Center, 328 S. 5th Ave., Ann Arbor, MI 48104
Meeting Chair: Roger Hewitt
Committee Meeting Attendees: Kathleen Mozak-Betts, Jesse Miller, Sue Gott, Ryan Hunter
AAATA Staff Attendees: Matt Carpenter, John Metzinger, Bryan Smith, Rosa-Maria Njuki

Chairman Roger Hewitt called the meeting to order at 3:10pm.

Discussion Items
1. OPENING ITEMS
1.1 Agenda (Additions, Approval) CEO Carpenter asked for an update on paratransit be added at the beginning of section 3 of the agenda. Otherwise, the agenda was approved unanimously.
1.2 Communications None.
2. POLICY MONITORING & DEVELOPMENT
2.1 Treatment of the Traveling Public (Policy 2.1) CEO Carpenter asked the Committee to consider approving the policy as a (B) – Is in compliance, except for item(s) noted. CEO Carpenter expounded upon the reporting of Executive Limitation (EL) Policy 2.1.2 and what constitutes discrimination, which came up in the surveys. He also pointed out comments on EL Policy 2.1.3 regarding real time-information, indicating partial compliance due to current technical issues. He reported that Mr. Smith's team is making steady progress on improving it. EL Policy 2.1.3.1 – CEO Carpenter indicated partial compliance due to needing a good piece of software for tracking it, which is in the works. EL Policy 2.1.4 – CEO Carpenter suggests getting Rose Mercier's opinion on this one. Mr. Miller indicated that it cannot be captured how complaints are submitted. CEO Carpenter suggested that this interpretation is a struggle for him as well. Mr. Miller described that the individuals most likely to be affected by this policy are the same that would have a difficult time creating a formal legal complaint. He suggested developing a systematic way to review complaints. CEO Carpenter suggested that the new software being worked on by Mr. Smith may give some ways of evaluating what complaints had a degree of discrimination involved in them, and how many were proven valid, as well as how far the complaint was pursued. Mr. Miller pointed out that the language of "ramps worked the majority of the time" seems problematic. He also asked what responsibility TheRide has for maintaining

Discussion Items
ADA compliance with individual bus stops. Ms. Mozak-Betts asked about the responsibility of snow removal. Mr. Smith described that TheRide's facilities staff will address the snow throughout the system where there are shelters and pads, and then those without that are high priority, after the initial onset of a snowstorm. He mentioned that if specific complaints are generated, the facilities staff will go back out to address the specific issue. Mr. Smith described that ADA does not require TheRide to clear the snow, though they attempt to do so, but ultimately it is the responsibility of the business owners. Chairman Hewitt discussed not knowing how to measure the higher standard. He agreed that getting Rose Mercier's assistance might be helpful. CEO Carpenter expressed that he would research previous advice given by Rose. Mr. Miller and Mr. Smith discussed collision rate and how it is derived.
2.2 Q1 Service Report Mr. Smith highlighted the increase of 22 van pools, which exceeds the goal. Mr. Metzinger explained that he is looking to confirm some details from Enterprise, but that van pools are one of the income generating aspects for the TheRide. Mr. Smith pointed out that the on-time performance has been suffering; he hopes that addressing that will help with the decreased ridership. Ms. Mozak-Betts pointed out a typo in the report. It should be edited to say that each "complaint" is investigated (rather than each compliment). Mr. Smith will correct that prior to the Board Meeting. Mr. Smith reminded the Committee that the first Nova bus will arrive in July and described the process of offering the Board and public access to the bus to experience it.
3. STRATEGY & OPERATIONAL UPDATES: CEO
3.1 Paratransit Update   Mr. Smith provided an update on recent operating challenges.   Chairman Hewitt requested another update at the next Service Committee Meeting.
3.2 2021 Budget & Service Adjustments Mr. Smith led a discussion regarding 2021 Budget prep and revisiting the 5 Year Transit Improvement Plan (5YTIP), as promised. He described the review process as including 5YTIP service evaluation, paratransit study, and budget forecasting.
3.3 Regional Transit Update CEO Carpenter reported that the relationship with the county is growing constructively and that most technical concerns with the agreement are being born out. He described the legs to work on are (1) an unapproved Municipal Partnerships Act bill, (2) the inter-governmental agreement (which will be discussed in the additional AAATA Governance

Discussion Items
Committee meeting on February 6th in an effort to provide feedback to the county), and (3) the plan upon which a millage is being run. Chairman Hewitt and Mr. Miller expressed their agreement with the analysis previously provided by AAATA.

4. CLOSING ITEMS
4.1 Topics for Next Meeting: Construction Policy
4.2 Adjournment Ms. Mozak-Betts motioned to adjourn, seconded by Mr. Miller. Chairman Hewitt adjourned the meeting at 5:25pm.

Respectfully submitted by: Keith Everett Book

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Local Advisory Council Meeting Summary (FINAL)

Meeting Date: January 7, 2019

Location: Dawn Gabay Operations Center, 2700 S. Industrial Highway, Ann Arbor, MI 48104
LAC Committee Member Attendees: Cheryl Weber (Chair), Larry Keeler (Co-Chair), Debra Poster, Rebecca Burke, Clark Charnetski (Rep.A1B) Jody Slowins, Janet Nutt, Andrea Henry (CIL), Stephen McNutt, Mary Wells
LAC General Members in attendance: Liz Aldridge, Dana Greer
LAC Committee Members not in attendance:
AAATA Board Liason: Kathleen Mozak-Betts
AAATA Staff Liaison: Robert Williams (AAATA), Michelle Willis (AAATA), Tracy Byrd (AAATA)
Guests: Darryl Johnson (RideCorp), Pedro Baez (RideCorp), Romona Williams

1.	**CALL TO ORDER**
	• Chairperson Weber called the meeting to order at 1:30 p.m.
2.	**REVIEW & APPROVAL OF AGENDA**
	• Chairperson Weber requested that the election of officers be added to agenda. Motion was seconded and passed with no objections
3.	**REVIEW & APPROVAL OF MINUTES**
	• Mrs. Slowins requested that grammatical errors be corrected. Ms. Aldridge requested that the "LAC member not in attendance" be changed to "LAC members in attendance"
4.	**PUBLIC COMMENT**
	• Mr. Charnetski mentioned the Transportation Commission Meeting will be at the Ann Arbor City Council Chambers on January 14th at 7:00pm.
	• Ms. Charnetski also mentioned an upcoming meeting to discuss the Ann Arbor to Detroit shuttle at the Ann Arbor district Library Downtown at 5:00pm.
	• Ms. Williams Mentioned issues boarding and de-boarding the new low floor vans. Ms. Williams also mentioned issues with how fixed route drivers were securing her wheelchair.
	• Ms. Nutt and Mr. Keeler wanted clarification on the A-ride Will-call Policy.
5.	**OWNERSHIP AND OUTREACH ITEMS**
	• Chairperson Weber asked if anyone on the executive committee had any comments about the Board Ends policies.
	• Co-Chairperson Nutt wondered if there was an updated Board ends policy packet to review.
	• Mr. Williams requested that the service animal policy topic be moved to next month
6.	**OPERATIONAL TOPICS**
	• Ms. Willis gave a brief presentation on the new vehicle acquisitions.
	• Mr. Williams presented a monthly report A-ride report.
	• Ms. Willis requested the removal of public comment from the end of the meeting

7. PUBLIC COMMENT TIME	
• Ms. Williams mentioned that there had been issues with the drivers having the incorrect address when taking trips to her Sunday church location. • Ms. Williams and Ms. Burke had questions about the A-ride renewal policy • Mr. Charnetski wondered if there were considerations to reviewing current holiday service hours.	
8. FUTURE NEW BUSINESS TEAMS	
• Vehicle accessibility Plan 2020 • Paratransit Study Update (PASS MAP) • Update Service Animal Policy	
9. ADJOURNMENT	
• Chairperson Weber adjourned the meeting at 3:15 p.m.	

Respectfully Submitted by: Robert Williams, LAC Liaison / AAATA
Paratransit Supervisor

TheRide

Local Advisory Council Meeting Summary (DRAFT)

Meeting Date: February 3, 2020

Location: Dawn Gabay Operations Center, 2700 S. Industrial Highway, Ann Arbor, MI 48104
LAC Committee Member Attendees: Cheryl Weber (Chair), Janet Nutt (Co-Chair), Debra Poster, Clark Charnetski (Rep.A1B) Jody Slowins, Larry Keeler, Andrea Henry (CIL), Stephen McNutt, Mary Wells
LAC General Members in attendance: Don Stasie, Dana Greer
LAC Committee Members not in attendance: Rebecca Burke
AAATA Board Liason: Kathleen Mozak-Betts
AAATA Staff Liason: Robert Williams (AAATA), Michelle Willis (AAATA), Tracy Byrd (AAATA), Caitlin Conway (AAATA), Julia Roberts (AAATA), Bryan Smith (COO, AAATA)
Guests: Darryl Johnson (RideCorp), Pedro Baez (RideCorp), Doug Anderson (Peoples Express), Jim Carson (WAVE)

1.	**CALL TO ORDER**
	• Chairperson Weber called the meeting to order at 1:28 p.m.
2.	**REVIEW & APPROVAL OF AGENDA**
	• Ms. Willis requested that Bryan Smith be allowed to speak ahead of approval of minutes. Motion was seconded and passed with no objections
	• Mr. Smith Spoke briefly about finalizing the recommendations from the paratransit study
3.	**REVIEW & APPROVAL OF MINUTES**
	• Minutes were approved with no corrections.
4.	**PUBLIC COMMENT**
	• Mr. Charnetski mentioned the Transportation Commission Meeting will be at the Ann Arbor City Council Chambers on February 19th at 7:00pm.
	• Mr. Stasie mentioned concerns he had with the new low floor vans, as well as concerns he has heard about the Quantam wheelchair restraints.
	• Ms. Slowins mentioned how accurate the IVR Calls have been.
	• Ms. Nutt mentioned concerns about the ford transit vans.
5.	**OWNERSHIP AND OUTREACH ITEMS**
	• Ms. Conway presented the 2021 Vehicle accessibility plan for AAATA.
	• Mr. Parson presented the 2021 Vehicle accessibility plan for W.A.V.E.
	• Mr. Anderson presented the 2021 Vehicle Accessibility plan for Peoples Express.
	• Chairperson Weber asked if there were any questions regarding the Board Ends Policy packet.
6.	**OPERATIONAL TOPICS**
	• Ms. Roberts gave an update on upcoming AAATA projects
	• Ms. Willis spoke briefly about the new PASS Map.
	• Mr. Williams presented the monthly A-ride report.

7.	PUBLIC COMMENT TIME
	• Chairperson Weber gave a brief report on the January Board Meeting The LAC requested that announcements and Board Report be added to the March agenda.

8.	FUTURE NEW BUSINESS TEAMS
	• A-ride Service trends • Paratransit Study Update (Bryan Smith) • Added agenda items

9.	ADJOURNMENT
	• Chairperson Weber adjourned the meeting at 3:15 p.m.

Respectfully Submitted by: Robert Williams, LAC Liaison / AAATA
Paratransit Supervisor

ISSUE BRIEF: FY2020 Operating Budget Amendment

Meeting: Board of Directors

Meeting Date: February 20, 2020

RECOMMENDED ACTION(S):
Adopt resolution to amend the FY2020 Operating Budget to add revenue and expenses in the amount of **$1,400,000** for the new D2A2 commuter express bus service between Ann Arbor and Detroit.

PRIOR RELEVANT BOARD ACTIONS & POLICIES
• Ends Policy 1.3.4 "Public transportation connects the area to the Metro Detroit region." • Policy 2.5.6 "the CEO must not … authorize contracts not anticipated in the current budget with a value greater than $250,000." • Policy 3.2.7 "…the Board has direct responsibility to create…approval of the annual budget developed and recommended by the CEO." • FY2020 Operating and Budget was adopted September 19, 2019 (Res# 06/2019).

ISSUE SUMMARY:
The FY2020 budget needs to be amended to account for additional revenue and expense after RTA has approved funding for a new commuter express bus service between Detroit and Ann Arbor (D2A2).

BACKGROUND:

• AAATA has been working with regional partners to launch new commuter express service between Detroit and Ann Arbor. This project was identified in the FY2020 budget. The CEO was authorized to enter into a contract to provide the service (see the adopted FY2020 budget pp. 21, 33 for project descriptions, p. 39 for contract award authority (up to $2.5 million).
• Specific revenues and expenses were unclear at the time of budgeting, so the CFO recommended waiting until the project was approved by RTA prior to budgeting.
• A contract has been awarded to Indian Trails to operate the service, and the RTA has approved an agreement with AAATA to pass state operating assistance to AAATA for this project.
    o Operating Revenues from RTA are **$1,400,000** for FY2020
    o Operating Expenses are **$1,400,000** for FY2020
• The net effect on the budget is zero dollars; new revenues equal new expenses.
• Service is planned to begin in March 2020.

IMPACTS OF RECOMMENDED ACTION(S):
• Budgetary/Fiscal: Budgeted revenues and expenses will increase, however the net effect on the FY2020 budget (and subsequent forecast years) is zero dollars as all new expenses will be covered by new revenues to AAATA. • Social/Environmental: Service will improve regional connectivity. • Governance: Amendment to the FY2020 Operating Budget.

ATTACHMENTS:
1. Resolution #02/2020: Amendment of the FY2020 Operating Budget

<u>Resolution 02/2020</u>

AMENDMENT OF FY 2020 OPERATING BUDGET

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

WHEREAS, the Ann Arbor Area Transportation Authority (AAATA) Board of Directors (Board) is required by the Michigan Uniform Budgeting and Accounting Act of 1968 to adopt a balanced operating budget for each fiscal year, and

WHEREAS, an operating budget with operating revenues of $47,824,448 and operating expenses of $47,389,476 was adopted for FY2020 by the Board in September 2019 (Resolution No. 06/2019), and

WHEREAS, the AAATA was awarded $1,400,000 in state operating assistance from the Regional Transit Authority (RTA) of Detroit for the purpose of funding a new commuter express bus service between Detroit and Ann Arbor, known as "D2A2," and

WHEREAS, the AAATA has awarded a contract to Indian Trails for the operation of the new service and expenses for FY2020 are not to exceed $1,400,000, and

WHEREAS, amending the AAATA's 2020 Budget will authorize the CEO to expend $1,400,000 during FY2020 for the new service,

NOW THEREFORE, BE IT RESOLVED, that the Board of Directors hereby approves an amendment to the AAATA FY2020 Operating Budget as its general appropriations act to increase total operating revenues to $49,224,448, and total operating expenses to $48,789,476.

_____   _____
Eric A. Mahler, Chair   Kyra Sims, Secretary
February 20, 2020   February 20, 2020

TheRide

ISSUE BRIEF: Bikeshare Update

Meeting: Board of Directors

Meeting Date: February 20, 2020

INFORMATION TYPE:
Other

RECOMMENDED ACTION(S):
The CEO is seeking Board feedback before making his decision regarding the future of the bikeshare program.

ALTERNATIVE OPTION(S):
The Board can direct the CEO to make a certain decision, over-riding their delegation in this instance. This could be done by motion or policy.

PRIOR RELEVANT BOARD ACTIONS & POLICIES
Board approved the Bikeshare program around 2013-2014. • Policy 2.5 – Regarding risking fiscal jeopardy. • Policy 2.8 – Regarding public image. • Policy 2.10 -Regarding partnerships and first mile/last mile initiatives.

ISSUE SUMMARY:
The bikeshare program is nearing a decision point. After TheRide stepped in to rescue the project in 2018, necessary permits were submitted to the Ann Arbor City Attorney's office (April 2019). However, when no response was received, the program was not able to relaunch as expected in 2019. Two of our partners have expressed concerns about the future of the program. One partner has withheld it's promised financial contribution while another has questioned the future of the program. While it may now be possible to relaunch the program in Spring 2020, it is no longer clear that we should. At this point, the costs of re-launch the program may exceed the costs of shutting it down. Ridership and sponsorship have never been adequate. Although the program was closed for two years, TheRide received very few complaints, perhaps because of the launch of scooters. An expensive operating contract is expiring at the end of February 2020 and a decision this month is needed. While there may be a strong business case to shut it down, there may also be public or political criticism. More information will be available at the Board meeting.

BACKGROUND:
Bikeshare was created in 2015. It was initially a joint initiative of the UM, City of Ann Arbor, DDA, and TheRide. After a few years, the program was failing to meet financial targets. The Partners stepped in, dismissed the contracted operator, and TheRide took over. Crucially, TheRide was the channel for federal grants and is still responsible for outstanding financial obligations should the program shut down.

IMPACTS OF RECOMMENDED ACTION(S):

- Budgetary/Fiscal: Continuation and closure bring financial costs.
- Social: Closure may bring political or public criticism.
- Environmental: Symbolism of bikeshare could be lost. Actual impact too small to measure.
- Governance: This decision has been delegated to the CEO.

ATTACHMENTS:

NA – More information will be available for the Board meeting.

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ISSUE BRIEF: 2020 Q1 Satisfaction and Service Report

Meeting: Board of Directors

Meeting Date: February 20, 2020

RECOMMENDED ACTION(S):
Receive as CEO Operational Update.

PRIOR RELEVANT BOARD ACTIONS & POLICIES
• 2.11.1.5 CEO shall not…Let the Board be unaware of…operational… [and] customer satisfaction metrics… • Appendix A: Informational Reports schedule specifies quarterly Customer Satisfaction and Service Performance reports in Nov, Feb, May, Sept

ISSUE SUMMARY:
Staff present the Quarterly Satisfaction and Service Report populated with currently available and reportable data/targets for Fixed Route, Paratransit, and Vanpool service. The format has changed slightly with the table look, but the information is still the same. One missing item is cost per revenue hour which is still being worked on with the yearend closing. Information is sorted into several Ends Policy categories. Staff will continue to work on defining and populating the remaining items for Fixed Route and for other services. Targets, when possible, will be set in Ends Policy Interpretations. A glossary of terms for currently tracked metrics is attached.

ATTACHMENTS:
1. Highlights Brief 2. FY 2020 Q1 Satisfaction and Service Report 3. Glossary of Terms

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Service and Satisfaction Report Highlights
10/1/2019 to 12/31/2019

1.64 M Trips 2020 Q1

1.70 M Trips 2019 Q1
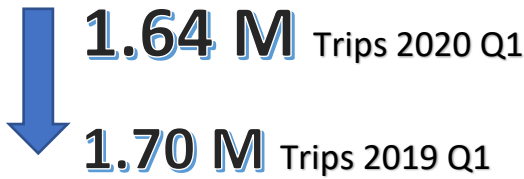
Ridership

Ridership decreased 3.4% quarter to quarter. There is a downward trend in ridership in the last three quarters, which follows the national trend.

Safety

The quarter to quarter trend in preventable collisions and incidents is down to 1.90 per 100,000 miles. This is well below the target of 3.5 and continues to improve safety.

Fixed Route: On-Time Performance

We continue to track the new metric focused on how many *passengers* are on an on-time bus. This factor is slightly down from the same quarter last year.

70% of passengers are on-time.
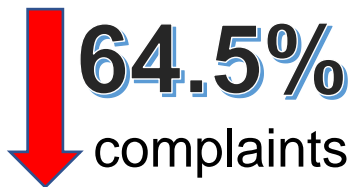
64.5% complaints

Fixed Route: Complaints & Compliments

Complaints are down 65% quarter to quarter. Each complaint is investigated, and appropriate action taken. For every 100,000 boardings there were 1.8 compliments.

Fixed Route: Bus Condition & Road Calls

Miles between road calls are at an all-time high. With this quarter averaging 37,672 miles. The bus condition statistic has continued to improve from quarter to quarter by 5%

37,672
Miles between Road Calls
26,667

Paratransit: Ridership

Paratransit ridership totals increased from Q1 2019 to Q1 2020. There was a significant increase in complaints. These complaints follow no specific pattern and our Manager of Mobility Services is working with the contractor to rectify such.

64,679 Q1 2020
Vanpool Ridership
59,467 Q1 2019

Vanpool

Quarter to quarter, we have an increase of 22 van pools to a total of 126, or a 20% increase, and increased ridership of 64,679 trips

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FY 2020 Q1 Satisfaction and Service Report

Service: Fixed Route (Local + ExpressRide)		FY 2019				FY 2020	Q1-Q1 Analysis
End/Outcome	Measure	Q1	Q2	Q3	Q4	2020 Q1	Q1-Q1
Ridership	Boardings	1,701,224	1,533,512	1,529,005	1,566,514	1,643,953	-3.4%
	Boardings per Capita in Service Area	7.4	6.7	5.9	6.1	6.4	-14.7%
Satisfaction	User Surveys (every 2 years)						
Safe	Preventable accidents + pass. Injuries/ 100,000 miles	2.10	1.65	2.00	1.88	1.90	-9.7%
Reliable	On-time Performance (within 0-5 min at timepoints)	73.3%	78.0%	77.0%	74.0%	72.0%	-1.8%
	% passengers on an on-time bus	72%	76%	75%	72%	70.0%	-2.8%
	Miles between road calls	N/A	20,446	23,689	26,667	37,672	
	Average age of fleet	5	6.5	6.5	6.5	7	40.0%
Courteous	Complaints per 100,000 boardings	2.1	3.3	1.7	1.3	0.7	-64.5%
	Compliments per 100,000 boardings	2.2	3.8	4.3	3.8	1.8	-21.0%
Comfortable	% of qualifying, possible bus stops with shelters	90%	90%	90%	90%	90%	0.4%
	Condition, cleanliness of bus: % buses scoring 80+/100	80%	84%	87%	87%	84%	5.0%
Eff. Stewardship	Boardings per Revenue Hour	24.0	22.0	21.3	23.6	19.4	-19.1%
Service: Paratransit							
End/Outcome	Measure	2019 Q1	2019 Q2	2019 Q3	2019 Q4	2020 Q1	Q1-Q1
Access	ADA Service Denials/ ADA Boardings	0.28%	0.28%	0.18%	0.08%	0.02%	-94.5%
Ridership	ADA Trips	29,327	29,760	35,837	29,003	32,650	11.3%
	Senior Trips	3,159	3,386	2,649	2,885	2,805	-11.2%
	Total ADA and Senior Trips	35,383	33,449	34,889	31,888	35,455	0.2%
	ADA Boardings/Capita	0.13	0.13	0.16	0.11	0.13	-1.7%
Reliable	On-time Performance (% within 30 min Service Window)	97%	96%	97%	96%	96%	-0.7%
Courteous	% of Complaints/Boardings	0.03%	0.05%	0.09%	0.07%	0.10%	259.3%
Stewardship	Boardings per Revenue Hour	1.54	1.54	1.46	1.53	1.67	8.4%
	Cost/Boarding	$ 33.92	$ 37.37	$ 37.58	$ 39.09	$ 35.88	5.8%

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FY 2020 Q1 Satisfaction and Service Report *(continued)*

Service:	Vanpool						
End/Outcome	**Measure**	**2019 Q1**	**2019 Q2**	**2019 Q3**	**2019 Q4**	**2020 Q1**	**Q1-Q1**
Ridership	# of vanpools (at end of Q)	104.7	103.3	105.3	118.0	126.0	20.4%
	# of rider trips taken	59,467	59,698	59,873	64,679	65,837	10.7%
Alt to Auto	Avg Monthly Fuel Cost to User	$ 30.39	$ 28.62	$ 32.75	$ 30.92	$ 30.95	1.8%
	Avg monthly passenger miles/traveler	1,102	1,124	1,117	1,117	1,093	-0.9%
Stewardship	Subsidy per passenger trip (Federal)	$ 2.97	$ 2.92	$ 2.92	$ 2.66	$ 2.83	-4.8%
	Passenger miles/gallon	90.8	90.4	89.7	98.3	86.7	-4.5%

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FY2020 Q1

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. Also reported to National Transit Database.

Per Capita in-Service Area.
Population that lives in the AAATA service area, calculated using census tracts (retrospective measure). Also 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 past 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 looked into 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 Vehicle
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: FY2020 Q1 Financial Statement

Meeting: Board of Directors

Meeting Date: February 20, 2020

INFORMATION TYPE:
Receive as CEO operational update

RECOMMENDED ACTION(S):
Receive as CEO operational update

PRIOR RELEVANT BOARD ACTIONS & POLICIES
• 2.11.1.5 CEO shall not…Let the Board be unaware of… 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 First Quarter Financial Statement with currently available and reportable financial information for the period ending December 31, 2019.

BACKGROUND:
Financial highlights from the first quarter (October, November, December 2019) include: • The reserve was at 2.59 months of annual operating expense, exceeding the target of 2.5 months. • The reserve balance was $10.2 million, $0.9 million higher than first quarter end last year. • TheRide operated within the budget for the first quarter of the year. • There was a $126,861 surplus of revenue over expense, which represents a contingency margin of 1.1% of the adopted budget (FY2020 to date). • Expenses were $911,390 lower than budgeted. Savings were from lower wages, fringe benefits, contracted services, and other costs. • Revenues were lower than budgeted by $454,915 with less than expected state operating assistance and other revenues. • Cash flow was adequate to cover expense; Q1 ended at $18.6 million in cash/ investments.

IMPACTS OF RECOMMENDED ACTION(S):
• Budgetary/Fiscal: Demonstrates financial performance for the reporting period • Governance: Supports Board in financial oversight/fiduciary responsibility

ATTACHMENTS:
FY2020 Q1 Financial Statement (Income Statement and Balance Sheet)

TheRide

Ann Arbor Area Transportation Authority

Q 1 Financial Statement

Income Statement

For the Period Ended December 31, 2019

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 3	Actual Quarter 3	Actual Quarter 4	Actual YTD	Budgeted YTD	Variance (Dollars)	Variance (Percent)
Fares and Contracts	$ 2,402				$ 2,402	$ 2,382	$ 20	0.8%
Local Property Taxes	4,378				4,378	4,378	-	0.0%
State Operating Assist.	3,502				3,502	3,900	(398)	-10.2%
Federal Operating Assist.	1,122				1,122	1,177	(56)	-4.8%
Other Revenues	94				94	116	(22)	-19.0%
Total Operating Revenues	**$ 11,498**	**$ -**	**$ -**	**$ -**	**$ 11,498**	**$ 11,953**	**$ (455)**	**-3.8%**
EXPENSES								
Salaries, Wages, Benefits	$ 6,498				$ 6,498	$ 7,121	$ 623	8.8%
Purchased Transportation	2,821				2,821	2,713	(108)	-4.0%
Fuel, Material, Supplies	1,114				1,114	1,176	62	5.3%
Contracted Services	381				381	684	303	44.3%
Other Expenses	557				557	588	31	5.2%
Total Operating Exp.	**$ 11,371**	**$ -**	**$ -**	**$ -**	**$ 11,371**	**$ 12,283**	**$ 911**	**7.4%**
GAIN(LOSS) FROM OPS.	**$ 127**	**$ -**	**$ -**	**$ -**	**$ 127**	**$ (330)**	**$ 456**	**1.1%**

REVENUE $454,915

Revenues were lower than budgeted by $454,915 with lower than expected state operating revenues due to change in reimbursement rate and lower eligible expenses than expected.

EXPENSE $911,390

Expenses were $911,390 lower than budgeted due to lower wages/benefits and contracted service costs than expected offset by higher than expected purchased transportation expenses. Contracted services includes maintenance, consulting, etc.

☑ TheRide had a $126,861 surplus at the end of the first 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 (Fixed Route Bus)	Demand Response (A-Ride, FlexRide, HolidayRide, MyRide, NightRide)	Non-Urban (WAVE, Peoples Express)	Express Ride (Commuter Express)	AirRide (Airport Shuttle)	Other Modes (VanRide, Ride Sharing)	TOTAL ACTUAL
DIRECT REVENUE								
Fare Revenue	-	1,237	201	30	23	363	-	1,854
Contract Revenues	-	324	52	169	4	-	-	549
Advertising, Interest, Other	-	94	-	-	-	-	0	94
State Operating	-	2,444	514	179	20	142	204	3,502
Total Direct Revenue	**-**	**4,099**	**767**	**378**	**46**	**505**	**204**	**5,998**
DIRECT EXPENSE								
Salaries, Wages, Benefits	1,041	5,260	110	-	42	-	44	6,498
Purchased Transportation	-	-	1,623	534	-	416	248	2,821
Fuel, Material, Supplies	208	898	-	-	7	-	1	1,114
Contracted Services	181	159	-	-	1	-	39	381
Other Expenses	441	112	-	-	1	-	3	557
Total Operating Expense	**1,871**	**6,430**	**1,734**	**534**	**51**	**416**	**336**	**11,371**
Gain(Loss) from Ops.	**(1,871)**	**(2,331)**	**(967)**	**(156)**	**(5)**	**89**	**(132)**	**(5,373)**
ALLOCATED REVENUE								
Local Property Taxes	1,871	1,588	967	-	-	(47)	-	4,378
Federal Operating	-	870	-	156	5	(42)	132	1,122
GAIN(LOSS) TOTAL:	**-**	**127**	**-**	**-**	**-**	**-**	**-**	**127**

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Balance Sheet
For the Period Ended December 31, 2019

Balance Sheet and Reserve

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

ASSETS	Q1 2019 12/31/2018	Q4 2019 9/30/2019	Q1 2020 12/31/2019
Cash & Investments	$ 16,403	$ 21,872	$ 18,597
Other Current Assets	10,321	7,690	10,698
Capital Assets	51,974	46,744	47,904
Total Assets	**$ 78,699**	**$ 76,307**	**$ 77,199**
LIABILITIES	5,400	6,033	5,842
NET POSITION	$ 73,298	$ 70,273	$ 71,357
Reserve Balance	$ 9,296	$ 11,501	$ 10,248
Months in Reserve	2.43	2.91	2.59

Reserve Balance in Months and Dollars (Millions)
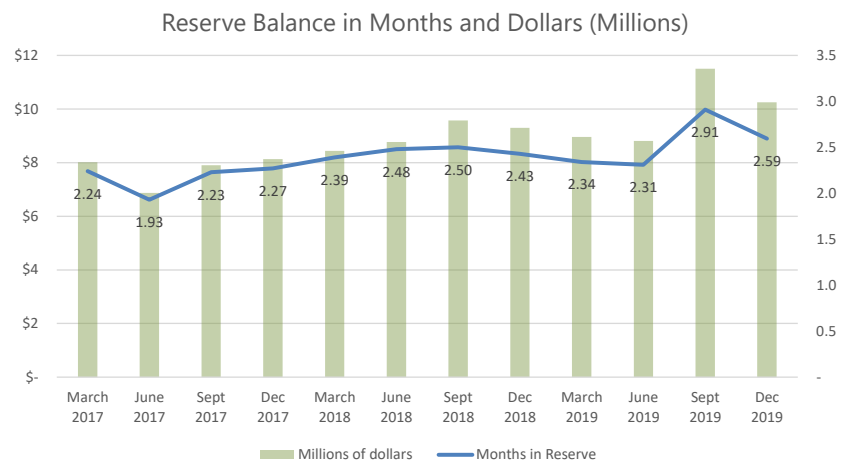
Statement of Cash Flows (in Thousands of Dollars)

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 1	Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 1
Beginning Balance:	$ 15,638	$ 15,119	$ 12,511	$ 9,064	$ 19,824	$ 16,403	$ 13,612	$ 9,427	$ 21,872
Cash from Operations	(1,519)	(3,584)	(5,417)	2,725	(5,289)	115	(3,040)	2,273	(4,626)
Cash from Capital	-	(5)	(31)	(2)	(50)	628	465	1,031	1,351
Cash from Investment	1,000	980	2,001	8,037	1,918	(3,534)	(1,610)	9,141	-
Cash Flow:	**$ (519)**	**$ (2,609)**	**$ (3,447)**	**$ 10,760**	**$ (3,421)**	**$ (2,791)**	**$ (4,185)**	**$ 12,445**	**$ (3,275)**
Ending Balance:	**$ 15,119**	**$ 12,511**	**$ 9,064**	**$ 19,824**	**$ 16,403**	**$ 13,612**	**$ 9,427**	**$ 21,872**	**$ 18,597**

Q1 cash flow was negative at $3.3 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).

Investment Instrument	Date of Maturity	Interest Rate	Total as of 9/30/2019	Transactions	Total as of 12/31/2019
U.S. Treasury Bill	10/15/2019	1.7%	1,000	(1,000)	-
U.S. Treasury Bill	11/19/2019	1.7%	2,000	(2,000)	-
U.S. Treasury Bill	12/26/2019	1.8%	2,000	(2,000)	-
U.S. Treasury Bill	2/20/2020	1.8%	2,000	-	2,000
U.S. Treasury Note	2/15/2020	1.8%	1,000	-	1,000
U.S. Treasury Note	8/15/2020	1.6%	1,494	-	1,494
U.S. Treasury Note	8/31/2020	1.7%	2,000		2,000
CD Other	1/3/2020	1.7%		240	240
CD Other	3/18/2020	1.6%		240	240
CD Other	3/30/2020	1.6%		240	240
CD Other	11/17/2020	1.7%		240	240
U.S. Agency Bond	9/28/2020	1.6%	-	150	150
U.S. Agency Bond	10/30/2020	1.7%	-	2,000	2,000
Money Market Funds	N/A	2.0%	147	1,890	2,037
Total Investments:			**$ 11,641**	**$ -**	**$ 11,641**

Q1 2020 Investment Income: $62,145

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.

Property tax revenues were posted in Q4 resulting in a peak in cash/investments.
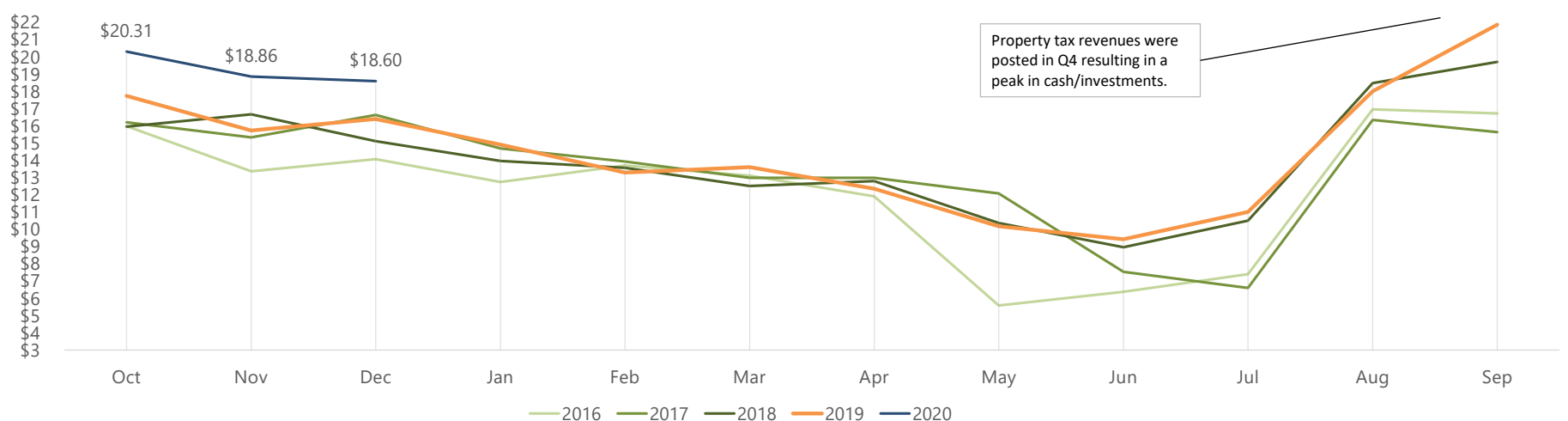
ISSUE BRIEF: CEO Report

Meeting: Board of Directors

Meeting Date: February 20, 2020

INFORMATION TYPE:
Other

OPERATIONAL & PROJECT UPDATES

- **DETROIT – ANN ARBOR EXPRESS BUS SERVICE**
  The RTA board still needs to formally approve the staff recommended fares and service schedule at their February 20, 2020 meeting. Final details on the service will be available then, hopefully including a start date.

- **WAYNE/OAKLAND/WASHTENAW/DETROIT LEGISLATION**
  The CEO and Governance Committee members have had two meeting with County officials to better understand the nature of the recent announcement. Many details are still unclear.

- **ANNUAL FINANCIAL AUDIT**
  Work on the annual financial audit continues with representatives from UHY, LLP. The auditing firm requested additional time to orient themselves to TheRide's financials. The Audit Task Force accepted their request to present results to the task force, Finance Committee, and full Board in March instead of February.

- **BUS OPERATIONS**
  Since the graduation of the current class of MCO's from training, we have every 2020 budgeted MCO position filled. The new bid started in January, and has gone smoothly. We are recognizing the retirement of Ron Copeland after 45 years of service and have begun a search to fill his position. We received 75 applications and will interview ten candidates.

- **MOBILITY SERVICES**
  Staff is finalizing the RFP for Mobility Services. It will be released for bid before the end of February.

- **FLEET SERVICES**
  Sixteen camera systems have been upgraded in our existing fleet, ensuring we continue to have video for our fleet while in service. The older model was no longer supported, and was starting to have usability issues. We have hired two new technicians in Fleet Services, one internal through a pilot apprenticeship program (in cooperation with our Union), and one external.

- **FACILITIES**
  Remodeling has begun on the dispatch center at the Dawn Gabay Operations Center (DGOC). Construction will last 90 days, and we are all looking forward to its completion.

- **PLANNING**
  There is considerable work going on in planning to prepare for the public meetings for the proposed service changes this August. The public meetings are planned for April, and will be widely publicized.

- **CUSTOMER SERVICE**
  We are on the cusp of awarding a contract for a new CRM, utilizing Salesforce software. This is a robust, widely-used software that should meet our needs and improve the customer service experience.

- **WATS POLICY COMMITTEE UPDATE**
  There was no January WATS Policy Committee meeting.

- **TRANSPORTATION COMMISSION**
  Due to staffing challenges, no AAATA staff are attending the Commission at the moment.

TheRide

ISSUE BRIEF: Bus Paint Scheme Update

Meeting: Board of Directors

Meeting Date: February 20, 2020

INFORMATION TYPE:
Other

RECOMMENDED ACTION(S):
Receive for information from the CEO.

PRIOR RELEVANT BOARD ACTIONS & POLICIES
• 2.8 ASSET PROTECTION - The CEO will not cause, allow or fail to address circumstances in which corporate assets are to be unprotected, inadequately maintained, or unnecessarily risked… • 2.8.5 Endanger the organization's public image, credibility, or its ability to accomplish Ends… • 2.11.1.5 Let the Board be unaware of material internal changes…

ISSUE SUMMARY:
As previously communicated, there are several generations of logos and colors in use, fragmenting the appearance and recognition of the agency's contributions. The CEO believes that creating a single unifying brand for TheRide is necessary, and that re-booting the original logo and corporate colors are the most cost effective option. The most prominent example of this change will occur with a new paint scheme on the next generation of buses beginning in 2020. Detailed parameters and guidelines provided in Attachment 1. were used to develop the final design. We also took into account your feedback and that of staff. The final design is shown in Attachment 2. The new consistent look will be phased in until uniformity is achieved. The new design minimizes the impact on bus advertising revenue.

BACKGROUND:
In the early 1980s, TheRide's brand was consolidated with an encircled, chevron logo and standardized colors (red, white, dark blue). Around 2014, a new bus paint scheme was introduced (light blue and white). While the new look of the buses was successful in drawing attention to new services, it accidentally caused confusion in western Washtenaw County by duplicating the colors of another nearby transit agency, the WAVE. TheRide has a strong reputation and history in the area. That legacy is a strength. Consolidating our image using a refreshed version of our historical look should be the easiest, cheapest and most effective approach. Many residents are already familiar with this brand, and it captures the agency's strong reputation and history. TheRide's original logo and colors are still prominently used in many aspects of operations, including letterhead, uniforms, business cards, some buses, etc. Expensive exterior building signs can remain unchanged. There is no additional cost to incorporate an updated paint scheme on the new buses.

The new design for the paint scheme will be incorporated on other vehicles including paratransit buses moving forward. Arrival of the first new-look buses will be summer 2020. Older buses will not be repainted.

IMPACTS OF RECOMMENDED ACTION(S):

- Budgetary/Fiscal: Little additional costs. Estimated impact to advertising revenue of $103,000 after full deployment (2033).
- Social: Increased public awareness of the contributions of TheRide.
- Environmental: N/A
- Governance: N/A

ATTACHMENTS:

1. Parameters for Bus Design Scheme
2. Final Bus Design

TheRide

Attachment 1 - Parameters for Bus Design Scheme

Overall, we want to maximize our positive public image. Our buses are the MOST visible fleet in the City and our most visible asset, and we want to leverage that in our favor to promote ourselves to the community at large, as well as maximize utility for riders.

Branding Guidance

- Return to a color scheme compatible with original logo (red, blue, white). This brand/history is strong. Use the same colors but be open to different ideas.
- Design should suggest speed or movement, and should be aesthetically pleasing.
  - Avoid only horizonal lines as this is considered a dated design theme ('70s)
  - Swooshes are a more recent design, but are also becoming dated
  - No "flames coming from the wheels" scheme
  - Examples from Canada, Europe, or the west coast are encouraged to inspire a more modern design
- Bus colors are a kind of way finding, allow riders to distinguish different agencies' buses. Colors <u>must</u> differentiate us from UM buses (blue and yellow), as well as WAVE (light blue) and Peoples Express (white with blue and red lettering). It is unacceptable to mimic colors/look used by others when the buses serve the same area. Private bus designs should also be avoided.
  - Colors should be reasonably different from DDOT, SMART and People Mover.
- Consider rider's perspective:
  - Riders need to be able to distinguish our bus when approaching at night. A lighter color on the front is encouraged. Riders need to see that 1) it is a bus from a distance, and 2) that it is not a UM bus.
  - Riders looking at the rear of the bus in a terminal (CCTC) should be able to quickly distinguish us from UM buses.
  - The rear of the bus should be highly visible to car drivers to reduce rear-end crashes.
  - Bike racks tend to obscure the front end most of the time. This can limit the use of this
  - space. Design should assume bumpers and bike racks are present.
- Make sure all needed markings are clear and in high contrast colors. (e.g. bus numbers, safety messages, logos, URLs). An information portal (URL) is preferred.
- Paratransit buses and other vehicles should be taken into consideration.

Safety Guidance

- Design cannot obscure the driver's view out of any window.
- Only slight obscuring of a passengers' view out of any window will be acceptable. Some designs may necessitate covering parts of windows. This is undesirable but can be considered if the design is remarkable. Windows are generally dark so light-colored lines could be used.
- Cannot obscure view out of glass doors to alighting surface (ground).
- Design should take into consideration that wheels can throw road dirt/grime on lower sides.

TheRide

Maintenance Guidance

- Lower panels are frequently damaged and should be easy to replace without compromising the paint scheme.
- Accommodating for lower panels reduces design space and color options.

Advertising Guidance

- TheRide brand is a priority while advertising space is secondary. We understand that changes and limitations to ad space may be possible.
- Understanding the impacts of reducing ad space should be considered before selecting a final design.

TheRide
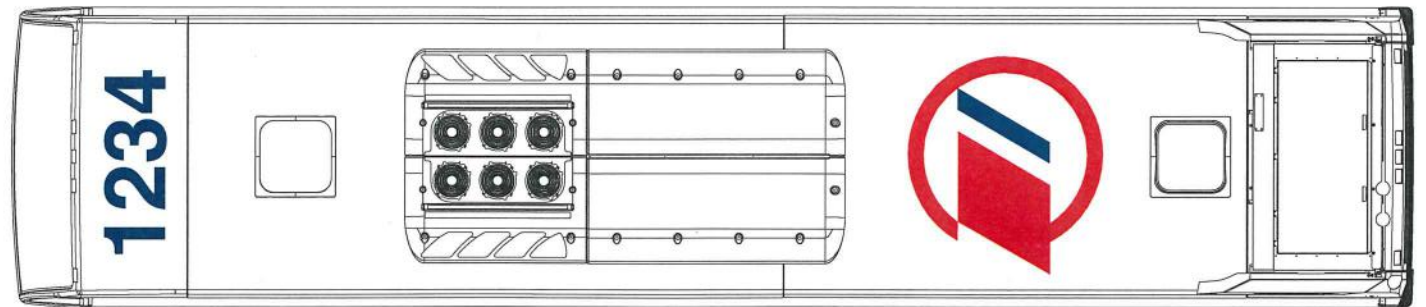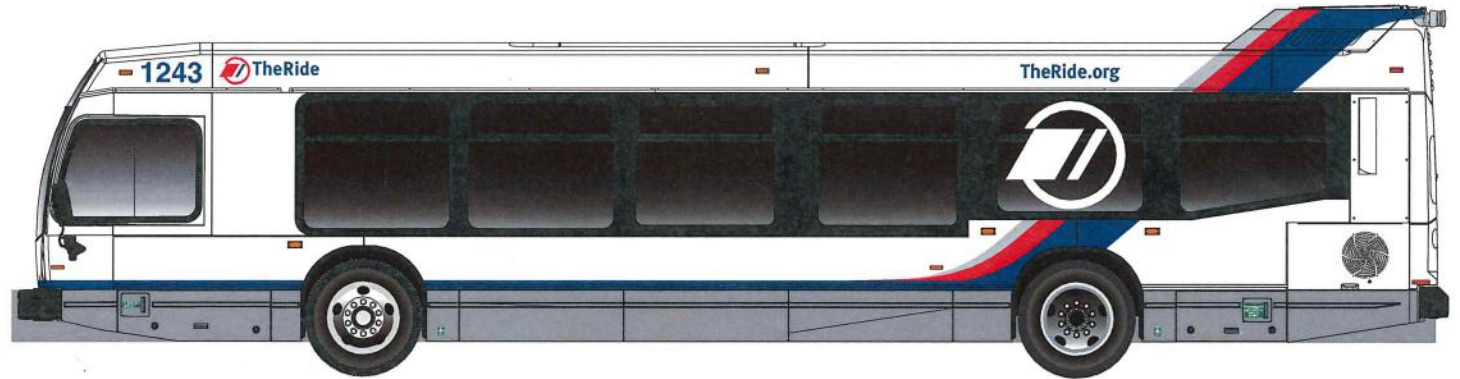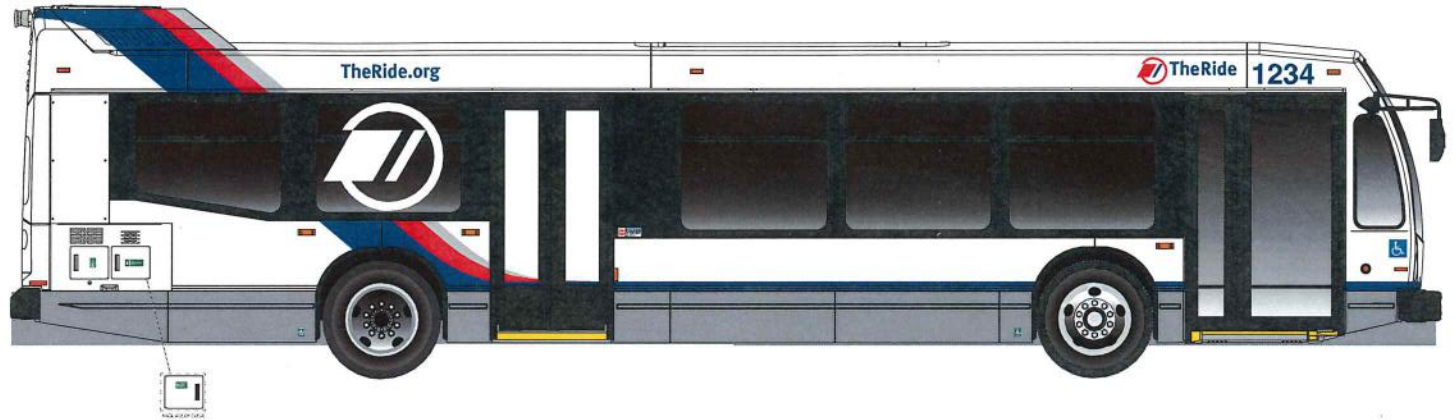
ISSUE BRIEF:
Monitoring Report for Policy 2.1 Treatment of the Traveling Public

Service Committee Review Date: February 5, 2020

Board Meeting Review Date: February 20, 2020

INFORMATION TYPE:
Decision
RECOMMENDED ACTION(S):
Complete the survey before EOB Monday, January 28th, 2020 Board accepts the Monitoring Report as level B – Compliant except for items noted.
ISSUE SUMMARY:
This monitoring report provides interpretation and evidence of the level of compliance of Policy 2.1 Treatment of the Traveling Public within the monitoring period. The CEO attests that the information herein is true to the best of their knowledge.
BACKGROUND:
Monitoring Reports are a key Policy Governance tool to assess organizational/CEO performance in achieving Ends (1.0) within Executive Limitations (2.0).
IMPACTS OF RECOMMENDED ACTION(S):
- Budgetary/Fiscal: - Social: - Environmental: - Governance:
ATTACHMENTS:
1. Monitoring Report for Policy 2.1: Treatment of the Traveling Public 2. Survey Results: Monitoring Report for Policy 2.1: Treatment of the Traveling Public

Table of Contents

🟢 Compliant   🟡 Partially Compliant   🔴 Non-Compliant

Preliminary CEO Interpretations and Evidence

EXECUTIVE LIMITATIONS POLICY 2.1:

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

Degree of Compliance: Partially Compliant

EXECUTIVE LIMITATIONS POLICY 2.1: Interpretation

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

EXECUTIVE LIMITATIONS POLICY 2.1: Evidence

Compliance with the lower level policies demonstrates compliance with this policy statement. I report this policy as partially compliant based on partial compliance on some of the following policies.

EXECUTIVE LIMITATIONS POLICY 2.1.1:

The CEO shall not… Provide facilities, vehicles, or services that are not reasonably

accessible to potential riders regardless of mobility limitations.

Degree of Compliance: Compliant

EXECUTIVE LIMITATIONS POLICY 2.1.1: Interpretation

Compliance with this policy will be demonstrated when all aspects of TheRide's operations, especially buses and facilities, comply with the Americans with Disabilities Act (ADA) requirements for accessibility. This is reasonable because legal standards can be anticipated and compliance can be objectively determined, or at least determined by a legal authority.

EXECUTIVE LIMITATIONS POLICY 2.1.1: Evidence

During the monitoring period:
- 100% of the fixed-route and paratransit bus fleets were wheelchair accessible. Lifts and ramps worked the majority of the time and defective lifts/ramps was a reason to pull the bus out of service.
- Both passenger terminals had doors that could be used by wheelchair users. All restrooms can other building features complied with building codes and ADA requirements.
- In 2018, the Federal Transit Administration audited the AAATA and found no deficiencies regarding compliance with the Americans with Disabilities Act. Such audits cover: fixed route and complementary paratransit services; vehicles; facilities; information provided; operational policies; training; function, availability, and maintenance of equipment; changes in service or policies; performance measures of contractors, and more.
- During the monitoring period we were not found to have violated any Federal, State or local law pertaining to accessibility by any legal authority.
- During the monitoring period a passenger did bring to our attention that exterior speakers on some buses were not functioning. This was corrected in a timely fashion.

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

Degree of Compliance: Compliant

EXECUTIVE LIMITATIONS POLICY 2.1.2: Interpretation

Compliance with this policy will be demonstrated when no regulator, judge, or other legally empowered authority concludes that TheRide has violated any Federal or State law pertaining to discrimination. This interpretation is appropriate because discrimination is a legal infraction which is tightly defined by law. Accusations of discrimination are unfortunately common, and legal requirements may not be the same as subjective experience. TheRide cannot meet everyone's expectations but can anticipate and comply with the law. This is reasonable because legal standards can be anticipated and compliance can be objectively determined, or at least determined by a legal authority.

EXECUTIVE LIMITATIONS POLICY 2.1.2: Evidence

- During the monitoring period no legal authority concluded that TheRide broke any law pertaining to discrimination. We are not aware of any formal complaints being lodged with any legal authority, nor of any credible accusations in general.

- **Federal Audit:** AAATA's 2018 Triennial audit conducted by the Federal Transit Administration found no deficiencies at the AAATA with respect to the Americans with Disabilities Act or Title VI compliance. The audit covered requirements such as disparate impacts, disproportionate burdens, equity analysis, Limited English Proficiency, public participation, service change policies, etc.

EXECUTIVE LIMITATIONS POLICY 2.1.3:
The CEO shall not… Operate without providing effective, comprehensible, accessible, and timely information.

Degree of Compliance: Partially Compliant

EXECUTIVE LIMITATIONS POLICY 2.1.3: Interpretation

Compliance with this policy will be demonstrated when accurate information on how to use our services is available prior to travel. Specifically, information is available in the following formats:

- **Printed Material:** Printed Ride Guides.
- **On-Line:** TheRide's website.
- **Real-Time Information:** Available from a data feed for use in third-party apps.

Furthermore, I interpret "accessible" in this context to mean that printed material must be available in different formats sufficient to meet federal requirements.
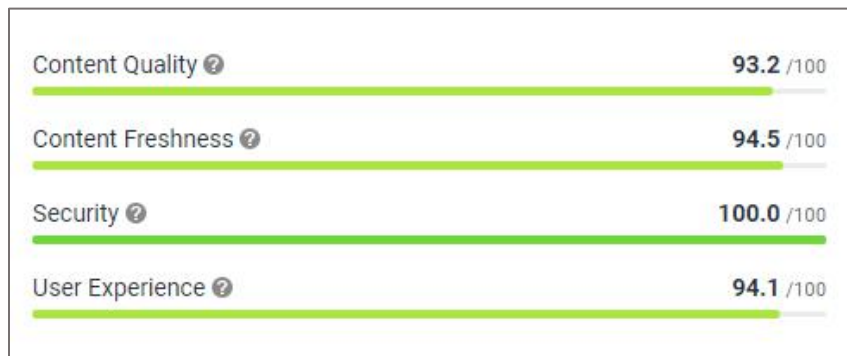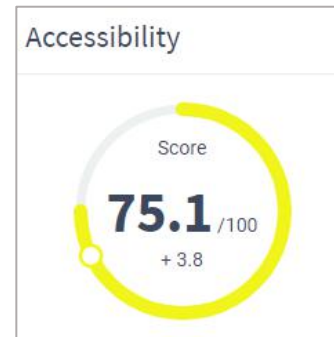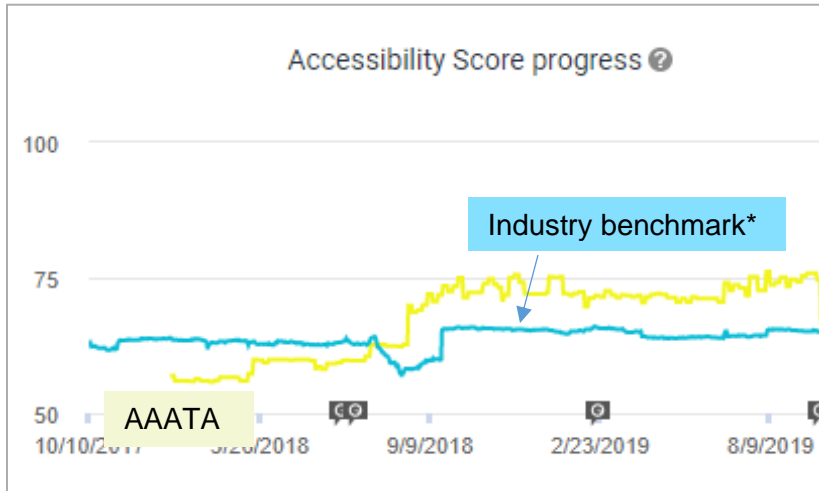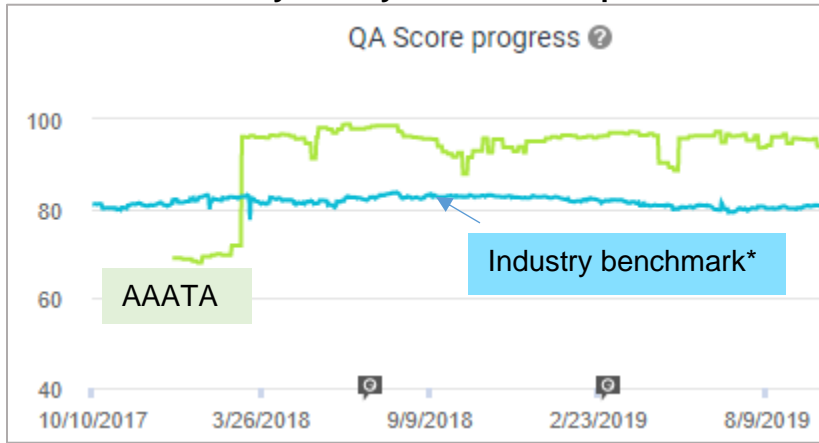
These interpretations are reasonable because they are within the control of the agency.

EXECUTIVE LIMITATIONS POLICY 2.1.3: Evidence

In general, the accuracy and timeliness of TheRide's static information (printed material, on-line timetables, program information, etc.) is high. However, the agency's real-time information system has been experiencing a series of setback since its implementation and is not yet fully reliable. This is the reason for reporting partial compliance. Staff has been working to correct the real-time information system and improvements have been made. However, at this time we cannot provide an anticipated date for compliance with certainty.

1. **Printed Material:** Staff attest that printed Ride Guides and other material are available and well distributed. About 230,000 individual Ride Guides were distributed (an average of about 67,000 per edition).
   - All outlets receive initial stock more than three weeks prior to beginning of service (on buses, in transit centers, and at over 350 various private and public properties).
   - When exhausted, stock in outlets were replenished in a reasonable time.
   - At no time did the community run out of Ride Guides.

2. **Website Uptime and Response Rate:** TheRide.org website had 1.2 million visits last fiscal year. The website average uptime was 98.34% and the average response time was 624 milliseconds.

3. **Website Quality Assurance Report:** SiteImprove, a third-party website analysis software was used to evaluate TheRide.org for its accessibility, reliability, content quality and freshness, security and overall user experience. Overall scores were acceptable. A graphic illustrating the quality of the website during the year can be seen below.

4. **Real-Time Information:** In case of a detour or unplanned change in route, our system may not provide updates in a timely manner. Currently alerts are provided on the website for most service changes. Staff is working on adding a module that will work on improving the timeliness and accuracy of such information. A time by which we will be compliant with this policy is not yet clear.

5. **Federal Audit:** The Federal Transit Administration triennial audit in 2018 found no deficiencies with regard to consumer information, including: accessibility, paratransit information, and translation of material (Spanish, Korean, and Chinese (top languages in area) and Google Translate for the website. Our information practices in 2019 were generally unchanged.

6. **Customer Complaints about Information:** Most of the complaints received in 2019 had to with minor data errors published (times and routes) and real-time information. Any print errors were rectified as soon as it they were brought to staff's attention. Staff is still working on the accuracy of real-time information.

Website 3rd Party Quality Assurance Report

QA Score progress ⓘ

AAATA

Industry benchmark*

100
80
60
40

10/10/2017   3/26/2018   9/9/2018   2/23/2019   8/9/2019

Quality Assurance

Score

94.6 /100

+ 33.6

Accessibility Score progress ⓘ

Industry benchmark*

AAATA

100
75
50

10/10/2017   3/26/2018   9/9/2018   2/23/2019   8/9/2019

Accessibility

Score

75.1 /100

+ 3.8

Content Quality ⓘ   93.2 /100

Content Freshness ⓘ   94.5 /100

Security ⓘ   100.0 /100

User Experience ⓘ   94.1 /100

***- Industry benchmark** refers to peer industries who use SiteImprove for third party website analysis purposes.

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

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

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

TheRide

EXECUTIVE LIMITATIONS POLICY 2.1.3.1:

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

Degree of Compliance: Partial Compliance

EXECUTIVE LIMITATIONS POLICY 2.1.3.1: Interpretation

Compliance with this policy will be demonstrated when all written inquiries and concerns, and all phone calls receive an acknowledgement with two business days, 90% should be resolved within 10 business days, and 99% should be resolved within 20 business days. While we strive to address all public concerns, we may not be able to resolve all issues to the total satisfaction of the individual making the inquiry. Most inquiries are entered into a customer concern tracking database. These thresholds are reasonable considering the resources available.

General inquiries about how to use AAATA services will be answered immediately during business hours. Hold time on a phone will not exceed 2 minutes.

EXECUTIVE LIMITATIONS POLICY 2.1.3.1: Evidence

Phone records indicate that the hold time for customer inquiries within the monitoring period was 0.43 minutes. Response to questions, complaints and compliments received through our customer service website were addressed within 5 business days. However, the tracking software we have been using is not able to provide definitive data to support this conclusion. For this reason, we report partial compliance with this policy. A new software package is being purchased and we anticipate being able to provide data supporting full compliance by January 2021.

EXECUTIVE LIMITATIONS POLICY 2.1.4:

The CEO shall not… Discourage persons from asking questions, airing a complaint, or being heard.

Degree of Compliance: Compliant

EXECUTIVE LIMITATIONS POLICY 2.1.4: Interpretation

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

EXECUTIVE LIMITATIONS POLICY 2.1.4: Evidence

All board meetings held during the monitoring period had at least two public comment periods. No accusations, valid or otherwise, were made relative to this policy. Board minutes are available on TheRide's website.

(Please see CEO Note at the end of the monitoring report.)

EXECUTIVE LIMITATIONS POLICY 2.1.5:

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

Degree of Compliance: Partially Compliant

EXECUTIVE LIMITATIONS POLICY 2.1.5: Interpretation

Compliance with this policy will be demonstrated when bus drivers and other front-line personnel receive periodic customer service training, satisfaction levels with agency personnel are generally high, and meaningful corrective actions occur when needed. This interpretation pertains only to staff behavior, courtesy, etc., and not to other operational factors that may affect customer satisfaction (e.g. on-time performance, bus cleanliness). This interpretation is reasonable because…

I further interpret this policy to mean that those staff who drive buses (i.e. bus drivers, mechanics, contractors) will receive appropriate training for the safe operation of the vehicle, relevant laws, and will be held accountable for same. Collision rates will generally be low. Safe operation includes awareness and consideration of other road users. Compliance will be demonstrated when all relevant staff receive adequate training or coaching/discipline as appropriate.

EXECUTIVE LIMITATIONS POLICY 2.1.5: Evidence

100% of TheRide's bus drivers receive training on customer service and safe bus operation upon hire. 100% of drivers receive annual refresher training on those same subjects, among other issues. All mechanics receive safety training. All staff are subject to standards for safe operation and disciplinary procedures. TheRide's four contracts bus operations require the private contractors to provide safety and customer service training. We have documentation that this has occurred. TheRide's contracts with private contractors requires annual customer service training and we have documentation that this has occurred.

In 2019, about 9 front-line staff did not receive this training due to staffing capacity issues. However, we are currently working on this and should have all front-line staff trained by the end of this quarter. For that reason, I am reporting this policy as partially compliant.

Satisfaction with front-line customers was generally high as measured by the compliments to complaints ratio of 3.2. There were a total of 222 compliments and 70 complaints. All complaints were reviewed, and appropriate corrective actions enforced in all situations.

Collision rates for TheRide's buses are generally low, averaging 1 collision for every 100,000 trips. In 2019, this number decreased to .85 collisions/100,000 trips. Safety items such as Drug and Alcohol policies and procedures, Accident reporting, etc. are audited in the Triennial Review. The 2018 Federal Transit Administration audit found no deficiencies in these areas. Safety statistics are reported quarterly to the Board and monitored daily by staff.

EXECUTIVE LIMITATIONS POLICY 2.1.5.1:

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

Degree of Compliance: Compliant

EXECUTIVE LIMITATIONS POLICY 2.1.5.1: Interpretation

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

EXECUTIVE LIMITATIONS POLICY 2.1.5.1: Evidence

Code of Conduct for the Public: The AAATA has a "Code of Conduct" outlining expectations for public behavior on agency property and in buses. The written codes is published in the follow ways:

- In the first few pages of each edition of the printed Ride Guide.
- On the walls of both passenger terminals.
- On TheRide's website.

The AAATA Code of Conduct reads:

For your safety and comfort, TheRide does not permit the activities listed below on any of the TheRide vehicles or property. Violations may result in banning from TheRide property and loss of riding privileges. TheRide prohibits the following on its vehicles and property:

- *Smoking (including e-cigarettes)*
- *Possession or consumption of alcohol or illegal substances*
- *Lack of proper attire (i.e. shirts and shoes)*
- *Loitering at transit centers and other bus stops*
- *Panhandling, soliciting, harassing or intimidating any person*
- *Disorderly, loud or disruptive behavior, including, but not limited to:*
    - *Obscene, threatening, inciting or insulting language and/or gestures*
    - *Running, yelling or throwing objects*
    - *Spitting, littering, vandalism or graffiti*
    - *Fighting, mock fighting or roughhousing*
    - *Standing, sitting, or walking in a way that inconveniences, obstructs or interferes with others (i.e. blocking doors, feet on seats, etc.)*
    - *Any actions which may interfere with or disrupt safe operation of TheRide vehicles and properties*
- *Use of radios, CD players, or other sound-producing devices without the use of personal headphones*
- *Bicycling, rollerblading or skateboarding, or wearing skates on TheRide vehicles*
Weapons of any kind or possession of any hazardous material or item

- *Animals, except those used for service (i.e. guide dogs), must be transported in a suitable crate or container*
- *AAATA is not responsible for lost items*

EXECUTIVE LIMITATIONS POLICY 2.1.6:

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

Degree of Compliance: Compliant

EXECUTIVE LIMITATIONS POLICY 2.1.6: Interpretation

Compliance with this policy will be demonstrated when sensitive personal information regarding riders/customers collected for the paratransit (ARide), Gold Ride, and Fare Deal programs is handled and stored in a manner such that it can only be accessed by authorized staff who are using it for legitimate business reasons.

Such information must be locked or otherwise secured at the end of every business day. Electronic information should similarly only be accessible to authorized staff. Further, staff must secure the information in accordance with the Americans with Disabilities Act requirements on maintaining Confidentiality of Applicant Information.

EXECUTIVE LIMITATIONS POLICY 2.1.6: Evidence

Personal information on customers is only collected for paratransit (ARIDE), GoldRide, and the Fare Deal programs. Sensitive personal information for people using these programs is generally stored on paper in lockable filing cabinets. Only authorized staff have keys and staff are expected to lock the cabinets at the close of business. Electronic systems were additionally secured after a 2019 MERIT.

Sensitive personal information is not recorded in electronic formats.

- All paratransit related, GoldRide and Fare Deal forms are secured in locked filing cabinets or offices, with access restricted to only certain authorized staff. In 2018, the Federal Transit Administration found no deficiencies with this approach.
- Inactive forms are destroyed after seven years.

EXECUTIVE LIMITATIONS POLICY 2.1.6.1

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

Degree of Compliance: Compliant

EXECUTIVE LIMITATIONS POLICY 2.1.6.1 Interpretation

Compliance with this policy will be demonstrated when no the agency makes no written or electric requests for personal information unless it is essential for conducting agency business (i.e. legally required to collect, needed to effectively administer programs, needed to increase safety or security of the public or staff, or needed to document relevant processes). I interpret "form" to mean any written or electronic means of information collection that can be stored and reviewed later. Evidence will consist of the Deputy CEO of Finance and Administration approving any new form requesting personal information from a member of the public. This approach is reasonable because new forms are rarely created, and existing forms have already been reviewed.

EXECUTIVE LIMITATIONS POLICY 2.1.6.1: Evidence

In late 2018, staff inventoried all forms used by the agency to seek personal information from customers and reviewed the data requested in those forms. All forms were found to be compliance. During 2019 no new forms were created, and the Deputy CEO was not asked to approve any.

CEO Notes

Policy 2.1.4 is proving very difficult to interpret and present evidence for. Upon review this policy is not an original policy created by John Carver. However, there is a similar policy which reads:

> *"The CEO shall not…Fail to … provide a way to be heard for person who believe they have not been accorded a reasonable interpretation of their protections under this policy."*

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

TheRide

Monitoring Policy 2.1 Treatment of the Traveling Public

Guidance on Determining "Reasonableness" of CEO Interpretations

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

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

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

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

Board's conclusion on monitoring report

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

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

A.   Is in compliance

B.   Is in compliance, except for item(s) noted.

C.   Is making reasonable progress toward compliance.

D.   Is *not* in compliance <u>or</u> is *not* making reasonable progress toward compliance

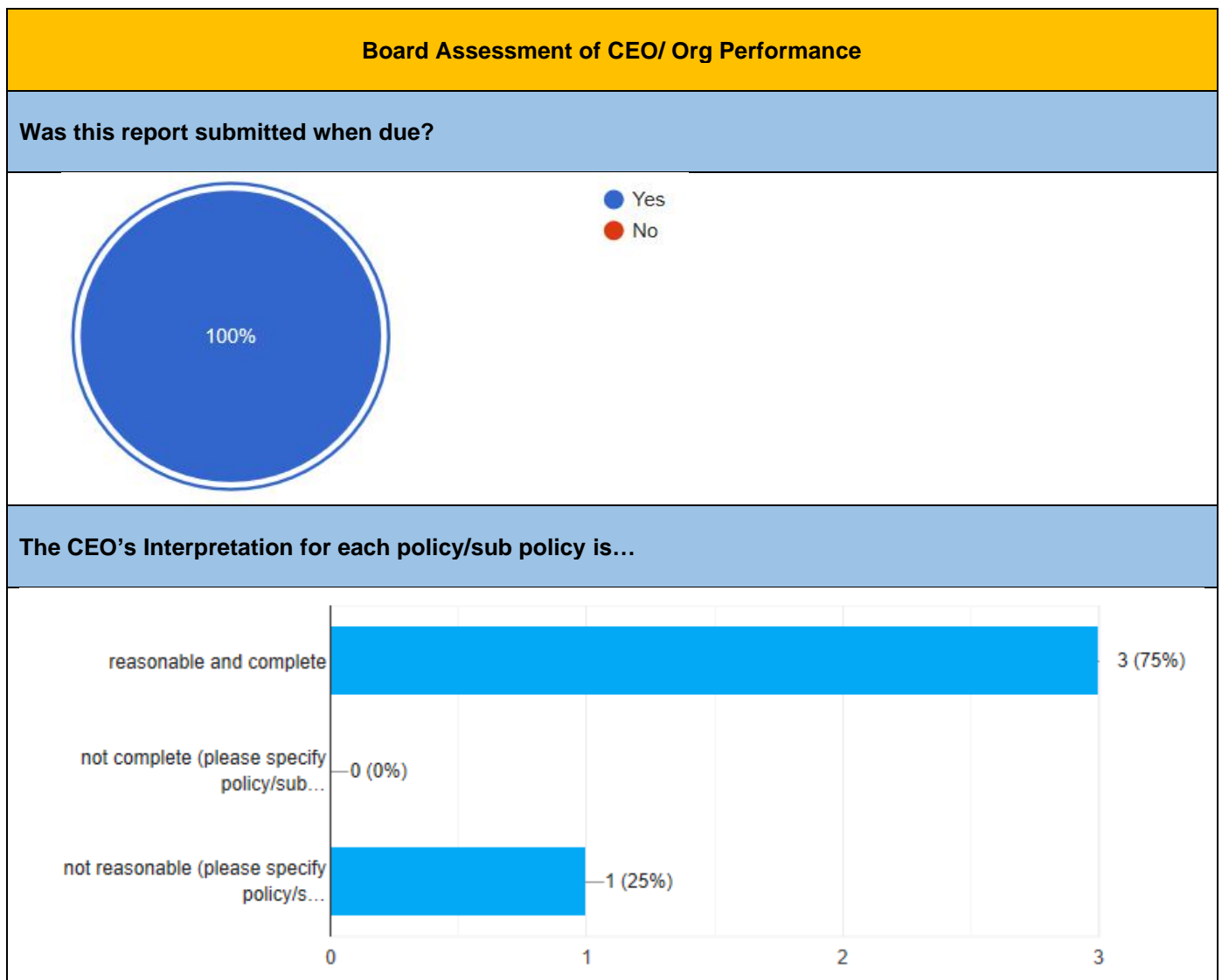E.   Cannot be determined.

Board notes: (If applicable)

SURVEY RESULTS:
Monitoring Report for Policy 2.1 Treatment of the Traveling Public

Service Committee Review Date: February 5, 2020

Board Meeting Review Date: February 20, 2020
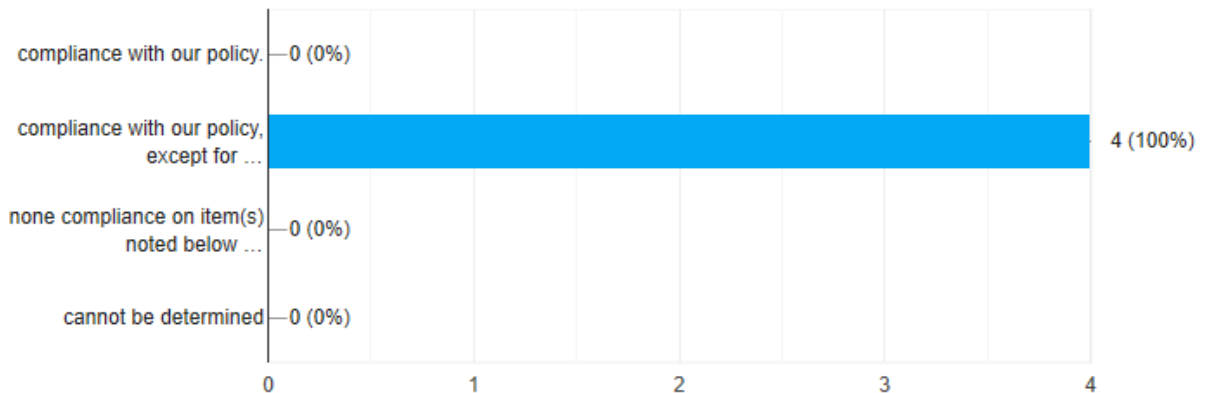
Survey Participants: 4 Board Members

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

Board Assessment of CEO/ Org Performance
Was this report submitted when due?

The CEO's Interpretation for each policy/sub policy is…

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

- 2.1.2 - I lean toward "reasonable" with this, but I also fear the threshold of formal legal complaint may be too high
- 2.1.4 - This does not capture how questions, comments, or complaints are submitted to staff, as the Board is not the only means the public has for communicating with the organization

The CEO's evidence and data shows...

compliance with our policy.	0 (0%)
compliance with our policy, except for ...	4 (100%)
none compliance on item(s) noted below ...	0 (0%)
cannot be determined	0 (0%)

Items not in compliance (if any):

- 2.1, 2.1.3, 2.1.3.1, 2.1.5
- 2.1.4 - If we cannot prove that all complaints are being responded to (see 2.1.3), we cannot prove that the riding public is not being discouraged through inattention, e.g. "it's not worth submitting a complaint because no one will respond."

Optional: Potential Policy Development

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

- Not at this time. The CEO's interpretation is reasonable and areas that are in need of improvement to be compliant are being addressed.
- No
- No, except as noted in the CEO notes

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

- Agree with the CEO suggestion to engage Rose Mercier on rewriting 2.1.4

TheRide

Optional: Comments for the CEO

Commendations on this topic:

- I would like to thank the CEO for his thoughtful interpretations and insights.
- I've commented many times on certain monitoring reports that legal standards are the floor and not the ceiling for evidence. However, I am satisfied when those standards are used for demonstrating compliance as they are the most clear for determining reasonableness. I would like an update/more information on the real-time updates used in third party apps (not necessarily in the context of the monitoring report, but maybe when it is discussed at the board meeting).
- None

Potential Improvement

None, except as already noted.

Comments on the report itself

- This format was user friendly. Thank you, Rosa.
- Good report! Given the other high-priority items that CEO and staff are currently dealing with, I appreciate the detail provided in this important monitoring report.
- A thorough report, especially the supporting data.

TheRide

ISSUE BRIEF: Ends Policies Monitoring Report

Board Meeting: February 20ᵗʰ, 2020

INFORMATION TYPE:
Decision

RECOMMENDED ACTION(S):
That the Board review this monitoring report through the month of February and consider accepting it in March as either level: • B – In compliance, except for item(s) noted, OR • C – Making reasonable progress toward compliance.

PRIOR RELEVANT BOARD ACTIONS & POLICIES
On December 19ᵗʰ, 2019, the Board adopted new Ends policies.

ISSUE SUMMARY:
TheRide's Board of Directors articulate the results the agency is to produce, for whom, and at what cost. These strategic outcomes are called the Ends Policies. This monitoring report provides the CEO's interpretations of those policies, evidence of achievement, and an assertation on compliance with the Board's written goals. As with other monitoring reports, the Board decides whether the interpretations are reasonable, and the evidence is convincing.

BACKGROUND:
The CEO certifies that the information contained in this report is truthful and accurate to the best of his knowledge. In the process of compiling this report, staff has realized that there may be a few data integrity issues and is working to improve those instances.

ATTACHMENTS:
1. ENDS Monitoring Report

TheRide Proposed Ends Policies

The Board establishes its Ends policies within its Vision for public transportation:
A robust public transportation system that adapts to the area's evolving needs, environment, and quality of life.

PROPOSED ENDS POLICIES:	Page #	Compliance
1. **AAATA exists so that an increasing proportion of residents, workers and visitors in the Ann Arbor-Ypsilanti Area utilize public transportation options that contribute to the Area's social, environmental and economic vitality at a cost that demonstrates value and efficient stewardship of resources.**	3	🟡
1.1. Residents in the area have equitable access to public transportation services that enable them to participate fully in society.	7	🟡
1.1.1. People with economic challenges have affordable public transportation options.	9	🟢
1.1.2. People with disabilities or mobility impairments, seniors, minors, and non-English speakers have equitable access to opportunities and destinations in the area.	10	🟡
1.2. Public transportation positively impacts our environment.	13	🟡
1.2.1. Public transportation options are increasingly chosen overuse of a personal car.	14	🟡
1.2.2. Public transportation options minimize energy use and pollution, and conserve natural resources.	15	🟠
1.2.3. Public transportation options produce conditions favorable to more compact and walkable land development.	17	🟠
1.2.4. Relevant public policy is transit supportive	19	🔵
1.3. Public transportation positively impacts the economic prosperity of the area.	20	🟡
1.3.1. Public transportation facilitates labor mobility.	20	🟡
1.3.2. Students can access education opportunities without need of a personal vehicle.	24	🟢
1.3.3. Visitors use public transportation in the area.	25	🟢
1.3.4. Public transportation connects the area to the Metro Detroit region.	26	🟠
1.4. Passengers are highly satisfied with public transportation services.	27	🟢
1.5 Residents of the area recognize the positive contributions of public transportation to the area's quality of life.	28	🟢

🟢 Fully Compliant   🟡 Partially Compliant   🟠 Non-Compliant   🔵 TBD

TheRide
Ann Arbor Area Transportation Authority

Preliminary CEO Interpretations and Evidence

POLICY 1:

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

Degree of Compliance: Partially Compliant.

POLICY 1: Interpretation

I interpret this policy to mean that the broadest purpose of TheRide is to facilitate access to destinations within the service area. Further, I interpret the lack of reference to specific vehicle technology to mean that TheRide can utilize whatever mode of transportation is most suitable given the circumstance.

Compliance with this policy will be demonstrated during this period when ridership on fixed-route services increases *faster* than population growth. This should indicate that the community is *increasingly* relying on transit. Fixed-route ridership is a good proxy for overall benefit as it makes up 90% of all riders of all our services. Other modes of travel are referenced later.

Further, value and stewardship will be demonstrated when our cost-effectiveness remains within the norms of the public transit industry over time. No transit service breaks-even or turns a profit, so conventional financial analysis are less helpful. This interpretation is reasonable because it provides alternative context via benchmarking and trends over time. It also illustrates whether limited funds are being used to benefit the largest number of people possible.

Our specific metrics, targets and results for this period are outlined below.

Further compliance with this policy is demonstrated by compliance with policies 1.1, 1.2, 1.3, 1.4 and 1.5 below.

TheRide
Ann Arbor Area Transportation Authority
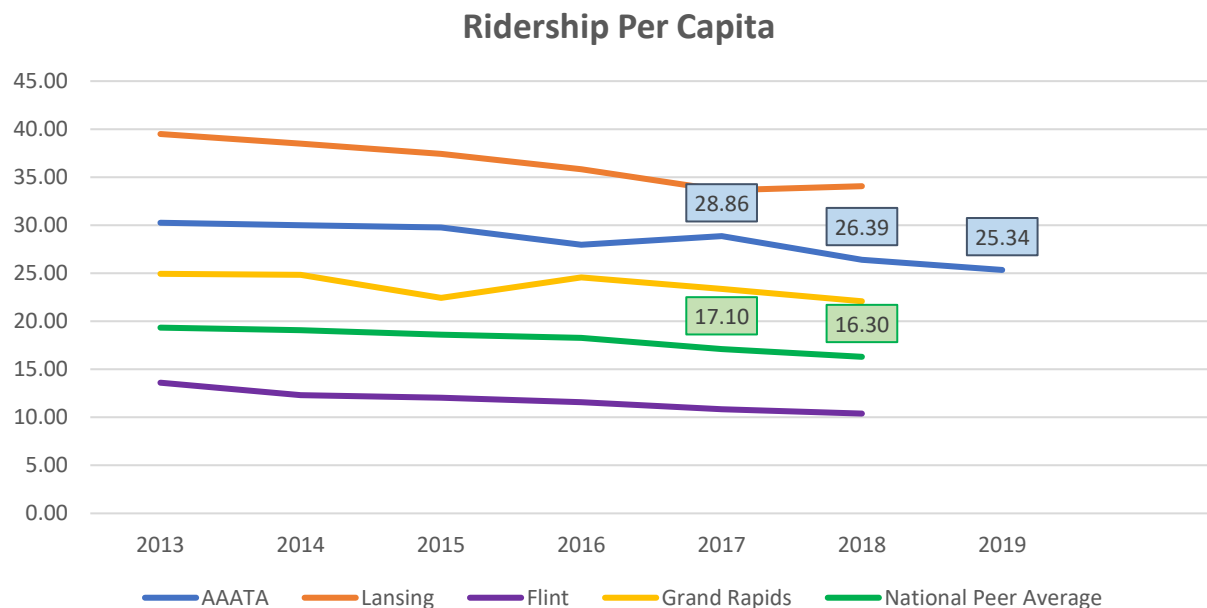
POLICY 1: Evidence

Evidence for this policy is provided as statistical trends for TheRide's key performance metrics for fixed-route bus service, benchmarked against other peer transit agencies in Michigan for context. TheRide peers are developed by a third-party, Florida Transit Information System (FTIS). FTIS uses data from the National Transit Database to create peers that are similar based on area population, mode type, total annual vehicle miles operated, annual operating budget, population density, population growth rate, percent of service demand-responsive, percent of low-income population etc. Five of the most similar transit agencies in the country have been used to provide a national peer average comparison.

Our key metrics are:
- **Ridership per Capita** – Total fixed-route ridership divided by population. This gives a snapshot of the proportion of the community using the service and is more up to date than mode share figures that follow later in this report.
- **Annual Ridership** – Total absolute ridership on the fixed-route service. A snapshot of the actual number of passengers. (Paratransit, vanpool and other services are addressed in other policies.)
- **Cost per Rider** – Total Fixed-route Operating Costs divided by Ridership. This cost-effectiveness measure provides an answer about "at what cost?" It is best judged in comparison with other transit agencies.

Ridership (Trips) per Capita

The population of the area grew by 1.02% while ridership grew by 0.24%. Even though growth was experienced both in ridership and capita, ridership did not grow as fast as the population leading to a decrease of 4% in ridership per capita. Becoming compliant with this goal will require more resources, service restructuring, and an increase in service in order to attract the growing population. The graph below displays this information

Ridership Per Capita

Line chart titled "Ridership Per Capita" showing years 2013–2019 on the x-axis and values from 0.00 to 45.00 on the y-axis. Series: AAATA (blue), Lansing (orange), Flint (purple), Grand Rapids (yellow), National Peer Average (green). Labeled data points: AAATA 28.86 (2017), 26.39 (2018), 25.34 (2019); National Peer Average 17.10 (2017), 16.30 (2018).

Note:
1. *Lansing ridership per capita is high because CATA reports Michigan State University ridership. TheRide accounts for University of Michigan's population but does not account for their on-campus ridership thus reporting comparatively lower ridership per capita numbers.*

POLICY 1: Evidence *(continued)*

Annual Ridership

Since 2013, TheRide has seen a slight overall increase in fixed-route ridership, albeit with some declines. This is in contrast to other Michigan transit agencies and national trends of severe ridership losses. The national peer average is based on five transit agencies with the highest likeliness score to TheRide. The graph below displays this information.

Annual Ridership

	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019
AAATA					6,596,905	6,617,835	6,558,749
National Peer Average					4,652,967	4,540,413	

Legend: AAATA, Flint, Grand Rapids, Lansing, National Peer Average
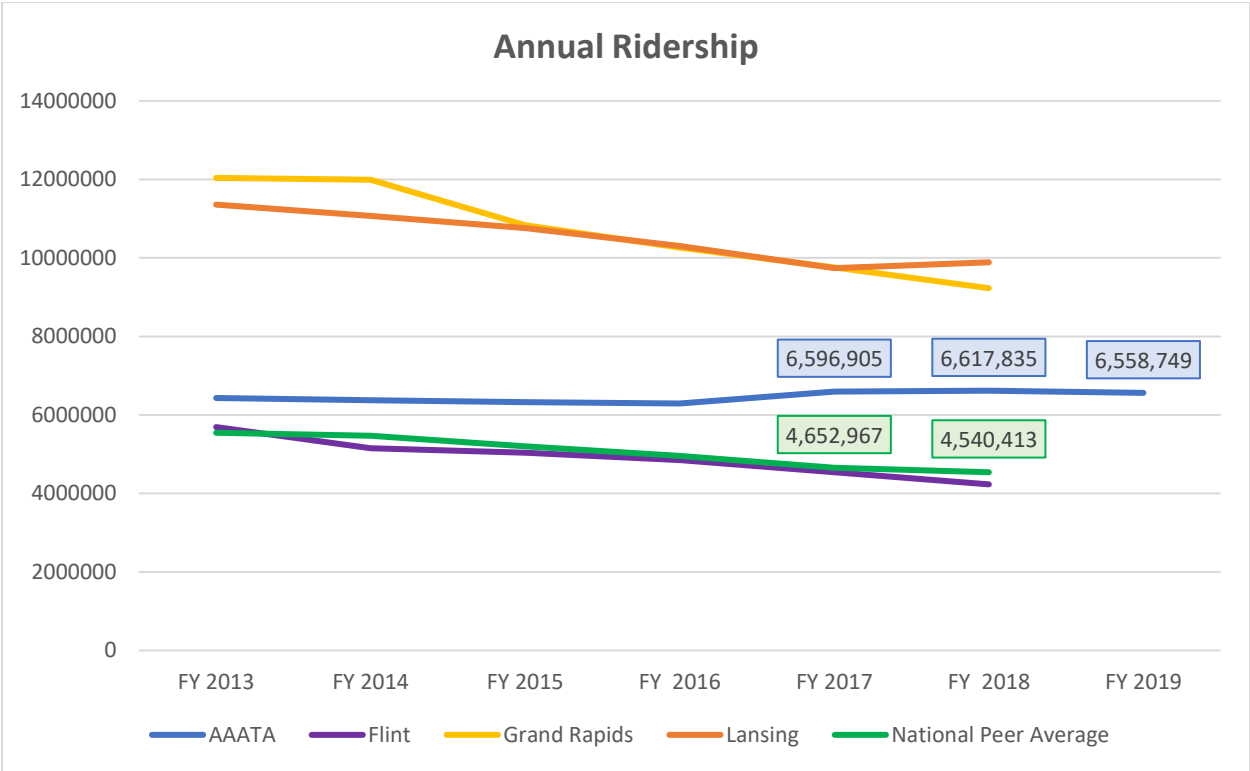
Note:

1. *Lansing's ridership includes ridership at Michigan State University while TheRide does not include University of Michigan on campus ridership. This may explain the disparity in the ridership numbers between the two agencies.*

POLICY 1: Evidence *(continued)*

Cost per Ride (not adjusted for inflation)

Like peer agencies, the cost of operation has seen a gradual increase as costs increase faster than ridership. 2019's expenses are higher as a result of an increase in wages, fuel costs, utilities and insurance. Fixed route absorbs the majority of that increase since it is the main business. Our target is to maintain a reasonable cost per ride in comparison with other peer agencies. The information below illustrates that we are higher than other Michigan agencies, possibly due to a higher cost-of-living in the Ann Arbor area.
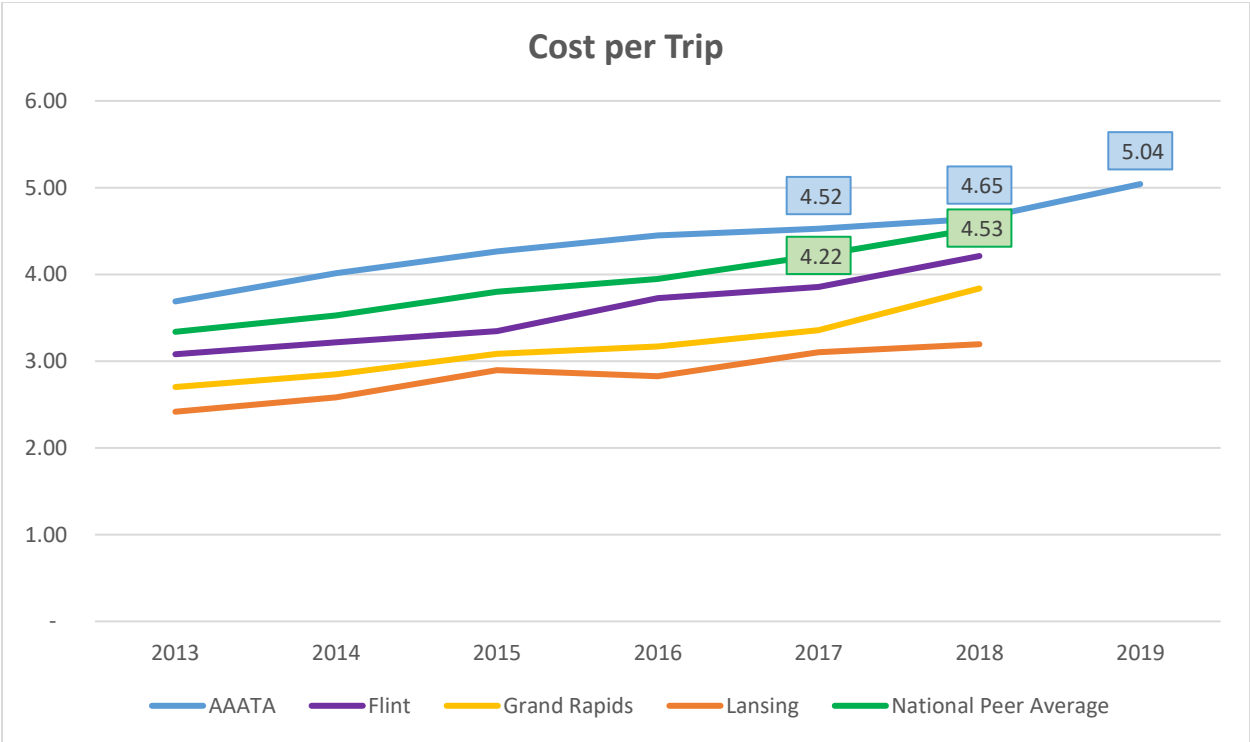
Note:

1. *Lansing divides its cost across a larger base (including MSU ridership). TheRide does not include U of M on campus ridership in this analysis. This, among other reasons, accounts for the difference in cost per trip among the two agencies.*

2. *AAATA's costs are not conclusive as audit is ongoing.*

POLICY 1.1:

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

Degree of Compliance: Partially Compliant

POLICY 1.1 INTERPRETATION

Compliance with this policy will be further demonstrated when:

- At least 80% of residences in the membership area are within 0.25 miles of a bus stop. This distance is generally seen as a reasonable walking distance by industry standards.
- There is a bus stop within 0.25 mile walk of all municipal council chambers (3) and major hospitals, and most major grocery stores and libraries are within 0.25 miles of a bus stop. (Job and educational sites are addressed in later policy.)
- The Board has partially interpreted equitable access in policies 1.1.1 and 1.1.2. Compliance with policies 1.1.1 and 1.1.2 constitutes further achievement of this End.

This interpretation is reasonable because, as a requirement for service coverage, walking distance standards are the industry norm for setting acceptable limits. This is as much coverage as available resources allow. Paratransit must serve all destinations with ¾ miles of a bus route, so these measures also encompass paratransit access. Our specific metrics, targets and results for this period are outlined below.

POLICY 1.1: Evidence

Service Coverage

Within 0.25 mile of a bus stop	FY2018	FY 2019	FY 2020	Target
Council Chambers	3	3	3	3
Hospitals (UM, St Joseph)	2	2	2	2
Major Grocery Stores	100%	100%	100%	80%
Major Libraries	100%	100%	100%	80%

Residential Coverage

As illustrated in the SEMCOG map below, there are AAATA bus stops near the majority of the residential population. While some outlying low-density areas may be beyond 0.25 miles, we believe that at least 80% of the population is covered. In the future, we may use more detailed computer analysis to further quantify the exact calculation.
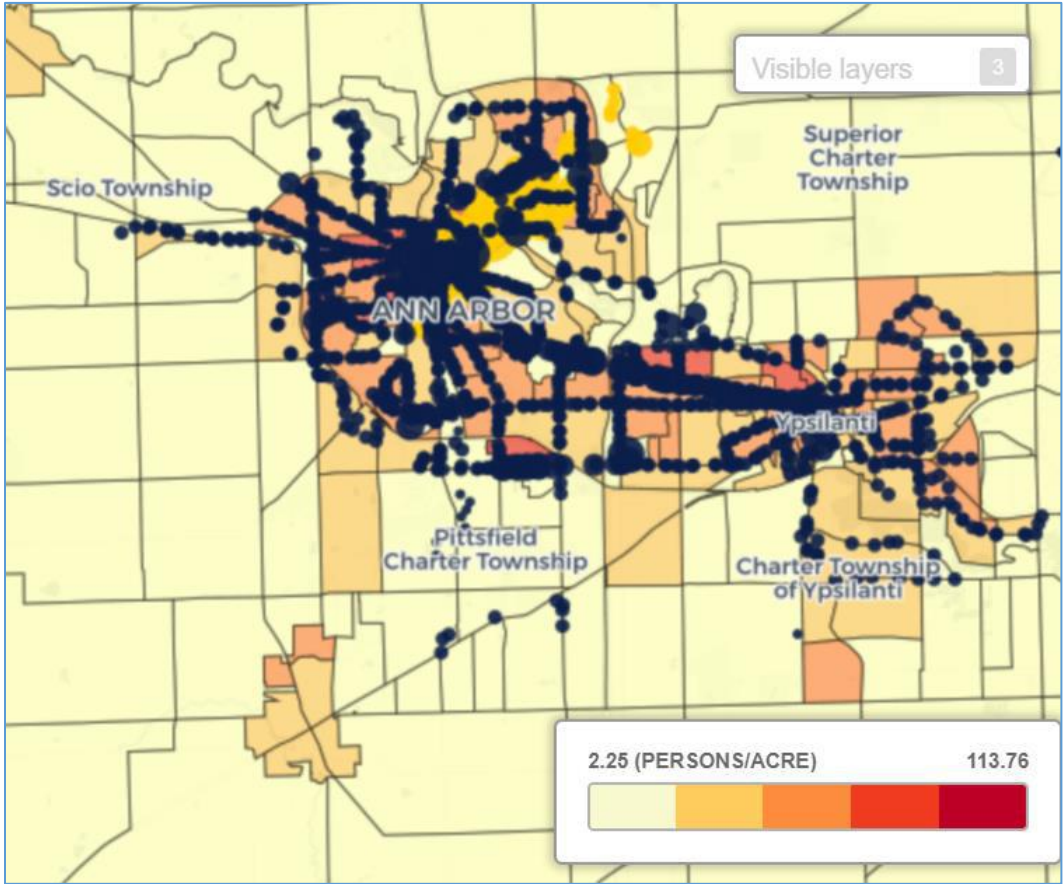
POLICY 1.1.1:
1.1.1. People with economic challenges have affordable public transportation options.

Degree of Compliance: Compliant

POLICY 1.1.1: Interpretation

Compliance with this policy will be demonstrated when low-income residents of member jurisdictions (Ann Arbor, Ypsilanti, Ypsilanti Twp.) have access to a reasonably discounted passenger fare for the fixed-route service. This interpretation is reasonable because, unless fares are free, there will be a need to establish a threshold. A threshold based on income is the most direct way to target the additional subsidy specifically to persons with lower incomes.

This is as much as a discount as we can offer given existing resources and the need to use passenger revenue to help fund services. Our specific metrics, targets and results for this period are outlined below.

POLICY 1.1.1: Evidence

TheRide has a low-income discount program called the Fare Deal program. Eligible passengers can pay a discounted fare of $0.75 compared with the full fare price of $1.50. Eligibility is determined by being able to present a Medicare*/ Medicaid** card and a valid State ID.

The Fare Deal program is reasonably well-used and is available to all eligible residents of the service area. Over four thousand people are registered. 3,525 of these are registered based on income. About, 99% of all those served through this program are residents of the service area.

Fare Deal Program	FY 2019
Total # of Fare Deal registrants	4,286
# Fare Deal ADA	205
# Fare Deal Income eligible	3,525
# Fare Deal Senior	506

In addition to the Fare Deal program, as per the Federal Transit Act, seniors, people with disabilities, and Medicare cardholders can only be carded a 50% fare. Therefore, a reasonable discounted fare for TheRide should be no greater than, $0.75. i.e. 50% less than the full fare price ($1.50).

Note:

* Medicare eligibility is based on state of residence, age, disability and/or chronic illness. Each state has different eligibility requirements. However, Medicare users are often 65 years old and above.

**Those who do not qualify for Medicare (16-64 years) and have an income at or below 133% of the federal poverty level ($16,000 for a single person or $33,000 for a family of four), are not pregnant and reside in Michigan may qualify for Medicaid also known as the Healthy Michigan Plan in Michigan.

POLICY 1.1.2:

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

Degree of Compliance: Partially Compliant

POLICY 1.1.2: Interpretation

Compliance with this policy will be demonstrated when:

- Anyone using an ADA-compliant wheelchair is able to access all buses and passenger terminals. This is reasonable because if a wheelchair can be accommodated, most other physical mobility limitations can be accommodated; and because mobility limitations, not age, are the barrier to access.
- TheRide complies with legal requirements for accommodating anyone with disabilities. This is reasonable because it documents compliance with the Americans with Disabilities Act (ADA).
- 100% of bus stops adjacent to sidewalks are wheelchair accessible. This is reasonable because full access is a reasonable goal, and because some bus stops have no adjacent sidewalks and the TheRide cannot make them accessible.
- Residents and visitors who are not physically able to use the fixed-route service due to a mobility limitation have access to door-to-door paratransit service that meets ADA minimum requirements. This is reasonable as federal law mirrors this interpretation.
- Minors are allowed on the bus, there is no age limit to ride the bus. We do expect that young children, toddlers and infants be accompanied by an adult. This is reasonable because it allows the bus driver to exercise discretion based on circumstance.
- Printed passenger information is available in Spanish and Chinese (Mandarin) which are the two most common non-English languages in the area. This is reasonable because it mirrors minimum federal requirements and is cost effective. On-line translation services can help communicate our website information.

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

Our specific metrics, targets and results for this period are outlined below. These goals are within our control and financial reach, and mirror legal requirements for our services. While there will always be specific needs we cannot meet (e.g. extra-large wheelchairs, remote destinations, etc.), the above goals are within our resources to achieve. Should resources permit, we may strive to exceed these requirements.

POLICY 1.1.2: Evidence

Measure	Current Status	Target
% of Buses Accessible to Wheelchairs	100%	100%
% of terminals accessible to wheelchairs	100%	100%
% of bus stops accessible (that can be made accessible)	59% (623 out of 1,061 are accessible. There are another 188 stops that cannot be made accessible.)	100%
% of buses with audio and visual stop announcements	100%	100%
% of terminals with visual departure announcements	Both terminals	Both terminals
Paratransit compliance with ADA (determined by FTA)	Complies with ADA (2018 FTA Review)	Complies with ADA
Availability of Spanish and Mandarin	Ride Guides published. On-line translation	Ride Guides published
Age of Unaccompanied Minors	No age limit to ride the bus, young children need to be accompanied	No age limit.

Previously, we were in compliance with older goals for making bus stops accessible. This new interpretation we are only 59% in compliance and will need to make further investments to achieve full compliance. There are 438 bus stops still to be made accessible. The timeline is not yet defined for reaching full compliance. For that reason, I report partial compliance on this policy.

Below is a comparison of ADA minimum requirements and TheRide provisions today. As seen in this table, TheRide provisions equal to exceed ADA minimum requirements.

Parameter	ADA Minimum Standards	TheRide's Current Level of Service	Compliant?
Coverage area	¾ mile from fixed routes	Covers all fixed route service areas and beyond.	Yes
Trip denials for advanced booking	None, within one-hour negotiation window	None, within one-hour window.	Yes
Fare	A maximum of 2x the fixed route cost.	Paratransit fares are $3.00, twice the fixed route fare of $1.50.	Yes
Vehicles	All buses are wheelchair accessible.	All buses are wheelchair accessible.	Yes
Assistance	Personal Care Attendant (PCA) allowed free of charge, Guest fare equal to client	PCA free of charge, Guest fare equal to client	Yes

Parameter	ADA Minimum Standards	TheRide's Current Level of Service	Compliant?
Advance booking	Allow up to 14 days in advanced booking; an agency may choose to allow booking for less than 14 days if such a plan involves public participation.	TheRide allows up to 7-days in advanced booking. This change came in effect after two public input sessions in April 2011.	Yes.
Scheduling window	Allow for 30 minutes before or after scheduled time	Allow for 30 minutes after scheduled time	Yes.
Curb to curb	Curb to curb	Door to Door (Better than curb to curb)	Yes.
Reservations	Trip reservation services should be available during administration's office hours.	Administration hours are 8:00AM-5:00PM. Trip reservation services are available from 7:00AM - 6:00PM	Yes.
Reasonable modification	Reasonable modification at customer request	Reasonable modification at customer request	Yes.
Will-call return trips	No stipulation	When passengers make medical trips, they are allowed to call for their return trips. TheRide allows for two will call trips a day.	Yes.
Service Animals	Service animals are permitted to accompany service users	Service animals are permitted to accompany service users	Yes.
Trip Purpose	There are no restrictions or priorities based on trip purpose	There are no restrictions or priorities based on trip purpose	Yes.

POLICY 1.2:

Public transportation positively impacts our environment.

Degree of Compliance: Partial Compliance

POLICY 1.2: Interpretation

The Board has fully interpreted this policy in the policies 1.2.1 through 1.2.4. Demonstrated achievement of those policies constitutes achievement of this policy.

POLICY 1.2: Evidence

Achievement of policies 1.2.1 through 1.2.4 constitutes achievement of this policy.

POLICY 1.2.1:

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

Degree of Compliance: Partially Compliant

POLICY 1.2.1: Interpretation

Compliance with this policy will be demonstrated when the proportion of daily *commuters* using non-automobile modes, especially public transit, increases over time. This measure is known as "mode share" and is similar to "market share". This is reasonable because this is an industry-standard measure of how people actually travel and can be consistently measured over time. Also, we do not have mode share data for *all* trips, only *work* trips.

Our specific metrics, targets and results for this period are outlined below. The targets are realistic within our existing resources.

POLICY 1.2.1: Evidence

Commute to Work, Changes Over Time (Ann Arbor, Ypsi, Ypsi Twp., Pittsfield Twp.)

Transportation to Work

Transportation to Work	ACS 2010	% of Total (ACS 2010)	ACS 2015	% of Total (ACS 2015)	% Point Chg 2010-2015
Drove alone	72,861	68.7%	74,216	66.5%	-2.2%
Carpooled or vanpooled	8,778	8.3%	8,949	8%	-0.3%
Public transportation	6,097	5.8%	8,840	7.9%	2.1%
Walked	10,194	9.6%	9,764	8.8%	-0.8%
Biked	2,073	2%	2,987	2.7%	0.7%
Other Means	831	0.8%	786	0.7%	-0.1%
Worked at home	5,164	4.9%	6,017	5.4%	0.5%
Resident workers age 16 and over	105,998	100.0%	111,559	100.0%	0.0%

Source: **U.S. Census Bureau**, 2006-2010 and 2011-2015 American Community Survey 5-Year Estimates

Source: SEMCOG, Community Profiles. 2019.
Note: This data is collected every five years.

Targets: The proportion of all modes of travel other than driving along should increase over time. Driving alone should decrease. Change in mode share are gradual and best measured over years. Per the data above, there was a 2 percent increase in public transportation and a 2.2 percent decrease in personal vehicle (driving alone) use between 2010 and 2015.

These mode share data are the most reasonable evidence that is readily available. However, there are shortcomings: the data are only collected every five years, mode share for <u>all</u> trips is not available, and the data combine TheRide, UM buses, and other services together. Nevertheless, a better means of providing evidence for this policy has not yet been found.

POLICY 1.2.2:

Public transportation options minimize energy use, pollution and conserve natural resources.

Degree of Compliance: Not Compliant

POLICY 1.2.2: Interpretation

Compliance with this policy during will be demonstrated when TheRide's own energy use and greenhouse gas emissions (GHG) *per passenger trip* decrease for major services and facilities. This is reasonable because it allows tracking over time by accounting for changes in the amount of service provided. More detailed estimates of emissions are possible cost-prohibitive and fuel use is a reasonable proxy measure.

Our specific metrics, targets and results for this period are outlined below. The targets are realistic within our existing resources. Should resources permit, we may strive to exceed these requirements.

(Note: Because shared-ride modes have a lower environmental impact than single-occupant automobiles, it is more important to increase the number of people *using* public transit than it is to reduce the energy consumption or pollution *from* public transit.)

POLICY 1.2.2: Evidence

Fuel Use/Passenger Trip

Gallons of fuel per Passenger Trip	2018	2019	Target	Within target
Fixed-Route	0.13 (841,689 gallons)	0.13 (868,528 gallons)	Same or reduced.	Yes
	Overall fuel consumption increased by 26,839 gallons compared with the previous year. Nonetheless, there wasn't a significant change in ridership, and the ratio of gallons to ridership remained the same at 0.13			
Paratransit	0.13 (17,906 gallons)	0.14 (18,985 gallons)	Same or reduced.	No. up by 7.6%
	Despite 1.5% decline in paratransit ridership from 2018 to 2019, the amount of fuel consumed was up by 7.6%. This could be as a result of less shared trips.			
Vanpool	0.36 (84,400 gallons)	0.37 (90,175 gallons)	Same or reduced.	No. Up 2.7%.
	The 2.7% increase in vanpool fuel consumption is due to a 16% increase in vanpool vehicles.			

POLICY 1.2.2: Evidence *(continued)*

Green House Gas (GHG) Emissions/Passenger Trip

TheRide does not measure GHG emissions directly due to cost. However, the more fuel that is burned, the more GHG emitted. Based on the table above it could therefore be deduced that there was also a slight increase in GHG emissions from 2018 to 2019.

Energy Used per Hours of Operation (Facilities, Cumulative)

There was an increase in electricity, natural gas and water consumption from 2018 to 2019. The Polar Vortex in early 2019 may have resulted to the increase of energy use. Staff will monitor these figures to see if weather is the cause, or other actions are necessary to achieve compliance.

Energy used	2018	2019	Target	Within target
Electricity (kwh)	1,754,658	1,996,119	Same or reduced.	No. Up 13%.
Natural Gas (therms)	345,880	448,560	Same or reduced.	No. Up 29%.
Water (units)	4,116	5,961	Same or reduced.	No. Up 44%.

POLICY 1.2.3:

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

Degree of Compliance: Not compliant

POLICY 1.2.3: Interpretation

Compliance with this policy during this period will be demonstrated when the frequency of fixed-route services in suitable corridors is high enough to encourage demand for transit-oriented land development.

This is a reasonable interpretation because the frequency of transit is perhaps the largest factor in whether fixed-route service is perceived as competitive with personal automobiles. Increasing the frequency of services can encourage land development decision that do not rely on cars and parking. Conversely, it would be hard to produce favorable conditions without high frequency service. Also, only certain corridors have the combination of potential land development and existing frequency. While land development decisions are complex, involve many actors, and are not in TheRide's direct control, we can increase the attractiveness of our services.

Suitable corridors are ones where high frequency service is already somewhat viable and where intensification of land development is possible. Specifically, this includes Washtenaw Avenue, Plymouth Road, Huron, State Street, Main Street, Packard.

Our specific metrics, targets and results for this period are outlined below. The targets are realistic within our existing resources.

POLICY 1.2.3: Evidence

Suitable corridors area defined as:

Corridor	Current Frequencies	Targets	Compliance
Washtenaw Ave	**Weekdays** Peak: 10 minutes Mid-day: 30 minutes Evenings: 30 minutes **Weekends** Peak: 20 minutes Mid-day: 30 minutes Evenings: 60 minutes	**Weekdays** Peak: 10 minutes or better Mid-day: 20 minutes or better Evenings: 30 minutes or better **Weekends** Peak: 30 minutes or better Mid-day: 30 minutes or better Evenings: 30 minutes or better	Somewhat

POLICY 1.2.3: Evidence (cont.)			
Plymouth Road	**Weekdays** Peak: 15 minutes Mid-day: 15 minutes Evenings: 30 minutes	**Weekdays** Peak: 15 minutes Mid-day: 15 minutes Evenings: 30 minutes	Somewhat
Plymouth Road (cont.)	**Weekends** Peak: 60 minutes Mid-day: 60 minutes Evenings: 60 minutes	**Weekends** Peak: 30 minutes or better Mid-day: 30 minutes or better Evenings: 30 minutes or better	Somewhat
Huron	**Weekdays** Peak: 30 minutes Mid-day: 30 minutes Evenings: 30 minutes **Weekends:** 60 minutes	**Weekdays** Peak: 15 minutes or better Mid-day: 30 minutes or better Evenings: 30 minutes or better **Weekends**: 30 minutes or better	Somewhat
State Street	**Weekdays** Peak: 15 minutes Mid-day: 30 minutes Evenings: 30 minutes **Weekends:** 30 minutes	**Weekdays** Peak: 15 minutes or better Mid-day: 30 minutes or better Evenings: 30 minutes or better **Weekends:** 30 minutes or better	Yes
Main Street	**Weekdays** Peak: 30 minutes Mid-day: 30 minutes Evenings: 60 minutes **Weekends:** 60 minutes	**Weekdays** Peak: 30 minutes or better Mid-day: 30 minutes or better Evenings: 30 minutes or better **Weekends**: 30 minutes or better	Somewhat
Packard	**Weekdays** Peak: 15 minutes Mid-day: 15 minutes Evenings: 30 minutes **Weekends:** 60 minutes	**Weekdays** Peak: 15 minutes or better Mid-day: 15 minutes or better Evenings: 30 minutes or better **Weekends**: 30 minutes or better	Somewhat

Presently, we do not have enough resources to meet these targets for frequency. For these reasons, I report partial compliance with this policy. Compliance will require additional buses, staff, funding, and a larger garage. If planning currently underway leads to more resources by 2022, higher frequencies could occur between 2023-2025. Increasing frequencies may reduce passenger per hour performance until land-develop occurs.

POLICY 1.2.4:

Relevant public policy is transit supportive.

Degree of Compliance: To Be Determined

POLICY 1.2.4: Interpretation

I interpret this policy to mean that TheRide should strive to influence external decisions of local governments in a way that encourages greater transit ridership or enhances the quality of transit service. Many of the factors that encourage transit ridership are controlled by local governments not the transit authority.

Compliance with this policy will be demonstrated when TheRide makes efforts to encourage the municipalities of Ann Arbor, Ypsilanti, Ypsilanti Township, Pittsfield Township, and MDOT adopt and implement the following decisions:
1. Zoning regulations that encourage higher densities, mixed uses, and pedestrian access *along major transit corridors*.
2. Regulations limiting the *maximum* amount of parking allowed for new developments (parking maximums).
3. Dedicated bus lanes or HOV lanes on local streets and state highways.

Political feasibility of TheRide's efforts is defined as achieving the best outcome possible considering local political realities. This is a reasonable interpretation because these are the outside policies that most influence demand for transit. The impact of those policies will take years to become visible and can been seen in changes in average population and employment densities. Our specific metrics, targets and results for this period are outlined below.

POLICY 1.2.4: Evidence

Presence of adequate transit-supportive elements in local zoning and land development ordinances:

Service Area	Adequate? (Low, Mid, High)	Population density (people per sq. mile)	Notes
Ann Arbor	High	4,280	Transit supportive core: dense with mixed use, managed parking, and several large residential buildings; adjacent to large university. Outer areas less pedestrian friendly and congested corridors.
Ypsilanti	High	4,805	Transit supportive core: dense and adjacent to large university. Outer areas less pedestrian friendly.
Ypsilanti Twp.	Low	1,631	Low density, suburban
Pittsfield Twp.	Low	1,389	Low density, suburban

MDOT – The Michigan Department of Transportation does not presently allow bus lanes or shoulder-lane bus operations. Our targets are to change policy to allow these elements.

POLICY 1.3:

Public transportation positively impacts the economic prosperity of the area.

Degree of Compliance: Partially Compliant

POLICY 1.3: Interpretation

The Board has fully interpreted this policy in policies 1.3.1 through 1.3.4 below. Compliance with these policies will constitute compliance with this policy.

POLICY 1.3: Evidence

The evidence of compliance with policies 1.3.1 through 1.3.4 demonstrates compliance with this policy.

POLICY 1.3.1:

Public transportation facilitates labor mobility.

Degree of Compliance: Partially Compliant

POLICY 1.3.1: Interpretation

Compliance with this policy will be demonstrated when:
1. The proportion of daily work trips using non-automobile modes, especially public transit, increases over time. This measure is known as "mode share" and is similar to "market share". This is reasonable because this is an industry-standard measure of how people actually travel and can be consistently measured over time.
2. Riders can access 80% of jobs in the service area within a reasonable walk from a bus stop (0.25 miles),
3. Vanpool options are available outside the fixed-route service area and are reasonably well used.

This is a reasonable interpretation because it measures the outcome of labor trips (i.e. work trips) directly in manner that can be tracked over time, and also includes coverage of job sites.

Our specific metrics, targets and results for this period are outlined below. The targets are realistic within our existing resource

POLICY 1.3.1: Evidence

Targets: The proportion of work trips made as driving alone should decrease, while all other modes should increase, in particular public transit. Change in mode share are gradual and best measured over years.

These are reasonable measures considering that TheRide does not have timely data regarding *why* our riders are traveling (i.e. trip purpose) and therefore cannot document how many passengers are travelling to work. TheRide cannot afford to reliably collect more up-to-date figures due to the costs of surveying. However, there are shortcomings: the data are only collected every five years, and the data combine TheRide, UM buses, and other services together. Nevertheless, a better means of providing evidence for this policy has not yet been found

The table below illustrates the relative mode share for each type of vehicle/mode of transportation and the change between 2010 and 2015. Per the table below, there was a 2 percent increase in public transportation and a 2.2 percent decrease in personal vehicle (driving alone) use between 2010 and 2015. Carpooling/Vanpooling declined 0.3%.

Commute to Work Mode Share 2010-2015 (Ann Arbor, Ypsi, Ypsi Twp., Pittsfield Twp.)

Transportation to Work

Transportation to Work	ACS 2010	% of Total (ACS 2010)	ACS 2015	% of Total (ACS 2015)	% Point Chg 2010-2015
Drove alone	72,861	68.7%	74,216	66.5%	-2.2%
Carpooled or vanpooled	8,778	8.3%	8,949	8%	-0.3%
Public transportation	6,097	5.8%	8,840	7.9%	2.1%
Walked	10,194	9.6%	9,764	8.8%	-0.8%
Biked	2,073	2%	2,987	2.7%	0.7%
Other Means	831	0.8%	786	0.7%	-0.1%
Worked at home	5,164	4.9%	6,017	5.4%	0.5%
Resident workers age 16 and over	105,998	100.0%	111,559	100.0%	0.0%

Source: **U.S. Census Bureau, 2006-2010 and 2011-2015 American Community Survey 5-Year Estimates**

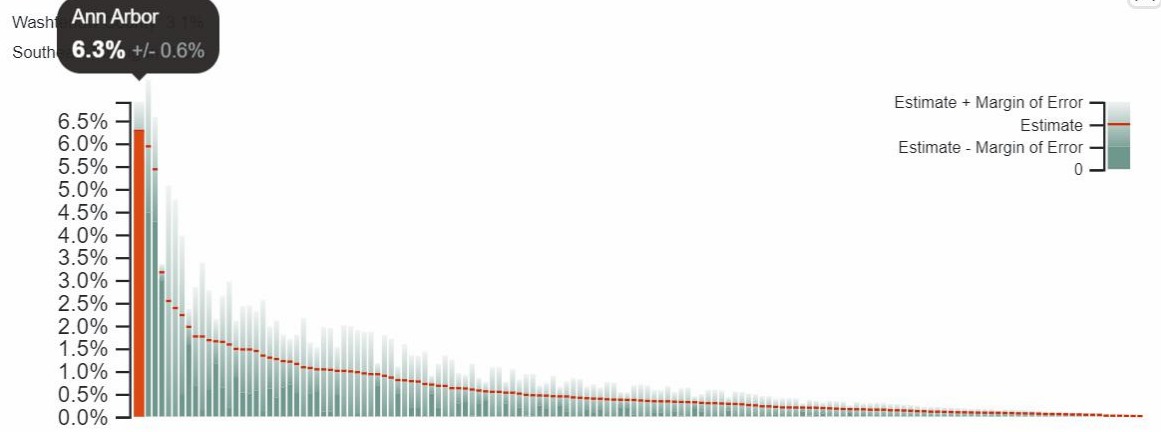Source: SEMCOG, Community Profiles. 2019.
Note: Although dated, these figures are the most up-to-date available. These data are collected every five years. Also, these figures group all transit users together (TheRide, UM buses, WAVE, etc.) so it is difficult to assess the impact of TheRide.

The following graphs illustrate the transit mode share for every community in southeast Michigan, with estimates of mode share for 2019 – a more recent figure. Interestingly, the City of Ann Arbor had the highest mode share in southeast Michigan while the City pf Ypsilanti had the third highest. (Note: the figures from 2010/2015 may not be directly comparable with those from 2019.)
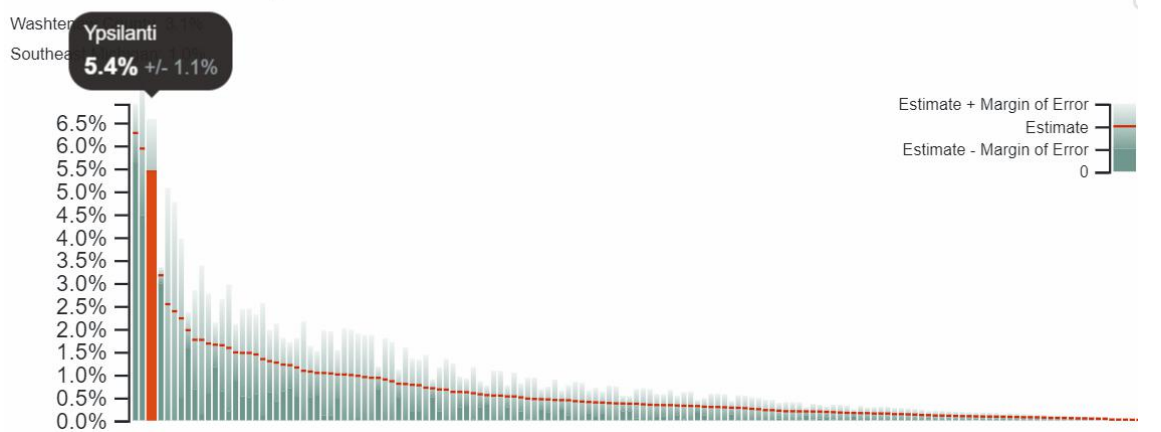
POLICY 1.3.1: Evidence *(continued)*

Commute to Work, Southeast Michigan Region

Source: SEMCOG, Community Explorer, 2019.
The City of Ann Arbor had the highest average transit mode share (commute to work) rate of all the municipalities in the Southeast Michigan Region.

Source: SEMCOG, Community Explorer, 2019.
The City of Ypsilanti had the third highest commute-to-work rate in the region (after Highland Park).

POLICY 1.3.1: Evidence *(continued)*

Van Pool Availability

TheRide's vanpool program is available to any group making regular trips in our service area. We have vanpools originating from Toledo, Detroit, and other distant points. Overall, vanpool usage has been increasing, as illustrated in the graph below. Targets for vanpool ridership is simply an annual increase.

Vanpool ridership

![TheRide - Ann Arbor Area Transportation Authority]
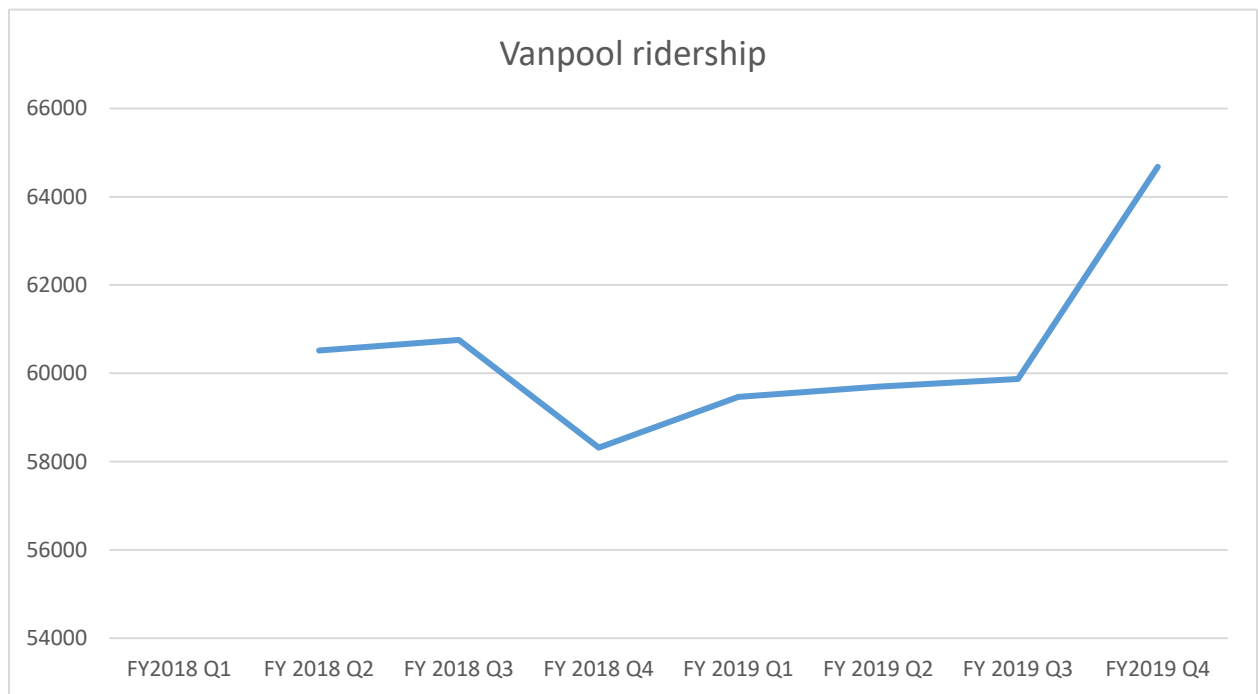
POLICY 1.3.2
Students can access education opportunities without need of a personal vehicle.

Degree of Compliance: Compliant

POLICY 1.3.2: Interpretation

Compliance with this policy during this period will be demonstrated when riders can access <u>all</u> post-secondary educational campuses in the Ann Arbor, Ypsilanti, and Ypsilanti Twp. area within a reasonable walk from a bus stop (0.25 miles).

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

Our specific metrics, targets and results for this period are outlined below. The targets are realistic within our existing resources. Should resources permit, we may strive to exceed these requirements.

POLICY 1.3.2: Evidence

Campus Access

Campuses	With 0.25 miles? Yes/No	Adjacent Routes
UM Main Campus	Yes	4, 6, 62, 63, 64, 23, 48, 60, 65, 81
UM North Campus	Yes	22, 66
EMU	Yes	3, 4, 41
WCCC	Yes	3, 24
Concordia	Yes	3

The printed Ride Guide can provide additional evidence of how the above routes serve each campus.

POLICY 1.3.3:
Visitors use public transportation in the area.

Degree of Compliance: Compliant

POLICY 1.3.3: Interpretation

Compliance with this policy during this period will be demonstrated when people arriving in the membership area via inter-city carrier (i.e. Detroit Metro Airport, intercity rail or bus) have reasonable access to fixed-route and paratransit services, and temporary eligibility for paratransit is available. Compliance also includes fixed-route service between Ann Arbor and Metro Detroit Airport.

This interpretation is reasonable because we have no way of knowing whether passengers are visitors to the area and therefore cannot directly measure the number of riders who are visitors.

Our specific metrics, targets and results for this period are outlined below. The targets are realistic within our existing resources. Should resources permit, we may strive to exceed these requirements.

POLICY 1.3.3: Evidence

Connections with Inter-City Carriers

	Currently Served by	**Target**
Amtrak (Ann Arbor on Fuller Street)	Fixed-route (Rt 21) and paratransit.	Accessible via fixed-route, paratransit.
Greyhound (Ann Arbor on Fuller Street)	Fixed-route (Rt 21) and paratransit.	Accessible via fixed-route, paratransit.
Greyhound & other bus (Ypsilanti Twp. on Huron Road)	Fixed-route (Rt 46) and paratransit.	Accessible via fixed-route, paratransit.
Detroit Metro Airport	AirRide (wheelchair accessible)	Accessible via AirRide.

TheRide's paratransit service, ARide, does allow temporary eligibility for visitors with disabilities that are eligible for ADA paratransit in another jurisdiction.

POLICY 1.3.4:

The area is connected to the Metro Detroit region.

Degree of Compliance: Not Compliant.

POLICY 1.3.4: Interpretation

Compliance with this policy will be demonstrated when a scheduled transit service exists between Ann Arbor and Metro Detroit with departures at least once an hour during weekdays.

This is a reasonable, if specific, interpretation that outlines the elements of what an acceptable connection would need to provide.

Our specific results for this period are outlined below.

POLICY 1.3.4: Evidence

No service matching this interpretation existed during the monitoring period.

However, during the monitoring period TheRide has worked with the RTA to develop such a service. Funding has been secured and final approvals are anticipated on June 20, 2020. If successful, the service could be operational in mid-2020. Funding is tentatively designated 2020-2023.

POLICY 1.4:

Passengers are highly satisfied with public transportation services.

Degree of Compliance: Compliant

POLICY 1.4: Interpretation

Compliance with this policy during this period will be demonstrated when the quality of services provided are relatively high, complaints are relatively low, and customers self-report high levels of satisfaction. This interpretation is reasonable because it included the main elements that drive customer satisfaction and distills them into one figure that can be tracked over time. Also, the Board receives quarterly services reports with timelier and detail breakdowns.

Our specific metrics, targets and results for this period are outlined below. The targets are realistic within our existing resources. Should resources permit, we may strive to exceed these requirements. Feedback on overall service satisfaction will be provided in Policy 1.5

POLICY 1.4: Evidence

Service Quality Composite Index Score
The service composite index score is an aggregate measure of **safety, courtesy** (compliments and complaints), **comfort** (cleanliness of the bus, quality of bus stops and bus shelters), and **reliability** (on time performance, miles between road calls, average age of fleet). This measure ranges from a scale of 0.0 to 1.0 with 1.0 being the highest score. Below are the scores for fixed route and paratransit services for 2018 and 2019.

	2018	2019	Targets
Fixed Route	.85	.89	increase
	The increase was due to reduced injuries per 100k trips, increase in courtesy (Compliments vs. Complaints, reduction in preventable collisions, cleaner buses etc.,)		
Paratransit	.75	.71	Increase. If a decrease is noted, there should no particular pattern.
	There has been an increase in complaints and denials which led to this score dropping. There has been no pattern however and staff is working with contractors to make improvements.		

	2013	2014	2015	2016	2017	2018	2019	Target	Target reached?
Onboard Surveys	87%		88%		91%			Increase over time	Yes

Onboard surveys have traditionally been conducted every two years. An onboard survey should have been conducted in 2019 but was neglected due to staff turnover. It is being rescheduled for 2020.

POLICY 1.5:
Residents of the area recognize the positive contributions of public transportation to the area's quality of life.

Degree of Compliance: Compliant

POLICY 1.5: Interpretation

Compliance with this policy during this period will be demonstrated when people who live in membership service area (riders and non-riders) have generally positive impressions of TheRide, and vote to support property taxes dedicated to TheRide. This interpretation is reasonable because it appears to be the only objective ways to directly measure resident su for transit and TheRide.

Our specific metrics, targets and results for this period are outlined below. The targets are realistic within our existing resources. Should resources permit, we may strive to exceed these requirements.

POLICY 1.5: Evidence

	2009	2011	2013	2014	2015	2016	2017	2018	2019	Target	Target reached?
Telephone Survey of Residents	80%		91%				86%			>51% success	TBD
Referendum Results				70%				83%		>51% success	Yes

Telephone surveys are a relatively recent development. Due to cost they are only conducted sporadically.

Guidance on Determining "Reasonableness" of CEO Interpretations

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

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

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

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

Board's conclusion on monitoring report

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

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

  A.   Is in compliance

  B.   Is in compliance, except for item(s) noted.

  C.   Is making reasonable progress toward compliance.

  D.   Is *not* in compliance or is *not* making reasonable progress toward compliance

  E.   Cannot be determined.

Board notes: (If applicable)

Board Self-Monitoring Questionnaire

Name:

Date of Board Meeting:

February 20, 2020

Instructions:

This form will be used to monitor our performance as a Board. Please respond to each question by selecting Yes or No and providing additional information where necessary.

Questions:

1. Were the issues covered in the Board meeting significant to AAATA? Yes or no? If no, please explain.

2. Did the materials you received prior to the meeting adequately prepare you to participate in the discussion? Yes or no? If no, please explain.

3. Did the board conduct oversight of management or policy? If yes, please indicate which management or policy matters were discussed. If no, please provide reasons for the lack of discussion on oversight of management or policy.

4. Overall, was the meeting worth your time? Yes or no? If no, please explain